

Bank Teller Interview Guide

Step-by-step interview guide for people applying for position of a Bank Teller
*From **Jacob Gates**, former interviewer at Bank of America, Wells Fargo, and at other companies*

Bank teller belongs to the most popular jobs in the United States. Survey conducted in the in September 2015 showed that in average, **more than fifty people applied for every single bank teller job opening in the United States**, and more than thirty people applied for job with this title in Canada, in the first half of 2015.

As you can guess, **it is not easy for HR to choose the best person for the job from fifty applicants, all having similar resume and experience**. Typically they need to conduct a complex interview—consisting of personal, behavioral and technical questions, use a personality test, and one or two role play exercises. It is the best way to choose the right candidate for the job. I have personally interviewed more than six hundred applicants for bank teller roles, therefore I understand:

- Why the most qualified applicants do not get a job in 99% of job interviews.
- That most people **focus on completely wrong things when preparing for their interview**.
- That everyone can get this job, if they know what to do and **HOW to do it in an interview**.
- What questions are typically asked, what else takes place in the interview, and what is important to do in order to **maximize your chances of signing a coveted job contract**.

On the pages of this e-book, I am going to **guide you step by step towards your new job contract.**

We will start with **some things you should do before your interview**, such as what to include on your resume, and how to deal with a personality test.

We will continue with some **advice regarding your interview attire, as well as what to focus on in your research prior to the interview.**

In the second part of the eBook, we will focus on the interview itself.

I will show you how to act there, **how to present yourself as an ideal candidate for the job.**

I will teach you what to focus on in your non-verbal communication, as well as in your answers, so they see you as a perfect future teller.

Subsequently you are going to learn how to deal with behavioral questions in this interview.

Third part of the book is dedicated to **twenty most common questions interviewers ask in the interviews for teller positions.** You will understand why they use each question, see the hidden logic behind asking it, as well as learn what to answer. You will learn to tell them exactly the things they expect to hear from an ideal candidate for the job. **Brilliant sample answers follow each question.**

In the forth part, **two examples of role play** are described, analyzed and solved. You will learn **how to deal with** it to the **perfect satisfaction** of the interviewers.

Final part of the book is dedicated to **interview follow-up letter.**

Once you read through the book, you should know what to do before an interview, during it, and also afterwards. This should help you not only to **impress the interviewers** and get a job you want to have, but also to get rid of stress you may feel before your interview.

One question you can ask me right now:

Doesn't the recruitment process differ from bank to bank, from city to city, from country to country?

Well, there are some variations, especially if we **compare recruitment in the United States and in Europe**. In Europe, things are much **more sophisticated** and the recruitment is **more scientific**. In the US, **intuition of the recruiters**, as well as **your ability to sell yourself** plays the pivotal role in the interviews.

On the other hand, when you are interviewed for a bank teller position, you can hardly expect to deal with interview questions for nurses, or numeric IQ tests for nuclear scientists...

The principles of recruitment and the questions are similar, every time an institution recruits for the position of a bank teller. It doesn't matter if the interview takes place in New York or London, in a bank, or in a recruitment agency. Once you understand these principles and questions and learn how to adapt to the specific conditions of your job interview, you will be able to make a **long lasting impression** and succeed in any interview.

Enjoy your reading!

Jacob Gates,

*Former interviewer at Bank of America, Wells Fargo,
Independent Career Coach*

Table of Contents

I. Before the interview

- **Bank Teller resume – special tips**
- **Personal recommendations in an interview**
- **Personality test**
- **Interview attire**
- **Do not forget to do your homework**

II. In an interview

- **Act as an ideal bank teller would act in their daily job**
- **Perspective of an employer**
- **How to answer behavioral questions in an interview**

III. Twenty most common bank teller interview questions and answers

IV. Role-play in an interview

V. Leaving the right impression and interview follow up

VI. Final word

I. Before the job interview

Chance favors the prepared mind.

Success in a job interview is not dependent only upon your answers to interview questions. Your **non-verbal communication** matters, your **demeanor** counts. **What you wear and what you bring** with you is also important.

In the first part of *Bank Teller Interview Guide*, we will have a look at these things. We will also analyze the typical **test used for personality testing**. Some of the biggest US banks and specialized financial recruitment agencies use the test in their interviews.

Your resume

It does not matter if you are already invited for an interview, or if you are just trying to get to that point. You should understand some issues regarding **your resume**.

First and foremost, you need to understand one thing: Your resume is very similar to resumes of other applicants for the job. All of you don't have a college degree; all of you have none, or almost none working experience; all of you possess similar skills and knowledge. It's a **job nearly everyone can submit an application for**.

Summarized and underlined, your resume is similar to the resumes of other applicants. Therefore you need to **focus on parts on your resume that can help you to stand out from the crowd**, parts that can catch the eye of the readers—meaning recruiters and HR managers. Let's have a look at those parts.

Picture on your resume

According to personal statistics I have collected from banks where I worked and interviewed people for various jobs, candidates with picture on their resume were invited for an interview three times more often than candidates with no picture on their resume.

One can say it was a coincidence, but I doubt it. People are **visual beings**. One good picture can tell more about your personality and motivation than a lengthy resume. And bank teller recruitment is all about finding right personality, and motivation in the candidates.

Therefore you should definitely choose a good picture and place it on your resume, ideally in a top right corner. Dressed in a business attire, with a smile on your face, representing positive emotions as a human being, and showing professionalism and focus, should be your goal. If you do not have such a picture, put on some nice clothes and ask your friend to take one picture of you.

This picture can easily catch the eye of the recruiter—and that’s something you should try achieving. If you do not include picture on your resume (more than 60% of applicants do this mistake), your CV will easily get lost in the pile of other documents lying on the table of the HR manager.

Introduction and/or Resume Objective

Jeremy Miles, a reputable career coach from Canada, wrote that **one decides if they invite you for an interview in first eight seconds of reading your resume.** They may, as well as not, read your resume through to the end. But the decision has already been taken in their head, subconsciously, during the first eight seconds of reading your resume. Therefore **the picture and first lines on your resume mark the most important parts**, and you need to pay special attention to them.

Ideally, your objective, or introduction, (first sentences on your resume) **should be short, to the point, and unique.** From my experience, most people do not place objective on their resume. What a mistake! Inspire yourself with the following examples and compose a perfect objective for your purpose.

- *My objective is to obtain a position of a bank teller where I can contribute my skills, knowledge and experience to a bank that will give me an opportunity to develop my career for many years to come.*

- *I am trying to obtain a bank teller position, in order to develop full potential of my customer service skills and to bring value to the bank I consider to be number one on the US market.*

- *Being a friendly, responsible, detail oriented woman with practical experience in corporate finances, I am looking for a bank teller job in a financial institution that can benefit from my excellent communication skills, as well as my experience, while I continue doing a job I love.*

Note: As you can see, **candidates did not mention only their own goals**. They wrote about the things they could do for the company, e.g. *the value they can bring to the bank*; they complimented them, e.g. *number one on the market*. This is called an **employer-oriented attitude**, and all recruiters try to find this attitude in people. Please keep it on your mind when composing, or changing your resume.

