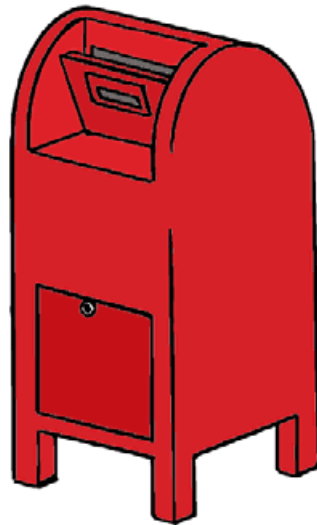


At the Post Office





At the Post Office

A. Dialogue

- Postal Clerk: **Can I help you?**
- Customer: Yes. **I'd like to send this package** to Toronto, Canada.
- Postal Clerk: **How would you like to send it?**
- Customer: **How much will it be by airmail?**
- Postal Clerk: **Let me weigh it and check.**
- (a minute later) **It'll be** \$18.50.
- Customer: How long will it take to get there?
- Postal Clerk: It **should take** about four or five business days.
- Customer: Okay, I'll send it by air.
- Postal clerk: Please fill out this customs declaration form. The postage includes \$100 insurance. Would you like to buy any extra insurance?
- Customer: No thanks. That's enough.
- Postal Clerk: You forgot to **put your return address on the parcel.**
- Customer: Oh, thanks. I'll do that now.
- Postal Clerk: **Is there anything else you'd like?**
- Customer: Yes. **I'd like to buy a package of 25 stamps.**
- Postal Clerk: Okay. **Here you are.** The total bill for the parcel and the stamps is \$28.50.
- Customer: Okay. Here you go.
- Postal Clerk: Thank you. Here's your receipt. Your tracking number is on the receipt.
- Customer: Thanks. Oh, by the way. Where is **the mail slot?** I have some stamped letters to mail.
- Postal Clerk: **Just below the counter.** Have a nice day.

Everyday Dialogues

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At the Post Office



B. Practice

Work with your partner. Role-play the dialogue, substituting the different expressions below. Then reverse roles.

Can I help you?

May I help you?

How can I help you?

I'd like to send this package.

I'd like to send this parcel

I want to mail this letter.

How would you like to send it?

How do you want to mail it?

How much will it be by airmail?

by parcel post?

by ground transportation?

by special delivery?

by express delivery?

by registered mail?

by overnight delivery?

by priority service?

Let me weigh it and check.

Let me see.

Let's see.

I'll check.

It'll be \$18.50.

That will be \$18.50.

That will cost \$18.50.

That comes to \$18.50.

It should take about four or five days.

It will probably take about four or five days.

It will be delivered in about four or five days.

You forgot to put your return address on the parcel.

You forgot to write the zip code.

You forgot to include the postal code.

Is there anything else you'd like?

Would you like anything else?

Can I get you anything else?

Is there anything else I can do for you?

Everyday Dialogues

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At the Post Office



Yes, I'd like to buy a package of stamps.

I'd like to purchase a money order.

I want a change of address form.

I'd like to have my mail held for two weeks.

I'd like to send a registered letter.

I'd like to buy some packing boxes, string and tape.

I need some padded envelopes.

Here you are.

Here it is

Here they are.

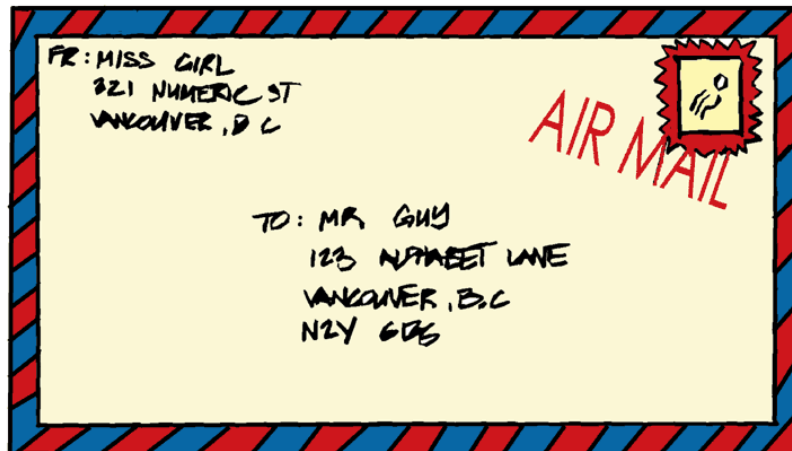
Here you go.

Where is the mail slot?

Can you tell me where the mail box is?

Just below the counter.

Right outside the door.





C. Expand Your Vocabulary

Odd One Out - Underline the word in each group that does not belong and explain why.

1. postal carrier, mail slot, mail man, letter carrier
2. zip code, return address, postal code, registered delivery
3. stamp, post mark, mail slot, address
4. string, mail box, tape, package
5. express, priority, stamp, airmail
6. postcard, letter, parcel, mail slot



Fill in the blanks in the following sentences with the correct word from the dialogue or practice section of the lesson.

1. A fast way to send a letter is by _____.
2. If you send something very valuable, you should buy _____.
3. If you want the person who will receive the letter or package to sign for it, you can send it by _____ mail.
4. If a parcel you send gets lost in the mail, the _____ number on your receipt will help locate it.
5. If you want to send money safely through the mail, you should purchase a _____.

Everyday Dialogues

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At the Post Office



D. Now It's Your Turn

Complete the dialogue below with appropriate expressions.

Postal Clerk: Can I help you?
Customer: Yes. _____ this package to

Postal Clerk: How _____?
Customer: How much will it be _____?
Postal Clerk: _____
(a minute later) _____
Customer: How long will it take to get there?
Postal Clerk: _____
Customer: Okay, I'll send it _____.
Postal clerk: Please fill out this _____ form.
The postage includes \$100 insurance. Would you like to
buy any extra insurance?
Customer: No thanks. That's enough.
Postal Clerk: You forgot to _____.
Customer: Oh, thanks. I'll do that now.
Postal Clerk: Is there anything else _____?
Customer: Yes. _____.
Postal Clerk: Okay. _____

Customer: Okay. Here you go.
Postal Clerk: Thank you. _____

Customer: Thanks. Oh, by the way. _____?
I have some stamped letters to mail.
Postal Clerk: _____.