


ENGLISH AS A SECOND LANGUAGE
Community Survival Skills

POST OFFICE



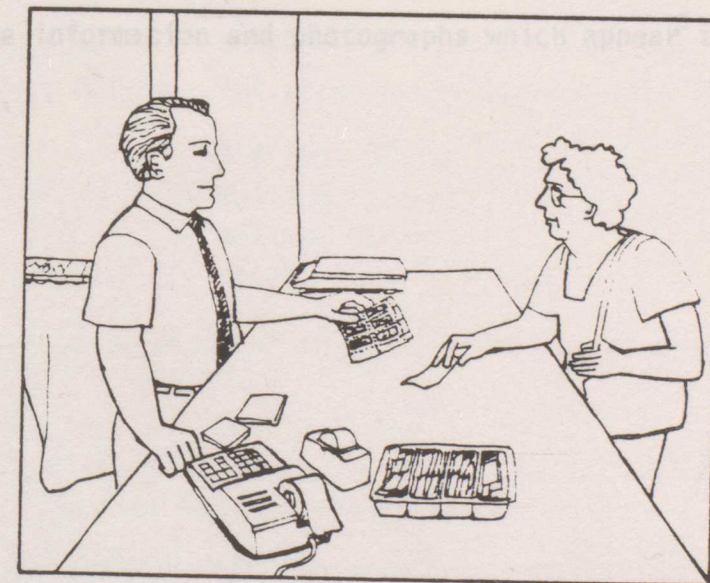
Written by Jennifer House
and Myrna Rabinowitz

**VANCOUVER
COMMUNITY
COLLEGE** 
King Edward
Campus


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English As A Second Language Division

ENGLISH AS A SECOND LANGUAGE
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and Myrna Rabinowitz

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English As A Second Language Division

POST OFFICE



0-921218-12-5

Forward:

The Post Office

is part of the Community Survival Skills series. This series was developed for adults learning English as a Second Language and focuses on the skills needed to survive in the community.

We wish to express our appreciation to the Public Relations Department of Canada Post in Vancouver and Sheila Washer of Sub Station 24 for their assistance with the information and photographs which appear in this booklet. The workbook is divided into four parts:

- The Post Office
- Mailing Letters
- Mailing Parcels
- Other Postal Services

There are four basic kinds of learning exercises used in The Post Office:

The Four Basic Learning Exercises

Vocabulary Development	Vocabulary items are presented visually and in written exercises for each topic.
Picture Stories	Picture stories in dialogue and narrative form have been developed for each topic. The story lines are presented visually.
Dialogue Practice	Dialogues relevant to each topic are presented and last provided.
Informative reading	Informative reading comprehension exercises are provided for each topic.

Graphic Design: Instructional Media Services, Vancouver Community College

**VANCOUVER
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Box No. 24620 Station C
Vancouver, B.C.
Canada V6T 4N3

REPRINTED MARCH 1991

Foreword:

The Post Office

is part of the Community Survival Skills series. This series was developed for adults learning English as a Second Language and focuses on the English language skills required to cope or survive in the community.

The Post Office

is a student workbook focusing on the English language skills required to use the Post Office. The workbook is divided into four parts:

The Post Office
Mailing Letters
Mailing Parcels
Other Postal Services

There are four basic kinds of learning exercises used in The Post Office.

The Four Basic Learning Exercises	
Vocabulary Development	Vocabulary items are presented visually and in written exercises for each topic.
Picture Stories	Picture stories in dialogue and narrative form have been developed for each topic. The story lines are presented visually and in print form.
Dialogue Practice	Dialogues relevant to each topic are presented and learning exercises are provided.
Reading Comprehension	Informative reading selections with comprehension exercises are provided for each topic.

Jennifer House and Myrna Rabinowitz
March 1986

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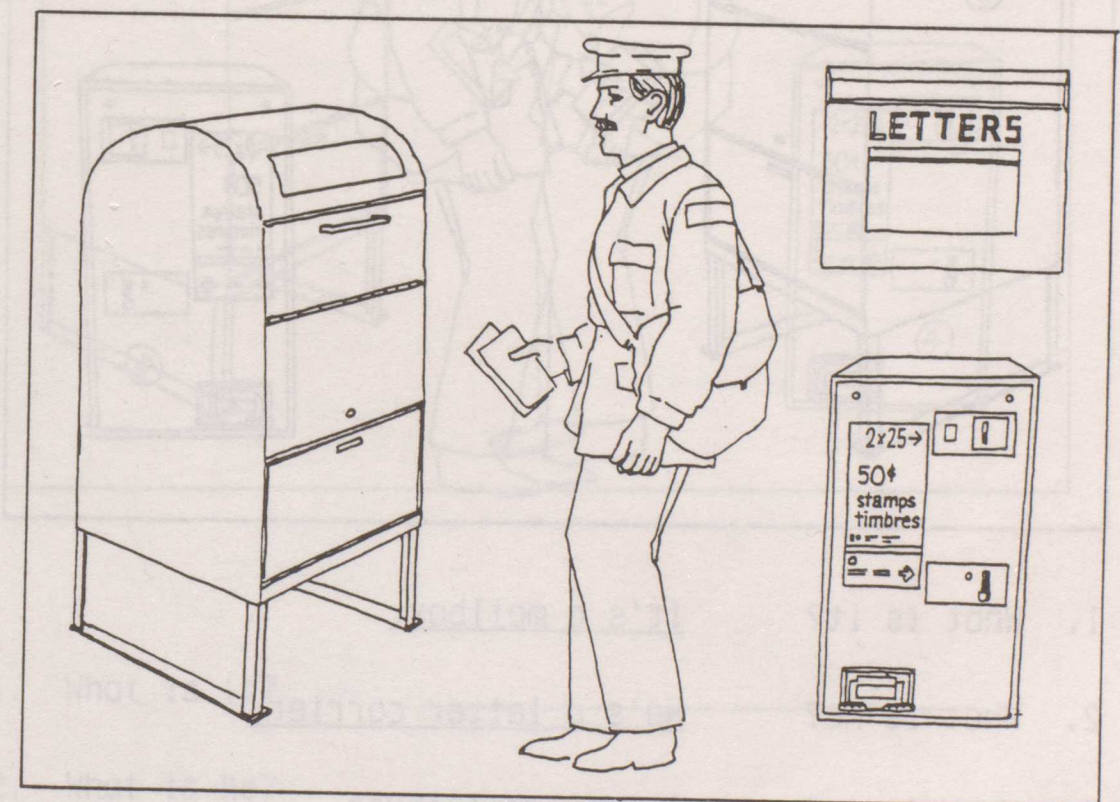
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English As A Second Language

Community Survival Skills

THE POST OFFICE



Exercise 1

Outside the Post Office

Read and practise the questions and answers.

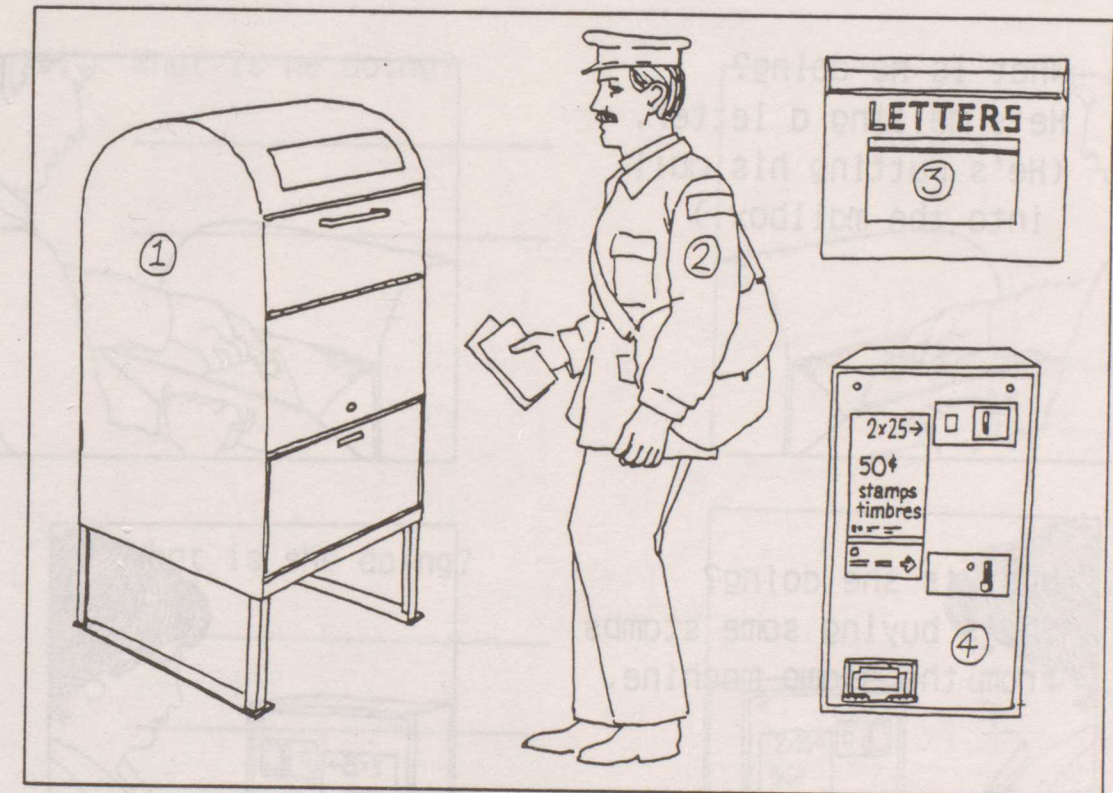


1. What is it? It's a mailbox.
2. What is he? He's a letter carrier.
3. What is it? It's a mail chute.
4. What is it? It's a stamp machine.

Exercise 2

Outside the Post Office

Answer the questions.



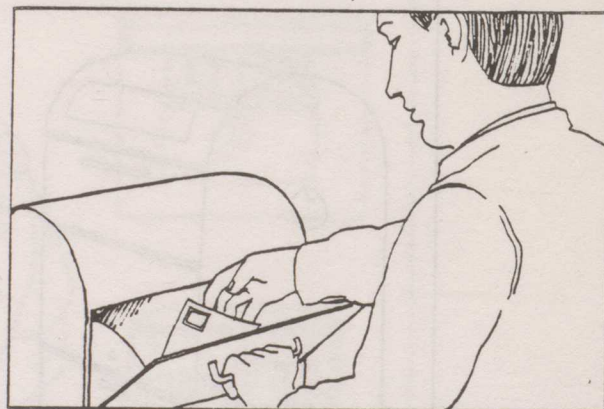
1. What is it? _____
2. What is he? _____
3. What is it? _____
4. What is it? _____

Exercise 3

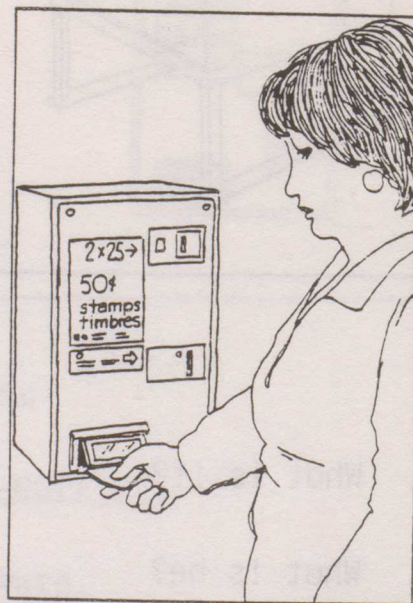
Outside the Post Office

Read and practise the questions and answers.

1. What is he doing?
He's mailing a letter.
(He's putting his mail into the mailbox.)



2. What is she doing?
She's buying some stamps from the stamp machine.



3. What is she doing?
She's mailing a letter.
(She's putting her mail into the mail chute.)

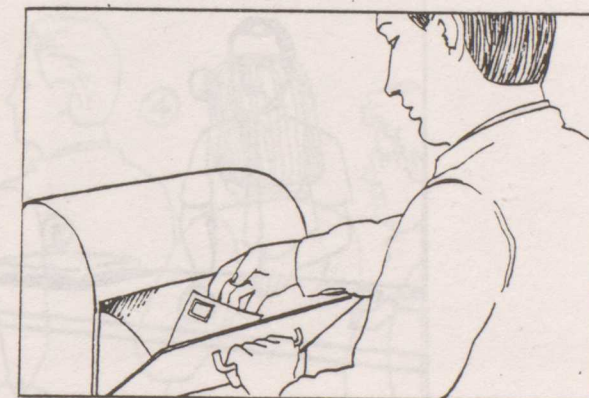


Exercise 4

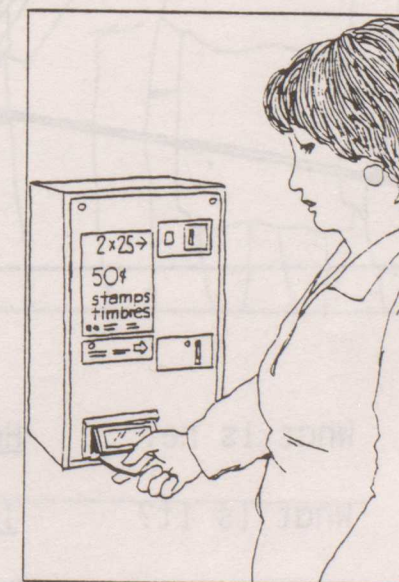
Outside the Post Office

Answer the questions.

