

Banking

Exercise 1

COMPLETE THE QUESTIONS

Listen to the recording. Complete the questions.
Place a star beside questions a bank teller asks.

Ex. Is there a service _____ *fee* _____ ?

1. Do you want to withdraw money from your chequing or savings account?
2. Do you need any cash today?
3. What was your last credit card purchase?
4. Is there an ATM nearby?
5. What is the exchange rate?
6. How can I change my PIN ?
7. Can I deposit a cheque?
8. Can I pay a bill here?
9. Do you want to open an account ?
10. How can I use online banking ?



Exercise 2

CHOOSE THE CORRECT RESPONSE

Listen to the recording.

Circle the best response to each question.

1. a) Yes, please. A savings account.
 b) Chequing or savings?
 c) Yes, I have one.

How can I change my PIN?

2. a) It's a four-digit secret number.
 b) Take your card to the nearest teller.
 c) Don't lose it.

How can I use online banking?

3. a) Online banking is better.
 b) Just log in with your bank card.
 c) Order some cheques.

Do you need any cash today?

4. a) No, I'll use the ATM tomorrow.
 b) I cashed a cheque.
 c) It was 20 US dollars.

5. a) Is my driver's licence okay?
 b) From my savings account, please.
 c) Sure, I have a credit card.

Do you want to withdraw money from your chequing or savings account?

Is there an ATM nearby?

6. a) Yes, there's a drive-thru ATM.
 b) A PIN.
 c) You can make withdrawals or deposits.

What is the exchange rate?

7. a) It's by the food court in the mall.
 b) Yes, not bad.
 c) It's 1.33 today.

Can I pay a bill here?

8. a) No, we only accept debit.
 b) He is not here today. Sorry.
 c) Of course. You can also pay at the ATM.

Can I deposit a cheque?

9. a) How many envelopes?
 b) Twenty-dollar bills.
 c) Yes. I'll need your bank card, please.

What was your last credit card purchase?

10. a) My limit is \$2000.
 b) I bought \$50 in gas last night.
 c) No, I used cash.

Exercise 3

WRITE THE QUESTIONS

Listen to the recording. Write all the questions that you hear. Then take turns asking a partner the questions. Pretend one of you is the bank clerk and one is a client. Extend the conversation.

#	Question
Ex	<i>Do you want to open an account?</i>
1	
2	
3	
4	
5	
6	
7	
8	

- A:** Do you want to open an account?
- B:** Yes, I do.
- A:** Do you need a savings account or a chequing account?
- B:** A savings account, please.
- A:** Okay. Do you have a deposit to make today?
- B:** Yes, I have a paycheque to deposit.

Teacher Assessment

Student: _____




Resource Used: Banking (Listening Resources, ESL Library)

Theme	Skill Competency	Date Completed	Score / Success	CLB Level
Banking	<input type="checkbox"/> I. Interacting with Others <input type="checkbox"/> IV. Comprehending Information			

Exercise	Task	Score / Success / Note
1	listen for vocabulary	
2	listen for information	
3	listen and respond	

Learner Reflection

Add check marks (✓) to show what you've learned in this lesson.

Can I...	Yes (very well) 	Yes (with help) 	Not yet 
use vocabulary related to banking?			
ask questions about bank services?			
understand a bank teller's questions?			
have a simple conversation with a bank teller?			

Answer Key

Exercise 1

- | | |
|-------------|-------------|
| 1. savings* | 6. PIN |
| 2. cash* | 7. deposit |
| 3. credit* | 8. bill |
| 4. ATM | 9. account* |
| 5. exchange | 10. banking |

Exercise 2

- | | | | | |
|------|------|------|------|-------|
| 1. a | 3. b | 5. b | 7. c | 9. c |
| 2. b | 4. a | 6. a | 8. c | 10. b |

Transcript:

- Do you want to open an account?
- How can I change my PIN?
- How can I use online banking?
- Do you need any cash today?
- Do you want to withdraw money from your chequing or savings account?
- Is there an ATM nearby?
- What is the exchange rate?
- Can I pay a bill here?
- Can I deposit a cheque?
- What was your last credit card purchase?

Exercise 3

Place students in pairs to have follow-up conversations.

Transcript:

- Ex. Do you want to open an account?
- Is there an annual credit card fee?
 - How can I do online banking?
 - Do you want to make a withdrawal or a deposit?
 - Where is the closest ATM?
 - How is the exchange rate today?
 - Do you remember your last credit card purchase?
 - Can I pay a bill at the ATM?
 - How can I change my PIN?

Teacher Assessment

Use this assessment tool to record each student's listening abilities.

Learner Reflection

When your students have completed these tasks, have them reflect on their learning by filling in the chart.

ABOUT THE EMOJI:

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