Paying bills at the post office

1   Look at the bill. Tick what the bill is for.

☐ Electricity   ☐ Gas   ☐ Telephone   ☐ Water
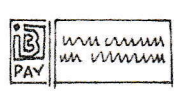
2   Read the words below. Circle these words on the bill.

Account summary	Due by	Total payable
Account No	Closing balance	Account details

3 How do you pay your bills? Tick the methods you use.

☐ on the telephone

☐ at the post office or bank

☐ by mail

4 Listen to Conversation 1. Answer the questions. You may need to tick more than one box.

a What does the customer want to pay for?

☐ gas

☐ electricity

☐ telephone

☐ water

b How does the customer pay?

☐ cash

☐ cheque

☐ EFTPOS

c How much does the customer pay?

☐ $154.00

☐ $54.50

☐ $64.00

5 Listen to Conversation 2. Answer the questions. You may need to tick more than one box.

a What does the customer want to pay for?

☐ gas

☐ electricity

☐ telephone

☐ water

b How does the customer pay?

☐ cash

☐ cheque

☐ EFTPOS

☐ credit card

☐ savings

c What does the teller say?

☐ Enter your PIN number and press okay.

☐ Enter your account code and press okay.

6 Listen to Conversation 3. Answer the questions. You may need to tick more than one box.

a What does the customer want to pay for?

☐ gas

☐ electricity

☐ telephone

☐ water

b How does the customer pay?

☐ cash

☐ cheque

☐ EFTPOS

☐ credit card

☐ savings

c How long would it take to clear a cheque?

☐ one week

☐ five days