



SOLT I German Module 3 Lesson 3

Instructor Manual

Postal Service

DEFENSE LANGUAGE INSTITUTE
FOREIGN LANGUAGE CENTER



At the end of this lesson you will be able to talk about the postal service in Germany. In order to achieve this objective you will:

Discuss Postal Procedures

- Discuss the types of 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

Going to the Post Office

You are spending a day in a charming scenic little town and want to send postcards home to family and friends. You don't want to wait and send them APO because you want everyone to see the German stamps. You go to the post office.



Keith Gorman: Guten Morgen! Ich brauche Briefmarken. Ich möchte Postkarten in die USA schicken.

Postbeamter: Grüß Gott! Eine Postkarte in die USA kostet 1,02 € Wie viele Postkarten schicken Sie?

Keith: Ich möchte fünf Postkarten senden.

Postbeamter: Sie brauchen also zehn Briefmarken zu je 0,51 € Das macht 5,10 €

Keith: Bitte schön. Hier sind 6,00 €

Postbeamter: Und 0,90 € zurück. Darf es sonst noch etwas sein?

Keith: Nein, das war alles. Vielen Dank. Auf Wiedersehen.

What did Keith need? What did he buy? How much money did he spend?

Answer Key: He needed stamps. He bought 10 stamps. He spent 5 Euros and 10 Cents.



Briefmarkenautomat (Stamp Vending Machine)

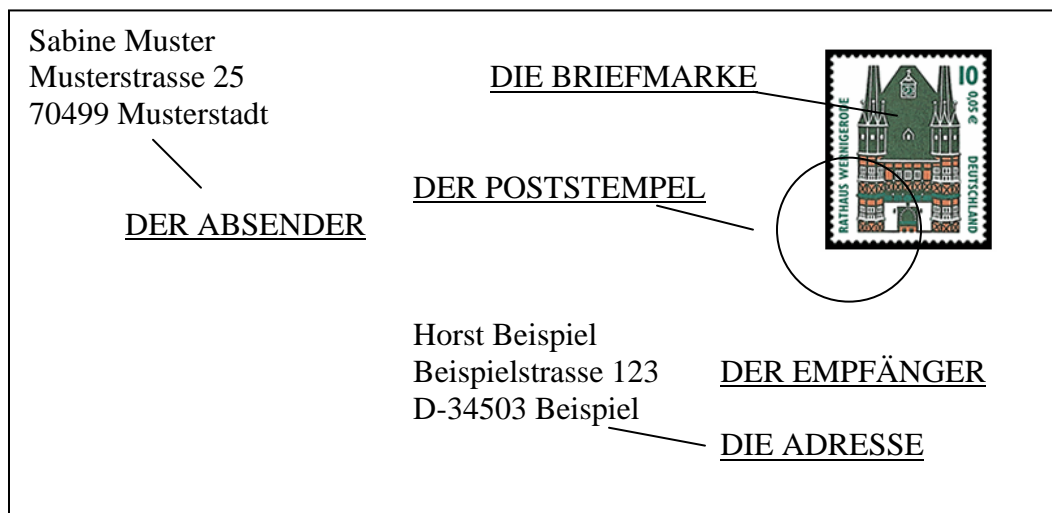


Briefkasten (mailbox/letter box)

Discuss Postal Procedures

Exercise 1 (Pair Exercise)

Der Brief



Pretend that you are at a Postamt and you want to mail a letter to the US. You have injured your hand and you are having a hard time addressing the envelope. Ask the postal worker the following question: “Können Sie mir bitte helfen den Brief zu adressieren?” (Could you please help me address this letter?) Your partner (the postal worker) will need to ask you the questions below in German in order to help you. Switch roles.

What is the address of the sender?

What is the address of the addressee?

Do you want to send the letter by airmail or by sea?

Tell him that the stamps will cost 1,53 €

Exercise 2 (Pair Exercise)

Die Briefmarke / Das Postwertzeichen
(The Stamp / The Postage)

Of course German stamps have various motifs, however, the series below is probably the most popular one as of 2002. All the amounts are given for mail sent within Germany.



0,05 €



0,24 €



0,41 €



0,51 €
postcard



0,56 €
standard letter
up to 20g



1,12 €
letter between 20g
and 50g



1,53 €
letter between 50g
and 500g



2,25 €
letter between 500g
and 1kg



3,68 €
parcel up to 2kg

Mail from Germany to the United States (Airmail)

Postcard:	1,02 €
Standard letter:	1,53 €
Letter between 20g and 50g:	2,05 €
Mail between 50g and 100g:	5,11 €
Mail between 100g and 250g:	8,18 €
Mail between 250g and 500g:	12,27 €
Mail between 500g and 750g:	16,36 €
Mail between 750g and 1.000g:	20,45 €
Mail between 1.000g and 1.500g:	28,63 €
Mail between 1.500g and 2.000g:	36,81 €



Tip of the Day

In Germany, all outgoing mail has to be deposited in a Deutsche Post mailbox or at the post office. Do not deposit your mail in your personal mailbox, since German mailmen/women will not usually pick up your mail as they do here in the United States. Mailboxes in Germany are usually lockable and the mailman/woman will deposit your mail through a slit in the box. You will be the only person accessing your mailbox with a key.

