

Postal Service



During this lesson, the students will learn about postal services in Korea. Under this Terminal Learning Objective, the students will learn one task: discuss postal procedures. At the end of the lesson, the students will be able to:

Discuss Postal Procedures

- Discuss options/services available at the post office
- Ask the postal clerk how to fill out a form
- Send a package outside the country
- Buy stamps
- Send a postal money order
- Identify different services at the post office



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*Tip of the Day***The International Postal Service in Korea**

Classification of International Mail

♣ International Mail can be classified into Letter-Type Post, Parcel Post, EMS, and International Electronic Mail. You can select the type of mail that suits your needs.

• Letter-Type Post consists of Letters, Aerogramme, Postcards, Printed Papers, Literature for the Blind, Small Packets, and M-Bag.

• Packages of merchandise or any other articles that may not be mailed at Letter-Type postage rates can be sent as Parcel Post.

• Letter-Type Post and Parcel Post items can be sent by surface mail, SAL, or airmail, which vary in rate and delivery speed.

♣ Special international postal services refer to special treatments that can be added at the request of the sender. Five types of special postal services (Registered Mail, Insured Mail, Advice of Delivery, Express Mail, and Recorded Delivery Mail) are available for international mail. If you wish to take advantage of these special postal services, you will have to complete the necessary procedure at the post office counter.

♣ You need to complete the following steps before you use the postal services in Korea.

1. Select the service you need (consider postal charges, fees, weight, and delivery speed).
2. Consider the need for insurance or any other special handling service.
3. Complete the proper documentation (filling out the necessary form accurately).
4. Decide whether your item is prohibited or not.
5. If not, pack it securely and write the address correctly.

Lesson Scenario 1

Send a Package Outside the Country

A customer wants to know the quickest way to send a package from Korea to the United States. Read the dialogue below and answer the question that follows.

A: 어서 오세요. 뭘 도와드릴까요?

B: 미국으로 소포를 보내려고 하는데요. 가장 빨리 가는 걸로 보내려면 뭘로 보내면 되요?

A: 내용물이 무엇입니까?

B: 업무용 서류예요.

A: 그럼 국제 특급우편으로 보내시는 것이 가장 빠르고 저렴합니다.

B: 보내는데 얼마나 걸려요?

A: 미국이면 이틀에서 삼일 걸려요.

B: 예, 그럼 국제 특급우편으로 보내 주세요.

A: 예, 여기 저울에 올려 주시고 여기에 주소와 우편물 내역 등을 적어 주세요.

B: 예. 그리고 우표도 좀 주세요.

A: 얼마짜리로 드릴까요?

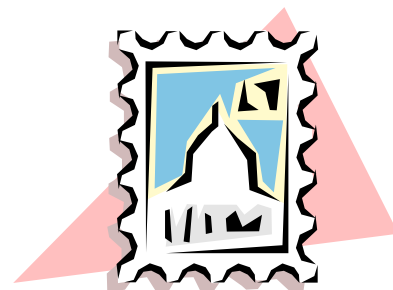
B: 170 원짜리로 스무 장 주세요.

A: 네, 국제 특급우편요금이 만 이천오백원, 우표가 삼천사백원, 모두 만 오천구백원입니다. 감사합니다.

Scenario1 Exercise

1. Which service delivers the fastest?

- a. 비즈니스 메일
- b. 선편
- c. 국제 특급 우편



Exercise 1 (Pair Work)

You're new in Korea and want to keep in touch with people in the States. Your partner will act as the postal clerk. Practice asking and answering questions, concerning the efficiency of the postal service, using the given information below. Reverse roles.

Example

(편지, 한 삼사일)

A: 이 편지가 미국에 도착하는데 얼마나 걸려요?

B: 한 삼사일 걸려요.

(1) 소포, 일주일

(2) 엽서, 보름

(3) 항공 서한, 삼 일

Exercise 2 (Pair Work)

This is a continuation of the previous activity. Students will remain in pairs. You have received a package from your friend. Naturally, you're curious about the contents. Your partner will play your friend. Ask him about what is inside the package. Practice the various forms given below. Reverse roles.

Example (1) A: 안에 든 것이 뭐죠? / 안에 뭐가 들었죠?

B: 책이에요.

Example (2) A: 내용물이 뭐니까?

B: 무역관계 서류입니다.

Lesson Scenario 2 How to Fill Out a Form

A customer asks a postal clerk for some help filling out an international mail form. Read the dialogue below and answer the question that follows.

A: 국제 우편으로 소포를 보내려 하는데요.

B: 항공편으로 보내시겠습니까?

A: 아니요. 선편으로 보내 주세요.

B: 네, 여기 세관 용지를 기입하여 주세요.

A: 제가 한국말이 서툰데요. 좀 도와주세요.

B: 네, 이곳 발송인 주소란에는 보내시는 분의 이름과 주소를 기입하여 주세요.

수취인 주소란에는 받는 분의 이름과 주소를 써 주시면 되요.

A: 받는 사람 이름과 주소는 영문으로 써도 되지요?

