Exercise 1 Correct the words in bold

subscription | contract | bill | delivery | junk mail

1. After they agreed on all the details, their lawyers prepared a **subscription**.
2. I like to read business news, so I asked the company to pay for a **bill** to some online business newspapers.
3. We received a **delivery** for €3,500 for office supplies last month, but they had made a mistake, so we didn't pay it.
4. We've got this **contract** from fast food restaurants in the neighbourhood, but we're just going to throw it away.
5. I can't leave the house because I'm waiting for a **junk mail** of a new laptop from my company.

Exercise 2 Complete the sentences

collect | stamp | weight | contract | sort | delivery | bill | sign

1. Please _____ each parcel with the date.
2. When you print out the letter, ask Mr Hunter to _____ it at the bottom.
3. We're expecting a _____ of new laptops today.
4. Make sure the _____ of each parcel is not more than 5 kg.
5. If we don't pay this _____, they'll cut off our electricity!
6. You _____ the mail according to the department each letter goes to.
7. You have to _____ the outgoing mail every day and take it to the post office.
8. Can you print three copies of this _____ for Ms Anderson to sign later?

Exercise 3 True or False

1. You **weigh** something to see how big it is. T F
2. **Domestic** mail is sent abroad. T F
3. When you **sort** the mail, you put the letters in different groups. T F
4. If a letter has got two **enclosures**, there are two things in the envelope. T F
5. **International** mail goes out of the country. T F
6. The **recipient** sent the letter. T F
7. The **sender** pays for the **postage**. T F
8. You **stamp** the mail after you distribute it. T F

LIVEWORKSHEETS

Exercise 4 Correct the false sentences Use these words :

in the country • before • three • got • heavy

1. You weigh something to see how big it is. **(False)**
2. Domestic mail is sent abroad. **(False)**
3. When you sort the mail, you put the letters in different groups. **(True)**
4. If a letter has got two enclosures, there are two things in the envelope. **(False)**
5. International mail goes out of the country. **(True)**
6. The recipient sent the letter. **(False)**
7. The sender pays for the postage. **(True)**
8. You stamp the mail after you distribute it. **(False)**

Exercise 5 Match

1	When you write the address,		but it hasn't **reached its destination**.
2	Please send all legal documents		by **registered** post.
3	Before distributing the mail,		**document** the letters in the **mail log**.
4	You can throw all this away. It's just		**junk mail**.
5	We sent the product last Monday,		to determine the **postage**.
6	At the post office, they will weigh the letter		remember to include the **postcode**.

Exercise 6 Write the words

1. how tall a person is
2. products to be sold
3. package sent by mail
4. easily broken
5. how long something is
6. write a word or symbol on something
7. check, examine
8. follow the progress of something
9. find out the size of something

LIVEWORKSHEETS

Exercise 7 Complete the mini dialogues

pick up | shipment | this way up | good condition | insured | courier | paperwork

1. **A:** Are all the items in [ ]?
   B: No, I'm afraid one item was broken.

2. **A:** Do I have to do all the [ ]?
   B: Yes, write all the details on these forms.

3. **A:** The goods were lost.
   B: Don't worry. Everything was [ ].

4. **A:** Can you mark the parcel "[ ]"?
   B: Yes, I'll put a sticker on the top.

5. **A:** When is the [ ] going to arrive?
   B: We'll receive it next Monday.

6. **A:** Who is going to [ ] the parcel?
   B: The [ ] is coming at 11 o'clock, so the customer should receive it by 12.

Exercis 8

Choose the correct answer to show you understand the words in bold.

1. You fill in a **waybill** when you send something by **registered post / courier** .
2. When you label something **"keep away from heat"**, it should be kept in a **cool / hot** place.
3. You use **bubble wrap** to **protect / track** an item.
4. Your **signature** is the special way you write your **address / name** .
5. You can **wrap** something in **glass / paper** .
6. You **handle** something **with care** when it's **fragile / big** .
7. You **answer questions / reply to an e-mail** on a **form**.

Exercise 9

Choose the word or phrase that doesn't belong.

1.			
○ insure	○ mark	○ wrap	○ label
2.			
○ width	○ height	○ update	○ length
3.			
○ keep dry	○ special instructions	○ handle with care	○ keep away from heat
4			
○ waybill	○ invoice	○ bill	○ paperwork

LIVEWORKSHEETS

Exercise 10

Complete the dialogue with the phrases below. Drag the answers.

check all the items | collect the mail | weigh the envelopes | includes the correct postcode | make sure

A: What is the procedur

B: First, you 1 _____ and take it to the mailroom.

A: OK. Then what?

B: You 2 _____.

A: What do I check?

B: 3 _____ all the letters are signed. Then check that the address 4 _____.

A: What about postage?

B: You 5 _____ and determine the postage using this chart.

Exercise 11

Complete the dialogue with the phrases below. Drag the answers.

put the goods | how do I track the shipments | fill in this form | attach our company label

A: How do I prepare parcels?

B: First, you must 1 _____ in a box.

A: Do I label the parcels?

B: Yes, you must 2 _____.

A: What about the paperwork?

B: You 3 _____ for the courier. Then you want to know the location of the parcel.

A: Right. 4 _____?

B: You can check them on the courier company's website.

LIVEWORKSHEETS