

**CAREER
PATHS**

Banking

Virginia Evans
Ken Gilmore, MBA



Express Publishing

**CAREER
PATHS**

Banking

Book

1

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Money	Advertisement	balance, cash, change, check, coin, currency, exchange, exchange rate, fee	Stating total amounts
2	Bank Supplies	Email	bill strap, cash drawer, coin wrapper, counterfeit pen, deposit bag, fingerprint pad, ink, pen, stamp	Explaining what you need
3	Bank Furniture	Website	armchair, conference table, couch, desk, desk chair, filing cabinet, mat, post, rope, teller pedestal	Making suggestions
4	Bank Documents	Teller manual	account application, account statement, balance sheet, cashier's check, change of address, deposit slip, envelope, register, teller receipt, withdrawal form	Requesting identification
5	Bank Machines	Website	adding machine, calculator, coin machine, computer, counterfeit detector, currency counter, monitor, printer, security camera, shredder, swipe card reader	Stating requirements
6	Parts of a Bank	Bank checklist	breakroom, counter, customer service desk, foyer, lobby, manager's office, safe deposit box, teller station, vault, waiting area	Reporting a problem
7	Numbers	Chart	- hundred, add, and, comes to, divided by, equals, is, less, minus, multiplied by, over, plus, subtract, times	Talking about numbers
8	Savings Accounts	Newspaper article	deposit, depositor, earn, interest, interest rate, limit, long-term, minimum balance, savings account, withdrawal	Warning customers
9	Checking Accounts	Advertisement	average balance, check, checkbook, checking account, debit, debit card, direct deposit, liquid, maintenance fee, overdraft, returned	Offering a service
10	Credit Cards	Business letter	annual fee, approve, APR, balance transfer, cash advance, credit card, credit limit, finance charge, introductory rate	Describing interest rates
11	Access Channels	Website	ATM, ATM fee, branch, brick-and-mortar, call center, deposit, drive-up, funds, mobile banking, online banking, PIN, withdraw	Providing options
12	Online Banking	Website	bill pay, electronic statement, lock out, log in, paperless, password, phishing, secure, security measures, SSL, transfer	Collecting personal information
13	Office and Administrative Support	Job posting	accounting clerk, administrative assistant, bookkeeping clerk, branch manager, data entry keyer, greet, head teller, oversee, receptionist, records, support	Describing job duties
14	Phone Banker	Letter	answering system, automated, call center, complete, customer service, issue, phone banker, resolve, telephone banking, transaction	Starting a transaction
15	Teller	Job posting	accept, accuracy, calculate, check, count, handle, issue, money order, payment, teller, verify	Talking about job experience

