

**Inglés para profesionales:**

# **/ FINANZAS (EASY)**

**/ Método educativo  
progresivo y natural.**

**/ Recursos educativos  
adicionales de gran  
valor que sirven de  
apoyo a las lecciones.**

**/ Un entorno virtual  
que integra las últimas  
tendencias tecnológicas  
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# /EL CURSO

En este primer nivel de tres, el alumno aprenderá la terminología inglesa fundamental para el sector bancario y financiero. También se familiarizará con los términos de atención al cliente, la publicidad, los términos comerciales generales y las expresiones financieras y comerciales cotidianas. Cada término se define y se utiliza en contexto en oraciones. Este nivel se compone de una serie de ejercicios interactivos como la comprensión auditiva con diálogos cortos y realistas, la respuesta a preguntas y el envío de ejercicios por correo electrónico.

Duración y lecciones del curso:

/ 1 nivel

/ 20 horas lectivas



Tecnología que mejora el **autoaprendizaje del Inglés:**



Reconocimiento por voz



Audios MP3 descargables



Videos con Story Telling



Test de nivel por destrezas



Grupos de conversación



Certificado de aprovechamiento



Para todos los dispositivos



Speaking, reading, listening, writing

Nuestros cursos online de inglés incorporan las **últimas tecnologías** para el autoaprendizaje. Tenemos cursos para todos los niveles del Marco Común Europeo de Referencia.



# / Financial services

## 1- Basic banking terms and finance:

-In this block, students will be introduced to basic banking and financial language. Vocabulary included – bank draft, asset, debt, credit, budget, interest. They will listen to a short, realistic dialogue of a bank teller opening up an account. The learner will work their freeform speaking by answering questions related to an account opening at the bank. At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

## 2- Financial vocabulary:

Students will be studying basic banking and financial vocabulary. Vocabulary includes- audit, debt, credit card, foreclosure, estate account and much more. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking, and at the same time learning what each term means and add to their ability to carry out essential financial tasks in English.

## 3- Opening an account:

-In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a financial environment. We will be listening to a typical situation of opening a bank account with a customer.

## 4- At the bank:

-The student develops their freeform speaking by answering questions that are asked related to finance. In this lesson we will be looking at questions asked to a client when a bank account is opened.

## 5- Writing and speaking lab:

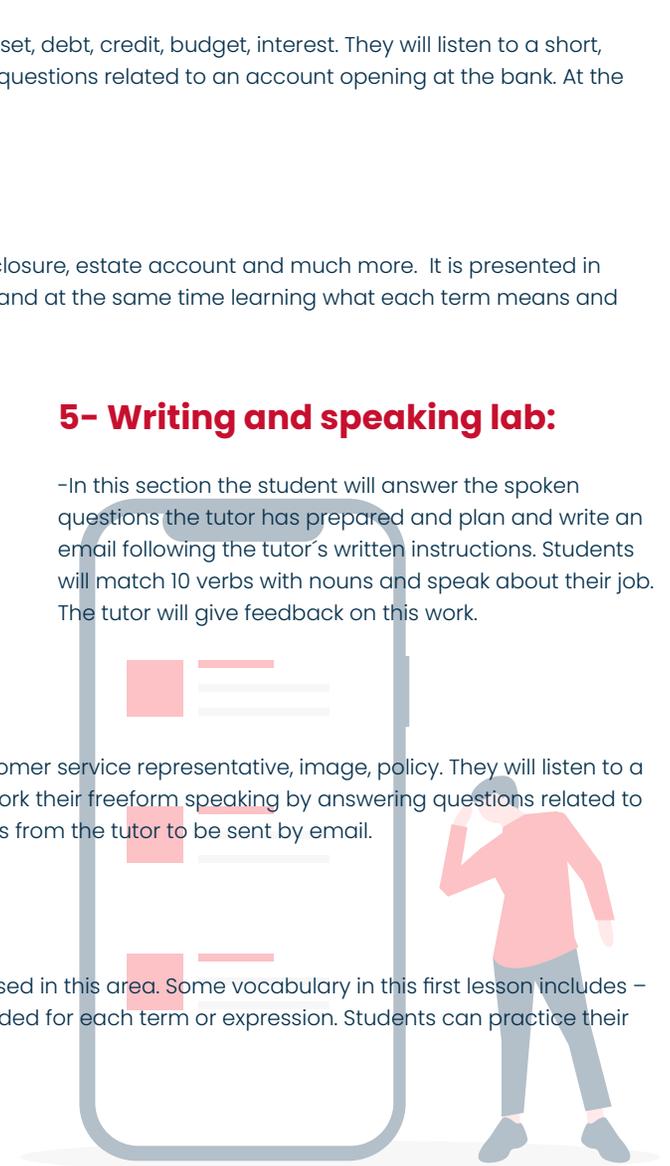
-In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will match 10 verbs with nouns and speak about their job. The tutor will give feedback on this work.

