

## UNIT 9 THE POST OFFICE

## GLOSSARY

1. architect ['ɑ:kitekt] kiến trúc sư
2. arrogant ['ærəgənt] kiêu ngạo, kiêu căng
3. bother ['bɒðə] điều bực mình, điều khó chịu, what a bother! chà, phiền quá  
làm buồn bực, làm phiền, quấy rầy
4. brave [breiv] gan dạ, can đảm, dũng cảm
5. burglar ['bɜ:glə] kẻ trộm
6. capacity kə'pæsiti] sức chứa
7. communal ['kɒmjʊnl] công, chung, công cộng
8. courteous 'kə:tjəs] lịch sự, nhã nhặn
9. coward ['kauəd] người nhát gan, người nhút nhát; người hèn nhát  
(tính từ) nhát gan, nhút nhát; hèn nhát
10. cramped [kræmpt] chật hẹp, tù túng
11. customer ['kʌstəmə] khách hàng
12. facsimile [fæk'simili] bản sao, bản chép
13. fax [fæks] bản sao của một tài liệu; bản fax
14. graphics ['græfiks] hình vẽ; đồ hoạ
15. in operation: hoạt động, có tác dụng
16. make: móc, hiệu
17. network ['netwɜ:k] mạng lưới, hệ thống
18. notify ['noutifai] ( to notify somebody of something; to notify something to somebody) báo tin ; thông báo; cho hay; cho biết  
→ notification
19. pacifist ['pæsifist] = pacifist  
[pə'sifisist] người theo chủ nghĩa hòa bình
20. pickpocket ['pik,pəkit] kẻ móc túi
21. punctual ['pʌŋktʃuəl] đúng giờ (không chậm trễ)
22. recipient [ri'sipiənt] người nhận
23. reduction [ri'dʌkʃn] sự thu nhỏ, sự giảm bớt
24. release [ri'li:s] sự thả, sự phóng thích
25. secure [si'kjuə] ( secure about something) không có cảm giác lo âu, nghi ngờ; an tâm; yên tâm; bảo đảm
26. shoplifter ['ʃɒp'liftə] kẻ cắp giả làm khách mua hàng
27. spacious ['speɪʃəs] rộng rãi
28. speedy ['spi:di] nhanh chóng
29. subscribe [səb'skraib] ( to subscribe to something) đặt mua dài hạn
30. surface mail: thư gửi bằng đường bộ hay đường biển
31. telecommunications [,telikə,mju:ni'keɪʃnz] viễn thông
32. telegram ['teligræm] bức điện tín
33. tenant 'tenənt] người thuê, người mướn
34. thoughtful ['θɔ:tfl] có suy nghĩ, chín chắn, thận trọng, thâm trầm, chu đáo; quan tâm; ân cần
35. transaction [træn'zækʃn] sự giao dịch
36. transfer ['trænsfə:] sự di chuyển, sự dời chỗ;
37. transmission [trænz'miʃn] sự phát, sự truyền

## Reading comprehension

1. What is Thanh Ba Post Office equipped with?  
.....
2. What services are offered at Thanh Ba Post Office?  
.....
3. What are the three different ways of sending a letter?  
.....
4. What is the Messenger Call Service used for?  
.....
5. What will you have to do if you want to get your newspapers and magazines delivered to your house?  
.....

## PRACTICE TEST 1

Choose the word which is stressed differently from the rest.

1. a. relative      b. telephone      c. spacious      d. deliver
2. a. equip      b. surface      c. away      d. advance
3. a. convenient      b. recipient      c. transmission      d. possible
4. a. secure      b. service      c. parcel      d. early
5. a. letter      b. pleasant      c. express      d. office

Choose a, b, c, or d that best completes each unfinished sentence; substitutes the underlined part; or has a close meaning to the original one.

6. Mrs. Pike has just bought some kitchen \_\_\_\_\_ for her new house.  
a. equip      b. equipped      c. equipment      d. equipping
7. Thank you for phoning when I was ill. It was very \_\_\_\_\_ of you.  
a. think      b. thought      c. thoughtful      d. thoughtfully
8. Thanks to the progress of science and \_\_\_\_\_, human life has become better and better.  
a. technology      b. technological  
c. technologically      d. technician
9. I would like to send these letters \_\_\_\_\_ air mail.  
a. in      b. with      c. by      d. over
10. Could you please provide us \_\_\_\_\_ some more modern equipment?  
a. for      b. by      c. in      d. with
11. How far is your house away \_\_\_\_\_ the city center?  
a. in      b. for      c. at      d. from

