

## SECOND DIALOGUE:

**Manager:** Good morning. We need to organise a shipment with our courier company today.

**Clerk:** Of course. What does the parcel contain?

**Manager:** It contains legal paperwork, including a signed contract and an invoice. These documents are confidential, so the delivery must be secure.

**Clerk:** Understood. Is it a domestic or an international shipment?

**Manager:** It is an international delivery. The recipient is in Germany.

**Clerk:** I will double-check the recipient's address and postcode before sending the request.

**Manager:** Good. The parcel must be wrapped properly and protected with bubble wrap.

**Clerk:** Should I mark the parcel in any special way?

**Manager:** Yes. Please label it clearly and mark it as *handle with care, keep dry and this way up*.

**Clerk:** Do you have the measurements?

**Manager:** Yes. The length is 32 centimetres, the width is 24 and the height is 6. The total weight is 1.8 kilos. Make sure all this information appears on the waybill.

**Clerk:** How should we send it? By standard courier service?

**Manager:** No. The parcel must be sent by registered service and it must be insured. We also require a signature on delivery.

**Clerk:** All right. I will include all the delivery conditions in the email to the courier.

**Manager:** Please ask them to confirm the pick-up time and provide a tracking number.

**Clerk:** Of course. I will track the shipment and update the delivery status once it has been collected.

**Manager:** One more thing. There was a small problem with the postcode in a previous shipment.

Make sure the courier verifies the address before dispatch.

**Clerk:** I will mention that in the special instructions section.

**Manager:** Perfect. Please send the email to the courier company as soon as possible.

## ACTIVITY: WRITE AN EMAIL

### Writing task – Professional email (higher level)

You are an office clerk.

Your manager asks you to send an email to a courier company to organise a shipment.

Write a formal email giving full instructions about the delivery of a parcel.

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 **Your email must include:**

1. What the parcel contains  
(legal documents, contract, bill, paperwork, etc.)
2. Type of shipment
  - o domestic or international
3. How the parcel must be prepared
  - o how it is wrapped
  - o labels and marks (for example: fragile, handle with care, keep dry, this way up)
4. Technical information about the parcel
  - o length, width and height
  - o weight
  - o waybill
5. Delivery conditions
  - o registered post or courier service
  - o insurance
  - o signature on delivery
6. Control and follow-up
  - o tracking the shipment
  - o update the delivery status

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 **Language requirements (obligatorio)**

Use at least:

- 10 words from the unit vocabulary
- 3 imperatives (for example: *check...*, *make sure...*, *attach...*, *register...*)
- at least one sentence with **must**

**WRITE YOUR MAIL HERE:**

Dear Alex,