

Yesterday John went there to mail a small package and to pick up a book of stamps. He waited for his turn in line and when he got up to the window, the clerk asked him,

CONVERSATION

Clerk: What can I do for you?"

John: Well, I need a book, a roll of stamps. And I need to send this package priority to San Francisco.

Clerk: You want insurance with that?

John: Uh, I don't know, what do you recommend?

Clerk: Well, you can send it priority with tracking if you want to see when it gets there, you can send it insured if the contents are valuable, or you can do both.

John: Okay, I'll take the insurance.

Clerk: Then step aside to fill out the insurance form, and bring it back up to me when you're finished.

With that, he was waved aside to fill out the form.

Clerk: Next in line!

When he finished filling out the form, he waited patiently until the gentleman being waited on in front of him was finished, and then stepped back up to the window.

Clerk: Sorry, I'm on break now. She can help you at the next window.



VOCABULARY

***Package priority – special delivery (especially for important documents)**

***Insurance - a means of protection**

***Tracking – monitor the course**

***Wave aside – set aside**



LET'S TALK

- 1. Have you ever sent an important package? Did you send it as package priority?**
- 2. Are you confident that your package will be delivered on time and safely?**
- 3. What other possible problems one can encounter when delivering packages?**
- 4. Was there a time that you were waiting for an important package to be delivered but it took a long time for you to receive it? Tell something about it. Use as many vocabulary listed above.**