12. \_\_\_\_\_ fax transmission is commonly used in most offices.  
 a. A                      b. An                      c. The                      d. Ø
13. That post office provides us with \_\_\_\_\_ best services with \_\_\_\_\_ well-trained staff.  
 a. the / a                      c. Ø/ the                      c. a / the                      d. the / Ø
14. He was a kind and courteous mailman.  
 a. polite                      b. strict                      c. unpleasant                      d. rude
15. Without more training or advanced technical skills, they'll lose their jobs.  
 a. out of date                      b. backward                      c. up to date                      d. old
16. There was a \_\_\_\_\_ parking area to cater for the tourist trade.  
 a. thoughtful                      b. courteous                      c. possible                      d. spacious
17. Newspapers and magazines are often delivered early in the morning.  
 a. offered                      b. given                      c. provided                      d. distributed
18. Because the doctors and nurses acted properly and quickly, the baby was operated successfully.  
 a. cheaply                      b. promptly                      c. conveniently                      d. usefully
19. If you want to send a document and do not want to lose its original shape, our facsimile service will help you.  
 a. post                      b. express                      c. parcel                      d. fax
20. She had been assisted by a stranger \_\_\_\_\_ her motor and drove her to safety.  
 a. who started                      b. whom starting                      c. starting                      d. that will start
21. With our senses, we perceive everything \_\_\_\_\_  
 a. is around us                      b. that is around us  
 c. whom is around us                      d. whose is around us
22. The volunteers, \_\_\_\_\_ enthusiasm was obvious, finished the work quickly.  
 a. who                      b. whom                      c. whose                      d. that
23. The musicians \_\_\_\_\_ yesterday have played together for many years.  
 a. to who we listened                      b. who we listened to  
 c. to that we listened                      d. to whom we listened
24. Many scientists have claimed that \_\_\_\_\_ like music are often good at mathematics.  
 a. Children                      b. children who  
 c. children whom                      d. whose children
25. The student \_\_\_\_\_ had an impressive record.  
 a. the prize was awarded                      b. that the prize was awarded  
 c. to whom the prize was awarded                      d. who the prize was awarded

26. Those \_\_\_\_\_ have used our services for more than one year can enter the competition.
- a. who                      b. whom                      c. which                      d. whose
27. I think it was your Dad \_\_\_\_\_
- a. phoned                      b. phoning                      c. that phoned                      d. which phoned
28. *That man is a newcomer in our company. Do you know him?*
- a. That man is a newcomer in our company. Do you know whom?  
 b. That man who is a newcomer in our company. Do you know him?  
 c. Do you know him that man is a newcomer in our company?  
 d. Do you know that man, who is a newcomer in our company?
29. Yesterday I went to \_\_\_\_\_ I had never been to before.
- a. Thanh Ba Post Office, that                      b. Thanh Ba Post Office where  
 c. Thanh Ba Post Office which                      d. Thanh Ba Post Office, which
30. She has two grown children, both of \_\_\_\_\_ live abroad.
- a. who                      b. whom                      c. that                      d. whose
- Choose the best sentence that can be made from the cues given.**
31. *yesterday / I / go / Thanh Ba Post Office/ send some money / my brother / the city*
- a. Yesterday I went to Thanh Ba Post Office where to send some money to my brother who was in the city.  
 b. Yesterday I went to Thanh Ba Post Office to send some money to my brother in the city.  
 c. Yesterday when I went to Thanh Ba Post Office sending some money to my brother in the city.  
 d. Yesterday I went to Thanh Ba Post Office and sending some money to my brother in the city.
32. *I / arrive / 7 am / the post office / open*
- a. When I arrived at 7 a.m., the post office which had just been opened.  
 b. When I arrived at 7 a.m., the post office had just been opened.  
 c. I arrived at 7 a.m. when the post office had just been opened.  
 d. I arrived at 7 a.m. at the time the post office had just opened.
33. *the staff / help / me / send the money / very helpful and courteous*
- a. The staff helped me to send the money were very helpful and courteous.  
 b. The staff that helped me to send the money which were very helpful and courteous.

c. The staff whom helped me to send the money they were very helpful and courteous.

d. The staff that helped me to send the money were very helpful and courteous.

34. *the service / good / only two hours later / my brother / phone / he had received the money*

a. The service was so good that only two hours later my brother phoned me to say that he had received the money.

b. The service which was such a good that only two hours later my brother phoned me to tell that he had received the money.

c. The service was such good that only two hours later my brother phoned to tell he had received the money.

d. The service was so good that only two hours later when my brother phoned to tell that he had received the money.

35. *I / satisfied / the service / Thanh Ba Post Office*

a. I was satisfied with the service of Thanh Ba Post Office.

b. So that, I was satisfied with the service of Thanh Ba Post Office.

c. Nevertheless, I was satisfied with the service of Thanh Ba Post Office.

d. I was satisfied with the service of which Thanh Ba Post Office.