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Transfers	Website	account, address, bank-to-bank, electronic funds transfer, irrevocable, payment, routing number, RTGS, settlement, transaction fee, wire transfer	Explaining timelines
2	Loans	Website	application fee, apply, auto loan, borrower, closing cost, early-payoff penalty, financing, lender, loan, personal loan, principal, term	Defining financial terms
3	Home Loans	Magazine article	adjustable rate, amortize, down payment, fixed-rate, foreclose, foreclosure, home loan, mortgage insurance, mortgage loan, points, refinance	Explaining pros and cons
4	Certificates of Deposit	Email	early withdrawal, initial deposit, insured, ladder, mature, mitigate, rate of return, reinvest, renew, return, variable rate	Making recommendations
5	Mutual Funds	Advice column	average annual return, brokerage, commission, diverse, diversify, equity fund, invest, investment, management fees, money market fund, mutual fund, securities	Explaining risk
6	Retail Banking: Community Banks	Website	accessible, assets, character, community, community affairs, community bank, credit score, family, farmers, locally, on-site, risk averse, small business	Greeting customers
7	Retail Banking: Commercial Banks	Advertisement	business loan, commercial bank, construction, contractor, development, for profit, letter of credit, merchant banking, performance bond, secured loan, time deposit, underwriting	Gathering information
8	Retail Banking: Credit Unions	Letter	account holder, board of directors, common bond, credit union, eligibility, member, not-for-profit, World Council of Credit Unions	Disagreeing with an opinion
9	Investment Banking: Front Office	Letter	acquisition, bond, debt capital, equity capital, insure, IPO, launch, merger, pitch book, proprietary trading, raise	Describing an increase
10	Investment Banking: Middle Office	Textbook	capital, compliance, corporate treasury, credit risk, financial control, limit, market risk, middle office, operational risk, risk management, trader	Describing responsibilities
11	Investment Banking: Back Office	Meeting minutes	back office, data-checking, information technology, operations, settle, software, state-of-the-art, technical support, trade, trade confirmation, trading algorithm, update	Talking about costs
12	Loan Officer	Job listing	analyze, assist, bachelor's degree, creditworthy, economics, finance, loan officer, loan process, obtain, potential client	Describing customers' needs
13	Credit Analyst	Website	cash flow, credit analyst, creditworthiness, evaluate, financial history, financial statement, meet, obligation, project, repayment, review	Expressing doubt
14	Branch Manager	Job listing	branch manager, goals, grasp, hands-on, motivate, organization, oversee, relationship, responsible, solve, supervise, work ethic	Describing experience
15	Trust Officer	Website	beneficiary, corporate trust, estate planning, fiduciary, investment, manage, performance, personal trust, portfolio, trust account, trust officer, trustee	Reassuring customers

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Private Banking	Website	alternative, flat-fee, hedge fund, high net worth, investable assets, minimum value, private banking, real estate, sizeable, tax planning, wealth management, yearly percentage	Explaining benefits
2	Savings and Loans, Thrifts and Building Societies	Newspaper article	building society, conservative, home financing institution, mortgage loan, mutual savings bank, mutually held, risky, savings and loan association, security, thrift, voting rights	Drawing attention to ideas
3	Islamic Banking	Business guide	acceptable, bear, collateral, cost plus, exclude, Islam, Islamic banking, joint venture, leasing, loss, profit sharing, prohibit, Shariah, usury	Making comparisons
4	Central Banks	Newspaper article	central bank, contractionary, exchange rate, fiat money, inflation, interest rate, legal tender, monetary authority, money supply, monopoly, price stability, reserve bank	Agreeing and disagreeing with opinions
5	Fraud 1: Check Fraud	Tellers' guide	alter, check fraud, check kiting, circular kiting, combat, counterfeit, float time, forge, forgery, fraud, manipulate	Reporting suspicious behavior
6	Fraud 2: Credit and Debit Card Fraud	Magazine article	card security code, card-not-present transaction, copy, credit card fraud, debit card fraud, deposit envelope, duplication, identity theft, intentional, overdraft, skimming, stolen	Confirming a customer's identity
7	Fraud 3: Accounting Fraud	Newspaper article	accounting fraud, arrest, books, cover up, demand draft, fraudulent, payable branch, ring, solicit, uninsured deposits	Describing a series of events
8	Fraud 4: Internet Fraud	Website	antivirus software, bogus, hacker, Internet fraud, legitimate, link, pharming, phishing, redirect, scam, spyware, SSL connection, traffic	Delivering bad news
9	Robbery	Newspaper article	apprehend, armed, camera, comply, demand, dye pack, getaway car, note, report, robbery, security guard, silent alarm, steal, threaten, unarmed	Describing a person
10	Competition	Magazine article	club account, compete, competition, deposit account, IRA, loanable funds, money market account, notice account, NOW account, variety	Explaining options
11	Types of Risk	Textbook	collection costs, credit risk, default, financial risk, liquidity risk, market, market risk, operational risk, portfolio, prevent, security, trade, value	Giving examples
12	Asset Quality	Letter	asset quality, bond, cash equivalents, hard assets, loan quality, non-performing loan, percentage, P&E, safe, shield, short term, tie up, treasury bill	Talking about risk
13	Crises and Runs	Blog post	bank crisis, bankruptcy, demand deposit, deposit insurance, financial crisis, lender of last resort, panic, systemic prevention, run, suspension of convertibility	Reassuring customers
14	Regulation Principles	Website	bank license, breach, capital ratio, compliance, full reserve banking, market discipline, minimum requirement, principle, regulation, regulatory, revoke	Explaining reasons
15	Regulation Requirements	Website	capital adequacy, capital requirement, corporate governance, credit rating requirement, disclosure, financial reporting, manage, minimum reserve ratio, regulate, reserve requirement	Talking about future events

