# 📘 My English Hub

### Professional English – Speaking at work

Online Accountants Intermediate Level

Welcome to another session at My English Hub.

Today we are getting familiar to what an online accountant does. They perform a variety of tasks to help businesses manage their finances and taxes. They can work remotely and use cloud-based software to provide their services.

Which of these responsibilities do you think accountants typically have?

* **Financial reporting**: Prepare financial statements, ledgers, and tax returns.
* **Budgeting**: Monitor spending and budgets and create forecasts.
* **Prescribe medications**: Prescribe medications and administer treatments.
* **Create plans for new designs**: New buildings, bridges, etc.
* **Tax preparation**: Calculate taxes, prepare tax returns, and follow up on payments.
* **Compliance**: Ensure that the business is following legal and business practices.
* **Generate leads**: Find new customers through cold calling, networking, or referrals.
* **Locate and contact debtors**: Use phone calls, emails, and letters to contact those who owe money to the company.
* **Auditing**: Prepare audit reports.
* **Negotiate repayment plans**: Create payment plans that help debtors pay their debts without undue financial stress.
* **Analysis**: Analyze balance sheets, profit and loss statements, and transaction compliance



**Exercise 1:** Match the word with its definition

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Balance Sheet | a | A one-year period used for financial reporting and budgeting |
| 2 | Income Statement (Profit and loss statement) | b | A book or digital record of all financial transactions |
| 3 | Invoice | c | An official inspection of an organization's financial accounts |
| 4 | Audit | d | A financial statement showing revenue, expenses, and profit over a specific period |
| 5 | Fiscal Year | e | A document listing goods or services provided and their prices. |
| 6 | Reconciliation | f | Money owed by the company to its suppliers |
| 7 | Accounts Payable (AP) | g | Money owed to the company by its customers |
| 8 | Accounts Receivable (AR) | h | Matching transactions and balances to ensure accuracy |
| 9 | Ledger | i | A report that summarizes a company's assets (positive adjustment), liabilities (negative), and equity (conciliation). |

Here are five typical interactions between an online accountant and their customer, using practical, everyday expressions:

**Interaction 1**: Requesting Documents

Accountant: "Could you please upload your latest bank statements for this quarter?"

Customer: "Sure, I'll upload them today. Is there anything else you need?"

**Interaction 2**: Clarifying Details on an Invoice

Accountant: "I noticed an issue with the last invoice you sent. Could you verify the payment date?"

Customer: "Oh, sorry about that! I'll check and resend it right away."

**Interaction 3**: Discussing Tax Deadlines

Accountant: "Remember, your quarterly tax payment is due next week. Would you like me to set up a reminder?"

Customer: "Yes, please do! I don't want to miss the deadline."

**Interaction 4**: Reviewing Financial Reports

Accountant: "I've prepared your monthly financial summary. Could we schedule a call to discuss the key figures?"

Customer: "Great idea. I'm available tomorrow morning. Does that work for you?"

**Interaction 5**: Explaining Accounting Procedures

Customer: "I'm not sure I understand the reconciliation process. Could you explain it briefly?"

Accountant: "Absolutely! It's basically matching your bank statements with our records to make sure everything aligns."

**Exercise 2: Dialogue Practice**

Discussing a monthly financial report on a video call and fill in the blanks using the words in the box below.

discrepancies - invoices - balance sheet - reconcile - figures

**Anna:** Hi, John! Did you review the 1)\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ I sent this morning?

**John:** Yes, Anna. The accounts payable 2)\_\_\_\_\_\_\_\_\_\_\_\_ look accurate, but I'm concerned about some 3)\_\_\_\_\_\_\_\_\_\_\_\_\_ in the accounts receivable section.

**Anna:** Oh, you're right. I'll 4)\_\_\_\_\_\_\_\_\_\_\_\_\_\_ those again this afternoon.

**John:** Great! Also, could you include the latest 5)\_\_\_\_\_\_\_\_\_\_\_\_\_ in your next report?

**Anna:** Sure thing, I'll make sure they're attached before I send it.

**Exercise 3:** Match Expressions

| **Expression** | **Response** |
| --- | --- |
| A. Can you reconcile the AR accounts today? | 1. Sure, I'll send it over immediately. |
| B. Have you finalized the audit? | 2. Yes, I'll take care of it this afternoon. |
| C. Please forward the latest invoice. | 3. Almost done, just double-checking the figures. |

In accounting, the term **"figures"** is commonly used as a synonym for **"numbers"** or **"amounts."** Accountants and finance professionals prefer using **figures** to refer specifically to numerical data presented in financial statements, reports, or analyses.

**Reasons why numbers are called "figures":**

* **Formality:** The word *figures* is more formal and professional in accounting contexts.
* **Precision:** It emphasizes exactness and clarity in financial reports.
* **Professional jargon:** Using *figures* is part of the standard vocabulary within finance and accounting circles.

**Examples:**

* "Could you double-check these **figures** before we finalize the report?"
* "The **figures** in the income statement don't match the ledger entries."

Thus, when accountants refer to **"figures,"** they're specifically addressing the numerical data involved in their calculations or reports.

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**Answers**

**Exercise 1:** 1i - 2d - 3e - 4c - 5a - 6h - 7f - 8g - 9b

**Exercise 2:**

1. balance sheet
2. figures
3. discrepancies
4. reconcile
5. invoices

**Exercise 3:**

A → 2

B → 3

C → 1