

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.

Your email must include:

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