



## Dialogue – Making a withdrawal at a bank

You need to withdraw some money. So you come to your local bank to take some money out.

- Hassan                    Hi, I'd like to withdraw some money, please.
- Teller                     Sure. Do you have your ATM card with you?
- Hassan                    Yes, I do.
- Teller                     Could you please swipe your card?
- Hassan                    Okay (*swiping the card onto the machine in front of him*)
- Teller                     How much are you taking out?
- Hassan                    Can I have \$ 350 please?
- Teller                     Sure! Can you swipe your card again please? And key in your PIN number
- Hassan                    Okay (*swiping the card and key in PIN number*)
- Teller                     (*count the money and hand it over to you*). Here we go, one hundred, two hundred, three hundred, and fifty (*counting the money again in front of you while giving it to you...*) All done (*giving the receipt to you*). Anything else I can help you with today?
- Hassan                    That's all thank you.
- Teller                     Do you know that you can take up to \$1000 using the ATM? Next time you can just go to your nearest ATM and you do not need to come to the bank.
- Hassan                    Oh, okay. So, I don't need to come to the bank if I don't need more than \$ 1000?
- Teller                     No, that's right. You can just make a withdrawal from the ATM. I do suggest however, do not take too much money at one time for your safety.



Hassan

Right. Thank you for the information. Can you show me again how to use an ATM? ...

**Exercise:**

1. Break up into pairs and practice the dialogue between you
2. Continue the dialogue for another 10 lines