Bank of America Opening and Closing Manual



By: Pedro Marquez

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# Introduction

Congratulations on becoming part of the Bank of America team, more specifically a teller. As a teller you will have many responsibilities aside from just cashing checks and making deposits.

This manual is made specifically for opening and closing. As a teller you weren’t given a formal manual on how to perform opening and closing procedures, you were just trained. This manual is to help you make sure you don’t miss a single step when opening and closing, after all you are protecting customers, the bank and your teammates when opening and closing.

Fly Chapter One

# Chapter One: Opening and Closing Essentials

## Opening Essentials

Opening the bank involves at least two people. The first is to be look out and the second is to be the searcher inside the bank.

When Opening both will need:

## Closing Essentials

Fly Chapter Two

# Chapter Two: Opening Procedures

## Opening

When driving up to open the bank the first thing both openers should do is circle the bank in their respective cars.

# Chapter Three: Closing Procedures

## Closing Procedures

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