

READING COMPREHENSION

- 1 Read the instructions about handling incoming mail. Put them into the correct order.

HANDLING INCOMING MAIL

- ... a. Open the mail that is not marked 'Private' or 'Confidential' and stamp the date on each item.
- ... b. Collect the mail from reception when it is delivered by the postal worker.
- ... c. Fill in the mail log for each item with the name of the sender, the name of the recipient and the date you have stamped on it.
- ... d. Separate the items marked 'Private' or 'Confidential' from the others.
- ... e. Distribute the mail to the recipients.
- ... f. Use the mail log as a checklist to help you sort the mail. Put the mail together for each person in each department.

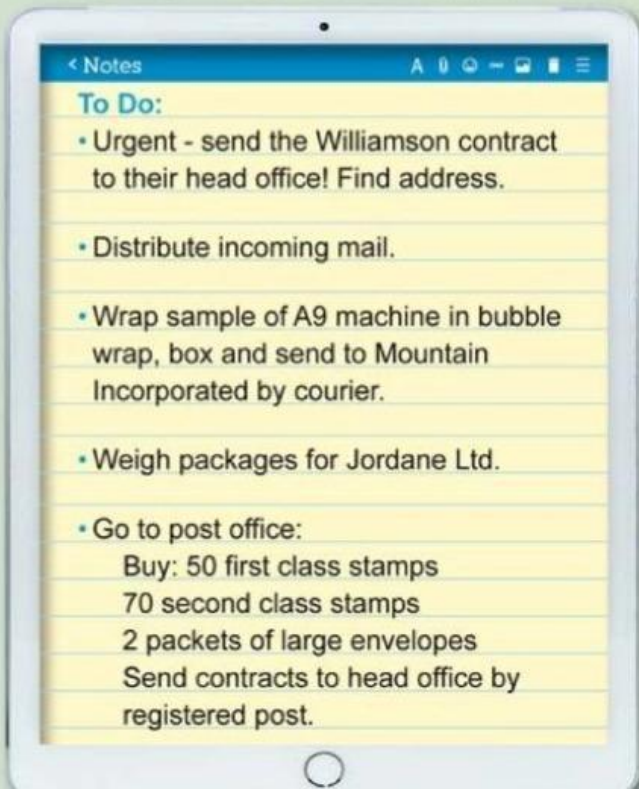


THINK!

Why do you think it is important to handle incoming mail in an organised way and keep a record of every item that is delivered?

Getting Started: Vocabulary (page 143)

- 1 Read the To Do list that Katie, an administrative assistant, has made. Circle the correct answer.



1. Katie's priority is to
 - a. distribute the incoming mail
 - b. send the Williamson contract
2. A courier is going to transport the
 - a. sample of the A9 machine
 - b. Williamson contract
3. The sample of the A9 machine will be sent in
 - a. bubble wrap and a box
 - b. a special envelope
4. Katie plans to check the weight of the
 - a. A9 machine
 - b. packages for Jordane Ltd
5. At the post office, Katie is going to buy two different types of
 - a. envelopes
 - b. stamps
6. While she is at the post office, Katie needs to
 - a. send 50 documents by first class mail
 - b. send some legal documents