

100 job descriptions brought to life	POST OFFICE CLERK	7.3
		Eval.



Here is the same text but you have to complete it with the right words. The first letter is given, as is the number of letters for each word to be written.

Lucy: Phew! What an afternoon! At last it's closing time! There are days when everything goes wrong! See that pensioner over there? He lost his **c** _ _ _ _ _ **c** _ _ _ and only **s** _ _ _ _ _ **p** _ _ _ _ _ 3 days later... His **c** _ _ _ _ _ **a** _ _ _ _ _ was almost emptied! His son is going to send a **w** _ _ _ **t** _ _ _ _ _ tomorrow. And then the local skinflint who wanted me to fill in the **f** _ _ _ for his **r** _ _ _ _ _ **l** _ _ _ _ _ so he didn't have to use his pen! You had a difficult customer too didn't you? What did she want? Oh yes! To pick up a **p** _ _ _ _ _ because she was away when the postman came. It had insufficient **p** _ _ _ _ _ and hadn't been sent back to the **P** _ _ _ **O** _ _ _ _ _ . And that young man who wanted collector's **s** _ _ _ _ _ and took ages to make up his mind! And he wanted a different **r** _ _ _ _ _ for each series! Meanwhile, the queue got longer and people started to complain! And the phone call about the **s** _ _ _ _ _ **d** _ _ _ _ _ that didn't get there in time... 15 minutes, that took! But anyway, Yannis came to the **c** _ _ _ _ _ , you know, the Greek restaurant owner! He wanted to send a **p** _ _ _ _ _ **o** _ _ _ _ _ to his family in Greece. He's really nice! We should go and eat at his restaurant one day ...

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Post office clerk

Lucy: Hello, Mrs Spectacle, I hear your nephew answered a job advertisement for a replacement at the counter here! He's preparing for the interview! Well, that's good! It's a good thing he likes sport, as we don't move out of our chairs much here. I noticed he likes contact with people. He's pleasant and smiles a lot! Of course, we don't smile so much when we have customers who get angry, or who complain, or moan because of the queues! We get all sorts! But I also know he's quite diplomatic! How do I know? Because he's the captain of the football team my son plays in! He's not untidy or unorganised I hope? No? Good, because here, with all the administrative work, you have to be methodical, especially when you're serving customers with a Post Office account. Your nephew will be quite at home with the computer system! But you still need to know about all the banking transactions and the new products ... If he does well at the counter, I reckon he could even become a customer adviser at the Post Office bank.

.../...



The work is fairly repetitive, with peak periods which can be a bit stressful, but the hours are regular. And there are quiet times, like now. In addition to opening accounts, or deposits and withdrawals, we do a lot of weighing... letters and parcels, and we get people to fill in forms, that can be time-consuming. Sometimes you have to help people, you know. Yes, they forget their glasses or don't understand where they have to write, or what to write. There are also people who don't know how to write at all. That's when we feel really useful. In addition to stamping and handing out parcels or registered letters, we sell stamps. We always have very nice collector's stamps on sale. Well, Mrs Spectacle, tell your nephew that I'd be very happy to have him as a colleague! Let's hope he gets the job!

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In a similar line of work, Lucy could also have been:

A counter clerk in a bank, a station, a town hall, a public service, or a ticket office...



A few words relating to a post office clerk's work:

Here is a text using a lot of words from the list. Read it carefully, as you will have to use the same words afterwards.

Address	Branch	Cheque
Credit card	Counter	Current account
Deposit	Parcel	Envelope
Form	Letter	Postage
Postal order	Post Office	Proof of delivery
Receipt	Recommended	Registered
Savings account	Special delivery	Stamp
Stop payment	Weigh	Wire transfer

Lucy: Phew! What an afternoon! At last it's closing time! There are days when everything goes wrong! See that pensioner over there? He lost his **credit card** and only **stopped payment** 3 days later... His **current account** was almost emptied! His son is going to send a **wire transfer** tomorrow. And then the local skinflint who wanted me to fill in the **form** for his **registered letter** so he didn't have to use his pen! You had a difficult customer too didn't you? What did she want? Oh yes! To pick up a **parcel** because she was away when the postman came. It had insufficient **postage** and hadn't been sent back to the **Post Office**. And that young man who wanted collector's **stamps** and took ages to make up his mind! And he wanted a different **receipt** for each series! Meanwhile, the queue got longer and people started to complain! And the phone call about the **special delivery** that didn't get there in time... 15 minutes, that took! But anyway, Yannis came to the **counter**, you know, the Greek restaurant owner! He wanted to send a **postal order** to his family in Greece. He's really nice! We should go and eat at his restaurant one day...