Tour of a Bank  
– Accessible Version

When you visit a bank you will meet employees who can help you with different banking services. Click the bank employees on your screen to understand their job duties and whom you should speak to when you go to the bank.

Customer Service Representative
The customer service representative can:
- Help you open your account.
- Explain bank services.
- Answer general questions.
- Provide written information explaining the bank products.
- Refer you to a person who can help you further.

Bank Teller
The teller is often your main contact at the bank. The teller stands behind a counter and can:
- Deposit your money.
- Cash your checks.
- Answer questions.
- Refer you to the person who can help you with other bank services.

Loan Officer
The loan officer can:
- Take applications for loans offered at the bank.
- Answer your questions.
- Provide written information explaining loan products.
- Help you fill out a loan application.

Branch Manager
The branch manager supervises all bank operations that take place at the branch and helps fix problems that the other bank employees are unable to solve.