

Bank Teller Interview Questions And Answers Guide.



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Bank Teller Job Interview Preparation Guide.

Question # 1

Who is Bank Teller?

Answer:-

A teller is an employee of a bank who deals directly with most customers. In some places, this employee is known as a cashier. Most teller jobs require cash handling experience and a high school diploma. Most banks provide on-the-job training.

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Question # 2

What to do work as a bank teller?

Answer:-

I have been working as a bank teller for some time and find the work very interesting. The challenges that I am posed with each day motivate me to work well in a high volume environment. Eventually, I would like to work as a relationship manager once I have had ample experience as a teller.

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Question # 3

How do you deal with the stress associated with high volume work? are you comfortable with handling large sums of money?

Answer:-

Yes, I am. I ensure that I tally all transactions several times in a day and quite thoroughly at the end of my shift. Since I am an organized individual, I can handle work load effectively. I plan my work day and then make changes to my schedule as the day goes on.

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Question # 4

Tell me about a successful sales experience?

Answer:-

A client whose account I was handling came in one day along with a friend. While I was processing transactions for the client, I could sense the interest of the friend. I engaged him in conversation and discovered that he was shopping for bank services. Through positive reinforcement, I managed to convince him that he should open an account with us. That client is now the bank's best client!

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Question # 5

How to deal with irate clients?

Answer:-

I believe in the cliché that customers are always right. Even when I know that a client is being unreasonable, I exercise diplomacy and tact. I have discovered that by listening to an angry client without arguing, you can determine what action to take and how to deal with him or her.

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Question # 6

Tell us why did you choose our bank?

Answer:-

The Bank of America has a prestigious name in the banking sector all over the world. In addition, the professionalism and teamwork inside your bank attracted me to become a part of your team.

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Question # 7

Tell me how would you convince the customer to become a client of this bank?



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Answer:-

Utilizing my strong convincing power, exceptional customer service abilities and working knowledge of banking procedures, I would be able to explain the different schemes offered by bank in the most fruitful way.

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Question # 8

Explain your strengths?

Answer:-

I possess a great attention to detail to ensure transaction accuracy, exceptional cash handling skills and have a demonstrated ability to effectively communicate with clients, staff and management.

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Question # 9

Tell me your greatest weakness?

Answer:-

I remain calm when dealing with irate and angry clients.

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Question # 10

What is characterize of good teller?

Answer:-

Great communication and customer service skills combined with cash handling and drawer management abilities can make someone the best teller.

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Question # 11

Who is a Personal Teller?

Answer:-

A Personal Teller looks like an ATM, but the difference is that you can have a real time, face-to-face conversation with an Ion Bank Personal Banker. Using video cameras, your image is transmitted to the Personal Teller located at our Customer Contact Center in Naugatuck, CT. Cameras at our Customer Contact Center transmit the Personal Teller's image back to you. Sound is carried through built-in speakers and a handset is available when using the Personal Teller in the bank lobby.

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Question # 12

How is a personal teller different from an ATM?

Answer:-

At a Personal Teller, you are interacting face-to-face with a live person, not a machine. The Personal Teller can guide you through every step of your transaction and answer questions about your accounts. A Personal Teller does not take ATM cards, so ATM transactions should still be conducted at the ATM.

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Question # 13

What to do with a Personal Teller?

Answer:-

Just about every transaction you can do with a teller inside a branch office can be done with a Personal Teller. You can make deposits, withdrawals, transfers and cash checks, make loan payments and more. Personal Tellers are unable to update Passbooks.

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Question # 14

How much fee to use a Personal Teller?

Answer:-

No, there are no additional fees.

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Question # 15

Tell me is my conversation with a Personal Teller private?

Answer:-

In the lobby, you and the Personal Teller can see and hear each other using a video camera and speaker. Your conversation is just as private as if you were talking to a teller in a branch, but if you prefer greater privacy, there is a handset.

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Question # 16

When I use a Personal Teller is there any delay?



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Answer:-

No, your account will be updated in real time just as it would inside a branch office or at a traditional drive-up. If you're unsure about the availability of your money, just ask your Personal Banker during the transaction.

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Question # 17

Tell me why do you want to become a bank teller?

Answer:-

I have very good communication skills and enjoy talking to people. I believe I could be very good at this job and that's the main reason why I apply for it.

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Question # 18

Why you choose our bank?

Answer:-

I am a client of this bank for several years. I really enjoy coming here and to be honest, I can't imagine working for any other banking institution.

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Question # 19

How you convince the customer?

Answer:-

First of all, I would try to create a good friendly relationship with him. Sales are all about relations. Once I gain his trust, it will be easier to sell him our products.

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Question # 20

Explain your weaknesses?

Answer:-

I tend to be over-friendly with clients. However, I try to get rid of this weakness and be professional in my work. It's improving.

I have a tendency to be impatient. I always try to close the deal and work as fast as possible, what is not always the best option. However, I work on my patience and at the moment am much more patient as I was five years ago.

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Question # 21

Tell me your strengths?

Answer:-

- * Communication skills
- * Ability to uncover the needs and desires of a client
- * Good sales skills
- * Responsibility
- * Good organization skills
- * High motivation for work
- * True understanding of the job and what is expected of you

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Question # 22

What you know about our bank?

Answer:-

This is the most popular bank in the country, in terms of number of clients. It is widely recognized for its leading online banking services, top notch customer service and friendly tellers. I hope to become one of these tellers.

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Question # 23

Have you ever worked before in any bank?

Answer:-

Well, if it is your case, all to mention is the place and the job and maybe add a description of some of your principal duties and/or achievements. However, what to do if it is your first experience with working at a bank? Well, you should definitely be honest.

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Question # 24

What are successful sales experience you have?

Answer:-

We sell our thought and ideas to partners, colleagues, friends. Not only bank teller job, but our entire life is about selling! Professional sales is yet another category, but when one is good in selling his own ideas, he's typically good in selling products too.

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Question # 25

Explain some of the aspects that you like about the job?

Answer:-

Briefly outline your favorite aspects of the job; perhaps share an incident, in abbreviated fashion. Sound sincere - if you overdo it, the interviewer will get the impression that you are appeasing him or her for the job.

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Question # 26

Explain some of the aspects that you do not like about the job?

Answer:-

Use the sandwich method. Although you must answer the question, no need to get enthusiastic about what you do not like. Rather start with something positive, related to your issue if possible, and close on an upbeat note. Be factual, but brief when describing your dislikes. If appropriate, express the idea that it is relatively minor and just part of life. In short, try to be as positive as possible about the aspects that you are not comfortable with when answering this question.

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Question # 27

Tell me what does the bank gain by hiring you?

Answer:-

Speak about the positive attributes you have. Use terms such as loyal, scrupulous, detail, oriented, professional, discreet, etc. Mention as well, your familiarity with calculators, computers, tracking figures, and ability to perform basic mathematical computations, all skills that are quite important for one to excel in the role of bank teller.

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Question # 28

Bank Teller interview questions:

Answer:-

- * What characterize a good teller from your point of view?
- * Give an example of you dealing with an irate customer and what you did to fix the problem?
- * Give an example of a time you made a point to go above and beyond with customer service.
- * What would you do if you saw a fellow employee take \$100 that belonged to the bank?
- * What banking products do you personally use and why?
- * This job can be repetitive. What would motivate you to do it well every day?
- * Where do you see yourself in 5 years time?
- * What are your salary expectations?

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