

ANGLAIS

Passeport mondial qui propulsera votre futur
diplôme et votre carrière

Terminales
A4(All/Esp), C, D



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Lesson 16- SPEAKING

EXCHANGES INFORMATION ABOUT USING BANKING SERVICES

Objective

By the end of this lesson, you should be able to ask for and give simple information about common banking services.

En français : À la fin de cette leçon, tu dois pouvoir demander et donner des informations simples sur l'utilisation des services bancaires.

1. Key vocabulary

English	Français
Bank	banque
Bank account	compte bancaire
Open an account	ouvrir un compte
Deposit money	déposer de l'argent
Withdraw money	retirer de l'argent
Transfer money	transférer de l'argent
Balance	solde
Bank card	carte bancaire
ATM / cash machine	guichet automatique
Loan	prêt
Bank charges / fees	frais bancaires
Customer	client
Bank clerk	agent de banque
Cash	espèces

2. Asking for information

- Excuse me, I would like some information about your banking services.
- How can I open a bank account?
- What documents do I need?
- How can I deposit money?
- Where can I withdraw money?
- How can I transfer money?
- What are the bank charges?

- Can I use my bank card at an ATM?
- Could you explain this service, please?

3. Giving information

- You can open an account at the bank.
- You need to complete this form.
- You can deposit money at the bank.
- You can withdraw money from an ATM.
- You can transfer money to another account.
- You can check your balance.
- There is a fee for this service.
- You need your bank card to use the ATM.

4. Useful polite expressions

- Excuse me... → Excusez-moi...
- Please. → S'il vous plaît.
- Could you help me, please? → Pourriez-vous m'aider, s'il vous plaît ?
- Could you repeat, please? → Pourriez-vous répéter, s'il vous plaît ?
- Thank you for the information. → Merci pour l'information.

5. Model dialogue

Customer: Good morning. I would like to open a bank account.

Bank clerk: Good morning. Certainly. You need to complete an application form.

Customer: What documents do I need?

Bank clerk: You need the required identification documents.

Customer: Can I withdraw money from an ATM?

Bank clerk: Yes. You can use your bank card at an ATM.

Customer: Are there any bank charges?

Bank clerk: Some services may have fees.

Customer: Thank you for the information.

Bank clerk: You're welcome.

6. SPEAKING METHOD

GREET → ASK FOR INFORMATION → LISTEN → ASK FOR CLARIFICATION → CONFIRM → THANK AND CLOSE

Pour bien communiquer à la banque, commence poliment, pose une question claire, écoute la réponse, demande une précision si nécessaire, puis termine poliment.

7. Common errors

- | | |
|-----------------------------|------------------------------|
| ✗ I want open an account. | ✓ I want to open an account. |
| ✗ How I can withdraw money? | ✓ How can I withdraw money? |
| ✗ Where I can use my card? | ✓ Where can I use my card? |
| ✗ I need informations. | ✓ I need information. |

8. Speaking practice

Work in pairs. Student A is a customer and Student B is a bank clerk.

Situation: You want to open a bank account. Ask about the documents needed, deposits, withdrawals, money transfers and bank charges. The bank clerk answers your questions. Then exchange roles.

Remember

BE POLITE → ASK CLEAR QUESTIONS → LISTEN CAREFULLY → CLARIFY → CONFIRM → THANK

