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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the bank teller occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Ten duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: opening and closing the teller cage; processing payments, safety deposit box transactions, government bond transactions, and savings time certificates; accepting deposits; cashing and issuing drafts; operating teller machine; and opening new accounts. (BP)

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BANK TELLER

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AN ANALYSIS OF THE BANK TELLER OCCUPATION

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4

TABLE OF CONTENTS

Foreword	v
Preface	vii
Acknowledgment	ix
Job Description	xi
Duties		
A	Opening and Closing the Teller Cage	1
B	Processing Payments	11
C	Accepting Deposits - Checking and Savings	19
D	Cashing Drafts	27
E	Issuing Drafts	35
F	Processing Safety Deposit Box Transactions	45
G	Operating Teller Machine	53
H	Processing Government Bond Transactions	59
I	Opening New Accounts	65
J	Processing Savings Time Certificates	71
Glossary	79

FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following occupational analysis of the bank teller occupation is a broad definition of the teller function. A teller in a small bank would be required to perform all of the duties listed. This can be contrasted with a teller in a large metropolitan bank, who would perform a more specialized function, and whose work day may consist of performing as few as two of the duties listed. It is felt that at least an understanding of the tasks required to perform all of the duties listed is necessary for anyone performing the teller function, regardless of the size of the institution in which he/she works.

7

7

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JOB DESCRIPTION

The bank teller performs the duties necessary to service bank customers; opens and closes the teller cage; processes various type of payments; accepts deposits, both checking and savings; cashes and issues drafts; processes safety deposit box transactions; operates teller machine; processes government bond transactions; opens new accounts; and processes savings certificates.

10

xl

Duty A Opening and Closing the Teller Cage

- 1 Verify cash
- 2 Obtain cash
- 3 Prepare cage
- 4 Secure cash

11

A₁ (TASK STATEMENT) VERIFY CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTFD UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Teller machine Cash tray Adding machine Paper Pen tally sheet Wrappers currency Coin Debit and credit memos Drafts</p>	<p>Count cash accurately Balance cash with proof</p>	
<p><u>DECISIONS</u> Determine if cash credit and debit memos, and daily transactions balance</p>	<p><u>CUES</u> Proper amount of cash</p>	<p><u>ERRORS</u> Shortages or overages Not count wrapped cash</p>

SCIENCE

Behavioral

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to generate integrity
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
- Attention
- Concentration
- Mental alertness
- Mental clarity
- Organization

MATH - NUMBER SYSTEMS

- Positive Rationals = Emphasis on decimals for counting cash
- Property of comparison (balance cash with proof) equality/equivalence
- inequality/greater than/less than
- Guess and check method (in case of not balancing)

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

A₂ (TASK STATEMENT) OBTAIN CASH

TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Teller machine Money tray Adding machine Credit/debit memos Change order form Currency and coin Vault</p>	<p>Determine denominations and amounts required Complete change order form Complete credit/debit memo Obtain change Verify amount Record transaction on teller machine and vault sheet</p>	
<p><u>DECISIONS</u> Determine coins needed Determine currency needed</p>	<p><u>CUES</u> Coin or currency shortages or overages Specific requests</p>	<p><u>ERRORS</u> Incorrect amount of change Incorrect amount of money</p>

SCIENCE

Maintain capacity to foster cooperation
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
 Attention
 Mental alertness
 Concentration
 Mental clarity

BEST COPY AVAILABLE MATH - NUMBER SYSTEMS

Positive Rationals = Emphasis on decimals for counting cash
 Property of comparison (re verify amount)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Listening:

EXAMPLES

Verbal request

SKILLS/CONCEPTS

Recognize amounts

A₃ (TASK STATEMENT) PREPARE CASH

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips</p>	<p>Place currency in drawer Place correct date on all dating instruments and teller machine Place wrapped coin into cage Obtain adequate supplies of deposit slips and debit and credit memos</p>	
<p><u>DECISIONS</u> Determine if adequate amount of supplies are on hand to perform data activities</p>	<p><u>CUES</u> Low amount of supplies Wrong dates on stamper</p>	<p><u>ERRORS</u> Shortages of materials while performing data work Wrong date on transaction</p>

