Sending a Parcel Abroad

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: abroad | international | customs form | value | description | import tax | working days

Phrase	Use it to…
The caller (office)	
I'd like to send a parcel abroad.	say what you want
Do I need a customs form?	ask about paperwork
They're worth 380 pounds.	give the value
How long does it take?	ask about delivery time
Does the customer need to pay anything?	ask about extra costs
Can I get a tracking number?	ask how to follow the parcel
The courier company	
What's in the parcel?	ask what you are sending
What's the value of the goods?	ask how much the goods are worth
You need to fill in a customs form.	explain what you must do
Please write a clear description of the goods.	explain what to write
It takes three to five working days.	give the delivery time
The customer may need to pay import tax.	warn about an extra cost
In the email	
Your order will be sent to Dublin today.	give news about an order
Please note that you may need to pay import tax.	give important information

The Phone Call

Read the phone call.

GreenLeaf Furniture has a new customer in Dublin, Ireland. Lena calls Dan at FastLane Couriers.

Dan: FastLane Couriers, Dan speaking.

Lena: Hi Dan, it's Lena from GreenLeaf Furniture. I'd like to send a parcel abroad, to Ireland.

Dan: No problem. Where in Ireland?

Lena: Dublin. It's for a new customer.

Dan: OK. You need to fill in a customs form.

Lena: Oh, do I need a customs form? It's so close!

Sending a Parcel Abroad

Dan: Yes. Ireland is in the EU, and the UK isn't. What's in the parcel?

Lena: Two office chairs.

Dan: And what's the value of the goods?

Lena: They're worth 380 pounds.

Dan: Thanks. Please write a clear description of the goods on the form, for example, 'two office chairs, metal and fabric'.

Lena: OK. How long does it take?

Dan: It takes three to five working days.

Lena: And how much does it cost?

Dan: It's ninety-five pounds.

Lena: Does the customer need to pay anything?

Dan: The customer may need to pay import tax when the parcel arrives.

Lena: OK, I'll tell him. Can I get a tracking number?

Dan: Yes. You'll get it by email when we collect the parcel.

Lena: Great. Thanks, Dan.

1. True or False

Read the sentences about the phone call. Circle True or False.

1. Lena wants to send two chairs to Dublin. **True / False**
2. Lena doesn't need a customs form. **True / False**
3. The chairs are worth four hundred pounds. **True / False**
4. Lena must describe the goods on the form. **True / False**
5. The parcel will arrive the next day. **True / False**
6. The delivery costs ninety-five pounds. **True / False**
7. The customer may need to pay import tax. **True / False**
8. Lena will get the tracking number by text message. **True / False**
9. Ireland is in the EU. **True / False**
10. Lena already knew about the customs form. **True / False**

2. Multiple Choice

Circle the correct answer.

1. You want to send something to another country. What do you say?
   a) I'd like to send a parcel to abroad. b) I'd like to abroad a parcel. c) I'd like to send a parcel abroad.
2. You want to know about the paperwork. What do you say?
   a) Do I need a customs form? b) Do I need customs form? c) I need a customs form, do?

Sending a Parcel Abroad

3. The courier asks what you are sending. What does he say?
   a) Where's the parcel? b) What's in the parcel? c) Who's the parcel?
4. The courier asks how much the goods cost. What does he say?
   a) What's the value of the goods? b) What's the weight of the goods? c) What's the colour of the goods?
5. You say how much the chairs cost. What do you say?
   a) They weigh 380 pounds. b) They're value 380 pounds. c) They're worth 380 pounds.
6. You ask about the delivery time. What do you say?
   a) How long is it take? b) How long does it take? c) How far does it take?
7. The courier gives the delivery time. What does he say?
   a) It take three to five working days. b) It takes three to five working days. c) It takes three to five working hours.
8. The courier explains an extra cost for the customer. What does he say?
   a) The customer may need to pay import tax. b) The customer may need pay import tax. c) The customer may needs to pay import tax.
9. The courier tells you what to write on the form. What does he say?
   a) Please write a clear price of the goods. b) Please describe clear the goods. c) Please write a clear description of the goods.
10. You want to follow the parcel online. What do you say?
    a) Can I get a tracking number? b) Can I get a customs number? c) Can I track a number?

3. Matching

Match the beginnings (1–8) with the endings (a–h). Write the letter.

1. **It takes** …	____	a) a parcel abroad.
2. **They're worth** …	____	b) a customs form?
3. **Can I get** …	____	c) of the goods?
4. **I'd like to send** …	____	d) three to five working days.
5. **Please write a clear description** …	____	e) pay import tax.
6. **What's the value** …	____	f) of the goods on the form.
7. **The customer may need to** …	____	g) a tracking number?
8. **Do I need** …	____	h) 380 pounds.

Sending a Parcel Abroad

4. Gap Fill

Complete the phrases with words from the box.

value	tax	abroad	working	form	tracking	description	international	long	worth

1. I'd like to send a parcel _____, to Spain.
2. You need to fill in a customs _____.
3. What's the _____ of the goods?
4. The printers are _____ six hundred pounds.
5. Please write a clear _____ of the goods: 'two office chairs'.
6. The customer may need to pay import _____.
7. It takes three to five _____ days.
8. How _____ does it take to get to Dublin?
9. We offer an _____ service to over fifty countries.
10. Can I get a _____ number, please?

5. Word Order

Put the words in the correct order to make phrases.