Other sections on bank teller resume

Writing about your education and experience is pretty straightforward. There is nothing you can change about it, and **to make up something would not help you**, since every new employee needs to pass a throughout background check, due to the nature of the job. So keep it **clear, simple, and real**.

Choose good picture, start with a great objective and follow with list of your education and experience (if you have any). Your resume should not be more than two pages long (actually one page is ideal).

Please, **do not underestimate the importance of your resume, even if you were invited for an interview**. Many people can see the copy again and again, in the process of decision making, once the interviews with you finished. These people would not meet you in person. They will see only your resume and the report from an interview with you, a report someone else has made. For example, financial directors, or the branch manager, belong to these gentlemen. The decision makers do not typically participate in interviews with candidates for bank teller jobs. They just **confirm or reject** the final decisions of HR people. They may see

your resume after the interview and **make a final verdict without ever talking to you, for a single second**. Therefore it is very important to improve your resume, doesn't matter if you were already invited for an interview. **Improve your resume right now and bring few copies to the interview with you.**

Issue of correspondence

Your resume has its own “non-verbal communication”. I remember a bank teller applicant who claimed to be a responsible and detail oriented person. But on his resume, he did not include exact dates of his employments. He mentioned years only (from 2004- 2006).

Another applicant for the same job wrote that he had excellent computer skills. But at the same time, his resume was terribly formatted and apparently he did not even know how to align the picture to the right side of the page in Microsoft Word.

In both cases, **things written on resume did not correspond with the layout and format, with the non-verbal communication of the documents they submitted**. Trustworthiness of these applicants was immediately shattered, and they were screened out.

You should have a look at your resume and think about the issue of correspondence. You can bet that every good recruiter observes such things. Sometimes it is better to **write less and make positive surprises in an interview** than to present yourself as a perfect applicant on a paper, but disappoint the recruiters with your interview presence.

Personal recommendations

If you can get a written recommendation from your former boss (or teacher), bring it to the interview with you.

Very few applicants for bank teller job have any recommendations. Therefore, a good recommendation can really make a difference. In fact, a recommendation from someone important (for example school principal, university professor, financial manager) can strongly **boost your chances** of getting the job.

Even if the interviewers do not ask for it, or they do not take it (for whatever reason), the fact that you brought the paper with you **shows that the job is important for you**. It shows that you really care, and therefore you brought every little thing with you. Most applicants bring only their resume. Try to be better, **try to do more**, in every sense of the word. Interviewers will appreciate it at the end. **“Doing more” attitude** is exactly what they try to find in ideal applicants, not only for bank teller job, but for any other one as well.

Personality Tests

Different forms of test are applied in a process of interviewing applicants for various financial positions. However, for entry level jobs, such as bank teller, **personality test is typically the only test**. Interviewers can sometimes use IQ test, but one can not prepare for IQ tests in advance, so it would make no sense to discuss it on the pages of *Bank Teller Interview Guide*. Let's turn our focus to the personality test, the exam you can prepare for in advance.

One needs a right personality to do the job of a teller, similarly to any other customer service, or sales position. That is the reason why personality tests are typically used in these interviews. After all, **the right personality is the most important predisposition for this job**, and it matters more than education, or working experience.

I am going to show you how to deal with these tests right now. Once you **understand the logic** of the test, it will become **your favorite part of an interview**.

Form of a test

Typical personality test consists of **fifty statements you should give your opinion to**. You should tick that you either *strongly agree* with a statement, *agree* with it, *disagree* with it or *strongly disagree* with it.

Let me pick five random statements that were used in personality tests at Bank of America, when I worked there.

- *You ignore small mistakes*
- *It is easy for you to feel what others are feeling*

- *When someone treats you badly, you ignore it*
- *You do not like to take orders*
- *You like to take frequent breaks when working*

These are five statements from a fifty statements-long personality test that was typically used at BofA for interviewing entry level job applicants. Candidates should choose if they *strongly agreed, agreed, disagreed, or strongly disagreed* with the statement.

While completing the test, you should ask yourself the following question: **What would an ideal teller do when deciding about the statement?**

Would an ideal bank teller agree, or disagree with it? This question should be on your mind all time while completing the ptest.

Let's have a look at it one by one.

1. You ignore small mistakes

While some decision makers, or HR workers, can, and even should ignore small mistakes, **bank teller should not tolerate any mistake**. One forgotten nil in a transaction can prove costly for the bank, or the client. That's why an ideal teller (or ideal applicant for this job) would always tick Strongly Disagree.

2. It is easy for you to feel what others are feeling

Job of a teller is a **sales job**. An **ideal teller has an ability to recognize the feelings of different customers**, and pitch them accordingly. Representing an ideal candidate for a job, you should stick to "strongly agree" in a test.

3. When someone treats you badly, you ignore it

Many people idealize job of a bank teller. However, angry or irate or stupid people also come to a bank on a daily basis. These people often **treat tellers badly**, and say words you would prefer not to ever hear. However, this is a reality of a job. You should be ready for it, you should count with it, and it should **not influence you at all**. Ideal teller knows that client is always right and has smile on their face, even if the client is angry. Therefore, you should "strongly agree" with this statement in a personality test. You should do so, because an ideal

bank teller would agree with the statement. He would not be distracted by the clients, and would ignore their bad behavior.

4. You do not like to take orders

Lucky people do not have to take any orders. They are their own bosses, or directors, simply **people who give orders instead of taking them**. However, it is definitely not a case of bank tellers. They are one of the **most important employees of every bank**, but their position lies on the **bottom of the hierarchy of power**.

You will hardly give orders to anyone, but you will take a lot of them. Speaking about a right answer for a personality test, you should choose “strongly disagree” as your answer. You should present yourself as someone who likes to take orders.

5. You like to take frequent breaks when working

There is no time to take FREQUENT breaks in work, especially for a busy bank teller. Therefore your answer should be “strongly disagree”, since employers expect an ideal candidate for this job to **work on repetitive tasks for a long time**, without taking frequent breaks.

As you can see, it is quite easy to complete this test to the satisfaction of the employer. All you have to do is to ask yourself the following question, when deciding about your answers in the test:

- **What would a good (or an ideal) bank teller answer?**

And then you should choose the same answer...

*Note: Maybe you noticed that I chose **strongly agree** or **strongly disagree** all times. To only agree or disagree with something shows hesitation. You should not hesitate. You should have **clear vision, firm opinions and know what you want**. That is why you should choose “strongly agree” or “strongly disagree” in the vast majority of cases. However, if you are not 100% sure about some answers in a personality test, you can choose the “mild option”, ticking that you just agree or disagree with a statement.*

Find below ten other statements from the test. Would you agree or disagree with them, in your teller interview?