SCIENCE

Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables

Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability

Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Whole Numbers
 Counting (to determine correct amounts of supplies)

COMMUNICATIONS

PERFORMANCE MODES

Viewing

EXAMPLES

Checking for low amounts of supplies

SKILLS/CONCEPTS

Visual analysis

A₄ (TASK STATEMENT) SECURE CASH

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p> <p>Money trays Adding machine Credit/debit memos Currency and coin Teller's vault Currency wrappers Coin wrappers</p>	<p>PERFORMANCE KNOWLEDGE</p> <p>Wrap all coins and currency that can be wrapped Place all loose coin in a container Combine all loose currency and place in a container Place all coins and currency in the teller vault Lock teller vault</p>	<p>SAFETY - HAZARD</p>
<p><u>DECISIONS</u></p> <p>Determine amount of coin and currency to be wrapped</p>	<p><u>CUES</u></p> <p>Amount of currency and coin</p>	<p><u>ERRORS</u></p> <p>Loss of cash</p>

SCIENCE

Attention
Concentration
Mental alertness
Mental clarity
Organization

MATH - NUMBER SYSTEMS

Positive rationals
Properties of the real number system (to group cash and coins)
associative (grouping)

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

Duty B Processing Payments

- 1 Determine type of payment
- 2 Verify amount
- 3 Issue receipt and post transaction

20

B₁ (TASK STATEMENT) DETERMINE TYPE OF PAYMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard daily equipment Pencils Date stamps Deposit slips Rebit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book or ledger Bank loan records</p>	<p>Request payment book or ledger Identify type of payment book Ask customer what type of payment</p>	
<p><u>DECISIONS</u> Determine type of payment</p>	<p><u>CUES</u> Payment book Statements by customer</p>	<p><u>ERRORS</u> Post payment to wrong account</p>

ASK STATEMENT) DETERMINE TYPE OF PAYMENT

SCIENCE

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to foster cooperation
- Maintain capacity to generate integrity
- Maintain capacity to cope with conflict behavior
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
- Attention
- Concentration
- Mental alertness
- Mental clarity
- Organization

MATH - NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES

Listening

Viewing

EXAMPLES

- To verbal communications of customer to determine type of payment
- To visually analyze the type of payment

SKILLS/CONCEPTS

- To analyze verbal communications
- Visual analysis



TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book Actual payment</p>	<p>Check due date of payment Add late charges if necessary Compare amount of check with amount due or count cash offered</p>	
<p><u>DECISIONS</u></p> <p>Determine if there is a late charge due Determine proper amount of payment offered</p>	<p><u>CUES</u></p> <p>Date due in payment book Amount indicated due in payment book</p>	<p><u>ERRORS</u></p> <p>Insufficient amount paid (Overpayment)</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Fundamental Operations (Calculation) (To add and subtract in order to perform late payment transactions)
 Subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

To determine amounts on payment slips

To record proper payment amounts

SKILLS/CONCEPTS

Detail/Inference

Partnership

B₃ (TASK STATEMENT) ISSUE: RECEIPT AND POST TRANSACTION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY HAZARD
<p>Standard daily equipment</p> <ul style="list-style-type: none"> Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Payment book Credit slip Bank payment record Proof rack 	<p>Stamp coupon and payment book with teller stamp</p> <p>Separate coupon</p> <p>Obtain bank payment record</p> <p>Subtract amount paid from balance</p> <p>Enter new balance and record new balance in customer payment book</p> <p>Return payment book to customer</p> <p>Fill out credit slip and receipt form if customer has no payment book</p> <p>If cash, enter amount in teller machine</p> <p>Place note coupon and cash in proof rack</p>	
<p><u>DECISIONS</u></p> <p>Determine type of receipt required</p> <p>Determine how payment is made (check or cash)</p>	<p><u>CUES</u></p> <p>Type of payment book</p> <p>Check or cash</p>	<p><u>ERRORS</u></p> <p>Inable to balance</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adeptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Observation

