

Module: Finance - Level EASY

In this first level of three, the student will learn fundamental English terminology for the banking and financial sector. Students will also become familiar with customer service terms, advertising, general business terms, financial and every day business expressions. Each term is defined and used in context in sentences. This level is comprised of a series of interactive exercises such as listening comprehension with short, realistic dialogue, answering questions, and submitting email exercises.

Financial services: Basic banking terms and finance (EASY)

1 **Financial vocabulary**

Students will be studying basic banking and financial vocabulary. Vocabulary includes- audit, debt, credit card, foreclosure, estate account and much more. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking, and at the same time learning what each term means and add to their ability to carry out essential financial tasks in English.

2 **Typical situation - Opening an account**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a financial environment. We will be listening to a typical situation of opening a bank account with a customer.

3 **Dialogue - At the bank**

The student develops their freeform speaking by answering questions that are asked related to finance. In this lesson we will be looking at questions asked to a client when a bank account is opened.

4 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will match 10 verbs with nouns and speak about their job.

The tutor will give feedback on this work.

Customer Service: Suggestions, inquiries and complaints (EASY)

5 **Financial vocabulary**

Students will be studying basic customer service vocabulary. The student will be introduced to typical vocabulary used in this area. Some vocabulary in this first lesson includes – image, to greet, contract, vision, solution and to listen. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means.

6 **Typical situation - Customer calling with a problem**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a customer service environment. We will be listening to a

telephone conversation between a customer who is experiencing an issue with his computer and a customer service representative.

7 **Dialogue - Customer problems**

The student develops their freeform speaking by answering questions that are proposed related to customer service. In this lesson we will be looking at questions asked by a customer service representative to a customer with a computer problem.

8 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will write 6 sentences using could-would-should and speak about conflict resolution and customer service experiences.

The tutor will give feedback on this work.

General business: Advertising, business expressions (EASY)

9 **Financial vocabulary**

Students will be studying basic business vocabulary and expressions. In this first business lesson we will be presented vocabulary including – innovation, loophole, risks, embargo, downsize and many more. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learning what each term means.

10 **Typical situation - Calling someone's office**

In this lesson students will develop their understanding and comprehension by listening and following along with a typical phone call received by an administrative assistant.

11 **Dialogue - Answering a business call**

The student works their freeform speaking by answering questions that are proposed related to general business topics. We will be studying what to ask and general vocabulary used with a caller during a typical business call.

12 **Writing and speaking lab**