

## At the Post Office (Australia Post)

**Sales person:** Hello. How may I help you?

**Customer:** I'd like to post these items to Uruguay. Do you have boxes?

**Sales person:** Certainly. Let's see – this one should do. Would you like bubble wrap?

**Customer:** What's that for?

**Sales person:** For padding. I would recommend it, so your items don't bounce about in transit and get damaged.

**Customer:** Will it cost extra?

**Sales person:** Only 50 cents.

**Customer:** OK, then.

**Sales person:** Here is your box and wrap. Please take it to the counter over there and pack it to your satisfaction, then write the addressee's details on the front – here – and the sender's details on the back – here. When you're done, come back and see me. You don't have to wait in line again.

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**Customer:** Here it is. (pause) There's no rush – can I please send it by ship?

**Sales person:** I'm sorry, but Australia Post doesn't offer surface mail anymore. Everything is sent by air.

**Customer:** Oh, I see. I hope it won't be too expensive.

**Sales person:** I'll tell you the cheapest option. (rustling sounds) Oh, you're just over 500 grams. If you could reduce the weight by 30 grams, it would be a lot cheaper. Is there anything you can take out?

**Customer:** Yes, in fact there is. (more noises). Howzat?

**Sales person:** Spot on, 500 grams – well done!

**Customer:** Could you please tape it up for me?

**Sales person:** Sure. (tape noises). Now you didn't want expedited shipping, insurance or tracking for it, did you?

**Customer:** No, I'll go with the base option, thanks.

**Sales person:** That'll be \$14.95. (money clinking sounds)

**Customer:** Thanks.

**Sales person:** No worries. NEXT!

### Vocabulary

bubble wrap	a packaging material made of clear plastic
padding	something that wraps around something else for protection
bounce about	to move up and down quickly; to jump
in transit	on the way
addressee	the person something is being sent to
details	here: the addressee's (or sender's) name and address
surface mail	mail sent over land and sea
air	airmail
howzat?	Australian slang for 'how's that?'
spot on	just right
expedited shipping	faster mail (for an extra cost) [to expedite – to make something happen faster]
tracking	ability to check on the internet where a parcel is while in transit (for an extra cost)
base option	the lowest, cheapest possibility
no worries	common Australian expression meaning 'OK', or in this case 'you're welcome'