

B Exercise 6 (Track 2 and 3)

Track 2

I'm Jack Priestly. And I'm one of those people who don't get started 'till 9 o'clock in the morning, at the earliest. That's because I'm part of our agency's field force. The first thing I do when I get to the agency is check my mails. I usually get in my car after I've had a cup of coffee and checked my appointment schedule. Of the two to three meetings I have with clients every day, some are not until after 6 pm, when my clients have finished work. They are happy to see that I take the time to call by their home. It makes for a much more personal consultation, people get the feeling their needs are being taken seriously. Generally speaking I enjoy my job.

Track 3

I'm Milly Doggett, working for the Southend branch of Barney's Bank. My workday starts at 8 o'clock and the first thing I do after getting settled behind the customer service desk is switch on my computer. It is such an important tool for me. Without it I couldn't give our clients all the information they request when they come to my desk. I don't write many emails during the day, I mainly just retrieve account information for our clients. Most of our clients still like to come by personally to make transfers and to get their statements. I really like working with people and hope that online banking will not replace my job completely.