

BAKING & FINANCE

STUDENT INTERNSHIP SKILLS LIST

Provo School District

This list is designed to help you obtain considerable information during your internship period. The column on the left will designate various procedures used in your internship you have been assigned. When you observe a procedure, record the date and have your mentor or sponsor initial the square. There is a lot to see and learn. Be sure to ask your mentor to show you as much as he/she can.

SKILLS AND PROCEDURES	DATE	INITIAL	DATE	INITIAL	DATE	INITIAL
PERFORM TELLER-RELATED FUNCTIONS						
1. Process incoming mail and respond to inquiries						
2. Perform customer account inquiries						
3. Use filing system and technical devices for transactions						
4. Use proper check endorsements and cashing policies						
5. Cross-sell products and services appropriately						
6. Process personal depository and withdrawal functions						
7. Process business depository and withdrawal functions						
8. Process loan payments						
9. Use security and compliance regulations in transactions						
10. Process cash, noncash and other negotiable items						
11. Perform end-of-day cash balances						
12. Follow appropriate security policies and procedures						
PERFORM NEW ACCOUNTS AND RELATED SERVICE FUNCTIONS						
13. Provide complete information on depository products to customer						
14. Explain account options and assist customer in selecting appropriately						
15. Explain regulatory requirements and ramifications of accounts to customer						
16. Complete documentation to open and close accounts						
17. Process decedent accounts						
18. Cross-sell products and services appropriately						
19. Follow security and regulatory compliance procedures						

PERFORM LENDING FUNCTIONS			
20. Explain various forms of credit and their importance			
21. Explain loan policy			
22. Explain credit options			
23. Explain appropriate credit contract to customer			
24. Complete documentation for loan requests			
25. Order and evaluate credit reports properly			
26. Evaluate credit (worthiness) and make loan recommendation	loan		
27. Use credit records to process payment and payoffs	and		
28. Complete loan closing			
29. Process and perform collection functions			
30. Follow security and regulatory compliance and procedures			
31. Cross-sell products and services appropriately			
PERFORM CUSTOMER SUPPORT FUNCTIONS			
32. Respond to customer account inquiries			
33. Produce and analyze simple statistics			
34. Explain and perform check clearing process			
35. Post items to account (item posting)			
36. Process return items (return item posting)			
37. Retrieve and apply data from data storage system			
38. Cross-sell products and services appropriately			
39. Follow security and regulatory compliance procedures			
PERFORM ACCOUNTING OPERATIONS AND FUNCTIONS			
40. Explain general ledger and accounting structure			
41. Produce accounting documentation			
42. Identify costs and profits of employer			
43. Determine profitability of customer relationship			
44. Identify reports that must be filed (Federal/State)			

45. Produce and analyze simple statistics			
46. Post items to account (item posting)			
47. Process accounts payable			
48. Retrieve and apply data from data storage system			
49. Follow security and regulatory compliance procedures			
50.			
51.			