MATH - NUMBER SYSTEMS

Fundamental Operations (Calculation) (to add and subtract in order to determine correct balances)
 Subtraction algorithm

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

To determine amounts on notes or payment slips

To record proper data

SKILLS/CONCEPTS

Detail

Penmanship

Duty C Accepting Deposits - Checking and Savings

- 1 Determine type of deposit
- 2 Verify amount
- 3 Post transaction and issue receipt

C1 (TASK STATEMENT) DETERMINE TYPE OF DEPOSIT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler remover Stapler Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Deposit slip Deposit</p>	<p>Obtain information from customer Obtain information from deposit slip</p>	
<p><u>DECISIONS</u> Discriminate between checking account, savings account, Christmas account</p>	<p><u>CUES</u> Deposit slip Coupon book Customer information</p>	<p><u>ERRORS</u> Wrong type of deposit</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES

Reading
 Listening

EXAMPLES

Reading type of deposit on deposit slip
 Obtaining information from customer as to type of account

SKILLS/CONCEPTS

Detail
 Recognizing type of deposit

C2 (TASK STATEMENT) VERIFY AMOUNT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard daily equipment Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Deposit Deposit slip</p>	<p>Note amount on deposit slip Count cash Proof with deposit slip Tabulate any checks Proof with deposit slip Check endorsement Deduct 'less cash' Proof with deposit slip</p>	<p>SAFETY - HAZARD</p>
<p><u>DECISIONS</u> Determine if deposit proofs with amount presented Determine if 'less cash' is involved Determine if checks are endorsed</p>	<p><u>CUES</u> Amount of cash A new unendorsed check Deposit slip</p>	<p><u>ERRORS</u> Incorrect deposit amount Incorrect amount of cash returned to customer</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables.
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Uses of Number: (without calculation) (to count cash)
 Counting
 Coordinate system
 Ordering
 Indexing
 Coding-giving a coding system, recognizing and identify each unit involved by assigning necessary symbols, numerical or literal
 Ratio
 Fundamental Operations (Calculation) (to add and subtract amounts)
 Addition - Subtraction algorithm - multiplication algorithm - division algorithm - order of operations - use of parentheses in simplifying arithmetic expressions
 Property of comparison (to verify amounts with deposit slip equality/equivalence)

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

C3 (TASK STATEMENT) POST TRANSACTION AND ISSIT RECEIPT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Standard daily equipment</p> <ul style="list-style-type: none"> pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Savings book Deposit slip Computer print out sheet for savings account 	<p>Verify account with computer print out Enter date and amount of deposit in savings book Enter adjusted balance in savings book Verify adjusted balance in savings book with savings deposit slip Enter amount in teller machine Stamp deposit slip and return stamped portion as receipt</p>	
<p><u>DECISIONS</u></p> <p>Determine savings account book, computer print out and deposit slip proof</p>	<p><u>CUES</u></p> <p>Savings account book Deposit slip Computer print out</p>	<p><u>ERRORS</u></p> <p>Incorrect balance</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Observation

MATH - NUMBER SYSTEMS

Positive rationals
 Fundamental Operations (Calculation to add and subtract amounts)
 Subtraction algorithm
 Basic Arithmetic skills and concepts (to verify amounts with deposit slips)
 Property of comparison
 Equality/equivalence
 Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

33

Duty D Cashing Drafts

- 1 Determine validity of draft**
- 2 Identify bearer**
- 3 Honor draft**

34

D₁ (TASK STATEMENT) DETERMINE VALIDITY OF DRAFT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY HAZARD
<p>Standard daily equipment</p> <ul style="list-style-type: none"> pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips <p>Draft Overdraft sheet</p>	<p>Verify endorsement Verify date Verify payee's signature Verify amount of draft Check overdraft sheet Contact bank on which draft is drawn</p>	
<p><u>DECISIONS</u></p> <p>Determine if draft is endorsed correctly Determine if draft is dated correctly Determine if draft is signed correctly Determine if draft amount is indicated correctly Determine if sufficient funds are available</p>	<p><u>CUES</u></p> <p>Accepted draft presented Overdraft sheet</p>	<p><u>ERRORS</u></p> <p>Draft not properly endorsed Draft amount incorrect</p>



