

DOCUMENT RESUME

ED 285 024

CE 048 309

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 TITLE Bilingual Microcomputer Business Skills Course. Vol. II. Joint Lesson 8-14.
 INSTITUTION Hacer Hispanic Women's Center, Inc., New York, NY.
 SPONS AGENCY Office of Vocational and Adult Education (ED), Washington, DC.
 PUB DATE 87
 GRANT G008620006
 NOTE 323p.; For related volumes, see CE 048 308-310.
 PUB TYPE Guides - Classroom Use - Guides (For Teachers) (052)

EDRS PRICE MF01/PC13 Plus Postage.
 DESCRIPTORS Adult Education; Behavioral Objectives; *Clerical Occupations; Competency Based Education; *Computer Oriented Programs; Curriculum Guides; Job Skills; Learning Activities; Limited English Speaking; *Microcomputers; *Office Occupations Education; Office Practice; Postsecondary Education; Secondary Education; Spanish Speaking; Telephone Usage Instruction; Vocational Education; *Vocational English (Second Language)
 IDENTIFIERS *Occupational Literacy

ABSTRACT

This curriculum guide for the Bilingual Microcomputer Business Skills Course reflects modern office practices and technology. This volume, second of three, contains seven competency-based joint lessons, the focus of which is on mastering specific tasks needed to accomplish the job of the occupational cluster of clerical worker while also learning job-related English as a second language (ESL). The language level of the lessons is designed for a trainee with high-intermediate to advanced levels of English language proficiency. Each joint lesson include these components: a cover sheet (identifying related communicative task, vocational task, performance objective, steps and technical knowledge, technical terms, language functions, language structures, tools and materials, background knowledge, safety, attitudes, learning activities and resurces (vocational and job-related ESL); technical terms sheets; information sheets; operation sheets; job sheets; activity sheets; and performance evaluation sheets. The seven joint lessons/tasks are: answer several incoming telephone calls; take and disseminate telephone messages; obtain zip codes from the post office; open/notate, arrange (classify), and distribute incoming mail; prepare outgoing mail; reproduce and collate documents; and compute the cost of purchasing stamps. (YLB)

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ED286024

Bilingual Microcomputer
Business Skills Course
Vol. II Joint Lesson 8-14
Hacer Inc. 1987
Grant Number 6008620006

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*"A place to stand
together, to meet
and work for all
Hispanic women."*

611 Broadway, Room 812
New York, New York 10012
212/254-1444

These 19 joint lessons are the product of a work team
consisting of the following individuals: Jesus Castro, Alice
Sigalos, Mary Romney, Felicita Ramos, and Charissa Colla:o.

Special thanks to Nancy Smith, Rebecca Douglas, Joan
Friedenberg, the trainees and the BVT Advisory board members
for there feedback during the development process.

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TASK # 8
ANSWER SEVERAL INCOMING TELEPHONE CALLS

RELATED COMMUNICATIVE TASK: Polite greetings, identify self and company, offer assistance, report or request information or additional information.

VOCATIONAL TASK: #8 Answer several incoming telephone calls

PERFORMANCE OBJECTIVE Given a multiline phone and four incoming calls in English, will answer the phone and screen calls. A checklist will be used to rate your performance, all items must receive a yes rating.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	SEE ATTACHMENT	<u>COMMUNICATIVE SKILLS</u> Active: Speaking Writing Passive: Listening comprehension <u>FUNCTIONS</u> Polite requests for information Polite reports of information Polite greetings Polite identification	Interrogatives Affirmative Statements
TOOLS AND MATERIALS Telephone Message pad Pencil/pen BACKGROUND KNOWLEDGE Basic knowledge of telephone usage SAFETY Secure telephone cord and wires to prevent tripping Place equipment in secure area to avoid dropping. ATTITUDES Pleasant telephone voice Friendliness Courtesy Interest	LEARNING ACTIVITIES AND RESOURCES VOCATIONAL 1. <u>LEARNING STRATEGIES</u> a. Facilitator identifies tools & materials b. Facilitator reviews technical terms c. Facilitator demonstrates procedures for answering a telephone call. d. Practice activity sheets # 1,2 e. Role-play answering a telephone call using "Teletrainer" f. Hands-on skill practice at Center's business office. 2. <u>EVALUATION</u> Performance Test 3. <u>RESOURCES</u> a. Information, Operation, Job and Activity Sheets b. New York Telephone's "Teletrainer" c. Facilitator d. HACER INC. business office		
		J.R.ESL 1. <u>LEARNING STRATEGIES</u> a. Facilitator demonstrates how to make affirmative statements b. Facilitator lectures on interrogatives and reviews modals. c. Participants complete Activity Sheets #1,2,3,4,5 and 6. 2. <u>EVALUATION</u> Performance Test 3. <u>RESOURCES</u> a. Facilitator b. Activity Sheets c. New York Telephone's "Teletrainer"	

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BILINGUAL VOCATIONAL TRAINING

TASK #8

INFORMATION SHEET: RECEIVING A CALL

I. INTRODUCTION

A receptionist must have a pleasing telephone personality and a well modulated voice that shows dignity as well as courtesy. The receptionist is not seen by the person at the other end of the line. He/she is judged and the employer is judged, by the friendliness of his/her telephone voice. He/she must always show interest in what is being said and always reply in clear tones, never raising his/her voice.

II. RECEIVING A CALL:

1. When the phone rings, answer it as soon as possible. If you must leave your desk, ask someone to answer for you during your absence and explain where you can be located.
2. Always have a memo or message pad near the phone. Try never to keep the caller waiting while you look for a pencil to write down any information being given.
3. If you must leave your desk to obtain information for the caller, try not to keep the person "holding" for a long time. Ask the caller if he wishes to hold the line, to call back, or to leave his name and phone number for you to call him with the desired information.
4. Never talk with a pencil, chewing gum, or cigarette in your mouth.
5. If you are asked to screen your employer's calls, do so in a tactful manner. Asking for the caller's name in a courteous way should encourage the caller to give his name readily.
6. When taking a message, ask for the name of the caller, his company, and his telephone number, making a notation of the time of the call. Be sure that the person called receives the message as soon as he/she returns.

III. THE FIVE BASIC QUALITIES OF GOOD COMMUNICATION SHOULD BE PRESENT IN TELEPHONE CONVERSATIONS:

Courtesy: speak so that your voice and attitude reflect a "voice with a smile."

Clearness: Speak clearly and present all information clearly.

Conciseness: Say no more than necessary to complete the call courteously.

Correctness: Be sure that your language and information are correct.

Completeness: Give all the information required. Make necessary notes during the conversation.

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INFORMATION SHEET

Page 2

IV. TRANSFERRING A CALL

To transfer a call to someone else in your system:

1. Place the call on hold by touching the HOLD button.
2. Call the person you are transferring the call to by touching the INTERCOM button and dialing that person's intercom code number. (When you hear the beep, announce the call and hang up)
3. Look at the **green** light next to the line with the call you are transferring, it should be flashing rapidly. If the other person picks up the line, it will stop flashing and stay a steady green.
4. If the light continues to flash rapidly, it means that the person you transferred the call to has not picked up the call. At this
5. Wait a reasonable amount of time (10 seconds), if the light is still flashing, pick up the call and try to assist the caller.

The secretary is often called on to screen incoming calls for her employer. This is the process of mentally classifying calls and deciding quickly which ones should be handled by her employer and which ones she is able to complete satisfactorily.

The current trend is for the business executive to answer his own telephone when he is in the office. However, some employers have the secretary answer the telephone so that they will be relieved of calls which do not require their personal attention. Practices vary, and each employer determines the policy to be followed regarding screening.

Skills in the art of screening can be gained through business experience. To be successful, the secretary must use good judgment, tact, and courtesy.

What practices should be followed when screening calls?

- Be friendly and sincere.
- Reflect a ready-to-serve attitude.
- Ask questions skillfully.
- Give effective explanations.

How might a secretary obtain the name of the caller?

- She might say:
"May I tell Mr. Baker who is calling, please?"
"I'm sorry. Mr. Baker isn't available just now. May I tell him who called?"

What might a secretary say if, after screening the call, she decides her employer would want to speak with the caller?

- She might say.
"Just a moment, Mr. Brown. Let me see if I can get him for you."
"I know he's been expecting to hear from you. Just a moment, please. I'll let him know you are waiting."

What might a secretary say if, after screening a call, she decides her employer would not want to speak with the caller?

- She might say:
"I'm sorry. Mr. Lyons isn't available. Perhaps I can be of help."
"When Mr. Lyons returns, I'll tell him you called."

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TASK #8

INFORMATION SHEET: ELECTRONIC MESSAGES

I. INTRODUCTION

Electronic mail/message systems are communication systems that store and deliver messages through a computer network, instead of using postal services or spoken messages over the telephone.

II. Capabilities

- a. Can distribute messages
- b. Can send documents and messages
- c. 2 or more persons can have a conference through the computers
- d. Follow up services

III. How it functions:

There are basically two types of message distribution systems

A. Inhouse

B. Message distribution services

A. Inhouse.- An office having two or more computers can be linked together to form a system. Messages can be sent electronically from one computer station in one office to another.

B. Message Distribution Services

Various companies now offer message distribution services.

A business can purchase or lease an "electronic storage mailbox" from one of these companies that offer this service. There are two types of message distribution services:

1. Voice Mail: The sender calls the service and leaves the message which is converted into digital pulses. The receiver can call the service, get the message and store it or delete it.
2. Keyed text: Keyed text is store at the message distribution center. The customer can get their messages and store them in their computer.

RESOURCE: Computers Today
D.H. Sanders
McGraw Hill Book Co.

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BILINGUAL VOCATIONAL TRAINING

INFORMATION SHEET: ELECTRONIC COMMUNICATION

COMPUTERIZED CONFERENCES:

Systems have been developed that allow various persons to communicate through their computer terminals. The persons can use a computerized conference service to hook up their computers through a telephone to a central computer file.

Users can:

1. Key in information
2. Send information
3. Store information

Advantages:

1. Persons can participate at different times or at the same time.
2. Businesses can communicate cross country.
3. Various and different businesses working on a project can communicate at once.

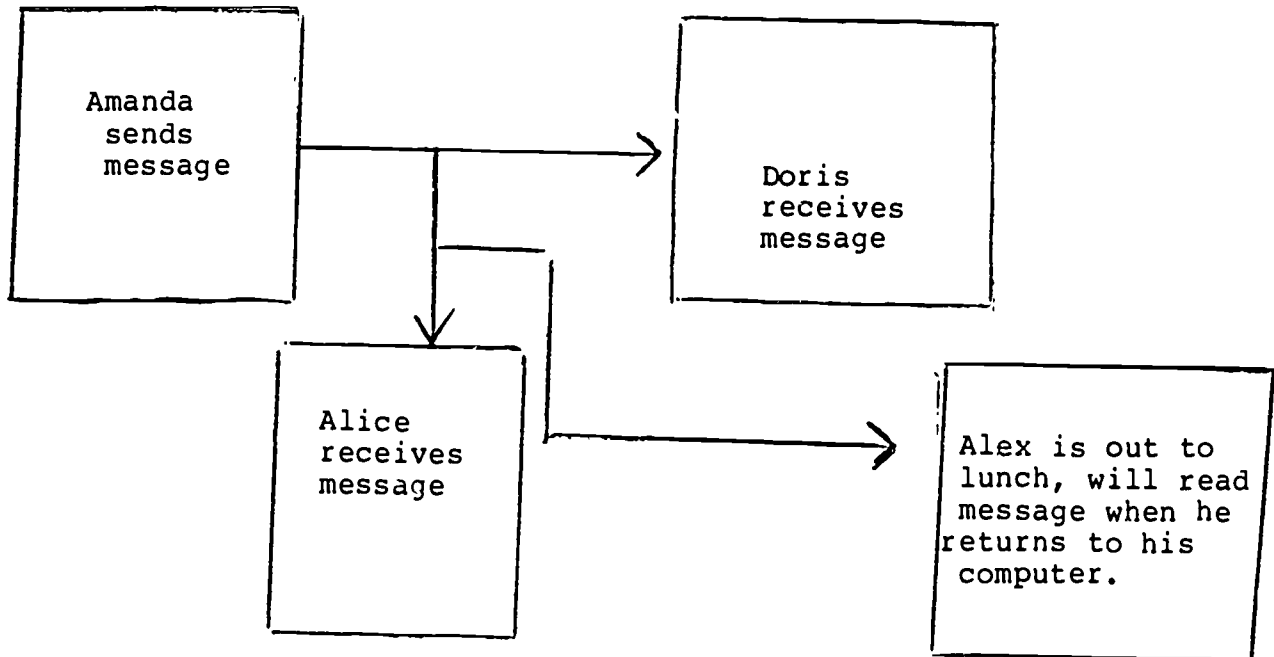
RESOURCE: Computers Today
D. H. Sanders
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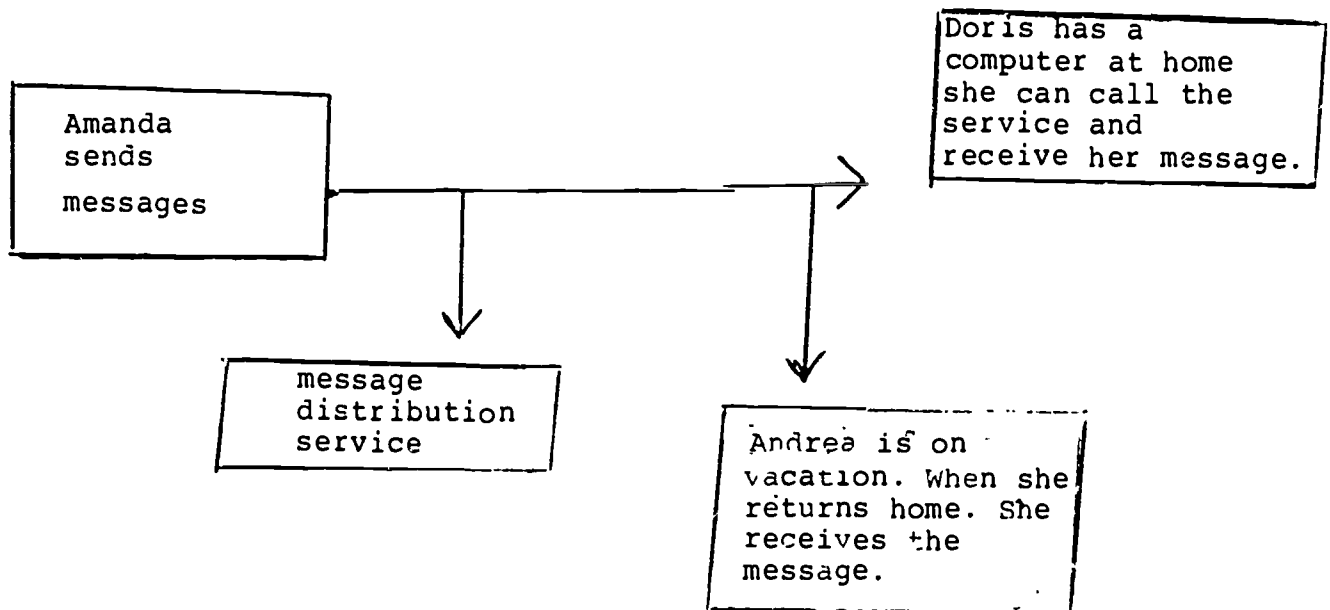
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INFORMATION SHEET: EXAMPLES OF ELECTRONIC MESSAGES

1.- Inhouse



2.- MESSAGE DISTRIBUTION SERVICE



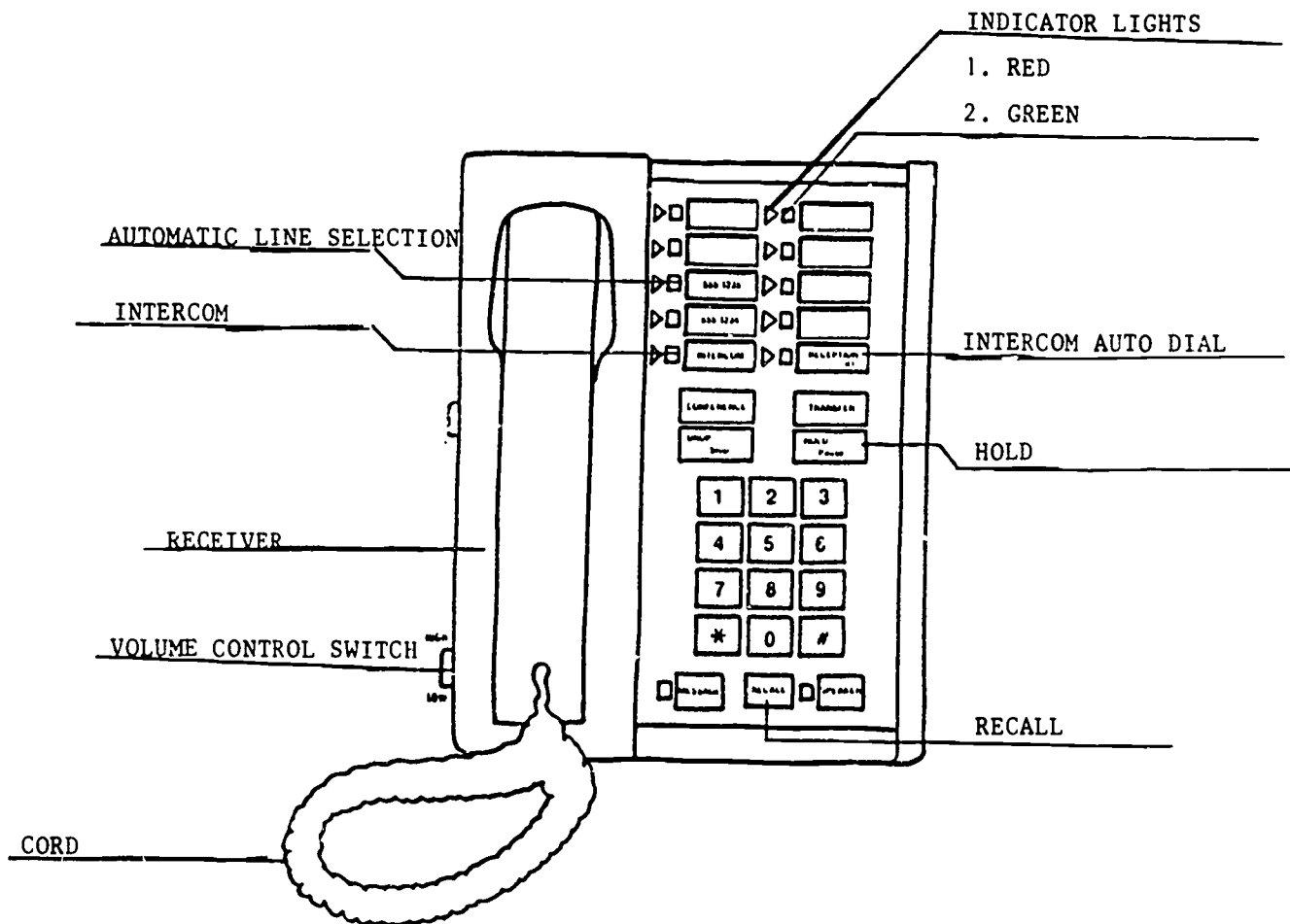
IV. ADVANTAGES

- a. Users can send and receive messages at home or during business trips.
- b. Reduce interruptions from the telephone.
- c. People at remote sites can communicate easily.
- d. People in different time zones can communicate.

