

Abstract

According to the project's requirements for Siam University, of co-operative education. I went to work at the Government Savings Bank Daokanong branch. Since March 10, 2014 to June 27, 2014I have learned the following:

1. Learn how to perform the opening-closing account.
2. Learn how to turn on the electronic card.
3. Learn about service system and problems of the Bank.
4. Learn how to solve unanticipated problems in the service operating procedures in order to satisfy bank customers

These problems frequently encountered are as follows:

1. A small number of service employees causes low quality of service and lead to customer dissatisfaction
2. Accounting officers don't serve for opening the account only, They also update passbooks and work in other parts of the bank.
3. There are always problems with internet connection.