B: 네, 영어로 써도 됩니다.

A: 우편물 내역란에는 뭘 써요?

B: 보내시는 소포의 내용물이 무엇인가 자세히 써 주시면 되요. 그리고 서명란에 서명하시고 오늘 날짜를 기입하셔서 저를 주세요.

A: 이렇게 쓰면 되요?

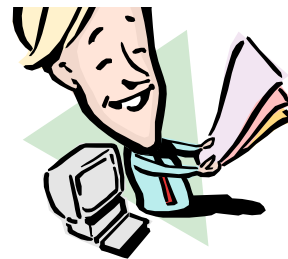
B: 예. 모두 8,300 원입니다. 감사합니다.

A: 도와주셔서 고마워요.

Scenario 2 Exercise

1. How does he send the package?

- a. 항공편
- b. 선편
- c. 국제 특급 우편





Tip of the Day

Domestic Postal Service

Classification of Domestic Mail

Domestic Mail can roughly be classified into two groups: Letter-Type Post and Parcel Post. Then, according to the speed of delivery, Domestic Mail is divided into Priority Mail and Non-Priority Mail.

Priority Mail will be delivered on the following business day, while Non-Priority Mail will be delivered within the fourth business day after being sent.

Special domestic postal services, which can be added at the request of the sender, are Registered Mail, Insured Mail, and Proof of Delivery Mail.

Classification		Criteria
Letter Post	Standard Size	<ul style="list-style-type: none"> o The Postal Code has been recorded. o Maximum length and width: 235×120mm o Maximum weight: 50g
	Non-Standard Size	<ul style="list-style-type: none"> o Maximum weight: 6 kg
Parcel Post		<ul style="list-style-type: none"> o Small freight, goods, commodities, etc.

Exercise 3 (Pair Work)

You need to go to the post office to take care of some business. Your partner will play the clerk and you will act as the customer. Practice the following short dialogues. Reverse roles when the first student has finished.

Example (1) A: 받는 사람 주소를 영문으로 써도 됩니까?
B: 예, 반드시 영문으로 써야 합니다.

Example (2) A: 보내는 사람 주소를 영문으로 써도 되나요?
B: 한글로 써도 되고 영문으로 써도 돼요.

Example (3) A: 주소를 전부 영문으로 써도 되는지 모르겠어요.
B: 예, 상관없어요.

Example (4) A: 영문으로 써도 되나요?
B: 그럼요. 받을 분 주소는 꼭 영문으로 써야 해요.

Exercise 4 (Pair Work)

You are at the post office trying to figure out how to send something. You are still a bit clueless on the Korean Postal System, so you decide to talk to the clerk (who will be played by your partner). When sending mail, you have to decide what kind of service you want to use, depending on the type of mail and how soon you want it to get to its final destination. Practice acting out the dialogues below. Reverse roles.

(1) A: 어떻게 보내시겠습니까?
B: 항공편으로 보냈으면 하는데요.

(2) A: 선편으로 보내시겠습니까?
B: 아니요. 항공편으로 보내주세요.

(3) A: 항공편으로 보내시겠어요, 선편으로 보내시겠어요?
B: 선편이 좋겠어요.

(4) A: 어떻게 보내시겠어요?
B: 선편보다는 항공편이 좋겠어요.

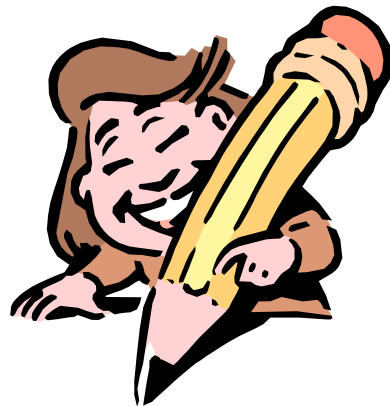
Exercise 5 (Pair Work)

This is a continuation of the previous exercise. You have no idea how to fill out the necessary postal forms. So, when in doubt, ask the clerk. Your partner can play the clerk. Try these expressions. Switch roles after the activity is complete.

Example (1) A: 이 곳에는 뭘 써요?
B: 서명하시고 주소를 쓰세요.

Example (2) A: 이 난에는 뭘 써요.
B: 내용물에 대해 자세히 쓰시고 서명하세요.

Example (3) A: 여기에는 뭘 쓰나요?
B: 주소하고 이름을 쓰세요.



Exercise 6

Working in pairs, practice this dialogue between a postal clerk and a customer who needs stamps. Answer the questions that follow.

A: 우표 주세요.

B: 얼마짜리로 드릴까요?

A: 규격 우편물에는 얼마짜리 우표를 붙여야 되요?

B: 국내 우편물 말씀이죠?

A: 네.

B: 엽서에는 140 원 짜리 우표를 붙이면 되고 통상 우편물에는 무게에 따라 170 원 짜리 또는 190 원 짜리 우표를 붙이면 되요.

A: 그럼 140 원 짜리 우표 스무 장하고 170 원 짜리 우표 서른 장 주세요.