Imagine you are at the Postamt and you want to mail an item. Conduct the following dialogue with your partner regarding stamps.

- A: Say hello. Say that you need stamps.
B: Ask what he/she wants to mail.
A: Say that you want to mail a letter/parcel.
B: Ask where he/she wants to mail it to.
A: Tell him/her the destination.
B: Ask if he/she wants to send it by air or by land.
A: Tell him/her your choice.
B: Tell him/her how heavy the item is and tell him how much the stamps are.
(use the stamp table in the culture notes as a guideline)
Ask if he/she needs anything else.
A: Say no and thank the clerk. Say good-bye.
B: Say good-bye.

Exercise 3 (Group Exercise)

Form groups of four and take 5 minutes to create a dialogue. Pretend that you are at the Postamt. One of you plays the postal worker, the other one is the customer who wants to wire money to the US, the third person plays the person to whom the customer wants to send the Zahlungsanweisung, and the fourth person is the Western Union agent. Imagine the following situation and create a dialogue to play in front of class.

You have a friend in another German town and you need to send him money. Tell the postal worker your friend's name and address and he will ask you for how much the Zahlungsanweisung should be. Tell him the amount and he will tell you how much the total will be. Pay him and then pretend to call your friend on the phone to give him/her the Auftragsnummer that you have just received from the postal worker, the amount of the transfer and your full name. Tell him to pick up the money at a Western Union agency. Your friend will then have a conversation with the person at Western Union, showing him/her his ID and giving him/her the information, which he has received from his friend.



Produkte und Dienste der Deutschen Post (Products and Services of the Deutsche Post)

Die Briefmarke	stamp – available at every post office. A stamp machine can also be found next to many mailboxes.
Der Brief	letter - can be mailed at the post office or at any of the many yellow mailboxes (see the first Tip of the Day)
Der Plusbrief	all-in-one envelope plus stamp with a self-adhesive seal
Die Postkarte	postcard – can be bought at one of the many souvenir shops or pre-stamped at the post office. Mail the same way as a letter
Das Paket	the parcel – can be mailed at any post office
Das Einschreiben	registered mail – the cost to send registered mail within Germany is the cost of the letter/parcel plus €2.05. The Deutsche Post is only liable for objects up to a value of €25.56
Die Nachnahme	COD – to send mail COD (collect on delivery), the Deutsche Post will charge you the cost of the letter/parcel plus €1.79. The postman will only deliver upon receipt of the money and the Deutsche Post will transfer the amount into your account. The maximum amount of a COD is €1,533.88
Der Umzugsservice	forwarding service – five days before the move, the forwarding order (der Nachsendeauftrag – available at the post office) has to be sent to the main office in Munich (Deutsche Post AG, Nachsendeauftragszentrum, Umzugsservice, 81997 München), where it will be processed. For a period of six months all your mail will automatically be forwarded to your new address.
Das Postfach	post office box – post office boxes are often available at your local post office for a one-time fee of €10.00.
Das Telegramm	telegram – you can send a telegram at any local post office. The cost will depend on the length and with or without a cover letter (Schmuckblatt) of the telegram.
Die Postanweisung	postal money order
Die Zahlungsanweisung	wire transfer



Tip of the Day

Every German household is issued a Postleitzahlenbuch (zip code book) by the Deutsche Post. If the book is not delivered to your home, you can pick up an issue at the nearest Postamt. (Postleitzahl =PLZ)

Exercise 4 (Group Exercise)

The instructor will ask each student stamp-related questions. Use the stamp table in the Introduction as a guideline for your answers.

Note to the Instructor:

Ask each student questions like the ones below:

- Was für eine Briefmarke braucht man, um einen Brief zwischen 20g und 50g innerhalb Deutschlands zu verschicken?
- Welche Briefmarken braucht man, um ein Päckchen zwischen 100g und 250g in die USA zu verschicken?

Also use the stamp table as a guideline for your questions.

Exercise 5

Below is a list of postal-related situations you might encounter during your stay in Germany. Carefully study the situations and choose the correct postal service from the jumble box. Use the list of postal services from the Introduction. Compare and discuss your answers with the rest of the class.

NOTE: None of the answers will include stamps.