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13 Credit Analyst

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What does a credit analyst do?
- 2 How do banks decide if they should lend money to an individual?

This is a job with a lot of responsibility. A credit analyst determines a potential borrower's **creditworthiness**. The borrower could be an individual or a company applying for a new loan or a line of credit.

Credit analysts must gather financial documentation about the applicant. This typically includes a **financial history** and, in the case of a company, the most recent **financial statements** and documented **cash flow**. The analyst then **reviews** the documents to formulate a clear picture of the applicant's income, assets, spending activity, payment history, and ability to **meet** additional debt **obligations**. The analyst does this in order to **project** the likelihood of **repayment**. Lastly, the analyst makes a recommendation to the loan or credit officer to either accept or reject the application.

Careers in Banking:

Credit Analyst

credit analyst

review financial documentation

Reading

2 Read this page from an employment website. Then, mark the following statements as true (T) or false (F).

- 1 ___ The analyst prepares a financial history for the applicant.
- 2 ___ A financial statement is used to determine creditworthiness.
- 3 ___ The analyst makes the final decision on loan applications.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- | | |
|------------------|---------------------------|
| 1 ___ cash flow | 4 ___ financial history |
| 2 ___ obligation | 5 ___ financial statement |
| 3 ___ repayment | 6 ___ evaluate |

- A to determine the value of something
B the spending and receiving of money
C paying back a loan
D something that must be done
E past behavior with money and expenses
F document of a company's financial activity

4 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

creditworthiness meet project
review credit analyst

- 1 The _____ recommended we give the loan.
- 2 Employees will _____ the application before making a decision.
- 3 The banks _____ greater earnings next quarter.
- 4 The Wilsons always _____ their debt requirements.
- 5 Because Joe lacked _____, he could not get a loan.

- 5 Listen and read the web page again. Whose ability to pay back loans does a credit analyst assess?

Listening

- 6 Listen to a conversation between a loan officer and a credit analyst. Check (✓) the items that describe the potential borrower.

- 1 sufficient capital reserves
- 2 strong cash flow
- 3 must pay higher interest rate
- 4 qualifies for smaller loan

- 7 Listen again and complete the conversation.

Loan Officer: So, what is your assessment of their creditworthiness?

Credit Analyst: Well, 1 _____, they have adequate capital reserves.

Loan Officer: Okay, that was my impression as well.

Credit Analyst: However, I'm 2 _____ that it makes up for their insufficient cash flow.

Loan Officer: Really?

Credit Analyst: A company their size should be 3 _____ at least 15% more revenue.

Loan Officer: Okay, so 4 _____ rejecting their application?

Credit Analyst: 5 _____ that's necessary. But I'd 6 _____.

Loan Officer: Perhaps we can modify the loan. Maybe reduce the amount or raise the rate slightly.

Credit Analyst: I'm not confident that a higher rate will make much difference in terms of risk.

Loan Officer: I see.

Credit Analyst: Your best bet is to discuss the possibility of a smaller loan, at least until they can increase their cash flows. If that happens, I can re-evaluate them.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What is your assessment ...?

Would you recommend ...?

I'm not confident ...

Student A: You are a credit analyst. Talk to Student B about:

- the applicant's cash flows
- the applicant's creditworthiness
- your recommendation

Student B: You are a loan officer. Ask Student A about the loan applicant.

