

# 8

## POSTAL AND TELECOMMUNICATIONS SERVICES

- How to Take a Message
- Giving Instructions on  
How to Use a Machine
- Reading: UPU at a Glance
- Writing a Letter of  
Complaint
- Indirect Speech with  
Conditional Sentences
- Telephone Expressions  
and Computing Words



### LISTENING

a) Listen to the recording and write down the abbreviations you hear. Where does the stress go on each abbreviation?

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_ 8. \_\_\_\_\_

b) Listen to a telephone conversation. Write the missing information or messages on the form below.

<b>ELECTRONICS COMPANY</b>	
<i>For</i> _____	<input type="checkbox"/> <i>Urgent</i>
<i>Date</i> December 4	
<i>Time:</i> 9:20 am	
<b><i>While you were out</i></b>	
<i>Mr./ Mrs./ Ms.</i> _____	
<i>Of</i> _____	
<i>Phone No.</i> _____	

<input type="checkbox"/> Telephoned <input type="checkbox"/> Came to see you <input type="checkbox"/> Returned your call	<input type="checkbox"/> Please call <input type="checkbox"/> Will call again <input type="checkbox"/> Wants to see you
<i>Message</i> _____ _____ _____ _____	
<i>Signed</i> Janet	



## SPEAKING

a) Mai has never used a pay phone before. She needs help in making a local call, so she asks her friend Nancy. Put these phrases into Nancy's instructions and then practice the conversation with your partner.

push the numbered buttons  
 use any combination of coins  
 dial the area code  
 put a quarter  
 dial the number  
 pick up the receiver

Mai: Nancy, would you mind showing me how to use a pay phone? I need to call Carol.

Nancy: Sure. It's easy.

Mai: What do I do first?

Nancy: First, (1)\_\_\_\_\_ and then (2)\_\_\_\_\_ in the slot at the top. You can (3)\_\_\_\_\_ as long as it totals 25 cents.

Mai: Okay. Then what?

Nancy: Next, listen to make sure you have a dial tone. If you do, (4)\_\_\_\_\_ or, I guess I should say, (5)\_\_\_\_\_. Very few phones have rotary dials nowadays. Most are push-button phones – especially pay phones. For a local call, don't (6)\_\_\_\_\_ – just the seven-digit number. Got it?

Mai: That sounds easy enough. Thanks a lot.

b) Explain how to operate a stereo, using the suggestions given.

1. First, plug in / stereo

First, plug in the stereo.

2. Then press / POWER button / hold it down firmly / a green light appear

3. Next, select / equipment / want to play – the radio, the tape player, the record player / the television

4. Turn / switch / the proper one

5. If you want / play a record / put it on the turntable / press START

6. If you want / play a cassette / insert the cassette faceup / close the door / press START

7. If you want / play the radio / TV / select the proper channel

8. After that / adjust the volume / enjoy the entertainment



## READING

Read the passage and then choose the best answer to each question.

### UPU at a Glance

Before the invention of the postage stamp, it was difficult to send a letter to another country. The British post office made the first stamps in 1840. Other countries started to make their own postage stamps very quickly the following years. In 1874, a German postal official, Heinrich von Stephan, drew up a plan for an international postal union. And at his suggestion, the Universal Postal Union (UPU) was born.



Each country in the UPU agreed to accept letters with prepaid postage from the other members. The UPU became a specialized agency of the United Nations (UN) in 1948. Today the UPU's headquarters is in Bern, Switzerland. Almost every country in the world is a member of this organization. Each of the 189 member countries pays transportation charges to members who carry international mail across their borders. The charges are determined by the UPU. The UPU takes care of all international mail problems.

## Questions

1. Which country made the first stamps?  
A. Switzerland. B. Germany.  
C. Britain. D. Italy.
2. When was a plan for an international postal union drawn up?  
A. In 1840. B. In 1874.  
C. In 1889. D. In 1948.
3. Who gained control of the UPU in 1948?  
A. The British post office. B. A German postal official.  
C. Switzerland. D. The United Nations.
4. Where is the UPU's headquarters based?  
A. Switzerland. B. Germany.  
C. Britain. D. The USA.
5. Which information is not mentioned in the passage?  
A. Countries in the world have made stamps since 1840.  
B. A German postal official drew up a plan for an international postal union.  
C. The UPU is an agency of the United Nations.  
D. Stamp printing can bring money to some countries.





## WRITING

Read the following letter of complaint and complete the missing parts.

\_\_\_\_\_ (1)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (2)

Yesterday I traveled on the 7:20 express train from Ho Chi Minh City to Nha Trang. The train was two hours late leaving Ho Chi Minh City and I was offered no explanation or apology. Furthermore, the air conditioning broke down and the train got hotter and hotter. I complained to a member of staff who was most unhelpful and unsympathetic.