1. Sie möchten ein großes Geschenk in die USA schicken.

2. Sie ziehen in eine andere Stadt.

3. Sie möchten wissen wann der Empfänger den Brief erhält.

4. Sie möchten einem Freund dringend eine kurze Nachricht schicken.

5. Sie haben noch keinen eigenen Briefkasten.

Postfach	Postkarte	Paket	Nachnahme	Brief
Plusbrief	Telegramm	Einschreiben		Umzugsservice

Answer Key:

1. Paket
2. Umzugsservice
3. Einschreiben
4. Telegramm
5. Postfach

Activity 6

Imagine that you have sent a package to the United States and it has arrived damaged. Below is a letter to the Deutsche Post, requesting a reimbursement for the damaged goods. Have your instructor go over the letter with you and fill in the blanks. You will not have to learn the vocabulary.

Adresse des Absenders:

Adresse des Empfängers:

Datum:

Beschwerde wegen geschädigtem Postgut

Sehr geehrte Damen und Herren,

ich habe am _____ ein Paket aufgegeben. Der Empfänger war _____ in _____. Der Inhalt des Paketes war _____ und dies war auch so gekennzeichnet. Der Wert des Inhaltes beträgt _____ EUR. Eine Quittung darüber lege ich bei. Das Paket ist leider beschädigt angekommen. Der Inhalt ist wie folgt beschädigt:

Der Wert des Inhaltes ist durch die Beschädigung erheblich gemindert worden. Ich fordere Sie hiermit auf, mir bis zum _____ den Kaufpreis in Höhe von _____ EUR zu ersetzen.

Mit freundlichen Grüßen,

Name

Exercise 7 (Pair Exercise)

Pretend that you are the Postamt and you want to send a telegram to someone in the US. Talk to the person behind the counter and ask him/her to help you fill out the form. The Person playing the role of the postal worker needs to explain to the customer what each of the words mean and what he/she needs to fill out. Once the first person has filled out the form, including the message text (in German), switch roles.

TELEGRAMM				
Empfänger:				
Name:				
Straße, Hausnummer:				
PLZ, Ort:				
Telefon:				
Text (bis zu 30 Wörter):				
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
Termin:		Absender:		
Datum: _____		Name:		
Uhrzeit: <input type="checkbox"/> bis 12.00 Uhr		Straße, Hausnummer:		
<input type="checkbox"/> bis 17.00 Uhr		PLZ, Ort:		
<input type="checkbox"/> bis 22.00 Uhr		Telefon:		

Exercise 8 (Pair Exercise)

You are relocating to another residence, and need mail forwarding service. Conduct the following dialogue in German with your partner.

A: Say hello. Tell him/her that you are moving and that you want your mail forwarded.

B: Say hello. Say that he/she will have to fill out a form.

A: Tell him/her that your German is not that good and ask him to please help you with the form.

B: Ask him when he/she is moving.

A: Give him/her a date.

B: Ask him/her for the current address.

A: Give him/her your current address.

B: Ask him/her for the future address.

A: Give him/her your future address.

B: Tell him/her that the change will go into effect day after tomorrow. Ask if you can help him/her with anything else.

A: Thank him/her and say that you don't need anything else. Say good-bye.

B: Say good-bye.



Exercise 9

Choose the correct word from the jumble box, and then, in German, explain each one of the sentences.

1. Der Empfänger erhält den Brief, und _____ verschickt ihn.
2. Wenn man einen Brief per Einschreiben verschickt, kann es _____ werden.
3. Entschuldigung, wo ist das Postamt? Gleich _____.
4. Da drüben ist _____ für Postanweisungen.
5. Verzeihung, wo kann man hier _____ kaufen?
6. Wir ziehen um. Gibt es hier auf der Post einen _____?
7. Der Luftweg ist sehr schnell. Viel schneller als _____.
8. Da ist nichts in meinem Postfach. _____ war heute noch nicht da.
9. Ich möchte Geld von meinem Sparkonto auf mein Scheckkonto _____.
10. Herr Weber, ich brauche noch Ihre _____ auf der Postanweisung.

der Schalter		Unterschrift
	überweisen	
der Absender	teuer	um die Ecke
Umzugsservice		der Briefträger
der Seeweg	Briefmarken	

Answer Key:

- | | |
|-----------------|--------------------|
| 1. der Absender | 6. Umzugsservice |
| 2. teuer | 7. der Seeweg |
| 3. um die Ecke | 8. der Briefträger |
| 4. der Schalter | 9. überweisen |
| 5. Briefmarken | 10. Unterschrift |

Coordinating Conjunctions (Verbindende Konjunktionen)

In Module 3, Lesson 1 you were introduced to coordinating and subordinating conjunctions. In this lesson you will review the coordinating conjunctions, which always connect grammatical structures of the same type, for example two or more main clauses, or two or more dependent clauses.

