

### B Exercise 3 (Track 1)

... This is the customer service area where the cashier pays out money, deposits are made, direct debits and standing orders are set up and bank transfers are handed in. Each customer service assistant takes care of our customers' needs and problems. Over to your right is our insurance department, where a cooperating insurance company helps our clients with tailor-made insurance solutions. Further to the back you can see the back office area, where our loan advisors see to the needs of our clients in the loan department. Next to their offices you'll find the corporate customer department, where specially trained personnel advise and assist our business clients. The investment department is part of asset management. As an apprentice, you don't start working in these departments until your second year of training. The last door on the left leads to our legal department. Our administrative offices and the marketing department are on the second floor. Last but not least I'd like to show you our human resources department, where we receive our in-house training and where we are assessed. Oh, I nearly forgot to tell you that we also have a real estate department in this regional branch office. We help our customers to buy or sell their homes, their owner occupied flats, or any other kind of property. I'm already looking forward to working in that department next month.