

- 1 Match A to B to form sentences. Pay attention to the words and phrases in bold.

A

1. A **brochure** has ...
2. You pay a **bill** ...
3. When you get **junk mail**, ...
4. A **bank statement** shows you ...
5. A **mail log** is ...
6. You sign a **contract** ...

B

- a. after you reach an agreement.
- b. pictures and information about new products.
- c. you often throw it away.
- d. a file with the letters and packages received by the company.
- e. every month for the electricity that you have used.
- f. how much money you've got in your account.

- 2 Complete the sentences with the words below.

complete • sender • procedure • adjust
sort • stamp

1. You can your chair to a comfortable height.
2. I the mail log every day with all the incoming mail.
3. I will explain the for handling incoming mail.
4. You must the mail according to the department each letter should go to.
5. You must write the name of the and the recipient.
6. You must each invoice "paid".

- 3 Circle the correct answer to show you understand the words in bold.

1. You usually **wrap** a *label* / *gift*.
2. If something is **urgent**, you should do it *tomorrow* / *immediately*.
3. You use **bubble wrap** when you want to *protect* / *decorate* something.
4. You **weigh** something to see how *heavy* / *long* it is.
5. Your **address** includes *your phone number* / *the number of your house*.
6. You need a **stamp** when you *send* / *get* a letter.
7. You *send* a *parcel* / *buy food* at the **post office**.
8. People send something by **registered post** when they want to *be certain it won't get lost* / *save money*.

- 4 Complete the mini-dialogues with the words and phrases below.

country • reach its destination • tracking • courier
city • postcode • pick up • pre-paid envelope

1. A: What is the largest in India?
B: I believe it's Mumbai.
2. A: What were you born in?
B: Canada.
3. A: What is your ?
B: W11 2BQ.
4. A: I need to send this letter. Have you got a stamp?
B: No, but I can give you a
5. A: Did the package ?
B: Yes, it arrived this morning.
6. A: We need the material by tomorrow morning.
B: OK, we'll send it by
7. A: Have those packages arrived from Germany yet?