

UNIVERSITY OF WINNIPEG

Rhetoric 1105-(3) 021

The following assignments account for 25% of final grade.

Final group folders due March 16, 2015 (all five (5) assignments are to be submitted by each group in an 8x12 folder)

Company Situation 6: Bank Retail Location

The Quebank is a bank that has had two locations in Manitoba for over 40 years. Quebank has a staff of employees that approximates 60 people and 25 are tellers. The company has within the staff of 60 employees a declining staff of Bilingual employees.

At the two bank locations the main base of customers is bilingual. Many of the customers have been complaining about non-bilingual speaking employees and even request assistance from a bilingual manager when conducting business with the bank.

Job Description for Quebank: Tellers

The incumbent must be presentable, well mannered, personable, and take direction from superiors well, and honest. Bank teller experience is preferred.

Job Task list includes:

- Must assist/complete customer requested financial transactions.
- Assist managers with information requests.
- Act as a liaison for bank customers with other bank employees.