B: 네, 여기 140 원 짜리 스무 장, 170 원 짜리 서른장 있습니다. 모두 7,900 원입니다. 감사합니다.

(1) Which postage stamp should we use for a domestic postcard?

- (a) 140 won
- (b) 170 won
- (c) 190 won
- (d) 30 won

(2) How many postage stamps is the customer buying?

- (a) 20
- (b) 30
- (c) 50
- (d) 140



Tip of the Day



Postal Banking

In June 1995, the computer networks of the Post Office and Bank were connected and Postal Banking instantly became the standard in Korea. Postal Banking is quite profitable for the consumer, since they are guaranteed high interest on all their accounts. Thus, people usually remain loyal customers, taking advantage of all the services the Postal Bank offers. Postal Banking is also convenient, since about 2,800 Postal Banks are connected online. Consequently, Postal Banks continue to thrive.

♣ Services Provided

Various services are offered such as Ordinary Savings, Savings Deposits, Liberal Savings, Time Post Savings, Installment Savings Deposits, Household Installment Savings, Student Installment Savings, Long Term Savings for Workers, Repurchase Bonds, Tax Free Long Term Savings, and Family Life Stability Savings.

♣ Post Office Electronic Integrated Bankbook

Post Office Electronic Integrated Bankbook allows customers to save money over time. The users are also provided with a variety of services that save them a lot of time and frustration. Since the Post Office and Bank are interconnected, users have a one-stop shop when they want to send friends and family money for congratulations and condolences. It is also convenient to order and purchase items through the mail. The postal bank even offers automatic payment of your bills and credit cards. Furthermore, if you have established good credit at the Postal Bank, you can take out a small loan, which you have up to three months to pay back.

Tip of the Day (Continued)

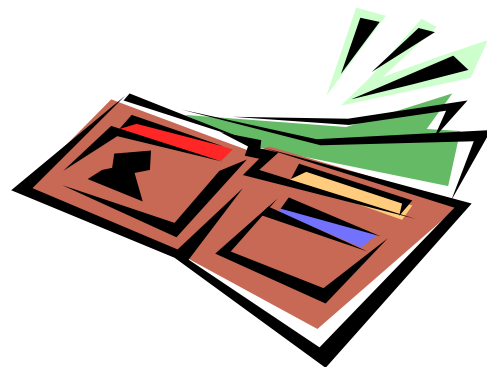
♣ Cash Cards and Debit Cards

Users of the Electronic Integrated Bankbook can be issued a Cash Card that is used to withdraw money from their account anywhere an ATM (Automated Teller Machine) is installed.

Debit Cards are also available, which can be used as credit cards in a variety of stores and restaurants. The money you spend is automatically withdrawn from your account.

♣ Cashier's Checks

Cashier's Checks (or more commonly Traveler's Checks) eliminate the need to carry around lots of money. When you would like to cash them in, you may go to any Postal Bank in the country and they will pay you for your traveler's checks in full without issuing a fee.



Exercise 7 (Pair Work)

With a partner, act out the following scenarios. Reverse roles so you can both play the postal clerk and the customer.

(1) Postal Clerk: 우편환을 보내려면 어디로 가야 하나요?

Customer: 5 번 창구로 가세요.

(2) Postal Clerk: 우편환을 어디에서 보내나요?

Customer: 금융 서비스 창구로 가세요.

(3) Postal Clerk: 우편환은 어디서 보내죠?

Customer: 2 층으로 가세요.

(4) Postal Clerk: 우편환 보내는 데가 어디죠?

Customer: 여기에요.

Exercise 8 (Pair Work)

Students will remain in the same pair groupings. Practice the following dialogues. Reverse roles so you can both play the postal clerk and the customer.

(1) Postal Clerk: 국제 우편입니까, 국내 우편입니까?

Customer: 미국으로 보낼 소포인데요.

(2) Postal Clerk: 항공편으로 보내실 겁니까, 선편으로 보내실 겁니까?

Customer: 항공편으로 해 주세요.

(3) Postal Clerk: 선편으로 얼마나 걸리나요?

Customer: 한 달 정도 걸립니다.

Exercise 9

Read the following dialogue between a postal clerk and a customer who is sending an international parcel post package to the U.S. Answer the questions that follow.

A: 어서 오세요. 국제 우편입니까?

B: 네, 미국으로 가는 소포예요.

A: 일반 우편이지요?

B: 네.

A: 선편으로 하시겠습니까, 항공편으로 해 드릴까요?

B: 선편으로 하면 얼마나 걸립니까?

A: 한 달 정도 걸립니다.

B: 항공편은요?

A: 일주일에서 열흘정도 걸립니다.

B: 그럼 항공편으로 해 주세요.

A: 네, 여기 우편물 내역과 가격 등을 기입해 주세요. 보험을 사시겠습니까?

B: 보험료가 얼마예요?

A: 보험가액 77,300 원까지는 1,300 원입니다.

B: 예, 보험을 사겠습니다.

A: 그럼 모두 16,000 원입니다. 감사합니다.

(1) 미국으로 가는 소포를 선편으로 보내면 얼마나 걸립니까?

