

## Document A



### ROYAL MAIL GREETINGS

Christmas is an important time of year for deliveries and we'll be doing our very best to get cards and presents to you on time. If you receive one of our 'Sorry you were out' cards, don't worry! We will make sure you still get your mail.

#### Enquiry Offices

Our enquiry offices will be open for longer over the festive season to make it easier for you to pick up your packets and parcels. You will find the opening times for your local office on your 'Sorry you were out' card.

#### Extra Deliveries

In the lead up to Christmas, we'll be making additional evening deliveries and also Sunday deliveries.

If you prefer, you can arrange your redelivery to go to your home address, a neighbour's address or you can use our Local Collect service to redeliver your item to your local Post Office. Just go online to [www.royalmail.com/redelivery](http://www.royalmail.com/redelivery)

#### Local Collect Service

Finally, if you do miss a delivery in December, we will waive the 50p charge for Local Collect which lets you pick up missed items from a Post Office branch of your choice. You will find this information on your 'Sorry you were out' card.

Answer these questions based on Document A.

1. If a packet or parcel is delivered and you are out, what happens?

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2. What will be different about the deliveries leading up to Christmas?

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3. How do you contact the Local Collect service?

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4. Is there any cost for the Local Collect service?

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5. What do you think the Royal Mail is trying to do by improving its service at Christmas?

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## Speaking & Listening Task

You are going to have a discussion in small groups of 3-4 about your views on the postal service. This will be observed and monitored by your tutor. You can have 10-15 minutes for this task.

You may wish to discuss the following points:

- a. Are you satisfied with the postal service you get?
- b. In what ways could the postal service be improved?
- c. Have you ever had a particularly GOOD or BAD experience with the post?
- d. How does the postal service in the UK compare to other countries you have either visited or lived in?
- e. Do you think we pay too much for our post?
- f. Would you consider using the postal service more or less in relation to the previous answers you have given?

### Entry Level 3 – Formative Assessment Paper

## Filling in a form

ROYAL MAIL SURVEY

This survey is to find out how you feel about the delivery service we provide.

Full name (Block capitals): \_\_\_\_\_

Title (Circle as appropriate): Mr / Mrs / Miss / Ms / Other \_\_\_\_\_

Age (Please tick):  
 15-25    26-39    40-55    59-69    70-85    86+

Tick ONE statement which applies to you:

- I receive mail nearly every day
- I receive mail about 4 times a week
- I receive mail once or twice a week
- I rarely/never receive mail

Tick ONE statement you most strongly agree with:

- I am very satisfied with the postal service
- I think the postal service is quite good
- I think the postal service is poor
- I think the postal service requires a complete overhaul

Write about **four** sentences discussing how the Royal Mail could improve the postal service.

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