## 6- Suggestions, inquiries and complaints:

-In this block, students will be introduced to basic customer service terms. Vocabulary included – Contract, deliver, customer service representative, image, policy. They will listen to a short, realistic dialogue of customer service representative on the phone with a customer problem. The learner will work their freeform speaking by answering questions related to dealing with customer service issues. At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

## 7- Financial vocabulary:

-Students will be studying basic customer service vocabulary. The student will be introduced to typical vocabulary used in this area. Some vocabulary in this first lesson includes – image, to greet, contract, vision, solution and to listen. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means.



# / Financial services

## 8- Customer calling with a problem:

-In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a customer service environment. We will be listening to a telephone conversation between a customer who is experiencing an issue with his computer and a customer service representative.

## 9- Customer problems:

-The student develops their freeform speaking by answering questions that are proposed related to customer service. In this lesson we will be looking at questions asked by a customer service representative to a customer with a computer problem.

## 10- Writing and speaking lab:

- In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will write 6 sentences using could-would-should and speak about conflict resolution and customer service experiences.  
-The tutor will give feedback on this work.

## 11- Advertising, business expressions:

-In this block, students will be introduced to general business terms and expressions and advertising. Vocabulary included – Buzzword, cut-throat, embargo, loophole. They will listen to a short, realistic dialogue of a business call between a client and an administrative assistant. The learner will work their freeform speaking by answering questions related to handling a business call. At the end of the module, the student will answer, in writing and orally, questions from the tutor to be sent by email.

## 12- Financial vocabulary:

-Students will be studying basic business vocabulary and expressions. In this first business lesson we will be presented vocabulary including – innovation, loophole, risks, embargo, downsize and many more. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learning what each term means.

## 13- Calling someone's office:

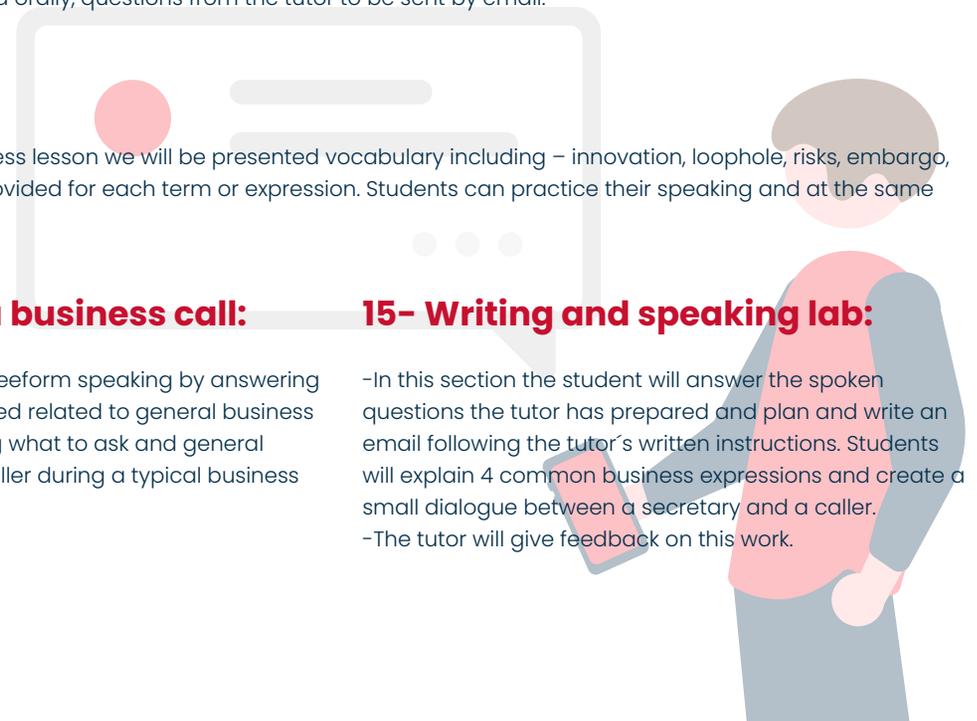
-In this lesson students will develop their understanding and comprehension by listening and following along with a typical phone call received by an administrative assistant.

## 14- Answering a business call:

-The student works their freeform speaking by answering questions that are proposed related to general business topics. We will be studying what to ask and general vocabulary used with a caller during a typical business call.

## 15- Writing and speaking lab:

-In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will explain 4 common business expressions and create a small dialogue between a secretary and a caller.  
-The tutor will give feedback on this work.





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