



## Unit 5 Mail service

### LESSON 5 **Where is the mail from?**

LEARNING OBJECTIVE  
In this lesson, you will learn how to  
talk to a delivery man.



**51Talk**  
无忧英语

## 1 Warm-up

Do you often receive packages?

Does the delivery man call before he brings the package?



**Words and phrases you may want to use:**

- always
- sometimes
- never



## 2 New words and expressions

### Matching game

1.



track

2.



3.



4.



5.



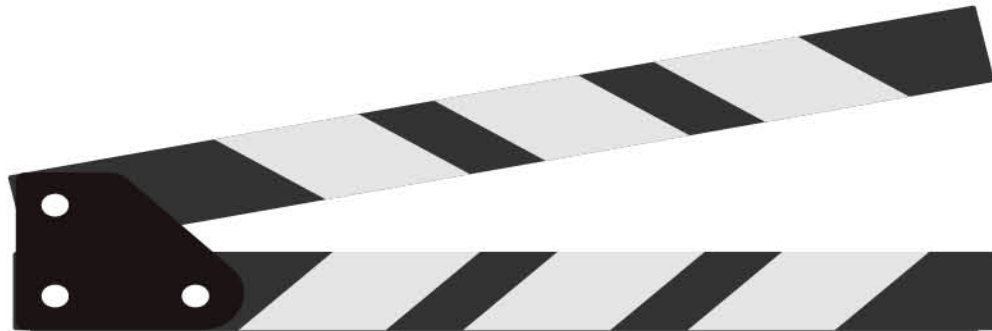
express [ɪk'spres] company  
package ['pækɪdʒ]  
contact ['kɒntækt] information  
street [stri:t] number  
track [træk]

Let's go through the sentences. Pay attention to the words in red.

- The **express company** van was parked on the street.
- I ordered a **package** a few days ago.
- The **contact information** says this mail is to be shipped to San Francisco.
- Wilson had to stand back to make sure he could see the **street number** clearly.
- If you want to **track** your mail, you can use the "Track and Trace" website to help you.

## 3 Speaking naturally

### 1. Conversation setting



**Who:**

**James (a clerk from an express company) and Jennifer (a customer)**

**Where:**

**On the phone**

**Talking about:**

**Confirming Jennifer's contact information**



***Let's see how James asked about the details of the mail.***

## 3 Speaking naturally

### 2. Conversation and activity

**James:** Hi, this is James Robbins from the **express company**, DHL.  
Is this Ms. Jennifer Brown?

**Jennifer:** Yes, this is.

**James:** I am sorry to bother you. We have a **package** here  
with your **contact information**, but the **street number**  
is not clear.

**Jennifer:** May I ask where the package is from?

**James:** Let me have a look. It is from Princeton University.

**Jennifer:** OK. The street number is Seventeen Main Street. The  
postcode is 3169.

**James:** Got it. Thank you.

**Jennifer:** You're welcome. When can I receive it?

**James:** You will possibly receive your mail in two days.  
You can **track** it online if you want.

**Jennifer:** OK. I'll try then. Thank you.

### Complete the form:

Package information	
	
Receiver's name:	
Receiver's postcode:	
The package is from:	
Delivery company:	



## 3 Speaking naturally

### 3. Conversation and comprehension

**James:** Hi, this is James Robbins from the **express company**, DHL.  
Is this Ms. Jennifer Brown?

**Jennifer:** Yes, this is.

**James:** I am sorry to bother you. We have a **package** here  
with your **contact information**, but the **street number**  
is not clear.

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**James:** Let me have a look. It is from Princeton University.

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postcode is 3169.

**James:** Got it. Thank you.

**Jennifer:** You're welcome. When can I receive it?

**James:** You will possibly receive your mail in two days.  
You can **track** it online if you want.

**Jennifer:** OK. I'll try then. Thank you.

#### Answer the questions:

1. Why did James give  
Jennifer a call?

*James called Jennifer because ...*

2. When can Jennifer receive  
the package?

*She can receive ...*

**Jennifer:** OK. I'll try then. Thank you.



# 4 Task

## Speak out

**Teacher** Hi, ... (student's name) Have you ever received phone calls from a delivery man?

Yes, ...

**You**

**Teacher** ...

...

**You**

**Teacher** ...

...

**You**

### Word tips

- ... days/weeks ago
- contact information
- street number
- track
- online



## 5 Summary

What did you learn in this lesson?

Words and phrases:

Sentences:

***Let's check the next page!***

## 5 Summary

You have learned the following vocabulary and sentence patterns to talk to a delivery man.

### Words and phrases:



package



track



express company



contact information



street number

### Sentence patterns:

May I ask where ... is/are from?

(Make a sentence)

When can I receive ...?

(Make a sentence)

