

Unit 9



THE POST OFFICE

A. READING

Before you read

Work with a partner. Ask and answer the following questions.

1. How far is it from your home to the nearest post office?
2. How often do you go to the post office? What for?
3. What services do you think the post office offers?



While you read

Read the text which introduces the services provided by Thanh Ba Post Office, and then do the tasks that follow.

WELCOME TO THANH BA POST OFFICE!

(Open daily from 7 a.m. to 9 p.m.)

Thanh Ba Post Office is equipped with advanced technology and has a spacious and pleasant front office. We offer the best services with a well-trained staff, who are always thoughtful and courteous to customers.

Mail and Parcel Service

You can choose to send your letters by air or surface mail. We also have the Express Mail Service and your EMS mail will be delivered in the shortest possible time.

The maximum weight limit of a parcel is 31.5 kg. We offer a very competitive rate for parcels under 15 kg.

Express Money Transfer

Just imagine your relatives are living over one thousand kilometres away from you and you want to send them some money quickly. This speedy and secure service for transferring money can be useful. The money will be sent to your relatives in less than 24 hours.


Phone Calls and Faxes

Besides the ordinary telephone call service, our Post Office provides the Messenger Call Service. This service helps you to notify the recipient of the time and place to receive the call.


If you want to send a document and do not want to lose its original shape, our facsimile service will help you. Fax transmission has now become a cheap and convenient way to transmit texts and graphics over distances.

Press Distribution


Don't bother to go out early to buy your daily newspapers. Just subscribe to your favourite newspapers and magazines and we will have them delivered to your house early in the morning.

 **Task 1.** Circle the letter (A, B, C or D) before the word that has the opposite meaning to the italicised word.

1. Thanh Ba Post Office has a *spacious* and pleasant front office.
A. large B. beautiful C. cramped D. open
2. Our well-trained staff are always *courteous* to customers.
A. helpful B. rude C. friendly D. open
3. This *speedy* and secure service of transferring money can be useful.
A. rapid B. hurried C. careful D. slow
4. If you want to send a document and do not want to lose its *original* shape, send it by a fax machine.
A. unique B. outdated C. changed D. imaginative

 **Task 2.** Read the text again and then answer the following questions.

1. What is Thanh Ba Post Office equipped with?
2. What services are offered at Thanh Ba Post Office?
3. According to the text, what are the three different ways of sending a letter?
4. What is the Messenger Call Service used for?
5. What will you have to do if you want to get your newspapers and magazines delivered to your house?

 **Task 3.** Find evidence in the text to support these statements.

1. You cannot make a phone call at Thanh Ba Post Office at 10 p.m.
2. You can save some money if you send a parcel which is under 15 kg.
3. The post office offers a special mail service which is particularly fast.
4. Your relatives do not have to wait till tomorrow to get the money you send them today.


After you read

Work in groups. Answer the following questions.

1. Which service provided by Thanh Ba Post Office do you think is the most important and why?
2. What services do you think Thanh Ba Post Office should have in the future?

B. SPEAKING



 **Task 1.** *Work in pairs.* Act out the dialogue and then answer the question: What service is the customer using in the dialogue?

A: Excuse me!

B: Yes? What can I do for you, sir?

A: Could you help me to send this document to my office by fax?

B: Certainly. What's the fax number, please?

A: It's 04.7223898.


B: OK. I'm sending it now.

A: Thank you. Oh. How much is that?

B: It's five thousand dong. You can see the rates on the table.

A: Yeah. I see. Here you are. Thank you.

B: You're welcome.

 **Task 2. Work in pairs.** Make a conversation from the suggestions below. The conversation takes place at the post office between a clerk (A) and a customer (B) who wants to have a telephone line installed at home.

A: Greet B and ask if he can help

B: Say that you want to have a telephone line installed at home

A: Ask where B lives

B: Give your address and ask when the installation will take place


A: Say that the installation will take place one week after registration

B: Ask if A can come on Friday

A: Agree and ask if B has a telephone

B: Say that you already have a telephone and ask about the installation fee and monthly fee

A: Tell B about the fees and ask B to fill in a form

 **Task 3. Work in pairs.** Imagine that one of you is a clerk at the post office and the other is a customer, make a dialogue for each of the following situations.

1. You want to subscribe to the Lao Dong Daily for a year and have the newspaper delivered to your home every morning before 6.30. Your address is 67 Ngoc Ha Street, Hanoi.
2. Your best friend's birthday is on 16th May. You want to use the Flower Telegram Service provided by the post office to send her a greetings card and a bunch of red roses on her birthday.