1. What is he doing?



2. What is she doing?



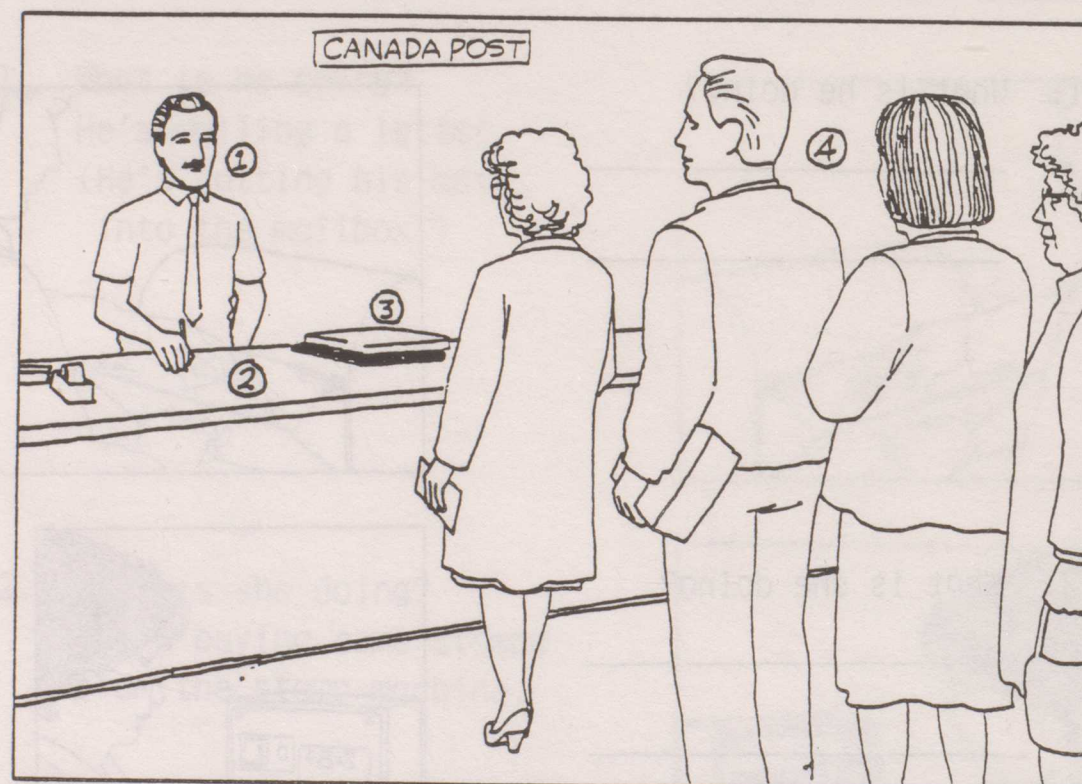
3. What is she doing?



Exercise 5

Inside the Post Office

Read and practise the questions and answers.

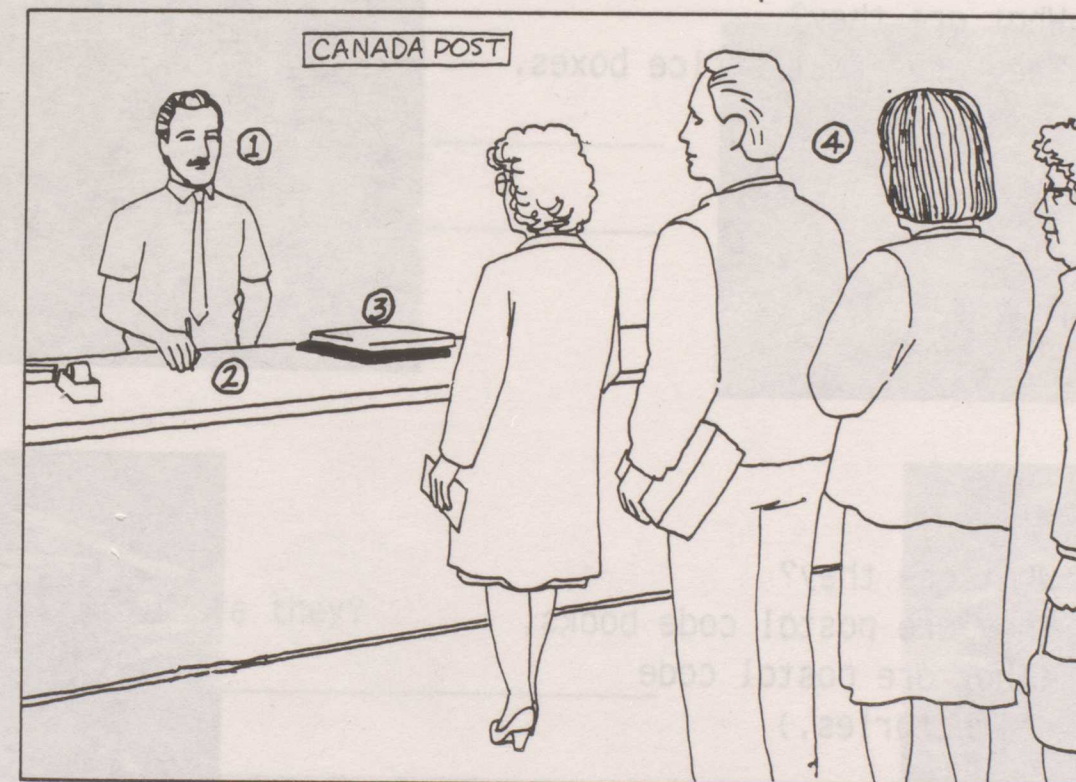


1. What is he? He's a postal clerk.
2. What is it? It's a counter.
3. What is it? It's a scale.
4. What is it? It's a line-up.

Exercise 6

Inside the Post Office

Answer the questions.

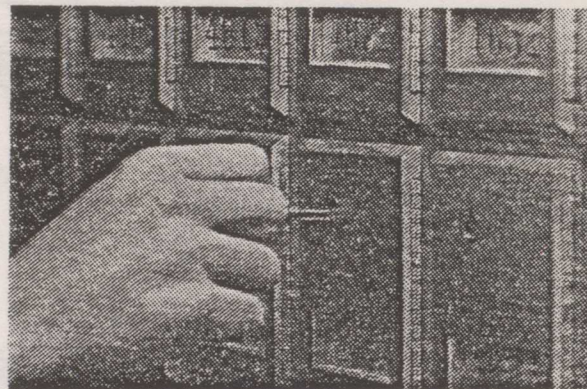


1. What is he? _____
2. What is it? _____
3. What is it? _____
4. What is it? _____

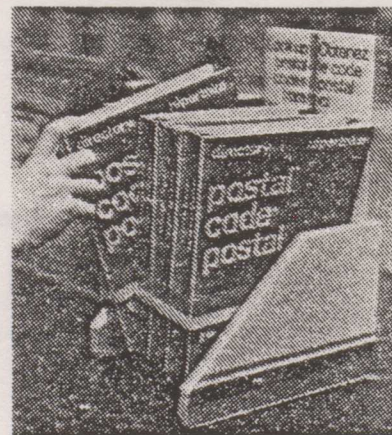
Exercise 7 Inside the Post Office

Read and practise the questions and answers.

1. What are they?
They are *Post Office boxes.



2. What are they?
They are postal code books.
(They are postal code directories.)



3. What is it?
It's an income tax form.
(It's an income tax return.)

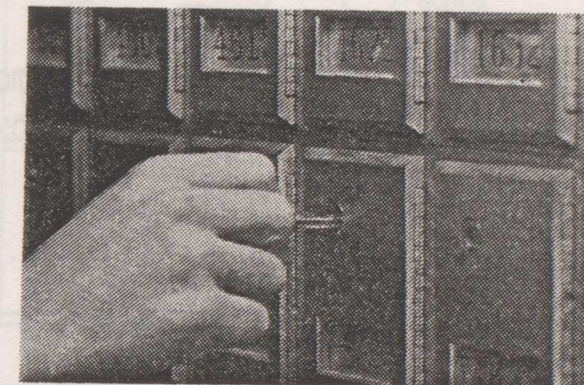


*Post Office boxes - see page 59

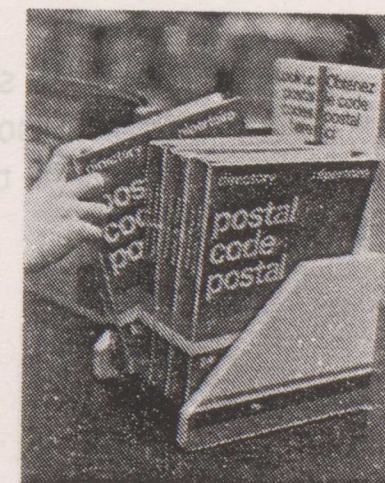
Exercise 8 Inside the Post Office

Answer the questions.

1. What are they?



2. What are they?



3. What is it?



Exercise 9

Inside the Post Office

Read and practise the questions and answers.

1. What is he doing?
He's getting his mail from his post office box.



2. What is she doing?
She's looking up a postal code in the directory.



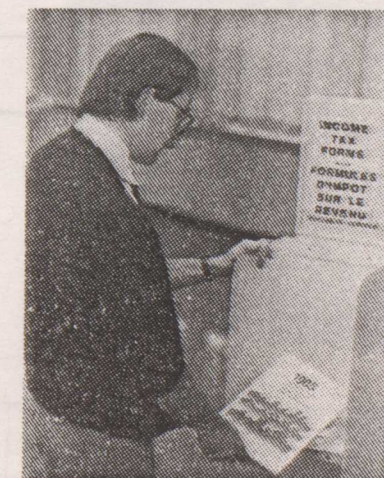
3. What is the postal clerk doing?
He's weighing a parcel.



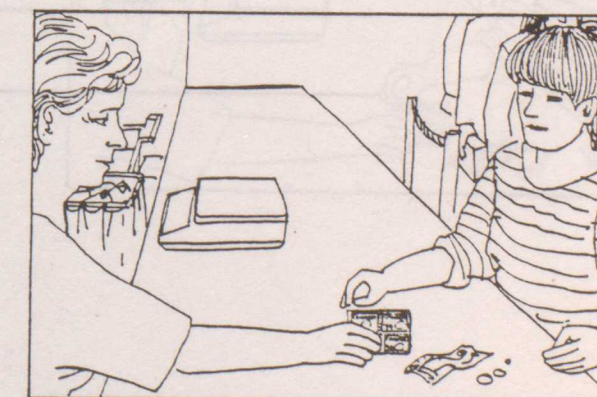
4. What is she doing?
She's waiting in line.



5. What is he doing?
He's taking an income tax return.



6. What is the clerk doing?
She's selling the customer some stamps.



Exercise 10

Inside the Post Office

Answer the questions.

1. What is he doing?



2. What is she doing?



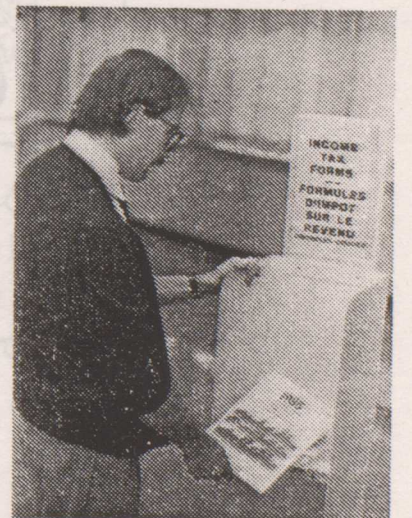
3. What is the postal clerk doing?



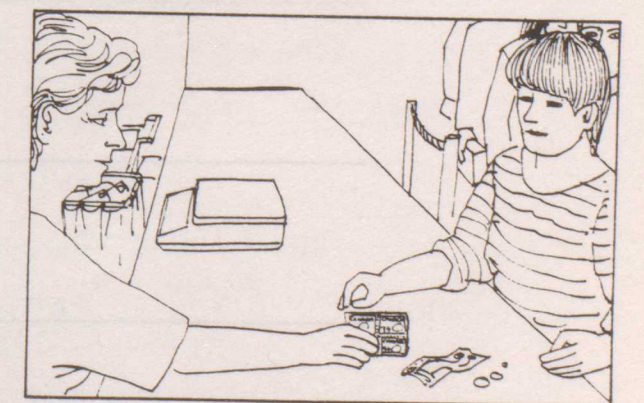
4. What is she doing?



5. What is he doing?



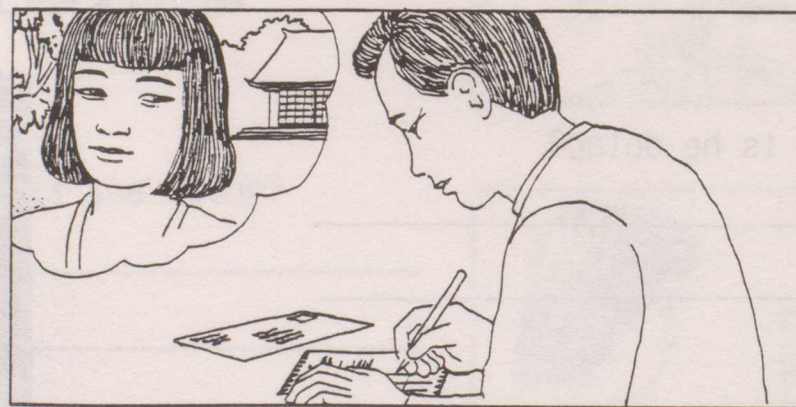
6. What is the clerk doing?