1. *You are somewhat of a thrill-seeker*
2. *Your stuff is often kind of messy*
3. *When you go someplace, you are never late*
4. *You hate to give up if you can't solve a hard problem*
5. *You don't act polite when you don't want to*
6. *You like to be alone*
7. *You have confidence in yourself*
8. *You have no big worries*
9. *You are not interested in your friends' problems*
10. *You would rather work on a team than by yourself*

(Right answers: 1. SD, 2. SD, 3. SA, 4. SA, 5. SD, 6. SD, 7. SA, 8. SA, 9. SD, 10. SA)

Do not be afraid of a personality test. All you have to do is **to think about it from a point of view of an ideal teller**. You should have enough time for this way of thinking in your interview. In general, ideal bank teller is *positive about themselves and the others, patient, well organized, 100% responsible, focused, mathematical, upbeat, and enthusiastic and a team player. And they are employee, ready to take the orders from the bosses.*

*Note: This technique can be applied in every other “normal” form of personality testing. However, if you need to deal with a **strange form of a test**, e.g. a test consisting of questions such as “which of this circles is angry” or “which of these colors is the most blue”, there is not too much you can do to prepare for it in advance.*

Good news is that companies are ceasing to use those weird forms of personality tests, because the benefits of using them are questionable. If there is a test in your interview, it will be likely the one with agree-disagree options I described in previous paragraphs. And now **you should be ready to deal with it with smile on your face.**

Interview Attire

In an ideal world, personal preferences, physical appearance and attire of job applicants would have no effect on the final decision of the interviewers.

But **we do not live in an ideal world**. Personal preferences, as well as your physical appearance, can make a difference in an interview.

While it is foolish to believe that good attire can win you a job contract, **it is also foolish to believe that wrongly chosen attire can not ruin your chances of getting a job.**

After all, attire can help you with **good first impression**, and that is made just once. So, what to wear?

When applying for a job of a teller, you should **dress like the tellers dress in their daily job in that particular bank where you applied for a job** (*same style and similar colors of dress*).

It is easy to find out what the tellers there wear. Just **go to a bank and have a look**, or ask a friend to check it for you, if you prefer to not mess around before the interview.

Please, do not underestimate the importance of your interview attire. A scientific study proved that once job seekers stick to the dress code of the institution, the interviewers have better feeling about them. A subconscious process is happening in their minds. They see someone as a good adept to join the company, **just because the colors and style of their dress match the dress code of the company, the colors and style that belong to their corporate identity**. Clever job seekers use this simple trick to their advantage.

Find out what the tellers wear, and adjust the style and colors of your attire accordingly.

Research prior to your interview

You will be given a **full training** before starting your job of a teller. Nevertheless, it is still a good idea to learn something about services and products the bank has to offer.

You should at least **browse their website for an hour or two**, to get a good grasp of their portfolio, as well as to investigate **the latest trends and news** in the industry. Once you have this knowledge, you can use it effectively in role play exercise.

For example, in a typical role play you are supposed to sell a credit card. If you know something about the benefits and specifications of the card the bank offers, you can use the knowledge to your advantage.

On the top of that, you should learn something about the **working culture, environment, visions and goals** of the bank where you apply for a job. You should be able to name things that **make it different to competing banking institutions**. It will help you to explain why you prefer to work for them, and not for some other bank.

II. In an interview

If you did everything I suggested until now, you are on the **right track to ace your bank teller interview**. There is no reason to be stress out.

However, there are few more things you need to understand before you enter the room. We will look at them right now.

Act, as an ideal bank teller would act in their daily job.

This is a magical sentence. If you follow this single advice, it will win you many job interviews in your life, not only for a position of a bank teller.

In fact, most job seekers believe that their answers to interview questions decide about success or failure. But this is just partially true... If you know any interviewers or HR managers, ask them about **the real decisive factor in an interview**. They would tell you exactly the same thing I am going to tell you right now:

Your presence, non-verbal communication, as well as your overall demeanor is even more important than your answers to interview questions.

Who is an ideal teller?

An ideal teller has an outgoing personality. They are passionate about their job, like to talk to people. They are good listeners. Good teller definitely keeps an eye contact with the client, is friendly, but acts professionally at the same time. They should have good knowledge of the products and services the bank offers. They should be happy when doing their job. And they should definitely have responsible and detail oriented personality.

You should act in the same way in your interview for this position. What does it mean?

You definitely should:

- **Keep an eye contact with your interviewers.**

- **Be friendly and humble, show respect in an interview.** Do not try to be “Mr. Important”. That would be a terrible mistake.
- **Beam with positive energy.** The interviewers must see that you are passionate about the opportunity to work as a bank teller.
- **Listen very carefully to the questions and be focused on the job interview.** You should speak to the point, and listen, no matter what is happening in the interview room.
- **Talk nicely about people, about yourself, about the job you want to get.**
- **Have some knowledge of the products and services the bank offers** (we discussed this in the previous chapter) and demonstrate the knowledge in the role play.
- **Smile!**

If you follow this advice in an interview, interviewers will get the feeling that you have a **right personality for a teller**. And that is priceless for both the employer and you....

HR people know that you can always be trained to work in specific software environment or introduced to some advanced tasks of a teller. However, **once you do not have the right personality for this job, you will never become an excellent teller**, either at their institution, or at any other bank.

Please, keep it on your mind and **try to present yourself as an ideal employee in every moment of the interviewing process.**

Job description should help you to understand what abilities and behavior characterize good bank teller, if my list was not satisfactory.

Once you understand it, stick to it ***act, as an ideal bank teller would act in their daily job.***
This is the safest way towards a coveted job contract.

Perspective of an employer

Most job seekers think about themselves only. Let me show you an example:

When inquired about a reason for their application for a teller job, they talk about *clean and professional working environment, career growth potential, good reputation of the job, etc.*

However, **this is a perspective of an employee.**

Think about it for a while. The employer is not interested in your career growth, or whether you feel respected in your community. **Companies care for their own gains and business, not for yours.**

Just a small group of job seekers have an ability to **look at things from a perspective of an employer.** They use different answers to the same question:

- *They apply for the job as they believe to be good tellers and have an ability to sell products and services to customers.*
- *They believe to **bring some value to the bank, to the team of the tellers.***
- *They apply because they really like the bank, the vision and goals, the working environment and believe to fit perfectly to the institution.*

Simply, they do not speak about what they want to gain as tellers, but **what the employer can gain from the employment relationship.**

In the next chapter, called “Twenty Most Common Bank Teller Interview Questions”, I will show you brilliant answers that **correspond with the perspective of an employer.** It is important to understand it before you mock the questions and answers from this eBook. To **think about an employer in every moment** should become a part of **your interview mindset.** Employer first, your benefits second.

If you think in this way, you will succeed in nearly every job interview.

Look at things from the perspective of an employer. Leave your ego at home, at least when you are going to be interviewed for a job. That is the only way to succeed in a tough competition of dozens job seekers who try to get every available teller position.

How to answer behavioral questions in an interview

Answers to behavioral questions can sometimes **decide a winner**, especially if the interview template consists mostly of such questions.

