

## **Expectations of the customer contact staff towards the employer and the possibilities of meeting them in banking institutions\***

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*To retain personnel and motivate them appropriately, banks must comply with the terms and conditions of cooperation specified in employment contracts (such as working hours and where work will be done, compensation, and career development opportunities). Additionally, they must respect the requirements of an unwritten agreement binding the employer and the customer contact staff – a psychological contract. This article presents the results of a survey of this staff working in commercial banks operating in Poland. The survey has allowed identifying the professional needs and expectations of bank staff built into employment and psychological contracts, their hierarchy, as well as the banking staff's opinions on the possibilities of the needs being in their workplace.*

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