

PERSONAL BANKING ROLE PLAYS

Photocopiable cards for the one-to-one activity *Business Spotlight in the Classroom* 3/2010.

Download, print and cut up these twelve cards to use for a role-play activities.



Call the bank to enquire about opening an account.

Go to the bank to set up a direct debit with your mobile phone company.



Call the bank and enquire about applying for a personal loan.

Call the bank to ask about a bounced payment – you are sure there was enough money in your account to cover the payment.



You are the owner of a small business. Make an appointment with the bank manager to discuss getting a loan to expand your business.

Call the bank to cancel your paper statements – you will check your transactions online in future.



You are going on holiday to the States. Go to the bank and buy some dollars.

Call the bank and ask for a copy of last month's statement.



Go to the bank and withdraw some money from the counter staff.

Go to the bank and deposit some money with the counter staff.



You are the bank manager. Call a customer about his overdraft (he is permanently overdrawn – maybe he is in financial difficulty?)

You have received your statement and it shows a charge for being overdrawn – you thought your overdraft was free. Call the bank and ask about it