As a result of the delays I was thirty minutes late for an important meeting, which caused considerable difficulty for my business.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (3)

\_\_\_\_\_ (4)

Harry Brown



## USE OF LANGUAGE

### Indirect Speech with Conditional Sentences

*Lan's sister advised her on her relationship with a classmate. Report the underlined sentences of what her sister said.*

(1) If I had more information about your relationship, it would be easier for me to give you advice. So rather than suggest what you should do, let me ask you a few questions which you should ask yourself. How long have you been friends with him? You said that you hate him only because he didn't remember your birthday last week. (2) If he apologizes, will you forgive him?

You must remember that (3) if you give up your relationship with him, it will be your fault. (4) What will happen if everyone knows the reason? (5) If I were you, I wouldn't be so difficult. (6) He will feel far more hurt if you don't give him a chance to explain the reason. (7) How would you feel if someone did the same thing to you? (8) You will never make the right decision unless you answer these questions honestly.

1. Lan's sister said that if she \_\_\_\_\_  
\_\_\_\_\_
2. Lan's sister asked whether \_\_\_\_\_
3. Lan's sister said that if \_\_\_\_\_
4. Lan's sister asked \_\_\_\_\_
5. Lan's sister advised \_\_\_\_\_
6. Lan's sister said that \_\_\_\_\_  
\_\_\_\_\_
7. Lan's sister asked how \_\_\_\_\_
8. Lan's sister said that \_\_\_\_\_  
\_\_\_\_\_

### Vocabulary: Telephone Expressions and Computing Words

a) Match the words and phrases with similar meanings. The first one has been done for you.

1. The line's engaged.	a. Go ahead.
2. I'll connect you.	b. The line's busy.
3. Is that all?	c. Will you hold?
4. An office number	d. Who's calling, please?
5. Could I have your name?	e. I'll put you through.
6. I'm ready.	f. A code
7. One moment.	g. An extension number
8. A country or area number	h. Anything else?
9. Can you wait?	i. Hold on.
10. ... speaking.	j. This is ...

**b) Underline the correct word to use in each item. The first one has been done for you.**

1. Could you please tell me the (code/ figure/ dial/ phone) for the United States?
2. The phone's ringing. Could you (reply/ tell/ pick/ answer) it?
3. What number have you just (turned/ circled/ revolved/ dialed)?
4. I'd like to make a (ring/ call/ phone/ dial) to 035-68926, please.
5. A: Oh dear, the phone is dead. I can't hear John at all now.  
B: Why are we suddenly cut (back/ off/ up/ out)?
6. A: What's your new phone (number/ figure/ dial/ letter)?  
B: 091-437255.
7. A: Tell me when you're coming to London.  
B: Certainly. I'll (strike/ sound/ call/ hit) you before I set off.
8. A: Is Dave in?  
B: No, he's out. Would you like to leave a (message/ letter/ telephone/ call)?
9. A: Does Susan have a phone?  
B: I'm afraid I don't know. Why don't you find out from the phone (register/ list/ number/ book)?
10. A: Could I speak to Susie May, please?  
B: (Talking/ Speaking/ Calling/ Answering).
11. A: Something's wrong with my phone.  
B: Call the (madam/ receiver/ operator/ controller).

**c) Match the computing verbs on the left with the phrases on the right. The first one has been done for you.**

1. surf	a. part of the text
2. click on	b. a program
3. run	c. an icon
4. insert	d. a floppy disk
5. send	e. the Internet
6. make	f. a backup copy
7. highlight	g. an e-mail

d) Fill in the following sentences with the words or phrases in exercise c). The first one has been done for you.

1. Many towns and cities have cybercafés where you can *surf* the Internet.
2. You have to send \_\_\_\_\_ to her immediately. There's a computer here.
3. You'd better \_\_\_\_\_ this part of the text to make it easier to notice.
4. Please insert \_\_\_\_\_ into this drive to copy the file.
5. We had made no computer \_\_\_\_\_; so we had to rely on old paper files to reconstruct the records.
6. Please \_\_\_\_\_ this icon to open the file.
7. I don't think my computer can \_\_\_\_\_ a program.

### Crossword Puzzle

Solve the crossword puzzle.

#### Across

1. She \_\_\_\_\_ to him on the phone every day.
4. He was so rude. He \_\_\_\_\_ the phone down on me.
7. Another word for *called* or *rang*.
9. If you think Karen's number is out of order, ask the \_\_\_\_\_ to check it.
10. He always \_\_\_\_\_ her a birthday card.

#### Down

2. Please try \_\_\_\_\_ later.
3. How much time do you \_\_\_\_\_ on the phone each day?
5. Please speak clearly after the dial \_\_\_\_\_.
6. You're popular! Your phone's been \_\_\_\_\_ for hours!
8. Can I \_\_\_\_\_ a message? Tell him to call me as soon as possible.



