

# Banking dialogue

## ---The card gets declined



**Choose the right answer according to the dialogue.**

1. The customer lost her VISA.

True                      False

2. The customer pays with exact cash.

True                      False

3. The cashier tries to help the customer by lending her money.

True                      False

4. It is a cash-only store. They don't take any cards.

True                      False

5. The customer is coming back to pay tomorrow.

True                      False

6. The customer will get a refund of \$36.78.

True                      False



**Now, read the dialogue.**

**A:** Your total comes to \$36.78.

**B:** Put it on my VISA.

**A:** There's a problem with your card.

**B:** What's wrong with it?

**A:** I believe it was declined.

**B:** You're kidding me!

**A:** Do you have another card I could try?

**B:** I only have one card.

**A:** Do you have cash, perhaps?

**B:** I don't have any cash on me.

**A:** You're not going to be able to take these items today.

**B:** I'll be back tomorrow.