The six coordinating conjunctions you should know are:

- | | |
|--|---|
| und (and) | Ich habe ein rotes Auto, <u>und</u> du hast ein blaues Auto. |
| aber (but, nevertheless) | Ich möchte ein Auto kaufen, <u>aber</u> ich habe kein Geld. |
| oder
(or) | Kommst du morgen, <u>oder</u> bleibst du zu Hause? |
| denn
(because, for) | Sabine kommt nicht, <u>denn</u> sie hat kein Geld. |
| sondern
(but, on the contrary)
For “sondern“ there needs to be a negative word (nicht, kein) in the previous clause, and a condition contrary to the previous clause must be present. | Thomas fährt nicht nach München, <u>sondern</u> nach Stuttgart. |
| doch
(yet, however, but) | Ich möchte bleiben, doch ich muss gehen. |

Exercise 1

Use the coordinating conjunctions “und” and “aber” to connect the following sentences.

1. Er muss seine Hausaufgaben machen. Er hat keine Zeit. (aber)

2. Sie sprechen Deutsch. Sie sprechen Englisch. (und)

3. Er kommt auf die Party. Er bringt Essen. (und)

4. Wir kommen spät. Wir kommen. (aber)

Answer Key:

1. Er muss seine Hausaufgaben machen, aber er hat keine Zeit.
2. Sie sprechen Deutsch, und sie sprechen Englisch.
3. Er kommt auf die Party, und er bringt Essen.
4. Wir kommen spät, aber wir kommen.

NOTE: A comma normally separates clauses connected by coordinating conjunctions. However, there are several exceptions to this rule with “oder” and “und.” For example, if oder is followed by an alternative suggestion, or if “und” connects items of a list. There is never a comma in front of “oder” and “und” if they are followed by “incomplete clauses” (= missing either a subject or a verb.)

Exercise 2

Use the coordinating conjunctions “oder” and “denn” to connect the following sentences.

1. Ich fliege nach Deutschland. Meine Großmutter hat Geburtstag. (denn)

2. Treffen wir uns heute? Treffen wir uns morgen? (oder)

3. Ich weiß die Antwort. Ich habe es von der Lehrerin gehört. (denn)

4. Wohnt ihr in einem großen Haus? Wohnt ihr in einem kleinen Haus? (oder)

Answer Key:

1. Ich fliege nach Deutschland, denn meine Großmutter hat Geburtstag.
2. Treffen wir uns heute, oder treffen wir uns morgen?
3. Ich weiß die Antwort, denn ich habe es von der Lehrerin gehört.
4. Wohnt ihr in einem großen Haus, oder wohnt ihr in einem kleinen Haus?

Exercise 3

Use the coordinating conjunctions “sondern” and “doch” to connect the following sentences.

1. Wir kommen nicht diesen Monat. Wir kommen nächsten Monat. (sondern)

2. Er kann das Paket nicht abholen. Seine Freundin kann das Paket abholen. (doch)

3. Sie freut sich nicht auf ihren Geburtstag, Sie freut sich auf seinen Geburtstag. (doch)

4. Er hat keine neue Wohnung. Er hat eine alte Wohnung. (sondern)

Answer Key:

1. Wir kommen nicht diesen Monat, sondern wir kommen nächsten Monat.
2. Er kann das Paket nicht abholen, doch seine Freundin kann das Paket abholen.
3. Sie freut sich nicht auf ihren Geburtstag, doch sie freut sich auf seinen Geburtstag.
4. Er hat keine neue Wohnung, sondern er hat eine alte Wohnung.

Absender, der	die Absender	sender
adressieren		to address
aufgeben (einen Brief)		to post (a letter)
Auftragsnummer, die	(-nummern)	money transfer control number
beliefern, zustellen, austragen		to deliver
Brief, der	die Briefe	letter
Briefmarke, die	die Briefmarken	stamp
Briefträger, der / Postbote, der		mailman
Briefumschlag, der / Umschlag(-umschläge)		envelope
Einlieferungsschein, der		certificate of posting
Einschreiben, das (per)		registered mail
Empfänger, der	die Empfänger	receiver
erhalten		to receive
erreichen		to reach
frankieren		to stamp
Hausnummer, die	die Hausnummern	street number
in Empfang nehmen		to receive sth., to take delivery of sth.
Karte, die	die Karten	card
Landweg, der		by land
Luftpost, die		airmail
Luftweg, der		by air
Nachname, die		COD (collect on delivery)
Nachricht, die	die Nachrichten	message
Ort, der	die Orte	location, city, town
Paket, das / Päckchen, das	die Pakete	package, parcel
Paketkarte, die	die Paketkarten	dispatch form
Porto, das		postage
Post, die		mail
Postamt, das / Post, die	die Postämter	post office
Postanweisung, die	(-anweisungen)	money order
Postbeamte, der / Postbeamtin, die		postal clerk
Postfach, das	die Postfächer	post office box
Postkarte, die	die Postkarten	postcard
Postsparkasse, die	die Postsparkassen	postal savings bank
Poststempel, der	(die)	postmark
Postwertzeichen, das	(die)	postage
Schalter, der	(die)	counter, window
schicken/verschicken		to send
Seeweg, der		by sea
Telegramm, das	die Telegramme	telegram
überweisen		to transfer
umziehen		to move
Umzugsservice, der		forwarding service

