

# Thank you for your interest in the POST OFFICE ROLE PLAY PACK

## HOW IT WORKS:

Fill out this form  
as a customer or  
clerk.

Post Office Role Play

Role Play - Clerk

Role Play Card	Item	Destination	Options	Cost	Expected delivery

Role Play - Customer

Role Play Card	Item	Destination	Options	Cost	Expected delivery

**POST OFFICE ROLE PLAY 1**  
You are an exchange student. Write a letter to your family in London and tell them about your experiences in the U.S.A. Take your letter to the post office and have it posted.

**POST OFFICE ROLE PLAY 3**  
Your brother is on a business trip in China. He has requested that you send him some samples before he leaves. He has a flight booked in 8 days. Take the package to the post office to have it posted.



**POST OFFICE ROLE PLAY 2**  
Write a letter to your best friend. He/she is on vacation in Mexico. Take your letter to the post office to be posted.

**POST OFFICE ROLE PLAY 4**  
Write a postcard to your sister in South Africa to tell her about your great vacation. Take it to the post office to have it posted.

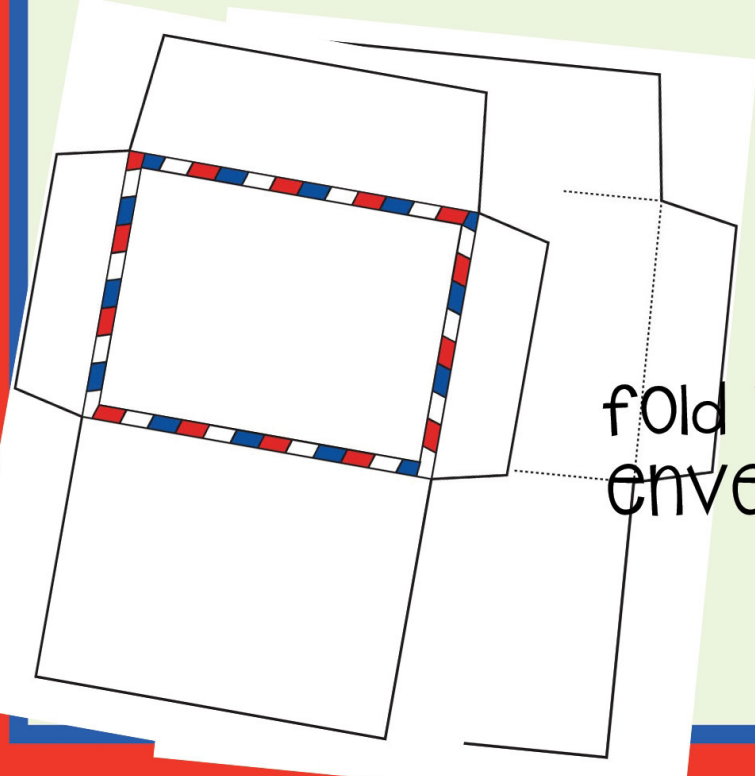


Choose a  
role play card.

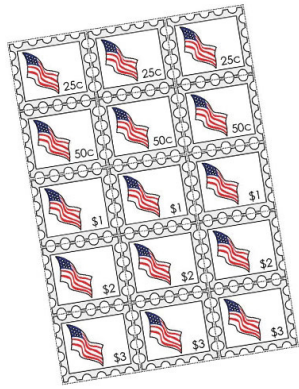
Write a letter or postcard.

place stamp here

place stamp here



fold your  
envelope.



## Post Office Role Play

### Postal Rates for Packages

U.S.A	Weight	Ordinary	Delivery	Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
	0 - 1kg	\$7.50	4 days	\$10.00	3 days	\$12.00	2 days	\$24.00	1-2 days
	1kg - 1.5kg	\$12.00	4 days	\$18.00	3 days	\$20.00	2 days	\$40.00	1-2 days
	1.5kg - 2kg	\$16.00	5-6 days	\$25.00	3 days	\$27.00	3-5 days	\$54.00	1-2 days

London	Weight	Ordinary	Delivery	Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
	0 - 1kg	\$15.00	2 weeks	\$18.00	1-2 weeks	\$30.00	5-6 days	\$40.00	1-2 days
	1kg - 1.5kg	\$25.00	2 weeks	\$28.00	1-2 weeks	\$30.00	5-6 days	\$60.00	1-2 days
	1.5kg - 2kg	\$30.00	2-3 weeks	\$33.00	1-2 weeks	\$35.00	5-6 days	\$70.00	1-2 days

Mexico	Weight	Ordinary	Delivery	Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
	0 - 1kg	\$12.50	1 week	\$15.00	3-4 days	\$17.00	2-3 days	\$34.00	1 day
	1kg - 1.5kg	\$20.00	1 week	\$22.50	3-4 days	\$24.50	2-3 days	\$49.00	1 day
	1.5kg - 2kg	\$25.00	7-9 days	\$27.50	4-6 days	\$29.50	3-4 days	\$55.00	1 day

