

1. Dialogue Reading

Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation.

Frank: Hello. I'm Frank Roberts, the Accounts manager. **What can I do for you?**

Mark: Hi. My name is Mark Johnson. This is my wife, Lynn. We've just moved into town and **would like some information about** opening a bank account.

Frank: What kind of account **would you like to open?**

Mark: We want to open a checking account.

Frank: How much would you like to deposit today?

Mark: I have \$500 in cash **as well as a payroll check** for \$800.

Frank: Okay. I'll **get you the application forms to fill out.** **You'll receive your new bank cards** in about two weeks. Once you have chosen your **PIN**, you'll be able to use the bank machine for deposits, withdrawals, bank transfers and payment of bills.

Mark: Is there a **service fee** for this type of account?

Frank: There is no fee for a regular checking account. However, for a small fee of \$7.00 a month, we **offer** two hundred personalized checks, full **on-line banking services** and a \$500 overdraft protection. **Would you be interested** in that service?

Mark: Yes, **that sounds good. We'll take it.** Do you have a 24 hour ATM?

Frank: Yes, of course. We also have a 24 hour **drive-through service at the side of the building.**

Mark: When do you send out the monthly statements?

Frank: On the 5th of every month. I'll take your forms now. You can endorse your check and go over to the teller. **She'll handle your deposit for you.**

Mark: Thank you very much. You've been very helpful.

Frank: You're quite welcome. Hope to see you again soon.



Find New Expressions ✓

Write down any useful or new expressions and words in the fields below.

New Words List

2. Practice ☒

Work with your partner. Role-play the dialogue, substituting the different expressions below. Then reverse roles.

Hello. I'm Frank Roberts.

Hi. My name is...

How do you do? I'm

What can I do for you?

Is there anything I can do for you?

How can I help you?

We want to open a checking account. a checking account.

We'd like to open a checking account. a joint checking account.

We're interested in a checking account. a savings account.

How much would you like to deposit today?

How much do you want to deposit today?

I have \$500 in cash **as well as a payroll check** for \$800.
in addition to a traveler's check for \$800.
and a money order for \$800.

You'll receive your new bank cards in about two weeks.

You'll get your new bank cards

We'll send you your new bank cards...

Do you have a 24 hour ATM?

...a 24 hour automatic teller?

...an automatic bank machine?

...an automatic cash machine?

Would you be interested in that service?

Would you like that service? Yes. **That sounds good. We'll take it.**

Do you want that service? Yes. That sounds fine. We'd like that.

We also have a 24 hour **drive-through service** at the **side of the building.**

drive-in windowthe back of the building.

....the rear of the building.

She'll handle your deposit for you.

She'll look after your deposit for you.

She'll take your deposit.

We'd like some information about opening a bank account.

Could you give us some information about opening a bank account?

What kind of account would you like to open?

What kind of account do you want to open?

What kind of account are you interested in?

I'll get you the application forms to fill out.

Here are the application forms to fill out.

I'll get you the application form to complete.

Once you have chosen your PIN....

your personal identification number...

your personal security number....

Is there a service fee for this type of account?

Do you charge a service fee?

We offer two hundred personalized checks and **on-line banking services.**

We provide two hundred checks and full **computer Internet** services.

When do you send out the monthly statements?

When do you mail out the monthly statements?

When will we receive our monthly statement?

You can **endorse** your check and go over to the **teller.**

You can sign your check and go over to the cashier.

Thank you very much. You're quite welcome.

Thanks a lot.

You're very welcome.

3. Odd One Out ☒ Circle the word in each group that does not belong. Explain why.

- | | | | |
|------------------------|-------------------|----------------------|--------------------------------|
| 1. teller, | manager, | statement, | security guard |
| 2. safety deposit box, | ATM, | cash machine, | bank machine |
| 3. security number, | PIN, | telephone number, | personal identification number |
| 4. deposit, | teller, | withdrawal, | transfer |
| 5. sign, | deposit, | endorse, | write your name |
| 6. overdraft, | negative balance, | extra money, | not enough money |
| 7. payroll check, | personal check, | money from employer, | paycheck |
| 8. cash, | bills, | check, | coins |
| 9. take out, | deposit, | withdraw, | remove |
| 10. traveler's check, | teller, | money order, | cash |



4. Dialogue Building

Complete the dialogue below with the appropriate expressions.

Manager: _____, the Accounts manager.
_____?

Customer: _____. This is my wife, Lynn. We've just moved into
town and _____ a bank account.

Manager: What kind of account _____?

Customer: _____.

Manager: Okay. _____ deposit today?

Customer: I have \$500 in cash _____ for \$800.

Manager: Okay. I'll get you the application forms _____
_____. _____ your new bank cards in about two
weeks. Once you have chosen your _____, you'll be able to use the
bank machine for deposits, _____, bank transfers and payment of bills.

Manager: There is no fee for a regular checking account. However, for a small fee of \$7.00 a month, we
_____ two hundred personalized checks, full _____
and a \$500 _____ protection.
_____ in that service?

Customer: Yes, _____. Do you
have a 24 hour _____?

Manager: Yes, of course. We also have a 24 hour drive-through _____
_____ of the building.

Customer: _____ the monthly statements?

Manager: On the 5th of every month. I'll take your forms now. You can _____ your
check and go over to the _____. _____.

Customer: Thank you _____. You've been very helpful.

Manager: _____. Hope to see you again soon.

5. Write your own dialogue

Work with a partner and write your own new dialogue using any phrases from page 2. Then practice the dialogue and present it to your class.