

ROLE PLAY: GOING TO THE POST OFFICE

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Customer

I'd like to send this parcel.
How much is postage?
When will it arrive?
Is tracking included?
Could I have a tracking number?
I'd like a strong box.
What are the options?

Post-office clerk

Where would you like to send it?
Please put it on the scales.
Would you like standard or express delivery?
Please write the address here.
Let me check the tracking details.
Here's your receipt.
The estimated delivery time is ...

2. MODEL CONVERSATIONS

A. SENDING A BIRTHDAY PARCEL

Customer: Hello. I'd like to send this parcel to my sister. It's her birthday next Friday.

Clerk: Certainly. **Where would you like to send it?**

Customer: To Manchester. **When will it arrive?**

Clerk: Let's check the options. **Please put it on the scales.**

Customer: There you are. I'd like it to reach her before Friday if possible.

Clerk: Standard delivery is about three working days. Express is expected tomorrow. They cost 5 and 9 pounds.

Customer: I'll choose express. **Is tracking included?**

Clerk: Yes. You'll find the number on the receipt. **Please write the address here.**

Customer: Done. Can I check that I wrote the postcode clearly?

Clerk: Yes, that's clear. Would you like to pay by cash or card?

Customer: By card, please. Thanks for explaining the choices.

Clerk: You're welcome. **Here's your receipt.** Keep it until the parcel arrives.

B. CHECKING A PARCEL

Customer: I sent a parcel last week, but my friend says it hasn't arrived. Can you help me check it?

Clerk: Of course. Do you have the receipt or the tracking number?

Customer: Yes, here's the receipt. It was meant to arrive yesterday.

Clerk: **Let me check the tracking details.** The record says delivery was attempted yesterday afternoon.

Customer: That's strange. My friend was at work then. What happens now?

Clerk: The record says it's being held at her local collection office.

Customer: Can I collect it here for her?

Clerk: No, it's at the office in her town. She'll need the collection details from the tracking page.

Customer: Could you show me where to find those?

Clerk: Yes, here. It gives the address and what she needs to bring.

Customer: Thanks. I'll send her the link so she can check the opening times too.

Clerk: Good idea. That page will show any further updates to the parcel.

Notice how the speakers give details, ask follow-up questions and respond to each other.

ROLE PLAY: GOING TO THE POST OFFICE

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: AN IMPORTANT LETTER

Student A - Customer

You need to send a letter that should arrive by Thursday. Today is Monday. Ask about price, tracking and estimated delivery time. You can spend up to 10 pounds.

Student B - Post-office clerk

Standard delivery costs 3 pounds and is estimated at three to five working days. Express costs 8 pounds and is expected the next working day. Tracking is included with express. Explain estimates clearly and confirm the choice.

ROLE PLAY 2: A MISSING PARCEL

Student A - Customer

Your parcel hasn't arrived. You have a tracking number, but you don't understand the latest message. Ask where it is and what the recipient should do. Don't assume it has been lost.

Student B - Post-office clerk

The tracking record says 'Held for collection'. Ask for the number and explain that the parcel is at the recipient's local office. Show where to find the collection address, opening times and identification information.

ROLE PLAY 3: CHOOSING A BOX

Student A - Customer

You need a box for a book and a mug. You want enough space for protective wrapping, but your budget for packaging is 6 pounds. Ask about sizes and whether tape is included.

Student B - Post-office clerk

A small box is 2 pounds, a medium box is 4 pounds and tape is 1 pound. The mug and wrapping won't fit safely in the small box. Ask what is being packed and suggest a suitable option within the budget.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.