

UNIT 9  
SPEAKING

# THE POST OFFICE

- OBJECTIVES

- **Aims:** Students learn how to make requests and to talk about different postal and telecommunication services.
- **Lexical items:** words or phrases related to the process of sending a document and having a telephone line installed at home.
- **Structures:** Sentences used to describe a process.
- **Teaching aids:** projector, textbook, computer, some pieces of cardboard, markers.

**BEFORE YOU SPEAK**

Can you guess what service the customers are using in these pictures?

- **Picture 1:** The service the customer is using is the Fax Service
- **Picture 2:** The service the customer(s) is / are using is the Express Mail Service / Express Money Transfer ....v.v





# Can you guess what service the customers are using in these pictures?

- **Picture 3:** The service the customer is using is the Mail Service.....
- **Picture 4:** The service the customer is using is the Parcel Service.....

Picture: 3



Picture: 4



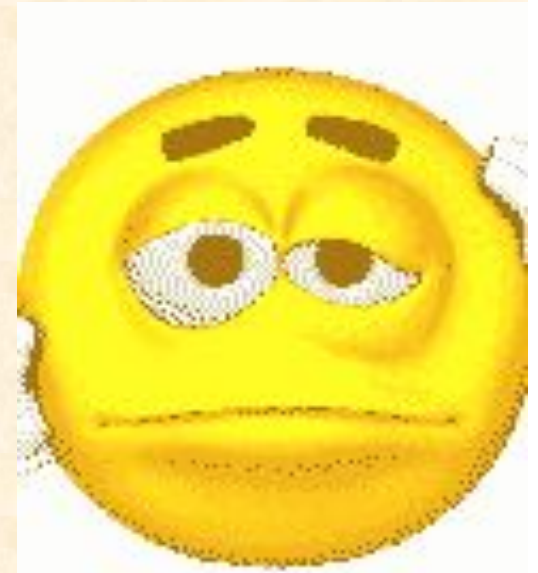
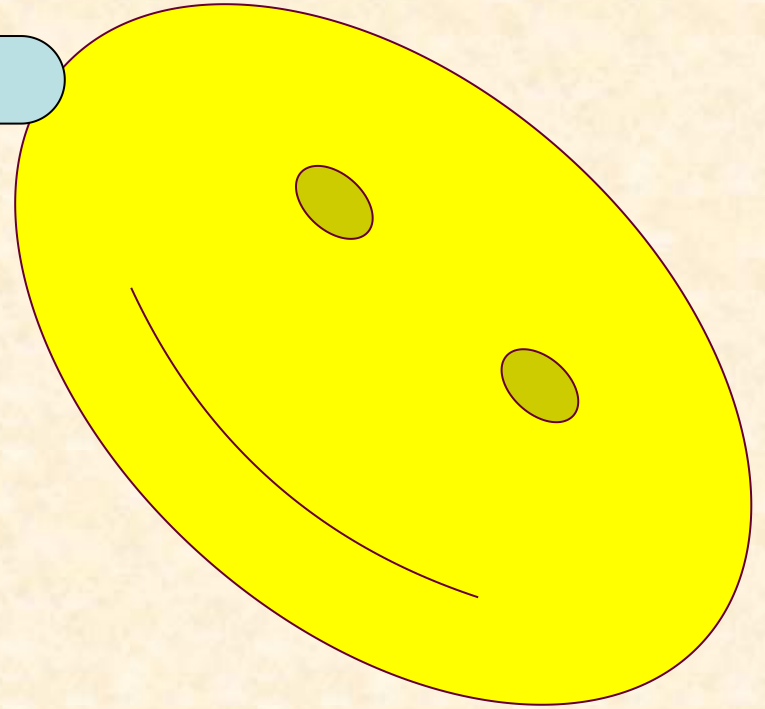
# NEW WORDS

- 1. Install [in'stɔ:l] (v); Installation [ˌɪnstə'leɪʃn]
- 2. Have a telephone line installed at home
- 3. Register ['redzɪstə]  
Registration [ˌredzɪ'streɪʃn]
- 4. Monthly fee ['mʌnθli 'fi:]
- 5. Fill in a form (v)
- 6. Subscribe [səb'skraɪb] (v)
- 7 A bunch of red roses [bʌntʃ] (n)