China	Weight	Ordinary	Delivery	Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
	0 - 1kg	\$16.00	2 weeks	\$19.00	1-2 weeks	\$21.00	5-6 days	\$42.00	1-2 days
	1kg - 1.5kg	\$26.00	2 weeks	\$29.00	1-2 weeks	\$31.00	5-6 days	\$62.00	1-2 days
	1.5kg - 2kg	\$31.00	2-3 weeks	\$34.00	1-2 weeks	\$36.00	5-6 days	\$72.00	1-2 days

South Africa	Weight	Ordinary	Delivery	Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
	0 - 1kg	\$17.00	2-3 weeks	\$20.00	1-2 weeks	\$22.00	5-6 days	\$44.00	2-3 days
	1kg - 1.5kg	\$27.00	2-3 weeks	\$30.00	1-2 weeks	\$32.00	5-6 days	\$64.00	2-3 days
	1.5kg - 2kg	\$32.00	2-3 weeks	\$35.00	1-2 weeks	\$37.00	5-6 days	\$74.00	2-3 days

## Office Role Play

### Postal Rates

Airmail	Delivery	Fastmail	Delivery	Courier	Delivery
N/A	N/A	0.50c	2 days	N/A	N/A
N/A	N/A	\$1.00	2 days	N/A	N/A
N/A	N/A	weight	3-5 days	weight	1-2 days

Weight	Delivery	Fastmail	Delivery	Courier	Delivery
1-2 weeks	\$6.00	5-6 days	N/A	N/A	N/A
1-2 weeks	\$8.00	5-6 days	\$15.00	1-2 days	N/A
1-2 weeks	weight	5-6 days	weight	1-2 days	1-2 days

Weight	Delivery	Fastmail	Delivery	Courier	Delivery
4 days	\$5.00	2-3 days	N/A	N/A	N/A
1 days	\$7.50	2-3 days	\$14.00	1 day	N/A
1 days	weight	3-4 days	weight	1 day	1 day

Weight	Delivery	Fastmail	Delivery	Courier	Delivery
5-6 days	\$8.00	5-6 days	N/A	N/A	N/A
5-6 days	\$10.00	5-6 days	\$25.00	1-2 days	N/A
5-6 days	weight	5-6 days	weight	1-2 days	1-2 days

Weight	Delivery	Fastmail	Delivery	Courier	Delivery
5-6 days	\$2.00	5-6 days	N/A	N/A	N/A
5-6 days	\$3.00	5-6 days	\$30.00	2-3 days	N/A
5-6 days	weight	5-6 days	weight	2-3 days	2-3 days

Choose a stamp using a rates sheet.

Get a receipt and tracking number.

Also included in this pack:  
 Post office signs.  
 3 Dialog sheets.  
 Package tags.  
 Duty cards.  
 Design your own stamp template.

### Receipt

Delivery method: \_\_\_\_\_  
 Estimated delivery: \_\_\_\_\_

**Pay here**

fold here

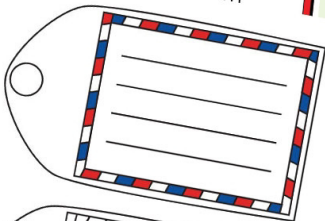
**Help desk**

fold here

### Post Office Hours

Operating hours:  
 9am - 5pm

Tel: \_\_\_\_\_



customer

You need to post a letter or a package.

1. Find out your options for sending your letter or package.
2. Find out the cost.
3. How long will delivery take.



staff

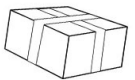
1. Find
2. Give
3. Weigh
4. Accept
5. Apply

### Post Office Dialog



### Post Office Dialog

### Post Office Dialog



cl

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**Clerk:** Can I help you?

**Customer:** Yes please. I would like to send this package to London.

**Clerk:** How would you like to send it?

**Customer:** I am not sure. What are my options?

**Clerk:** Let me weigh it and I can give you the information.

**Customer:** Thank you.

**Clerk:** Your package weighs 1.2kg. You can send it via Ordinary mail, Airmail, Fastmail or Courier. It will take 2 weeks and cost \$15.00 by Ordinary mail. Airmail will cost \$28 and the expected delivery time is 1 - 2 weeks. Fastmail will take 5 - 6 days and cost \$30. Courier will take 1 - 2 days and cost \$60.

**Customer:** I would like to send it via Fastmail please.

**Clerk:** That will be \$30.00.

(Customer pays)

**Clerk:** Thank you. Here is your receipt and tracking number.

**Customer:** Thank you.

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