

Activity 1 – Test Stage

1. Deposit (v)	(a.) An instruction to your bank to let money be taken from your account by somebody else – usually for monthly bills
2. Current Account	(b.) A written instruction on a special piece of paper to pay money to somebody
3. Savings	(c.) Normal bank account for using every day – not a credit card account
4. Withdraw (v)	(d.) A cheque from a travel agent or a bank that can be swapped for cash when you are abroad
5. Cashier	(e.) How much money you have in your bank account
6. Cheque	(f.) How different countries' money (e.g. Riyals – Pounds) compares
7. Traveller's cheques	(g.) To put money / cheques into your account
8. Direct Debit	(h.) A monthly report about your bank account
9. Balance	(i.) Take out
10. Exchange Rate	(j.) The person at the bank who pays in and receives money
11. Statement	(k.) Money that you have saved in a special account with your bank

Answers: 1g, 2c, 3k, 4i, 5j, 6b, 7d, 8a, 9e, 10f, 11h



Activity 2 – Controlled Practice 1

Can you use the words from above to fill in the gaps?

- a) I'd like to _____ £50 from my account please.
- b) I've checked and the _____ of your account is £6000.
- c) If you'd like to queue here and a _____ will see you shortly.
- d) I'm going abroad and I'm worried about the security of my cash. I'd like to buy some _____ instead.
- e) I'd like to set up a _____ for my monthly phone bill payment please.
- f) I'd like to _____ £100 into my account please.
- g) I'd like to open a new _____ please.
- h) What's the _____ from Pounds to Euros please?
- i) £50? OK, I'll write you a _____.
- j) I receive my _____ every month by post.

Answers:

(a) withdraw. (b) balance. (c) cashier. (d) traveller's cheques. (e) direct debit. (f) deposit. (g) current account. (h) exchange rate. (i) cheque. (j) statement



Activity 3 – Controlled Practice 2 (B1 / Intermediate)

Can you use the sentences to make **two five-line** conversations?

Good afternoon Sir, how can I help you?
No problem, here you are.
You can use the self-service paying-in machine for that Sir.
OK, well if you'd like to join this queue, a cashier will see you shortly.
I'd like to withdraw £100 from my current account please.
I know, but I'd also like to set up a direct debit, and request a full statement.
Hi, I'd like to make a deposit into my current account please.
Certainly Sir. If you could just show me your debit card and some I.D, and I'll check your balance.
Thank you very much.
Thank you Sir. (Checks...) Here's your money and your receipt. Have a great day.

Answers:

Good afternoon Sir, how can I help you?

Hi, I'd like to make a deposit into my current account please.

You can use the self-service paying-in machine for that Sir.

I know, but I'd also like to set up a direct debit, and request a full statement.

OK, well if you'd like to join this queue, a cashier will see you shortly.

Hi, I'd like to make a deposit into my current account please.

Certainly Sir. If you could just show me your debit card and some I.D, and I'll check your balance.

No problem, here you are.

Thank you very much.

Thank you Sir. (Checks...) Here's your money and your receipt. Have a great day.



Activity 4 – Freer Practice

Use the example conversations above, the useful vocabulary below and **four** of the new words you have learnt to make a conversation in a bank. Include:

- A ‘hello’
- A problem / a question that needs an answer
- Some help or advice
- A ‘goodbye’

Useful vocabulary

- **Make** a deposit / withdrawal (for nouns)
- **Open** an account
- **Check** my balance / the exchange rate
- **Set up** a direct debit
- **Write** a cheque

I’d like to....(infinitive)

Could I possibly...(infinitive)

Can I..... (infinitive)

Certainly / No problem / Of course!

And remember: Cashiers / customer service assistants call their customers ‘Sir’ and ‘Madam’!