Writing

- 9 Use the conversation from Task 8 to fill out the credit evaluation.

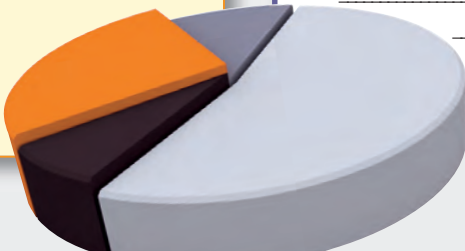
Credit Evaluation

Loan applicant: _____

Are the applicant's cash flows sufficient? Why? Why not?

Is the applicant creditworthy? Why? Why not?

Recommendation for applicant:



14 Phone Banker



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some reasons for people choosing telephone banking?
- 2 What are the benefits of making transactions by telephone?

February 9

Jack Niles, Manager
Kopps Savings Bank
485 Elm Street, Jefferson, IL



Dear Valued Account Holder,

We would like to tell you about our new **telephone banking** system. This is not just another **automated answering system**. This is an opportunity for us to offer you great **customer service!**

Starting March 1, you will have access to our **call center**. **Phone bankers** will be available during normal business hours. You'll be able to **complete** all **transactions** by phone if you choose. Our phone bankers have the same capabilities as any other banker. Call to **resolve issues** with your account or to make money transfers.

We hope that you enjoy our new telephone banking system.

Sincerely,
Jack Niles



call center

Reading

2 Read the letter. Then, choose the correct answers.

- 1 What is this letter mostly about?
A how to become a telephone banker
B the benefits of telephone banking
C how to make transactions via telephone
D issues with automated answering systems
- 2 Which is NOT included in the letter?
A the capabilities of phone tellers
B the hours that the service will be available
C the price of the telephone banking service
D a starting date for the telephone banking system
- 3 What is one benefit of phone banking?
A It is faster because it is automated.
B It helps bank customers save money.
C All transactions can be made by phone.
D Customers can reach tellers after business hours.

Vocabulary

3 Match the words or phrases (1-4) with the definitions (A-D).

- | | |
|---------------------------------------|------------------------|
| 1 ___ issue | 3 ___ transaction |
| 2 ___ automated | 4 ___ customer service |
| A an exchange of money | |
| B operating without human involvement | |
| C meeting the needs of customers | |
| D a problem or complaint | |

4 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

resolve complete telephone banking call center
phone banker answering systems

- 1 The banker needed an account number to _____ the transaction.
- 2 A client scheduled a meeting to _____ the problem.
- 3 _____ allows people to bank from any location with a phone.
- 4 Two hundred people work at the _____.
- 5 A _____ has the same duties as any other banker.
- 6 Many _____ are automated and need no human operator.

5 Listen and read the letter again. When will the new service begin?

Listening

6 Listen to a conversation between a phone banker and a customer. Mark the following statements as true (T) or false (F).

- 1 ___ The man wants to make a withdrawal.
- 2 ___ The woman asks for the man's password.
- 3 ___ The man must visit the bank to complete the transaction.

7 Listen again and complete the conversation.

Banker: Kopps Savings Bank. 1 _____ help you?

Customer: I'm calling to make a 2 _____.

Banker: Okay. Your name and 3 _____ number please?

Customer: Chris Riley. 285 023 5519.

Banker: Thank you, Mr. Riley. What kind of 4 _____ would you like to make today?

Customer: I want to move \$400 from my 5 _____ into savings.

Banker: We can do 6 _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

*How may I ...?
What kind of transaction ...?
We can ...*

Student A: You are a telephone banker. Talk to Student B about:

- the transaction
- identification
- what is required

Student B: You are calling a phone banker. Talk to Student A about the transaction you want to make.

