

## VIDEO TWO: TRENT HOUSE OFFICE TOUR

In this video, you will have seen a number of departments and spaces from our Trent House office.

Try to match the jobs below with the department they belong to. There's a worksheet on the next page to help you do this.

### Departments:

- A. Marketing
- B. CRM & Analytics
- C. Customer Operations
- D. Tech & Cyber
- E. Finance
- F. Human Resources (HR)
- G. Legal

### Example Jobs:

- Contracts Manager
- Brand Manager
- Finance Director
- Data Analyst
- Cyber Security Expert
- Learning & Development Specialist
- Recruiter
- Software Engineer
- Budget Controller
- Lawyer
- Designer
- Customer Service Agent
- Early Careers Manager

In this team are the people who have direct contact with our customers, such as customer care. Where they sit, you'll see lots of our associates talking on the phone and replying to letters.

**Department:**

**Example job:**

At Capital One, this department is in charge of things like creating our TV adverts.

**Department:**

**Example job:**

This team looks to gather data that helps understand business challenges and make better decisions. They analyse data to help solve a problem.

**Department:**

**Example job:**

This team is responsible for maintaining and preventing any legal issues that may come about from the company's activities. You may find them drafting contracts for supplier services or handling court cases.

**Department:**

**Example job:**

This team is responsible for hiring employees, as well as training them and making sure they are paid.

**Department:**

**Example job:**

This department at Capital One is responsible for building our website and mobile app. They also make sure that the company is protected from any digital security threats.

**Department:**

**Example job:**

This is the part of an organisation that manages its money.

**Department:**

**Example job:**

**Questions:**

Having watched the video, what do you think is Capital One's dress code?

What do we call the informal spaces, usually with sofas, where we can meet to work or discuss work?

Why would we have a music room in the office? And a games room? And a gym?

Do Capital One employees need to pay for tea and coffee in our kitchen areas?

"The Big Picture" is an area of our office where we often run events to promote new products and services to our employees. We also hold fundraising events here. Do you remember what was being shown in this video?

What surprised you the most about our office restaurant?

What surprised you the most about our event space?

Why do you think we have an "IT Helpdesk"? Which services are offered to our associates?