- (a) 일주일
- (b) 열흘
- (c) 한 달
- (d) 두 달

(2) 항공 편으로 보낼 때 보험을 들지 않으면 얼마가 됩니까?

- (a) 만 사천 칠백원
- (b) 천 삼 백원
- (c) 만 육 천원
- (d) 칠만 칠천원

(3) 다음 중 올바른 것은?

- (a) 미국에 가는 우편은 모두 국제 우편이다.
- (b) 국제 우편은 모두 항공 우편이다.
- (c) 국제 우편은 보험을 들어야 한다.
- (d) 항공 우편이 비싸지만 빠르다.



동사 (Verbs)	
결제하다, 지불하다	to pay
관리하다	to manage
기입하다	to fill in
배달하다	to deliver
분실하다	to lose
서명하다	to sign
작성하다	to fill in the form
주문하다	to order
구입하다	to purchase
붙이다	to paste
서툴다	inexpert, poor
수행하다	to perform
신속하다	to be fast
저렴하다	low price
판매하다	to sell

국내선 항공권 (Local Airline Ticket)	
고객	customer
예매	advance reservation

유용한 단어 (Useful Words)	
차이	difference
편의	convenience
사연	message
문화	culture
휴대폰	cellular phone
동료	friend, colleague

선물 (Gift)	
수산물	marine product
우수특산품	excellent product
지방 특산품	local product
주유 상품권	gas gift certificate
도서	books

서류 (Document)

서류	document
영문	English
입학	entrance to school
졸업	graduation
졸업 증명서	graduation diploma
전국	nationwide
정부	government
호적 등본	copy of family register
호적 초본	abstract from a family register

우체국 (Post Office)

금융 서비스	banking service	농산품	agricultural product
등기	registered mail	무게	weight
발송인	sender	보험가액	insurance value
상품대금	charge	세관 용지	customs form
선편	by sea	소포	parcel, package
송금 의뢰서	wire service form	수수료	fee
엽서	postcard	요금	fee
우표	postal stamps	우편환	postal money order
우편 업무	postal service	저울	scale
주소란	address line	창구	window, booth
특급 우편	express mail	항공편	airmail
국제	international	규격 우편물	standard size letter post
내역	content	통상환	regular money order
우편함	mailbox	빠른우편	express mail
수신 확인 편지	certified letter		
통상 우편물 (편지)	letters		

1. There is a nationwide network of 3,522 post offices in Korea.

Korea Post Logo



The "Korea Post Logo" symbolizes three swallows, representing speedy, reliable, and safe postal service. The logo is found everywhere that has a connection to the post office. It is also used as a symbol on maps, indicating the location of post offices.

2. Post Office Service Hours

Classification		Summer Season (March-October)	Winter Season (November-February)
Postal Service Counter	Monday-Friday	9:00 am - 6:00 pm	9:00 am - 5:00 pm
	Saturday	9:00 am - 1:00 pm	9:00 am - 1:00 pm
	Sundays and Holidays	Closed	
Postal Banking Service Counter	Monday-Friday	9:00 am - 4:30 pm	
	Saturday	9:00 am - 1:00 pm	
Night Counter	Monday-Friday	6:00 pm - 10:00 pm	5:00 pm - 10:00 pm
	Saturday	1:00 pm - 6:00 pm	1:00 pm - 5:00 pm
	Sundays and Holidays	9:00 am - 6:00 pm	9:00 am - 5:00 pm

* Night Counters are available in Seoul Central Post Office, Pusan Post Office, and other main Post Offices in the capital cities of provinces (14 nationwide).

* Postal Banking Service Counters are closed at night.

3. Postal Code System in Korea

Introduction

The postal code is so important in the handling and delivery of your mail that you should write it in the recipient's address *and* in your return address. Writing the postal code on your mail items correctly, allows for speedy mass handling and efficient automatic sorting in the post offices.

For international mail addressed to the Republic of Korea, it is recommended that you write the postal code after the city or province, but before the country name. The name of the country is written in all capital letters on the last line of the address, after the postal code.

In the case of domestic mail, the postal code of destination is written clearly inside the box beneath the recipient's name and address.