UNIT: 9 SPEAKING



**WHILE YOU SPEAK**

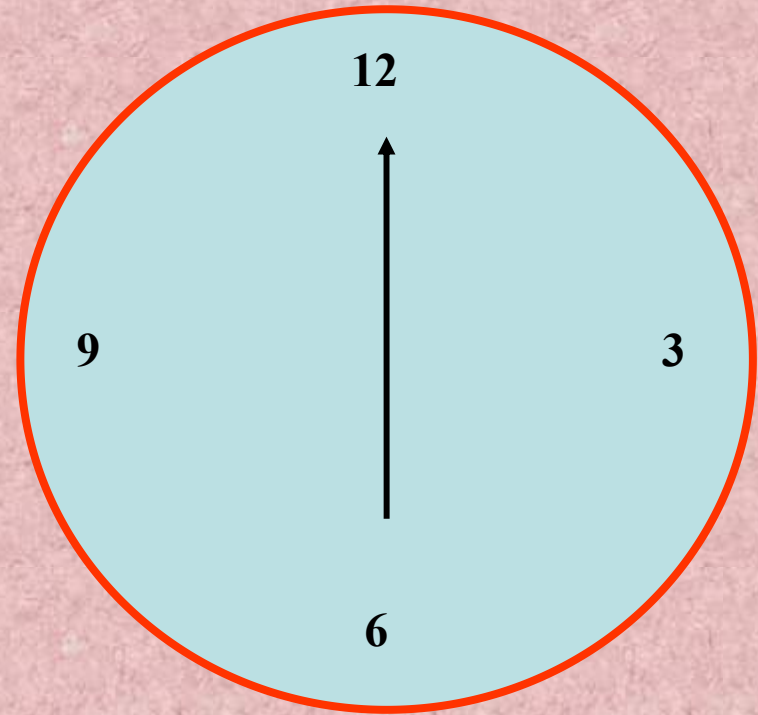


# *Work in pairs*

## Task: 1

- A: Excuse me!
- B: Yes? What can I do for you, sir?
- A: Could you help me to send this document to my office by fax?
- B: Certainly. What's the fax number, please?
- A: It's 04.7223898.
- B: Ok. I'm sending it now.
- A: Thank you. Oh. How much is that?
- B: It's five thousand dong. You can see the rates on the table.
- A: Yeah. I see. Here you are. Thank you.
- B: You're welcome.

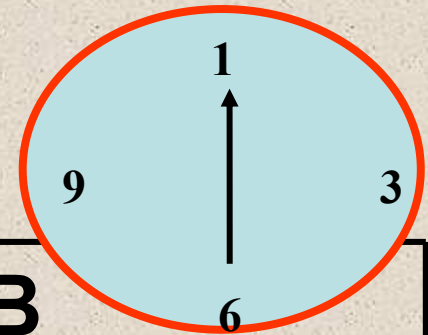
*THINKING.....*





# While you speak

Look at the questions below, and then do the tasks that follow  
+ **Task 2: Match the sentences in A**  
**suitable sentences in B**

