

About Retail & Sales

DANIEL G: Happy Banking is challenging what banking is, it's about getting rid of the traditions of banking and bringing it into the generation we have now which is very much around customer service, internet banking and I guess, giving people the services they want from a bank.

GEORGE: We are different than the majors - as you can see, we haven't got the security screens in our stores. You know, the staff are always coming to greet customers that walk in the door, it's a real can do attitude.

DANIEL S: At first I didn't know too much about BankWest at all so I didn't know that we were a bank that's been around for 100 plus years.

DANIEL G: The thought of working for a bank bothered me quite a lot actually, but when I came along for my first interview they showed me a video that said if your not the type of person that thought you'd ever work for a bank, you're exactly who we are looking for, and that really sort of I guess made me a lot more comfortable about my decision, because I absolutely never thought I'd work for a bank.

SUMMER: There's just so much more to banking...

DANIEL S: It's just a little bit more relaxed but at the same time we are taking our products and what we can do seriously.

SUMMER: The products that we have just make it really easy to sell.

CHLOE: The best thing about BankWest is actually wanting to come to work in the mornings, it's bright, it's positive there is always something new to learn, and it's never one day the same.

DANIEL G: The part of the job I love is the customer service. I'm really making sure I give the best I can to each customer.

DANIEL S: The good thing is we're not trying to create an environment where you're never going to hit your targets, they're very much attainable.

SUMMER: I've never had a bonus scheme like there is at BankWest - it's just been absolutely fantastic.

DANIEL S: We're here, we take ourselves seriously, but at the same time we here to have fun and make banking a better place.

GEORGE: The biggest difference between my old employer and BankWest is being people focused. BankWest really looks after their colleagues and puts them as number one - and once you've got your colleagues as number one the sales and service will follow through after that.

SUMMER: My team is awesome they are just like my family at work I'm just lucky with the team that I have - I love them so much!

DANIEL S: We've got people from every ethnic background, we've got people from every socio group, we've got people from every economic group, It's a really vast array of people working in the stores so I guess I'm lucky because I haven't had that environment before.

DANIEL G: People are fantastic on all levels. It's a very flat structure so I feel just as comfortable calling the State Manager as I do calling a Consultant in any store.

DANIEL S: It's a bit of a family working with BankWest. I don't feel like I get up every morning and have to come to work. I mean, you still have your medial tasks which aren't the most exciting to do. But at the same time you're doing it with friends, and it makes the day go a lot quicker and you feel like you're giving someone a genuine benefit and making their life easier with BankWest so... it's a good opportunity.

DANIEL G: Customers love being constantly surprised. I think on all levels of what we offer, it's always well beyond what they expected.

DANIEL S: We're helping Australians, everyone needs help with their finances and giving me the ability to be the person helping is great.

DANIEL G: I think BankWest is a phenomenal place to work.

CHLOE: After being here for a year, I feel really energise to move through the company. I love working for them and just the opportunities are endless - I really enjoy it.