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INFORMATION SHEET : PARTS AND FEATURES OF THE AT&T MERLIN 820

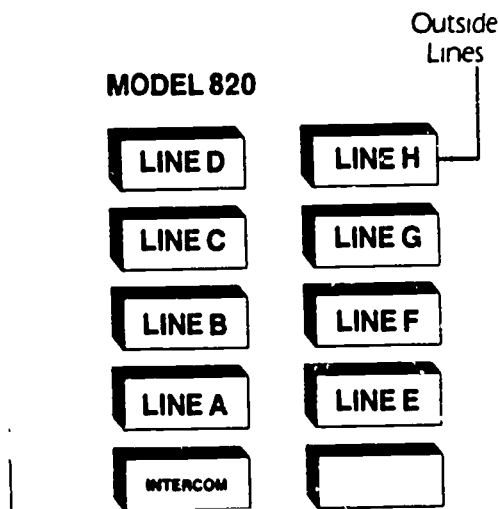


RESOURCE: AT&T MERLIN 820 Operation Manual

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TASK #8

INFORMATION SHEET: FEATURES OF THE AT&T MERLIN 820



Fixed features

The dial pad is surrounded by labeled buttons, which are called the Fixed Features. With Standard Features you get two Fixed Features, HOLD and RECALL. A Feature Cartridge is required to get the rest

Indicator lights

Notice how the lights work on your **MERLIN** telephone. A triangular red light points to the outside line you'll get if you pick up the handset. Green lights tell you the status of lines: free, busy, ringing, or on hold.

Making an outside call

When you want to make a call, the **MERLIN** system automatically selects a line for you. All you have to do is pick up and dial. This feature is called Automatic Line Selection.

If you want to use a line other than the one the system selected for you, such as a WATS line, you can do so simply by touching the button for the desired line. That's all there is to it!

OPTIONS COMPATIBLE WITH STANDARD FEATURES

You can expand the usefulness of your **MERLIN** system by adding optional equipment such as:

Loudspeaker paging

If your **MERLIN** Control Unit is equipped with a Paging Cartridge, you can page other persons no matter where they are in your Office. To do this your business needs to be equipped with a loudspeaker paging system. You use Loudspeaker Paging by touching INTERCOM and then dialing "6". (If your telephone has a PAGE button, you should touch INTERCOM and then PAGE)

Headset adapter

The HEADSET ADAPTER allows you to plug in a standard Headset for hands-free operation.

To place or answer a call using the HEADSET ADAPTER, simply touch ON/QUIET, leaving your handset on the hook. To terminate calls, just touch OFF.

If you want to have a side conversation while using the HEADSET ADAPTER, you can mute the microphone by holding down the ON/QUIET button. When you are ready to resume your call, release the ON/QUIET button.

Manual modem adapter

This small unit plugs into the voice terminal, allowing you to connect a modem for data communication (for a computer)

Transferring a call

To transfer a call to someone else in your system, you must first place it on hold by touching the HOLD button. Then, call the person you're transferring the call to by touching an INTERCOM button and dialing that person's intercom code number. When you hear the beep, announce the call and hang up.

At this point, the green light next to the line with the call you're transferring should be flashing rapidly. When the other person picks up the call, the light should stop flashing and be a steady green, indicating that the line is in use again. If the light continues to flash rapidly, it means that the other person was not able to pick up the call. You may pick it up again yourself now by touching the line button next to the rapidly flashing green light.

Recall

On most telephone company lines, you can disconnect a call without hanging up. Simply touch the RECALL button. This will return you to dial tone on the line you're on, whether it's an outside line or an intercom line, enabling you to make a second call immediately.

If you're on a PBX or Centrex system, or have other special services, RECALL serves to "flash" the system (corresponding to a switchhook flash on an ordinary telephone).

Test switch

This switch lets you know if the light and ringing of your **MERLIN** phone are working correctly. Push the switch away from you to the T (Test) position. Observe the lights and ringing. Return the switch to the center position.

Volume control

Use this control to adjust the volume of the ringer and the speaker simultaneously.

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TASK #8

ATTACHMENT

TECHNICAL TERMS

ANSWER:	a spoken or written reply to a question or request
AREA CODE:	three digits preceding the phone number pertaining to state and region
COLLECT CALL:	a call placed through an operator which is charged to the person being called
CONVERSATION:	formal or informal interchange of thoughts by spoken words
CUT OFF:	to intercept; to interrupt; to bring to a sudden end
EXTENSION:	a series of numbers added to the central office number which are assigned to a specific person or office within the organization
HANG UP:	to break off telephonic communication
INCOMING CALLS:	telephone calls coming in; entering
INFORMATION:	knowledge communicated or received concerning some fact or circumstance
INTERCOM:	an intercommunication system
LONG DISTANCE:	U.S. telephone service between distant points
MESSAGE:	a communication, as of information, advice, or direction transmitted through a messenger or other agency
MESSAGE PAD:	a number of sheets of paper held together at the edge to form a tablet and which are used for written communication
PERSON-TO-PERSON:	a call placed from one specific person to another through a telephone operator
PICK UP:	to lift the receiver when answering or placing a phone call
PUT ON HOLD:	one feature of telephone service ("hold" button) which allows temporary interruption of spoken communication
RECEIVER:	a device or apparatus which receives electrical signals or waves, and makes them perceptible to the senses, as the part of a telephone held to the ear

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TASK #8

TECHNICAL TERMS

p. 2

RECEPTIONIST:

a person employed to receive callers and with the knowledge and ability to handle telephonic communication.

CALL TRANSFER:

you pass along a call which is intended for another person in the office by using the hold button and the intercom.

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TASK #8
ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: Offer assistance, report or request information

DIRECTIONS: Write the questions corresponding to these answers during a telephone conversation.

1. I'm sorry. She's not available right now, but I'd be happy to have her call you.

2. Yes, of course. I'd be glad to take a message.

3. This is Mrs. Chandler.

4. I'm calling from the May Company.

5. Yes. I'd like to speak with his secretary.

6. Yes. I'd like to speak with someone in the accounting department.

7. No, thank you. I need to speak to him personally.

8. She knows what I'm calling about.

9. No, thanks. I'll call back at that time.

NAME _____

DATE _____

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TASK #8

ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: OFFER ASSISTANCE, REPORT OR REQUEST INFORMATION

DIRECTIONS: Write the questions corresponding to these answers during a telephone conversation.

1. I'm sorry. She's not available right now, but I'd be happy to have her call you.
Could I please speak to (person)?
2. Yes, of course. I'd be glad to take a message.
Could I leave a message?
3. This is Mrs. Chandler.
May I ask who's calling, please?
4. I'm calling from the May Company.
What company are you calling from?
5. Yes. I'd like to speak with his secretary.
Is there anyone who you would like to speak to?
6. Yes. I'd like to speak with someone in the accounting department.
May I help you?
7. No, thank you. I need to speak to him personally.
Could I connect you with his secretary?
8. She knows what I'm calling about.
Could you please tell me what this is in reference to?
9. No, thanks. I'll call back at that time.
He'll be back tomorrow. Would you like to leave a message?

NAME _____ DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information

DIRECTIONS: Fill in the spaces provided with the appropriate words.

A. Greetings in combination with identification of organization/company.

1. Good _____. _____ you for calling organization/company name .
2. Company/organization name . May I _____?
3. Good morning . _____ . May I _____ you?

B. Offers for assistance to caller.

1. May _____ you?
2. What can I do _____?
3. Who _____ you like _____ speak to?
4. Is there anyone else who _____ would _____ to speak with?
5. How _____ I be of _____ to you?

C. Offers to take messages in combination with explanations for people being called.

1. I'm sorry. Mr. Roberts _____ available right now. _____ you like to _____ a _____?
2. I'm sorry. Mrs. Mitchell _____ meeting. _____ her to _____ when she finishes?
3. Ms. Bowman is not at her desk right now. But I'd be happy to _____ her.
4. Mr. Weber is out of the office for the afternoon. But he'd be glad to _____ you _____ tomorrow if you'd _____ leave _____.

NAME _____

DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information

DIRECTIONS: Fill in the spaces provided with the appropriate words.

A. Greetings in combination with identification of organization/company.

(Answer Key)

1. Good (morning) . (Thank) you for calling organization/company name .
2. Company/organization name . May I (help) (you) ?
3. Good morning (company/organization name) May I (help) (you)?

B. Offers for assistance to caller.

1. May I (I) (help) you?
2. What can I do (for) (you) ?
3. Who (would) you like (to) speak to?
4. Is there anyone else who (you) would (like) to speak with?
5. How (could) I be of (help) to you?

C. Offers to take messages in combination with explanations for people being called.

1. I'm sorry. Mr. Roberts (is) (not) available right now. (Would) you like to (leave) a (message) ?
2. I'm sorry. Mrs. Mitchell (is) (at) a (meeting). (Would) (you) (like) her to (call) (you) when she finishes?
3. Ms. Bowman is not at her desk right now. But I'd be happy to (take) (a) (message) (for) her.
4. Mr. Weber is out of the office for the afternoon. But he'd be glad to (call) you (back) tomorrow if you'd (like) (to) leave (your) (number) .

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #3 J.R.ESL

COMMUNICATIVE TASK: Report or request information

DIRECTIONS: Practice this dialogue with a partner, using New York Telephone's
"Teletrainer".

A: Good morning. Thank you for calling Allied Chemicals.

B: Patricia Winthrop, please.

A: May I tell her who's calling, please?

B: Charles Jordan.

A: Could you please tell me what this is in reference to?

B: Yes. It's about our meeting tomorrow.

A: Thank you. I'll see if she's available. Please hold.

B: Yes, thank you.

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TASK # 8
 ACTIVITY SHEET #3 J.R.ESL

SCORING SHEET AND FLUENCY LEVELS

TASK #8

Trainee's Name _____

Performance Objective _____

Date of Test _____

Criteria	5	4	3	2	1
Rhetoric					
Register/Style					
Syntax					
Vocabulary					
Pronunciation					

X 6 = _____

X 3 = _____

X 4 = _____

X 6 = _____

X 1 = _____

Weighted Score _____

Errors Noted:

Recommendation for additional work:

Evaluated by: _____

Resource: Miranda Associates

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BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Polite greeting, offer assistance, report or
request information

DIRECTIONS: Fill in the spaces provided with the appropriate
words or phrases.

Receptionist: Good _____. Thank you for _____ Allied Chemicals.

1st Caller : David Harrison, please.

Receptionist: Could I ask who's _____, _____?

1st Caller : Yes, this Henry Jacobs.

(telephone rings for second call)

Receptionist: Mr. Jacobs, could _____ please hold for a _____? (Answers a second call)

Receptionist: Good _____. Thank you for _____ Allied Chemicals. Could
you hold _____ a _____, please? (Switches back to first call)

Receptionist: Mr. Jacobs, thank you for holding. I'll see if Mr. Harrison ____
available.

1st Caller : Thanks.

(Receptionist informs Mr. Harrison of telephone call)

Receptionist: Mr. Harrison, Mr. Jacobs is on the line for you.

Mr. Harrison: Thank you.

(Receptionist answers second caller)

Receptionist: Sorry to keep you _____. May I _____ you?

2nd Caller : Mrs. Stanford, please.

Receptionist: May I ask who's _____, please?

2nd Caller : This is Mr. Thomson.

Receptionist: Thank you. I'll see if she ____ available now.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Polite greeting, offer assistance, report or request information

DIRECTIONS: Fill in the spaces provided with the appropriate words or phrases.

Receptionist: Good morning . Thank you for calling Allied Chemicals.

1st Caller : David Harrison, please.

Receptionist: Could I ask who's calling , please?

1st Caller : Yes, this Henry Jacobs.
(telephone rings for second call)

Receptionist: Mr. Jacobs, could you please hold for a moment ? (Answers a second call)

Receptionist: Good morning . Thank you for calling Allied Chemicals. Could you hold on a moment, please? (Switches back to first call)

Receptionist: Mr. Jacobs, thank you for holding. I'll see if Mr. Harrison is available.

1st Caller : Thanks.
(Receptionist informs Mr. Harrison of telephone call)

Receptionist: Mr. Harrison, Mr. Jacobs is on the line for you.

Mr. Harrison: Thank you.
(Receptionist answers second caller)

Receptionist: Sorry to keep you waiting . May I help you?

2nd Caller : Mrs. Stanford, please.

Receptionist: May I ask who's calling , please?

2nd Caller : This is Mr. Thoms...

Receptionist: Thank you. I'll see if she is available now.

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #5 J.R.ESL

COMMUNICATIVE TASK: Offer assistance, report or request information or additional information.

DIRECTIONS:

For each of the sentences/questions/phrases below, communicate the same idea more politely.

Example: Litton Industries.

Polite form: Thank you for calling Litton Industries, good morning.
May I help you?

1. He's not here. _____
2. She's late today. She's not here yet. _____
3. He's sick. _____
4. He said not to bother him right now. _____
5. She left early 'cause it's Friday. _____
6. She's on the phone with somebody else. _____
7. What do you want? _____
8. What are you calling him/her for? _____
9. Who is this? _____
10. She doesn't take calls after 3:00. _____
11. I can't find him and I don't know when he's coming back. _____
12. Wait a minute. _____
13. She's in the bathroom. _____

Use a friendly tone when rephrasing the above sentences.

NAME _____ DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #5 J.R.ESL

COMMUNICATIVE TASK: Offer assistance, report or request information or additional information.

DIRECTIONS:

For each of the sentences/questions/phrases below, communicate the same idea more politely.

Example: Litton Industries.

Polite form: Thank you for calling Litton Industries, good morning.
May I help you?

1. He's not here. Mr Smith stepped out of the office. May I take a message ?
2. She's late today. She's not here yet. Ms Smith will be in this afternoon. May I help you ?
3. He's sick. Mr. Jones is out of the office today. Would you like to leave a message ?
4. He said not to bother him right now. Mr. Fred is in a meeting. Can I have him call you back ?
5. She left early 'cause it's Friday. Ms Kitt left for the day. May I help you ?
6. She's on the phone with somebody else. Ms Santiago is on another line. May I help you or would you care to wait ?
7. What do you want? May I help you ?
8. What are you calling him/her for? May I ask what your call is in reference to ?
9. Who is this? May I ask who is calling please ?
10. She doesn't take calls after 3:00. Ms Sigurd will be in conference all afternoon. May I help you ?
11. I can't find him and I don't know when he's coming back. Mr Sigurd is not at his desk at the moment. Can you please hold ?
12. Wait a minute. Would you care to wait a moment ?
13. She's in the bathroom. Ms Jones is not at her desk at the moment. Can she return your call ?

Use a friendly tone when rephrasing the above sentences.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #3

ACTIVITY SHEET #6 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information.

DIRECTIONS:

You are responsible for all incoming calls and messages.

Write a polite sentence/series of sentences to communicate by phone to a caller in the following situations. What you say may include questions.

1. Someone tells you he/she is expecting a very important call, but he/she must leave the office for about a half hour. The call comes and you say:

2. Someone calls to say he/she will arrive at the office late because he/she has to wait for the babysitter, but is expecting a few important calls before he/she arrives.
As each call comes, you say:

3. Someone leaves the office early on a Friday afternoon, but gets a call after he/she leaves.
You answer the call by saying:

4. Someone tells you he/she will only accept calls concerning a certain matter, and no others for the rest of the afternoon.
 - a) You answer a call and find out that it is about that matter.

 - b) You answer a call and find out that it is not about that matter.

5. Someone is in the office but doesn't want to be bothered with calls for another hour and a half.
You answer calls for him/her by saying:

6. Someone left the office/his/her desk without saying where he/she was going, what time/when he/she would be back. You answer a call for him/her. You say:

7. Someone gives you instructions to screen all he/her calls. You do it by saying:

8. Someone leaves his/her desk to go to the ladies'/mens' room and will be right back. He/she gets a call in the meantime. You answer it and say:

9. While someone is on the phone, he/she receives a call. You say to the caller:

NAME

DATE

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #6 J.R.E SL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information.

DIRECTIONS:

You are responsible for all incoming calls and messages.

Write a polite sentence/series of sentences to communicate by phone to a caller in the following situations. What you say may include questions.

1. Someone tells you he/she is expecting a very important call, but he/she must leave the office for about a half hour. The call comes and you say:
Good afternoon, Ms Smith had to step out of the office, but asked me to take a message. She will get back to you.
2. Someone calls to say he/she will arrive at the office late because he/she has to wait for the babysitter, but is expecting a few important calls before he/she arrives.
As each call comes, you say:
Good morning, Ms Rodriguez is expected shortly, May I take a message ?
3. Someone leaves the office early on a Friday afternoon, but gets a call after he/she leaves.
You answer the call by saying:
Good afternoon, Ms Merit left for the day, May I take a message ?
4. Someone tells you he/she will only accept calls concerning a certain matter, and no others for the rest of the afternoon.
Just a moment Mr Brown, let me see if I can get her for you.
a) You answer a call and find out that it is about that matter.
Just a moment Ms Brown, let me see if I can get her for you.
b) You answer a call and find out that it is not about that matter.
Im sorry, Ms Smith isn't available. Perhaps I can be of help ?
5. Someone is in the office but doesn't want to be bothered with calls for another hour and a half.
You answer calls for him/her by saying:
Mr Rodriguez will return in 2 hours. May I be of help ?
6. Someone left the office/his/her desk without saying where he/she was going, what time/when he/she would be back. You answer a call for him/her. You say:
MS Santiago stepped out of the office. Can I be of assistance ?
7. Someone gives you instructions to screen all he/her calls. You do it by saying:
May I ask who is calling ?
8. Someone leaves his/her desk to go to the ladies'/mens' room and will be right back. He/she gets a call in the meantime. You answer it and say:
Ms George is not at her desk. Can I help you ?
9. While someone is on the phone, he/she receives a call. You say to the caller:
Ms Sierra is on another line. Will you hold or may she call you back ?

NAME

DATE

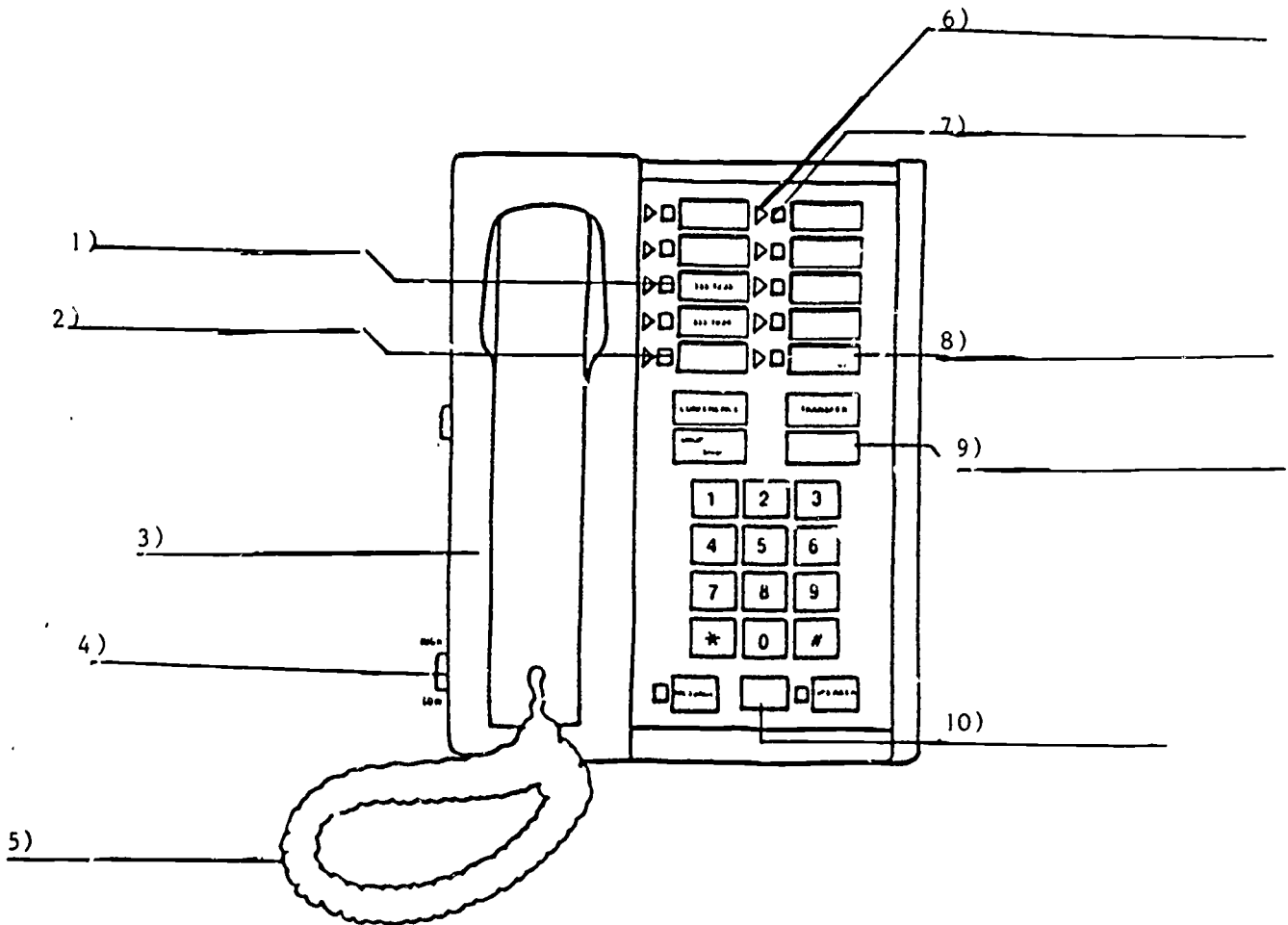


HACER, INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Identify the parts and features of the AT&T Merlin Telephone.



1. _____
2. _____
3. _____
4. _____
5. _____

6. _____
7. _____
8. _____
9. _____
10. _____

NAME _____

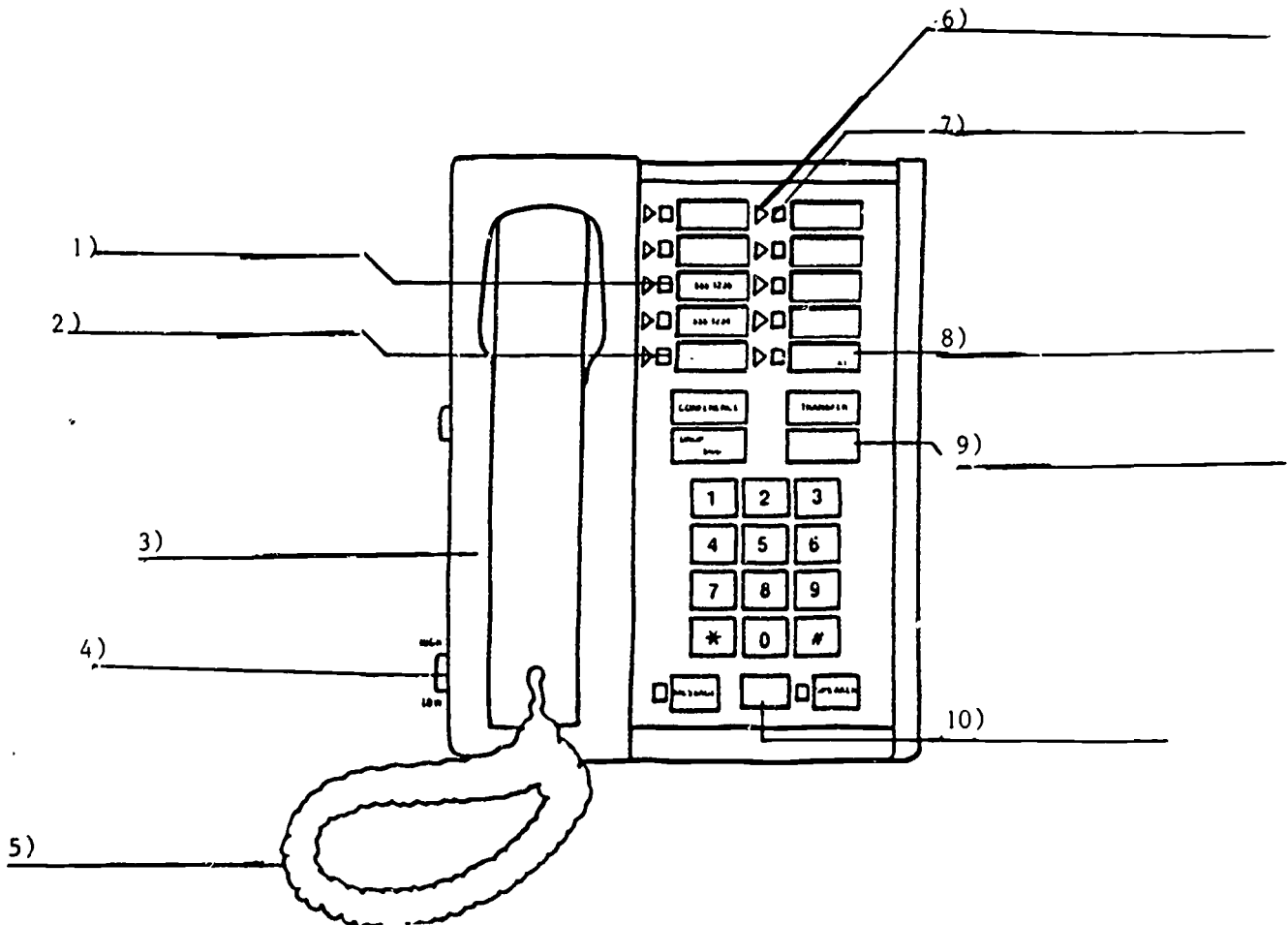
DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Identify the parts and features of the AT&T Merlin Telephone.



- | | |
|------------------------------------|---------------------------------|
| 1. <u>Automatic line selection</u> | 6. <u>Red indicator light</u> |
| 2. <u>Intercom</u> | 7. <u>Green indicator light</u> |
| 3. <u>Receiver</u> | 8. <u>Intercom auto dial</u> |
| 4. <u>Volume control switch</u> | 9. <u>Hold</u> |
| 5. <u>Cord</u> | 10. <u>Recall</u> |

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

ACTIVITY SHEET #2 VOCATIONAL

DIRECTIONS: Insert the words from the list in the correct spaces for the following sentences.

- | | |
|--------------------------|-----------------------------|
| 1. Indicator lights | 6. Intercom |
| 2. Green light | 7. Hold button |
| 3. Flashing light | 8. Red light |
| 4. Recall button | 9. Automatic line selection |
| 5. Volume control switch | 10. Receiver |

1. You can get a dial tone on the Merlin Telephone without pushing a button this feature is called _____.
2. To converse with someone else in your office, you would press the _____ button.
3. The _____ controls the loudness of the telephone's ringer.
4. The _____ tell the status of your telephone lines.
5. A free line is indicated by _____.
6. A busy line is indicated by _____.
7. A line "on Hold" is indicated by _____.
8. You can make a call without hanging up by pressing the _____ button.
9. You speak into the _____.
10. You have two calls, you must answer them, you press the _____ to make one of the callers wait.

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

ACTIVITY SHEET #2 VOCATIONAL

DIRECTIONS: Insert the words from the list in the correct spaces for the following sentences.

- | | |
|--------------------------|-----------------------------|
| 1. Indicator lights | 6. Intercom |
| 2. Green light | 7. Hold button |
| 3. Flashing light | 8. Red light |
| 4. Recall button | 9. Automatic line selection |
| 5. Volume control switch | 10. Receiver |

1. You can get a dial tone on the Merlin Telephone without pushing a button this feature is called Automatic line selection
2. To converse with someone else in your office, you would press the intercom button.
3. The volume control switch controls the loudness of the telephone's ringer.
4. The Indicator lights tell the status of your telephone lines.
5. A free line is indicated by Red light.
6. A busy line is indicated by Green light.
7. A line "on Hold" is indicated by Flashing light.
8. You can make a call without hanging up by pressing the Recall button button.
9. You speak into the Receiver.
10. You have two calls, you must answer them, you press the Hold button to make one of the callers wait.

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

OPERATION SHEET: ANSWER SEVERAL INCOMING CALLS.

I. MATERIALS

- a. AT&T Merlin 820 Telephone system.
- b. Pencil/pen.
- c. Paper.

II. PROCEDURE

How to answer several incoming calls.

1. If there are 2 incoming calls, you will see two blinking lights, answer the first on that started blinking by pressing the button next to the light.
2. Give appropriate greeting (Good morning, Good afternoon).
3. Identify your organization.
4. Ask caller "Will you please hold the line?".
5. Place calls on hold. (Press "Hold" button).
6. Answer second call (press button next to blinking light).
7. Give appropriate greeting (Good morning, Good afternoon).
8. Identify your corporation.
9. Ask caller "Will you please hold the line?".
10. Return to first caller (press button next to blinking light).
11. Thank caller for holding.
12. Ask caller "May I help you?".
13. Ascertain if you can handle the call yourself or if another staff person can take the call. (If the call will take a lengthy time, ask another staff person to handle the second call).
14. If the call is for a particular person, ask the caller for their name, and place the call on hold (say "please hold").
15. Notify the person the call is directed to by saying "Ms. _____ you have a call on 44 or 89. It 's Mr. _____." Always give the last two digits of the line and the name of the caller.
16. Return to second caller (press button next to blinking light). (If another staff person hasn't handled it).
17. Thank caller for holding.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

OPERATION SHEET #2: ANSWER SEVERAL INCOMING CALLS

p. 2

18. Ask caller "May I help you?"
19. Ascertain if you can handle the call yourself or if another staff person can take the call. (If the call will take a lengthy time).
20. If the call is for a particular person, ask the caller for their name, place the call on hold. (Say "please hold").
21. Notify the person the call is directed to by saying "Ms. _____ you have a call on 44 or 89. It is Mr. _____." Always give the last two digits of the line and the name of the caller.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS
PRACTICE

DIRECTIONS: You will be given the use of the teletrainer. The facilitator will assume the role of the "Caller" and will make three(3) telephone calls to you ("Person Called") which involve situations similar to those which occur in a business office. You must answer the telephone calls and either offer assistance or transfer the call if the call is for someone else.

SITUATION # 1:

Caller: (Facilitator)

Your name is Cynthia Ayala. You are calling the Hispanic Women's Center to obtain the address of the Center.

Person Called: (Participant)

The receptionist is out to lunch and has asked you to sit-in at the telephone until he/she returns.

SITUATION # 2

Caller: (Facilitator)

Your name is Samuel Hernandez. You are trying to reach Ms Santa Villafane at the Hispanic Women's Center.

Person Called: (Participant)

You are Ms Villafane's secretary. Any calls to Ms Villafane should be transferred to her. Ms Villafane prefers that you announce the caller's name and extension when you transfer ~~the~~ transfer any calls to her.

SITUATION # 3

Caller: (Facilitator)

Your name is Marisol Cortez. You are a salesperson for Commodore Computers. You are calling the Center to try and make a sale.

Person Called: (Participant)

Your supervisor does not want to be disturbed by salespersons. He/she has asked you to screen all calls.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS
PRACTICE : FACILITATOR WORKSHEET

DIRECTIONS: Using the teletrainer, the facilitator and the participants are to provide the dialogue for the three (3) "situations" found below.

The facilitator will assume the role of the "Caller" and the participant will assume the role of the "person Called". The facilitator should be able to vary the information given to the participants in each call in order to elicit various responses. This will avoid duplication in the performance of the task.

Note: Make certain that the participant understands the role he or she will play.

SITUATION # 1:

Caller: (Facilitator)

Your name is Cynthia Ayala. You are calling the Hispanic Women's Center to obtain the address of the Center.

Person Called: (Participant)

The receptionist is out to lunch and has asked you to sit-in at the telephone until he/she returns.

SITUATION # 2

Caller: (Facilitator)

Your name is Samuel Hernandez. You are trying to reach Ms Santa Villafane at the Hispanic Women's Center.

Person Called: (Participant)

You are Ms Villafane's secretary. Any calls to Ms Villafane should be transferred to her. Ms Villafane prefers that you announce the caller's name and extension when you transfer the transfer any calls to her.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8
JOB SHEET:FACILITATOR WORKSHEET
Page 2

SITUATION # 3

Caller: (Facilitator)

Your name is Marisol Cortez. You are a salesperson for Commodore Computers. You are calling the Center to try and make a sale.

Person Called: (Participant)

Your supervisor does not want to be disturbed by salespersons. He/she has asked you to screen all calls.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS
EVALUATION

DIRECTIONS: The facilitator will take you to the business office of Hacer Inc/ Hispanic Women's Center. The staff will be introduced to you. In addition, you will be given a list of the staff and their telephone extension codes. The facilitator will sit you at the receptionist's desk. You must answer four incoming calls to the Center. Either offer assistance or transfer the call to the appropriate staffperson.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

PERFORMANCE TEST		
TASK: Answer several incoming telephone calls		
Directions: Demonstrate mastery of answering several telephone calls on an AT&T Merlin System.		
This test evaluates your ability to: Answer several telephone calls. The facilitator will sit you down with a multiline telephone. You must answer four incoming calls and either offer assistance or transfer them to the appropriate person with 100% accuracy.		
No.	Your performance will be evaluated using the items below. All must be "YES"	YES NO
1.	Were the calls answered promptly?	
2.	Were the proper greetings made?	
3.	Were the calls answered courteously?	
4.	Was the tone of voice friendly and interested throughout both calls?	
5.	Was the proper response made for the first call (thank you for holding)?	
6.	Was the first call transferred immediately to the appropriate person?	
7.	Was the proper response made for the second call (thank you for holding)?	
8.	Was the second call transferred immediately to the appropriate person?	
9.	Were the calls properly concluded?	
10.		

Trainee	Date	Attempts	Instructor's Signature

HACER INC/HISPANIC WOMEN'S CENTER
 BILINCUAL VOCATIONAL PROJECT

TASK #8

PERFORMANCE TEST		
TASK: Answer several incoming telephone calls.		
This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.		
1. Used appropriate polite greetings?	YES	NO
2. Used appropriate polite requests in seeking information?		
3. Verified information?		
4. Accurately reported information?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 9
TAKE AND DESSIMINATE TELEPHONE MESSAGES

RELATED COMMUNICATIVE TASK: Utilize writing skills, report factual information, seek clarification and request information.

VOCATIONAL TASK: #9 Take and disseminate telephone messages

PERFORMANCE OBJECTIVE Given a telephone and three incoming calls in English, record message on a message pad and disseminate messages on message board with 100% accuracy.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Answer Screen Area code Put on hold Collect call Receiver Conversation Receptionist Cut off Verification Disseminate Extension Hang up Incoming calls Information Interroom Long distance Message Message pad Person-to-person	<u>COMMUNICATIVE SKILLS</u> Passive: Listening comprehension Reading comprehension Active: Speaking Writing <u>FUNCTIONS</u> Report factual information Seek clarification Request information	Spelling (individual letters) Modals (polite request) Wh-/ Y/N Questions Reported speech
TOOLS AND MATERIALS Telephone message board Telephone message pad Pencil/pen Teletrainer	LEARNING ACTIVITIES AND RESOURCES		
BACKGROUND KNOWLEDGE Basic knowledge of telephone communication.	VOCATIONAL 1. <u>LEARNING STRATEGIES</u> a. Lecture (small group): Facilitator identifies equipment and materials. b. Facilitator demonstrates procedure for taking and disseminating telephone messages. c. Practice activities # 1 and 2 d. Hands on practice-role playing using Teletrainer. 2. <u>EVALUATION</u> Performance Tests 3. <u>RESOURCES</u> a. Information, Operation, Job and Activity Sheets b. Facilitator c. New York Telephone "Teletrainer"		J.R.ESL 1. <u>LEARNING STRATEGIES</u> Facilitator demonstrates how to verify names by using polite requests and spelling individual letters, Activity Sheets #1,2,3,4 and 5. 2. <u>EVALUATION</u> Performance Tests 3. <u>RESOURCES</u> a. Facilitator b. Activity Sheets c. New York Telephone "Teletrainer"
SAFETY Secure telephone cords and wires to prevent tripping.			
ATTITUDES Recognize importance of verifying all information Recognize importance of recording all the details. Speak in a courteous manner			

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

INFORMATION SHEET

INTRODUCTION: TAKE AND DISSEMINATE TELEPHONE MESSAGES

A. TAKING TELEPHONE MESSAGES

Receptionists handle quite a few telephone calls every day. In addition to giving information to callers, they also have to know how to record information.

