Banking Conversations

Instructions: Fill in the blanks to complete the conversations below.

Conversations #1 – Opening a Savings Account

Customer: _____ Could you _____ help me? I'd like to open a _____ account.

Teller: Hello – I can help you with that. Do you already have an account at our bank?

Customer: Yes, I already have a _____ account at this bank. I have been a _____ for 3 years.

Teller: That is great. Can you please insert your bank card into the machine and type in your PIN. It will take me just a moment to set up the account.

Customer: Is there a _____ balance required for the savings account?

Teller: Yes – you need to keep at least $500 dollars in the account or there is a monthly bank fee of $5. How much would you like to put in the account to open it?

Customer: I would like to _____ $700 from my chequing account to open the new savings account.

Teller: Okay – that is done and here is your receipt for the transaction. Can I help you with anything else?

Customer: No, that's all. _____ for your help – good bye.

Teller: Your welcome - have a wonderful afternoon.

Conversation #2 – Cash a Cheque

Customer: Good morning. _____ please help me? I'd like to cash this cheque.

Teller: Hello, I can help you with that. Are you a customer at our bank?

Customer: _____ I have a chequing account and a _____ account and a house _____. I have been a customer for _____ years.

Teller: Wonderful. Could you please insert your customer card and type in your PIN. Could you also please sign the back of the check. Would you like this in cash or deposited into your accounts?

Customer: Could you please _____ $200 into my chequing account and $_____ into my savings account. I would like the remaining $300 in _____.

Teller: Sure – would you prefer the cash in large bills or small bills?

Customer: _____ bills please – just $50's. Could you please print me a _____ for the transactions?

Teller: Yes of course. Here is your cash: 50, 100, 150, 200, 250, 300 cash. And here is your receipt. Can I help you with anything else today?

Customer: _____, that is all. _____ – have a great day.

Teller: You too!