C. LISTENING

Before you listen

● **Work in pairs.** Ask and answer the following questions.

1. Is your family on the phone? What is your phone number?
2. Does any member of your family have a cellphone? What make is it?
3. What do you think are the advantages and disadvantages of cellphones?

● **Listen and repeat.**


commune
rural network

communal growth
capacity

digit subscriber


While you listen

You will hear some information about the development of Vietnam's telephone system over the past few years. Listen and do the tasks that follow.

 **Task 1.** Listen and choose the best answer A, B, C, or D for the following statements and questions.

1. According to the passage, Vietnam ranks _____ for growth in the number of telephone subscribers.
A. 6th B. 2nd C. 30th D. 8th
2. Vietnam is among the _____ countries in the world that have more than two million telephones.
A. 6 B. 140 C. 13 D. 30
3. In 1996, Vietnam began upgrading its _____ networks.
A. mobile phone C. fixed telephone
B. subscriber D. post office
4. According to the passage, at present, _____ per cent of communes across Vietnam have telephone services.
A. 90 B. 80 C. 14 D. 93

5. Which aspect of development in Vietnam's telecommunication is NOT mentioned in the listening passage?
 - A. The increase in the number of telephones.
 - B. The growth in the capacity of the mobile phone system.
 - C. The change of the international telephone system.
 - D. The reduction in monthly telephone fees.

 **Task 2.** Listen again and answer the following questions.

1. According to the passage, which country has the highest growth in the number of telephone subscribers?
2. How many telephones were there in Vietnam in the early 1990s?
3. How were the fixed telephone numbers changed in 1996?
4. When did the change of mobile telephone numbers take place?
5. According to the passage, how many communal post offices are there in Vietnam?

After you listen


Work in groups. Summarise the main ideas of the listening passage. Your summary should have the following points.

1. Vietnam's rapid growth in telephone numbers
2. The addition of digits to existing telephone numbers to meet the increasing demands
3. The reduction in monthly telephone fees
4. The expansion of the telephone networks to Vietnam's rural areas




D. WRITING

Writing a letter to express satisfaction (or dissatisfaction)

 **Task 1.** Work with a partner. Imagine that you have been using some of the services provided by Thanh Ba Post Office (you have learnt about this post office in the READING section). Discuss the things that may make you satisfied (or dissatisfied) with the services there. The ideas below might be useful to you:

- The opening hours of the post office – too late/too early...
- The quality of the equipment – good/bad/poor quality/needs repairing...
- The security conditions of the post office – good/poor security condition/ no one to keep motorcycles or bicycles/pickpockets...
- The attitude of the staff – polite/helpful/rude/arrogant.
- The prices of the services – low/high/reasonable...
- The punctuality of delivery of letters and newspapers – always/never punctual/ sometimes late/ letters and newspapers are lost...

 **Task 2.** After a year in the job, the director of Thanh Ba Post Office has invited residents in the neighbourhood to write letters to him describing the quality of the services they have received. Write such a letter, using the ideas you discussed in Task 1.



E. LANGUAGE FOCUS

● **Pronunciation:** / sp / - / st / - / sk /

● **Grammar:**

1. Defining relative clauses (revision)

2. Non-defining relative clauses (revision)

Pronunciation

● *Listen and repeat.*

| / sp / | / st / | / sk / |
|----------|---------|--------|
| peak | Stanley | ask |
| speech | stand | disk |
| speedy | stop | dusk |
| crisp | best | skill |
| spacious | text | school |

● *Practise reading aloud this dialogue.*

A: Ladies and gentlemen ...

B: Speak up, Stanley!

A: I stand before you ...

B: Speak up, Stanley!

A: On this School Speech Day ...

B: Do speak up!

A: ON THIS SCHOOL SPEECH DAY...

B: Stop shouting, Stanley!

A: And I speak for both my wife and myself, when I say ...

B: Speak up, Stanley!

A: SPEAK UP, STANLEY!!!

Grammar

Exercise 1. Explain what the words below mean, using the phrases from the box.

| | |
|------------------------------|--------------------------------------|
| steals something from a shop | pays rent to live in a house or flat |
| designs buildings | breaks into a house to steal things |
| is not brave | buys something from a shop |

Example: (an architect) *An architect is someone who designs buildings.*

1. (a burglar) _____
2. (a customer) _____
3. (a shoplifter) _____
4. (a coward) _____
5. (a tenant) _____

Exercise 2. Complete each sentence, using **who**, **whom**, or **whose**.

