

# A Day in the Life of a Consultant

HALIL: Hi I'm Halil, and welcome to a day in the life of a Sales Consultant at BankWest.

I usually arrive to work at about 8.30am. I would make myself a coffee, which is free, so it's a great start to the morning, and then I would check my emails and plan my day.

I check the white board for our daily results, and our daily targets to see what I need to do for the day. I also check the store ladders and usually we are first in every category, but I check it make sure we stay first and see what we can do better.

Before the doors open we have a 10 to 15 minute team meeting called the huddle. This is run in store to go through any changes that we need to know about. This is usually run by the Manager or the Assistant Manager, but we all have an opportunity to bring things up, including the old joke to start the morning with a smile. We sometimes get the chance to run the team huddle, this is a great time to show our colleagues that we are good public speakers or just to changes things up a bit with a different voice at the start of the morning.

It's usually pretty quiet in the morning so we use this time to catch up with the Manager. We can talk to our Manager about personal objectives and also store objectives, and we can also talk to him about any problems that we have. This is a great time to take care of our personal administration, by doing our filing, clearing out folders or catching up on any work that's left from the previous day.

I usually spend 3 to 4 hours a day meeting with customers. This is the most rewarding part of my job because this is where I save the customer money. We use a tool to help us understand our customer's financial needs. This helps us gather the information but the conversations are always different.

It's finally time for lunch. Lunch can fall any time from 11 and 3 o'clock in the afternoon, depending on the roster. We get 45 minutes for lunch, we can go out and have lunch at one of the local cafes or we can go upstairs to lunchroom that's provided. It's good to eat in the lunchroom because you can see myself leading in the footy results which always puts a smile on my face.

Throughout the day, we all take turns being the store's Meeter Greeter. The Meeter Greeter meets the customers, finds out what their needs are, and then directs them to the right part of the store or to the right person. The Meeter Greeter will also help our customers with simple transactions like express business deposits.

We start preparing for close half an hour before we shut the doors. There are always two people on close to check each other's work and to ensure there are no mistakes. The people on close have to check the cheques are all up to date, balance the coin machine and put all this information into the computer. We all leave together with smiles on our face, getting ready for the next day. Another dollar, another day.