

What's the most outrageous thing you've ever done at the branch counter?

In one word, what do you enjoy about working on the counter?

What's your greatest memory of counter work?

**What's been your
pinnacle of success
on the counter?**

**What really
motivates you to
have a good counter
day?**

**If you could do
anything on the
counter, what would
that be?**

**Based on a counter
feat, how might you
get into the
Guinness Book of
Records?**

**From your own
experience, what
advice would you
offer a new staff
member about to go
on the counter?**

**If you were awarded
a medal for bravery
at the counter, what
would it be for?**

**What is one of the
best things about
your job?**

**When have you had
to improvise on the
counter and were
delighted with the
results?**

1. Find someone who is on their own
2. You need to ask them the question on the other side of the card and give them 1 minute to answer
3. Then answer their question in the same time
4. Now swap cards and find someone else to ask

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