



OFFICE BASICS

BOOK 2

SECTION V : POSTAL / EXPRESS MAILING



UNIT 22. RECEIVING AND DISTRIBUTING MAIL

UNIT 23. PREPARING ITEMS TO BE MAILED

UNIT 24. USING AN EXPRESS DELIVERY SERVICE

UNIT 25. RECEIVING AN EXPRESS PACKAGE

UNIT 22. RECEIVING AND DISTRIBUTING MAIL

Key Vocabulary

VERBS

attach

clear

deliver

distribute

drop

fold

hand

look through

receive

slide

sort

stamp

toss

NOUNS

department

enclosure

envelope

junk mail

letter opener

magazine

mail cart

mailbox

outgoing mail

paper clip

stack

stamp

wrapper

Useful Expressions

- In an office **mailroom**, a **mailbox** and a **mail slot** are the same. Another name for it is “pigeonhole.”
- **Junk mail** is unwanted mail. Often it is advertising.
- A **department** is one part or area of a company.
- **Interoffice mail** is delivered to different offices within the same company.
- An **enclosure** is something extra included with a letter or memo.
- Something is **confidential** if it is meant to be private or secret.



UNIT 22. RECEIVING AND DISTRIBUTING MAIL

CHECKING A MAILBOX

Matt looked in his mailbox.

He removed a stack of mail.

He looked through the mail and tossed out junk mail.

Then he put an envelope into a coworker's mailbox.

Another envelope was too big, so he folded it and slid it in.

He dropped some mail into the outgoing mailbox.

Matt는 그의 우편함을 들여다보았다. 그는 편지 봉투를 꺼냈다. 그는 우편물을 살펴보고 광고 우편(정크/스팸 메일)은 버렸다. 그리고 나서 그는 동료의 우편함에 봉투를 넣었다. 또 다른 봉투는 너무 커서, 그는 그것을 접어서 밀어 넣었다. 그는 발신 우편함에 우편물을 조금 놓았다.



UNIT 22. RECEIVING AND DISTRIBUTING MAIL

RECEIVING AND DISTRIBUTING MAIL FROM A MAIL CART

The mail clerk arrived with the mail cart.

He handed the mail for the department to Alice.

She gave him her outgoing mail.

Then she cleared her desk and sorted the mail for each person.

She opened the envelopes and removed the letters and enclosures.

After she unfolded the letters she stamped the date received on them and attached the enclosures with paper clips.

She took the wrappers off magazines and put them on the bottom of each pile.

She didn't open "confidential" mail.

Finally, she delivered the mail to her coworker.



UNIT 22. RECEIVING AND DISTRIBUTING MAIL

우편물 담당 직원이 카트와 함께 도착했다. 그는 부서의 우편물을 Alice에게 건넸다. 그녀는 그에게 발신 우편물을 주었다. 그리고 그녀는 책상을 치우고 각 직원(사람) 별로 우편물을 분류했다. 그녀는 봉투를 열고 편지와 동봉물을 꺼냈다. 우편물을 펼친 후에 그녀는 그 위에 받은 날짜의 도장을 찍고 동봉물은 클립으로 첨부했다. 그녀는 잡지의 포장을 벗기고 각 우편물 더미 아래에 두었다. 그녀는 “기밀” 우편은 열지 않았다. 끝으로 그녀는 그 메일을 동료들에게 전달했다.



UNIT 23. PREPARING ITEMS TO BE MAILED

Key Vocabulary

VERBS

address
collect
finish
insert
label
lick
pack

print out
proofread
seal
staple
tape
wrap

NOUNS

address label
attachment
body
bubble wrap
closing
dateline
notification

equipment
flap
letterhead
package
return address
salutation

Useful Expressions

- When you **proofread** something, you check it for mistakes.
- The **return address** shows who sent the letter or piece of mail.
- A **letterhead** is the name and address of a person, company, or organization which is printed at the top of their writing paper.
- An **attachment** is **stapled** or **clipped** a letter. An **enclosure** goes in the same **envelope** as a letter but it's not attached to letter.
- When you **seal** something, you close it tightly.



UNIT 23. PREPARING ITEMS TO BE MAILED

PREPARING A LETTER TO BE MAILED

Alice finished typing a letter on her computer.

After she printed it out she proofread it for errors.

She found an error and corrected it.

She printed it out on letterhead and signed it.

She addressed an envelope and added a label for the return address.

She stapled an attachment to the letter, folded the letter and attachment and inserted them into the envelope.

Then she collected some enclosures and put them into the envelope.

She licked the flap of the envelope and sealed it.



