

The Zinc Group Ltd

Virtual Work Experience KS4

Dear Work Experience Student,

Thank you for choosing our company for your work experience. We are delighted to have you on board, even if it is just for a short time. We hope you will enjoy your experience and gain lots from it.

One of the most important parts of our work is helping customers recognise the true cost of living. Many people are unaware of how small, regular costs quickly add up. That's why our Customer Account Managers must be skilled at asking the right questions, listening carefully, and helping people map out their complete financial picture.

Please begin your work experience by searching for our company online and reading up about us. This will be useful for you as you work through the tasks.

When you finish all the tasks and your teacher is happy with your progress, please add this work experience to your CV.

All the best,
Career Seekers Direct



Who are they?

At The Zinc Group Ltd, we work closely with customers to help them understand and manage their financial position. Our goal is to support people in setting up realistic, affordable payment plans – so they can regain control of their finances without added stress or hardship.

Starter Task:

Look at the list below. These are everyday things many people pay for – but some many not think of them as part of their monthly expenses.

- Takeaway coffee
- School meals
- Bus pass
- Streaming services
- Haircuts
- Gift giving
- Pet care
- Lunch at work
- Birthday parties



Task:

1. Choose five of these expenses
2. Research or estimate how much someone might spend on each per month
3. Add up your total
4. Reflect: Do you think most people realise how much this adds up to? Why or why not?
5. Why is it important for a Customer Account Manager to understand these expenses?



Main Task:

Imagine you're supporting a customer who says they can't afford their monthly payment, but they're not sure where their money is going. You've been asked to help them track their monthly spending.

Your task is to create a simple budget tracker that breaks down spending into key categories (e.g. travel, food, rent/mortgage, utility bills).

Task:

- Design a table with space to write amounts for each
- category
- Include a 'total monthly spending' box at the bottom
- Write a paragraph explaining how this tool helps customers to make better financial decisions

Extension Task:

Think about your own weekly or monthly spending (or imagine it if you don't currently have personal expenses).

List the things you and your family spend money on – from essential items to treats and extras.

- What surprised you when you added it up?
- Which expenses feel essential and which don't?
- Why do people sometimes forget how much they spend?