



## 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: