

LESSON PLAN
Postal Services

High School	Grupul Scolar de Posta si Telecomunicatii, TIMISOARA
Level	Intermediate
Area	Postal Services
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Time	1 hour

We are committed to serve you

Post Office Counters Code of Practice

PRE-READING

- How often do you go to the post office?
- How long do you have to wait in the queue at the post office?
- Are you satisfied with the services offered by the post office?
- Are you satisfied with the post office clerks' behaviour?

Your Post Office

Your local Post Office is perhaps the most familiar part of any high street. In many towns you are never more than a mile from the famous red and yellow sign. It's a fact that with one in almost every town and village there are more Post Offices than all the major bank and building society branches combined. It may seem that other shops come and go, but the Post Office always stays the same. Or, does it?

Post Office

Post Office Counters Ltd operates as an agent for many of the services offered by Royal Mail and Parcelforce through its network of around 20,000 Post Offices across the country. We are committed to meeting our obligation to our customers and will monitor the operation of this Code of Practice, and report the results of this review annually to the Post Office User's National Council and the Office of Fair Trading. We hope you will take a few minutes to see how your Post Office is improving – and how you can help us improve it still further.

Quality of Service

The service we give at your Post Office has been the subject of various reviews and studies carried out both by Post Office Counters Ltd and the Post Office User's National Council.

A POUNC report published in September 1989 examined the service given at a wide range of our outlets and compared it with that at a similar number of alternative High Street outlets and organizations. This research found that although some post Offices did have queuing problems at certain times, the quality of the service generally, measured by the time customers have to wait, was better in Post offices than it was in banks, building societies and supermarkets and in the majority of cases customers were served within 5 minutes.

Nevertheless we are continuing to examine ways of streamlining queuing arrangement at counters as part of our ongoing commitment to customer service within our offices.

POUNC = The Post Office User's National Council

WHILE READING

1. Fill in the empty spaces with words from the text:
 - Your local post office is.....of any high street.
 - The service we give.....has been the subject of.....by Post Office Counter Ltd and the Post Office Users' National Council.
 - A POUNC report published in.....examined.....and compared.....

2. Answer the following questions using the information in the text:
 - Which is the most familiar part of any high street?
 - How does the Post Office Counters Ltd operate?
 - What is the subject of various reviews and studies carried out by Post Office Counters Ltd?
 - What was the result of the September 1989 research?

3. Unscramble the words and use them in sentences:
 - vcsseire
 - sotpcsfiofe
 - fo eocd iecrpact
 - rtioepano
 - otrerp
 - niitoragaosns

POST READING

Choose between the following activities:

- Create a poster illustrating the newest services offered by the Romanian Post Company
- Make a leaflet presenting the services offered by the ideal post office
- Make a leaflet presenting the services offered by a horrible post office