Unterschrift, die	die Unterschriften	signature
Vollmacht, die		power of attorney
Waage, die	die Waagen	weight scale
Zahlungsart, die		payment method
Zahlungsanweisung, die	(-anweisungen)	wire transfer
zerbrechlich		fragile

Supplemental Vocabulary

beschädigen		to damage
Beschreibung, die	die Beschreibungen	description
Inhalt, der		content
normalerweise		normally
Quittung, die	die Quittungen	receipt
Schaden, der	die Schäden	damage
ungefähr, zirka		about (round), roughly, approximately
Verlust, der	die Verluste	loss
weltweit		world wide
Wert, der	die Werte	value

Die Deutsche Post (The German Post Office)



In 1950, the Deutsche Bundespost was founded. Until the postal reforms at the end of the century, it was a single company with a government mandate to safeguard the managerial and operational tasks of the postal and telecommunications services at the domestic and international level. The Deutsche Bundespost was made up of three subdivisions, Deutsche Bundespost Postdienst, Postbank, and Telekom, each managed as a public enterprise.

Based on the Postal and Telecommunications Reorganization Act, a postal reform went into effect at the beginning of 1995. It was mostly an administrative reform. The three postal companies were transformed into stock companies. Initially, the federal government would retain all of the stock but private shareholders would be permitted. The federal government would retain a majority interest for at least five years. At the same time, the Federal Posts and Telecommunications Agency was established. Its purpose is to look after the interests of the federal government in the three stock companies, as well as to fulfill supervisory and coordinating tasks.

On December 4, 1998, Deutsche Post inaugurated the last of 83 mail sorting centers throughout Germany in Regensburg. This gives Deutsche Post one of the most modern mail transport networks in the world.

Die Postbank

With over 10 million clients, Postbank is one of the largest banks in Germany. Through branches of Deutsche Post AG, which owns 100 percent of Postbank, it has the most concentrated branch network of any bank in Germany. At the heart of this network are the 700 center branches of Deutsche Post, where clients have immediate access to specially-trained financial services advisors.

At the same time, Postbank is among the market leaders in direct banking. Postbank clients currently operate 1.4 million accounts online, some 280,000 of which are securities accounts with Postbank Easytrade. Already 1.9 million clients are taking advantage of the opportunities offered by telephone banking, and the trend is growing. Many Postbank clients value the easy accessibility and close proximity of their local Postbank – whether they are banking in their local branch, online or by telephone.

Since the Postbank is under the wings of the Deutsche Post AG, customers can usually access their accounts directly at the post office. They can either conduct their banking transactions directly at the postal counter or sometimes there is a little side office for banking customers.

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Die Zahlungsanweisung (Wire Transfer)

If you want to send money back to the United States, you might use a Zahlungsanweisungen, which is also available at the Deutsche Post or at any bank. A Zahlungsanweisung will allow you to “transfer” money to a third party within Germany or abroad.

Postanweisungen are not very popular in Germany, since most people have bank accounts and consider it safer to transfer their money through the bank. However, it is possible to get a money order at the Postamt.

Competition

The monopoly of the Deutsche Post in Germany is being challenged by companies like UPS, DPD, or German Parcel, which offer a great variety of express services for parcels. These express services are offered in most German cities and can be compared to stores like Mailboxes Etc. here in the US. However, compared to the express services the services of the Deutsche Post are usually less expensive. Below is a list of all express services in Germany. Each service can be easily found in your phone directory.

Chronopost	FedEx	LTA
Der Courier	GdSK	messenger
Der Kurier	GEL Express Logistik	Midway
Deutsche Post Express	General Express	Overnight Parcel Service
DHL	German Parcel	PKV
DIREKTexpress	GO!	TNT
DPD	Hermes Versand Service	Top Courier
DWK	iloxx	UPS
Eparcel	KEP	VersandRing.de

Discuss Postal Procedures

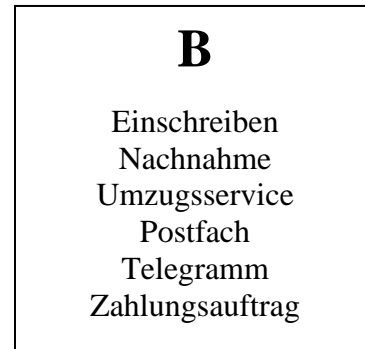
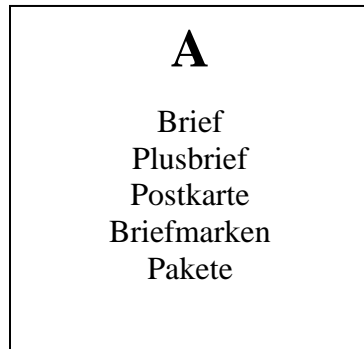
Activity 1 (Pair Activity)

Pretend that you don't have a permanent address in Germany yet and you want to be able to receive your mail. Create a dialogue with your partner to open up a PO box.

