

Worksheet 1

Present Continuous Tense

Structure

Subject + am/is/are + verb (-ing) + object/complement

Uses

- Actions happening now
- Temporary situations
- Ongoing activities at the moment of speaking



Fill in the Blanks.

Complete the sentences using the present continuous form of the verb in brackets.

1. The customer service officer _____ a client's inquiry about a home loan. (handle)
2. We _____ a new digital banking platform this month. (introduce)
3. The bank manager _____ with a corporate customer right now. (meet)
4. Customers _____ mobile banking services more frequently these days. (use)
5. The teller _____ a cash deposit for a customer at the counter. (process)
6. Our team _____ customer feedback to improve service quality. (review)
7. The IT department _____ a technical issue in the online banking system. (resolve)
8. The branch staff _____ customers about the new savings account. (inform)
9. The compliance officer _____ transaction records for accuracy. (check)
10. I _____ a customer on the benefits of a fixed deposit account. (advise)