SCIENCE

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to foster cooperation
- Maintain capacity to generate integrity
- Exhibit qualities of self-confidence, self control, self-reliance, self-respect, and adaptability
- Attention
- Concentration
- Mental alertness
- Mental clarity
- Organization

MATH - NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES

Reading

EXAMPLES

To read endorsements and other information on drafts

SKILLS/CONCEPTS

Detail/Inference

D2 (TASK STATEMENT) IDENTIFY BEARER

TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Standard daily equipment</p> <ul style="list-style-type: none"> pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips <p>Draft Identification driver's license social security card bank I.D. cards credit cards school I.D.</p>	<p>Know the bearer</p> <ul style="list-style-type: none"> Request identification Compare names Compare signatures Compare address Compare pictures with bearer 	
<p><u>DECISIONS</u></p> <p>Determine if I.D. matches bearer</p>	<p><u>CUES</u></p> <p>Identification provided</p>	<p><u>ERRORS</u></p> <p>Payment to non bona-fide bearer</p>



SCIENCE

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to foster cooperation
- Maintain capacity to generate integrity
- Maintain capacity to cope with conflict behavior
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
- Attention
- Concentration
- Mental alertness
- Mental clarity

COMMUNICATIONS

PERFORMANCE MODES

- Speaking
- Reading

EXAMPLES

- To request information from bearer of the draft
- To verify information on identification documents presented by the bearer

SKILLS/CONCEPTS

- Terminology/general vocabulary
- Detail/inference



D₃ (TASK STATEMENT) HONOR DRAFT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Draft Cash</p>	<p>Enter transaction in teller machine Count out cash at least twice Place draft in proof rack Count cash to bearer</p>	
<p><u>DECISIONS</u> Determine if cash is correct amount</p>	<p><u>CUES</u> Counting cash</p>	<p><u>ERRORS</u> Paying wrong amount of cash out</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Maintain capacity to cope with conflict behavior
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Reduction of fractions (to count out cash)
 Property of comparison (to determine if cash and amount of check are the same)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking

EXAMPLES

To verbally count cash back to customer

SKILLS/CONCEPTS

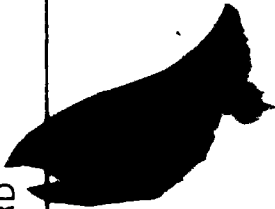
Enunciation

Duty E Issuing Drafts

- 1 Issue money order
- 2 Issue cashier's check
- 3 Issue certified check
- 4 Issue traveler's check

41

E1 (TASK STATEMENT) ISSUE MONEY ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Standard daily equipment pencils date stamps deposit slips debit and credit slips currency coin teller machine stapler stapler remover tape teller machine tape adding machine tape teller stamp withdrawal slips Money order	Obtain money order Imprint amount of money order with checkwriter Separate bank's copy of money order Obtain cash and fee for check Ring cash in on teller machine Give customer money order Place bank's copy of money order in proof rack	
<u>DECISIONS</u> Determine amount of money order Determine amount of fee	<u>CUES</u> Verbal request for amount Bank's scale for fee	<u>ERRORS</u> Improper amount imprinted Improper fee charged



SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH — NUMBER SYSTEMS

Positive rationals
 Property of comparison (to count cash and verify that the amount of cash is equal to amount of money order and fees)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Writing

EXAMPLES

To question customer as to amount of money order
 To fill in proper amounts on the money order and related forms and to use correct penmanship

