

Week4 report

Business



Introduction This paper is of an essay based on the weekly report of the internship training period completed in a Bank. It is aimed to describe the experiences of the training in the bank and its benefits and learning points in the last 30 hours of the training period.

In the last 30 hours, the training I have completed includes depositing checks that are drawn in local banks of Qatar. The checks were in the accounts of the customer of the bank and had to be sent by the Central Bank of Recovery. I also covered the clearing of quality checks in the previous 30 hours. I performed the task of balancing the clearing checks which are deposited in the accounts of the customer. Moreover, I had to deal with the rejected checks which were drawn on the local banks' accounts (Parker 48). I learned numerous new skills in the past 30 hours such as, I learned to make use of appropriate language and be positive while communicating with others. I was able to be flexible enough to adjust according to the need of work and the requirements of dealing with the customer. I am able to be calm and patient along with being polite to the customers. I learned to be able to keep the customers' information confidential and to maintain their privacy according to the policy. I have been able to be careful and attentive about the single details and their accuracy. Most importantly in this work experience, I have learned from my mistakes and observed many ways to work out of difficult situations and in different conditions (Fitch 50).

I have adopted the troubleshooting skills while facing some problems and handled them during training in the last 30 hours. The problems I encountered made me flexible and enabled me to find out their solutions accordingly. In the fourth week, the problem was that the workers were too busy because of upcoming Eid vacation. Therefore, it was difficult for me to <https://assignbuster.com/week4-report/>

complete my training as there was lesser time. I resolved this issue by being calm and followed the workers patiently. I also took help from the detailed papers to get an idea of the new tasks.

Secondly a problem occurred when I forgot to write the customer's phone number on the check while depositing that could cause trouble in rechecking if any error would be detected in depositing. I verified the customer's account for the contact number with the help of a worker and then I wrote it on the check.

Another problem I faced was that according to the bank policies a check cannot be deposited after 12: 00 P. M., that I solved by explaining the customer our policies and asked him to come the next day in time to make the transactions and complete the task before the time ends.

The appreciation I received during the appreciation I received from the field supervisor is worth consideration for me along with the criticism by him. The supervisor complemented me on my language skills, and it helped me realize my confidence level. He suggested me to be more attentive towards details for the complicated tasks and was accurate for the task's details.

I am complimented for being flexible enough to work accordingly and for doing the tasks or processes quickly and actively. He suggests me to get the needed sleep at night to perform work actively. Moreover, I got a compliment on learning from my mistakes and was advised to forget about the previous problems, and personal problems should be kept apart from workplace and work.

With the help of my experience while training in the bank I made a work environment assessment based on the last 30 hours in the bank. The merits of working in a bank includes having the opportunity to work in a

professional environment, but our branch there is a shortage of customer service workers who make the present workers having more work load and pressure.

Working in a bank helps balancing one's checkbook, saving money and bank provides facilities such as dental, medical and vision insurance, tuition assistance and federal holidays are paid plus two weeks of vacation. Bank's job also benefits in the provision of Takaful programs and protection for future of worker and his family (Wise 39).

On the other hands, there are disadvantages of working in a bank such as there is somewhat lack of customer service privacy that affects the efficiency of the bank. There are many applicants, and a large number of resignations makes the newly graduates feels competition and hesitant in applying for the job. The worker has to call the next customer after finishing each transaction. He has to call from his number as the number plate of customers, is not easily visible to all customers in waiting the line.

I feel that I have also made some contributions to the bank and its organization by depositing numerous clearing checks with the help of the workers. I ordered checks that were rejected according to the classified reasons of their rejection. I assisted in writing the customers' phone number on the back of the check. I contributed invalidation of customer's account number, name, check number and the check date. Furthermore, I introduced customers to the Takaful programs by our bank and explained them its benefits (Oldman and Hamadeh 220).

Summing up the learning through experience and its benefits that I achieved, I can say that I was intelligent enough to choose to take an internship training program in the bank as it has made me learn most of the <https://assignbuster.com/week4-report/>

basics but important rules and terms to follow to become a professional and be successful in the professional life which would help me for the rest of my life. Being trained by the experienced workers of the bank, and the supervisor taught me how to handle the problems and issue that might occur while working regarding data, customer or transactions. The job of a bank benefits the workers by all means as it secures their future along with the family.

Works Cited

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