Receptionists are a lot like newspaper reporters; they're good listeners, they ask the right questions, and they get all the important details.

B. TIPS FOR GETTING DETAILS

1. Get the caller's name and the person he or she wishes to speak to.
2. Get as many locational details as possible--the caller's company name and/or address and phone number.
3. Ask the caller to spell all names. Don't take any spellings for granted.
4. Repeat the information as the caller gives it to you. If you don't understand the message, say so.
5. Try to get the essential details
6. Verify all information before you hang up.

C. RECORDING THE DETAILS

1. Whom is the message for?
2. When did the person call?
3. Who called?
4. Where can caller be reached?
5. Don't forget to note the area code.
6. Messages are brief and include only the important details.
7. Sign or initial the message with your name.

D. ALWAYS REMEMBER

1. Write down every message completely and put it in a conspicuous place as determined by office rules and regulations.
2. Check the accuracy of names and numbers received over the telephone by repeating them very clearly .
3. Be brief, courteous, and businesslike.
4. When another is telephoning, stop typing if it seems to interfere with his hearing the message.
5. Keep an index of frequently called numbers beside the telephone.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

INFORMATION SHEET

p. 2

E. CALLS FOR THE BOSS

1. When someone calls your boss, you should ask for his name and company.
2. Then you should put him on hold while you tell your boss who's calling.
3. If your boss is too busy to take the call, you should take a message.
4. You should also take a message when your boss is in conference. Use a message pad. Keep it next to the telephone.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

INFORMATION SHEET: TELETRAINER

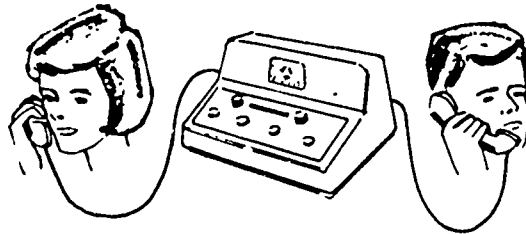
INTRODUCTION:

Using the Teletrainer

1. Introducing the Teletrainer

The Teletrainer consists of two activated telephones and a loudspeaker-control unit. It provides dial tone, ringing and busy signals. This "live" telephone equipment is an aid in creating realistic classroom situations for practice in developing conversational skills.

Model of
Teletrainer



Students using the telephones should face AWAY FROM each other and the class, so that they

- rely on voice-to-voice methods of conveying ideas and creating impressions.
- are not distracted or influenced by expressions of others.

Each telephone is especially equipped with a cord 25 feet in length so that the instruments can be placed well apart in the classroom.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAYING



DIRECTIONS.

Use of the Teletrainer: The calls are designed to be used with the Teletrainer. It consists of two activated telephones attached to a loudspeaker, allowing all members of the class to participate by listening to the practice sessions. A realistic situation is created by having students face away from each other and the class.

Practice Calls: These calls provide dialogue and relate to office situations. Each call is intended to accomplish specific techniques. In order to provide practice in handling office telephone calls, a scene has been selected around which a series of incoming calls have been centered. The calls may be role-played in sequence or developed independently of one another.

Practice Situations: Office situations where students supply the dialogue. provide additional practice, to reinforce techniques covered in practice calls, and to help meet the goal—to express oneself adequately, coherently and effectively. These situations provide the information needed *to answer* a call in a realistic manner.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

TECHNICAL TERMS

ANSWER:	a spoken or written reply to a question or request.
AREA CODE:	three digits preceding the telephone number pertaining to state and region.
COLLECT CALL:	a call placed through an operator which is charged to the person being called.
CONVERSATION:	formal or informal interchange of thoughts by spoken words.
CUT OFF:	to intercept; to interrupt; to bring to a sudden end.
DISSEMINATE:	to disperse throughout, to spread widely.
HANG UP:	to break off telephonic communication.
INCOMING CALLS:	telephone calls coming in; entering.
INFORMATION:	knowledge communicated or received concerning some fact or circumstance.
INTERCOM:	an interoffice communication system.
LONG DISTANCE:	U.S. telephone service between distant points.
MESSAGE:	a communication, as of information, advice, or direction transmitted through a messenger or other agency.
MESSAGE PAD:	a number of sheets of paper held together at the edge to form a tablet and which are used for written communication.
PERSON-TO-PERSON:	a call placed from one specific person to another through a telephone operator.
SCREEN:	to shelter or protect (screening calls and visitors).
PUT ON HOLD:	one feature of telephone service which allows temporary interruption of spoken communication.
RECEIVER:	a device or apparatus which receives electrical signals or wave-, and makes them perceptible to the senses, as the part of a telephone held to the ear.
RECEPTIONIST:	a person employed to receive callers and with the knowledge and ability to handle telephonic communication.
VERIFICATION:	to prove to be true; confirmation.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Request Information

DIRECTIONS: Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.

Substitutions

Could/to
office
telephone
wish/ring him for you.
Yes, please.
Don't mention it.

DIALOGUE

A: *May* I speak *with* David Jones, please?
B: He works in another *building*.
A: Would you give me his *phone* number, please?
B: If you *like*, I can *connect* you.
A: *Fine*. Thank you very much.
B: *Not at all*, sir.

REVISED DIALOGUE

A: _____ I speak _____ David Jones, please?
B: He works in another _____.
A: Would you give me his _____ number, please?
B: If you _____, I can _____.
A: _____, _____. Thank you very much.
B: _____.

NAME _____

DATE _____

RESOURCE: Adapted from On Speaking Terms,
Collier MacMillan

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Request Information

DIRECTIONS: Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.

Substitutions

Could/to
office
telephone
wish/ring him for you.
Yes, please.
Don't mention it.

DIALOGUE

REVISED DIALOGUE

A: *May I speak with David Jones, please?*
B: He works in another *building*.
A: Would you give me his *phone* number, please?
B: If you *like*, I can *connect* you.
A: *Fine*. Thank you very much.
B: *Not at all, sir*.

A: Could I speak to David Jones, please?
B: He works in another office.
A: Would you give me his telephone number, please?
B: If you wish, I can ring him for you.
A: Yes, please. Thank you very much.
B: Don't mention it.

NAME _____

DATE _____

RESOURCE: Adapted from On Speaking Terms,
Collier MacMillan

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Request information
Report information
Utilize writing skills
Seek clarification

- DIRECTIONS: 1. Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.
2. Write the message for the original dialogue on the message form below.

Substitutions

there
he stepped out/give him
Drug Company
again
telephone
remainder
Will he be
Would you like
Could

DIALOGUE

- A: Hello, is Mr. Johnson *in*?
B: No, I'm sorry *he's not in right now*. Can I *take* a message?
A: Yes, could you tell him Mr. Watson of Mason *Drugs* called?
B: Yes. Should I tell him that you'll call *back*, or do you want him to *call* you?
A: Let's see. I'm going to be out of the office for the *rest* of the day. *Is he* free tomorrow morning?
B: Yes, he is. *Do you want* him to call you?
A: No, that's O.K. *What if* I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you, Good-bye.
B: Good-bye.

REVISED DIALOGUE

- A: Hello, is Mr. Johnson _____?
B: No, I'm sorry _____ . Can I _____ message?
A: Yes, could you tell him Mr. Watson of the Mason _____ called?
B: Yes. Should I tell him that you'll call _____?
A: Let's see. I'm going to be out of the office for the _____ of the day. _____ free tomorrow morning?
B: Yes, he is. _____ him to call you?
A: No, that's o.k. _____ I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you; good-bye.
B: Good-bye.

TO :

While You Were Out

OF _____

PHONE NO. _____ EXT. _____

TELEPHONED WILL CALL AGAIN
 RETURNED YOUR CALL CAME TO SEE YOU
 PLEASE PHONE WANTS TO SEE YOU

TAKEN BY _____ DATE _____ TIME _____

FORM 51-50960

NAME _____ DATE _____

RESOURCE: On Speaking Terms, Collier/MacMillan.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Request information
Report information
Utilize writing skills
Seek clarification

- DIRECTIONS: 1. Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.
2. Write the message for the original dialogue on the message form below.

Substitutions

there
he stepped out/give him
Drug Company
again
telephone
remainder
Will he be
Would you like
Could

DIALOGUE

- A: Hello, is Mr. Johnson *in*?
B: No, I'm sorry *he's not in right now*. Can I *take* a message?
A: Yes, could you tell him Mr. Watson of Mason *Drugs* called?
B: Yes. Should I tell him that you'll call *back*, or do you want him to *call* you?
A: Let's see. I'm going to be out of the office for the *rest* of the day. *Is he* free tomorrow morning?
B: Yes, he is. *Do you want* him to call you?
A: No, that's O.K. *What if* I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you, Good-bye.
B: Good-bye.

REVISED DIALOGUE

- A: Hello, is Mr. Johnson there?
B: No, I'm sorry he stepped out. Can I give him a message?
A: Yes, could you tell him Mr. Watson of the Mason Drug Company called?
B: Yes. Should I tell him that you'll call again?
A: Let's see. I'm going to be out of the office for the remainder of the day. Will he be free tomorrow morning?
B: Yes, he is. Would you like him to call you?
A: No, that's o.k. Could I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you; good-bye.
B: Good-bye.

TO: _____

While You Were Out

OF _____

PHONE NO. _____ EXT. _____

<input type="checkbox"/> TELEPHONED	<input type="checkbox"/> WILL CALL AGAIN
<input type="checkbox"/> RETURNED YOUR CALL	<input type="checkbox"/> CAME TO SEE YOU
<input type="checkbox"/> PLEASE PHONE	<input type="checkbox"/> WANTS TO SEE YOU

TAKEN BY _____	DATE _____	TIME _____
----------------	------------	------------

NAME _____ DATE _____

FORM 51-30840

RESOURCE: On Speaking Terms, Collier/MacMillan.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Wh and Y/N questions
Modals for polite requests
Seek clarification

DIRECTIONS: For the numbered sections, 1-5, of the message form below, write at least one question corresponding to the information which would be reported at each line number. (Include modals where possible).

Ex. Line 1: Could you please tell me who's calling?
or
May I have your name, please?

TO: _____

While You Were Out

1. _____
2. OF _____
3. PHONE NO _____ EXT _____
4. TELEPHONED WILL CALL AGAIN
 RETURNED YOUR CALL CAME TO SEE YOU
 PLEASE PHONE WANTS TO SEE YOU

5. _____

TAKEN BY _____	DATE _____	TIME _____
----------------	------------	------------

1. May I have your name, please? _____ .
2. Will you please repeat your company name? _____ .
3. Would you please give me your telephone number? _____ .
4. Will you be calling Mr.----- later today? _____ .
5. Could you tell me what this is in reference to? _____

FORM 91-50540

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #4 J.R.ESL

FACILITATOR WORKSHEET

COMMUNICATIVE TASK: Utilize writing skills, listening skills and spelling (individual letters)

DIRECTIONS: The facilitator will read, then spell out the following list of names to the participants, who will write them on the attached sheet.

1. George Jensen
2. Gerry Hinman
3. Mario D'Aiuto
4. Karen Jackson
5. Carmen Figueroa
6. Eileen J. Ong
7. Charles Daskilakis
8. Walter E. Zerba
9. Ian J. Van Ek
10. Mary Brown

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Utilize writing skills, listening skills, and spelling (individual letters)

DIRECTIONS: The facilitator will read, then spell out 10 names from a list. You will write each name on the spaces provided on this sheet.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #5: J.R.ESL

COMMUNICATIVE TASK: Report factual information
 Seek clarification
 Utilize writing skills

- DIRECTIONS: A. Consult the completed message form to help you fill in the blanks in the attached dialogue.
- B. Practice the completed dialogue with a partner using the New York Telephone Company's "Teletrainer".

To Kathy Tannen

Date 1/25/87 Time 11:05 AM
PM

WHILE YOU WERE OUT

Mr. Charles Bailey
 of Weiss Consulting
 Area Code & Exchange (516) 242-4200

TELEPHONED	<input checked="" type="checkbox"/>	PLEASE CALL	<input checked="" type="checkbox"/>
CALLED TO SEE YOU	<input type="checkbox"/>	WILL CALL AGAIN	<input type="checkbox"/>
WANTS TO SEE YOU	<input type="checkbox"/>	URGENT	<input type="checkbox"/>
RETURNED YOUR CALL		<input type="checkbox"/>	<input type="checkbox"/>

Message Wants to postpone meeting
till week after next.

P. S.

Operator

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #5: J.R.ESL
p. 2

COMMUNICATIVE TASK: Report factual information
Seek clarification
Utilize writing skills

DIRECTIONS: Fill in the blanks in the following conversation:

A: Long Island Savings Bank. Kathy Tannen's office.

B: May __ please speak to Ms. Tannen?

A: I'm sorry. She's not available right now. Can __ take a _____?
I can have her _____ you later.

B: Yes, I'll leave a message.

A: _____ I ask who's calling, please?

B: This is Charles Bailey from Weiss Consulting.

A: _____ you like to give me _____ number?

B: It's area code 516/242-4200. And the message is for her to call me about
the meeting we have scheduled for next week. I'd like to postpone it until
the week after.

A: That's area code _____ . You want her to _____ about
the _____ next week.

B: That's correct.

A: Thank you. I'll _____ her _____ you.

B: Thanks. Good-bye.

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #5: J.R.ESL

P. 2

COMMUNICATIVE TASK: Report factual information
Seek clarification
Utilize writing skills

DIRECTIONS: Fill in the blanks in the following conversation:

A: Long Island Savings Bank. Kathy Tannen's office.

B: May I please speak to Ms. Tannen?

A: I'm sorry. She's not available right now. Can I take a message?
I can have her call you later.

B: Yes, I'll leave a message.

A: May I ask who's calling, please?

B: This is Charles Bailey from Weiss Consulting.

A: Would you like to give me your telephone number?

B: It's area code 516/242-4200. And the message is for her to call me about
the meeting we have scheduled for next week. I'd like to postpone it until
the week after.

A: That's area code 516/242-4200. You want her to call you about
the meeting next week.

B: That's correct.

A: Thank you. I'll have her call you.

B: Thanks. Good-bye.

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS: Answer all of the following questions.

A. Put a check next to each task that a receptionist might do.

- operate a switchboard
- show hospital patients to the appropriate waiting room
- make appointments for some visitors
- interview job applicants
- type letters when not seeing visitors
- decide which visitors to admit to the office
- ask office guests their names and addresses
- supervise other employees
- greet people in a professional manner
- purchase pencils from salesmen

B. Name 3 things you would ask the caller to repeat or spell out.

1. _____
2. _____
3. _____

C. Name 4 important details you need to know in order to take a message?

1. _____
2. _____
3. _____
4. _____

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS: Answer all of the following questions.

A. Put a check next to each task that a receptionist might do.

- operate a switchboard
- show hospital patients to the appropriate waiting room
- make appointments for some visitors
- interview job applicants
- type letters when not seeing visitors
- decide which visitors to admit to the office
- ask office guests their names and addresses
- supervise other employees
- greet people in a professional manner
- purchase pencils from salesmen

B. Name 3 things you would ask the caller to repeat or spell out.

1. Name
2. Company name and address.
3. Telephone number

C. Name 4 important details you need to know in order to take a message?

1. Name of caller.
2. Telephone number of caller.
3. Name of person being called.
4. Time and date of telephone call.

NAME

DATE

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Answer the following in complete sentences.

1. What does it mean to "verify all information" before hanging up?

2. When someone calls to speak to your boss and he/she is in conference, what do you do?

3. What kind of information is essential when recording a telephone message?

4. Name three basic qualities of good communication that should be present in taking telephone messages.

5. What should you do once you have answered a call and recorded the message?

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Answer the following in complete sentences.

1. What does it mean to "verify all information" before hanging up?

To verify all information before hanging up means to make certain that you have notated all details; correct name, telephone number, spelling, and that the caller has confirmed them.

2. When someone calls to speak to your boss and he/she is in conference, what do you do? You explain to the caller that your boss is in a meeting, and that you would take a message and will see that he gets it.

3. What kind of information is essential when recording a telephone message?

~~Name, company, telephone number and message of caller. Note time~~ and date of call; initial the message you have taken.

4. Name three basic qualities of good communication that should be present in taking telephone messages.

Courtesy, friendliness, businesslike.

5. What should you do once you have answered a call and recorded the message?

Distribute messages to appropriate persons.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ATTACHMENT
STEPS AND TECHNICAL KNOWLEDGE

1. Have message pad, writing materials on desk next to phone.
2. Answer phone by the third ring.
3. Identify your organization.
4. Identify yourself.
5. Ask caller, "May I help you?"
6. If person being called is not in the office, offer to help or take message.
7. Listen to caller carefully.
8. Verify all the important details such as, caller's name, company, area code, phone number, extension (if any).
9. Write message in brief, clear, concise manner.
10. Attach the message to the message board under the name of the person for whom the call was intended.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

OPERATION SHEET #1

OPERATION: TAKE AND DISSEMINATE TELEPHONE MESSAGE

I. MATERIALS

- a. Teletrainer
- b. Message pad
- c. Pencils and/or pens
- d. Teletrainer

II. PROCEDURE

1. Have message pad, writing materials on desk next to phone.
2. Answer phone by the third ring.
3. Identify your organization.
4. Identify yourself.
5. Ask caller, "May I help you?"
6. If person being called is not in the office, offer to help or take message.
7. Listen to caller carefully.
8. Verify all the important details such as, caller's name, company, area code, phone number, extension (if any).
9. Write message in brief, clear, concise manner.
10. Attach the message to the message board under the name of the person for whom the call was intended.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

OPERATION SHEET #2

OPERATION: OPERATING THE TELETRAINER

PREPARATION

- Place control unit on table, with speaker (side opposite controls) facing the class.
- Attach telephones to control unit. (Plugs fit only one way.)
- Plug power cord into AC outlet only.
- Turn switch to ON.
- Adjust VOLUME control so that all in the room can hear.
- Move telephones farther from unit if a feedback "howl" develops.

