

ROLE PLAY: GOING TO THE BANK

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Customer

I'd like to open an account.
What identification do I need?
Is there a monthly fee?
I'd like to deposit some money.
When will it appear in my account?
I've lost my bank card.
Could you explain that, please?

Bank clerk

What will you use the account for?
Could I see your ID, please?
Please fill in this form.
How much would you like to deposit?
Let me check that for you.
Here's your receipt.
I'll explain what happens next.

2. MODEL CONVERSATIONS

A. OPENING AN ACCOUNT

Customer: Hello. I'd like to open an account. I've just started a new job.

Clerk: Certainly. **What will you use the account for?**

Customer: Mainly my wages and everyday shopping. **Is there a monthly fee?**

Clerk: Not for this account. You'll also receive a debit card.

Customer: Good. **What identification do I need?** I've brought my passport.

Clerk: We'll need proof of your address too. Have you brought a recent bill?

Customer: No, I didn't realise I needed one. Can I finish the application another day?

Clerk: Of course. **Please fill in this form**, and I'll mark what else you need to bring.

Customer: Thanks. How soon will the card arrive after that?

Clerk: About five working days after we open the account.

Customer: All right. I'll bring the bill tomorrow. Do I need an appointment?

Clerk: Yes. I can book you in at ten if that suits you.

B. DEPOSITING SOME CASH

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

Clerk: Of course. **How much would you like to deposit?**

Customer: One hundred and fifty pounds. Here's my card.

Clerk: Thank you. Please insert it in the reader and enter your PIN.

Customer: Done. **When will it appear in my account?** I need to pay a bill tomorrow.

Clerk: This cash deposit will appear today. I'll count the money with you first.

Customer: I've counted a hundred and fifty, but please check it.

Clerk: Yes, that's the amount I have too. Please confirm the total on the screen.

Customer: That's correct. Can I get a receipt for my records?

Clerk: Certainly. **Here's your receipt.** It shows the amount and today's date.

Customer: Thanks. Can I check the balance in the app when I get home?

Clerk: Yes. If the deposit doesn't show, contact us with the reference on your receipt.

Notice how the speakers give details, ask follow-up questions and respond to each other.

ROLE PLAY: GOING TO THE BANK

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: OPENING AN ACCOUNT

Student A - Customer

You need an account for your wages. You've brought photo ID, but no proof of address. Ask about fees, a card and what you need to do next. You can return on Tuesday after two.

Student B - Bank clerk

This account has no monthly fee. You need photo ID and proof of address. The card arrives about five working days after opening. Offer Tuesday at two thirty or Wednesday at ten. Explain the next step, without promising to open it today.

ROLE PLAY 2: DEPOSITING CASH

Student A - Customer

You have 150 pounds to deposit and a bill to pay tomorrow. Ask when the money will be available and request a receipt. You've brought your bank card, but you're unsure which account to use.

Student B - Bank clerk

The customer has a current account and a savings account. Ask which one they want to use before taking the cash. In this scenario, a cash deposit appears today. Confirm the amount, explain the timing and offer a receipt.

ROLE PLAY 3: A LOST BANK CARD

Student A - Customer

You can't find your bank card after visiting the market. You're not sure whether you lost it or left it at home. Ask what to do and how you can get a replacement. You need access to money this week.

Student B - Bank clerk

Ask for the customer's name and ID, then explain that you'll check the account securely. In this scenario, you can block the missing card and order a replacement in five working days. Explain the options and arrange help with their immediate needs.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.