UNIT 23. PREPARING ITEMS TO BE MAILED

Alice는 컴퓨터로 편지 타이핑을 끝냈다. 그녀는 편지를 출력한 후에 오류가 있는지 검토했다. 그녀는 오류를 하나 찾아서 그것을 수정했다. 그녀는 편지를 회사 편지지에 인쇄하고 서명했다. 그녀는 주소를 써서 봉투에 발신인 주소 라벨을 붙였다. 그녀는 편지 첨부물을 스테이플로 찌고, 편지와 첨부물을 접었다. 그리고 그것을 봉투에 넣었다. 그리고 나서 그녀는 우편에 동봉할 것을 모아서 봉투 안에 넣었다. 그녀는 봉투 덮개에 침을 발라서 붙였다.



UNIT 23. PREPARING ITEMS TO BE MAILED

PREPARING A PACKAGE TO BE MAILED

Alice wrapped the equipment in bubble wrap.

She packed it in a box.

Then she taped the box shut and labeled it with an address label.

Alice는 완충재(버블랩)에 장비를 싼다. 그녀는 그것을 상자에 싼다. 그리고 상자를 테이프로 붙여 봉하고 주소 라벨을 붙였다.



UNIT 23. PREPARING ITEMS TO BE MAILED

PARTS OF A LETTER

inside address

12 April, 20XX
435 Juniper St.
Corad Flaven
MI 49436

dateline

Dear Sir,

salutation

body

It was nice to meet you in New
Yok recently and we would call
as soon as possible.

Thank you.

closing

Sincerely,

enc.

enclosure
notification



UNIT 24. USING AN EXPRESS DELIVERY SERVICE

Key Vocabulary

VERBS

bring	pay
drop off	pick up
fill out	stick
gather	tear off
measure	weigh
move around	
pack	

NOUNS

chart	material
clerk	pickup
counter	receipt
customer copy	scale
delivery price	status
express delivery	tape measure
packaging tape	waybill

Useful Expressions

- When you **gather** things, you bring them together in one place.
- The **scale** shows the packages weight is 12.5 lbs. This is equal to about 5.5 kilograms. “**lbs**” means “**pounds**.”
- Another name for a **waybill** is an **airbill**.
- The person who sends the **express package** gets the **customer copy** of a waybill. Other copies go to the shipper and the receiver.
- A **receipt** shows that you’ve paid for something.



UNIT 24. USING AN EXPRESS DELIVERY SERVICE

HAVING A PACKAGE PICKED UP AT THE OFFICE

Alice gathered a group of files to go to another city.

She packed them in a box and added packing material to keep them from moving around.

Then she weighed with a scale and measured the box with a tape measure.

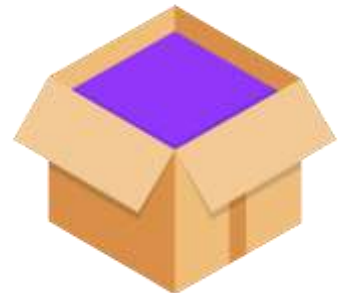
She filled out a waybill .

Then she sealed the box and stuck the waybill on.

Next, she called the express delivery service for a pickup.

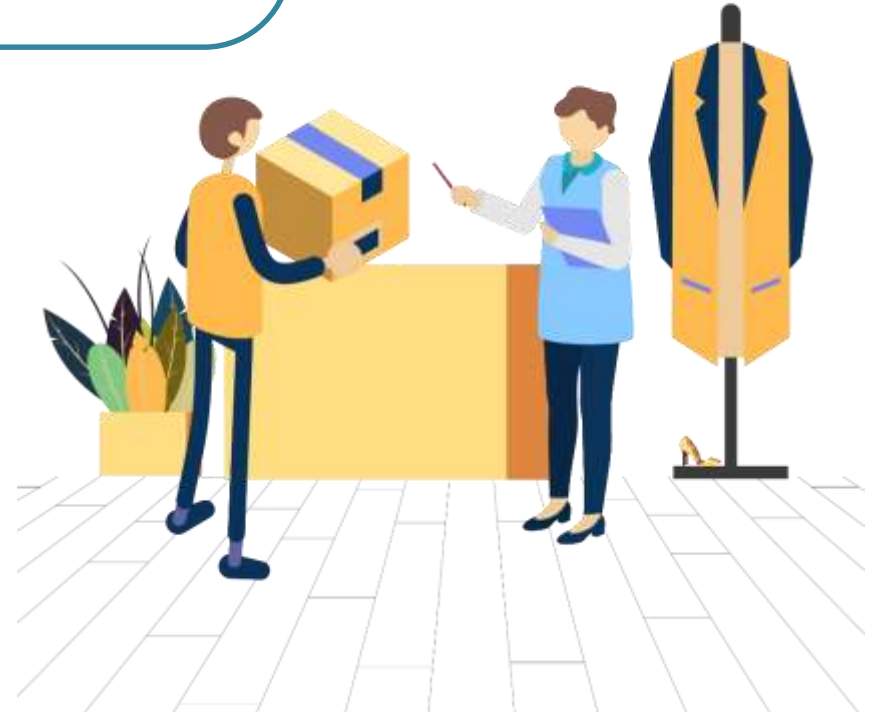
When the delivery person arrived, he took the package from Alice, tore the customer copy off the top of the waybill and gave it to her.