PROCEDURES FOR TELETRAINER OPERATOR

- Depress DIAL TONE control when caller lifts telephone receiver.
- Release this control when caller begins to dial.
- Depress RING LEFT or RING RIGHT control, as appropriate, when dialing has been completed.
- Release this control when telephone is answered.

For variation, the Teletrainer operator may

- depress BUSY SIGNAL control after dialing has been completed. (The alert caller will recognize the signal and act accordingly—hang up the receiver, wait a short while, and re-dial the number.)
- delay providing dial tone. (The caller should be aware that he must wait for dial tone before dialing.)

Note: To gain freedom for observation and supervision, teachers usually select a student to operate the Teletrainer. The operation is as simple as tuning in a TV channel and requires little instruction.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

JOB SHEET
EVALUATION

DIRECTIONS: You will be given a telephone message pad and the use of the Teletrainer. The facilitator will assume the role of the "Caller" and will make three (3) telephone calls to you ("Person Called") which involve situations similar to those which occur in a business office. You must answer the telephone calls, write down the messages on the message pad and attach each message on the message board under the name of the person for whom the message was intended.

SITUATION #1:

Caller: (Facilitator)

Your name is Norma Treadon. Call the Standard Insurance Company to find out from your agent, Mr. Jones, if your application for an automobile insurance policy has been approved. If Mr. Jones is not available, leave your name and number so that he can return the call.

Person Called: (Participant)

You work for the Standard Insurance Company. During the lunch hour you have been asked to answer the telephone for Mr. Jones, one of the insurance agents. A call comes in on his line. Since you are not able to help the caller, offer to take a message.

SITUATION #2:

Caller: (Facilitator)

Your name is Lillian Lopez. Call Arlene Rodriguez at the Hispanic Women's Center to reschedule a meeting with her.

Person Called: (Participant)

You are Carmen Garcia, Ms. Rodriguez's secretary. You advise the caller that Ms. Rodriguez is in conference and cannot be disturbed, but that you will take a message and have Ms. Rodriguez return the call.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

JOB SHEET
EVALUATION
p. 2

SITUATION #3:

Caller: (Facilitator)

You are Geraldine Marrero, order clerk, at Ace Office Supplies. You are calling Excellent Sales Company to advise them of the delivery date of their order for office supplies.

Person Called: (Participant)

Your name is Mary Josephs. You are the receptionist at the Excellent Sales Company. There is no one in the purchasing department to speak to Ms. Marrero. Since you cannot help the caller offer to take a message.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

JOB SHEET

FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAY

EVALUATION

DIRECTIONS: Using the Teletrainer, the facilitator and the participants are to provide the dialogue for the three (3) "situations" found below. The facilitator will assume the role of "Caller" and the participant will assume the role of "Person Called". The facilitator should be able to vary the information given to the participant in each call in order to elicit various responses and messages. This will avoid duplication in the performance of the task.

NOTE: Make certain that the participant understands the role which role he or she will play.
Test small groups at a given time.

SITUATION #1:

Caller: (Facilitator)

Your name is Norma Treadon. Call the Standard Insurance Company to find out from your agent, Mr. Jones, if your application for an automobile insurance policy has been approved. If Mr. Jones is not available, leave your name and number so that he can return the call.

Person Called: (Participant)

You work for the Standard Insurance Company. During the lunch hour you have been asked to answer the telephone for Mr. Jones, one of the insurance agents. A call comes in on his line. Since you are not able to help the caller, offer to take a message.

SITUATION #2:

Caller: (Facilitator)

Your name is Lillian Lopez. Call Arlene Rodriguez at the Hispanic Women's Center to reschedule a meeting with her.

Person Called: (Participant)

You are Carmen Garcia, Ms. Rodriguez's secretary. You advise the caller that Ms. Rodriguez is in conference and cannot be disturbed, but that you will take a message and have Ms. Rodriguez return the call.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

JOB SHEET

FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAY

EVALUATION

p. 2

SITUATION #3:

Caller: (Facilitator)

You are Geraldine Marrero, order clerk, at Ace Office Supplies. You are calling Excellent Sales Company to advise them of the delivery date of their order for office supplies.

Person Called: (Participant)

Your name is Mary Josephs. You are the receptionist at the Excellent Sales Company. There is no one in the purchasing department to speak to Ms. Marrero. Since you cannot help the caller offer to take a message.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

PERFORMANCE TEST (one test sheet for each call)

TASK: Take and disseminate telephone messages

Directions: Demonstrate mastery of taking a message on a telephone.

This test evaluates your ability to: answer 3 telephone calls, take and disseminate the messages. You will be using a Teletrainer. You must answer 3 separate calls, take and disseminate the messages with 100% accuracy.

No. Your performance will be evaluated using the items below. All must be "YES"

	YES	NO
Beginning of the Call		
1. Answered promptly and pleasantly. (Good morning...)		
2. Gave proper identification.		
Development of the Call		
1. Was attentive; displayed personal interest.		
2. Used good judgment in deciding how to handle the situation.		
3. Was alert to opportunities to be of assistance (transfer, call-back, message).		
4. Volunteered helpful information.		
5. Gave explanations effectively.		
6. Made inquiries tactfully. (May I...? Would you like?)		
7. Was prepared to take a message.		
8. Recorded necessary information carefully.		
9. Verified information (spelling, figures, etc.).		
10. Used proper techniques when necessary to leave the line.		
Closing of the Call		
1. Left a pleasing impression at the close of the call.		
2. Was certain that the conversation had been completed before replacing the receiver.		
Voice Personality		
1. Spoke distinctly, directly into the mouthpiece.		
2. Used correct grammar; avoided using slang.		
3. Injected polite expressions (please, thank you).		
4. Reflected a friendly, sincere manner.		
5. Acted with poise and confidence.		
6. Gave the caller a feeling of assurance.		
7. Represented the business courteously and efficiently.		
Message disseminated (attached to message board).		

Trainee	
Date	
Attempts	
Instructor's Signature	

*The facilitator will verify that the messages have been properly disseminated (attached to the message board under the name of the person for whom the call was intended).

RESOURCE: Adapted from Teletraining for Business Studies, AT&T, 1965.

TASK # 10
OBTAIN ZIP CODES BY TELEPHONE FROM THE POST OFFICE

RELATED COMMUNICATIVE TASK: Understand directions, request information and report information.

VOCATIONAL TASK: #10 Obtain zip codes by telephone from the Post Office.

PERFORMANCE OBJECTIVE: Given the name and partial addresses of five persons in NYC and a telephone, obtain the zip codes of five persons from the post office with 100% accuracy in 5 minutes.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Zip Code + 4 Zip Code Zip Code Directory Information Directions Telephone Directory Request Report	<u>COMMUNICATIVE SKILLS</u> Active: speaking writing Passive: listening reading <u>FUNCTIONS</u> Request information. Understand numbers.	Interrogatives Numbers
<u>TOOLS AND MATERIALS</u> Telephone Paper List of names and partial addresses Pencils	<u>LEARNING ACTIVITIES AND RESOURCES</u>		
<u>BACKGROUND KNOWLEDGE</u> Definition and purpose of Zip Codes How to seek and report information received over the phone.	<u>VOCATIONAL</u>		
<u>SAFETY</u> Secure telephone wires to prevent tripping.	<u>1. LEARNING STRATEGIES</u>		
<u>ATTITUDES</u> Remember that mail is delivered faster when Zip Code is included in address; do not post mail without a Zip Code.	a. Facilitator identifies tools and materials. b. Facilitator demonstrates procedures for obtaining ZIP codes by telephone. c. Practice activities # 1, 2 d. Hands on practice using H&CER INC business phone.		
	<u>2. EVALUATION</u>		
	Performance Test		
	<u>3. RESOURCES</u>		
	a. Facilitator. b. Information, Operation, Activity and Job Sheets c. United States Postal Service d. H&CER INC. business office e. NYNEX Information Resources Company		
	<u>J.R.ESL</u>		
	<u>1. LEARNING STRATEGIES</u>		
	a. Facilitator lectures (small group) on Technical terms using Information Sheets. b. Practice language functions and structures, Activity Sheets #1,2.		
	<u>2. EVALUATION</u>		
	Written Test		
	<u>3. RESOURCES</u>		
	a. Facilitator b. Activity Sheets c. United States Postal Service		

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET:#1 Obtain ZIP CODES by telephone.

I. INTRODUCTION

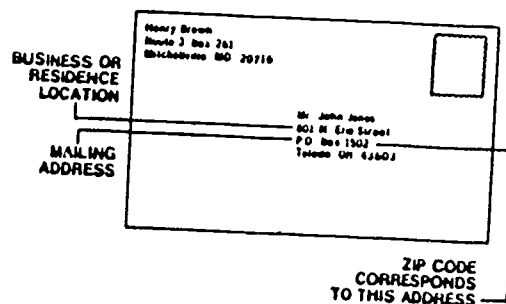
ZIP codes are used to help get letters to people faster. ZIP codes are important because they show the number of the post office that delivers your mail. It's easier and quicker to sort the mail by numbers than by addresses.

It's always a good idea to use the ZIP code in an address. Your ZIP code should be included in your return address.

You may find ZIP codes when you need them by purchasing a ZIP code directory from any post office, phoning your local post office for ZIP code information, or by looking in the yellow pages of the telephone directory which have the local ZIP codes listed.

Remember that mail should be specifically addressed to the place where the post office is to deliver it. Mail bearing both a street address and post office box number will be distributed for delivery in accordance with the address shown on the line immediately preceding the city and state of destination. The ZIP code must correspond with the unit (box location or street address) through which delivery is to be effected. The requirements of this paragraph are also applicable to return addresses on mail matter.

Example:



20856

94102

02775

HACER INC./HISPANIC WOMEN'S CENTER

BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET #1
p. 2

The ZIP Code is very important in the processing and delivery of your mail, and you should always include it on your mail-both in your return address and in the mailing address. If you need ZIP Code information, call your post office.

Postal Information No. 967-8585

Delivery Information

STATION	ZIP CODE	TELEPHONE NO.
J.A.F. Building	10001-9998	330-2908
Ansonia	10023-9998	362-7486
Audubon	10032-9998	568-3311
Bowling Green/Trinity	10004-9998	264-8778
Canal Street/Prince	10013-9998	925-3378
Cathedral	10025-9998	662-9191
Church Street	10007-9998	330-5247
College	10030-9998	283-2235
Colonial Park	10039-9998	368-4211
Cooper	10003-9998	254-1389
Fort George	10040-9998	942-0052
Franklin D. Roosevelt	10022-9998	330-5549
Gracie	10028-9998	988-6681
Grand Central	10017-9998	826-4677
Hamilton Grange	10031-9998	281-8401
Hell Gate	10029-9998	534-2211
Inwood	10034-9998	567-3032
Knickerbocker	10002-9998	227-0089

Delivery Information

STATION	ZIP CODE	TELEPHONE NO.
Lenox Hill	10021-9998	879-4401
Lincolnton	10037-9998	281-9781
Madison Square	10010-9998	673-3771
Manhattanville	10027-9998	662-1902
Morningside	10027-9998	662-1901
Midtown	10018-9998	944-6598
Murray Hill	10016-9998	689-1124
Old Chelsea	10011-9998	675-2415
Peck Slip	10038-9998	964-1055
Porter Stuyvesant	10009-9998	677-2112
Planetarium	10024-9998	873-3701
Radio City	10019-9998	265-6673
Times Square	10036-9998	244-0111
Triborough	10035-9998	534-0865
Village	10014-9998	989-9741
Wall Street	10005-9998	269-2161
Washington Bridge	10033-9998	568-7601

ZIP + 4 Code

In 1983, the Postal Service implemented a voluntary expanded ZIP Code called ZIP + 4. It is composed of the original 5-digit code plus a 4-digit add-on.

Use of the 4-digit add-on number is voluntary. However, it helps the Postal Service direct mail efficiently and accurately. Even if you prefer not to use your 4-digit add-on number, use of the regular 5-digit ZIP Code helps prevent delays.

The 4-digit add-on number identifies a geographic segment within the five-digit delivery area, such as a city block; an office building; an individual high-volume mailer; or any other separate designation that may be appropriate to efficient mail sortation and delivery. This reduces the number of handlings, thus significantly decreasing the margin for human error and the possibility of misdeliveries. It also will lead to better control over postal costs and, in turn, postage rate stability.

ZIP + 4 is intended for use primarily by business mailers who prepare their mail with type-written, machine-printed or computerized addressing formats which can be read by the Postal Service's automated scanners during processing. Mailers who qualify receive a rate discount on nonpresorted ZIP + 4 mailings of at least 250 pieces and on presorted ZIP + 4 mailings of at least 500 pieces.

RESOURCE: A Consumer's Directory of Postal Services and Products,
U.S. Postal Service

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET: # 2 THE POST OFFICE

* INSIDE THE POST OFFICE

* Personnel

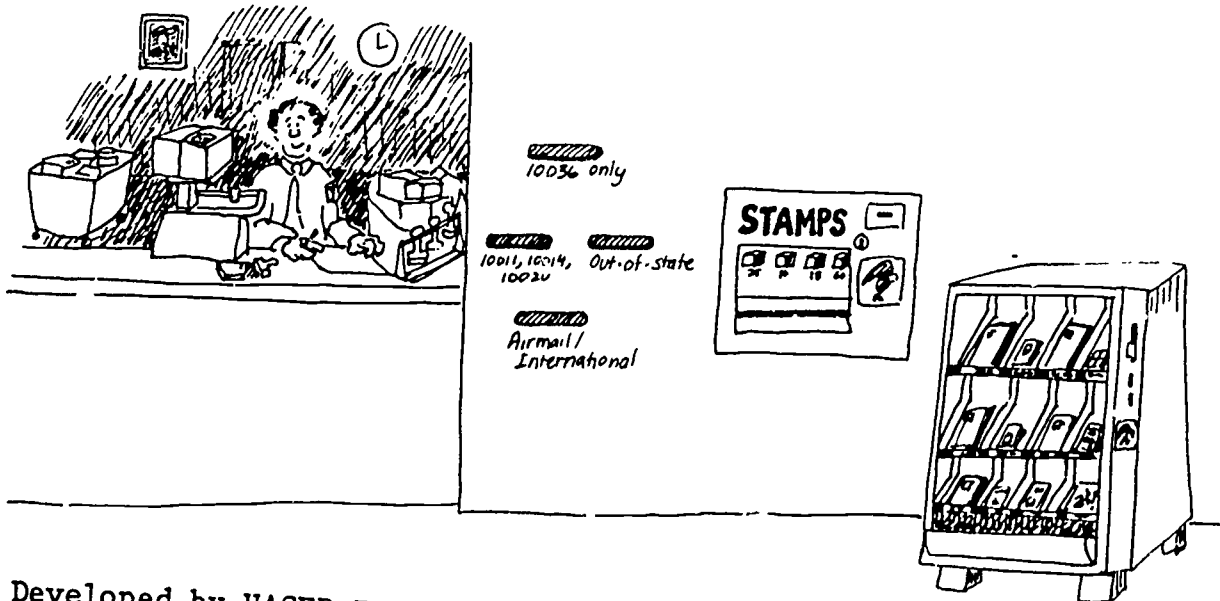
The employees which work at a counter or a window in the post office are called postal clerks. These are the people who wait on you, sell you stamps, give you information, weigh your packages, and so on. The person in charge of the post office is called the postmaster or postmistress.

- * Each postal clerk usually has a scales -- to weigh letters and packages, forms for all the different services, and a set of stamps -- to mark letters and packages with special information. The ink for these stamps comes from stamp pads.



* STAMP MACHINES

- * You can buy stamps at the counter in the post office from one of the postal clerks, or from a vending machine. Most larger post offices have several vending machines, where you can buy stamps, stamped envelopes, and stamped postcards at cost. Private stores or public places sometimes have stamp machines which charge more than the actual price of the stamps, but this is not the case with the machines at the post office. These machines only charge what the stamps themselves cost.



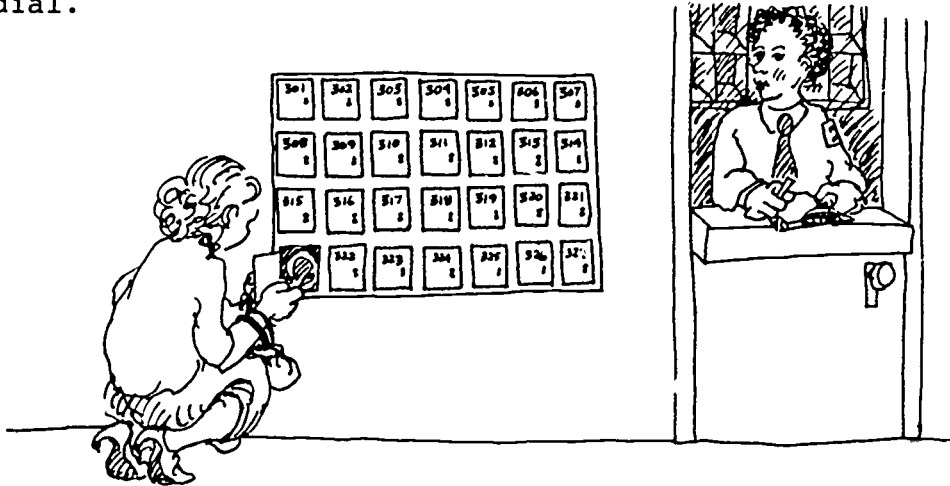
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HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET #2 THE POST OFFICE
Page 2

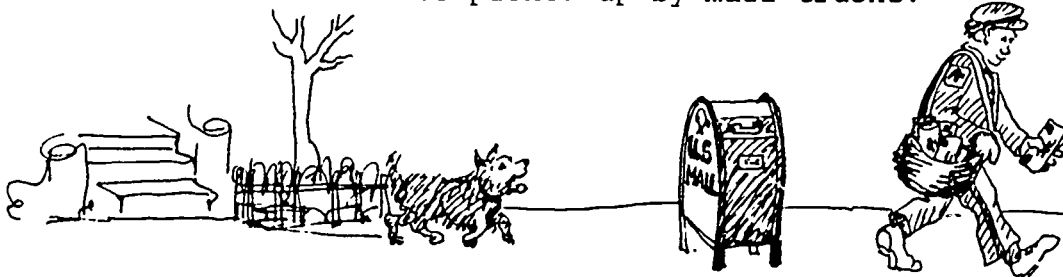
* POST OFFICE BOXES

- * Many businesses and private individuals rent post office boxes at their branch post office instead of having their mail delivered. These open with a key or with a combination dial.