Interviewers will ask you about your behavior in various work-related situations, to forecast what you would do in similar situations in the future. Let's have a look at one common behavioral question:

“Give an example of you dealing with an irate customer and what you did to fix the problem?”

Many times, I heard applicants reply to this question:

- *I do not have such an experience.*
- *This is my first job application for any customer service job.*
- *I have never been in the situation.*

All these answers were really bad. Candidates could hardly get any positive points for their answers, **because they did not answer the question at all.**

We will analyze and answer specific behavioral questions for bank teller interview in the following chapter. However, there is one rule you should remember: **Never say that you can not answer a question.**

If you really haven't experienced certain situation yet, I suggest you to use the following formulation:

- *I have not been in such a situation before. However, if it happened, I would do the following: ...*

This should be your third option. Before deciding to use it, you should think about real situations from the past, or think up one before the start of the interview. Anytime answering behavioral questions, you should do the following:

1. **Talk about situations that really happened** to you, and explain your behavior in them.

2. If there wasn't any real situation, but you thought up one, you should use it for the answer.
3. If there was not any situation from the past, and you did not prepare your answer upfront, you should **use the following formulation**: *"I have not been in such a situation before. However, if it happened, I would do the following: ..."*

Let's have a look at particular questions and answers, the principal section of the e-book.

III. 20 Most Common Bank Teller Interview Questions

Based on my experience with interviewing candidates for teller positions, I chose and analyzed twenty most common questions.

We will have a look at **some personal, behavioral and technical questions**. Role play exercises, applied in most teller interviews, are explained and practiced in the forth chapter of the book.

There is a short hint for every question. The hint describes **why the interviewers ask the question and what you should focus on when answering**. Several **excellent sample answers** follow the hints. Feel free to use it as an inspiration for your own answer in an interview.

The following questions are analyzed on the subsequent pages:

1. **Tell me something about yourself.**
2. **Why do you want to become a bank teller?**
3. **Why did you choose our bank?**
4. **Where do you see yourself in 5 years time?**
5. **This job can be repetitive. What would motivate you to do it well every day?**
6. **Why should we hire you?**
7. **How would you convince the customer to become a client of our bank?**
8. **What are your strengths and weaknesses?**
9. **What do you know about our bank?**

10. Have you ever worked at a bank before?
11. Talk about a successful sales experience.
12. What characterize a good teller from your point of view?
13. Give an example of you dealing with an irate customer and what you did to fix the problem?
14. Give an example of a time you made a point to go above and beyond with customer service.
15. What would you do if you saw a fellow employee took \$100 that belonged to the bank?
16. Do you know the proper techniques for detecting counterfeit cash?
17. Describe a situation when you had problems to communicate something to your boss, or to your colleagues.
18. What banking products do you personally use and why?
19. What are your salary expectations?
20. Do you have any questions?

1. Tell me something about yourself

Hint: Interviewers are not interested in your family, or in your free time activities (many job seekers talk about such things). You should **focus on your personality, experience, education, and professional interests**. On the other hand, it is fine to present your outgoing and honest personality, mentioning one of your hobbies, or interest. This is only a warm-up question, so you should not talk much.

Sample answers:

- *I am twenty years old, I like to spend time with all kinds of people, and I love to socialize. I am keen to learn more about banking industry and finance in general. I graduated from the high school in this city with good marks. In my free time, I like to play sports, learn something new, and spend time with friends.*

- *Hi, my name is Jenni, I am from Toronto. Currently I am looking for a job where I can apply my communication skills and knowledge from my studies. I believe that teller position can be a great start for my career, as I like to work with the computer, and love to meet new people. In my free time I like to read books and go to the nature.*

2. Why do you want to become a bank teller?

Hint: To ask *why you chose this career, or why teller, or why do you want to become a teller,* are some of the typical starting questions in many interviews.

You should not refer to the past while answering. To say that you want to be a teller because you studied something related to finances would be like saying you have to do the job, instead of wishing to do it. Therefore **you should speak about the future, your career goals, your motivation and personal preferences.**

Sample answers:

- *I like to work with people and money. These things are uniquely combined in a daily job of a teller. On a top of that, I would be proud of working in such a reputable institution like your Bank. Those are the main reasons for my choice.*
- *My goal is to become a personal banker in few years time. But I need to understand all the processes and nuances of the job of a teller, and just then can I get the PB position. This is my dream career path, and I hope to start it in your bank.*
- *Every one of us has some skills and is good in doing something. I am good in pitching people, in uncovering their needs and desires and matching them with banking products. On the top of that, financial products have always be a great interest of mine. People want to do what they do well. That is why I want to get the job of a teller and did not apply for another role.*

3. Why did you choose our bank?

Hint: You should focus on **personal preferences to the institution**, or the vision and culture of a bank. You should simply focus on something that distinguishes them from their competitors, something the hiring managers are proud of, and happy to hear about.

Interviewers are not stupid. They understand that a job seeker would be happy to get a teller job in any bank. However, you should do your best to **convince them that their banking institution is your first choice.**

Sample Answers (*Bank of America is mentioned as a bank of your choice in the answers*)

- *I fulfill the requirements and believe that I fit the company culture well, from what I have observed as a client of this bank. That's why I prefer to work at Bank of America, and not anywhere else. I submitted applications to two other banks, but I would accept a job here immediately, without interviewing there.*
- *I really like Bank of America. I, as well as other members of my family, am satisfied client of the bank. I believe this bank offers the widest portfolio of products, services and solutions for huge variety of clients. That's why I would love to work here and would be proud of it.*

4. Where do you see yourself in five years time?

Hint: Interviewers ask this question primarily to find out if your career plan matches the possibilities they offer.

In most banking institutions, **exact career growth plan for each entry level job is outlined.** Your answer should correspond with the plan. In most cases, **private banker and service manager, or assistant manager,** are the next career steps for tellers.

Hiring is getting expensive and many banks face huge job hopping rates. Therefore you should try to **convince them that you are a loyal employee, that you want to grow with them for many years to come.**

Sample answers:

- *In five years time, I would like to have a managerial position in a bank. My plan is to start here as a teller, improve my customer service skills, work on my management degree, do a good job, and be promoted in four or five years time.*

- *My goal is to have a senior role in financial management in five, or in ten years time. I believe that I can learn a lot in this company and if I do a good job as a teller, and progress with my education, there will be an opportunity to achieve my goal. But before it happens, I need to start with an entry level position, learn the basics, and prove my skills. .*

5. This job can be repetitive. What would motivate you to do it well every day?

Hint: Daily job of a teller can be repetitive, especially in big banks, where each teller typically carries out a very limited number of tasks day after day, client after client. Therefore you should **focus on your preference of routine jobs**. Not everyone needs new challenges every day. As an ideal applicant for teller job, you should simply say you prefer routine jobs. A good feeling from a well-done work and satisfied clients can resonate in your answer.

Alternatively you can say that you do not consider the **job repetitive, if one has the right mindset and attitude.**

Sample answers:

- *To be honest with you, I prefer routine jobs. Once I learn to do things, I do my job well and have good feeling about doing it. Jobs where you have to learn new things every day are not a good choice for me. I simply prefer routine jobs, as I am not the most creative person.*

However, once I learn to do my tasks well, I enjoy doing them and can do them on a high level day in day out.

