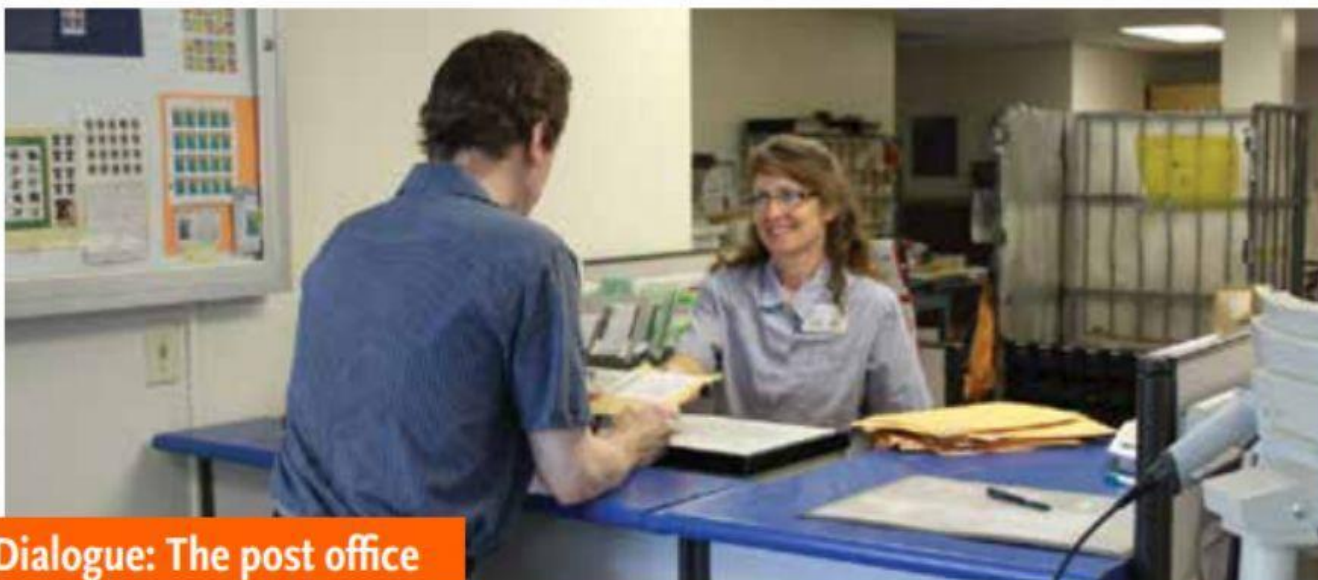




Dialogue: The post office

Clerk: Hi, can I help you?

Customer: Yes. I'd like to send this (1) _____ to Manchester, please.

Clerk: OK. Could you put it on the (2) _____?

Customer: All right.

Clerk: That's under 2kg. When did you want it to arrive?

Customer: Erm, a couple of days.

Clerk: If you send it first (3) _____, it'll be delivered the next day; and if you send it second class, it'll arrive within 3-4 days. First class (4) _____ are £4, and second class are £2.

Customer: OK. And how much would it be to send it registered (5) _____?

Clerk: £12, and it's guaranteed to be delivered by 9am the next day.

Customer: OK. That sounds fine. I'll send it registered post then.

Clerk: You need you to fill out this (6) _____ with the recipient's details. [He fills out the form.]

Customer: Perfect.

Clerk: So, that's £12 in total, please.

Customer: Here you are.

Clerk: Thank you. Here's your receipt.

Customer: Great. Oh, and where's the post (7) _____, please? I've got some pre-stamped letters I need to send.

Clerk: Just leave them with me and I'll send them for you.

Customer: OK. Great. Thanks a lot. Bye.

Clerk: Bye.