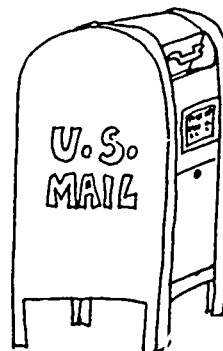
* MAIL DELIVERY

- * Mail is delivered by postal employees called mail carriers who carry their packages and letters in a mail bag or mail pouch. They also pick up mail along their route and carry it back to the post office or to storage boxes along the route where it can be picked up by mail trucks.



* POSTING MAIL

- * You post mail by dropping it off at the post office in the appropriate slot, or you can drop it in a mail box in the street.



POST BOX
OR
MAIL BOX
OR
DROP BOX

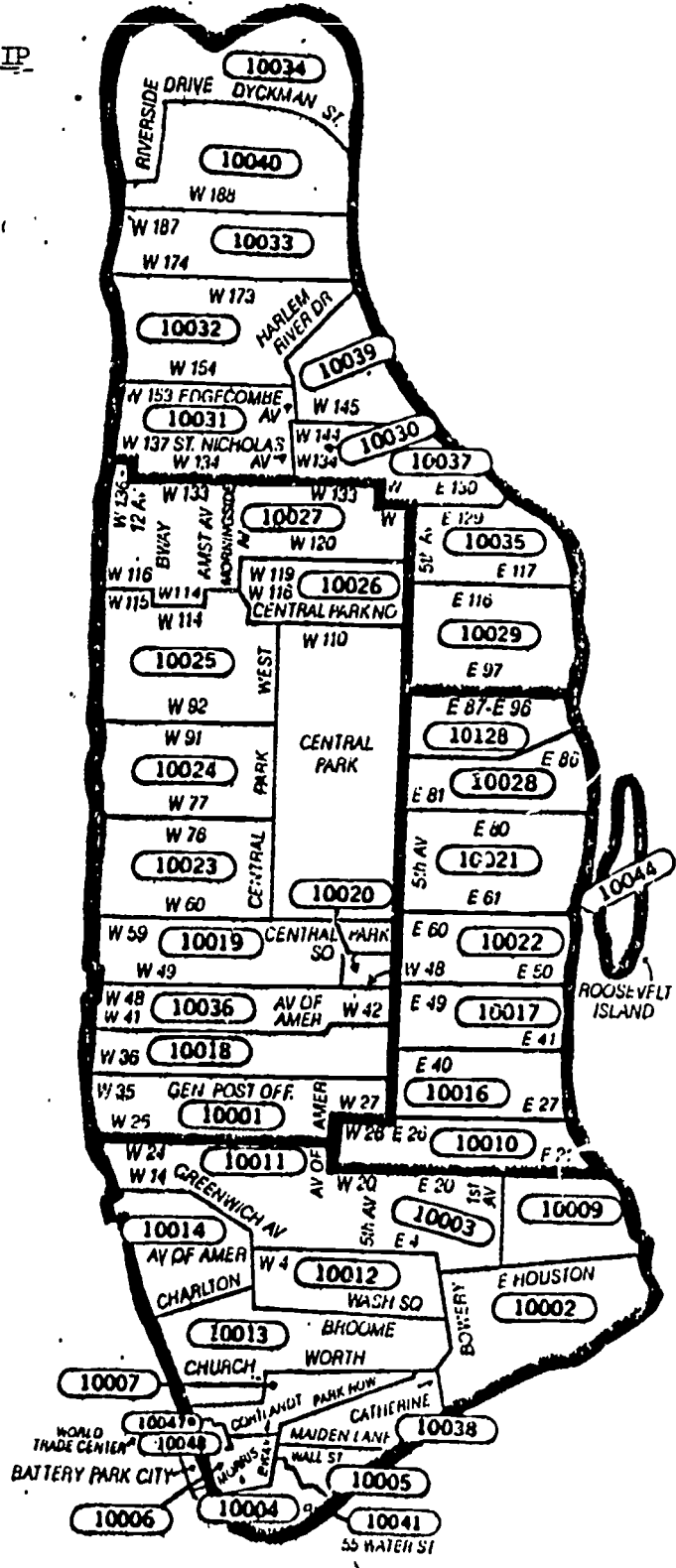
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HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET: MANHATTAN ZIP CODE MAP

#3

Station	Tel.	ZIP	Station	Tel.	ZIP
J.A.P. BUILDING 421 8th Ave	330-3998	10001	FRANKLIN D. ROOSEVELT	330-6688	10022
KNICKERBOCKER 123 E Broadway	227-8088	10002	ALBIONIA	388-7488	10023
COOPER 83 4th Av.	264-1388	10003	PLANETARIUM	873-3701	10024
BOWLING GREEN 25 Broadway	234-8778	10004	CATHEDRAL	882-8181	10025
WALL STREET 73 Pine St	388-2181	10005	MORNINGSIDE	882-1801	10026
CHURCH 80 Church St	388-8347	10007	MANHATTANVILLE	888-1881	10027
PETER STUYVESANT 452 E 14th St	877-8112	10008	GRACIE	888-4881	10028
MADISON SQUARE 148 E 23rd St	873-3771	10010	HELL GATE	834-8211	10029
OLD CHELSEA 217 W 18th St	878-8818	10011	COLLEGE	283-2235	10030
PRINCE 163 Prince St	826-8878	10012	HAMILTON GRANGE	281-8481	10031
CANAL STREET 8/9 Canal St	826-8878	10013	AUDUBON	888-3211	10032
VILLAGE 201 Verick St	888-8781	10014	WASHINGTON BRIDGE	888-7881	10033
BARRY HILL 118 E 84 St	888-1884	10016	BROOKWOOD	887-3888	10034
GRAND CENTRAL 450 Lexington Ave	828-8877	10017	TRIBOROUGH	884-8888	10035
MIDTOWN 321 W 88th St	884-8887	10018	TIME SQUARE	344-8111	10036
RADIO CITY 323 W 82nd St	384-8877	10019	LINCOLNTON	381-8781	10037
ROCKEFELLER CENTER 610 5th Ave	384-3884	10020	PECK SLIP	884-1888	10038
LENOX HILL 817 E 79th St	878-4481	10021	COLONIAL PARK	388-3211	10039
			FONT GEORGE	843-8888	10040
			YORKVILLE	10128	10128
			1481 8 Ave	888-8238A	



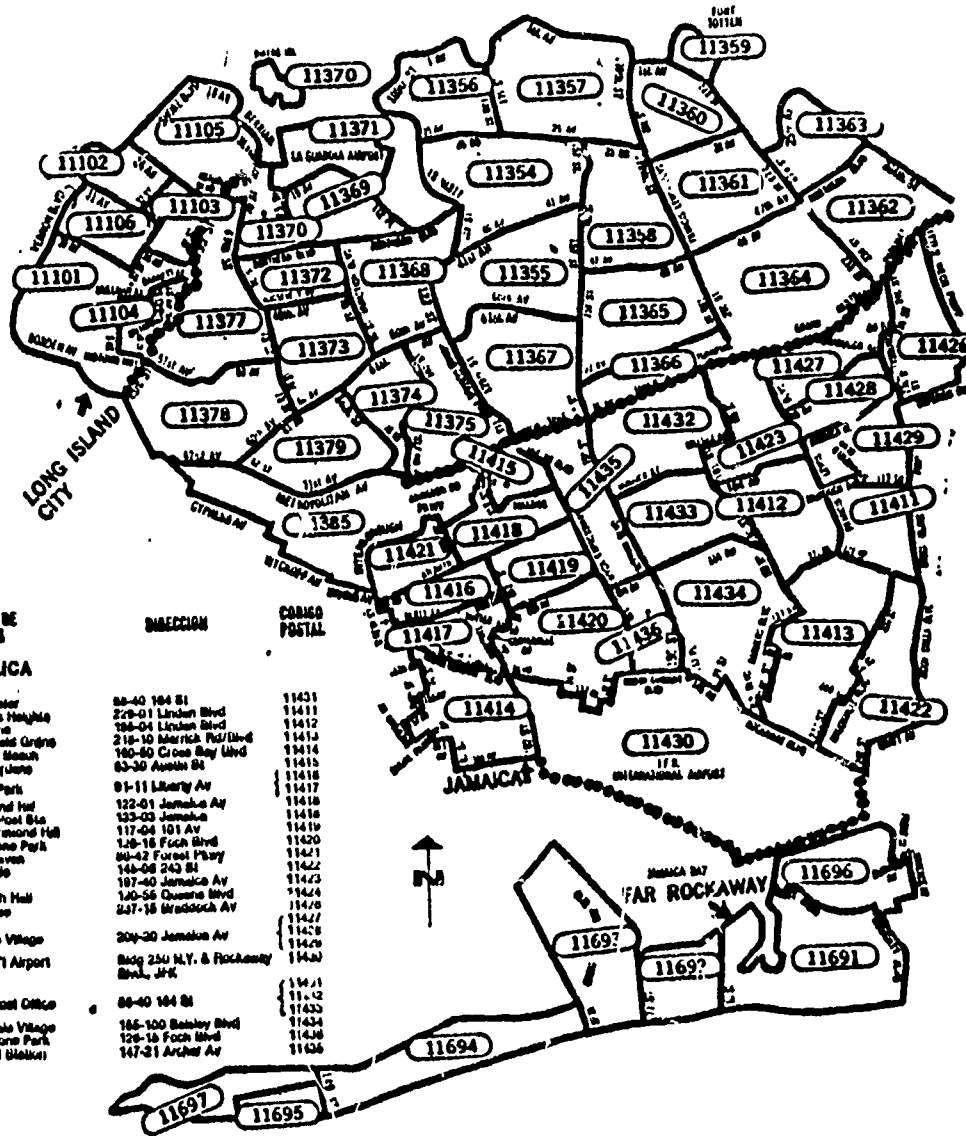
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET: QUEENS ZIP CODE MAP

#4

QUEENS



Station

ZIP

LONG ISLAND CITY

Main P.O.	44-02 21 St	11101
Postal Pt 1	43-10 10 St	11101
Post	24-18 Queens Plaza S	11101
Astoria	27-40 21 St	11102
Station	43-04 Broadway	11104
Grand Finance		
(Louis)	46-08 30th Ave	11103
(Suevita)	46-18 44 St	11104
(Wesley Station)	43-10 10th St	11106
(Wesley Finance)		
(Station)	91-08 23rd Ave	11105
(Wesley)	81-17 Broadway	11108

FLUSHING

Main P.O.	41-66 Main St	11358
Liby + H&B	30-30 Union St	11358
Orange Post	130-07 16 Av	11358
(Louis)	14-44 180 St	11357
(Station A)	43-03 184 St	11358
(Bayville)	213-36 42 Av	11360-01
(Little Neck)	240-01 Northern Blvd	11362-03
(Castland Centre)	61-45 Rockaway Blvd	11364
(Fresh Meadows)	74-20 H Harding Exp	11365-04
(Station Q)	78-23 Main St	11367
(Corona--A)	102-38 Roosevelt Av	11368
(East Elmhurst)	81-07 89 Av	11369-70
(Tennoywood)		
(Station)	75-88 81st Ave	11370
(LaGuardia Station)	LaGuardia Airport	11371
(Jackson Hts)	78-02 37 Av	11372
(Bushwick--A)	80-27 Broadway	11373
(Corona-Gambard)	88-01 Junction Blvd	11374
(Ring Park)	80-12 East Ave	11375
(Forest Hills)	106-28 Queens Blvd	11376
(Woodside)	26-28 81 St	11377
(Murray)	18-02 99 St	11378
(Middle Village)	71-36 Metropolitan Av	11379
(Hopewood)	888 Cypress Av	11380

BRONX DE COMED

JAMAICA

Postmaster	88-40 184 St	11431
(Camille Heights)	228-01 Linden Blvd	11411
(St Albans)	188-04 Linden Blvd	11412
(Garfield Gardens)	218-10 Merrick Pk/Divd	11413
(Hunter Beach)	180-80 Cross Bay Blvd	11414
(Kear Unions)	63-30 Austin St	11415
(Ozone Park)	91-11 Liberty Av	11417
(Holmesand Inl)	122-01 Jamaica Av	11418
(Merced Pool Sta)	123-03 Jamaica	11418
(So. Richmond Hill)	117-04 101 Av	11419
(So. Ozone Park)	128-18 Foch Blvd	11420
(Woodhaven)	80-42 Forest Pkwy	11421
(Rosedale)	188-08 243 St	11422
(Hall)	187-40 Jamaica Av	11423
(Borough Hall)	120-56 Queens Blvd	11424
(Beteroso)	247-18 Broadcock Av	11425
(Queens Village)		
(JFK Int'l Airport)	204-20 Jamaica Av	11426
(Main Post Office)	Bldg 250 N.Y. & Rockaway	11429
(Rochdale Village)	Bvln, JFK	11430
(Central Bklyn)		
	88-40 184 St	11431
	188-100 Baisley Blvd	11432
	128-18 Foch Blvd	11434
	147-31 Archer Av	11436

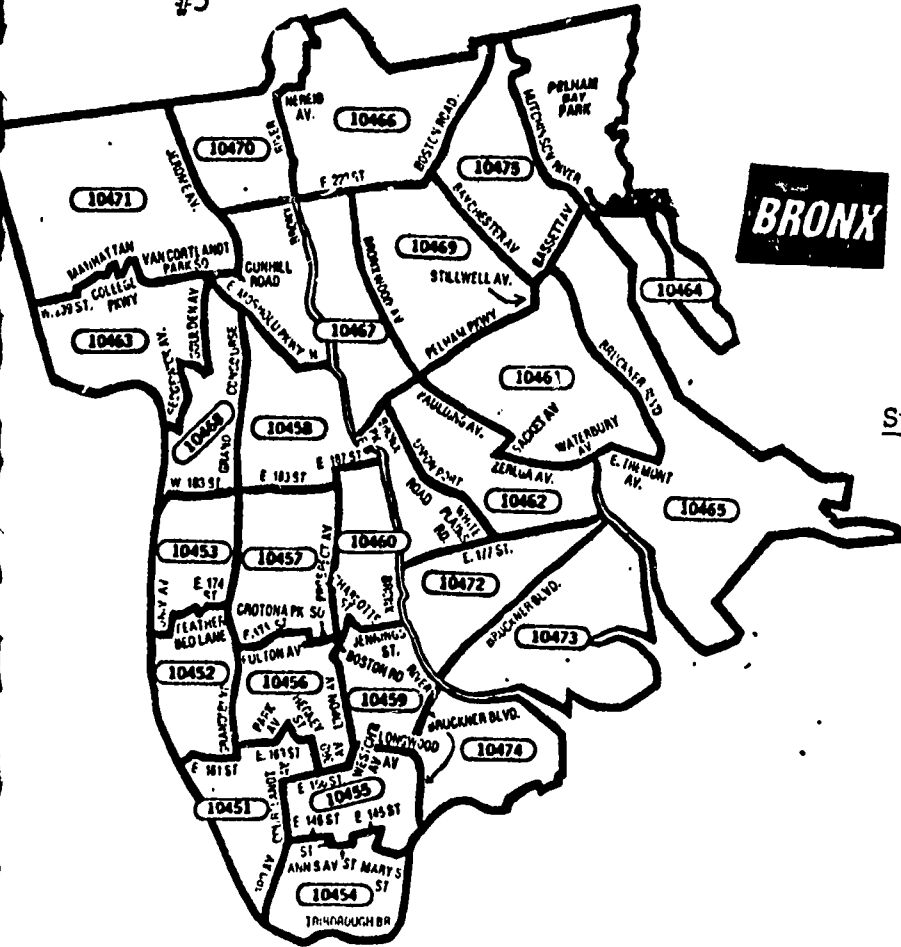
FAR ROCKAWAY

Main P.O.	18-26 L 7th Av	11681
Arden	238 1st St	11682
Brookly Beach	80-14 Rockway Bch Blvd	11683
(Broad Channel)	888 Cross Bay Blvd	11683
(Rockaway Park)	118-26 Beach Channel Dr	11684
(Fort Totten)	91 Tilden Gateway West Pk	11685
(Inwood)	143 Daughy Blvd	11686
(Rockaway Point)	83 Beach 200 St	11687

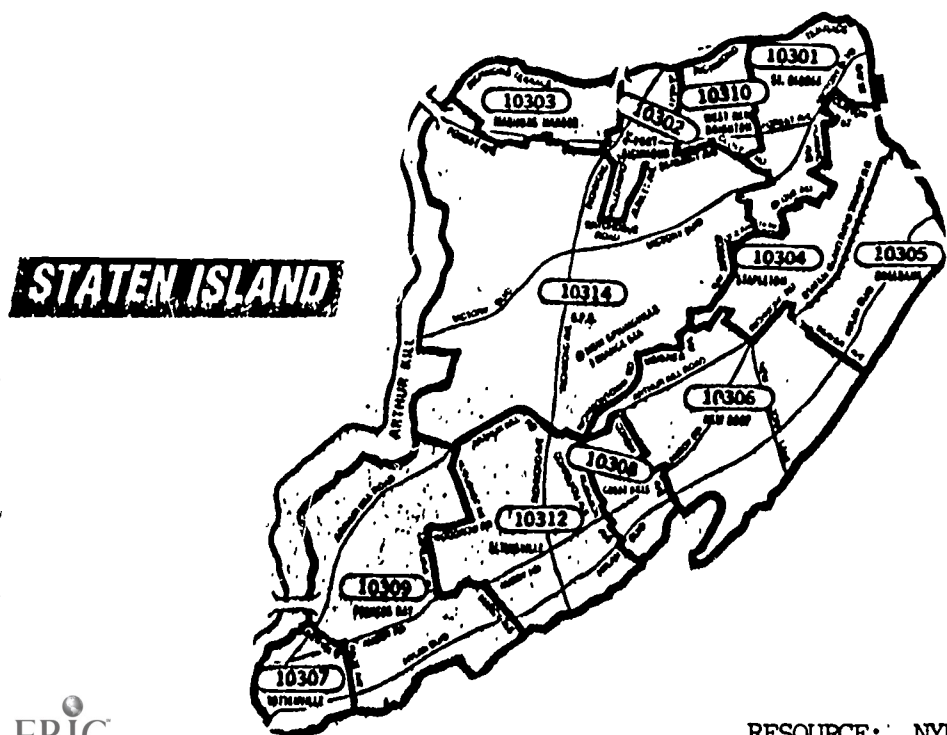
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET: BRONX AND STATEN ISLAND ZIP CODE MAPS
#5



