

English for the Financial Sector

Topic	Language Skills
The organization of the financial industry	Regulation and deregulation Banking products and services Permission, necessity and prohibition Role play: Bank account terms and conditions
Telephoning	Arranging meetings; Handling information Pronouncing the alphabet and saying telephone numbers Role plays: Arranging meetings, asking for information
Retail banking	Commercial and investment banking; The future of bank branches Retail banking Likelihood and probability Role play: Should we invest in our branches?
Business correspondence 1	Formal and informal style Email etiquette Emails
Loans and credit	Banks and bonds Lending decisions; margins, loans and credit Advising and suggesting Role plays: Lending decisions, Advising on bank products and services Email summarizing a meeting

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Business correspondence 2	<p>A letter of complaint; An angry phone call</p> <p>Formal and informal style 2</p> <p>Replying to a letter of complaint; Responding to a phone call; Apologizing</p>
Accounting	<p>Types of accounting; financial statements; Banks's balance sheet</p> <p>Talking about figures and accounting</p> <p>Role play: Presenting financial statements</p>
Socializing	<p>Greeting people and making introductions: Talking about your career; Saying goodbye</p> <p>Role plays: Greeting visitors and making small talk, Taking about career, Saying goodbye</p>
Central banking	<p>The Bank of England</p> <p>Monetary policy; Saying figures</p> <p>Talking about figures 2</p> <p>Central banking decisions</p>
Meetings 1	<p>Chairing a meeting; Interruptions and digressions</p> <p>Controlling meetings</p> <p>Role play: A meeting</p>