



Transaction Mode

Is it a cash business? IS cash banked? Is it a banking oriented basis? What is the evolution of the MSE in these matters?

MyLine

1. How comfortable are you using the bank?
2. How much cash do you prefer to hold?
3. Do you like transacting cash or hold money in the bank?
4. How often do you deposit money in the bank?
5. How do you draw cash from the bank?

What's your line?:

1. Your line:
2. Your line:
3. Your line:
4. Your line:

Scenario # 1

Customer:

Are you from IT department?

Guiding Answer

No. you know I am from the bank!

Customer:

Then why are you asking inquisitive questions

Guiding Answer

It could be inquisitive but it is not selfish

Customer:

How do you mean

Guiding Answer

This could help the bank guide you on your path to prosperity



Customer:

How does that work...

Its an opening you can work with

Scenario # 2

Customer:

In what way is this information relevant to banking. You just want us to use your bank

Guiding Answer

We just want you to be prosperous and this question is linked to that path

Customer:

You mean if I don't use banking I cannot become prosperous?

Guiding Answer

Not like that. If you deal in cash there is a way to that which will not hamper your path to prospering.



Scenario # 3

Customer:

What is the link between asking inquisitive questions and your presence here? I am anyway not going to give you business.

Guiding Answer

My inquisitiveness is to see if I can serve you; work with you; help you.

Customer:

But I am not interested to work with you at all.

Guiding Answer

I can understand you feeling like that right now. But everyone and everything needs a fall back.

And when there is some urgency or need, that is the wrong time to start talking.

Customer:

You mean you are slow in responding?

Guiding Answer

Everything takes time to understand. Even when we go to a movie it takes 15 minutes to understand where the story is going. I want to be fully prepared on your story well in time.

Customer:

What part of the story do you want to know ...

This is enough of a break for you to push ahead...