

## Job matching answer sheet:

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:** Customer Operations

**Example job:** Customer Service Agents

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

**Department:** Marketing

**Example jobs:** Brand Manager  
Visual Designer

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

**Department:** CRM & Analytics

**Example job:** Data Analyst

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:** Legal

**Example jobs:** Lawyers  
Contract Manager

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

**Department:** Human Resources (HR)

**Example jobs:** Learning & Development  
Specialist / Recruiter/  
Early Careers Manager

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:** Tech & Cyber

**Example jobs:** Cyber Security Expert  
Software Engineer

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

**Department:** Finance

**Example jobs:** Finance Director  
Budget Controller

### **Answer sheet to the video questions:**

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

**A:** Business casual. Our employees should wear appropriate working clothes, but are not expected to wear suits.

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

**A:** Breakout areas

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

**A:** We have a "trust culture" - as long as you do your job, you are allowed to make use of these spaces to exercise and relax, re-energising to keep doing your work.

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

**A:** No, tea and coffee in our kitchens is free!

"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?

**A:** It was a charity fundraiser.

What surprised you the most about our office restaurant?

**Open Answer:** Our canteen is subsidised, and employees are able to eat a wide variety of foods for a very reasonable price.

What surprised you the most about our event space?

**Open Answer:** We run both internal and external events in this event space - maybe one day you'll be able to come too!

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

**A:** The IT Helpdesk is a group of tech associates that help our employees to conveniently fix problems with their technological devices, such as laptops and phones.