The next day, Alice checked the status of her package.



UNIT 24. USING AN EXPRESS DELIVERY SERVICE

Alice는 다른 도시로 보낼 파일들을 모았다. 그녀는 그것들을 상자에 싸고 움직이지 않도록 포장재를 추가했다. 그리고 그녀는 저울로 무게를 재고, 줄자로 측정했다. 그녀는 운송장을 작성했다. 그녀는 상자를 봉하고 운송장을 붙였다. 다음으로, 그녀는 특송(빠른 배송) 업체에 픽업 요청을 하기 위해 전화를 걸었다. 배송 직원이 왔을 때, 그는 Alice에게서 소포를 받아서 운송장 위의 고객용 용지를 뜯어서 그녀에게 주었다. 다음 날, Alice는 소포의 진행 상황을 확인했다.



UNIT 24. USING AN EXPRESS DELIVERY SERVICE

DROPPING OFF A PACKAGE AT THE EXPRESS DELIVERY OFFICE

Matt brought a package to the express delivery office.

He checked a chart for delivery prices.

He filled out the waybill and brought the package to the counter.

The clerk asked him what kind of service he wanted.

Matt paid the clerk and received his receipt.

Matt는 특송 업체 사무실로 소포를 가지고 갔다. 그는 운송료 표를 확인했다. 그는 운송장을 작성하고 카운터로 소포를 가지고 갔다. 직원이 그에게 어떤 서비스를 원하는지 물었다. Matt는 직원에게 비용을 지불하고 영수증을 받았다.



UNIT 25. RECEIVING AN EXPRESS PACKAGE

Key Vocabulary

VERBS

be supposed to	remove
deal with	report
fill out	return
hand	sign for
make sure	trace
receive	

NOUNS

claim form	product
company	representative
contents	sender
customer service	
damage	
information	

Useful Expressions

- When you **sign for** a package, you are saying that you have received it.
- The **contents** of a package are the things inside.
- A **tracking number** helps delivery companies **locate** or find packages.
- You **fill out** a **claim form** when there is a problem with your delivery, for example if something is **damaged** or **missing** from the box.
- To **trace** something means to follow it to try to find it



UNIT 25. RECEIVING AN EXPRESS PACKAGE

RECEIVING A PACKAGE

A delivery person arrived with a package for Matt.
Matt signed for the package and the delivery person handed it to him.
After Matt opened it, he removed the contents.
He made sure nothing was missing or broken.

배송 직원이 Matt에게 줄 소포를 들고 도착했다. Matt는 소포 수령 서명을 하고 배송 직원은 그에게 소포를 건넸다. Matt는 그것을 개봉한 후에, 내용물을 꺼냈다. 그는 분실이나 파손이 없는지를 확실히 했다.



UNIT 25. RECEIVING AN EXPRESS PACKAGE

DEALING WITH DELIVERY PROBLEMS – 1 : PRODUCT DAMAGE

When Alice opened an express delivery package, she saw that the contents were damaged.

She called the delivery company to report it.

The customer service representative said he'd send a claim form.

Later, Alice filled out the claim form and returned it to the delivery company.

Alice는 특송 업체가 배송한 소포를 개봉했을 때, 내용물이 손상되어 있는 것을 보았다. 그녀는 배송 업체에 그것을 알리기 위해 전화를 했다. 고객 서비스 (부서) 직원은 배상 청구서를 보내겠다고 말했다. 후에, Alice는 배상 청구서를 작성해서 배송 업체로 다시 보냈다.



UNIT 25. RECEIVING AN EXPRESS PACKAGE

DEALING WITH DELIVERY PROBLEMS – 2 : A LATE OR LOST PACKAGE

Matt's package didn't arrive when it was supposed to. So he called the sender to get more information about the package. Next, Matt called the delivery company to trace the package. The next morning, Matt's package arrived.

Matt의 소포는 도착해야 하는 때에 도착하지 않았다. 그래서 그는 발송인에게 전화해서 소포에 대한 정보를 얻었다. 다음으로, Matt는 배송업체에 연락해서 배송 추적을 했다. 다음 날 아침, Matt의 소포가 도착했다.