- I focus on relationships. If I enjoy time spent with my colleagues, if I feel like a member of a hard-working team, it will make me happy and motivated to work hard. It does not matter if the job is repetitive.

-This job is not repetitive. I know that tellers carry out the same transactions every day. But you get new data every time, there are problems you need to solve, and new clients you talk to. Many different things happen in an office on a daily basis. From my point of view, this job is fun to do. Some tasks may be routine and repeat themselves, but that doesn't make the time in a job boring, at least not for me.

6. Why should we hire you?

Hint: Most applicants answer that they have the best qualification, experience, or predispositions. I would not recommend going for such an answer.

First of all, all interviewed applicants meet the basic requirements in terms of experience and qualification. **They would not be invited for an interview if they did not meet them.**

And secondly, you do not know the other applicants. So how could you tell that you have better qualification, or predispositions than the rest of the pack?

Other group of job seekers has a tendency to use one of the following answers:

- **Because I am the best candidate for this job.** *Well, this is general.*
- **Because I want this job badly.** *Interviewers are not concerned about your wants and personal problems. They do not care about what you want, they care about what they want, and need. .*
- **I fulfill the requirements for the job.** *All applicants fulfill them. Meeting the requirements is not a reason why we should prioritize you, and not another applicant.*
- **I have no idea.** *If you have no idea, how can we know?*

There are many bad answers to this question. But what is a good one?

The right answer focuses on something unique, the value you can bring to the institution, you and only you, something that differentiates you from the other applicants for the teller position.

While we can't offer sample answers that will suit you (each of us is different and can bring different form of value to the team), I will list a couple of good answers from other applicants. Hopefully they will inspire your own thoughts and imagination.

Sample answers

- *I believe in a great importance of tellers. They are the one clients meet on a daily basis, the one who decide about their satisfaction, or disappointment. The quality of their job strongly affects the overall result of the bank. Teller is not only someone who should talk to client, and do what they ask him to do. He should strive to uncover their needs, offer them best possible products and services, making them happy in the moment of leaving the bank. From my personal experience, not many people have this attitude in the job. I have it, and therefore I believe to be a really good choice for this position.*
- *I have an ability to uncover needs and desires, and to sell people what they really need or want. This is my hobby, my passion. I study human psychology in my free time, to understand different types of personalities and how to approach them to maximize the chances of closing the deal. I can honestly say that in the last years I did my best to get ready for a teller job.*

7. How would you convince a prospect to become a client of our bank?

Hint: At the end of the day, **business is about turning prospects to clients**. A really good bank teller is able to pitch a client in every moment and convince them into buying something.

If you want to get a job, you simply need to convince the interviewers that you have this ability. But it is not only about your answer to this question. All things you do in an interview matter.... As a good salesman, you should definitely **keep an eye contact with the client and listen carefully**. It's necessary to present these things in an interview, as I explained in the chapter "**Act as an ideal teller would act in their daily job**". Let's have a look at sample answers.

Sample answers:

- *I would try to uncover the needs of the client and match them with the products or services we offer. After that, I would look for the options to upsell, according to the situation and their needs.*
- *First of all, I would try to create a good friendly relationship with them. Sales are all about relationships. Once I gained their trust, it would be easier to sell them something.*

8. What are your strengths and weaknesses?

Hint: This is one of the **most typical interview questions**. Sometimes I have the feeling that interviewers use it just because everybody else does so.

However, **it is not as difficult as many job seekers believe it to be**. In a good answer you should talk about strengths that are related to the job of a bank teller, and about weaknesses that are not related (or at least not much) to the job. One can even talk about a weakness that may be considered strength by some employers and HR managers, for example being overfriendly to customers.

Anyway, you should not claim to have no weaknesses. **We are human. We have weaknesses**. Pick one that is not important for this job, and follow with your efforts to improve on the weakness. That is what the interviewers want to hear from you.

Sample answers:

- *I have a tendency to be overfriendly. Clients may understand my behavior in a wrong way. I know about this weakness, and I try to be careful in the job, to avoid stupid situations. I consider good computing skills, and an ability to understand the needs of different people, my greatest strengths. I believe they are useful for a teller.*
- *My computer skills are not as good as they should be. However, I attend evening courses and practice a lot at home in order to improve on my weakness. From the strengths, people say that I am responsible. It has never happened to me that I did not finish my work, or came late to job.*

9. What do you know about our bank?

Hint: You should definitely focus on positives. If you can compliment them, do it. Knowing something about the bank, their corporate identity and portfolio, and talking about it in an interview, you show your motivation and interest in the institution. This can pay big time at the end of your interview....

Interviewers should **feel that you really like their bank**, that you care, that you want to work there and consider it one of the best banking institutions on the market.

Sample answers (Bank of America as an example)

- *Bank of America is the most popular and biggest bank in the US. 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.*
- *Bank of America is well known with its friendly working environment, good possibilities for career growth and fair system of benefits. It's also my dream place of work. That is what I know about the bank, speaking in general. I have good*

knowledge about your portfolio, but probably that's not what we should discuss right now.

10. Have you ever worked in a bank before?

Hint: This question is easy for someone who worked in a bank. If it is your case, just specify the place, time, and position you held. However, what to do if it is your first experience with job in a bank?

You should definitely **be honest**. But to get some points for your answer, you can mention other **related roles you had** (*customer assistance, sales*). You should stress that despite you have not worked at a bank before; you still know what is expected from you in job. And if it goes about your very first job application, you can mention the **“experience” from “the other side of the table”, experience you gained as a client of a bank.**

Sample Answers

- *I have worked as a teller at Wells Fargo for two years. I really liked my job there, but our branch was closed. That's the main reason why I apply for a job here, as I would like to continue my career in the same field.*
- *I have never worked in a bank before. However, I have related working experience. I worked as a customer assistant in a shop for two years. I believe I gained the required customer assistance and cash handling experience. The job has also helped me to improve my communication skills.*
- *I have never worked in a bank. In fact, this is my first job application. However, I visit Bank of America quite often, and understand what tellers do and how they behave, so I know what is expected from a good teller at Bank of America. I am also a quick learner. I am sure I can be good at my job, although I have no previous experience in the field.*

11. Talk about a successful sales experience

Hint: Interviewers use this question in all banks. It **belongs to the most important questions in an interview**, so you should prepare for it.

If you do not have any previous experience with professional selling, you can still give a good answer, citing **an example from your personal life**.

We are selling something all time, aren't we? We are selling our ideas and thoughts to our colleagues, partners, and kids. You can focus on this in your answer. It is good to **stress the lesson you learned** from your successful sales experience.