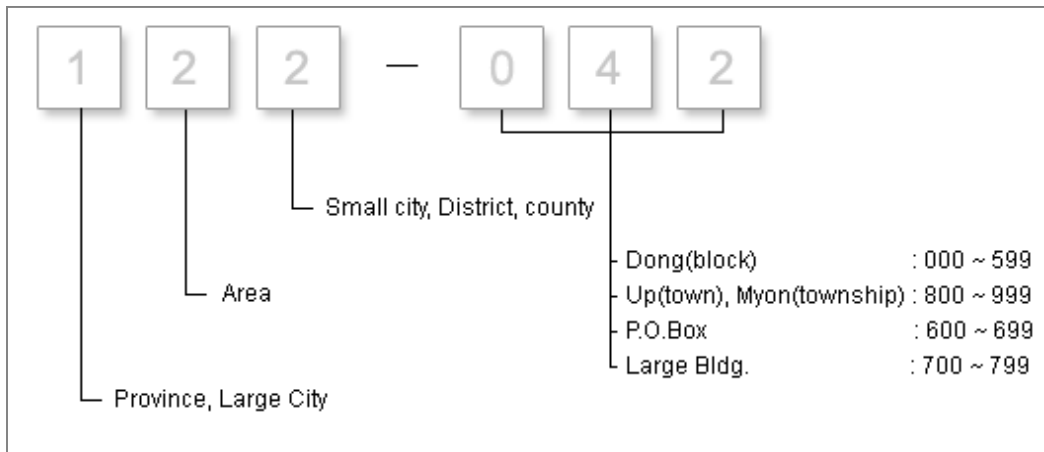
4. Composition of Postal Code Numbers

The current postal code of the Republic of Korea consists of a six-digit number. The first three digits are used for outward sorting and the last three digits are for sorting delivery routes. Most regional postal code numbers are assigned according to the administrative divisions and, for localities where this is unfeasible, some postal code numbers are assigned according to the postal transport routes.

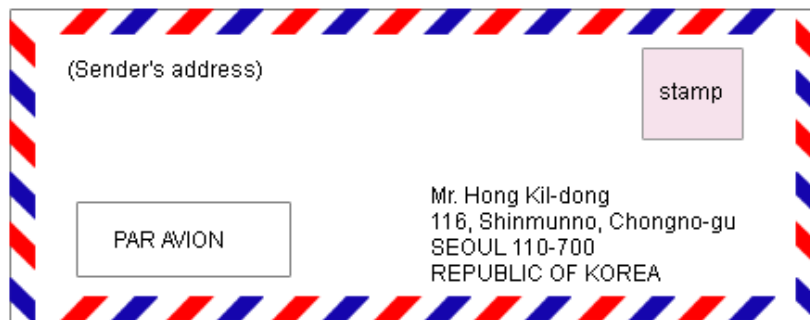
For P.O. boxes, individual postal code numbers ranging from 600 to 699 are assigned for the last three delivery digits.

For each large building receiving more than 1,000 mail items on average per day, individual postal code numbers are assigned ranging from 700 to 799 for the last three delivery digits.

The diagram below shows the breakdown of a postal code (363840) in Korea.



Below is an example of how you address an envelope in Korea.



Activity 1 (Pair Work)

You need to be a registered member to purchase products from the postal online shopping mall. Working as a team, students will fill out the application form.

회원 가입 신청서

*표는 필수 입력 항목입니다.

*이름 _____

*주민등록 번호 _____ - _____

*회원 ID _____

*비밀 번호 _____

*전화번호(____) _____

*팩스번호(____) _____

E-mail _____

자택 주소: 우편번호 _____

_____시/도 _____

생년월일 ____년 ____월 ____일 (양력____, 음력____)

직업: 회사원____, 자영업____, 학생____, 주부____, 공무원____, 교직자____,
전문직____, 의료인____, 법조인____, 군인____, 종교인____, 언론 방송인____,
농축 수산업____, 기타

취미: 운동____, 등산____, 낚시____, 독서____, 미술감상____, 바둑____, 사진____,
수집____, 여행____, 영화감상____, 컴퓨터____, 공연감상____, 유희____, 없음____,
기타

결혼여부: 기혼____, 미혼____

성별: 남____, 여____



Activity 2 (Group Work)

The class will be divided into two groups. The task is for each group to order items from the list. One person from each group takes the orders for the rest of the group. Another serves as his assistant, to make sure that the right items are ordered and the correct charges are assessed. All the students in the group should play all three roles.

상품명	가격
강화 고려수삼 10-11 편	40,000 원
강화인삼 A	38,000 원
강화인삼 B	32,000 원
강화 수삼 4-5 편	14,000 원
강화 수삼 7-8 편	17,000 원
강화 동치미	19,000 원
강화 순무말랭이	19,000 원
강화 순무김치	28,000 원
강화 영지버섯 (선물용)	49,000 원
강화서원 영지버섯 (200g)	240,000 원
강화서원 영지버섯 (500g)	26,000 원
강화서원 영지버섯 (1kg)	48,000 원
강화임협 영지버섯 (500g)	29,000 원

Activity 3

When you send a package outside the country, you are required to fill out the following Customs Form with the appropriate information. Review the form below and answer the questions that follow.

우편물 내역 (자세히 기입)		발송인 성명 및 주소 경기도 안양시 만안구 안양 3 동 진흥 아파트 6 동 101 호 김 보현
내역	가격	
업무 서류		
책	이만오천원	수취인 성명 및 주소 Ken Kemp 9640 N. Heartland St. Tucson, AZ 85742 USA
이 우편물에는 위험물이 들어있지 않습니다. (서명) 김 보현		

- (1) Which information is not required on the form?
- signature
 - contents of the package
 - address of the sender
 - cost for delivery

Activity 4

Review the following chart displaying the costs of domestic and international postal services. Then, answer the questions below.