English As A Second Language

Community Survival Skills

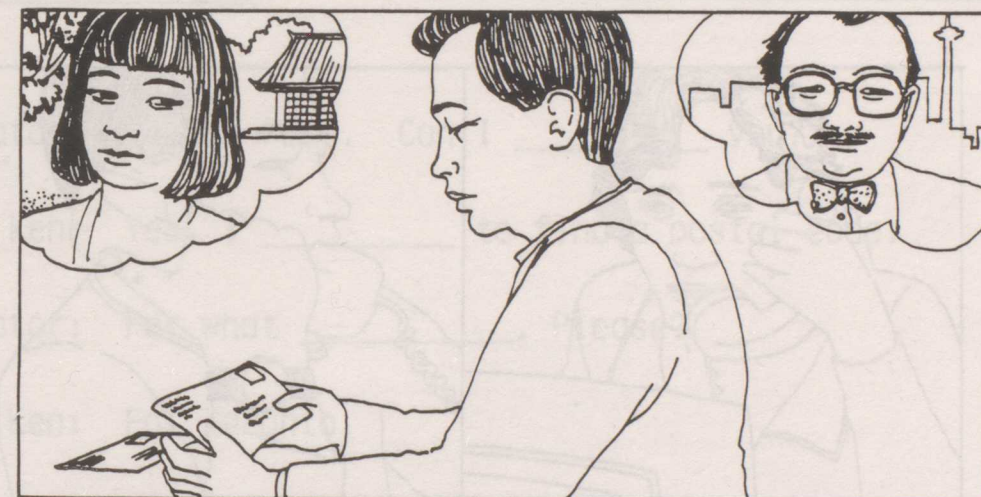
MAILING LETTERS



Exercise 11

Ken's Letters

Read the story and answer the questions.



Ken is addressing two envelopes. One envelope is for a letter to his sister in Japan. The other envelope is for a letter to his brother in Toronto. But Ken has a problem. He doesn't know his brother's new postal code.

1. What is Ken doing?

2. Where is his sister?

3. What is Ken's problem?

Exercise 12 *Postal Code Information

Ken is calling Canada Post, Postal Code Information.
Read and practise the conversation.



Operator: Canada Post. Can I help you?
Ken: Yes, I need to find a postal code.
Operator: For what city, please?
Ken: For Toronto.
Operator: What's the address?
Ken: 5773 Berry Road.
Operator: One moment, please.....
The postal code is M as in Mary, 2 W 5 J 3.
Ken: Thank you.
Operator: You're welcome.

*You can also find a postal code in the postal code directories at the post office.

Exercise 13 Postal Code Information

Fill in the blanks.

Operator: Canada Post. Can I _____ you?
Ken: Yes, I _____ to find a postal code.
Operator: For what _____, Please?
Ken: For Toronto.
Operator: What's the _____, please?
Ken: 5773 Berry Road.
Operator: One _____, please.
The postal _____ is M2W 5J3.
Ken: _____ you.
Operator: You're _____.

Thank	help	need	welcome
code	city	address	moment

Exercise 14 Addressing Envelopes

This is Ken's envelope to his brother.

Read and practise the information.

Ken Kadota 257 E. 15th Ave. Vancouver, B.C. V3H 1J4	Stamp
Tak Kadota #401 - 5773 Berry Rd. Toronto, Ontario M2W 5J3	

A	B
C	

- A - Return Address (Address of Sender)
- B - Stamps
- C - Address of Addressee (person who receives the mail)

Exercise 15 Addressing Envelopes

Fill in the envelope below to a friend or relative in Canada.

1. Name of Sender 2. Address 3. City & Province 4. Postal Code	Stamp
1. Name of Addressee 2. Address 3. City & Province 4. Postal Code	

_____	_____
_____	_____
_____	_____
_____	_____

Exercise 16

Addressing Envelopes

This is Ken's envelope to his sister in Japan.
Read and practise the information.

Ken Kadota 257 E.15th Avenue Vancouver, B.C. Canada V3H 1J4	Stamp
Yoshi Kadota 12 - 5 Chome, Naka-Ku, Yokohama, Japan 231	
AIR MAIL	

A	B
C	
D	

- A - Return address
- B - Stamps
- C - Address of Addressee
- D - Air Mail Sticker

Exercise 17

Addressing Envelopes

Fill in the envelope below to a friend or relative outside Canada.

1. Name of Sender	1. Name of Addressee
2. Address	2. Address
3. City & Province	3. City & Province
4. Country	4. Country
5. Postal Code	5. Postal Code

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 18

Special Delivery

Ken is at the Post Office.

Read and practise the conversation.



Clerk: Can I help you?

Ken: Yes. This letter is going to Toronto.

Clerk: Do you want *regular service?

Ken: No, I want it to go very quickly.

Clerk: Oh, then you should send it *Special Delivery.
It costs _____ plus *postage.

Ken: That's fine. Thank you.

Clerk: Here's a Special Delivery sticker. Please put the
letter in the special bag over there.

*regular service - 1st Class - air mail
- all small letters are sent air mail

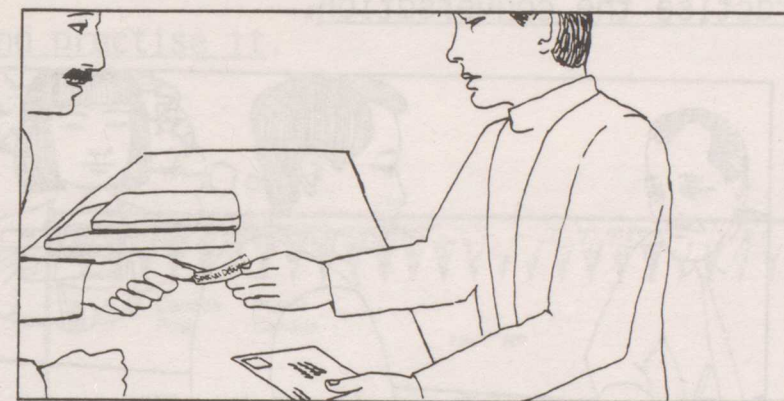
*Special Delivery - fast service
- delivered 7 days a week in most cities

*postage - cost of stamps

Exercise 19

Special Delivery

Fill in the lines.



Clerk: Can I help you?

Ken: _____

Clerk: Do you want regular service?

Ken: _____

Clerk: Oh, then you should send it Special Delivery.
It costs _____ plus postage.

Ken: _____

Clerk: Here's a Special Delivery sticker. Please put the
letter in the special bag over there.

No, I want it to go very quickly.

That's fine. Thank you.

Yes. This letter is going to Toronto.

Exercise 20

*Registered Mail

Ken is talking to the clerk.

Read and practise the conversation.



Ken: This letter is going to my sister in Japan. There's a Money Order inside. What's the best way to mail it?

Clerk: You should send it by Registered Mail. I'll give you a Registration Receipt with a number.

Ken: How much does it cost?

Clerk: It's _____.

Ken: Okay. That's fine. Here's the letter.

Clerk: Here is your receipt. If you have a problem we can *trace it.

*Registered Mail - The letter is stamped and numbered. The post office keeps a record of the registration number and the addressee's signature.

*trace it - find out what happened to it.

Exercise 21

Registered Mail

This is a Registration Receipt. The postal clerk fills it in and gives it to the sender.

Read and practise it.

Canada Post / Postes Canada

No. No

Registration Receipt / Récépissé de recommandation

To / À

Name / Nom

Post Office / Bureau de poste

Postal Code postal

Postal regulations provide that indemnity will not be paid for damage to articles of a fragile or perishable nature. This receipt is necessary if enquiry is desired.

Le règlement des Postes prévoit que l'indemnité ne sera pas payée pour l'avarie d'un objet fragile ou périssable. À produire en cas de réclamation.

Destination	Fee Paid / Droit payé	Init.	Date / Stamp	Timbre / à date
Canada				
United States, its Territories and Possessions / États-Unis, leurs territoires et leurs possessions				
Other Countries / Les autres pays				

*(Fixed indemnity of 30 Dollars) / *(Indemnité fixée à 30 dollars)
40-076-426 (10-81)

Exercise 22

Registered Mail

Ken is still talking to the clerk.

Read and practise the conversation.

Ken: Can I get proof that my sister received the letter?

Clerk: Yes, you can get an *Acknowledgement of Receipt card. When your sister receives the letter, she will *sign this card. Then the card is returned to you.

Ken: Good. That's what I want. How much is that?

Clerk: It's _____.

Ken: That's fine.

Clerk: Okay. Please fill in this card and give it to me.

*Acknowledgement of Receipt - also called Double Registered.

*sign - If the addressee is not at home someone else can sign the card for her.

Exercise 23

Acknowledgement of Receipt (Double Registered)

This is an Acknowledgement of Receipt card. The sender fills in part (B) and (C).

Read and practise it.

Side 1

Canada Post / Postes Canada		On Postal Service / Service des postes
(A) Office of Origin (A) Bureau d'origine Registration N° de recommandation Date Post Office of Mailing Bureau d'expédition		(B) Return to (B) Retournez à

Side 2

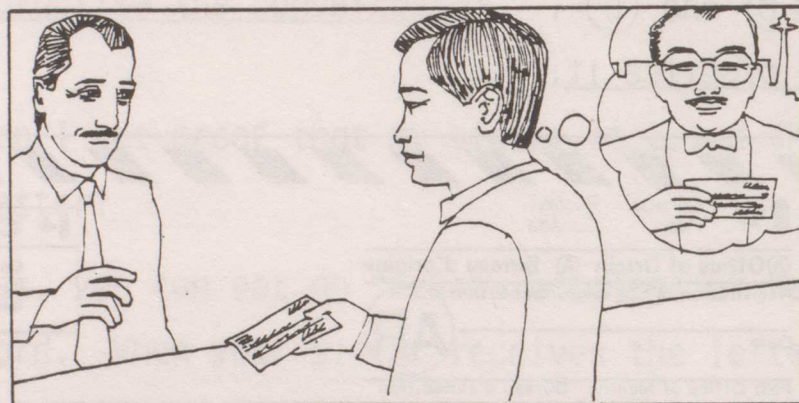
Acknowledgement of Receipt		Avis de réception	
(C) To be completed at Office of Origin		(C) À remplir par le Bureau d'origine	
Name of Addressee		Nom du destinataire	
P.O. Box R.R. or Apt. No. No. & Street		C.P. n° de R.R. ou d'app. n° et rue	
City	Ville	Province	Country Pays
(D) Office of Destination This advice should be signed by the addressee or authorized representative or, if the regulations of the country of destination provide by the postmaster at the office of delivery and returned by first mail to the address shown on other side.		(D) Bureau destinataire Cet avis doit être signé par le destinataire ou son représentant ou, si le règlement du pays de destination le comporte, par l'agent du bureau de destination et renvoyé par le premier courrier à l'adresse indiquée au recto.	
The registered item referred to at (A) was delivered on:		L'item recommandé décrit en (A) a été livré le: 19	
Signature of Postmaster at Office of Delivery	Signature de l'agent du bureau de destination	Signature of Addressee or Authorized Representative	Signature du destinataire ou de son représentant
33-086-230 (11-80)			

Exercise 24

*Certified Mail

Ken is at the Post Office again today.

Read and practise the conversation.



Ken: I'm sending a cheque to my brother in Toronto and I want to make sure he receives it. How should I send it?

Clerk: You can send it by Registered Mail or Certified Mail.

Ken: What's the difference?

Clerk: Certified Mail is sent by the sender in a Certified Mail Kit. Registered Mail is sent by the Post Office. With Certified Mail the sender doesn't get a receipt when he mails it but the *addressee's signature is returned to the sender and the Post Office also keeps a copy. Certified Mail is cheaper than Registered Mail.

Ken: Okay. I'll buy one Certified Mail Kit please.

Clerk: Here it is. Thank you.

*Certified Mail - in Canada only.

