

**B Exercise 1 (Track 1)**

- Kevin Lockner:* Hello. My name's Kevin Lockner. You must be Jessica Schneider from Germany. How are you?
- Jessica Schneider:* Fine, thanks. Well, a bit excited perhaps because everything is new to me and I don't know anybody. On top of all that, I'm afraid my English is far from perfect.
- Kevin Lockner:* Don't worry about that. You'll get to know everybody soon enough and learn all the necessary expressions. Our team is really friendly. Can we start right away? I'd like to give you a first impression of our different departments.
- Jessica Schneider:* Yes, no problem. I'm quite curious to see whether there are any differences to our German bank branch.
- Kevin Lockner:* So, first of all, this is the lobby. To the right, you can see the statement printer, the ATM and the terminal where our customers can do their normal banking transactions, for example transfer money or arrange standing orders. Those who are still a little bit afraid of doing this electronically can go to one of our cashiers at the counter.
- Jessica Schneider:* We have the same system in Germany, and it's mostly older people who prefer the personal contact.
- Kevin Lockner:* To the left of the lobby there are the front offices of our customer advisers, who belong to the private customer department. For example, if somebody needs a personal loan for a new car, they ask our personal loan adviser for help.
- Jessica Schneider:* And where do the business customers go?
- Kevin Lockner:* On the first floor we have our corporate business department. Our corporate business manager, Mr Owens, has his office at the end of the corridor.
- Jessica Schneider:* In Germany we also have an insurance department, not only for private but also for business customers. Does your branch offer these services as well?
- Kevin Lockner:* We certainly do. And our investment consultants can be found in the investment department on the second floor. Marketing is in the back office near the canteen. Ah, and this is Mrs Green, our branch manager. She will show you your workplace. I hope you'll enjoy your stay at our bank.