Station	ZIP
General Post Office	149 St & Grand Concourse 10451
High Bridge	1315 Inwood Av 10452
Morris Heights	2024 Jerome Av 10453
Mott Haven	517 E. 139 St 10454
Hub	633 St. Ann's Av 10455
Morrisania	442 E. 167 St 10456
Tremont	575 E Tremont Av 10457
Fordham	420 E 189 St 10458
Boulevard	1132 Southern Blvd. 10459
West Farms	362 Devos Av 10460
Westchester	2619 Ponton Av 10461
Parkchester	1449 West Av 10462
Kingsbridge	5517 Broadway 10463
City Island	197 City Island Av 10464
Throgs Neck	3630 E. Tremont Av 10465
Wakefield	4186 White Plains Rd 10466
Williamsbridge	711 E. Gunhill Rd 10467
Jerome Av	2543 Jerome Av 10468
Baychester	1525 Gunhill Rd 10469
Woodlawn	4364 Katonah Av 10470
Riverdale	5951 Riverdale Av 10471
Soundview	1687 Gleason Av 10472
Cornell	1950 Lafayette Av 10473
Boulevard	1132 Southern Blvd 10474
Co-Op City	2375 Givan Av. 10475



Station	ZIP
Gen'l P.O.	550 Manor Rd 10314
St. George	45 Bay St. 10301
Port Richmond	384 Richmond Av. 10302
Mariners Harbor	2980 Richmond Ter 10303
Stapleton	514 Bay St 10304
Rosobank	567 Tompkina Av 10305
New Dorp	331 New Dorp Lane 10306
Tottenville	228 Main St. 10307
Great Kills	15 Nelson Av 10308
Princes Bay	6372 Amboy Rd. 10309
W New Brighton	1015 Castleton Av. 10310
Erlingvillu	4455 Amboy'Rd. 10312
New Springville	2548 Richmond Av. 10314
Termini	Ferry Terminal 10301

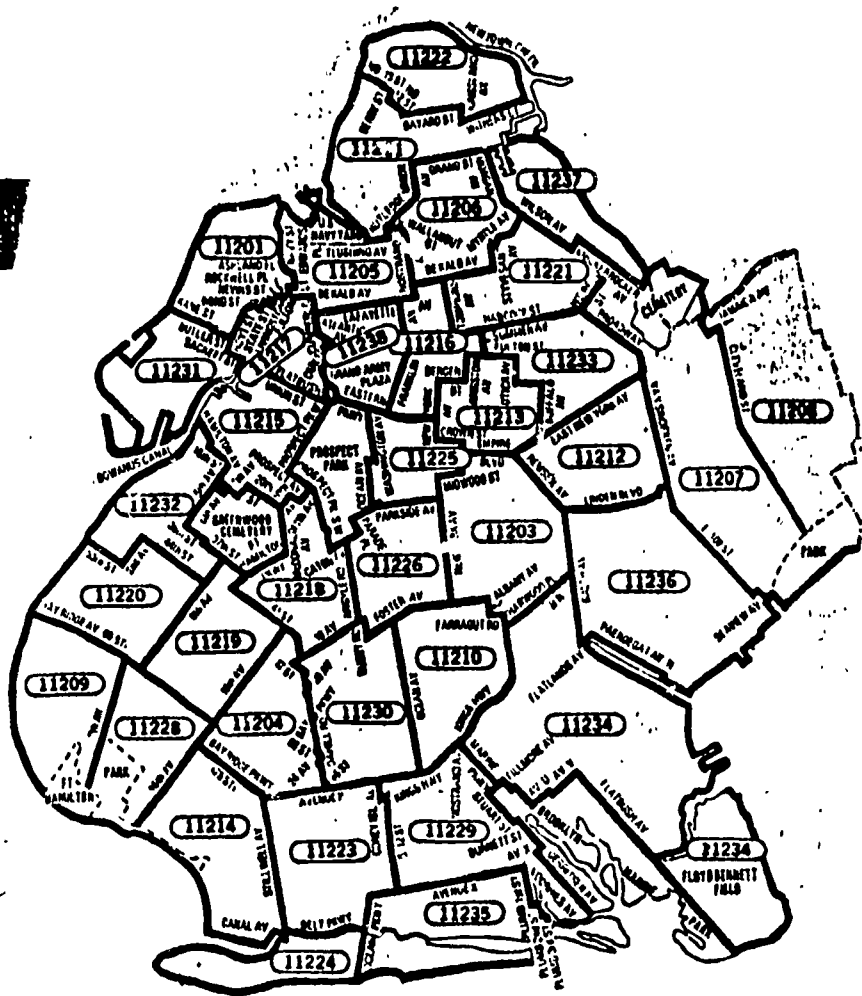


HACER INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET: BROOKLYN ZIP CODE MAP
 #6

BROOKLYN



Station

ZIP

Gen. Post Office	271 Cadman Plaza East	11201
Rugby	726 Ulca Av	11203
Parkville	6618 20 Av	11204
Prair	524 Myrtle Av	11205
Metropolitan	47 Debevoles St	11206
East New York	2645 Atlantio Av	11207
New Lots	1223 Sutter Av	11208
Ft. Hamilton	8801 5 Av	11209
Vanderveer	2319 Nostrand Av	11210
Williamsburg	263 B. 4 St.	11211
Brownsville	187 Bristol St.	11212
St. Johns	1234 St. Johns Pl	11213
Bath Beach	1950 Bath Av	11214
Van Brunt	275 9 St	11215
Brevoort	1206 Atlantio Av	11216
Times Plaza	542 Atlantio Av	11217
Kensington	421 Mc Donald Av	11218
Blythbourne	1200 - 51 St	11219
Bay Ridge	2828 E 18	11235
Bushwick	1076 Lafayette Av	11221
Greenpoint	66 Meserole Av	11222
Gravesend	344 Av U	11223
Coney Island	2727 Mormald Av	11224
Leterts	315 Empire Blvd.	11225
Flatbush	2273 Church Av	11226
Dyker Heights	8320 13 Av	11228
Homecrest	2002 Av U	11229
Midwood	1288 Coney Island Av	11230
Red Hook	615 Clinton St	11231
Bush Term	3 Av & 29 St.	11232
Stuyvesant	1915 Fulton St.	11233
Ryder	1739 E. 45 St.	11234
Bay Station	1723 Jerome Av	11235
Canarsie	1450 Rockaway Pkwy	11236
Wyckoff Hts	88 Wyckoff Av	11237
Adelphi	950 Fulton St	11238

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
ACTIVITY SHEET # 1: J.R.ESL

COMMUNICATIVE TASK: Comprehension of numbers (aural)

DIRECTIONS: Listen as the facilitator reads these ZIP Code numbers aloud. Write them in the spaces provided.

ZIP CODES

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
ACTIVITY SHEET # 1: J.R.ESL

COMMUNICATIVE TASK: Comprehension of numbers (aural)

DIRECTIONS: Listen as the facilitator reads these ZIP Code numbers aloud. Write them in the spaces provided.

ZIP CODES

1. 07513
2. 44113
3. 02100
4. 92262
5. 33139
6. 48128
7. 78516
8. 53073

NAME _____

DATE _____

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Requesting information.

DIRECTIONS: Assume you are calling the post office for ZIP code information. The following is a conversation between you and a post office clerk. Fill in your part of the dialogue and practice the conversation with a partner.

Post Office Clerk: Radio City Station. May I help you?

You : Yes. I'd like _____.

Post Office Clerk: What city do you want the ZIP code for?

You : _____.

Post Office Clerk: What part of New York?

You : _____.

Post Office Clerk: OK. Can you give me the streets and exact addresses, please?

You : _____.

Post Office Clerk: The ZIP code is 10022. And the next one?

You : _____.

Post Office Clerk: The ZIP code is 10036. Any others?

You : _____.

Post Office Clerk: You're welcome.

Name: _____

Date: _____

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET # 2: J.R.ESL

COMMUNICATIVE TASK: Requesting information.

NOTE: The following is a conversation similar to the one
the student will finish writing.

Post Office Clerk: Radio City Station. May I help you?

You : Yes. I'd like ZIP code information, please.

Post Office Clerk: What city do you want the ZIP code for?

You : I'd like a couple of New York City ZIP codes.

Post Office Clerk: What parts of New York?

You : Just Manhattan.

Post Office Clerk: OK. Can you give me the streets and exact
addresses, please?

You : Four ninety-five Park Avenue South.

Post Office Clerk: The ZIP code is 10022. And the next one?

You : Six fifteen Seventh Avenue.

Post Office Clerk: The ZIP code is 10036. Any others?

You : No; thank you very much.

Post Office Clerk: You're welcome.

HACER INC/ HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK # 10

ACTIVITY SHEET # 2 J.R.ESL
 SCORING SHEET AND FLUENCY LEVELS

Trainee's Name _____

Performance Objective _____

Date of Test _____

Criteria	5	4	3	2	1
Rhetoric					
Register/Style					
Syntax					
Vocabulary					
Pronunciation					

X 6 = _____

X 3 = _____

X 4 = _____

X 6 = _____

X 1 = _____

Weighted Score _____

Errors Noted:

Reccmmendation for additional work:

Evaluated by: _____

Resource: Miranda Associates

HACER INC/HIPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

TECHNICAL TERMS

- DIRECTIONS: instructions, management, guidance.
- INFORMATION: knowledge, intelligence.
- REPORT: to relate, take down in writing.
- REQUEST: to ask for, to petition.
- ZIP CODE: 5 digits added after the state abbreviation which are important in the processing and delivery of mail.
- ZIP CODE DIRECTORY: published by the postal service containing the ZIP codes of all states, cities, and local areas, arranged in alphabetical order by state.
- ZIP CODE + 4: an expanded ZIP code intended for use primarily by business mailers.
- TELEPHONE DIRECTORY: a book containing the alphabetically arranged names and address and telephone numbers of the residents of a town or district.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Use information Sheet #2 to find the telephone numbers
of the following post offices.

<u>POST OFFICES</u>	<u>TELEPHONE NUMBERS</u>
1. Washington Bridge	_____
2. Ansonia	_____
3. Church Street	_____
4. Wall Street	_____
5. Madison Square	_____
6. Planetarium	_____
7. Midtown	_____
8. Lenox Hill	_____
9. Bowling Green/Trinity	_____
10. Knickerbocker	_____

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Use information Sheet #2 to find the telephone numbers of the following post offices.

<u>POST OFFICES</u>	<u>TELEPHONE NUMBERS</u>
1. Washington Bridge	<u>(568-7601)</u>
2. Ansonia	<u>(362-7486)</u>
3. Church Street	<u>(330-5247)</u>
4. Wall Street	<u>(269-2161)</u>
5. Madison Square	<u>(673-3771)</u>
6. Planetarium	<u>(873-3701)</u>
7. Midtown	<u>(944-6598)</u>
8. Lenox Hill	<u>(879-4401)</u>
9. Bowling Green/Trinity	<u>(264-8778)</u>
10. Knickerbocker	<u>(227-0089)</u>

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Use the ZIP Code Maps to find the ZIP codes for the following
post office stations located within the 5 boroughs of New York City.

<u>BOROUGH</u>	<u>STATION</u>	<u>ZIP CODE</u>
1. Manhattan	Times Square	_____
2. Bronx	High Bridge	_____
3. Staten Island	Port Richmond	_____
4. Brooklyn	St. Yvesant	_____
5. Queens	Linden Hill	_____
6. Manhattan	Hamilton Grange	_____
7. Queens	Rochdale Village	_____
8. Bronx	Williamsbridge	_____
9. Brooklyn	Kensington	_____
10. Staten Island	St. George	_____

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Use the ZIP Code Maps to find the ZIP codes for the following
post office stations located within the 5 boroughs of New York City.

<u>BOROUGH</u>	<u>STATION</u>	<u>ZIP CODE</u>
1. Manhattan	Times Square	<u>10036</u>
2. Bronx	High Bridge	<u>10452</u>
3. Staten Island	Port Richmond	<u>10302</u>
4. Brooklyn	Stuyvesant	<u>11233</u>
5. Queens	Linden Hill	<u>11354</u>
6. Manhattan	Hamilton Grange	<u>10031</u>
7. Queens	Rochdale Village	<u>11434</u>
8. Bronx	Williamsbridge	<u>10467</u>
9. Brooklyn	Kensington	<u>11218</u>
10. Staten Island	St. George	<u>10301</u>

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Listening to numbers
Understand numbers

DIRECTIONS: The facilitator will read ten (10) addresses and ZIP codes.
You will write the complete address and ZIP code on the
spaces provided below. Listen carefully, they will only
be read once.

ADDRESSES

ZIP CODES

Ex. 1. West 90th Street	1. 10024
2. _____	2. _____
3. _____	3. _____
4. _____	4. _____
5. _____	5. _____
6. _____	6. _____
7. _____	7. _____
8. _____	8. _____
9. _____	9. _____
10. _____	10. _____

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

WRITTEN TEST: J.R.ESL
EVALUATION (Facilitator Worksheet)

COMMUNICATIVE TASK: Listening to numbers
Understand numbers

DIRECTIONS: Read the following addresses and ZIP codes to the participants. They will write the addresses and the ZIP codes on their worksheets. Read each address and ZIP once.

1. The ZIP code for West 90th Street is 10024.
2. The ZIP code for East 49th Street is 10017.
3. 10001 is the ZIP code for all of West 25th Street.
4. 10028 is the ZIP code for East 80th Street.
5. The ZIP code for East 92nd Street is 10128.
6. 10033 is the ZIP code for all the streets between West 174th Street and West 187th Street.
7. 10025 is the ZIP code for West 100th Street.
8. The ZIP code for West 43rd Street is 10036.
9. The ZIP code for East 38th Street is 10016.
10. The ZIP code for 14th Street East of 1st Avenue is 10009.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ATTACHMENT

STEPS AND TECHNICAL KNOWLEDGE

1. Take list of names and partial addresses and be prepared to write down ZIP CODES.
2. From the telephone directory, obtain the number of the closest post office.
3. Place a call to the post office and ask for ZIP CODE Information.
4. Read the addresses off the list in a clear, concise manner.
5. Write down ZIP CODES next to each address in a legible manner
6. Verify each ZIP CODE by repeating it back to the post office official.
7. Complete the list and return it to the person who requested the information.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

OPERATION SHEET

OPERATION: Obtain ZIP codes by telephone

I. MATERIALS

- a. Telephone
- b. Telephone directory of Post Offices (See info. sheet p.2)
- c. List of 5 names and partial addresses
- d. Paper
- e. Pencils

II. PROCEDURES

1. Take list of names and partial addresses and be prepared to write down ZIP CODES.
2. From the telephone directory, obtain the number of the closest post office.
3. Place a call to the post office and ask for ZIP CODE information.
4. Read the addresses of the list in a clear, concise manner.
5. Write down ZIP CODES next to each address in a legible manner.
6. Verify each ZIP CODE by repeating it back to the post office clerk.
7. Complete the list and return it to the person who requested the information.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
PRACTICE

DIRECTIONS: Obtain the ZIP Codes of five (5) persons living
in NYC by calling your local Post Office and requesting
ZIP Code information. (See attached sheet for addresses).

Local Office:
Canal Street Prince 925-3378

I. MATERIALS

- a. AT&T Merlin Telephone
- b. Paper
- c. List of names and addresses with missing ZIP Codes
- d. Pencils

II. PROCEDURE*

1. Place a call to the Canal Street Prince Post Office
telephone no. 925-3378 and ask for ZIP Code information.
2. Read the addresses to the clerk.
3. Write down each ZIP code as it is given to you. Verify
each by repeating the numbers to the clerk.

*See Operation Sheet.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
PRACTICE

1. Elisa Donno
105-24 63rd Drive
Rego Park, NY _____
2. Flora Almond
179-10 90th Avenue
Jamaica, NY _____
3. Bila Font
618 Williams Avenue
Brooklyn, NY _____
4. Miguelina Poland
724 Gerard Avenue
Bronx, NY _____
5. Dudley Castle
272 First Street
Brooklyn, NY _____

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

PRACTICE

1. Elisa Donno
105-24 63rd Drive
Rego Park, NY (11375)
2. Flora Almond
179-10 90th Avenue
Jamaica, NY (11432)
3. Bila Font
618 Williams Avenue
Brook'yn, NY (11207)
4. Miguelina Poland
724 Gerard Avenue
Bronx, NY (10451)
5. Dudley Castle
272 First Street
Brooklyn, NY (11215)

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
EVALUATION

DIRECTIONS: Obtain the ZIP Codes of five (5) persons living
in NYC by calling ZIP Code information (see attached
sheet). Local office: Canal Street Prince, 212/925-3378

I. MATERIALS .

- a. AT&T Merlin Telephone
- b. Paper
- c. List of names and addresses with missing ZIP Codes
- d. Pencils

II. PROCEDURE *

1. Place a call to the Post Office and ask for ZIP code information.
2. Read the addresses to the clerk.
3. Write down each ZIP code as it is given to you. Verify each by repeating the numbers to the official.

*See Operation Sheet.

HACER INC./HISPANIC WOMEN'S CENTER

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

EVALUATION

1. Judy Costello
QUEENS CHILDREN PSYCHIATRIC CENTER
74-03 Commonwealth Blvd.
Bellrose, NY _____
2. Ms. Mary Regal
JOINT FOUNDATION SUPPORT
122 East 42nd. Street
New York, NY _____
3. Ms. Carmen Casava
DON KING PRODUCTIONS
32 East 68th. Street
New York, NY _____
4. Palma Ayala
34 Metcalf St.
Staten Island, NY _____
5. Eddie Palmieri
147-25 Northern Blvd.
Flushing, NY _____

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

EVALUATION.

