



SARVAJANIK
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SARVAJANIK EDUCATION SOCIETY
SMT. SHARDARANI RAMESHCHANDER



Approved by AICTE | Constituent College of Sarvajnik University

Report on Final Campus Placement for HDFC Bank on 20th May, 2022



We understand your world

Quick Details

Employer	HDFC Bank
Date of Interview	20 th May, 2022
Designation Offered	Trainee - Teller
Maximum Earning Potential	INR 4,23,155 p.a.
Interview conducted by	Mr. Mitul Mehta (Branch Manager)
No. of students Appeared	53
No. of Students Selected	17

Company Overview

HDFC Bank Ltd (HDFC) offers personal and corporate banking, private and investment banking, and other related financial solutions to individuals, MSMEs, government, and agriculture sectors, financial institutions and trusts, and non-resident Indians. It provides a range of deposit services and card products; loans for homes, cars, commercial vehicles, and other personal and business needs; insurance for life, health, and non-life risks; and investment solutions such as mutual funds, bonds, equities, and

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derivatives. HDFC also provides services such as cash management, corporate finance advisory, customized banking solutions, project and structured finance, trade financing, foreign exchange, internet banking, and payment and settlement services, among others. The bank operates in India through a network of branches, ATMs, phone banking, net banking, and mobile banking. It has overseas branches in Bahrain, Hong Kong, and the UAE; and representative offices in the UAE and Kenya. HDFC is headquartered in Mumbai, Maharashtra, India.

Job Profile

Offered Designation: Trainee - Teller

Roles and Responsibilities:

Ensure quality customer service is delivered
Recording complaints as per the specified process
Resolving all complaints received (self, branch, other units) within the stipulated TAT's
Ensure appropriate customer communication on closures & copy of that to be filed.
Preventive complaint management
Asking for feedback from customers, who may not be complaining
Promoting all direct banking channels and ensuring that the customer is utilizing the same
Check back on recent customer's registered to DBC channel and give any specific help required
Ensure certification of documentation required for opening and maintaining customer accounts
Error free documentation for all account opening and all customer instructions (Stop payments, FD Closure, etc)
Maintaining Tatkal kits as per laid down process
As a locker custodian ensure that locker allotment and all other related operations is as per prescribed process
Includes managing standing instructions
Ensure that 5-S norms are adhered to for individuals workstation.

Location: Surat

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