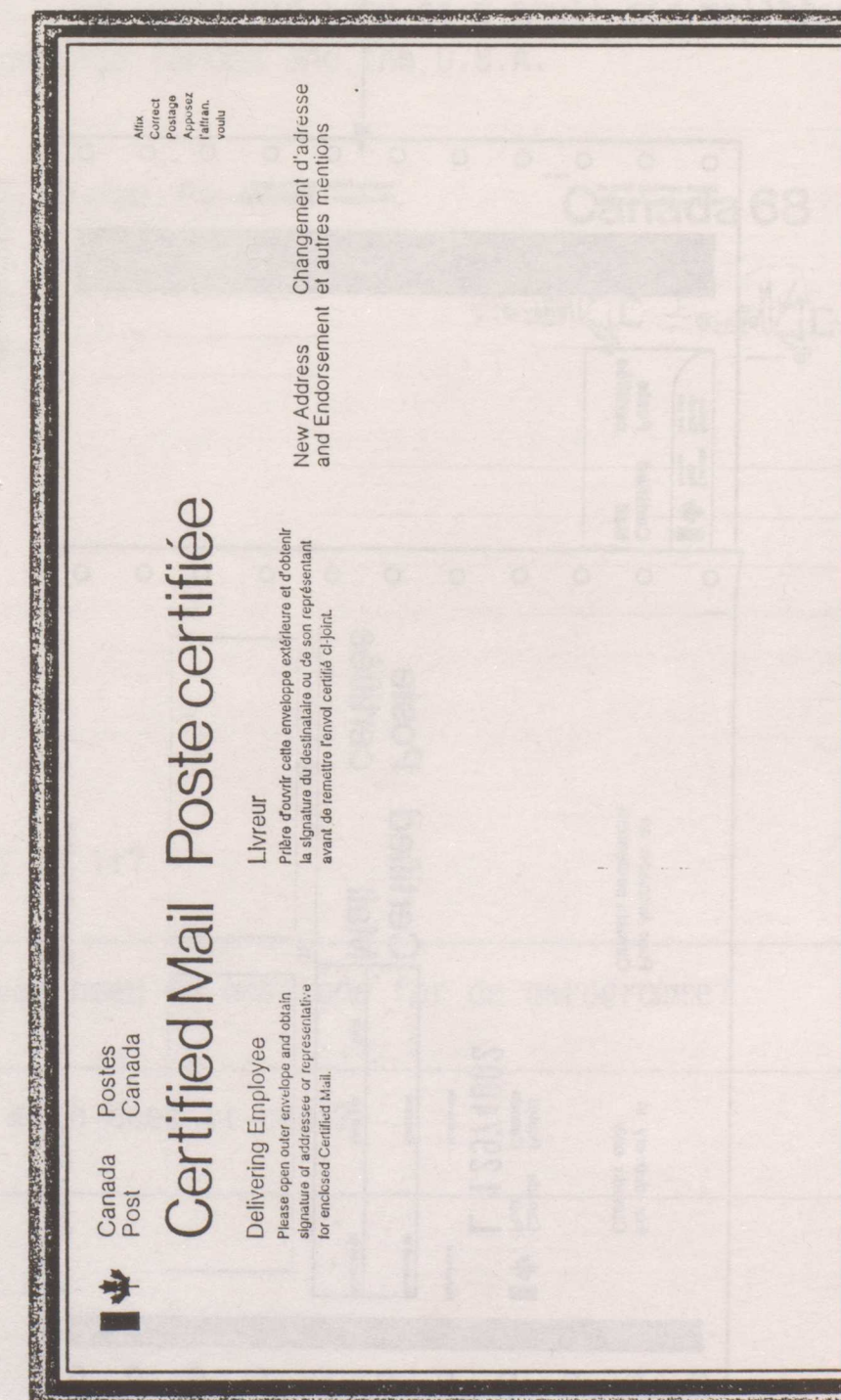
*addressee's signature - If the addressee is not at home, someone else may sign for him. If no one is at home, the letter carrier will leave a card (Delivery Notice) and the addressee needs to pick up the letter at the post office. This is for both Certified and Registered Mail. See page 46 for the Delivery Notice.

Exercise 25

Certified Mail Kit

This is the outside envelope of a Certified Mail Kit.

Read and practise it.



Exercise 26

Certified Mail Kit

Read and practise the information.

This is the inside of a Certified Mail Kit. The letter to be mailed is put in the inside envelope. The top part is for the Post Office.

Insert certified item in this envelope and seal. / Insérer l'objet certifié dans l'enveloppe et cacheter celle-ci.

Canada Post / Canada Post / Canada Post

Certified Mail / Poste certifiée

Pour livraison au Canada seulement

For delivery in Canada only

Canada Post / Canada Post / Canada Post

L 12974002

Reference

Received by / Reçu par

Delivered by / Livré par

To / À

From / De

Delivery Office / Bureau de livraison

Exercise 27

An Aerogramme

Read and practise the information.

This is an aerogramme. It folds up to letter size. The address is written on the outside so you don't need an envelope. It costs the same as a small air mail letter to places outside Canada and the U.S.A.

Air Letter / Aérogramme

Air Mail - Par Avion

Canada 68

CF-AMG

CF-AMG

open here / ouvrir ici

1. What is it?

2. Do you need an envelope for an aerogramme?

3. How much does it cost?

Exercise 28 Post Office Conversation

Change and practise the conversation.

Clerk: Good morning. Can I help you?

Ken: Yes. I'm mailing a Money Order to Spain.
I'm sending a cheque to Montreal.
This letter is going to Poland.

How should I mail it?
What's the safest way to mail it?
What's the fastest way to send it?

Clerk: Send it by Registered Mail.
Certified Mail.
Special Delivery.

Ken: Alright. I also need 10 stamps.
Okay. I'd also like 5 aerogrammes.
Fine. I also want a Certified Mail Kit.

Clerk: Okay. Here are your stamps.
Here is your receipt.
This is your Special Delivery Sticker.

Ken: Thank you. Good-bye.

Exercise 29 What Kind of Mail?

Fill in the blanks.

1

I want fast service.

Oh, you need _____

2

I want proof that I sent it.

Oh, you need _____

3

I want proof that it was received.

Oh, you need _____
(in Canada only)

4

I want proof that I sent it and proof that it was received.

Oh, you need _____

Answers:

1. Special Delivery
2. Registered Mail
3. Certified Mail
4. Registered Mail and Acknowledgement of Receipt (Double Registered Mail)

Exercise 30

An Anagram: Mailing a Letter

S	P	E	C	I	A	L	D	E	L	I	V	E	R	Y	L
T	A	R	A	P	E	T	E	R	M	A	T	E	E	Y	E
A	E	R	O	A	N	A	I	R	M	A	I	L	L	E	T
M	A	I	L	B	O	X	O	T	O	R	H	E	E	A	T
P	E	T	E	O	L	E	F	T	R	I	G	H	T	O	E
S	I	S	T	M	Y	R	N	A	E	L	E	F	T	O	R
O	A	T	T	B	E	A	C	A	T	H	Y	O	E	R	E
L	O	V	E	A	S	R	E	G	I	S	T	E	R	E	D
E	A	T	R	C	E	R	T	I	F	I	E	D	S	A	T
T	P	O	S	T	O	F	F	I	C	E	A	E	R	H	O
T	L	E	T	T	E	R	M	A	I	R	I	G	H	T	H
E	A	E	R	O	G	R	A	M	M	E	N	C	O	U	V
R	L	E	T	T	E	R	L	E	T	T	E	R	L	E	T

Find these words.

post office

letter carrier

mailbox

air mail

stamps

certified

special delivery

registered

aerogramme

How many times can you find the word letter? _____.

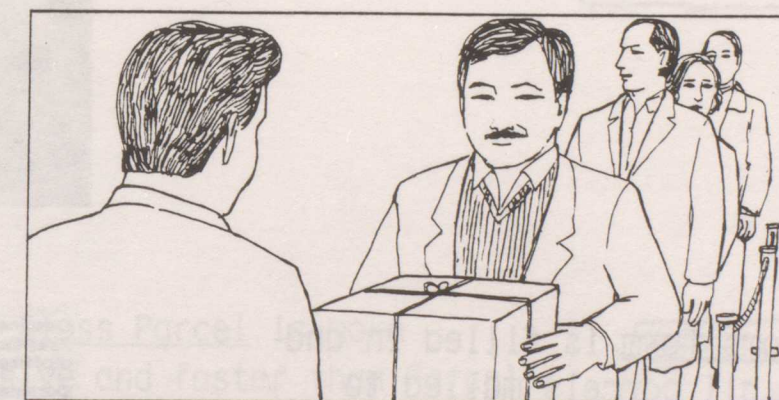
ANSWER:

S	P	E	C	I	A	L	D	E	L	I	V	E	R	I	L
T					A	I	R	M	A	I	L	E			
A					A	I									
M	A	I	L	B	O	X			R						
P			E					R							
S			T				A								
L		E					C								
E		R	C	E	R	T	I	F	I	E	D				
T	P	O	S	T	O	F	F	I	C	E					
T	L	E	T	E	R										
E	A	E	R	O	G	R	A	M	M	E					
R	L	E	T	E	R	L	E	T	I	E	R				

English As A Second Language

Community Survival Skills

MAILING PARCELS

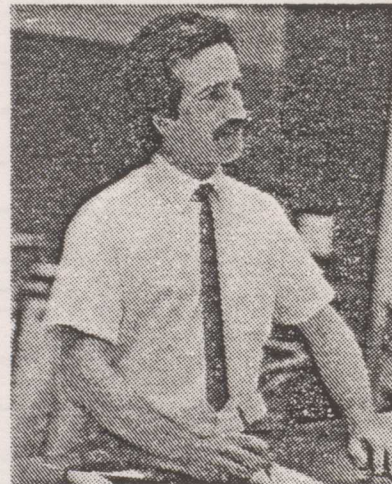


Exercise 31

Words for Mailing a Parcel

Read and practise these sentences.

1. A postal clerk is a person who works in a Post Office.



2. A *customs form is filled in and put on all parcels mailed to countries outside Canada.

Douane Peut être ouvert d'office Désignation détaillée de contenu	Customs May be opened officially Detailed description of contents
Cocher s'il s'agit: d'un cadeau <input type="checkbox"/> a gift d'un échantillon <input type="checkbox"/> a sample of de marchandises <input type="checkbox"/> merchandise	
Votre envoi ne doit contenir au- cun objet dange- reux interdit par la réglementation postale. Valeur Value Poids net Net Wt.	

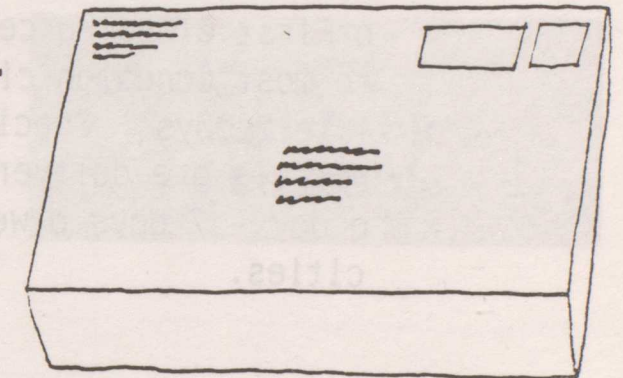
5. A fragile sticker shows that the parcel contains something that may break. For example: glasses, plates, cups and saucers.



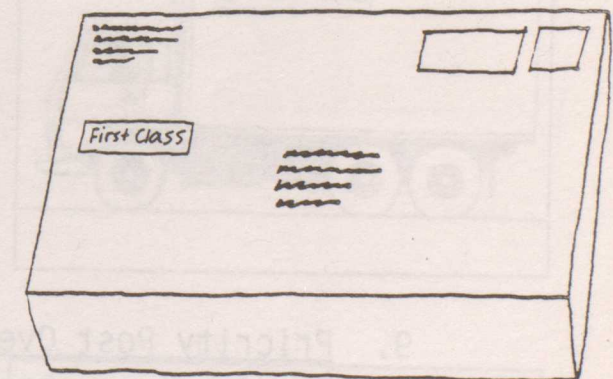
*Customs are the taxes or duties paid on goods brought into a country.

Words for Mailing Parcels

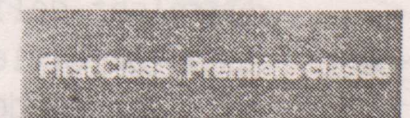
4. Parcel Post is the cheapest and the slowest way to mail a parcel. Delivery to most Canadian cities will take from 1 to 5 days. Delivery for longer distances will take up to 10 days.



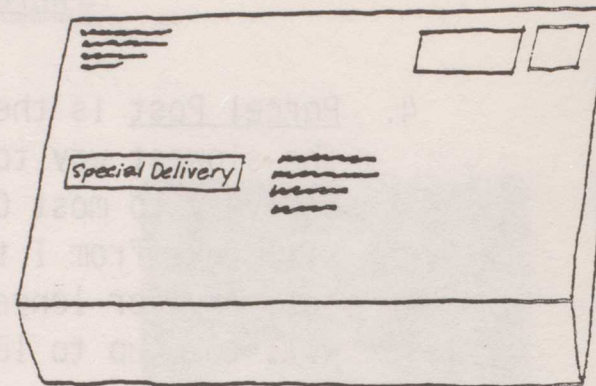
5. First Class Parcel is more expensive and faster than Parcel Post. Delivery to most Canadian cities will take from 1 to 3 days. Delivery for longer distances will take up to 7 days.