SKILLS/CONCEPTS

General vocabulary
 Memo format
 Penmanship

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Cashier's check Typewriter Checkwriter machine</p>	<p>Determine amount of cashier's check Obtain cashier's check Imprint amount requested on check Type of check: remitter payee; date; amount Sign cashier's check Obtain cash and fees Separate bank's copy of check and give check to customer King cash into teller machine Place bank's copy of check in proof rack</p>	
<p><u>DECISIONS</u> Determine amount of check Determine amount of fee</p>	<p><u>CUES</u> Verble request for amount Bank's scale for fee</p>	<p><u>ERRORS</u> Improper amount imprinted Improper amount of fee charged</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
Mental alertness
 Mental clarity
 Organization

MATH -- NUMBER SYSTEMS

Positive rationals
 Property of comparison (to count cash and to verify that the amount of cash is equal to the amount of the cashier's check and fees)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Writing

EXAMPLES

To question customer as to amount of cashier's check

To fill in proper amounts on the cashier's check and related forms and to use correctly

SKILLS/CONCEPTS

General vocabulary

Memo format
 Penmanship

F3 (TASK STATEMENT) ISSUE CERTIFIED CHECK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Hole puncher Certified check stamp Certified check label Request for certified check form Computer print out sheet for checking accounts</p>	<p>Receive completed check Verify amount in checking account on print out sheet Stamp check as certified-fill in amount and initial notation Place certified label on check Complete certified check form Punch holes in account number on check Give customer original form and check Fill out credit memo Place bank's copy of certified check form and credit memo in proof rack</p>	<p>SAFETY - HAZARD</p>
<p><u>DECISIONS</u> Determine amount in checking account</p>	<p><u>CUES</u> Amount requested Computer print out</p>	<p><u>ERRORS</u> Insufficient funds for certification</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison (determining that the amount of money in the customer accounts at least equal to the amount of the certified check)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Writing

EXAMPLES

Explaining to the customer the use of the certified check
 To fill in proper blank on the check

SKILLS/CONCEPTS

Evaluating
 Penmanship

F4 (TASK STATEMENT) ISSUING TRAVELER'S CHECK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Traveler's checks and inventory sheet</p>	<p>Obtain checks in denominations requested Customer signs checks in presence of teller Prepare inventory list of checks with customer signs Compute fees for travel check company and bank on credit slip Collect money for checks plus all fees Give checks to customer Forward money collected less bank's fee to travel check company with inventory of checks issued Ring total cash collected in teller machine Place credit slip in proof rack Place bank's check inventory in pre-designated area</p>	
<p><u>DECISIONS</u> Determine amount of checks and denominations Determine fees charged</p>	<p><u>CUES</u> Verbal request Bank scale</p>	<p><u>ERRORS</u> Incorrect amount and denominations Incorrect fees</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison (determining that the amount of money paid by the customer is equal to the amount of traveler's checks and fees)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Writing

EXAMPLES

Determining the amount of traveler's checks required by the customer
 To fill in proper forms for issuance of checks

SKILLS/CONCEPTS

Analyzing verbal communication
 Penmanship

Duty F Processing Safety Deposit Box Transactions

- 1 Determine customer needs and prepare rental contract
- 2 Collect rental fees and issue receipt
- 3 Admit customer to safety deposit box

50

F1 (TASK STATEMENT) DETERMINE CUSTOMER NEEDS AND PREPARE RENTAL CONTRACT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Safety deposit box rental records Safety deposit box and keys Safety deposit box rental contract</p>	<p>Determine size needed by questioning Determine identity of customer Obtain two keys to box Complete rental contract/signature card Present keys and direct customer to box Describe bank procedure for obtaining access to box File rental contract/signature card</p>	
<p>DECISIONS Determine size of safety deposit box Determine identity of customer</p>	<p>CUES Verbal questioning Proper identification</p>	<p>ERRORS Incorrect size box Fictitious name on rental contract</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Maintain capacity to cope with conflict behavior
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Listening
 Writing

EXAMPLES

Questioning customer as to size of box desired
 Explaining procedures for use of safety deposit box
 Determining customer needs and uses for the safety deposit box
 Filling out rental contracts and forms