통상 우편물	국내 우편요금			국제 우편요금	
	규격 우편물	엽서	140 원	엽서	350 원
		편지	170 원	편지	400 원

- (1) How much does it cost to send a domestic postcard?
 - (a) 140 won
 - (b) 170 won
 - (c) 350 won
 - (d) 400 won

- (2) If you send one international letter and one international postcard, how much will the postage be?
 - (a) 310 won
 - (b) 490 won
 - (c) 520 won
 - (d) 750 won

Activity 5 (Pair Work)

You are at the post office. Look at the three windows in the post office and answer the following questions by writing the number of the appropriate window on the blank lines. You may work together with your partner.

창구번호	취급업무	창구번호	취급업무
1	전보, 우표판매	2	우편환, 세금, 공과금 수납, 우편저금
3	소포, 우표판매	4	등기 우편, 속달 우편, 배달 증명

You want to

You go to window #....

- (1) buy stamps _____
- (2) send a registered letter _____
- (3) send a postal money order _____
- (4) deposit money into your postal savings account _____
- (5) send a telegram _____
- (6) mail a parcel _____
- (7) pay a bill by sending money to someone's postal account _____

Activity 6

Answer the following questions, using the information given in the table below.

(단위: 원)

	이라크, 터어키	캐나다, 미국	영국, 프랑스
편지	1,120	1,560	1,600
엽서	670	1,450	1,500
항공우편	1,120	2,100	2,200

- (1) How much does it cost to send a postcard and an airgram to Turkey?
- 2240 won
 - 1790 won
 - 1340 won
- (2) Which of the following is the most expensive to send?
- sending a letter to Turkey and another letter to the USA
 - sending a postcard to Turkey and another postcard to France
 - sending an airgram and postcard to the USA
 - sending two postcards to France



Activity 7 (Pair Work)

Working together as a team, fill out the form below. The instructor will serve as a resource. The yellow part is for official use only.

원부번호	1053112				중량	3	Kg	
발송국		배달국		내용물 금액				
수취인 (받을 사람)	주소				수수료	우송료	3,500	
	성명					특수 취급료	300	
	대리인					합계	3,800	
제 2 송달 주소								
발송인 (보내는 사람)	주소						전화	()
	성명							
발송국 통보					검사		일부인	
	시각	직급	성명	확인				
송신					조작			
수신					접수			



Activity 8 (Group Work)

The class will be divided into two groups. Each group will review the information on their document. Group A will ask about things that they would like to do at the post office and Group B will respond. Afterwards, switch roles.

Group A asks:

편지	부산으로	보내려고 하는데요.
우편엽서		
소포		
전보		
항공우편		얼마나 들어요?
등기우편		
속달우편		
배달증명우편		
예금		하려고 하는데요.
공과금		내려고 하는데요
송금		할 수 있어요?
정기예금구좌		열 수 있어요?

Group B responds:

저리/저쪽으로	가십시오.
3번 창구로	
금융 창구로	
여기에	내세요.
여기 지불 용지를	기입하세요.
여기 공과금 수납 용지에	짜인하세요.
요금	~입니다.

APPLICATION
ACTIVITIES

Activity 9 (Pair Work)

The class will divide into pairs. Working as a team, the students will review the following article about the Korean Postal System and its different services. Afterwards, answer the questions that follow. Be careful NOT to use any background knowledge that you may have on the subject. It may mislead you.



바쁜 생활에 서로 잊고 지내기 쉬운 각종 축하 사연들을 우체국의 카드로 따뜻한 마음의 정을 담아 보내 드리는 좋은 서비스입니다.

보내는 방법:

창구이용: 우체국에 비치된 카드에 축하사연 또는 인사문안을 본인이 직접 기재하거나 비치된 문안을 선택하여 발송

전화이용: 전화로 신청

취급 우체국: 전국 모든 우체국

이용요금: 카드 한통당 1,000 원 (봉투와 우편요금 포함)

- (1) What kind of service is it advertising?
- (2) Which post offices perform this service?
- (3) What are the two methods of using this service?
- (4) How much does it cost?
- (5) What is included in the price?

Activity 10 (Group Work)

The class will work together as a group during this activity and the instructor will act as a resource. The class will review the table that shows the different domestic services that are performed in post offices. With the help of the instructor, discuss what kind of mail falls under each category. Answer the following questions based on the information below.

종류		송달기준
통상우편물	빠른통상	접수한 날의 다음 날에 배달
	보통통상	접수한 날부터 3 일 이내 배달
소포우편물	빠른소포	접수한 날의 다음 날에 배달
	보통소포	접수한 날부터 4 일 이내 배달

- (1) Suppose you are sending a letter by fast service, how long would it take?
- (2) If you were sending a package by regular parcel service, how long would it take?
- (3) You are sending a package and you want the addressee to get it within three days. Which service would you use?
- (4) You want to send a letter by regular mail service. When would you expect it to get to the addressee?



Activity 11

Follow along with your instructor as he/she reads the following dialogue. Then, mark the statements as either true or false.

A: 어서오세요. 어떻게 도와드릴까요?

B: 여기가 3 번 창구입니까?