Sample answers

- *In my previous job of customer assistant at Boots, I was the most successful sales representative. I always talked to customers, tried to give my honest opinion, advice what additional items they should consider purchasing. It worked well for us and my sales kept growing each month. I realized that proactive approach is the best one in sales, and I plan to stick to it in my new role.*
- *I have never worked in the department of sales before. However, I had to use my sales skills when my children were choosing a college. They both wanted to study teaching, what wasn't really the most perspective field. I tried to sell them my idea of studying business and management – which is a field I had wanted to study myself, but never had. I explained them all the benefits the degree would bring them later in life. Finally, I was able to sell them my idea and they both applied for the Business and Management College. (*You should choose similar experience from your own life, when you succeeded to sell an idea to someone you cared about.)*

12. What characterize a good teller from your point of view?

Hint: Interviewers try to find out if you understand the real role of a teller, if you know **what would be expected from you.**

You should **focus on sales**, and good level of **customer satisfaction.**

Anyway, your characteristic of a good teller should not consist of their features, but of the **benefits they bring to their employer.**

Sample answers

- *Good teller creates profits for their employer. They are able to sell products to various clients and retain best possible level of customer satisfaction. They should be happy in their daily job, and act responsibly. They should avoid making mistakes in work.*
- *Good teller should fulfill the expectations of their employer, in terms of monthly sales volume, levels of customer satisfaction, as well as other tangible and intangible indicators. They should also enjoy their job, be loyal to the bank, and talk nicely and wisely to all customers. They should have good relationship with other employees, and strive to maintain a positive atmosphere on the workplace.*

13. Give an example of you dealing with an irate customer and what you did to fix the problem?

Hint: Tellers meet **variety of clients.** Some people are nice and clever. Some others are irate, stupid, or too clever.... However, as a good teller **you need to stay calm and smile all time**, regardless of what's going on. You should be able to **look at the problem from the perspective of a client**, and **get over bad words quickly.** That's what you should focus on when explaining a situation from the past. If you have no experience with irate customers, you can say what you would do if you met one in your job.

Sample answers:

- *In my previous job at AT&T, I was always confronted with irate customers. People were not satisfied with their invoices. I always calmly explained them, in a simple language, why the numbers differed from their expectations. I spoke in a friendly voice, and even showed sympathy sometimes, if I felt it necessary. It worked well in most cases, clients calmed down when they understood I wasn't their enemy, just an employee doing their job.*
- *I have never had such an experience, since this is my first job application. However, if it happened in a bank, I would most likely try to understand why they got irate, listen carefully to their words and just then I would try to calm them down, using all information I had from them. I would definitely not argue with them—that would hardly help. I count with this behavior in a bank, and irate customers would not make me upset in job.*

14. Give an example of a time you made a point to go above and beyond with customer service?

Hint: As an ideal applicant for teller job, you should **always go above and beyond for your customers**. If you have no previous experience, say what you would do to go above and beyond.

Your tone of voice is important when answering questions of this kind. You should **speak with love** and calmly when explaining a situation when you did something extraordinary to please the customer. Interviewers should get the feeling that you **love to do something extra in your job**.

Sample answers

- *I consider it my duty to always do my best for each customer. For example in my last job in retail, I called a friend, expert in the area of electronics, to give me an advice, since a customer asked me a specific question about a computer we were selling. The customer really appreciated the phone call I made, and I was happy to help them. These moments make me proud of my job.*
- *I always try to exceed the expectations of the customers. It is the best way to ensure they will come back. It also helps me to feel the personal satisfaction from doing my job. For example, once I visited a customer at home outside of my working hours, just to explain him and his wife the advantages of our mortgage plan, comparing it to the plans of other financial institutions, which they also considered.*
- *I have never gone above and beyond with customer service, since this is my first job application. However, I understand the importance of customer satisfaction, and will always look for opportunities to deliver exceptional service.*

15. What would you do if you saw a fellow employee take \$100 that belonged to the bank?

Hint: Due to **background checks** of every new employee, these situations do not occur often. Interviewers do not really try to find out what you would do—they simply **examine your attitude, and mindset**.

The right attitude is this one: Employer plays the prime. Therefore you should say you would report the steal to the manager immediately, regardless of a friendly relationship you had with the colleague.

Sample answer

- *I would report it immediately to the manager, doesn't matter who the colleague were. Even if they were my superior, or my close friend, I would still report. I am sure your bank has some internal policies for this behavior, so if I get this job, I will be taught how to report stealing.*

16. Do you know the proper techniques for detecting counterfeit cash?

Hint: This is a technical question. **Anytime they ask you a technical question in a bank teller interview, you should come up with a brief and exact answer.**

There are some well known techniques for detecting counterfeit cash. You should list them, and that's it.

Note: In most of the developed countries, banks use testers where tellers simply insert the bill to detect counterfeit. If it is a case in your country, you can say you would simply use the tester to detect counterfeit.

Sample answers:

- *There are many ways how to detect it. For example, the genuine portrait appears lifelike and stands out distinctly from the background of the genuine bill. On a genuine bill, the saw-tooth points of the Federal Reserve and Treasury seals are clear, distinct, and sharp. The counterfeit seals may have uneven, blunt, or broken saw-tooth points. Genuine currency paper has tiny red and blue fibers embedded throughout. Often counterfeiters try to simulate these fibers by printing tiny red and blue lines on their paper. Close inspection reveals, however, that on the counterfeit note the lines are printed on the surface, not embedded in the paper.*
- *From my experience as a client of this bank, I know there are testers to detect counterfeit cash on a table of every employee. I would use the tester to check each and*

every bill, as it does not take much time to do it, and it is the safest and most accurate method of detecting counterfeit cash.

17. Describe a situation when you had problems to communicate something to your boss, or to your colleagues.

Hint: Bank tellers **communicate with each other all time**. This job can be sometimes stressful and demanding, and to have good colleagues you can talk to is crucial for a healthy working environment. A good applicant **should like to talk** with their colleagues, and they should strive to **create good atmosphere on the workplace**.

Every time you talk about problematic communication you had with your colleagues, try to stay positive. Nobody wants to hire a teller who would talk bad about colleagues, or a conflict person.

Therefore, **your attitude and way of thinking is important**, not the particular situation you choose to talk about. Interviewers simply want to see that you are a **person who strives to maintain best possible relationship** with all people in a bank.

Sample answer

- *In my previous job at STARBUCKS, I had problems with shift manager. I had the feeling that the work is badly organized and therefore the customers are not as satisfied as they could be. My manager had different opinion and believed the low level of satisfaction was caused by lack of motivation on the side of baristas. But that was not true. I tried my best to explain them the problem and gave them concrete ideas on improvement. They were clever, and I thought they would understand. But they did not. I decided to leave the store, as I thought it would be better for everyone. Anyway, our relationship continues, just we do not work together anymore. I wish them just the best in their career at SB.*

- *As it goes about my first job application, I have never been in this situation before. However, I know that communication problems belong to every workplace. What I plan to do is to be totally open and honest about everything with everyone in a bank, so people know what to expect. I am also very patient in communication and I try to not argue with people. I believe it will help me to avoid communication problems with my colleagues, fellow tellers.*

18 .What banking products you personally use and why?

