

At the Post Shop

Good morning. **What can I do for you today?**

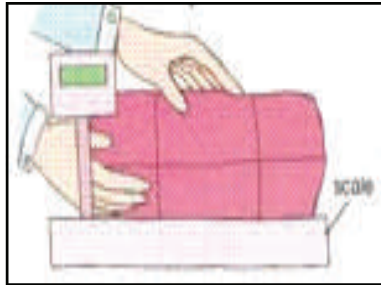


Let me see. It would cost \$34.00. The parcel will take ten days to get to Taiwan.



Okay. I'll send it by airmail. It is a present for my sister and her birthday is next week.

Hello. I want to send this parcel to my family in Taiwan.



Let me weigh the parcel and see how heavy it is.

If you send it by **surface mail**, it will cost \$26.00. It should get to Taiwan in four weeks.

All right, I'll send the parcel airmail for you.

You need to fill out this green form. It is a **customs declaration form**. Please fill in the names of the things you have put in your parcel and how much they cost.

How much would it cost to send the parcel by airmail?





Is there **anything else** I can help you with today?

Yes. I would like a **box of 50 cent stamps** please.



Okay. **Here are your stamps.**



How much will this cost all together?

Let me see. The cost to send the parcel to Taiwan is \$35.00 and the box of stamps costs \$50.00. **In total that will be \$ 85.00** thank you.



Okay. **Here's \$90.00.**

Thank you and here's your **\$5.00 change.** Have a nice day.



Thanks for your help. And you **have a nice day too.**

Activity - At the Post Shop

Match the beginning of these sentences with the end.

Write the correct sentence in your book.

- | | |
|----------------------------------|-----------------------------------|
| a. Good morning. What can | 1. ten days to get to Taiwan. |
| b. Let me weigh the parcel | 2. send the parcel by airmail? |
| c. How much would it cost to | 3. out this green form. |
| d. The parcel will take | 4. I do for you today? |
| e. It is a present for my sister | 5. and see how heavy it is. |
| f. You need to fill | 6. and her birthday is next week. |
| g. Please fill in the names | 7. I can help you with today? |
| h. Is there anything else | 8. of the things in your parcel. |
| i. In total that will | 9. here's your \$5.00 change. |
| j. Thank you and | 10. be \$85 thank you. |

a	b	c	d	e	f	g	h	i	j

Make sentences from the mixed up words.

1.

can do I What
you for today?

2.

weigh parcel the
Let and see me
heavy how is. it

3.

much cost would
How it send to
parcel the airmail?
by

4.

help Is anything
can else there I
with you today?

Split dictation - Banking dialogue

Teller: Good afternoon. How can I help you today?

Customer: Hi. I'd like to deposit this money into my account.

Teller: Can I have your bankcard please?

Customer: Ok. Here it is.

Teller: And I'll need some picture ID as well.

Customer: Is my driver's license OK?

Teller: That'll be fine. Thanks.

Here is your ID back and here is your receipt.

Will there be anything else for you today?

Customer: No, that's all thank you.

Teller: Have a nice day.

Customer: You too.



Split dictation - Banking dialogue

Teller: Good afternoon. How can I help you today?

Customer: _____

Teller: Can I have your bankcard please?

Customer: _____

Teller: And I'll need some picture ID as well.

Customer: _____

Teller; That'll be fine. Thanks.

Here is your ID back and here is your receipt.

Will there be anything else for you today?

Customer: _____

Teller: Have a nice day.

Customer: _____



Split dictation - Banking dialogue

Teller: _____

Customer: Hi. I'd like to deposit this money into my account.

Teller: _____

Customer: Ok. Here it is.

Teller: _____

Customer: Is my driver's license OK?

Teller: _____

Customer: No, that's all thank you.

Teller: _____

Customer: You too.



Useful language - Banking

Key Words—Nouns

account	amount	cash	deposit
teller	credit card	cash card	bank statement
overdrawn	interest	bank loan	interest rate
mortgage rate	cheque	withdrawal slip	deposit slip
cheque account	overdraft	savings account	

Key Words—Verbs

fill out	print	sign	write out	enter	insert
press	return	take out			

Some helpful sentences

1. Your **account** is the bank's record of how much money you have,
2. When you **deposit** money you put it into an account.
3. When you take money out of your account you **withdraw** it.
4. You **fill out** a form by writing information on it.
5. A **teller** is a bank worker who helps people at the bank.
6. An **ATM** is an Automated Teller Machine. Another name for it is a Cash Machine.
7. A **PIN** is a Personal Identification Number.

Some useful phrases

1. I'd like to open an account, please.
2. I'd like to transfer money to my credit card, please.
3. I'd like to deposit this cheque into my account, please
4. I'd like to withdraw some money from my account, please.
5. I'd like to register for phone banking, please.
6. Can you help me fill out this deposit slip, please?
7. Can you help me, please. I've lost my ATM card.
8. I'd like an EFTPOS card, please.