

B Exercise 2 (Track 2)

- Mrs Green:* May I introduce you to Sally Harper. Sally, this is Jessica Schneider from our German head office. She will be staying with us for the next three months.
- Sally Harper:* Pleased to meet you. Just call me Sally.
- Jessica Schneider:* Nice to meet you, my name is Jessica. So, you'll be my tutor for the next week, I guess.
- Sally Harper:* Yes, that's right. Please take a seat. Would you like a cup of coffee or tea before we begin?
- Jessica Schneider:* Thank you, a cup of coffee would be great.
- Sally Harper:* Here you are. Now let's get down to business. First of all, I'd like to explain what my job is. I'm responsible for customers who have questions about things like taking out a loan or investing money in funds.
- Jessica Schneider:* This is exactly what I do in Germany, too. But I only advise customers who want to invest smaller amounts of money. Those who are interested in risk capital are taken care of in one of the back offices, where we have advisers specialised in investment.
- Sally Harper:* Same thing here. Only yesterday a young woman dropped in who had won a fortune in a lottery. She wanted to invest a part of that money in high-risk shares to earn a higher dividend and so I sent her to my colleague, Robert McShane, who is a specialist when it comes to risk capital.
On the other hand a lot of customers just want to know what they should do when they go on holidays, you know, what happens if they lose their credit card and whether it is advisable to arrange direct debit.
- Jessica Schneider:* I understand: business as usual. So, to start off with, I'll help you with the day to day business, but please don't expect me to know all the banking terms. My English is rather basic.
- Sally Harper:* Don't worry about that, Jessica. It won't take you long to learn everything.