



Module: Finance - Level MEDIUM

Sku: PC317

Horas: 20

OBJETIVOS

In this level the learner will consolidate the material from the previous Blocks and begin the transition from basic to intermediate. Students will become familiar with banking and financial terminology including accounting. 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 (MEDIUM)

Introduction

In this block, students will consolidate previous banking and financial terminology and be introduced to intermediate vocabulary related to mortgage and accounting.

Students will listen to a short, realistic dialogue featuring an interview at a large company with a human resources manager interviewing a new accountant. The learner will work on their freeform speaking by answering questions typically asked by a bank representative to a customer applying for a mortgage.

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

Financial Vocabulary

Students will study intermediate banking and financial vocabulary. Vocabulary includes:

- factoring
- embezzlement
- debenture
- closing costs
- arbitrage
- arbitration

- commitment fee
- collateral
- financial capital
- garnishment
- principal
- sub-prime

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.

Vocabulary includes business, banking, and accounting terms.

Typical Situation – Hiring a New Accountant

In this lesson, students will develop their understanding and listening comprehension by following along with a typical interview process.

Objective: Recognize and understand business language used in HR and finance-related interviews.

Dialogue – Getting a Mortgage

Students will practice their freeform speaking skills by responding to questions typically asked by a mortgage representative.

Objective: Gain confidence in discussing mortgage-related topics and answering financial questions fluently.

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 3 types of mortgages.
- The student will speak about an internet article related to banks.

The tutor will give feedback on this work.

Module: Customer Service – Suggestions, Inquiries and Complaints (MEDIUM)

Introduction

In this block, students will consolidate previous customer service terminology and be introduced to intermediate vocabulary in this field.

Students will listen to a short, realistic dialogue involving a situation where professionals are soliciting new business and providing service at a trade show. The learner will develop their

freeform speaking by answering questions related to customer service when checking into a hotel.

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

Customer Service Vocabulary

Students will study intermediate customer service vocabulary. Vocabulary includes:

- empathy
- feedback
- inconvenience
- netiquette
- service partners
- helpline
- product return
- clarification
- expert

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

Typical Situation – Gaining New Business

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

Objective: Understand key vocabulary and conversational strategies used in business development interactions.

Dialogue – Checking into a Hotel

Students will practice their freeform speaking skills by responding to questions asked by a desk clerk when checking into a hotel.

Objective: Build fluency in customer service interactions during check-in scenarios.

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 a short conversation at a restaurant.
- The student will speak about banking customer service.

The tutor will give feedback on this work.

Module: General Business – Advertising, Business Expressions (MEDIUM)

Introduction

In this block, students will consolidate previous business terminology and expressions and be introduced to intermediate vocabulary in business situations.

Students will listen to a short, realistic dialogue of two people working in a shipping and receiving department discussing logistic issues. The learner will develop their freeform speaking by answering questions related to meeting someone at a business conference.

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

Business Vocabulary

Students will study intermediate business vocabulary. Vocabulary includes:

- kiting
- moral hazard
- give lip service
- middleman
- pass the buck
- property tax
- venture capital
- mergers
- phishing
- Ponzi scheme
- indemnity
- insurance

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

Typical Situation – Shipping and Deliveries

In this lesson, students will develop their understanding and listening comprehension by following along with a typical real-life situation in a logistics department.

Objective: Understand business-related vocabulary and concepts in the context of a shipping and receiving environment.

Dialogue – Meeting Someone at a Business Conference

Students will practice their freeform speaking skills by answering questions when meeting new contacts in a business conference setting.

Objective: Build fluency in networking and professional conversation during events and conferences.

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 learner will be asked to explain some common business expressions.
- The student will speak about social media and advertising.

The tutor will give feedback on this work.