SKILLS/CONCEPTS

Terminology
 Terminology/general vocabulary
 Penmanship
 Memo format



F₂ (TASK STATEMENT) COLLECT RENTAL FEES AND ISSUE RECEIPT

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p>	<p>PERFORMANCE KNOWLEDGE</p>	<p>SAFETY - HAZARD</p>
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Rental receipt</p>	<p>Indicate fee required per box size Complete receipt form (three part) Obtain payment of fee If cash, ring in teller machine and place bank copy of rental receipt in proof rack If check, place check and bank copy of rental receipt in proof rack Issue customer original of 3 part rental receipt</p>	
<p><u>DECISIONS</u> Determine amount of fee Determine use of teller machine</p>	<p><u>CUES</u> Size of box Cash or check</p>	<p><u>ERRORS</u> Incorrect fee charge Incorrect teller machine operation</p>



<p>MATH - NUMBER SYSTEMS</p>	<p>Positive rationals Property of comparison (to insure that amount of money paid is equal to amount required) equality/equivalence inequality/greater than/less than</p>
<p>SCIENCE</p>	<p>Maintain capacity to foster trust Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Attention Concentration Mental alertness Mental clarity Organization</p>
<p>COMMUNICATIONS</p>	
<p>PERFORMANCE MODES</p> <p>Speaking</p>	<p>EXAMPLES Explaining to customer the amount due for rental of the safety deposit box</p>
<p>SKILLS/CONCEPTS</p> <p>General vocabulary</p>	

F3 (TASK STATEMENT) ADMIT CUSTOMER TO SAFETY DEPOSIT BOX

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Lock box keys Admittance slip Signature card file</p>	<p>Complete admittance slip (customer) Compare with signature card Record date and time on signature card Obtain vault key and hand key to box Use hand key and customer key to obtain box Direct customer to private area Upon completion of use, return box and lock in vault</p>	
<p><u>DECISIONS</u> Determine correct signature Determine possession of key</p>	<p><u>CUES</u> Signature card Physical possession of key</p>	<p><u>ERRORS</u> Unauthorized person gaining access to box</p>

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Mental alertness
 Mental clarity

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Reading

EXAMPLES

Greeting customer and obtaining his/her key to the safety deposit box
 Comparing signatures with signature card

SKILLS/CONCEPTS

General vocabulary
 Detail/inference

Duty G Operating Teller Machine

- 1 Close and open teller machine
- 2 Operate teller machine

57

G₁ (TASK STATEMENT) CLOSE AND OPEN TELLER MACHINE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips</p>	<p>Count cash Enter in machine Subtotal Total 'read' key Proof teller machine tape Clear machine call keys Change date Change transaction number Remove tape and attach to teller card Prepare new teller card Submit used teller card with teller tape, and proof rack transactions to proof operator</p>	
<p><u>DECISIONS</u> Determine teller tape proof</p>	<p><u>CUES</u> Read tape</p>	<p><u>ERRORS</u> Incorrect transaction</p>

SCIENCE

Attention
Concentration
Mental alertness
Mental clarity
Organization

MATH - NUMBER SYSTEMS

Positive rationals (operation teller machine)

COMMUNICATIONS

PERFORMANCE MODES

Viewing
Writing
Reading

EXAMPLES

Observing to insure proper operation of the teller machine
Filling out teller card
Reading teller tape

SKILLS/CONCEPTS

Visual analysis
Penmanship
Memo format
Detail/inference

C2 (TASK STATEMENT) OPERATE TELLER MACHINE

SAFETY HAZARD	
<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p> <p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips</p>	<p>PERFORMANCE KNOWLEDGE</p> <p>Record cash received Record deposits received Record cash paid out</p>
<p>DECISIONS</p> <p>Determine type of transaction</p>	<p>CUES</p> <p>Individuals to be served received</p>
<p>ERRORS</p> <p>Incorrect transaction</p>	<p>SAFETY HAZARD</p>