Activity 2

Imagine that you are at the Postamt and there are two different counters. Above each counter is a sign, telling customers which transactions the respective counter will handle. Study the following two signs and write the activities performed under each of the signs.

Gehen Sie zum Schalter ...



- Answer Key:**
1. Paket A
 2. Umzugsservice B
 3. Zahlungsauftrag B
 4. Briefmarke A
 5. Einschreiben B

Activity 3

Imagine that you have sent a package to the United States and you sent it “per Einschreiben.” The package never got the recipient and you are writing a letter to the Deutsche Post to request an investigation on the whereabouts of the package. Read the following letter with the help of your instructor and fill in the blanks. You will not need to know all the vocabulary.

Adresse des Absenders:

Adresse des Empfängers:

Datum:

Nachforschungsantrag

Sehr geehrte Damen und Herren,

am _____ habe ich ein _____ aufgegeben. Leider ist diese Paketsendung nie angekommen. In Anbetracht des heutigen Datums ist es unwahrscheinlich, dass die Sendung Ihren Empfänger noch erreicht. Adressiert war das _____ an _____.

Aus diesem Grunde stelle ich einen Nachforschungsantrag. Die Kopie des Einlieferungsscheines und eine Beschreibung und Quittung bezüglich des Inhaltes füge ich Ihnen bei.

Sollten Sie innerhalb der nächsten Tage keine Antwort auf den Verbleib meines _____ finden, so bitte ich Sie, mir den Schaden durch den Verlust der Postsendung/Paketsendung zu ersetzen.

Mit freundlichen Grüßen,
Name

Activity 4 (Pair Activity)

Imagine you want to send a package to your family in the US. Pretend you are at the Postamt and want to know what forms you have to fill out to send the package. Conduct the following dialogue with your partner. Role-play the situation in front of the class.

- A: Say hello and tell him/her that you want to send a package to the United States.
B: Say hello and tell him that he/she will need to fill out a form (Paketkarte).
A: Ask him/her for help.
B: Tell him/her to place his/her name, street address, zip code and city in the “Absender” field and to place the other person’s information in the “Empfänger” section. Ask him if he/she wants to send it by airmail.
A: Answer yes and ask him/her if you will need to put down the value of the item and the content of the package.
B: Say yes and that he/she has to put the value of the package in the field labeled “Wert (in Ziffern)” (value, in numbers), and to mention the content of the package in the section marked “Inhalt” (content).
A: Thank him/her for his/her help.

Activity 5 (Group Activity)

Use the stamp table in the Introduction to complete this activity. The first student turns to a classmate and asks him/her how much a mail item of a certain weight costs to send within Germany or to the US. Choose from one of the following items: Postkarte, Brief or Paket. The second student will look up the amount in the table and answer the first student. He/she then turns to the third student and asks the same question with a new item. Continue until every student has asked and answered once.

Activity 6 (Pair Activity)

Imagine you have ordered an item from a German catalog and as the payment option you have chosen COD. You received a card in the mail that your package can be picked up at the local Postamt. Create a German dialogue with your partner and role play the situation to the whole class.

Activity 7 (Group Activity)

As a group, make a list of advantages and disadvantages of using express services and discuss the pros and cons in German.

Activity 8 (Pair Activity)

Imagine it's your niece's birthday and you would like to wire her some money. Create a dialogue with your partner, pretending you are talking to a postal clerk, trying to get a Postanweisung. Tell him about your niece's birthday and your intention of sending her some money. Your partner, the postal clerk, will suggest sending a Postanweisung and will also let you know how much it will cost you. Role-play the situation for the whole class.

Activity 9 (Pair Activity)

Read the conversation at the counter between the postal clerk and the customer; then answer the questions below.

Postbeamtin: Guten Tag. Bitte schön?
Kunde: Ich möchte das Paket in die USA schicken.
Postbeamtin: Wollen Sie es versichern? (insure)
Kunde: Ja, bitte. Der Inhalt ist zerbrechlich.
Postbeamtin: Der Wert bitte.
Kunde: Der Wert?
Postbeamtin: Ja. Für wie viel wollen Sie das Paket versichern?
Kunde: Ach ja, dreiundsechzig Euro.