6. The First Class sticker is placed on all parcels mailed first class.



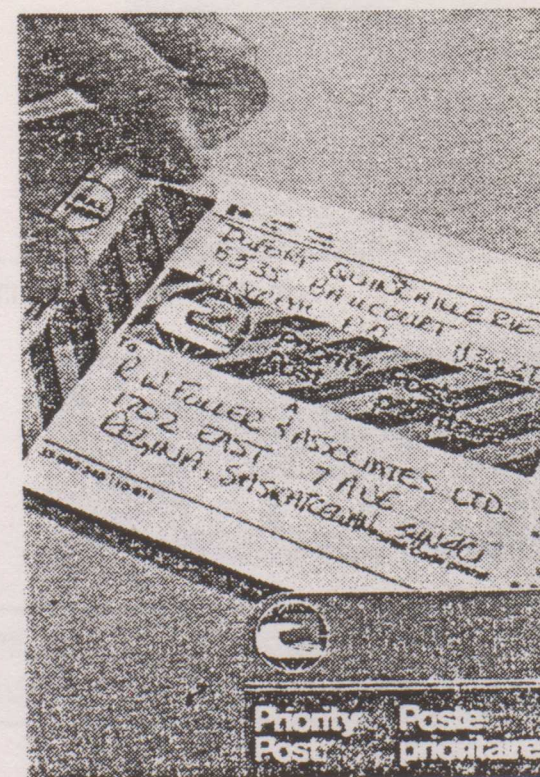
7. A Special Delivery Parcel is more expensive and faster than a First Class Parcel. Delivery to most Canadian cities takes 1 to 2 days. Special Delivery parcels are delivered 12 hours a day - 7 days a week in big cities.



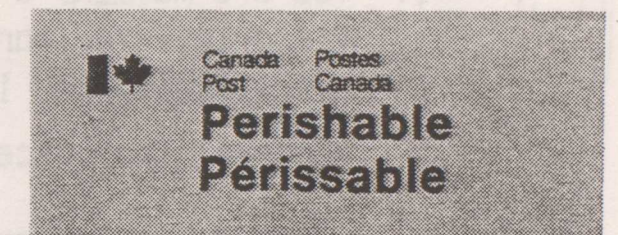
8. A Special Delivery sticker is placed on all parcels mailed special delivery.



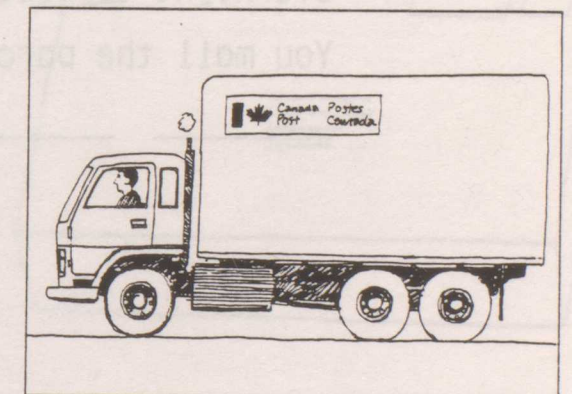
9. Priority Post Overnight Courier Service is a special parcel service. It is very fast and very expensive. There is overnight delivery to most Canadian cities. Delivery outside Canada takes 48 to 72 hours.



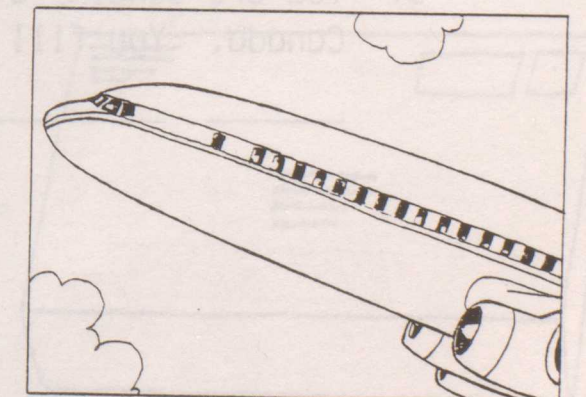
10. A perishable sticker shows that the parcel contains something that may spoil. For example, fruit, vegetables or cooked food.



11. You can mail parcels to countries outside Canada by surface mail. Surface mail is sent by train, truck and ship.

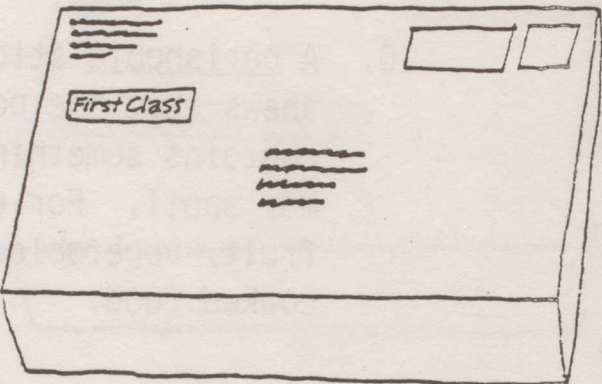


12. You can mail parcels to countries outside Canada by air mail. Airmail parcels are sent by airplane.



Fill in the blanks and practise the sentences.

1. You are mailing a parcel to Victoria. You want the parcel delivered in 3 days.
You mail the parcel _____



2. You are sending a special parcel overnight to Victoria.
You mail the parcel _____

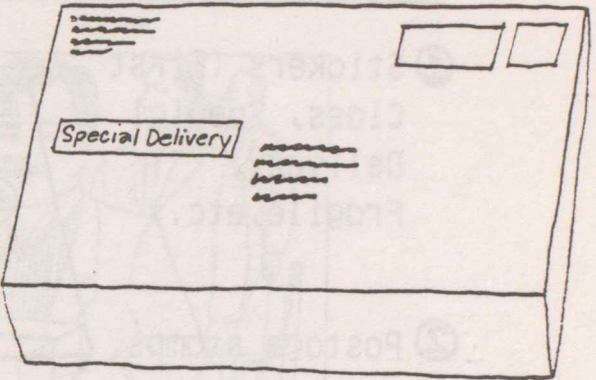


3. You are sending a parcel outside Canada. You fill in and put a _____ on the parcel.

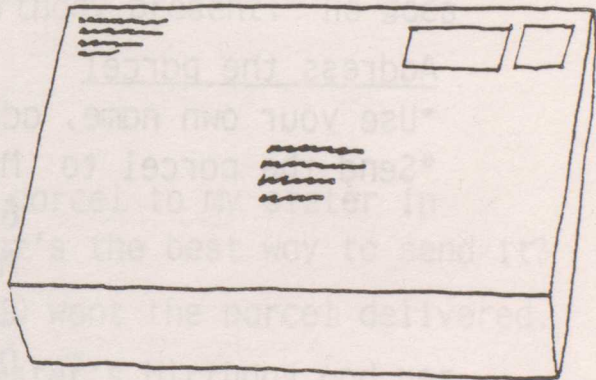
Douane		Customs	
Peut être ouvert d'office		May be opened officially	
Désignation détaillée de contenu		Detailed description of contents	
Cocher s'il s'agit:		Check if the item contains:	
d'un cadeau	<input type="checkbox"/> a gift		
d'un échantillon de marchandises	<input type="checkbox"/> a sample of merchandise		
Votre envoi ne doit contenir aucun objet dangereux interdit par la réglementation postale.		Your item must not contain any dangerous article prohibited by postal regulations.	
Valeur	Value	Poids net	Net Wt.

customs form First Class Priority Post Overnight Courier Service

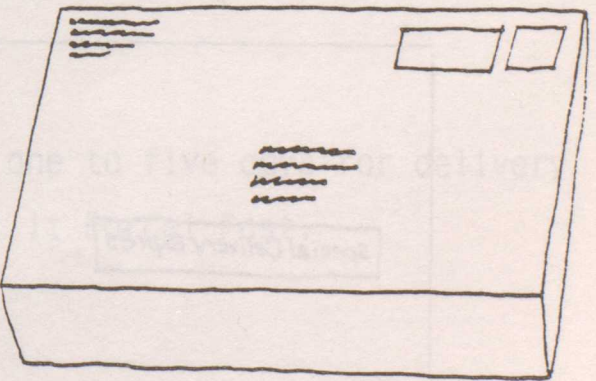
4. You are mailing a parcel to Montreal. You want the parcel delivered in 2 days.
You mail the parcel _____



5. You are mailing a parcel to Toronto. You want the parcel delivered in 5 days.
You mail the parcel _____



6. You are mailing a parcel to a country outside Canada. There is no hurry. You mail the parcel by _____



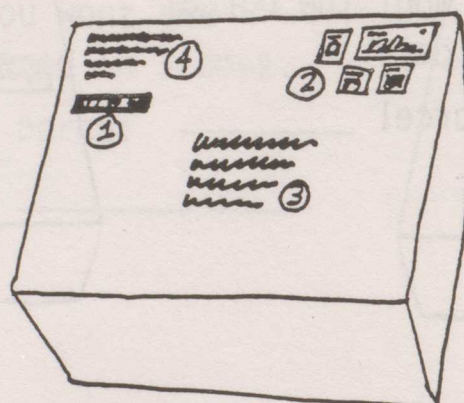
Parcel Post Special Delivery Surface Mail

Exercise 33 Addressing a Parcel

This is the correct way to address a parcel.

- ① Stickers (First Class, Special Delivery, Fragile, etc.)

- ② Postage stamps.



- ③ To the name, address, postal code and country of person receiving the parcel.

- ④ From the name, address, postal code and country of person sending the parcel.

(See pages 18, 19 & 20.)

Address the parcel

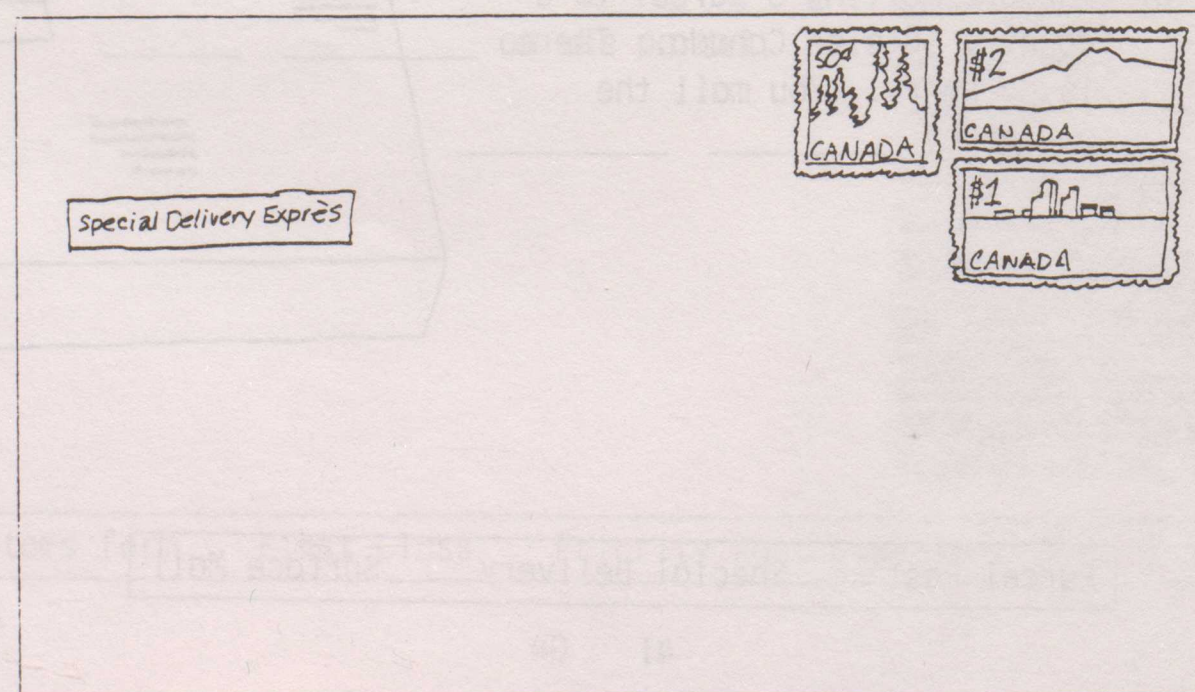
*Use your own name, address, postal code and country

*Send the parcel to Mr. Luis Pascal,
673 Mont Blanc Avenue,
Montreal, Quebec,
Canada.
O6R 2N9

*Postage stamps for \$3.50

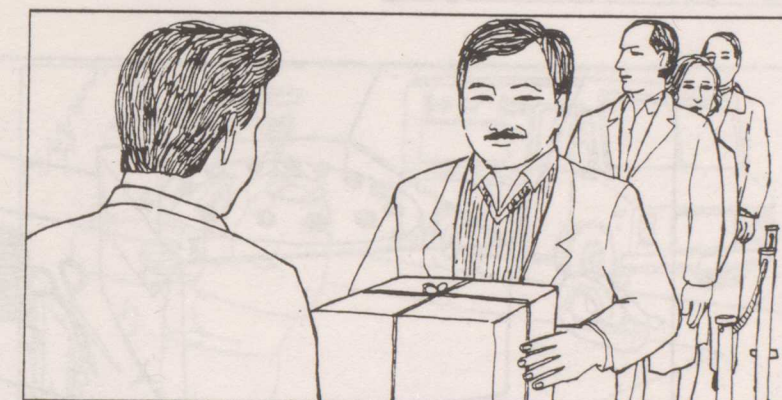
*The parcel contains three glass plates.

You are sending the parcel by Special Delivery.



Exercise 34 Thomas Mails a Parcel by Parcel Post

Read the story and the conversation.



Thomas Lee has a sister named Anna. Anna lives in Edmonton, Alberta. Thomas is sending Anna a birthday present. He goes to the Post Office.

Postal Clerk: Can I help you?

