QUEST TRAINING

Banking Operations & Service Excellence

Banking Operations & Services · Banking & Finance · 5 Days · Classroom

OVERVIEW

Banking Operations & Service Excellence is a comprehensive professional training course designed to strengthen operational effectiveness, service quality, and customer-focused performance across modern banking institutions. As financial institutions continue to evolve in response to digital transformation, regulatory expectations, operational risks, and rising customer expectations, banking professionals must possess the knowledge and practical skills required to deliver efficient, secure, and value-driven banking services. This course provides participants with an integrated understanding of banking operations while reinforcing the principles of service excellence that drive customer trust, organizational resilience, and sustainable growth.Đ
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The course examines the operational framework of retail, corporate, and commercial banking environments, highlighting the interconnected roles of front-office, middle-office, and back-office functions. Participants will explore core banking processes, transaction management, account administration, payment systems, operational controls, compliance requirements, and customer service standards. Through practical discussions and workplace scenarios, participants will gain a deeper understanding of how operational efficiency directly influences customer satisfaction, regulatory compliance, and institutional performance.Đ
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A strong emphasis is placed on service excellence as a strategic differentiator within the banking sector. Participants will develop practical approaches for enhancing customer experiences, resolving service challenges, improving communication, managing customer expectations, and fostering a culture of continuous service improvement. The course also addresses operational risk awareness, quality assurance, process optimization, and performance measurement to ensure that banking operations consistently support organizational objectives.Đ
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By combining operational best practices with customer-centric service strategies, Banking Operations & Service Excellence equips banking professionals with practical tools to improve productivity, reduce operational errors, strengthen internal controls, and enhance service delivery. The course supports banks and financial institutions seeking to improve operational resilience, elevate customer confidence, and align their services with international banking standards and evolving industry expectations.

OBJECTIVES

- Analyze the end-to-end banking operations lifecycle and accurately identify operational responsibilities across banking functions by the end of the course.
- Apply best practices in banking operations to improve transaction processing accuracy, efficiency, and service consistency during practical learning activities.
- Evaluate operational risks and implement appropriate internal control measures to strengthen compliance and reduce operational disruptions throughout the course.

• Develop customer service strategies that improve responsiveness, professionalism, and customer satisfaction within banking environments.
• Assess service quality using measurable performance indicators and recommend practical improvements based on operational scenarios.
• Implement effective communication techniques to manage customer interactions, complaints, and service recovery professionally during course exercises.
• Design practical process improvement initiatives that enhance operational efficiency while maintaining regulatory and organizational requirements.
• Strengthen collaboration between operational teams and customer-facing departments to support seamless banking services and improved customer experiences.
• Improve decision-making by applying operational performance metrics, quality management principles, and service excellence standards to realistic banking situations.
• Align banking operations and service excellence practices with organizational objectives, regulatory expectations, and customer-focused business strategies before course completion.

WHO SHOULD ATTEND

This course is designed for professionals responsible for banking operations, customer service delivery, operational control, and branch performance within retail, corporate, commercial, and Islamic banking environments. It is particularly valuable for banking operations officers, branch managers, assistant branch managers, customer service managers, relationship managers, operations supervisors, banking administrators, and professionals responsible for transaction processing, account management, payment operations, and service quality.Ð
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The programme also benefits operational risk professionals, compliance officers, quality assurance specialists, internal control teams, business process improvement specialists, digital banking professionals, call center supervisors, customer experience managers, and professionals involved in banking transformation initiatives. Executives responsible for operational excellence, service strategy, organizational performance, and continuous improvement will gain valuable insights into integrating operational efficiency with customer-centric service delivery across their institutions.

LEARNING OUTCOMES

• By the end of this Banking Operations & Service Excellence course, participants will be able to:
• Analyze the structure and operational workflow of modern banking institutions and identify opportunities for operational improvement.
• Execute banking operational processes with greater accuracy, consistency, and adherence to established policies and procedures.
• Apply operational risk management principles to identify, assess, and mitigate risks affecting banking operations.
• Deliver professional customer service that enhances customer satisfaction, trust, and long-term relationship management.
• Resolve customer complaints using structured service recovery techniques that protect institutional reputation and customer confidence.
• Evaluate operational performance using key performance indicators and recommend practical improvement initiatives.
• Implement quality assurance practices that improve operational consistency and service excellence across banking functions.
• Improve collaboration between customer-facing teams and operational departments to enhance

service delivery.
• Strengthen compliance awareness while maintaining operational efficiency and customer-focused service standards.
• Develop practical action plans for improving banking operations, service quality, and organizational performance within their respective workplaces.

COURSE OUTLINE

1. Course Outline:
2. Day 1: Foundations of Banking Operations and Customer-Centric Banking
3. Foundations of Banking Operations and Customer-Centric Banking
4. Overview of the banking industry and operational environment
5. Roles and responsibilities within front-office, middle-office, and back-office operations
6. Core banking products, services, and operational workflows
7. Customer expectations in modern banking and the principles of service excellence
8. Practical application: Mapping operational processes and identifying service improvement opportunities
9. Day 2: Operational Excellence in Banking Services
10. Operational Excellence in Banking Services
11. Account opening, maintenance, and customer onboarding processes
12. Payment systems, transaction processing, clearing, and settlement operations
13. Operational efficiency, process standardization, and workflow optimization
14. Internal controls, segregation of duties, and operational governance
15. Practical application: Evaluating banking operational processes through real-life case discussions
16. Day 3: Risk Management, Compliance, and Service Quality
17. Risk Management, Compliance, and Service Quality
18. Operational risk identification and mitigation within banking operations
19. Regulatory compliance and operational responsibilities
20. Quality assurance frameworks and service quality measurement
21. Key performance indicators for banking operations and customer service
22. Practical application: Risk assessment exercises and operational control evaluation
23. Day 4: Customer Service Excellence and Relationship Management
24. Customer Service Excellence and Relationship Management
25. Building customer trust through professional banking services
26. Effective communication techniques for banking professionals
27. Managing difficult customer interactions and complaint resolution
28. Service recovery strategies and continuous customer experience improvement
29. Practical application: Role-playing customer service scenarios and developing service excellence solutions
30. Day 5: Continuous Improvement, Digital Banking, and Operational Performance
31. Continuous Improvement, Digital Banking, and Operational Performance
32. Continuous improvement methodologies for banking operations
33. Digital banking transformation and operational implications
34. Performance measurement, reporting, and operational improvement planning
35. Building a sustainable culture of operational excellence and customer service
36. Final workshop: Developing a comprehensive Banking Operations & Service Excellence implementation plan tailored to participants' organizational environments

Register or Request More Information

Course page: http://localhost:3000/courses/banking-operations-service-excellence
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