

PHRASES USED



AT THE POST OFFICE



- Can I purchase stamps here?
- How much does it cost to send a letter?
- I need to mail this package, what are my options?
- Could you weigh this envelope for me?
- Can I send this letter priority mail?
- Do you offer delivery confirmation for this package?
- How long will it take for this to arrive?
- Do you have any flat rate boxes available?
- I need to mail this to Canada, what's the best way to do it?
- Can you tell me the zip code for this address?
- I'd like to send this overnight, is that possible?
- How much does it cost to send this to Australia?
- Can I track my package online?
- Do you offer insurance for my package?
- Could you help me fill out this customs form?
- Can I pay for my postage with a credit card?
- I'm going on vacation, can I have my mail held?
- What do I need to do to forward my mail to a new address?
- Can you tell me if this letter has been delivered yet?
- Do you have any envelopes with bubble wrap inside?
- Can I purchase a money order here?
- Is there a limit to the size of the package I can send?
- Can I schedule a pickup for my package?
- How much does it cost to send this by regular mail?
- I need to send this to a PO box, is that okay?
- Can you recommend the best way to send this fragile item?
- Can you tell me when my package will arrive?
- I accidentally put the wrong address on this letter, can it be corrected?
- Can I buy postage stamps in bulk?
- I need to send this package to a military base, what do I need to know?
- Can I send this letter with a return receipt?
- I need to send this to a foreign country, what do I need to do?
- How do I track a package that's been sent to me?
- Can I use my own packaging to send this?
- How much does it cost to send this package by express mail?
- I need to send this by registered mail, what do I need to do?
- Can I schedule a redelivery if I missed a package?



COMMON PHRASES USED AT THE



POST OFFICE BY STAFF



- "How can I help you?"
- "Do you need any stamps or envelopes today?"
- "Do you have any packages to send?"
- "Would you like to send this via standard mail or priority mail?"
- "Do you need any insurance or tracking on this package?"
- "Would you like to purchase a money order?"
- "Do you have any international mail to send?"
- "Please fill out this form with your address and the recipient's address."
- "Here's your tracking number. You can use this to track your package online."
- "Your package should arrive in about 3-5 business days."
- "Your total comes to [insert amount]."
- "Please wait while I check on the status of your package."
- "Unfortunately, your package was returned to us because the address was incorrect."
- "Please sign here to confirm that you have received your package."
- "Thank you for using the post office. Have a great day!"

COMMON PHRASES USED AT THE POST OFFICE BY CUSTOMERS



- "I need to send this package to [insert destination]."
- "Can you tell me how much it will cost to send this?"
- "Do you have any stamps/envelopes available?"
- "Can I get a tracking number for this package?"
- "Can I add insurance to this package?"
- "Can I get a receipt for this transaction?"
- "What is the expected delivery time for this package?"
- "I need to send this express/overnight. How can I do that?"
- "Can I get a refund for this package if it doesn't arrive on time?"
- "Can I pay for this with cash/credit card?"
- "Can you help me fill out this form?"
- "I need to change the delivery address for this package."
- "Can you tell me if my package has been delivered yet?"
- "Can I schedule a pick-up for my package?"
- "Thank you for your help."

POSTAL TERMS AND VOCABULARY



- **Postage:** Refers to the fee paid for sending mail or packages.
- **Delivery Confirmation:** A service that provides proof of delivery for a package or piece of mail.
- **Tracking Number:** A unique number associated with a package or piece of mail, which can be used to track its progress.
- **Customs Form:** A form that must be filled out for any packages or mail that needs to be sent internationally.
- **Mailing List:** A list of people who have requested information about a particular service or product, usually for marketing purposes.
- **Bulk Mail:** A service that allows customers to send large amounts of mail at a discounted rate.
- **Insured Mail:** Service that insures a package or piece of mail in case it is lost, damaged, or stolen.