UNIT XI
BUSINESSES AND BANKING

A. Useful Vocabulary
What do you think makes a business successful? Number the items in each list from 1 (most important) to 5 (least important). Compare your answers with partner.

<table>
<thead>
<tr>
<th>A restaurant</th>
<th>A language school</th>
<th>A hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>__ location</td>
<td>__ location</td>
<td>__ price</td>
</tr>
<tr>
<td>__ prices</td>
<td>__ staff</td>
<td>__ rooms</td>
</tr>
<tr>
<td>__ service</td>
<td>__ courses</td>
<td>__ location</td>
</tr>
<tr>
<td>__ atmosphere</td>
<td>__ popularity</td>
<td>__ facilities</td>
</tr>
<tr>
<td>__ other____</td>
<td>__ other____</td>
<td>__ other____</td>
</tr>
</tbody>
</table>

B. People are talking about different business. What do they dislike about each place? Listen and circle the correct answer.
1. a. food  
   b. service
2. a. location  
   b. prices
3. a. popularity  
   b. prices
4. a. service  
   b. location
5. a. prices  
   b. service
6. a. clothes  
   b. service

C. People are talking about different business. Listen and number the pictures.
D. Listen again. What do the people like about each business? Circle the correct answer.

<table>
<thead>
<tr>
<th>1. a. location</th>
<th>3. a. staff</th>
<th>5. a. location</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. service</td>
<td>b. speed</td>
<td>b. prices</td>
</tr>
<tr>
<td>c. music</td>
<td>c. prices</td>
<td>c. size</td>
</tr>
<tr>
<td>2. a. prices</td>
<td>4. a. atmosphere</td>
<td>6. a. prices</td>
</tr>
<tr>
<td>b. facilities</td>
<td>b. staff</td>
<td>b. quality</td>
</tr>
<tr>
<td>c. teachers</td>
<td>c. prices</td>
<td>c. displays</td>
</tr>
</tbody>
</table>

E. People are talking about business they own. What does each person think is most important? Listen and circle the correct answer.

1. a. the fish
   b. chefs
   c. service

2. a. the website
   b. a good value
   c. speed

3. a. speed
   b. prices
   c. quality

4. a. displays
   b. quality
   c. prices

F. Finding out about term deposits.
   Listen to the recording. Tick the correct answer.

1. The customer wants some information about.
   a. Opening a new account
   b. Long-term investments
   c. Applying for a loan

2. The fee for early withdrawal is....
   a. Thirty dollars
   b. Forty dollars
   c. Twenty dollars
3. The interest rate for early withdrawal is...
   a. Increased
   b. Lowered
   c. Adjusted

4. The bank officer recommends that the customer makes an appointment to see...
   a. The bank manager
   b. A finance officer
   c. An accountant

G. Listen to the recording. Tick the words on the deposit slip when you hear them.

H. Listen again. Tick the correct answers.
1. The customer wants help to fill out a...
   a. Withdrawal slip
   b. Deposit slip
   c. Cheque

2. The customer wants to deposit...
   a. Five hundred dollars
   b. Four hundred dollars
   c. Two hundred and thirty seven dollars

3. The cheque is for...
   a. Three hundred and thirty seven dollars
   b. Three hundred and twenty seven dollars
   c. Two hundred and thirty seven dollars
4. The drawer of the cheque is...
   a. Sams Fine Food
   b. Smiths Fine Food
   c. Smorgens Fine Food

5. The customer wants to deposit a total of...
   a. $747.00
   b. $737.00
   c. $757.00