



## Module: Finance - Level EASY

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**Sku:** PC316

**Horas:** 20

## OBJETIVOS

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.

## CONTENIDOS

### Module: Financial Services – Basic Banking Terms and Finance (EASY)

#### Introduction

In this block, students will be introduced to basic banking and financial language.

Students will listen to a short, realistic dialogue of a bank teller opening up an account. The learner will work on their freeform speaking by answering questions related to account openings at the bank.

At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

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#### Financial Vocabulary

Students will study basic banking and financial terms and expressions. Vocabulary includes:

- bank draft
  - asset
  - debt
  - credit
  - budget
  - interest
  - audit
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- credit card
- foreclosure
- estate account

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term and enhancing their ability to carry out essential financial tasks in English.

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#### Typical Situation – Opening an Account

In this lesson, students will practice their understanding and listening comprehension by following a typical real-life situation in a financial environment.

Objective: Understand and use basic banking terminology while engaging in common banking procedures such as opening an account.

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#### Dialogue – At the Bank

The student develops their freeform speaking by answering questions related to finance. In this lesson, the dialogue focuses on typical questions asked to a client when opening a bank account.

Objective: Improve the ability to respond clearly and appropriately in banking contexts.

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#### Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will match 10 verbs with nouns

### **Module: Customer Service – Suggestions, Inquiries and Complaints (EASY)**

#### Introduction

In this block, students will be introduced to basic customer service terms.

Students will listen to a short, realistic dialogue of a customer service representative on the phone with a customer experiencing a problem. The learner will work on their freeform speaking by answering questions related to dealing with customer service issues.

At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

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#### Customer Service Vocabulary

Students will study basic customer service terms and expressions. Vocabulary includes:

- contract
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- deliver
- customer service representative
- image
- policy
- to greet
- vision
- solution
- to listen

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term.

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#### Typical Situation – Customer Calling with a Problem

In this lesson, students will practice their understanding and listening comprehension by following a typical real-life situation in a customer service environment.

Objective: Understand and use basic customer service language while handling common service-related issues.

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#### Dialogue – Customer Problems

The student develops their freeform speaking by answering questions related to customer service. In this lesson, the dialogue focuses on typical questions asked by a customer service representative to a customer with a computer issue.

Objective: Improve the ability to respond clearly and appropriately to customer inquiries and complaints.

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#### Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will write 6 sentences using "could," "would," and "should."
- The student will speak about conflict resolution and customer service experiences.

The tutor will give feedback on this work.

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### **Module: General Business – Advertising, Business Expressions (EASY)**

#### Introduction

In this block, students will be introduced to general business terms and expressions related to advertising.

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Students will listen to a short, realistic dialogue of a business call between a client and an administrative assistant. The learner will work on their freeform speaking by answering questions related to handling a business call.

At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

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### Business Vocabulary

Students will study basic business vocabulary and expressions. Vocabulary includes:

- buzzword
- cutthroat
- embargo
- loophole
- innovation
- risks
- downsize

These terms are presented in context through sentences, and definitions are provided for each term or expression. Students can practice their speaking while learning the meanings of each term.

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### Typical Situation – Calling Someone's Office

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

Objective: Understand and use basic business language while managing phone communication.

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### Dialogue – Answering a Business Call

The student develops their freeform speaking by answering questions related to general business topics. In this lesson, the dialogue explores what to ask and how to respond during a typical business call.

Objective: Improve the ability to manage professional phone conversations effectively.

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### Writing and Speaking Lab

In this section:

- The student will answer spoken questions prepared by the tutor.
- The student will plan and write an email following the tutor's written instructions.
- The student will explain 4 common business expressions.
- The student will create a small dialogue between a secretary and a caller.

The tutor will give feedback on this work.

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