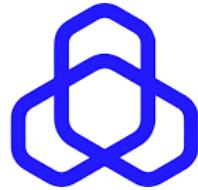


مصرف الراجحي
alrajhi bank



SCIENTIFIC REPORT YEAR 2023 IN AL RAJHI BANK.

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INTRODUCTION

The first day I joined the company I was welcomed and I started getting to know the employees and the nature of my work, which is managing the bank's lounge and maintaining the level of service evaluation (excellent) by making sure that all customers receive excellent service and that the employees maintain their discipline and maintain the bank's security and good Manage crowds in a respectful manner.

Know the place: Get to know the personalities of the employees, build a rapport with each of them, and then learn about the procedures and how the bank operates.

*Make your relationship with people dependent on their importance.

* You don't have to give all customers equally in service.

Employee with employee: Always be ready to do your best, but don't do it unless you're asked so that you, don't shine more than your manager and don't be less than other employees.

* Each employee has a different way of dealing with him, which makes him respect you.

* Don't be the best of everyone but make them deliver excellent service all as a team.

*The best way to tell the employee about the bad news is the last hour of work.

Employee and customer: Every customer has a way to deal with him, always keep a level of respect until you get to know the customer well.

Angry customer: An angry customer must speak rationally and take him gently to a different place or change his physical position from standing to sitting and vice versa. Tell him that he is right, then serve you.

Employee vs clients: A problem between a customer and an employee explain to him that you said a third, try to removing his anger by weighing between blaming him and listening and calming him down, then giving him the solution.

Safety security : A problem between a customer and another customer do not be uninterested in the problem and ask the police at the same moment

Development stage: After you know all your duties, you must develop yourself to become talented. Managers have an overview of all your capabilities and do not rely on evaluation by customers only.

- * Compare yourself to the person you were yesterday.
- * Choose the right place for you, not the best place ever.