<p>MATH -- NUMBER SYSTEMS</p>	<p>SCIENCE</p>
<p>Positive rationals Property of comparison (for counting of cash and verification that amount of cash equals amount of deposit) equality/equivalence inequality/greater than/less than</p>	<p>Attention Concentration Mental alertness Mental clarity Organization</p>

COMMUNICATIONS

<p><u>PERFORMANCE MODES</u></p>	<p><u>EXAMPLES</u></p>	<p><u>SKILLS/CONCEPTS</u></p>
<p>Writing</p>	<p>Filling out cash received, deposits received and cash paid out</p>	<p>Penmanship General vocabulary Memo format</p>



Duty H Processing Government Bond Transactions

- 1 **Issue a U.S. government savings bond**
- 2 **Cash U.S. government savings bond**

62

111 (TASK STATEMENT) ISSUE A U.S. GOVERNMENT SAVINGS BOND

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Government bond E-bond form</p>	<p>Determine denominations and quantity requested Complete E-bond form Include: title of individual; social security number, co-owner or beneficiary, indicate if bond is a gift, if bond is to be mailed or picked-up Total amount of cash required Ring cash in teller machine Issue receipt to customer Complete credit memo and place in proof rack</p>	
<p><u>DECISIONS</u> Determine number of bonds and denominations required Determine information on E-bond form</p>	<p><u>CUES</u> Verbal request Verbal questioning</p>	<p><u>ERRORS</u> Incorrect bond denomination Incorrect E-bond form information</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison (to verify cash or payment with amount of funds necessary to purchase bond)
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Listening

Writing

EXAMPLES

Greeting and questioning customer as to denomination and quantity of bonds desired - questioning customer for information on E-bond form
 Determining customer needs as to type of bonds and information for E-bond form
 Complete information on E-bond form

SKILLS/CONCEPTS

General vocabulary

Analysis

Penmanship
 Memo format



<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p>	<p>PERFORMANCE KNOWLEDGE</p>	<p>SAFETY - HAZARD</p>
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Government bond</p>	<p>Determine denomination of bond Determine issue date Determine amount redeemable by finding issue date on bond Interest earned sheets Identify bearer or bond Verify endorsement Pay cash Record transaction in teller machine Place bond in proof rack</p>	
<p><u>DECISIONS</u> Determine amount to pay bearer Determine identity of bearer Determine proper endorsement</p>	<p><u>CUES</u> Bond information sheet Bearer's identification Observation</p>	<p><u>ERRORS</u> Pay incorrect amount Pay to wrong bearer</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Maintain capacity to cope with conflict behavior
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison (to count back proper amount of cash to customer to equal redeemable value of bonds)
 Equality/equivalence
 Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Listening
 Writing

EXAMPLES

Questioning customer as to the number of bonds he/she wants to cash and the procedures involved
 Obtaining information to enter on reverse of E-bond to cash it
 Filling in information on the reverse of E-bond form

SKILLS/CONCEPTS

General vocabulary
 Penmanship
 Memo format

Duty I Opening New Accounts

- 1 Determine type of account required**
- 2 Prepare application form and issue savings passbook or checkbook**

67

1 (TASK STATEMENT) DETERMINE TYPE OF ACCOUNT REQUIRED

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p> <p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips</p>	<p>PERFORMANCE KNOWLEDGE</p> <p>Interview customer to determine which type of account required Savings =explain alternatives Checking=explain alternatives</p>	<p>SAFETY - HAZARD</p>
<p>DECISIONS</p> <p>Determine need for savings account or checking account Determine type of savings or checking account</p>	<p>CUES</p> <p>Verbal response</p>	<p>ERRORS</p> <p>Incorrect type of account</p>

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to cooperate integratively
 Maintain capacity to cope with conflict behavior
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Listening
 Writing

EXAMPLES

Greeting and questioning customer as to the type of account or accounts desired; Explaining the various uses of accounts and their uses
 Determining customer's need as to type of accounts needed
 Completing necessary forms for the types of accounts required