A: 네, 맞습니다.

B: 미국에 소포를 보내려고요.

A: 항공우편이시죠? 이 용지에 받으시는 분 성함과 주소, 보내시는 분 성함과 주소를 적어 주세요.

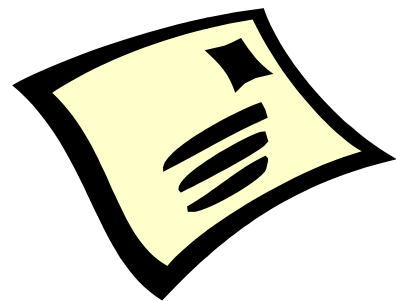
B: 아, 여기 벌써 다 적었어요.

A: 네, 여기 서명이 빠졌네요. 서명해 주세요.

B: 네.

A: 만 칠천원입니다. 감사합니다.

- (1) The customer was looking for a mailbox. _____
- (2) He wanted stamps for an airmail letter. _____
- (3) He had already filled out the necessary form. _____
- (4) He forgot to sign the form. _____
- (5) The conversation took place at window 3. _____



Activity 1

The class will be divided into two groups. Each group will review the data contained on the following chart. It shows the prices for the online delivery service. Then, the groups will answer the questions below.

꽃다발			꽃바구니		
상품기호	꽃송이	가 격	상품기호	꽃송이	가 격
장미(050)	23~27	3 만원	장미(055)	23 ~ 27	3 만원
장미(051)	33~37	4 만원	장미(056)	33 ~ 37	4 만원
장미(052)	100	8 만원	삼페인(057)	30 ~ 35	4.5 만원
혼합(053)	장미외	4 만원	케익(058)	30 ~ 35	5.5 만원
혼합(054)	장미외	2.5 만원	혼합(059)	특	7 만원
동양란		3 만원~	관엽식물		5 만원 ~
서양란		10 만원			10 만원

- (1) What kind of product does this service sell?
- (2) You want to send a flower basket with a bottle of champagne to your friend. How much would this cost?
- (3) How many different kinds of rose arrangements are there?

Activity 1a

Students will remain in the same groups as the previous activity. One student from each group will be selected to make a telephone call to a post office placing floral delivery orders. Another person will act as the postal clerk and take the orders. The others will play customers, asking questions regarding the products and prices. The clerk will respond based on the price chart. Take turns playing the different roles.

Activity 2

You must send material to a different part of Korea, but you're not quite sure how. Your partner will assume the role of a postal clerk and you are the customer who wants to send mail within the country. Using the following chart that shows different domestic postal services and prices, ask and respond to questions concerning the different services and rates. Afterwards, reverse roles.

국내우편요금

▶ 우편요금

구분		기준	보통우편요금	빠른우편요금
통상우편물	규격 우편물	5g 까지 (엽서)	140 원	280 원
		5g 초과 25g 까지	170 원	340 원
		25g 초과 50g 까지	190 원	380 원
	규격외우편물	50g 까지	260 원	520 원
		50g 초과 50g 단위	70 원	140 원
소포우편물		2 kg 까지	1,500 원	3,000 원
		2 kg 초과 2 kg 단위	500 원	1,000 원



Activity 3

The class will be divided into two groups of students. One student from each group will be the postal clerk and the others will assume roles as customers.

(1) Everyone in the group is sending a package outside the country. Consulting the charts, everyone must decide which service they want to use to send their package and to which country they wish to send it to. According to the weight of your package, find out how much the packages would cost to mail. After ten minutes, a new postal clerk will be appointed and the activity will resume. The activity continues until everyone plays the clerk.

국제우편요금

통상 우편물 요금 : 안내_우편요금 및 수수료

항공편

중량단계(g)	지역별 요금(원)			
	1	2	3	4
10 까지	420	450	490	500
20 까지	450	480	570	600
30 까지	500	600	800	900
40 까지	600	700	900	1,000
50 까지	700	800	1,000	1,200
100 까지	1,300	1,200	1,700	2,200
250 까지	2,450	3,250	4,250	5,250
500 까지	4,350	6,550	8,250	10,300
1,000 까지	8,150	13,100	16,250	20,400

선편

종별	중량단계(g)	요금(원)	제한중량
서장	20 까지	350	2kg 까지
	50 "	600	
	100 "	800	
	250 "	1,600	
	500 "	3,100	
	1,000 "	5,400	
	2,000 "	8,750	