Writing

9 Use the letter and the conversation from Task 8 to update the banking file.



Phone Teller: _____

Customer Name: _____

Account Number: _____

Desired Service: _____

Glossary

- acceptable** [ADJ-U3] If something is **acceptable** it is allowed by the rule of law or social norms.
- accounting fraud** [N-UNCOUNT-U7] **Accounting fraud** is a misrepresentation of company funds for financial gain.
- alter** [V-T-U5] To **alter** is to change something.
- alternative** [ADJ-U1] If an investment is **alternative** it is something other than traditional investments of stocks, bonds, or real estate.
- antivirus software** [N-UNCOUNT-U8] **Antivirus software** is a program that is used to prevent or combat computer viruses and spyware.
- apprehend** [V-T-U9] To **apprehend** someone is to arrest or stop him or her.
- armed** [ADJ-U9] If someone is **armed**, he or she has a weapon.
- arrest** [V-T-U7] To **arrest** is to take someone into legal custody.
- asset quality** [N-UNCOUNT-U12] **Asset quality** is the probability of a loan defaulting.
- bank crisis** [N-COUNT-U13] A **bank crisis** is a situation in which factors in the economy cause unusually high risks for the banking industry as a whole.
- bank license** [N-COUNT-U14] A **bank license** is a permit that a bank must have to operate by law.
- bankruptcy** [N-COUNT-U13] **Bankruptcy** is a position of being legally unable to pay one's debts and usually involves a voluntary declaration of being so.
- bear** [V-T-U3] To **bear** something, as in a cost or a risk, is to take it upon oneself, or take responsibility for it.
- bogus** [ADJ-U8] If something is **bogus**, it is not real or legitimate.
- books** [N-COUNT-U7] **Books** are financial records.
- breach** [V-T-U14] To **breach** something is to break a rule or contract.
- building society** [N-COUNT-U2] A **building society** is a member owned financial institution that provides financial services including mortgage lending.
- camera** [N-COUNT-U9] A **camera** is a device that records pictures or videos.
- capital requirement** [N-COUNT-U15] A **capital requirement** is a minimum amount of money or assets that a bank must have available or accessible for normal business operations.
- capital adequacy** [N-UNCOUNT-U15] **Capital adequacy** is a measure of a bank's capital against potential losses.
- capital ratio** [N-COUNT-U14] A **capital ratio** is a bank's ratio of assets to debt.
- card not present transaction** [N-COUNT-U6] A **card not present transaction** is a purchase made by phone or on the Internet where the physical credit card isn't used.
- card security code** [N-COUNT-U6] The **card security code** is a group of three or four numbers on a credit card used during card not present transactions.
- cash equivalents** [N-COUNT-U12] **Cash equivalents** are highly liquid assets that can be quickly converted into cash.
- central bank** [N-COUNT-U4] A **central bank** is a public institution that controls a nation's money supply, regulates interest rates, and oversees the nation's other banking institutions.
- check fraud** [N-UNCOUNT-U5] **Check fraud** is an instance where checks are used illegally to acquire money.
- check kiting** [N-UNCOUNT-U5] **Check kiting** is an illegal act where money is put into an account before the float period to conceal an act of fraud.
- circular kiting** [N-UNCOUNT-U5] **Circular kiting** is an illegal act where multiple bank accounts are used to commit fraud by transferring nonexistent sums back and forth.
- club account** [N-COUNT-U10] A **club account** is a savings account opened for a particular purpose that receives interest.
- collateral** [N-UNCOUNT-U3] **Collateral** is property pledged as security on the payment of a loan.
- collection costs** [N-COUNT-U11] **Collection costs** are payments which allow for debts to be collected.

The logo for 'Career Paths' is located in the top left corner. It features the words 'CAREER' and 'PATHS' stacked vertically in a bold, italicized, sans-serif font. The text is white with a yellow outline and is set against a background of three vertical stripes in orange, red, and yellow.

Banking

Career Paths: Banking is a new educational resource for banking professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Banking** addresses topics including bank accounts, careers, online banking, types of banks, and regulation.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



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