

WHO WORKS



For a Bank? Part 1

When you walk into a branch of **Texas Bank and Trust**, you will see people working in several different places, but have you ever thought about what they do?

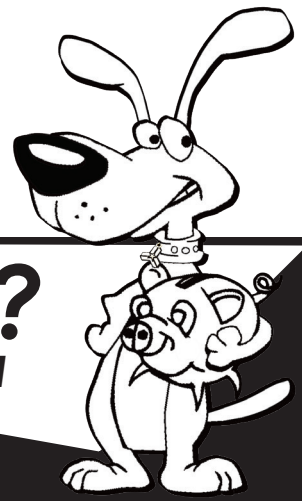
The people behind the tall counter are called tellers. They can help you if you need to put money into the bank, get your money out of the bank, and many other things.

At the desks in the middle of the room are branch service representatives. They help new customers start their checking and savings accounts, and help with any problems that may happen.

There are also lending officers who help with giving loans and a branch manager who makes sure everything in the bank is working properly. The ultimate goal of every **Texas Bank and Trust** employee is to make sure the customer has a nice experience when they come to the bank.

Did you know there are even more people who work for a bank than what you see in the lobby? Check out Part 2 of this series to see what other jobs are needed to make a bank run smoothly.

WHO WORKS



For a Bank?

Part 1

When we walk into a bank branch, we see many different types of employees at work, but have you wondered what they actually do? Watch the video “Who Works in a Bank, Part One” to learn the different jobs performed by people who work in the front end of a bank. Using the sheet below, draw a line from the job title to the correct description for that role.

Tellers

I help customers open new checking and savings accounts, as well as help them with any problems they have with their accounts. Most of the time, I sit at a desk in the middle of the room so I am easy for customers to find.

Branch Service
Representatives

I help individuals and business owners who need a loan to pay for a large purchase or to expand their businesses. I often sit in a side office so I have privacy to talk about personal financial information with my customers.

Lending Officers

I make sure the bank is running smoothly. I make sure all employees are doing their jobs correctly and that all of our customers have a good experience each time they come into our bank.

Branch Manager

I help customers, including Cool Kids, with daily transactions for their account, including making deposits or withdrawals, making change, or issuing cashier's checks. I usually stand behind a tall counter.