SKILL ENHANCEMENT

지역 별	국명
1	일본, 중국, 대만, 홍콩, 마카오
2	동남아시아 : 방글라데시, 브루나이, 미얀마, 캄보디아, 동티모르, 인도네시아, 라오스, 말레이시아, 필리핀, 싱가포르, 태국, 베트남, 몽고
3	북미 : 미국본토(하와이, 알래스카포함), 캐나다 서구라파 : 벨기에, 덴마크, 핀란드, 프랑스본토, 독일, 영국본토, 그리스, 이탈리아, 룩셈부르크, 네델란드본토, 노르웨이, 포르투갈, 스페인, 스위스, 스웨덴, 오스트리아 등 동구라파 : 러시아, 루마니아, 폴란드, 헝가리, 체코, 구 소련연방 등 중동 : 바레인, 이란, 이라크, 이스라엘, 요르단, 터키, 쿠웨이트, 사우디아라비아, 카타르, 시리아 등 대양주 : 호주, 뉴질랜드 본토, 파푸아뉴기니, 괌, 사이판 아시아 : 아프가니스탄, 인도, 네팔, 파키스탄, 스리랑카 등
4	아프리카 : 이집트, 케냐, 리비아 등 중남미 : 멕시코, 파나마, 아르헨티나, 브라질, 우루과이, 페루 등 서인도제도 : 쿠바, 하이티, 도미니카 등 남태평양 : 피지, 키리바티, 솔로몬제도, 사모아 등

Activity 4

The class will divide into pairs. Working as a team, the students will review the following article about the Korean Postal System and its different services. This will help you prepare for the upcoming activity.

문화, 도서 및 주요 상품권 판매

저희는 고객들의 편의를 위하여 다음과 같이 문화, 도서 상품권과 LG, SK, 현대 주유권을 판매합니다.

구분	도서, 문화 상품권	주유 상품권	동아제화 상품권
판매 개시일	1998년 9월 14일	1998년 11월 16일	1999년 2월 1일
판매 장소	모든 우체국	모든 우체국	모든 우체국
종류	2가지	2가지	3가지
가격	5,000 원권 10,000 원권	5,000 원권 10,000 원권	50,000 원권 70,000 원권 100,000 원권

기타 자세한 문의는 ☎ (02) 329-2982~5

SKILL
ENHANCEMENT

Activity 4a (Pair Work)

You are a postal clerk and your partner is a customer. Your partner wants to purchase some gift certificates. Your partner asks you questions regarding this service. Answer the questions based on the information in the above chart. Change roles and repeat the exercise.

Activity 5 (Pair Work)

Working together in pairs, the students will listen to their instructor read about mailing a parcel. Take notes in the space provided.

Notes:

Now, describe, in sequence, the steps you take for mailing a parcel at the post office.

- (1)
- (2)
- (3)
- (4)

1. Read the following ad and answer the questions below.

경조환 서비스

경조환이란?
 각종 경조사에 참석치 못하는 분을 대신하여 우체국에서 본인의 경조 인사와 경조금을 신속 정확히 전달해 드리는 매우 편리한 제도입니다. 많이 이용해 주십시오.

강남 우체국
 ☎ (02) 497-2900

- (1) What is this advertisement about?
- (2) What do they deliver on behalf of you?
- (3) On what types of occasions would you need this service?
- (4) Who issued this advertisement?

2. Check the correct answer, based on the information in the table below.

성남 우체국 이용시간		
영업일	평일	09:30 - 17:00
	토요일	09:30 - 13:00

According to the above sign...

- (1) This place is not open during lunch hour. _____
- (2) This place is open on Saturdays. _____
- (3) You can do business at 13:30 on Thursday. _____

3. Listen to the following dialogue and answer the question below.
(Listen to the homework audio CD Track 48 - M3L3HW3)

Which sentence is best connected to the last part of the postal clerk's speech?

- (a) 서명해 주세요.
- (b) 성함과 주소를 적으세요.
- (c) 미국으로 보내시는 겁니까?
- (d) 항공 우편으로 보내실까요?

4. Read the following dialogue and select the best sentence to fill in the blank.

A: 받는 사람 이름과 주소는 영문으로 써도 되지요?

B: 네, 영어로 써도 됩니다.

A: 우편물 내역란에는 뭘 써요?

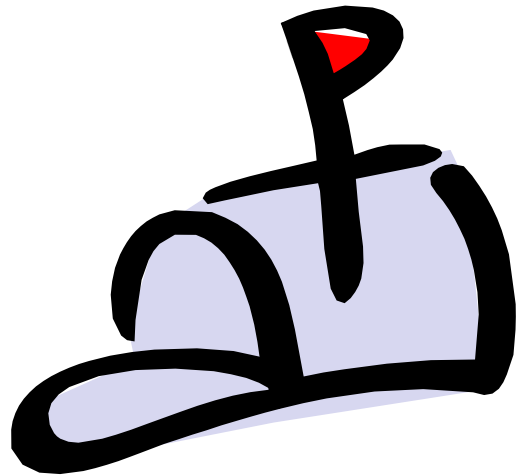
B: 보내시는 소포의 내용물이 무엇인가 자세히 써 주시면 돼요. 그리고 서명란에 서명하시고 오늘 날짜를 기입하셔서 저를 주세요.

A: _____

B: 예.

- (a) 이렇게 쓰면 돼요?
- (b) 모두 얼마지요?
- (c) 소포를 보내실 건가요?
- (d) 이것이 전부입니까?

5. Listen to the following three short dialogues and choose the one that takes place at the post office. Summarize the dialogue below.
(Listen to the homework audio CD Track 49 - M3L3HW5)



Student Notes: