

**Staff Training Centre**

**Banking Play**

<b>Objective:</b>	<ol style="list-style-type: none"> <li>1. To revise the operational procedure.</li> <li>2. Deposit &amp; Advances Targets.</li> <li>3. Customer Service.</li> <li>4. To develop communication skills.</li> <li>5. Personality development.</li> <li>6. To develop acting skills.</li> </ol>
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<b>Modus Operandi:</b>	<ol style="list-style-type: none"> <li>1. Groups of 3 participants each will be formed. One member will be customer, one will be bank official and one will act as reviewer.</li> <li>2. One question on random basis will be given to each group.</li> <li>3. Customer &amp; Banker should try to extract &amp; give the maximum information on the subject.</li> <li>4. Reviewer will comment on points not covered in the conversation.</li> <li>5. Time of say 5 minutes will be given to each group for discussion / play.</li> </ol>
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Sr. No.	Topic	Coverage
<b>A</b>	<b>Deposits:</b>	
1	Opening of Savings account – Individual	
2	Opening of Savings account – Society	
3	Opening of CD a/c of firm	
4	Opening of CD a/c of Ltd. company.	
5	Opening of Term Deposit account	
6	Opening of Minor’s account	
7	Opening of Kumar Saving / minor account	
8	Complaint about Passbook printer not working.	
9	Premature withdrawal of Term deposit.	
10	Closing of Savings account.	
11	Closing of CD account of firm.	
12	Closing of CD account of ltd. company.	
<b>B</b>	<b>Loans:</b>	
1	Enquiring about Inward Clearing by CC borrower / CD holder.	
2	Housing Loan enquiry.	
3	Sec.49 Loan enquiry.	
4	Personal loan enquiry of say Rs.75000/-	

