

ELBA

# A Day in the life of...



## Carly Wyatt Universal Banker, HSBC

### MY ALARM GOES OFF...

At 6:15am, I start my day with a cup of coffee with my husband, before waking the children up. We then all get dressed for work. I wear a smart/casual uniform, which includes a red shirt, a grey skirt and a red cardigan. We then have a healthy wholesome breakfast as a family at roughly 7am before getting ready to jump into the car at 7:30am to drop the children to my parents for the day/school. I then walk to the park and ride from my parent's house and take the bus to work. Sometimes I will walk to work with colleagues. I usually arrive at work for 8:20 am.

### I'M RESPONSIBLE FOR...

- Providing the highest standards of customer service, whilst also proactively identifying and meeting customers needs, which in turn maximises customer satisfaction.
- Ensuring that all customers are contacted within a timely manner where required. Customer follow up is an extremely important part of customer satisfaction.
- Helping customers to maximise their banking opportunities online.

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- Following procedures and using my initiative always.

### I GOT MY JOB...

I completed my GCSE's at school and went onto sixth form where I undertook my A levels. After sixth form I was not ready to move onto university, so I began to look for jobs. HSBC was recommended to me by someone I knew who already worked there. I applied for the job online, initially I took a couple of online tests. I then had a telephone interview and then a face to face interview. I was offered the job over the telephone a week later and began my journey with HSBC in January 2007. Since joining HSBC, I have got married, had 2 wonderful children and have just

completed a degree in Psychology (awaiting my results), which I did part time at home between working and being a mum.

### AT SCHOOL I STUDIED...

Maths, English, Geography, History, Science, RE, Spanish, Physical Education, Technology, PHSE for my GCSEs. I chose these subjects as firstly I enjoyed them and secondly, I knew they would provide me with a good base for future careers.

My A Levels were: English Language and Literature, Physical Education, Biology and Psychology. Again, these were subjects I had a keen interest in.



Universal  
Banker



Financial  
Services

Open University Psychology degree: I have just completed my dissertation. This has taken me 6 years part time and has been completed entirely at home, with support from the Open University. My GCSE's and A Levels most definitely set me up for my career with HSBC. My degree is not directly related, however I am now looking at how I can incorporate my degree into my career at HSBC. Potentially by looking at careers in Human Resources.

### MY TYPICAL DAY...

I arrive at work at 8:20am. Firstly we all catch up and have a cup of tea, whilst completing our morning jobs. We have a morning meeting at 8:50am to discuss the day before and what needs to be done throughout the day. We open the doors to the bank at 9am, we have pre booked appointments with customers and walk in customers too. Our appointments range from opening bank accounts, to helping customers with fraud enquiries. We will normally see 4 to 5 appointments a day and will contact customers between these customers as required. We have

an hour for lunch, and we close the doors at 5pm. We then finalise end of day jobs before leaving the branch at roughly 5:10pm.

### THE KEY SKILLS I USE IN MY JOB...

I am skilled in customer service and telephone contacting, enabling me to handle customer enquiries in a professional manner. I am always smart and presentable, and I have a cheerful disposition. I work well in a team and when required I am comfortable leading and coaching others. I always take a flexible approach to my duties.

### THE BEST PART OF MY JOB IS...

Being able to work as part of a team as well as helping and empowering customers daily. It provides you with such a sense of pride and achievement when you know you have been able to do something that has changed someone's life for the better.

### THE WORST PART OF MY JOB IS...

Being unable to help someone there and then. I manage this by always setting out the agenda and potential outcome at the onset of any appointment. I then provide suggestions and work with that person to determine how we can move forward to enable future change for that person.

### MY ROLE MODEL GROWING UP WAS...

Mary King, because she's a great horse lover and so am I. Secondly, she's got that

get up and go attitude, which is what I think is so important to motivate yourself and others around you. Never stop attempting to achieve your dreams, they are always in your reach, with a bit of hard work and determination.

### AFTER WORK...

Once I finish work, I get the park & ride bus back to my parent's house to collect the children. We then drive home, spend some time together as a family whilst dinner is cooking and then have tea. Once the children have read stories and are in bed, myself and my husband either sit together and watch a film/television or if the weather is nice, we will sit in the garden and chat about our day. I normally head up for a shower for about half 9 and am ready for bed by half 10!



### MY PLAN B...

As a child I always wanted to be either a vet or a doctor. This is because of my want to be able to help people and also my love for animals.