1. Wo ist die Frau?
2. Was möchte sie abschicken?
3. Wohin will sie es schicken?
4. Wie beschreibt sie den Inhalt?
5. Wie hoch ist der Wert?

Answer Key:

1. Die Frau ist am Postschalter.
1. Sie möchte ein Paket abschicken.
2. Sie will es in die USA schicken.
3. Der Inhalt ist zerbrechlich.
4. Der Wert ist 63 Euro.

Discuss Postal Procedures

Activity 1

Read the following dialogue and find the three mistakes. Correct them.

- Postbeamter: Guten Tag. Wie kann ich Ihnen helfen, Frau Maier?
Frau Maier: Guten Tag, Herr Ziegler. Meine Tochter in den USA hat am Freitag Geburtstag und ich möchte Ihr gerne Geld überweisen, damit sie es bei einer Western Union Agentur abholen kann.
Postbeamter: Gerne, Frau Maier. Füllen Sie bitte diese Postanweisung aus und Ihre Tochter kann morgen das Geld bei einer Western Union Agentur abholen. Darf es sonst noch etwas sein?
Frau Maier: Ja, ich hätte dann gerne noch einen Briefumschlag mit aufgedruckter Briefmarke, damit ich meiner Tochter noch eine Karte schicken kann.
Postbeamter: So, hier ist die gewünschte Postkarte. Sonst noch einen Wunsch, Frau Maier?
Frau Maier: Ich habe hier noch einen Brief an meine Schwester in Stuttgart. Können Sie mir ihn bitte frankieren? Das wäre dann alles.
Postbeamter: Ein Standardbrief nach Stuttgart kostet €2,25. Einen schönen Tag noch, Frau Maier.
Frau Maier: Danke, ebenfalls Herr Ziegler.

Answer Key:

- Mistake 1: Money is transferred via a Zahlungsanweisung and not a Postanweisung.
Mistake 2: A pre-printed envelope is called a Plusbrief and not a Postkarte.
Mistake 3: A standard letter within Germany costs €0.56 and not €2.25.

Activity 2 (Pair Activity)

Imagine that you have four different size items you want to mail within Germany and each item has a different weight. Approach the postal clerk, your partner, and list the three items that you would like to mail. Tell him that you will need postage for each item. The clerk will tell you how much they weigh and the required postage. Play the dialogues for the whole class. Your classmates will ask you questions related to your dialogues.

Activity 3 (Group Activity)

The question for this group activity is “Was möchte ich kaufen?” The first student turns to his/her neighbor and, from the list of postal services in the Introduction, explains to him/her the item he/she wants to purchase, without naming the object itself, closing the explanation with the question “Was möchte ich kaufen?” The second student answers the question and continues the activity with the third student. Continue until every student has asked and answered at least once.

Exercise 4

Your instructor will read a dialogue. Listen carefully and answer the questions below. Be ready to defend your answers.

1. Was möchte die Kundin verschicken?

2. Wie lange braucht es auf dem Luftweg und wie lange auf dem Seeweg?

3. Wann ist der Geburtstag ihrer Tochter?

4. Wie viel kostet das Päckchen?

Reading Key:

Postbeamter:	Guten Morgen. Wie kann ich Ihnen helfen?
Kundin:	Guten Morgen. Ich habe ein Päckchen, das ich in die USA schicken möchte. Wie lange wird es brauchen, bis es beim Empfänger ankommt?
Postbeamter:	Auf dem Luftweg dauert es ungefähr eine Woche einen Brief oder ein Päckchen in die USA zu schicken. Auf dem Seeweg, das heißt, per Schiff, dauert es zirka vier Wochen.
Kundin:	Dann möchte ich es bitte per Luftpost schicken. Es ist für meine Tochter in North Carolina und ihr Geburtstag ist in zwei Wochen.
Postbeamter:	Ja, es sollte rechtzeitig zum Geburtstag ankommen. Das Päckchen wiegt 1,34 kg. Das macht dann 28,63€ bitte.
Kundin:	Hier sind 30,00€
Postbeamter:	Und 1,37€ ist Ihr Wechselgeld. Einen schönen Tag noch.
Kundin:	Danke, ebenfalls.

Answer Key:

1. Die Kundin möchte ein Päckchen verschicken.
2. Es braucht zirka eine Woche auf dem Luftweg und zirka vier Wochen auf dem Seeweg.
3. Ihr Geburtstag ist in zwei Wochen.
4. Das Päckchen kostet 28,63€

Activity 5

Imagine that you are the sponsor for another soldier who will be arriving in Germany shortly. He has asked you to explain to him how to mail a package from Germany to the US. Using Activity 4 in the Application section as a guideline, write him mailing instructions in German, also mentioning to ask for stamps and the cost of a package. Make sure to use the imperative. Report the task orally to the whole class.