Thomas: Yes. I want to send a parcel to my sister in Edmonton, Alberta. What's the best way to send it?

Postal Clerk: That depends on when you want the parcel delivered.

Thomas: The parcel is for my sister's birthday and her birthday is in two weeks.

Postal Clerk: You should send your parcel by Parcel Post. It's the cheapest way and it'll arrive before your sister's birthday.

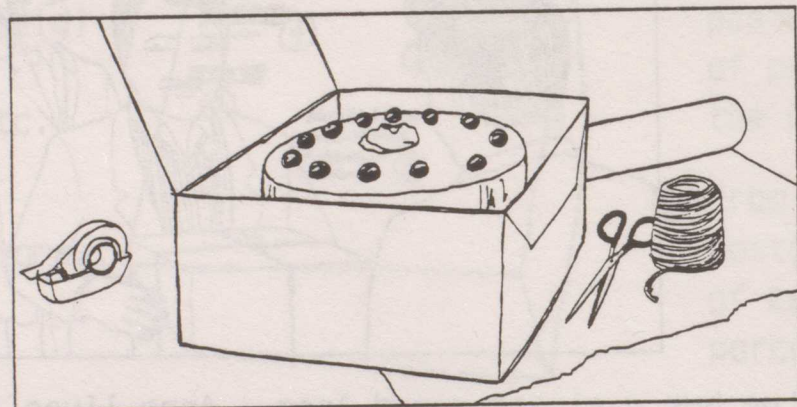
Thomas: How long will it take?

Postal Clerk: Parcel Post takes from one to five days for delivery.

Thomas: That's fine. I'll mail it Parcel Post.

Exercise 35 Mailing a Parcel First Class

Read and fill in the blanks.



You want to send your daughter a special cake. Your daughter lives in Calgary. You want the cake to arrive in three days.

Postal Clerk: Can _____ help _____?

You: Yes. I _____ to send a parcel to my _____ in _____. What is the best way to send it?

Postal Clerk: That depends on _____ you want your parcel _____.

You: There is a _____ inside the parcel. I want the parcel delivered in three days or the cake will spoil.

Postal Clerk: You should send your parcel _____.

You: How long will it _____?

Postal Clerk: A First Class parcel to Calgary will take from _____ to _____ days for delivery.

You: That's _____. I'll mail my _____ First Class.

Postal Clerk: You'll need a _____ sticker and a Perishable _____.

You: Thanks.

I	you	Calgary	delivered	cake
want	daughter	when	First Class	take
sticker	one	fine	parcel	First Class
three				

Exercise 36 Mailing a Parcel by Special Delivery

Read and fill in the blanks.



You are sending your brother two special books. Your brother lives in Montreal. Your brother wants the books delivered in two days.

Postal Clerk: Can _____ help _____?

You: Yes. I want to _____ two books to my _____ in _____. What is the best way to send it?

Postal Clerk: That depends on _____ you want your parcel delivered.

You: He _____ these books delivered in two _____.

Postal Clerk: You should send your parcel by _____.

You: How long will it _____?

Postal Clerk: A Special Delivery parcel to Montreal takes from _____ to _____ days and will be _____ 12 hours a day - seven days a week.

You: That's fine. I'll mail my _____ Special Delivery.

Postal Clerk: Here's a Special Delivery sticker and your stamps.

You: Thanks.

I	send	you	brother	Montreal
when	wants	parcel	delivered	two
one	days		take	Special Delivery

Exercise 37

The Delivery Notice

Discuss.

Have you received a Delivery Notice?

What was it for?

Where did you pick up your parcel and what identification did you use?

Read and discuss.

The Post Office delivers all parcels. Sometimes, a parcel is delivered when you are out. The parcel is returned to the Post Office and a Delivery Notice is left for you. The Post Office will keep a parcel for 15 days. You can pick up your parcel at the Post Office. You must bring the Delivery Notice and two pieces of identification.

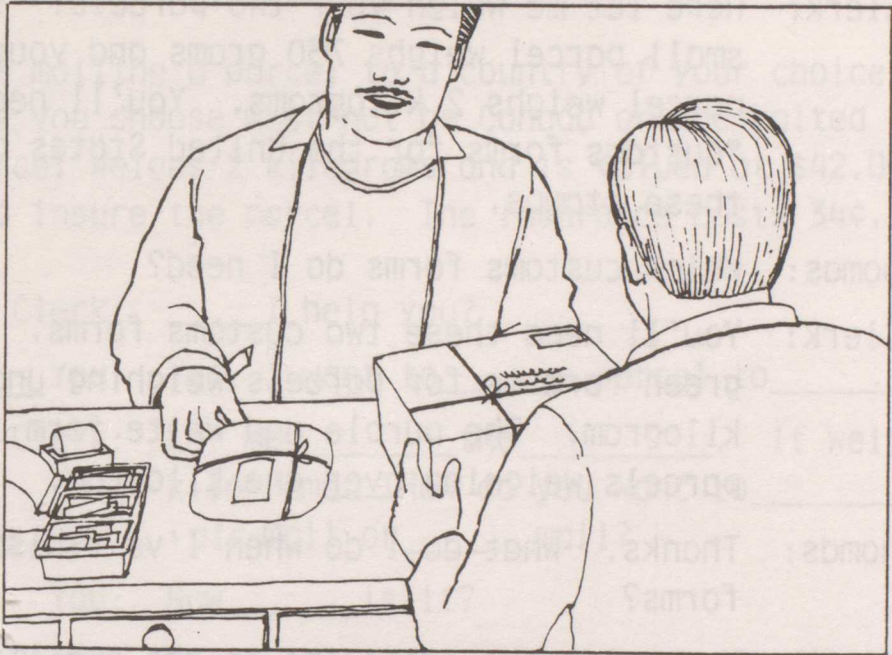
This is a Delivery Notice.

Delivery Notice		Avis de livraison		1 st Notice <input checked="" type="checkbox"/> 1 ^{er} avis		Final Notice <input type="checkbox"/> Dernier avis		Number 811		Numero	
								Day 05		Month 09	
										Year 86	
										An	
We were unable to make contact with you when delivery was attempted. Canada Post is holding the article indicated below for 15 days.											
L'envoi indique ci-dessous n'a pas pu vous être livré. Le bureau de poste le gardera pendant 15 jours.											
Priority Post <input type="checkbox"/>		Poste prioritaire <input type="checkbox"/>		Registered Mail <input type="checkbox"/>		Envoi recommandé <input type="checkbox"/>		COD CS Charges \$		Droit C.R. F.V.	
Certified Mail <input type="checkbox"/>		Poste certifiée <input type="checkbox"/>		Parcel <input checked="" type="checkbox"/>		Colis <input checked="" type="checkbox"/>		Postage Due \$		Port dû	
								Other <input type="checkbox"/>		Autre <input type="checkbox"/>	
To receive the item either:											
• take this card and personal identification to the Post Office shown on or after the day and time indicated; or											
• en présentant cette carte et une pièce d'identité au bureau de poste indiqué ci-dessous, à compter de la date et de l'heure précisées; ou											
• telephone the number shown to receive a second delivery for an extra charge .											
• en téléphonant au numéro indiqué pour que l'envoi vous soit de nouveau apporté moyennant un supplément.											
At Post Office		Au bureau de poste		STN. "G"		3760 WEST 10th AVE., VANCOUVER V6R 2G0		Telephone Number 6 6 6 — 2 0 6 8		Numero de téléphone	
Monday to Friday		Lundi au vendredi		8:30 A.M. 5:30 P.M.		Pick up on or after		Cueillir à compter de		If not called for will be returned on	
Saturday		Samedi		CLOSED						Si non réclamé sera retourné le	
Heures d'affaires						Day 6/9/86		Time 8:30 a.m.		Day 20	
										Month 09	
										Year 86	

Exercise 38

Thomas Mails Parcels to the United States

Read the story and the conversation.



Thomas Lee has a sister and a nephew living in the United States. He's sending an electric train to his nephew and a pair of gloves to his sister. He goes to the Post Office to mail the two parcels.

Postal Clerk: Can I help you?

Thomas: Yes. I want to mail these two parcels to San Francisco.

Postal Clerk: Do you want to send them surface mail or air mail?

Thomas: I'll send them air mail.

Postal Clerk: Here let me weigh your two parcels. Your small parcel weighs 750 grams and your large parcel weighs 2 kilograms. You'll need two *customs forms for the United States and these stamps.

Thomas: Which customs forms do I need?

Postal Clerk: You'll need these two customs forms. The green form is for parcels weighing under one kilogram. The purple and white form is for parcels weighing over one kilogram.

Thomas: Thanks. What do I do when I've finished the forms?

Postal Clerk: You stick the green one on the small parcel and the purple and white one on the large parcel.

Thomas: Do I need anything else?

Postal Clerk: Yes, you should put a Small Packet sticker on the small parcel.

Thomas: Thanks.

Postal Clerk: You're welcome.

Exercise 39

Mailing a Parcel Outside Canada and the United States

Read and fill in the blanks.

You are mailing a parcel to a country of your choice. The country you choose must not be Canada or the United States. The parcel weighs 2 kilograms and is valued at \$42.00. You want to insure the parcel. The insurance costs 34¢.

Postal Clerk: _____ I help you?

You: Yes, I want to _____ a parcel to _____.

Postal Clerk: Let me _____ the _____. It weighs _____ kilograms. How do you want to _____ it: air mail or _____ mail?

You: How _____ is it?

Postal Clerk: Air mail to _____ is \$12.51 for two kilograms and surface mail is \$9.39.

You: I'll send it _____.

Postal Clerk: Fill _____ this form for _____ and insurance. Give me one copy, stick one copy on your parcel and keep one copy for yourself as a _____.

You: How much do I _____ you?

Postal Clerk: It's \$12.51 for _____ and 34¢ for insurance. That _____ to \$12.85.

You: Here you _____. Thanks for your help.

postage	weigh	two	air	air mail	customs
mail	parcel	send	surface	in	much
owe	Can	are	comes	receipt	

Exercise 40 The Customs Form for Parcels Weighing Under One Kilogram

Read and answer the questions.

This is the customs form used for all parcels weighing under one kilogram. This form must be placed on all parcels mailed to countries outside Canada. The small packet sticker is also put on all parcels under one kilogram.


Douane Peut être ouvert d'office	Customs May be opened officially
Désignation détaillée de contenu	Detailed description of contents
1 pair of gloves	
Cocher s'il s'agit:	Check if the item contains:
d'un cadeau	<input type="checkbox"/> a gift
d'un échantillon de marchandises	<input type="checkbox"/> a sample of merchandise
Votre envoi ne doit contenir aucun objet dangereux interdit par la réglementation postale.	Your item must not contain any dangerous article prohibited by postal regulations.
Valeur Value	Poids net Net Wt.
\$ 9.00	750 grams

1. This customs form is used for all packages weighing _____.
2. Write a description of the contents of the parcel.
3. What is the value of the parcel?
4. What is the weight (wt.) of the parcel?
5. You put a _____ sticker on all parcels under one kilogram.

Exercise 41 The United States Customs Form for Parcels Weighing Over One Kilogram

Read and answer the questions.

This is the customs form used in the United States for all parcels over one kilogram. This form must be placed on all parcels mailed to the United States.

 Canada Post Postes Canada		Customs Document Déclaration en douane	
Name and Address of Sender Nom et adresse de l'expéditeur		Gross Weight Poids brut	
Thomas Lee 486 E. Pender St. Vancouver, Canada V6R 1H1		2 Kg	0 g
Itemized List of Contents Désignation détaillée du contenu		Value Valeur	Net weight of each item Poids net de chaque envoi
One Electric Train		\$ 17 11	2 0
		Total	\$ 17 11 2 0
Sender's Instructions in case of Non-Delivery Unless disposal instructions are given, the parcel will be returned without notice at sender's expense. If delivery of this parcel cannot be effected, dispose of it as checked below:		Instructions de l'expéditeur en cas de non-livraison À moins d'instructions précises de la part de l'expéditeur, le colis lui sera retourné sans préavis et à ses frais. Si le colis ne peut être livré, en disposer tel qu'indiqué ci-dessous:	
<input checked="" type="checkbox"/> Return to Origin (at sender's expense)	<input type="checkbox"/> Renvoyer à l'origine (aux frais de l'expéditeur)	<input type="checkbox"/> By Surface	par voie de surface
<input type="checkbox"/> Deliver or redirect to	Livrer ou réexpédier à	<input checked="" type="checkbox"/> By air	par voie aérienne
<input type="checkbox"/> by surface	par voie de surface	Name and address Nom et adresse	
<input type="checkbox"/> by air	par voie aérienne		
<input type="checkbox"/> Treat the parcel as abandoned		Traiter ce colis comme étant abandonné	
Your item must not contain any dangerous article prohibited by postal regulations.		Votre envoi ne doit contenir aucun objet dangereux interdit par la réglementation postale.	
		Signature of sender Signature de l'expéditeur	
		Thomas Lee	

1. When do you use this customs form?
2. What is the name and address of the sender?
3. The contents of the parcel are _____.
4. The weight of the train is _____.
5. The value of the train is _____.

Exercise 42 Sophia Mails a Parcel to Italy

Read and practise the story and conversation.



