

1014-R1-993

Michael G Monticino* (monticino@unt.edu), University of North Texas, P.O. Box 305189, Denton, TX 76205-5189. *Teller Staffing in Retail Banks*. Preliminary report.

Teller salaries are a retail bank's chief source of labor costs and hence significantly impact the bottom-line. On the other side of the ledger, tellers define the experience most customers have with their bank. The teller is an essential component in retaining and increasing the "wallet share" from customers. Staffing more tellers than needed to handle customer traffic unnecessarily increases labor costs, while customer service suffers if insufficient numbers of tellers are scheduled. Thus, getting the right number of tellers in a branch at the right times is essential to controlling costs, retaining customers and employees, and growing a bank's revenue.

This talk will discuss the development of a Teller Staffing product for retail banks by ARGO Data Resources, Inc. The Teller Staffing product combines mathematical methods with state of the art information technology, allowing banks to capture minute-by-minute transaction and service time data to make branch level staffing recommendations based on individual branch transaction volume patterns and teller service time statistics. Among other topics, the talk will outline the mathematical and practical challenges, as well as the collaboration between academics and business in developing the product. (Received September 26, 2005)