

# ROLE-PLAY SITUATION: using the bank



RBC  
Royal Bank



**Instructor directions:** The student has indicated that she wishes to do a **using the bank** role-play. Students have been instructed to prepare for the role-play, but will most likely have trouble doing the role-play smoothly on their first attempt. Below is a model conversation. Variations are acceptable. The main point being is to ensure that the student's message is understood. Work with the student and repeat the role-play as many times until the student can do it reasonably fluently.

Bank: Next please. Good morning. What can I do for you today?

Student: Good morning. I'd like to exchange some Japanese yen, please.

Bank: All right. How much do you want to change?

Student: 20,000 yen, please.

Bank: OK. Today's rate is 80 yen to the dollar, so you will get \$250. OK?

Student: Yes, that's fine.

Bank: How would you like it?\*

Student: Could you give me four 50's, two 20's, and one 10, please?

Bank: Sure. No problem. Here you are. Have a good day!

Student: Thank you. Bye.

\*Students will probably not understand this expression. You will need to explain that it means in what denomination they would like the cash in. Get the student to practice a variety of denominations that correspond to the total amount they want to exchange.

New Zealand banknotes



Canada banknotes



USA bank notes