SKILLS/CONCEPTS

General vocabulary
 Terminology
 Analysis
 Penmanship

1.2 (TASK STATEMENT) PREPARE APPLICATION FORM AND ISSUE SAVINGS PASSBOOK OR CHECKBOOK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Application form (data form) Savings passbook Signature card New checking account kit Checking account sample kit</p>	<p>Complete application form (both checking and savings) Complete signature card Complete deposit slip Process deposit If checking account, select checkbook style and submit order Give customer passbook or new checking account kit with new balance posted Place bank copy of deposit in proof rack</p>	
<p><u>DECISIONS</u> Determine type of checkbook Determine amount of deposit</p>	<p><u>CUES</u> Customer request Deposit slip</p>	<p><u>ERRORS</u> Incorrect deposit</p>

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Listening
 Writing

EXAMPLES

Questioning customer for information to be included on application form, helping customer select checkbook style, etc.
 Hearing correct customer responses for information on application form
 Placing information in application form

SKILLS/CONCEPTS

General vocabulary
 Penmanship
 Memo format

Duty J Processing Savings Time Certificates

- 1 Determine customer needs
- 2 Prepare and issue certificate
- 3 Cash certificates

72

J₁ (TASK STATEMENT) DETERMINE CUSTOMER NEEDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Rules and Regulations</p>	<p>Interview customer to determine which type of account required Explain alternative certificates specifically; penalty clause; interest rate; maturity date Ask customer to indicate which certificate desired</p>	
<p><u>DECISIONS</u> Determine type of certificate</p>	<p><u>CUES</u> Customer request</p>	<p><u>ERRORS</u> Incorrect certificate</p>

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Maintain capacity to cope with conflict behaviors
 Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

COMMUNICATIONS

PERFORMANCE MODES

Speaking
 Listening

EXAMPLES

Examining types of accounts available, asking customer to explain which type of certificate desired
 Determining customer needs as to the type of account

SKILLS/CONCEPTS

General vocabulary



TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Bank data form Signature card Certificate</p>	<p>Complete signature card Complete savings certificate Process deposit Issue certificate to customer Complete data sheet from information on signature card Place bank's copy of certificate, data sheet, and signature card in proof rack</p>	
<p><u>DECISIONS</u> Determine amount of certificate Determine amount of interest and maturity date</p>	<p><u>CUES</u> Customer request Customer request and bank policy</p>	<p><u>ERRORS</u> Incorrect amount, interest, and maturity date</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to foster cooperation
 Maintain capacity to generate integrity
 Exhibit qualities of **self-confidence, self-control, self-reliance, self-respect, and adaptability**
 Attention
 Mental alertness
 Mental clarity
 Organization
 Concentration

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison
 equality/equivalence
 inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

Writing
 Listening

EXAMPLES

Completing signature card and other forms to issue certificate
 Obtaining information from customer to place on certificate

SKILLS/CONCEPTS

Penmanship
 Memo format

33 (TASK STATEMENT) CASH CERTIFICATES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Pencils Date stamps Deposit slips Debit and credit slips Currency Coin Teller machine Stapler Stapler remover Tape Teller machine tape Adding machine tape Teller stamp Withdrawal slips Certificate Signature card Bank's copy of certificate</p>	<p>Verify maturity date Verify endorsement Check against signature card Pull bank copy of certificate Pay customer face value of certificate or reissue new certificate Indicate on copies of certificate and on signature whether cash was paid or certificate issued Route certificate to pre-designated teller</p>	
<p><u>DECISIONS</u> Determine if certificate is redeemable Determine if bearer is qualified endorser</p>	<p><u>CUES</u> Data on certificate Compare endorsement to signature card</p>	<p><u>ERRORS</u> Certificate may not be valid Improper endorsement</p>

SCIENCE

Maintain capacity to foster trust
 Maintain capacity to foster confidentiality
 Maintain capacity to generate integrity
 Maintain capacity to cope with conflict behavior
Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
 Attention
 Concentration
 Mental alertness
 Mental clarity
 Organization

MATH - NUMBER SYSTEMS

Positive rationals
 Property of comparison
 Equality/equivalence
 Inequality/greater than/less than

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

