



## Иностранный язык в профессиональной деятельности(английский).dor\_СПО(3/6)\_24-111-С\_БД\_Без ИМ\_240815

- 1 What is one of the services offered by banks for individuals and businesses?
- 2 What is the purpose of insurance of collateral for large loans?
- 3 What type of transactions do currency transactions include?
- 4 What has become increasingly popular due to advancements in technology?
- 5 Match the word with its definition:
- 6 Match the phrase with its definition:
- 7 ... operations involve opening accounts where clients can save money and earn interest over time.
- 8 ... operations is when banks provide loans to customers, allowing them to borrow money for various purposes, such as investing in their business or purchasing assets.
- 9 Put the words in the correct order to form a sentence:
- 10 Put the words in the correct order to form a sentence:
- 11 Put the words in the correct order to form a sentence:
- 12 Read the dialogue below and answer the question. There's only one correct answer. Dialogue: Client: Hi, I'm interested in opening a new account. Can you help me with that? Bank Employee: Of course! We offer a variety of accounts for different needs. Could you tell me a bit more about your business and what you're looking for? Client: Sure, I run a small retail store in the city center. We deal with a lot of cash transactions, and I'm looking for a safe way to manage our finances. Question: Based on the dialogue, what kind of bank services would you recommend?
- 13 What is Internet acquiring?





- 14) What happens when you use Internet acquiring to make a payment online?
- 15) What is one benefit of using trade acquiring for businesses?
- 16) How can businesses save money with trade acquiring?
- 17) What is emphasized in the lecture as a fundamental aspect of a successful business?
- 18) What is mentioned as one of the most effective tools for understanding customer needs?
- 19) Match the term with its definition.
- 20) Match the question with the description why it's useful:
- 21) The following types of questions are distinguished: ... and open questions, sorting questions, multiple choice questions.
- 22) ... acquiring is a system for non-cash payments between a seller and a buyer.
- 23) Put the words in the correct order to form a sentence:
- 24) Put the words in the correct order to form a sentence:
- 25) Read the text below and answer the question. There's only one correct answer. Text: You are trying to convince your boss at company XYZ that you need to carry out a survey of your customers. Your sales have slowed down and you want to understand what's wrong. Question: How would you explain to your boss that surveys are important and can help improve the situations?
- 26) Read the dialogue below and answer the question. There's only one correct answer. Dialogue: Client: Hi, I'm interested in opening a new account. Can you help me with that? Bank Employee: Of course! We offer a variety of accounts for different needs. Could you tell me a bit more about your business and what you're looking for? Client: Certainly, I'm the owner of a small digital marketing agency. We often have various cash flow due to project-based work, and I'm looking for ways to streamline our financial operations. Question: Based on the dialogue, what kind of bank services would you recommend?





- 27) Read the text below and answer the question. There's only one correct answer. Text: You want to set up trade acquiring for your business. But the fees in banks that you have contacted are too high. Question: Is there anything you can do to decrease the fees? And if there is, what is it exactly?
- 28) What electronic banking services does the bank provide?
- 29) Why is drawing up a supply order important for businesses?
- 30) What are the potential risks for businesses without a carefully planned supply order?
- 31) What is one of the first steps businesses need to take when preparing a supply order?
- 32) Match the term with its description:
- 33) Match the term with its description:
- 34) ... serves as a roadmap for ensuring that the necessary materials and resources are available to support operations efficiently.
- 35) The supply order should include details such as preferred suppliers, pricing information, and ... schedules.
- 36) Put the words in the correct order to form a sentence:
- 37) Put the words in the correct order to form a sentence:
- 38) What is the purpose of the client data form mentioned in the text?
- 39) What is the purpose of asking about the customer's satisfaction with their last purchase?
- 40) Why is it important to ask about what additional services customers would like to see?
- 41) What does asking about what functionality customers think should be part of the product help with?
- 42) Why is it important to ask about the likelihood of recommending the company to friends and colleagues?
- 43) Match the term with its description:
- 44) Match the term with its description:





- 45 When a business sets up Internet acquiring, it means they can accept ... payments on their website, making it easier for customers to buy things.
- 46 For example, if you have a small business with a turnover of less than 200,000 roubles per month, you might get a plan with a lower ... rate.
- 47 Put the words in the correct order to form a sentence:
- 48 Put the words in the correct order to form a sentence:
- 49 Put the words in the correct order to form a sentence:

