

## Getting Service at the Bank

### EXERCISE 1- Reading

**Instructions:** *Drag and drop the dialogue to put it in the correct order.*

Bank teller:

Client:

Bank teller:

Client:

Bank teller:

Client:

Bank teller:

Client:

Bank teller:

Client:

Bank teller:

Client:

Bank teller:

Bank teller: Oh, yes. I can help you with that. Do you have identification with your new address in this province?

Bank teller: OK ...and how many cheques do you need? Will 50 be enough?

Client: Good morning.

Client: No, that's everything. Thanks for your help.

Client: I have my new driver's licence. Is that OK?

Bank teller: How can I help you today?

Bank teller: That's perfect. What kind of account do you need?

Client: Yes. That should be good.

Client: Well, I'm new in this province. I need to open a new bank account.

Bank teller: You're welcome. Have a nice day.

Bank teller: Good morning.

Client: A chequing account.

Bank teller: OK, here are your new debit card and your new cheques. Can I help you with anything else?

## EXERCISE 2- Writing

**Instructions:** *Write short answers to these questions about the conversation.*

1. What time of the day is it in this dialogue?
2. What does the client want to do?
3. What type of identification does the client have with him?
4. What kind of account does he want?
5. Does the client need checks?
6. When the client leaves, what does he take with him? 1.  
2.

## EXERCISE 3- Speaking

**Instructions:** *Record the answers to these questions in full sentences.  
(Be careful of your grammar.)*

1. When does this conversation happen?
2. What does the client want to do?
3. What type of identification does the client have with him?
4. What kind of account does he want?
5. Does the client need cheques?
6. When the client leaves, what does he take with him?