Sophia Oliveri is mailing a sweater and blouse to her sister. Her sister lives in Florence, Italy. She goes to the Post Office to mail her parcel.

Postal Clerk: Can I help you?

Sophia: Yes, I want to mail a parcel to Italy.

Postal Clerk: Let me weigh the parcel. It weighs 3 kilograms. How do you want to send it...air mail or surface mail?

Sophia: How much is it?

Postal Clerk: Air mail to Italy is \$18.10 for three kilos and surface mail is \$14.20.

Sophia: Surface mail takes a lot longer. I'll send it air mail. I'd like to insure it.

Postal Clerk: Fill in this form for customs and insurance. When you're finished, give me one copy, stick one copy on your parcel and keep one copy for yourself as a receipt.

Sophia: Thanks. How much do I owe you?

Postal Clerk: It's \$18.20 for postage and 34¢ for insurance. That comes to \$18.54.

Sophia: Here you are and thanks for your help.

Exercise 43 The Customs Form for Parcels Mailed to Countries Outside Canada and The United States

Read and discuss.

This is the customs form used for all parcels weighing over one kilogram. This form must be on all parcels mailed to countries outside Canada and the United States. This form is also used for insuring parcels.

Canada Post / Postes Canada		Customs Declaration / Déclaration en douane		C2/CP3 CP2		V 27917	
Name and Address of Sender		Name and Address of Addressee		Office of Origin / Bureau d'origine		Date	
Sophia Oliveri 6611 Commercial Drive, Vancouver, B.C., Canada V7N 3N9		Anna Oliveri, 77 Roma Way, Florence, Italy.		VANCOUVER SUB STATION 411		March 25, 1987	
Gross Weight / Poids brut: 3 kg		Insured Value / Valeur déclarée: \$40.00		Rate / Taux: \$18.10		Insurance Fee / Taxe d'assurance: \$0.34	
Senders Instructions / Instructions de l'expéditeur en cas de non-délivrance (at sender's expense) (aux frais de l'expéditeur)		Itemized List of Contents / Désignation détaillée du contenu		Net Weight / Poids net: 1 800 g		Value: \$25.00	
<input checked="" type="checkbox"/> Return to origin by surface / Renvoyer à l'origine par voie de surface <input type="checkbox"/> Return to origin by air / Renvoyer à l'origine par voie aérienne <input type="checkbox"/> Deliver or redirect by surface / Livrer ou réexpédier par voie de surface <input type="checkbox"/> Deliver or Redirect by air / Livrer ou réexpédier par voie aérienne To the following address: / à l'adresse suivante:		1 sweater 1 blouse		1 200 g \$15.00		I hereby declare that this consignment does not contain any dangerous substance or any non-mailable matter as defined under the Transportation of Dangerous Goods Act or the Canada Post Corporation Act and I further declare that I fully understand the extent of this declaration. Je, soussigné, déclare que cette expédition ne contient aucune substance dangereuse ni aucun objet non-transmissible aux termes de la Loi sur le transport des marchandises dangereuses ou de la Loi sur la Société canadienne des postes. Je déclare en outre que je comprends parfaitement la portée de la présente déclaration. Signature of sender / de l'expéditeur:	
		Insured / Assuré					
		43-074-173 (85-08)					

English As A Second Language

Community Survival Skills

OTHER POSTAL SERVICES



Exercise 44 Paul and Maria Change Their Mailing Address

Read the story and the conversation.



Paul and Maria Vanen are moving from Vancouver to Victoria. They want their mail sent to their new address. Paul and Maria go to the Post Office.

Postal Clerk: May I help you?

Maria: We want to change our mailing address.

Postal Clerk: Do you know your new address and postal code?

Maria: Yes, we do.

Postal Clerk: Alright...There are two forms. One is a change of address request that you mail to the Post Office. The other is an announcement that you mail to all the people who need to know your new address.

Maria: How much will it cost?

Postal Clerk: You have to pay \$9.50 postage on the request that you mail to the Post Office. You pay regular postage on the announcements that you mail to the people who need your new address.

Maria: How long will the Post Office *forward our mail to our new address?

Postal Clerk: The Post Office will forward your mail for four months.





Maria: May we have the change of address forms?
Thanks for your help.

*forward - send mail to a new address

Exercise 45 The Change of Address Request Card

Read and discuss.

This is the front of the card - You put the \$9.50 in postage inside the dotted square. You address the card to The Post Office nearest to your home address.

 Canada Post Corporation	 Société canadienne des postes	<div style="border: 1px dashed black; padding: 5px;">Affix Postage Covering Service Fee Here</div>	<div style="border: 1px dashed black; padding: 5px;">Apposer un timbre pour acquitter les droits du service</div>	<div style="border: 1px solid black; padding: 5px;"> Canada Post  Postes Canada On Postal Service Service des postes</div>
The Postmaster at:		Au Maître de poste de:		
Station "G" 3760 West 10 Ave. Vancouver V6R 2G0 Canada				

This is the back of the card - You fill in your address and the date you want your mail forwarded to your new address.

Request for	Demande de
<input checked="" type="checkbox"/> Redirection of Mail <input type="checkbox"/> Temporary redirection of Mail <input type="checkbox"/> Holding of Mail	<input type="checkbox"/> reexpedition du courrier <input type="checkbox"/> réexpedition temporaire du courrier <input type="checkbox"/> retenir le courrier
Important The applicable fee must be paid. 1 For each 3 month period or portion thereof that redirection of mail is requested. 2 For each month or portion thereof that you request mail held from delivery.	Important Les droits requis doivent être acquittés. 1 Pour chaque période de trois mois ou partie de mois durant laquelle la réexpedition du courrier est demandée. 2 Pour chaque mois ou partie de mois durant lequel vous désirez que votre courrier soit retenu.
Please print clearly En majuscules s.v.p.	
Last Name Nom First Name Prénom	
VANEN MARIA AND PAUL	
<input type="checkbox"/> Self Only <input checked="" type="checkbox"/> And Family <input type="checkbox"/> Moi seul <input checked="" type="checkbox"/> et famille	
Old Address Ancienne adresse	
110 Box R.R. or Apt. No. No. and St. Case postale, n° de la R.R. ou de l'app. n° et rue	
3411 WEST 6. AVE	
City Ville Prov. Postal CODE postal	
VANCOUVER B.C. V6Z 2M2	
New address Nouvelle adresse	
110 Box R.R. or Apt. No. No. and St. Case postale, n° de la R.R. ou de l'app. n° et rue	
1588 TRANSIT ROAD	
City Ville Prov. New Postal Code Nouveau code postal	
VICTORIA B.C. V6Z 2Z2	
Effective A compter	
From Du 010986 ON LE	
Signature Date	
Maria D. Vanen	

Exercise 46 The Change of Address Announcement

Read and fill in the announcement.

You mail change of address announcements to the people who need to know your new mailing address. You mail it with regular postage.

Fill in the change of address announcement using your name, address, postal code and telephone number.

Change of Address Announcement		Annonce de changement d'adresse	
Name (block letters)		Nom (en majuscules)	
Old Address Street No., Apt. No., P.O. Box or R.R. No.		Ancienne adresse N° de rue, n° d'app., n° de C.P. ou de R.R.	
1738 Ontario Street			
City Ville		Province	
VANCOUVER		B.C.	
Postal CODE postal		V I B N 2 M 8	
New Address Street No., Apt. No., P.O. Box or R.R. No.		Nouvelle adresse N° de rue, n° d'app., n° de C.P. ou de R.R.	
City Ville		Province	
New Postal Code Nouveau code postal			
Telephone Téléphone		Area Région Number Numéro	
Reference / Subscription No.		N° de compte / d'abonnement	
Please change my mailing address starting on		Veuillez changer mon adresse postale à compter du	
Signature		D J M Y A	

Exercise 47 Thomas Rents a Post Office Box

Read the story and fill in the blanks.



Thomas Lee works on a fishing boat. He's out of town a lot. He lives with his brother when he's in town. Thomas needs an address for his mail. He goes to the Post Office near his brother's house. He rents a Post Office box for a year. Now Thomas has a mailing address and he can pick up his mail anytime. This is Thomas Lee's mailing address:

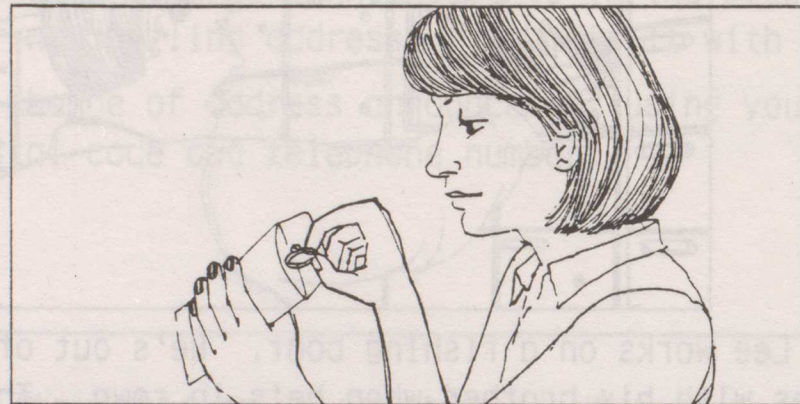
Thomas Lee,
Post Office Box 141
Vancouver, B.C.
V6R 1N1

Thomas Lee works on a fishing _____.
He's out of _____.
Thomas needs an _____ for his mail.
He decides to get a _____.
He can _____ a Post Office Box by the _____.
Now, he has an address for his _____ and he can get his mail _____ he's in _____.

boat	a lot	Post Office box	mail
address	rent	town	month
			anytime

Exercise 48 Maria Uses a Money Packet

Read and answer the questions.



Maria is sending a valuable ring to her mother in Montreal. She's worried about mailing it. She goes to the Post Office.

Postal Clerk: May I help you?

Maria: I'm mailing a ring to my mother. It's a valuable ring. What's the best way to mail it?

Postal Clerk: You should mail the ring in a Money Packet.

Maria: What's a Money Packet?

Postal Clerk: A Money Packet is the best way to send valuables anywhere in Canada or the U.S.A. It's like a *registered letter. You fill in the same forms.

Maria: Is it insured?

* For more information on registered letters see pages 24 to 27.

Postal Clerk: Yes, there's a basic insurance of \$100.00 on all Money Packets...

Maria: Thanks for your help. I will send the ring by Money Packet.

1. What is the best way to send valuables in Canada and The United States?

2. A Money Packet is like a _____

3. How much is the basic insurance on a Money Packet?

Exercise 49 Maria Sends a Money Order

Read the story and the conversation.



Maria has a brother named Peter. Peter lives in Toronto. Maria is sending Peter a Money Order. Maria buys the Money Order at the Post Office.

Postal Clerk: Yes, may I help you?

Maria: I want to buy a Money Order for \$75.00. I want to send it to my brother in Toronto.

Postal Clerk: How much will it cost?

Postal Clerk: It will cost \$75.00 plus 75¢ for sending a money order inside Canada.

Maria: Here's the \$75.75. What do I write?

Postal Clerk: Write your brother's name and address where it says PAY TO and your name and address where it says SENDER.

Maria: OK. I've finished.

Postal Clerk: You keep the top copy of the Money Order as your receipt.

Maria: When will my brother get this Money Order?

Postal Clerk: Money Orders sent inside Canada usually take from five to seven days.

Maria: Thanks.

Postal Clerk: You're welcome.

Exercise 50 Maria Sends a Money Order

Fill in the blanks.

Postal Clerk: Yes, may I _____ you?

Maria: I want to buy a _____ for \$75.00.

I want to send it to my _____ in _____.

How much will it cost?

Postal Clerk: It will cost \$75.00 plus _____¢ for sending a Money Order _____ Canada.

Maria: Here's the \$75.75. What do I write?

Postal Clerk: Write your brother's _____ and _____ where it says PAY TO. Write _____ name and address where it says SENDER.

Maria: OK. I've finished.

Postal Clerk: You keep the top copy of the Money Order as your _____.

Maria: When will my brother _____ this Money Order?

Postal Clerk: Money Orders sent inside Canada usually take from _____ to _____ days.

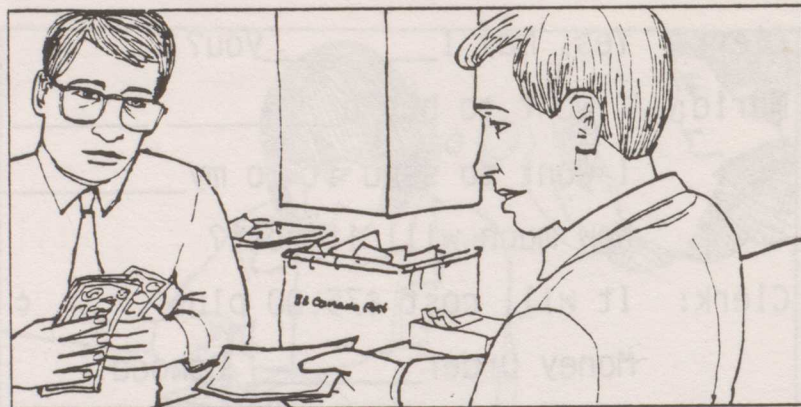
Maria: Thanks.

Postal Clerk: You're welcome.