Hint: This question offers you a unique chance. You can show **your preference for the bank**, describing their own products that you or your family members use.

And you can also **demonstrate your knowledge of banking products**, with a wise explanation of them, one **you would not be ashamed of in a teller job**.

Most importantly, you should speak clearly, to the point, **and you should stress the benefits the products bring to you as a client**, so the interviewers can **envision you** doing the same thing in the position of a teller.

You can find the information about different banking products on the website of the particular banking institution.

Sample answer

- *I have a checking account and a platinum debit card from your bank, Wells Fargo. You have so many ATMs in this area, and the card works perfectly for my online shopping needs, therefore I chose this product. My parents have a mortgage loan from your bank and are very happy with the flexibility of monthly installments, as well as the option to make extra payments at their convenience. I believe it is one of the best mortgage plans out there.*

19. What are your salary expectations?

Hint: Salary for bank tellers does not belong to the highest salaries in the country. For example, in the States, it is about \$25,000 - \$35,000 per year, depending on the bank and area. **Many people who have never worked at bank think that bank tellers earn much more,** but it is not true. You should check the average salary for tellers in your own country, to avoid **unrealistic expectations in the interview.**

What's more, it is always good to **say that the salary is not the deciding factor**, and stress that a good **feeling from a well done job, friendly collective, and working in nice environment** matters more.

Sample answers

- *Salary is not the deciding factor. I like the job description, I like your bank, and I would be pretty proud to have this job. But as far as my knowledge goes, average salary for a teller in your institution starts at \$26,000. I would accept that.*
- *According to salary.com, average salary for a teller in this location is about \$32,000. However, I do not think about the salary when deciding about my job. I want to work as a teller, and I am sure that once I prove myself in job, there will be some room for a raise and promotion to lead teller, or personal banker position.*

20. Do you have any questions?

Hint: You should ask one or two questions, if they give you an opportunity. Asking a question shows that you care about the job, want to know more, and are still motivated to work for them at the end of the interview.

However, you should not ask about something that was clearly expressed on the job description, or already said in the interview. Good things to inquire about are the **next steps of recruitment process, company culture, working environment, and employee benefits.**

Sample answers:

- *Can you tell me something more about the collective of tellers in this branch?*
- *What are the monthly goals of tellers in your bank?*
- *What are the next steps of recruitment process?*
- *What are the newest security innovations in your bank?*

Right preparation for the interview questions

As you can imagine, **one can get dozens of different questions in teller interviews**. We tried to cover all important subjects in our selection, based on the **most updated information and experience**. But after all, interviewers can still use **different wording**, or completely different question, to **assess the same capacity**. However, it is impossible to list, and to prepare for, all possible questions. If you tried to do so, it would only stress you out, and at the end of the day, you would hardly remember any answers....

The key to interview success lies in **mastering the right principles and attitudes, those the interviewers seek in the best applicants (and in their answers)**. We outlined them in detail in our answers to commonly used bank teller interview questions, as well as in other sections of this book. **Learn from it and master it.**

Once you made it a part of your mindset, it should be easy for you to find a good answer, doesn't matter if the interviewers use the questions from our list, or some other questions. Your interview preparation should be based on understanding the thinking of the interviewing panel, and knowing the attitudes and opinions they seek in ideal candidates for the job. That's the **only possible way to be perfectly prepared**, because after all, nobody can tell all the exact questions they will ask you in the interview. It simply depends on too many factors.

IV. Role play exercises in a teller interview

Role play belongs to nearly every single teller interview.

This exercise represents the most difficult part for the candidates, because it is quite difficult to prepare for it in advance.

I remember many “*perfect tellers*” and “*perfect customer assistants*” from my interviewing experience at Bank of America and Wells Fargo. These people were well prepared for an interview and **I had a good feeling about them and their predispositions for doing the job.**

However, once we did a role play, and they were supposed to make a sales pitch, or offer me a credit card, **they completely failed**. It is not easy to baffle the interviewers in role play. Your ability to deal with it reflects the true level of your readiness for the job.

On the other hand, you can learn how to **flourish in role play**. There are three key principles you need to learn in order to be able to **ace a role-play at any bank**. But before we look at these principles, I want to show you an example of two common role plays we used at Bank of America, so you know what we are going to talk about:

Role-play nr.1: Imagine that I am a customer of the bank. I came to deposit some money into my checking account. You are processing the transaction. On a screen of your computer you can see I do not have a credit card yet. Try to use this opportunity to sell me the card.

Role-play nr.2: Here is the notepad with a logo of Bank of America. Try to sell me this notepad (role play done in a group interview)

Interviewer always plays a client of the bank. You play an employee, a teller. In most cases, your goal is to make a sale, or at least to offer a product in a **best possible way**, because after all, if the deal is going to be closed or not does not depend only on the quality of your pitch.

Four important things to remember before you start to stress out:

1. **Interviewers do not expect to hear a perfect sales pitch from you.** First of all, you are not prepared for it, and secondly, you'll be trained to pitch perfectly—if they hire you.
2. **The worst thing you can do is to refuse the role-play, claiming you were not prepared.** If you did so, they would not choose you for the job. **They want to hire people with courage.** Therefore, even if your sales pitch is a bad one, it's still better to try the role play than to refuse doing it.
3. **You should take the role play seriously.** I know it may sound like a stupid thing to do, trying to sell a notepad with a logo of Bank of America to some guy in a nice shirt and tie.... However, it doesn't matter how stupid the exercise seems to be, or really is – you should do it with energy, smile and effort.
4. **Banks want to hire self motivated people who can work independently.** You should be able to start this role play without any additional questions, or help from the interviewer.

Principles you need to learn and remember, before doing the role play

Let's have a look at three important principles you need to understand and use to ace your role-play at any bank.

1st principle: You should ask your client some questions, instead of just talking about the product or service you offer them.

2nd principle: You should always look at things from the point of view of the client. What would they gain if they had this product? How could they benefit from having it?

3rd principle: You should talk about the benefits of the product, not about the features.

Note: I do not know if you understand the difference between features and benefits of something. Let me show you an example, on a Mercedes Benz car.

Amongst the features of one model of Mercedes Benz are eight airbags and a new spacious design.

Then, the benefits of having them are high level of safety for you and your family, and high level of comfort on your trips.

I hope you can see the difference between features and benefits. Customers do not buy Mercedes Benz because of its “new spacious design”. They buy it, because they want to experience new level of comfort and safety. **People buy things they do not really need, just to enjoy the benefits they’d bring to their life.**

To show you how to use the described principles in role play, I prepared for you two practical examples. Please, find explanations in brackets. (“JA” stands for job applicant; “I” stands for interviewer.)

[Role play example nr.1: Offering a credit card](#)

I: Task: Imagine that I am a customer of this bank. I came to deposit some money to my checking account. You are processing the transaction. I do not have a credit card yet. Try to use this opportunity to sell me the newest credit card we offer.

JA: Sir, while we process your transaction, can I ask you a couple of questions? (Good start. Client can hardly say “no”, as they have to wait for the transaction to be processed anyway.)

