

ROLE PLAY: AT THE POST OFFICE

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Customer

I'd like to compare the delivery options.
It needs to arrive by ...
Is that guaranteed or estimated?
Is tracking included in the price?
What does the cover include?
The tracking hasn't changed since ...
Could you open an enquiry?
What should I keep as proof?

Postal clerk

Where are you sending it?
Could you tell me what's inside?
The estimated delivery time is ...
That service doesn't guarantee a date.
Let me check the conditions.
Could I see the tracking number?
We need to find out what's happened.
Keep the receipt and reference number.

2. MODEL CONVERSATIONS

A. SENDING A GIFT ABROAD

Customer: Hello. I'd like to compare the delivery options for this parcel. It's going to my brother in France.

Clerk: Certainly. Could you tell me what's inside?

Customer: A camera strap and a notebook. It needs to arrive by next Thursday if possible.

Clerk: The tracked service takes an estimated five to seven working days. Express is estimated at three.

Customer: Is that guaranteed or estimated? I don't want to pay extra for a promise you can't make.

Clerk: Estimated for this destination. That service doesn't guarantee a date, especially if there are delays.

Customer: Understood. What about tracking and cover for the contents?

Clerk: Tracking is included. Let me check the conditions for cover before you choose.

Customer: Thanks. The two items are worth about sixty pounds altogether.

Clerk: I'll check that value and explain any paperwork required for this parcel.

Customer: All right. I'll choose express if the cover is suitable, even though the date isn't guaranteed.

Clerk: Of course. We'll check those details before taking payment.

B. A TRACKING QUERY

Customer: Could you help with a parcel I sent last week? The tracking hasn't changed since Monday.

Clerk: I'll take a look. Could I see the tracking number?

Customer: Here it is. It says it's at the sorting centre, but the delivery estimate was yesterday.

Clerk: I can see that too. There isn't a reason for the delay in this record.

Customer: Does that mean it's been lost?

Clerk: Not necessarily. We need to find out what's happened rather than assume it's lost.

Customer: Could you open an enquiry? The recipient needs to know whether to wait.

Clerk: Yes. I'll need the posting receipt and a description of the contents.

Customer: I've brought both. How will I hear the result?

Clerk: We can contact you by email. I'll confirm the address and explain the expected response time.

Customer: Thanks. What should I keep as proof while the enquiry is open?

Clerk: Keep the receipt and reference number. I'll write the follow-up details on this copy.

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

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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: SPEED OR COST?

Student A - Customer

You're sending a gift worth 60 pounds abroad. You hope it arrives in five working days and can spend up to 25 pounds on postage. Ask about timing, tracking and cover. Decide what matters most if no service guarantees the date.

Student B - Postal clerk

Tracked delivery costs 14 pounds and takes an estimated five to seven working days. Express costs 24 and takes an estimated three. Neither guarantees the date for this fictional destination. Check contents and cover conditions before confirming a suitable service.

ROLE PLAY 2: NO TRACKING UPDATE

Student A - Customer

Your parcel's tracking has been unchanged for four days, and the estimate has passed. You have the receipt and tracking number. Ask what is known, whether an enquiry can be opened and how you'll follow up. Don't assume the parcel is lost.

Student B - Postal clerk

The record shows the parcel at a sorting centre, with no explanation for the delay. In this scenario, you can open an enquiry. Ask for the receipt, contents and contact details. Explain that an enquiry investigates the delay; don't promise recovery or compensation.

ROLE PLAY 3: PACKAGING A FRAGILE GIFT

Student A - Customer

You need to send a mug and a book. You've brought a small box, but there's little space for cushioning. You have 12 pounds for packaging and postage. Ask for options and explain whether saving money or protecting the items matters more.

Student B - Postal clerk

The customer's small box won't leave room for cushioning. A medium box and wrapping cost 5 pounds; postage for the packed parcel is 8. Sending only the book with packaging costs 6 altogether. Explain the trade-offs and let the customer choose without claiming damage is impossible.

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.