**Fill in each numbered blank with one suitable word or phrase.**

A post office is (36) \_\_\_\_ authorized by a postal system for the posting, receipt, sortation, handling, transmission or (37) \_\_\_\_ of mail. Post offices offer mail-related services (38) \_\_\_\_ post office boxes, postage and packaging supplies. (39) \_\_\_\_ addition, some post offices offer (40) \_\_\_\_ postal services such as passport applications and other government forms, money orders, and banking services.

Post offices also (41) \_\_\_\_ post-office boxes to people and businesses (42) \_\_\_\_ prefer not to have mail delivered to their home or office, or who live or stay at addresses to (43) \_\_\_\_ mail delivery is not (44) \_\_\_\_ .

The back rooms of a post office are a place (45) \_\_\_\_ mail is processed for delivery. Mail may also be processed in other post offices that are not open to the general public.

- |                 |              |            |             |
|-----------------|--------------|------------|-------------|
| 36. a. services | b. equipment | c. sending | d. mailing  |
| 37. a. pass     | b. giving    | c. handle  | d. delivery |
| 38. a. so       | b. such      | c. such as | d. so as to |
| 39. a. For      | b. In        | c. Of      | d. On       |
| 40. a. non      | b. nor       | c. not     | d. no       |
| 41. a. lend     | b. borrow    | c. rent    | d. employ   |
| 42. a. who      | b. whom      | c. which   | d. that     |

43. a. who            b. which            c. that            d. where  
 44. a. present        b. free            c. ready            d. available  
 45. a. where        b. that            c. which            d. what

## PRACTICE TEST 2

Choose the word which has the underlined part pronounced differently from the rest.

1. a. post            b. busy            c. swim            d. spacious  
 2. a. equipped        b. delivered        c. transferred        d. received  
 3. a. helps            b. provides        c. documents        d. texts  
 4. a. noisy            b. subscribe        c. service            d. graphics  
 5. a. transfer        b. newspaper        c. thousand            d. relatives

Choose a, b, c, or d that best completes each unfinished sentence; substitutes the underlined part; or has a close meaning to the original one.

6. - What is your \_\_\_\_ in life?  
 - Going out with friends and enjoying delicious foods.  
 a. please            b. pleasant        c. pleasure            d. pleasing
7. You can pay for the goods on \_\_\_\_  
 a. deliver            b. delivery        c. deliverable            d. delivering
8. Those telephone companies have launched major crease their number of \_\_\_\_  
 a. subscribe.                                    b. subscription  
 c. subscribers                                    d. subscribing
9. Most schools and universities are now equipped \_\_\_\_ surveillance cameras and other security measures .  
 a. on            b. for            c. in            d. with
10. I had asked everyone to submit questions \_\_\_\_ advance of the meeting.  
 a. in            b. at            c. on            d. for
11. It would be more convenient \_\_ you if you used the Express Mail Service.  
 a. for            b. with            c. on            d. among
12. Those letters were sent by surface mail.  
 a. a            b. an            c. the            d. Ø
13. \_\_\_\_ is used to describe special services in which things are sent or done faster than usual for a higher price.  
 a. Express                                    b. Message  
 c. Distribution                                    d. Press

14. I wish you a speedy recovery from your illness to return to work soon.

- a. thoughtful      b. gradual      c. courteous      d. quick

15. John often uses Express Money to send money to his parents in the countryside.

- a. Change      b. Exchange      c. Transfer      d. Send

16. The Messenger Call Service helps you to notify the recipient of the time and place to receive the call.

- a. receiver      b. fax      c. call      d. telephone

17. Fax\_\_ has become more and more popular because it is cheap and convenient.

- a. exchange      b. distance      c. sending      d. transmission

18. Someone sent you a parcel this morning and I put it on your table.

- a. package      b. letter      c. stamp      d. fax

19. The class treasurer, \_\_, announced the balance of the account.

- a. to whom we gave the money      b. to that we gave the money  
c. whose we gave the money to      d. whom we gave the money

20. The engineers \_\_\_\_ designed the building received an award.

- a. which      b. whom      c. who      d. whose

21. \_\_\_\_ is one of the most important capitals in the world.

