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1A

1. large envelope
2. mailing tube
3. letter
4. postcard
5. package

1B

1. True
2. True
3. False
4. False
5. False
6. True

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2

Customer: package

Customer: Parcel Post

Customer: Parcel Post

Clerk: Delivery Confirmation

Customer: Delivery Confirmation

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2B

1. d
2. c
3. a
4. b

2C

1. b
2. a
3. c
4. a

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3A

1. call
2. write
3. email
4. visit