Example: *What's the name of the man **whose** car you borrowed?*

1. A pacifist is a person _____ believes that all wars are wrong.
2. An orphan is a child _____ parents are dead.
3. I don't know the name of the woman _____ I met yesterday.
4. This school is only for children _____ first language is not English.
5. The woman _____ I wanted to see was away on holiday.

Exercise 3. Join the sentences, using **who**, **that**, or **which**.

Example:

A girl was injured in the accident. She is now in hospital.

– *The girl **who** was injured in the accident is now in hospital.*

1. A man answered the phone. He told me you were away.

The man _____

2. A waitress served us. She was very impolite and impatient.

3. A building was destroyed in the fire. It has now been rebuilt.

4. Some people were arrested. They have now been released.

5. A bus goes to the airport. It runs every half an hour.

Exercise 4. Join the sentences below, using **who**, **whose**, or **which**.

Example:

I met Jane's father. He works at the university.

– *I met Jane's father, **who** works at the university.*

1. Peter is studying French and German. He has never been abroad.
2. You've all met Michael Wood. He is visiting us for a couple of days.
3. We are moving to Manchester. Manchester is in the north-west.
4. I'll be staying with Adrian. His brother is one of my closest friends.
5. John Bridge is one of my oldest friends. He has just gone to live in Canada.

TEST YOURSELF C

I. Listening (2.5 points)

Listen to the conversation and put these telephone expressions in the order you hear from 1 - 11. Number 1 has been done as an example.

- ☐ a. Can I leave a message please?
- ☐ b. This is Donna speaking.
- ☐ c. The line's busy at the moment.
- ☐ d. I'm afraid Mr. Barnes isn't here at the moment.
- ☐ e. I'd like to speak to Jon Barnes, please.
- ☐ f. It's Georgia King speaking.
- ☒ 1 g. Father & Son Ltd., good morning. For Sales, press one.
For Account, press two. For enquiries, please hold.
- ☐ h. I'm returning his call.
- ☐ i. I'll put you through to one of his colleagues.
- ☐ j. Can I take a message?
- ☐ k. Hold on, please...

II. Reading (2.5 points)

Read the passage and answer the questions.

There are many interesting customs in different countries for celebrating the new year. In Spain and Portugal, people gather just before midnight on New Year's Eve and select twelve grapes from a large bunch. As the clock turns to the new year, each person eats twelve grapes and wishes good luck to everyone else. The twelve grapes are symbols of the twelve months of the year. In Iran, New Year's Day is called No-Ruz. It begins on 21st March and lasts for thirteen days. No-Ruz is a happy time because winter is ending and spring is beginning. Each member of a family usually reads from the Koran, and then they all embrace each other and say, "May you live 100 years!".

1. What do people in Spain and Portugal often do before midnight on New Year's Eve?

_____.

2. Why do the Spanish and Portuguese people eat twelve grapes on New Year's Eve?

_____.

3. Where in the world is the New Year's Day called No-Ruz?

_____.

4. How long does it last ?

_____.

5. What do people usually do on No-Ruz?

_____.

III. Pronunciation and Grammar (2.5 points)

a) Listen and put a tick (✓) in the right box, paying attention to the pronunciation of the underlined part of the word.

1. ☐ glean

☐ clean

2. ☐ fly

☐ fry

3. ☐ drive

☐ thrive

4. ☐ overflow

☐ overthrow

b) Join the sentences, using **who** or **which**.

1. The Earth is a planet. It can support life.

_____.

2. The book is about a girl. She runs away from home.

_____.

3. A dictionary is a book. It gives you the meanings of words.

_____.

c) Match the clause in column A with the one in column B to make a complete conditional sentence.

| A | B |
|--|-----------------------------|
| 1. We'll buy a new car soon | a. if I spoke English well. |
| 2. If you had told me about the problem, | b. I would have helped you. |
| 3. I would find a job in London | c. if we can afford it. |

IV. Writing (2.5 points)

In 120 words, write a paragraph on what you like and don't like about our Tet holiday. Your writing should include the activities people often do before and during Tet, the food and the weather at Tet. You may use the cues below:

Before Tet:

clean and decorate the house
buy peach flowers, kumquat trees
buy things: sweets, candies,...

During Tet:

cook traditional food(s)
go to pagoda or church
visit relatives and friends

Typical foods:

banh chung (square sticky rice cake)
fruit jams

The weather:

cold and wet