- a. London, that the place I was born      b. London, which I was born  
c. London, I was born,      d. London, where I was born,

22. Express Money Transfer is one of the quickest ways \_\_\_\_\_ helps us to send money.

- a. who      b. whose      c. when      d. that

23. Do you remember the time we first visited London?

- a. which      b. when      c. that      d. on that

24. Sunday is the day \_ few people go to work.

- a. that      b. which      c. when      d. why

25. Do you know the reason she quit her job?

- a. that      b. which      c. when      d. why

26. The government sent money and food to the people \_\_\_\_\_ were destroyed by the storm last week.

- a. which      b. that      c. whom      d. whose

27. I will never forget \_\_\_\_\_ he said he loved me.

- a. the moment      b. the moment which  
c. the moment when      d. the moment in that

28. It is very difficult to integrate yourself into a community \_\_\_\_\_ is quite different from yours.

- |                  |                     |
|------------------|---------------------|
| a. whose culture | b. the culture that |
| c. which culture | d. that culture     |

29. He often finds fault with \_\_\_\_\_ he describes as having no talent.

- |                      |                     |
|----------------------|---------------------|
| a. John Smith, whom  | b. John Smith, that |
| c. John Smith, whose | d. John Smith who   |

30. The scheme is designed to help children \_\_\_\_ have fallen on hard times.

- |                     |                  |
|---------------------|------------------|
| a. that parents     | b. which parents |
| c. parents of which | d. whose parents |

### Error Identification

31. The Post Office, that is a retail company in the United Kingdom; formerly part of the postal service Royal Mail, became a separate entity in 1981.

32. In 1823, the Post Office used steamboats to carry mails and parcels between post towns which no roads existed.

33. On February 22, 1921, when mail was flown both day and night for the first time over the entire distance from San Francisco to New York.

34. In 1930, more than 10,000 trains which were used for moving the mail into every city, town, and village in the United States.

35. When railroad mail service began, mostly letters were sorted on the trains, which were not equipping to distribute other kinds of mail.

**Read the passage carefully and choose the correct answer.**

In early colonial times, correspondents depended on friends, merchants, and Native Americans to carry messages between the colonies. However, most correspondence ran between the colonists and England, their mother country. It was a very hard work to handle so many letters like that. In 1639, the first official notice of a postal service in the colonies appeared. The General Court of Massachusetts designated Richard Fairbanks' tavern in Boston as the official place of mail brought from or sent overseas, in line with the practice in England and other nations to use coffee houses and taverns as mail drops. Local authorities operated post routes within the colonies. Then, in 1673, a monthly post was set up between New York and Boston. The service was of short duration, but the post rider's trail became known as the Old Boston Post Road, part of today's U.S. Route 1. William Penn established the first post office in 1683. In the South, private mes▼sengers, usually slaves, connected the huge plantations.

After the Boston revolution in September 1774, the colonies began to separate from the mother country. A Continental Congress was organized at Philadelphia in May 1775 to establish an independent government. One of the first questions before the delegates was how to convey and deliver the mail.



36. *In early colonial times, \_\_.*
- the English did not know how to write a mail
  - merchants were not allowed to send letters
  - the US was the mother country of many colonies
  - England had many colonies
37. *The first place which was used as a post office was \_\_\_\_*
- a tavern
  - a big house
  - an official place.
  - a coffee house
38. *In 1673, letters were sent from New York and Boston, and vice versa \_\_ a month.*
- once
  - twice
  - three times
  - four times
39. *The first post office was set up in \_\_\_\_*
- 1639
  - 1673
  - 1683
  - 1774
40. *According to the passage, \_\_\_\_ had to work as a mailman between the huge plantations.*
- delegates
  - governors
  - messengers
  - slaves

**Fill in each numbered blank with one suitable word or phrase.**

In many countries, (41) \_\_\_\_ in Africa and the Middle East, there is no 'door to door' (42) of mail. For example, (43) \_\_\_\_ one post a letter to a street address in Namibia, it will be (44) \_\_\_\_ to sender as undeliverable. Consequently renting a post office box has traditionally been (45) \_\_\_\_ only way to receive mail in (46) countries, although some, like Jordan, are now introducing home delivery.

Generally, post office boxes are rented from the post office either by individuals (47) \_\_\_\_ by businesses on a basis ranging from monthly to annual, and the cost of rent varies depending (48) \_\_\_\_ the box size. In the US, the rental rate used (49) \_\_\_\_ the same across the country. Now, however, a postal facility can be in any of seven fee groups by location; in (50) \_\_\_\_, certain customers qualify for free box rental.

41. a. hardly                      b. particularly                      c. gradually                      d. certainly
42. a. delivery                      b. receiving                      c. sending                      d. service
43. a. because                      b. so                      c. if                      d. though
44. a. exchanged                      b. mailed                      c. called                      d. returned
45. a. a                      b. an                      c. the                      d. Ø
46. a. so                      b. such                      c. such as                      d. as
47. a. or                      b. nor                      c. but                      d. along
48. a. in                      b. of                      c. on                      d. from
49. a. be                      b. being                      c. been                      d. to be
50. a. instance                      b. addition                      c. example                      d. recent