Money Order	inside	help	name and address
Toronto	75¢	brother	owe
your	receipt	get	five to seven

Exercise 51 Peter Cashes a Money Order

Read the story and the conversation.



One week later, Peter received Maria's Money Order for \$75. He went to the Post Office to cash the Money Order.

Peter: May I have cash for this Money Order?

Postal Clerk: Is it made out to you?

Peter: Yes. It's from my sister in Vancouver.

Postal Clerk: Do you have two pieces of identification?

Peter: I have my passport and medical card.

Postal Clerk: That's fine...Sign your name on the back of the Money Order. Be sure to sign your name exactly as it is on the front of the Money Order.

Peter: I've signed it.

Postal Clerk: That's good. Here's your money, \$75.

Peter: Thanks.

Answer the questions.

1. Where do you cash a Money Order?

2. How many pieces of identification do you need to cash a Money Order?

3. Where do you sign a Money Order to cash it?

Exercise 52 Thomas Sends a Money Order Advice Form

Read the story and the conversation.



Thomas Lee's mother lives in Hong Kong. Thomas saved two hundred dollars. He wants to send a money order to his mother in Hong Kong. Thomas goes to the Post Office to buy a Money Order.

Postal Clerk: May I help you?

Thomas: Yes, I want to send a Money Order to my mother. She lives in Hong Kong.

Postal Clerk: Let me check on Hong Kong...For Hong Kong you'll need a Money Order for two hundred dollars and a Money Order Advice Form.

Thomas: What is a Money Order Advice Form?

Postal Clerk: The Post Office in Hong Kong doesn't cash Money Orders for Canadian dollars..The Money Order must be changed into Hong Kong dollars. The Money Order Advice Form is the form used to change Canadian dollars to another *currency.

Thomas: That's fine. How long will it take?

Postal Clerk: Your mother will receive your Money Order in Hong Kong dollars in two to three weeks.

Thomas: Here's my money. I've filled out the Money Order and Money Order Advice Form. Thanks for your help.

Postal Clerk: You're welcome.

*Currency is the kind of money used in a country. For example, the yen is used in Japan, and the lire is used in Italy and Hong Kong dollars are used in Hong Kong.

Exercise 53 Thomas Sends a Money Order Advice Form

Fill in the blanks.

Postal Clerk: May I _____ you?

Thomas: Yes I want to send a _____ to my
_____. She lives in _____.

Postal Clerk: Let me _____ on Hong Kong. For Hong Kong,
you'll need a money order for two hundred
dollars and a _____.

Thomas: _____ a Money Order Advice Form?

Postal Clerk: The Post Office in Hong Kong doesn't _____
money orders for Canadian dollars. The money
order must be _____ into Hong Kong dollars.
The Money Order Advice Form is the form used to
change Canadian dollars to another _____.

Thomas: That's fine. How long will it _____?

Postal Clerk: Your mother will receive your money order in Hong
Kong dollars in _____ to _____ weeks.

Thomas: Here's my money. I've _____ the Money
Order and the Money Order Advice Form. Thanks
for your help.

Postal Clerk: You're _____.

help	currency	What's	Money Order Advice Form
mother	welcome	two to three	cash
changed	Hong Kong	Money Order	take
check	filled out		

Exercise 54 More Information on Money Orders

Read the story and answer the questions.

The Post Office will mail money anywhere in the world for a
small charge. There is no limit on the amount of money that
can be sent. However the largest single amount you can mail
is \$200.00. If you wanted to send \$400.00, you would buy two
Money Orders for \$200.00 each. Money Orders can be cashed at
any Post Office or bank. A Money Order Advice Form is used for
those countries that don't cash money orders in Canadian dollars.
For example, by using this form you can change Canadian dollars
into yen in Japan, lire in Italy and Hong Kong dollars in Hong
Kong. A regular Money Order takes five to seven days for
delivery. A Money Order Advice Form takes two to three weeks
for delivery.

1. Where will the Post Office mail money?

2. What is the largest single amount of money you can mail?

3. Where can Money Orders be cashed?

4. What is the Money Order Advice Form used for?

5. How long does a regular Money Order take for delivery?

6. How long does a Money Order Advice Form take for delivery?

Exercise 55 What Are You Doing At The Post Office?

Read and practise these questions.

1. What are you doing?
I'm mailing a parcel.



2. What are you doing?
I'm renting a Post Office box.



3. What are you doing?
I'm filling in a Change of Address Announcement.

Change of Address Announcement	Annonce de changement d'adresse
Name (Last, first) Nom (last, first)	
Old Address Street No. Apt. No. P.O. Box or R.R. No.	Ancienne adresse Rue No. Apt. No. P.O. Box or R.R. No.
City VANCOUVER	Ville V.C.
Postal Code V6B 2M1B	
New Address Street No. Apt. No. P.O. Box or R.R. No.	Nouvelle adresse Rue No. Apt. No. P.O. Box or R.R. No.
City Vancouver	Ville V.C.
Postal Code V6B 2M1B	
Telephone Téléphone	
Signature Signature	

4. What are you doing?
I'm sending a Money Order.



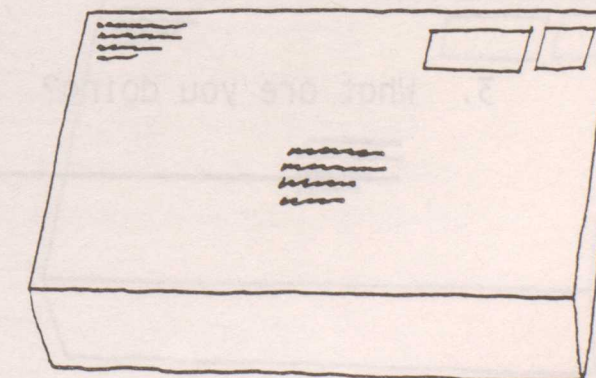
5. What are you doing?
I'm cashing a Money Order.



6. What are you doing?
I'm using a Money Packet for my ring.



7. What are you doing?
I'm addressing a parcel.



8. What are you doing?
I'm filling in the Customs Form on my parcel.

Deuxième Peut être ouvert d'office	Customs May be opened officially
Designation de contenu	Detailed description of contents
Contenu Small package up to 100g	
Cochez s'il s'agit: d'un cadeau d'un échantillon de marchandises	Check if the item contains: <input type="checkbox"/> a gift <input type="checkbox"/> a sample or merchandise
Votre envoi ne doit contenir au- cun objet dan- gereux interdit par la réglementation postale.	Your item must not contain any dangerous article prohibited by postal regula- tions.
Valeur Value	Poids net Net wt.

Exercise 56 What Are You Doing At The Post Office?

Read and fill in the blanks.

1. What are you doing?



2. What are you doing?



3. What are you doing?

Change of Address Annonciement	Announcement d'adresse
Name (Last, first) Old Address Street No. Apt. No. P.O. Box or R.F. No. City Province Postal Code	Name (Last, first) New Address Street No. Apt. No. P.O. Box or R.F. No. City Province Postal Code
1738 Ontario Street Vancouver B.C. V6N 1B8	1738 Ontario Street Vancouver B.C. V6N 1B8
Reason for change Date of change	Reason for change Date of change
Signature	Signature

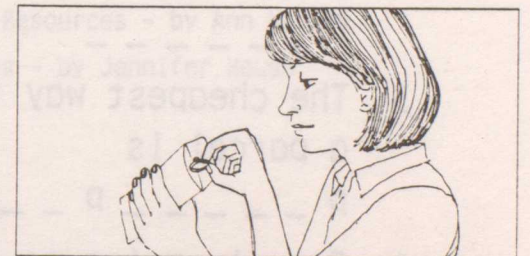
4. What are you doing?



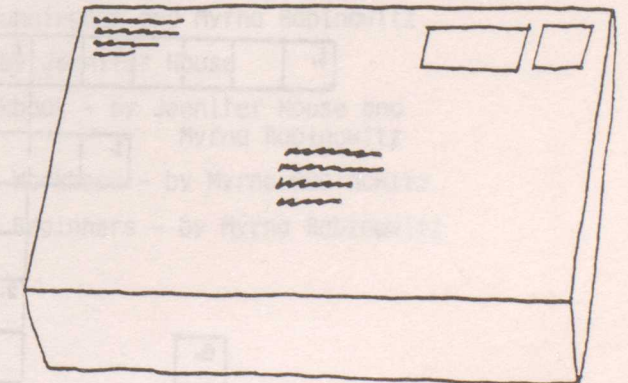
5. What are you doing?



6. What are you doing?



7. What are you doing?



8. What are you doing?

Douane Pays d'origine Designation de détailée de contenu	Customs May be opened officially Detailed descrip- tion of contents
Small packages up to 10kg	Small packages up to 10kg
Cocher s'il s'agit d'un cadeau d'un échantillon de marchandises	Check if the item contains: <input type="checkbox"/> a gift <input type="checkbox"/> a sample of merchandise
Votre envoi ne doit contenir au- cun objet dange- reux interdit par la réglementation postale	Your item must not contain any dangerous articles prohibited by postal regula- tions
Valeur	Value
Poids net	Net Wt.

Exercise 57 A Crossword Puzzle: Words for the Post Office.

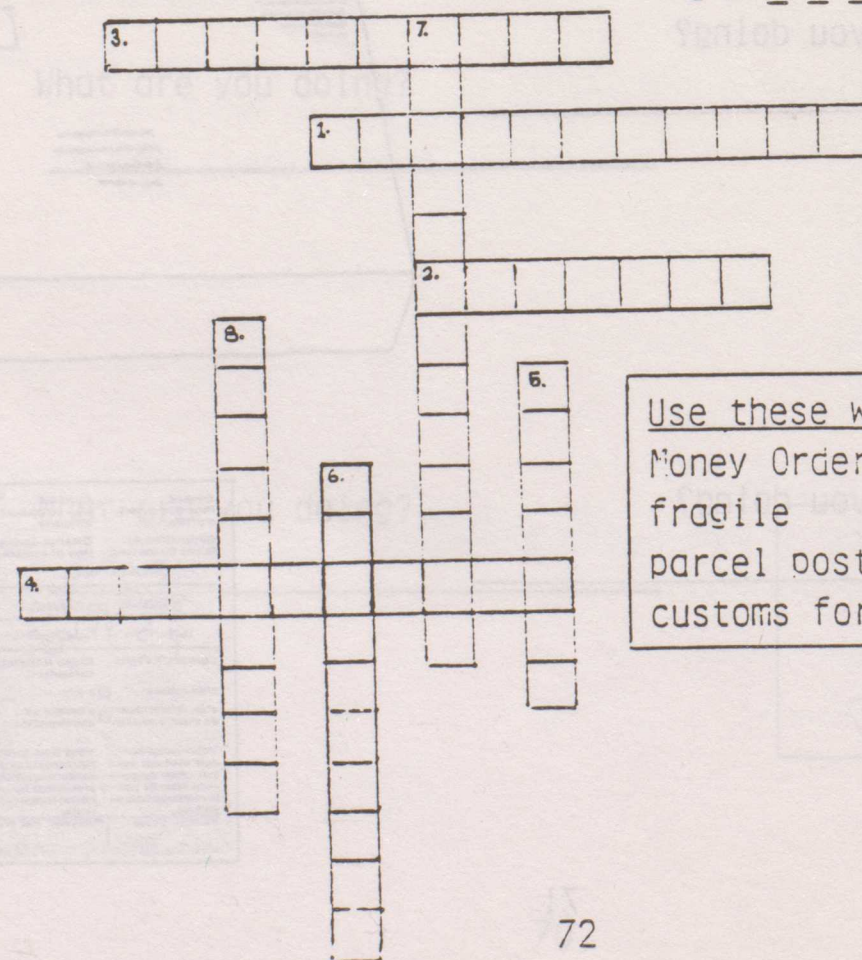
Fill in the blanks and write the words on the puzzle.

Across

1. A person who works at a post office is called a
p _ _ _ _ _ c _ _ _ _
2. A sticker that indicates the parcel contains glass reads
f _ _ _ _ _
3. The cheapest way to mail a parcel is
p _ _ _ _ _ p _ _ _
4. Parcels going to countries outside Canada must have a
c _ _ _ _ _ f _ _ _

Down

5. The person who delivers parcels is called a
p _ _ _ _ _ or a letter carrier
6. The place you go to mail a parcel is called the
P _ _ _ O _ _ _ _
7. A box at the Post Office where mail can be delivered is called a
P _ _ _ O _ _ _ _ B _ _
8. The form you use to send money in the mail is called a
M _ _ _ _ O _ _ _ _



Use these words:

Money Order	Post Office
fragile	Post Office Box
parcel post	postal clerk
customs form	postman

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Exercise 57 - A Crossword Puzzle: Words for the Post Office

Fill in the blanks and write the words on the puzzle.

Across

Down

1. A person who works at a post office is called a _____.
2. A sticker that indicates the parcel's contents is called a _____.
3. The charged amount for a parcel is called a _____.
4. Parcels going to countries outside your country are called _____.
5. The person who delivers parcels is called a _____.
6. The place you go to mail a parcel is called the _____.
7. A box at the Post Office where mail can be delivered is called a _____.
8. The form you use to send money in the mail is called a _____.

Use these words:

Money Order Post Office
fragile Post Office box
parcel post postal clerk
customs form postman