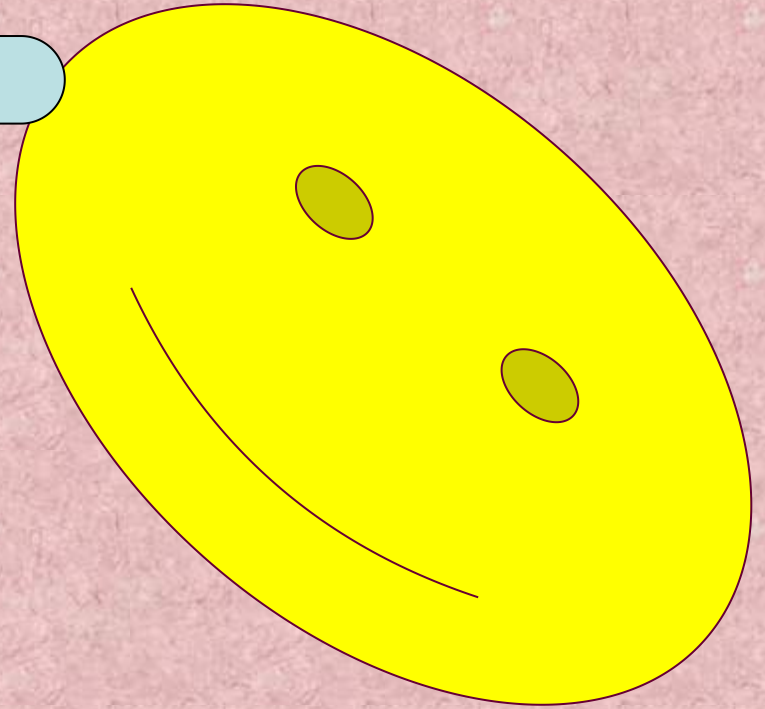


A	B
<p>1. Good morning. <u>Can I help you?</u></p> <p>2. OK. Where do you live?</p> <p>3. <u>The installation takes place one week after your registration.</u></p> <p>4. Yes, That's fine. Do you have a telephone yet?</p> <p>5. The installation fee is 1.4 million dong and the monthly fee is 27 thousand dong. <u>Can you fill in this form?</u></p>	<p>a. Can you come on Saturday?</p> <p>b. Yeah, I have a telephone already. <u>How much is the installation fee and monthly fee?</u></p> <p>c. Yes, <u>I want to have a telephone line installed at home.</u></p> <p>d. I live at 78 Dang Thuc Vinh Street. When can you install it?</p>



UNIT 9: SPEAKING

**AFTER YOU SPEAK**



# WORK IN PAIRS

- Task 3: Imagine that one of you is a clerk at the post office and the other is the customer, make a dialogue for each of the following situations.

## Topic 1

You want to subscribe to the Lao Dong Daily for a year and have the newspaper delivered to your home every morning before 6.30. Your address is 67 Ngoc Ha Street, Ha Noi.



## Topic 2

Your best friend's birthday is on 16<sup>th</sup> May. You want to use the Flower Telegram Service provided by the post office to send her a greetings card and a bunch of red roses on her birthday.



# 1<sup>ST</sup> SITUATION



**Practicing playing roles the conversation below by  
using these cues:.....**

**A : . . . . .**

**B : I would like / subscribe / Lao Dong daily newspaper.**

**A : Yeah. How . . . . .**

**B : For two years, please.**

**A : . . . . .**

**B : At home, please. I / live / 67 / Ngoc Ha.**

**A : Ok. I / get it. 67 Ngoc Ha Street.**

**B : Oh, can / I / have / newspaper / delivered / home / every morning / before 6.30.**

**A : Before 6.30? Well, it might / a little bit / early. How about before 7.30?**

**B : Ok. That's fine. Thank you.**

**A : Right. Can / you / fill / form?**

# 1<sup>ST</sup> SITUATION

**Practicing playing roles the conversation below  
by using these cues:**



**A : Good morning. Can I help you?**

**B : I would like to subscribe to Lao Dong  
daily newspaper.**

**A : Yeah. How long would you like to subscribe  
to it**

**B : For two years, please.**

**A : Where would you like to get the newspaper?**

**B : At home, please. I live at 67 Ngoc Ha Street.**

## TASK: 3 \_ 1<sup>ST</sup> SITUATION(Cont)

**A: Ok. I get it. 67 Ngoc Ha Street.**

**B: Oh, can I have the newspaper delivered to my home every morning before 6.30.**

**A: Before 6.30? Well, it might be a little bit too early. How about before 7.30?**

**B: Ok. That's fine. Thank you.**

**A: Right. Can you fill in this form?**



## 2<sup>nd</sup> SITUATION

- **Practicing playing roles the conversation below by using these cues:**

- A : .....
- B : Yeah, send a greetings card and some flowers / friend/ birthday
- A : Use/ Flower Telegram Service. It/ fast/ convenient. When/ friend's birthday?
- B : May/ 16<sup>th</sup>
- A : What/ flowers/like/ send?
- B : Bunch/ red roses, please.
- A : Would you like/ card/ flowers/ be delivered/ May, 16<sup>th</sup> or a day before?
- B : May, 16<sup>th</sup>. It / best/ deliver it/ morning.
- A : Ok. I'll make/ note/ for that. Can/ you/fill/ form? Don't forget/ write/ address/ clearly.

# HOMework

- Using the cues in the second situation to write one conversation between a clerk at the post office and a customer.
- Learning by heart the new words/ phrases.
- Practicing speaking Task 1 and Task 2 at home.



THANKS FOR YOUR ATTENTION





**THE  
END**