Answer Key: (possible answer)

Gehen Sie zum Schalter.

Sagen Sie dem Schalterbeamten, daß Sie ein Paket in die USA schicken möchten.

Sagen Sie dem Schalterbeamten, daß Sie es per Luftpost schicken möchten.

Schreiben Sie Ihren Name und Ihre Adresse auf die Paketkarte.

Schreiben Sie den Inhalt auf die Paketkarte.

Schreiben Sie den Wert des Inhalts auf die Paketkarte.

Sagen Sie dem Schalterbeamten, dass Sie Briefmarken für das Paket möchten.

Fragen Sie den Schalterbeamten wie viel das Paket kostet.

Geben Sie dem Schalterbeamten Geld.

Activity 6 (Pair Activity)

Imagine you have received a Postanweisung from a friend in Germany and you want to cash it at the local Postbank. Create the corresponding dialogue in German.

A: Say hello and tell him/her that you have received a Postanweisung.

B: Say hello and ask for the Postanweisung and some form of ID.

A: Show him your driver's license.

B: Say that in Germany a driver's license is not a valid form of ID.

A: Show him your military ID.

B: Ask him/her to sign the bottom of the form and ask how he/she wants the €250.00.

A: Tell him/her that you want it in large bills.

B: Thank him/her and say good-bye.

A: Say good-bye.

Activity 7 (Pair Activity)

Imagine that you and your partner are going to share an apartment in Germany. You want to assure that either one of you can accept or pick up mail for the other person. You will therefore have to fill out a form for Deutsche Post to inform them of your decision. Study the form below and fill in the blanks. Have your instructor go over the form with you, if necessary. You will not need to know all the vocabulary. Compare your form with those of your classmates.

POSTVOLLMACHT

Wir,

Vorname, Nachname

Straße und Hausnummer

PLZ, Stadt

Geburtsdatum

und

Vorname, Nachname

Straße und Hausnummer

PLZ, Stadt

Geburtsdatum

bevollmächtigen uns gegenseitig

Einschreibesendungen, Pakete, sowie alle sonstigen, an die jeweils andere Person gerichteten Postsendungen in Empfang zu nehmen.

Ort, Datum, Unterschrift

Ort, Datum, Unterschrift

Activity 8

In a short briefing, describe how you can wire money from a “Postamt” to someone in the United States. Make sure to cover all the steps and to mention the fees involved. Discuss with your classmates.

Activity 9 (Pair Activity)

You just moved in an apartment in Augsburg and you want to send a letter to your friend in the USA. Ask your neighbor (partner) what the zip code for Augsburg is (make up a 5-digit number). Also ask him/her when the mailman delivers the mail. Role-play the situation in class.



Activity 1

Listen to the following advertisement by the German post office and answer the questions below. Be ready to compare and discuss them with your peers in class tomorrow.

1. Wie lange besteht das deutsche Postsystem schon?

2. Wie viele Kunden werden täglich weltweit beliefert?

3. Wie viele Tage in der Woche sind die Briefträger bei der Arbeit?

4. Wie lange dauert Post innerhalb Deutschlands?

Audio Script:

Das deutsche Postsystem besteht seit über 500 Jahren und beliefert weltweit täglich Millionen von Kunden. Unsere Briefträger sind 6 Tage in der Woche bei der Arbeit, um die Post so schnell wie möglich zu Ihnen zu bringen. Post innerhalb Deutschlands dauert normalerweise nie länger als zwei Tage.

Die Deutsche Post – Sie können auf uns zählen!

Answer Key:

1. Das deutsche Postsystem besteht schon seit über 500 Jahren.
2. Es werden weltweit täglich Millionen von Kunden beliefert.
3. Die Briefträger sind 6 Tage in der Woche bei der Arbeit.
4. Die Post innerhalb Deutschlands dauert nicht länger als zwei Tage.

Activity 2

In German, write a short paragraph and list all the steps necessary to wire money through the Deutsche Postbank. You will present your paragraph orally in class tomorrow.

Activity 3

The amounts on the following stamps have been erased. With the help of the table in the Introduction, find the correct amount and match each stamp with the corresponding mail item.

NOTE: For this exercise assume that the stamps with the higher values do not apply to low-cost items.



Value: _____

Matching item: _____



Value: _____

Matching item: _____



Value: _____

Matching item: _____



Value: _____

Matching item: _____

Answer Key:

- 1. 2.25€- letter between 500 g and 1 kg
- 2. 0.56€- standard letter
- 3. 0.51€- postcard
- 4. 3.68€- parcel up to 2 kg

Activity 1

Go to your local post office and get at least three postal forms. Bring them to class the next day and discuss with your instructor what the German equivalents would be. Also, use the forms to create German dialogues with a partner. In German, ask him/her for help filling out the forms.