1. abroad / send / I'd / a / like / parcel / to **.**

2. form / need / customs / Do / a / I **?**

3. goods / value / the / What's / of / the **?**

4. take / it / How / does / long **?**

5. days / four / It / working / takes / about **.**

6. tax / pay / The / to / customer / need / may **.**

7. clearly / goods / Please / the / describe **.**

8. number / get / tracking / Can / a / I **?**

Sending a Parcel Abroad

6. Who Says It?

Who says each phrase? Tick (✓) the caller (office) or the courier company.

Phrase	The caller (office)	The courier company
1. What's in the parcel?	☐	☐
2. I'd like to send a parcel abroad.	☐	☐
3. Do I need a customs form?	☐	☐
4. What's the value of the goods?	☐	☐
5. They're worth 380 pounds.	☐	☐
6. You need to fill in a customs form.	☐	☐
7. It takes three to five working days.	☐	☐
8. The customer may need to pay import tax.	☐	☐
9. How long does it take?	☐	☐
10. Can I get a tracking number?	☐	☐
11. Please write a clear description of the goods.	☐	☐
12. Does the customer need to pay anything?	☐	☐

7. Complete the Phone Call

Choose the best phrase (a, b or c) for each gap and write it on the line.

Ben from Harbour Office Supplies calls Maria at Swift Parcels. He has an order for a customer in France.

Maria: Swift Parcels, Maria speaking.

Ben: Hi Maria, it's Ben from Harbour Office Supplies. (1) _____

a) I'd like to send some boxes abroad, to France. b) I'd like to send some boxes to abroad, France. c) I'd like to abroad some boxes.

Maria: No problem. (2) _____

a) Who's in the boxes? b) Where's in the boxes? c) What's in the boxes?

Ben: Printer ink and paper. (3) _____

a) Do I need customs form? b) Do I need a customs form? c) I need a customs form, do?

Maria: Yes, you do. (4) _____

a) What's the weight of the value? b) What's the value the goods? c) What's the value of the goods?

Ben: (5) _____

a) They're worth about 600 pounds. b) They're weight about 600 pounds. c) They worth about 600 pounds.

Maria: OK. Please write a clear description of the goods on the form.

Sending a Parcel Abroad

Ben: (6) _____

a) How long it takes to get to Paris? b) How long does it take to get to Paris? c) How far does it take to Paris?

Maria: (7) _____

a) It takes two to four working days. b) It takes two to four working hours. c) It take two to four working days.

Ben: (8) _____

a) Do the customer need pay anything? b) Does the customer needs to pay anything? c) Does the customer need to pay anything?

Maria: The customer may need to pay import tax. Anything else?

Ben: No, thanks. That's everything.

8. Email Order

After the call, Lena writes to the new customer, Mr Byrne. Number the lines of the email in the correct order (1–7).

Subject: Your order – delivery to Dublin	
Finally, you will receive a tracking number by email this afternoon.	____
It usually takes three to five working days to arrive in Ireland.	____
Best regards, Lena Kowalski	____
Dear Mr Byrne,	____
I'm writing to let you know that your order will be sent to Dublin today.	____
Please note that, when it arrives, you may need to pay import tax.	____
Thank you for your order of two office chairs.	____

Teacher Answer Key – Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 7: Sending a Parcel Abroad

1. True or False

1. True **2.** False **3.** False **4.** True **5.** False **6.** True **7.** True **8.** False **9.** True **10.** False

2. Multiple Choice

1. c) I'd like to send a parcel abroad. **2.** a) Do I need a customs form? **3.** b) What's in the parcel? **4.** a) What's the value of the goods? **5.** c) They're worth 380 pounds. **6.** b) How long does it take? **7.** b) It takes three to five working days. **8.** a) The customer may need to pay import tax. **9.** c) Please write a clear description of the goods. **10.** a) Can I get a tracking number?

3. Matching

1. It takes – d **2.** They're worth – h **3.** Can I get – g **4.** I'd like to send – a **5.** Please write a clear description – f **6.** What's the value – c **7.** The customer may need to – e **8.** Do I need – b

4. Gap Fill

1. abroad **2.** form **3.** value **4.** worth **5.** description **6.** tax **7.** working **8.** long **9.** international **10.** tracking

5. Word Order

1. I'd like to send a parcel abroad. **2.** Do I need a customs form? **3.** What's the value of the goods? **4.** How long does it take? **5.** It takes about four working days. **6.** The customer may need to pay tax. **7.** Please describe the goods clearly. **8.** Can I get a tracking number?

6. Who Says It?

The caller (office)	The courier company
2. I'd like to send a parcel abroad. 3. Do I need a customs form? 5. They're worth 380 pounds. 9. How long does it take? 10. Can I get a tracking number? 12. Does the customer need to pay anything?	1. What's in the parcel? 4. What's the value of the goods? 6. You need to fill in a customs form. 7. It takes three to five working days. 8. The customer may need to pay import tax. 11. Please write a clear description of the goods.

7. Complete the Phone Call

1. a) I'd like to send some boxes abroad, to France. **2.** c) What's in the boxes? **3.** b) Do I need a customs form? **4.** c) What's the value of the goods? **5.** a) They're worth about 600 pounds. **6.** b) How long does it take to get to Paris? **7.** a) It takes two to four working days. **8.** c) Does the customer need to pay anything?

8. Email Order

Numbers in the order the lines appear: 6 4 7 1 3 5 2

Correct email: Dear Mr Byrne, / Thank you for your order of two office chairs. / I'm writing to let you know that your order will be sent to Dublin today. / It usually takes three to five working days to arrive in Ireland. / Please note that, when it arrives, you may need to pay import tax. / Finally, you will receive a tracking number by email this afternoon. / Best regards, Lena Kowalski

Total: 73 marks