

Module: Finance - Level MEDIUM

In this level the learner will consolidate the material from the previous Blocks and begin the transition from basic to intermediate. Students will become familiar with banking and financial terminology including accounting. Each term is defined and used in context in sentences. This level is comprised of a series of interactive exercises such as listening comprehension with short, realistic dialogue, answering questions, and submitting email exercises.

Financial services: Basic banking terms and finance (MEDIUM)

1 **Financial vocabulary**

Students will be studying intermediate banking and financial vocabulary. Vocabulary includes- arbitration, commitment fee, collateral, financial capital, garnishment, principal, sub-prime and many others. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means. Vocabulary includes business, banking and accounting terms.

2 **Typical situation - Hiring a new accountant**

In this lesson students will develop their understanding and comprehension by listening and following along to a typical interview process.

3 **Dialogue - Getting a mortgage**

Students will practice their freeform speaking skills by answering questions asked by a mortgage representative.

4 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will explain 3 types of mortgages and speak about an internet article about banks.

The tutor will give feedback on this work.

Customer Service: Suggestions, inquiries and complaints (MEDIUM)

5 **Financial vocabulary**

Students will be studying intermediate customer service vocabulary. We build on previous vocabulary and include new terms such as – helpline, product return, clarification, and expert. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means.

6 **Typical situation - Gaining new business**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in the customer service environment. Students will be listening to the interactions of two people at a trade shows concerning gaining new business.

7 **Dialogue - Checking into a hotel**

The student will practice their freeform speaking skills by being asked questions by a desk clerk when checking into a hotel.

8 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will be asked to write a short conversation at a restaurant and speak about banking customer service.

The tutor will give feedback on this work.

General business: Advertising, business expressions (MEDIUM)

9 **Financial vocabulary**

Students will be studying intermediate business vocabulary. Some of the vocabulary terms we look at are – mergers, phishing, Ponzi scheme, indemnity and insurance and more. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means.

10 **Typical situation - Shipping and deliveries**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a logistics department. We will be listening to a typical conversation of two employees receiving orders.

11 **Dialogue - Meeting someone at a business conference**

Students will practice their freeform speaking skills by answering questions when meeting new contacts in a business conference setting.

12 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. The learner will be asked to explain some common business expressions and speak about social media and advertising.

The tutor will give feedback on this work.