I: Yes, you can.

JA: I see that you do not have a credit card yet. Have you heard about our new credit card program? (Again, this is a good question. The teller does not ask the client any form of direct selling question that could make him feeling uncomfortable, such as “Would you not mind having a new credit card?” Oppositely, they just offer the client free information, while they are waiting for the transaction to be processed.)

I: No, I have not heard about it.

JA: Okay then, let me tell you a few sentences about it. It is a special program and we can offer this card only to our best clients, who have been with our bank for several years *(compliment is always a good thing in a sales pitch, doesn't matter if true or not)*. It is called a loyalty card program, and it allows you to pay for your purchases in up to \$13,000 dollars without a need of having any money on your checking account. Later on, you can enjoy the lowest interest rates on the market, when we speak about credit cards. Moreover, there are no limitations to the payoffs schedule. Without paying any additional fees, you can payoff the whole debt with a one time payoff, or in monthly installments. It's up to you to choose.

The best thing is that you can have this card for FREE. If you decide to not use it, you do not pay anything for having it. You simply have this option to use a credit card, just for the case you needed it, but at the same time there is no obligation for you at all. What do you think? *(Teller shows the client the benefits of the credit card, such as a financial freedom, no obligation, having something for free, ability to pay the debt back in the installments of their choice, etc. It's the best way how to sell something. On the top of that, it's not a long sales pitch (try to repeat it, it won't take more than one minute of time))*.

I: Thank you, it looks promising. Can you please give me a brochure, so I can have a look at it at home and think about it with my wife?

JA: For sure Sir. I hope you would not mind if I call you in one week, to see how you decided and to answer additional questions you may have. Anyway, your transaction has been processed successfully. Here is your receipt. (A good teller uses every opportunity to close a deal. The client decided to not get the card, but he said he would think about it. That's why a teller suggested contacting them later. It is something a client can hardly refuse.)

I: Yeah, for sure. Thank you. Speak to you later.

JA: Thank you Sir, here is the brochure. Have a nice day!

Role-play example nr. 2: Selling a notepad in front of a group

I: Imagine that we are in a shop and I am looking at some notepads. Try to sell me this simple notepad we have here on the table.

JA: Hello Sir, I see that you are looking at these notepads. Let me help you a bit with your choice. Can I ask you what you are looking for in a perfect notepad? (This is a brilliant opening, as you try to uncover the needs of the client. You will score good points for asking the question in any bank teller interview).

I: I am not sure. I am just looking at them....

JA: I see. Well, let me recommend this notepad of the Bank. I also use it, for a couple of reasons. It has a perfect size and it is very light. You can carry it in your pocket, please try it (hand the notepad to the interviewer).

I: Yes, you are right, the size is good.

JA: It is, right? What's more, if we compare it to similar notepads, of the same level of paper quality, this is the less expensive one. I believe it is important, because people typically buy many notepads over time, so price matters. What do you think? (The interviewer can hardly argue with you about the importance of cost effective purchases, so they will agree with you. ☺)

I: You are right. It seems like a wise purchase. I take one.

JA: Perfect sir, would you want anything else, for example a nice ball pen of the Bank, that fits into a series with a notepad? (Why not try to sell them something else, once you are successfully pitching? Interviewers will love your approach.)

I: Thanks, I want just a notepad.

JA: Okay Sir, here it is. If you do not want anything else, please proceed to the cash-desk.

Thank you!

.....

These were two examples of a nicely done role-play in a bank teller interview. **If you stick to it, you should get a job in nine out of ten teller interviews.**

Of course, your task may differ. They may tell you to sell a credit card, a pencil, a loan, or anything else. But the principles remain the same, regardless of your task in the role play:

1. **Ask questions – like our applicant did it in the examples. Elaborate on the conversation with right questions.**
2. **Look at things from a point of view of a customer- present the benefits of the product from their point of view, exactly like our applicant.**

To learn to use these principles correctly, I recommend you to **practice a role-play with your friend**. Tell him or her to play the client of a bank. Describe them the situation. Pitch them using the principles defined on the pages of this eBook. Once you practiced it three or four times, **the principles should become a part of your mindset, and you'd use them automatically in an interview, without a need to think about them**. Needless to say, it will help you a lot to get a job of a teller. **Practice makes perfect**, please do not forget it.

While doing the role play in an interview (or practicing it), it is also important to **control your non-verbal communication**. For example, you should keep the eye contact with an interviewer. You should stay calm, not gesticulate too much (it's not appropriate in a position of a teller). To smile is a must of course ☺!

Following the tips, you should easily flourish in the role play and get a job of a teller at the end of the interview!

V. Leaving the right impression and interview follow up

Most job applicants do not use their chance to leave a good last impression in an interview. It is a pity.

Once your teller interview is finished, you should **thank the interviewer** for their time, **praise them for their efforts** and simply **leave a room in a positive and friendly manner**. That is called *leaving a good last impression*.

Even if you do not have a good feeling from the interview, you should still do it. You should take control of your emotions and leave a room with a big smile on your face.

Last look into the eyes, firm hand shake and good impression can do a lot, especially if the interview is narrow and interviewers undecided. In such a case personal preferences may decide it for you.

What's more, I suggest you **to send a follow up letter, ideally** one day after your interview, if there was no response from an employer.

You can inspire yourself with a following letter:

Dear Mr. Abc,

I want to thank you for giving me a chance to present myself in the interview for bank teller position at XYZ Bank.

After the interview with you, I am really motivated to work on this position. I like the vision, goals and ideas of the bank, as well as the working environment.

I hope you will make a right decision and wish you all the best in your job.

Best Regards

Your name

Your phone number

Your email

It is always good **to send at least a short thank you note** (you can find countless examples online), in order to demonstrate your interest for the job which lasts after the interview.

Follow up letter can not win you a job contract. But it can help you to get one, or to open doors that lead to other job openings. It is easy to send a letter and you should do it after every interview. Please, do not be like the majority of job seekers.... The majority is screened out, but you want to get a job. **Build bridges, not fences.**

Final Word

Interview for bank teller position belongs to **difficult job interviews**.

One competes against **dozens of other applicants**, all having similar qualification and experience. What's more, interviewers use different forms of questions, such as personal, behavioral, and technical questions, and they often use a personality test and a role play. They do it to get a complete picture of your abilities, and to uncover some important and some minor differences between you and other job applicants.

However, interviewers are only people, like I and you. They have their desires, like to be praised for their work, and they can not resist hiring an applicant who presents themselves as an ideal applicant for a teller job. That's how it really is in every interview.

If you use the knowledge from this eBook, present yourself in a right way, bring everything with you, provide right answers to the interview questions and flourish in the role play, **they will have no other option to employing you.**

I recommend you to read the entire book once again, mock the answers to interview questions, practice the role play and follow the suggestions, step by step. Doing so, you should be **perfectly ready to ace your interview and get a job of a bank teller.**

Thank you for reading, and see you in an interview!

Jacob Gates,

Your Personal Job Interview Coach