1. Judy Costello
QUEENS CHILDREN PSYCHIATRIC CENTER
74-03 Commonwealth Blvd.
Bellrose, NY (11426)
2. Ms. Mary Regal
JOINT FOUNDATION SUPPORT
122 East 42nd. Street
New York, NY (10108)
3. Ms. Carmen Casava
DON KING PRODUCTIONS
32 East 68th. Street
New York, NY (10021)
4. Palma Ayala
34 Metcalf St.
Staten Island, NY (10304)
5. Eddie Palmieri
147-25 Northern Blvd.
Flushing, NY (11354)

NAME _____

DATE _____

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

PERFORMANCE TEST			
TASK: Obtain ZIP codes by telephone			
Directions: Demonstrate mastery of this task by doing the following:			
This test evaluates your ability to: obtain ZIP codes. You will be given the names and partial addresses of five (5) persons in NYC and a telephone; obtain the ZIP codes of the five (5) persons from the post office with 100% accuracy within 5 minutes.			
No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Utilized proper greeting?		
2.	Obtained appropriate clerk in post office?		
3.	Stated each address clearly?		
4.	Verified each ZIP code by repeating it to the clerk?		
5.	Wrote ZIP codes clearly and correctly?		
6.			
7.			
8.			
9.			
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK # 11
OPEN / NOTATE, ARRANGE (CLASSIFY) AND DISTRIBUTE INCOMING
MAIL

RELATED COMMUNICATIVE TASK: Read for factual information

VOCATIONAL TASK: #11 Open/ notate, arrange (classify) and distribute incoming mail

PERFORMANCE OBJECTIVE Given 10 pieces of mail, a letter opener, date stamp, stapler and paper clips, open the envelopes, stamp the contents, sort by addressee and distribute to addressee. A checklist will be used to rate your performance. All items must receive a yes rating

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TER'IS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Addressee Certified Mail Date Stamp Distribute Endorse First Class Mail Incoming Letter Opener Post Office Box Paper Clip Registered Mail Sort Special Delivery Stapler	<u>COMMUNICATIVE SKILLS</u> Passive: Reading comprehension <u>FUNCTIONS</u> Reading for factual information Identification	Vocabulary Preposition of position
<u>TOOLS AND MATERIALS</u> Letter opener Paper Date stamp Stapler Paper clips 10 pieces of unsorted mail	<u>LEARNING ACTIVITIES AND RESOURCES</u>		
<u>BACKGROUND KNOWLEDGE</u>	VOCATIONAL	J.R.ESL	
NONE REQUIRED	1. <u>LEARNING STRATEGIES</u> a. Facilitator identifies tools and materials. b. Facilitator demonstrates procedure for processing incoming mail. c. Practice activities # 1,2 d. Hands-on practice: Participants sort and distribute incoming mail addressed to HPCR INC. staff members.	1. <u>LEARNING STRATEGIES</u> a. Facilitator lectures (small group) on using preposition to describe position. b. Practice written categorization Activity #1 & #2. c. Practice identification of items and concepts involved in incoming mail, Activity Sheet #3.	
<u>SAFETY</u> Avoid loose staples Avoid paper cuts-do not handle paper edges	2. <u>EVALUATION</u> Performance Test	2. <u>EVALUATION</u> Performance Test	
<u>ATTITUDES</u> Recognize importance of distributing sorted mail immediately.	3. <u>RESOURCES</u> a. Information, Job, Activity and Operation Sheets. b. Facilitator. c. HPCR INC. business office.	3. <u>RESOURCES</u> a. Facilitator. b. Activity Sheets. c. Real Life Employment Skills	

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

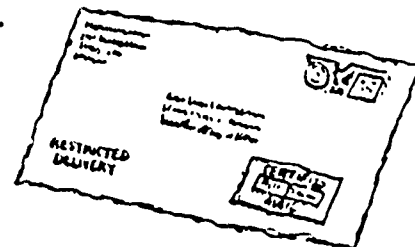
TASK #11
INFORMATION SHEET

1. INCOMING MAIL

In large offices, incoming mail is usually handled by a special department. However, in the small office, the secretary must be familiar with all routine practices for handling the incoming mail.

FOUR STEPS INVOLVING INCOMING MAIL:

1. Open the mail
2. Make necessary notations
3. Arrange the mail
4. Distribute the mail



1. OPENING THE MAIL

- Before opening letters, those marked "Personal" should be delivered sealed to the designated person or officer.
- Other mail should be opened carefully so as not to cut any of the contents.
- Enclosures should be checked to see that nothing has been omitted.
- The enclosures should be carefully clipped or stapled to their respective letters.
- When incoming mail contains money or checks, it should be sent immediately to the cashier's office so that the necessary bookkeeping record may be made.

2. MAKING NECESSARY NOTATIONS

Many concerns stamp the date and time of receipt of all incoming mail in a clear space on the upper part of the letter. This stamp frequently bears a notation which the secretary fills out when a letter is to be sent to more than one member of the firm.

3. ARRANGING THE MAIL

The mail for the busy executive would be arranged as follows:

1. Telegrams
2. Letters referring to special appointments
3. Regular mail
4. Personal mail
5. Advertisements
6. Newspapers and magazines

4. DISTRIBUTING THE MAIL

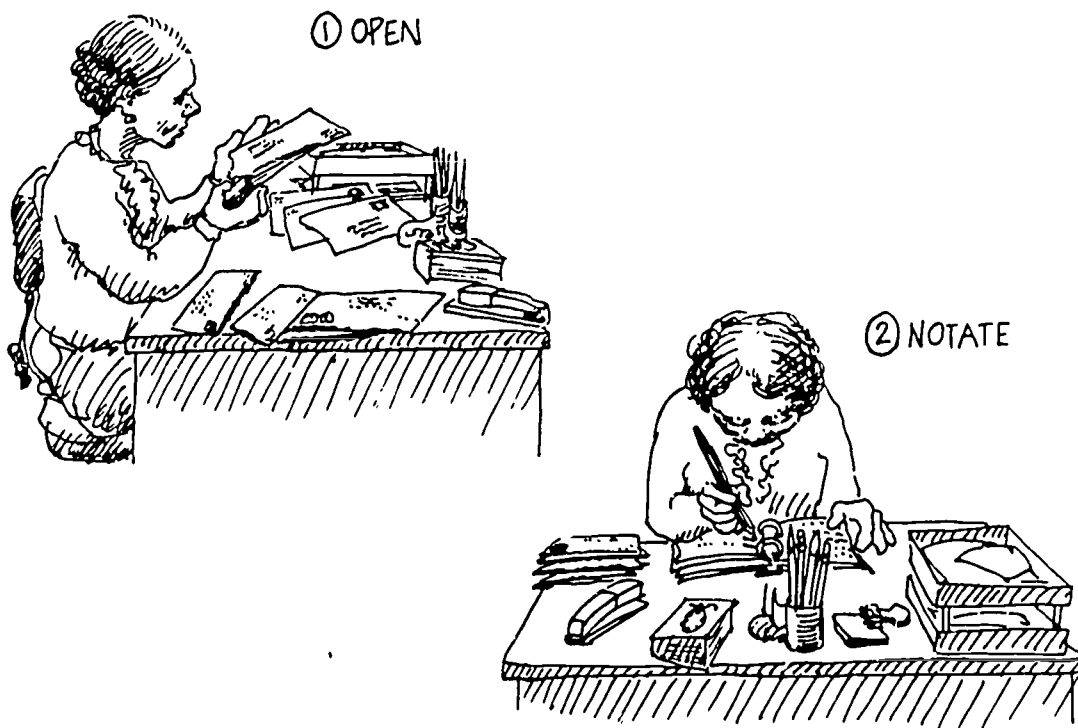
All incoming mail requiring the attention of the person addressed can be distributed by either placing it in a designated area on the person's desk in order of importance, i.e., telegrams, regular mail, personal mail, trade magazines, etc., or by depositing it in the individual's mailbox(es) usually placed in convenient locations within the office.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11
INFORMATION SHEET: INCOMING MAIL

* INCOMING MAIL

- * As far as incoming mail is concerned, the mailroom clerk's duties involve the preliminary sorting of the incoming mail into groups according to floor, division, and then individual within each division.
- * The secretary/receptionist in an office is usually the person who receives the incoming mail. In a large company, the mail will first have been sorted by the mailroom clerks in the mailroom. In a smaller company, the mail will come directly to the secretary.
- * Each company will have its own procedures for handling incoming mail, but the general steps are these:
- * The first step is to open the mail. You should use a letter opener and neatly cut the envelopes open, being careful not to tear anything inside or to destroy the return address. Check the enclosures and staple or clip them to the letter.
- * Do NOT open letters marked PERSONAL or PRIVATE.



- * The second step is to make a record of the mail. Most companies stamp the date received in a clear space on the letter, and also make a notation of its arrival in a mail record log.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11
INFORMATION SHEET: INCOMING MAIL
Page 2

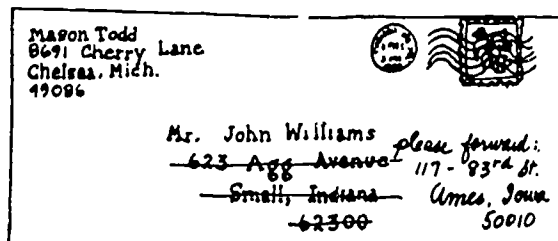
- * The third step is to arrange the mail according to its importance and urgency. Mail which needs immediate attention should be placed on top, and less important mail should be placed underneath. Here is an example of the order in which incoming mail might be arranged:

telegrams
letters concerning that day's appointments
regular mail
personal mail
advertisements
newspapers and magazines

- * The fourth and final step is to distribute the mail to the appropriate person.



- * When you receive mail addressed to a previous occupant at your present address, you should neatly cross out the address, and re-address it with the notation: "Please forward to:". You can then drop it in the mail, and it will continue on its way. You should not add any additional postage.



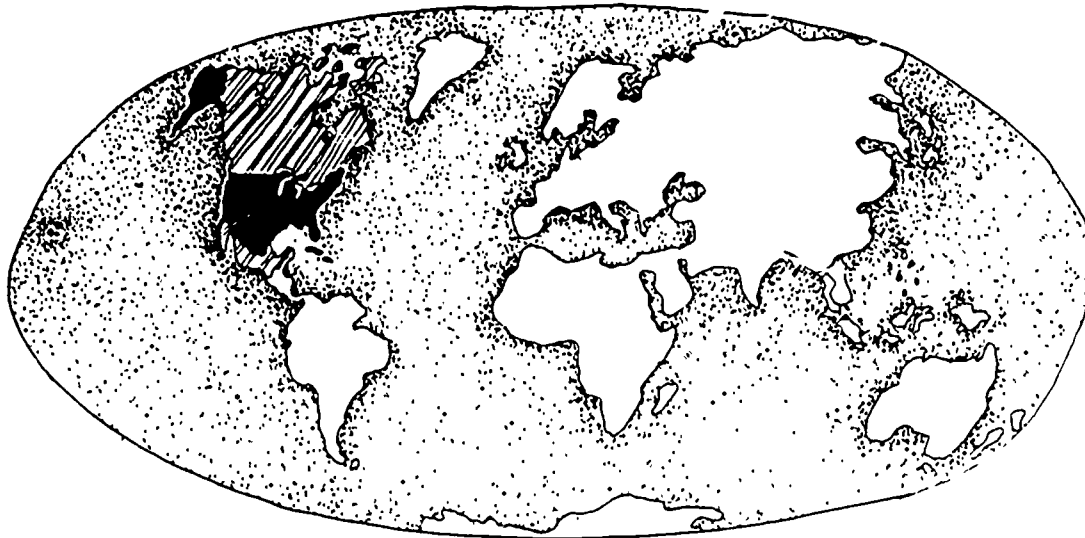
- * If you receive a letter addressed to someone at your address who you do not know, you should cross out the address neatly, and put the letter back in the mail with one of the following notations: "Addressee unknown.", "Party unknown.", "Not at this address.", "Moved. Left no forwarding address.", or "Return to Sender."

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11

INFORMATION SHEET: FORMS OF MAIL

- * Mail is first classified as either domestic or overseas. Domestic mail travels within the U.S.A., and overseas mail goes outside the country. However, mail to certain foreign countries, such as Canada and Mexico, also travels by domestic rates. Overseas mail is also sometimes called international mail.



* DOMESTIC MAIL

- * Domestic mail is divided into the following classes: first-class, second-class, third-class, and fourth-class. A piece of mail is said to travel "by" or "via" its class.
- * First-class mail includes sealed letters and postcards.



- * Second-class mail includes unsealed letters, magazines, and newspapers.



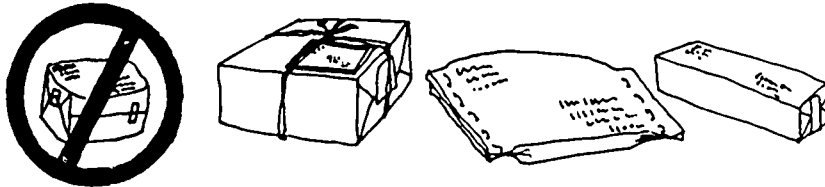
- * Third-class mail includes printed materials and advertising circulars. There is a special third-class bulk rate for mailing large numbers of identical pieces of mail.



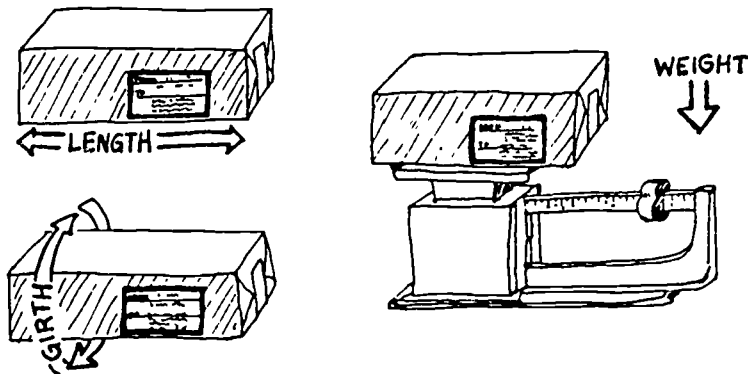
HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

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TASK # 11
INFORMATION SHEET: FORMS OF MAIL
Page 2

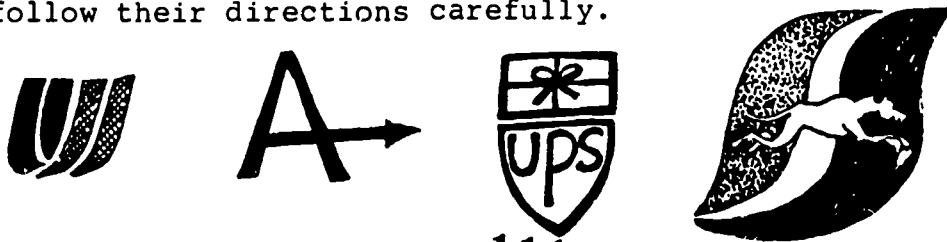
- * Fourth-class mail is also called parcel post. The post office has strict regulations about the weight, size, and wrapping of packages. The size regulations are usually stated in terms of the dimensions of the package. The combined length and girth (distance around) can only measure a certain number of inches. The weight regulations are expressed in terms of pounds (lbs.) and ounces (oz.). The wrapping regulations include no masking or scotch tape, a clearly written label, and a sturdy carton or packing case.



- * Books and educational materials may be sent at a special fourth-class rate. This is often called book rate.



- * Special handling on third and fourth-class mail costs more, and means that the package is treated with the same care which first-class letters receive.
- * There are now many independent carriers for mail besides the post office. Many of these claim to be cheaper, faster, or more secure than the postal system. If you want to use one of these services, you can look them up in the Yellow Pages of the phone book under "Delivery Services". You can then call or write them to find out about their particular services. Be careful about hidden or extra charges which you may incur if you do not follow their directions carefully.



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BILINGUAL VOCATIONAL TRAINING

TASK # 11

INFORMATION SHEET: FORMS OF MAIL

Page 3

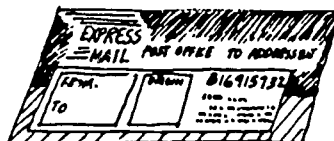


* FAST DELIVERY:

* When you need to have a piece of mail arrive at its destination quickly, you can either send it special delivery or by express mail.

* Special Delivery service may be purchased for any class of mail. Special Delivery means that the piece of mail will be delivered on holidays, Sundays, or other times when the post office generally is not working.

* Express Mail is now the fastest mail service available from the post office. This is a special overnight service for letters and packages which must be contained in specially marked envelopes and boxes, and dropped off at certain locations in the post office, or at special mailboxes which handle only express mail.



* A mailgram is an electronic message service. You call the Western Union office on the telephone, and give them your message over the phone. It will be delivered in the next day's mail. Another name which is sometimes used for this is a "night letter". Call the Western Union office for information about these services.

* PROOF OF MAILING

* When you need proof of mailing for some reason, you can either certify your letter or package, or you can buy a certificate of mailing or a return receipt.

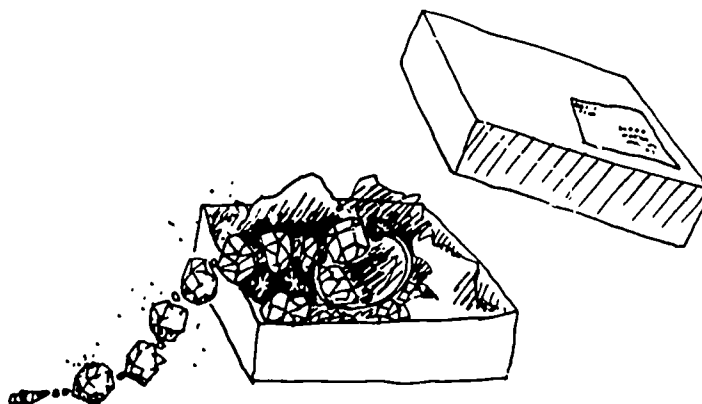
* A certificate of mailing proves that something was mailed at the post office, but no records are kept.

* If you send something by certified mail, the post office gives you a mailing receipt, and a record is kept of when the mail arrived at the addressee's post office.

* A return receipt is a special form which is signed by the receiver and sent back to the sender to let him/her know that the piece of mail has arrived safely.

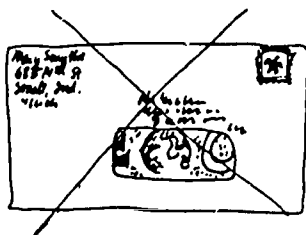
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BILINGUAL VOCATIONAL TRAINING

TASK # 11
INFORMATION SHEET: FORMS OF MAIL
Page 4



* SENDING VALUABLES:

- * When you are sending something valuable through the mail, you should either insure it or register it. Third and fourth class mail can be insured for up to \$400.
- * Third and fourth class mail can be insured for up to \$400.
- * The most secure way to send valuables, however, is to register them. Records are kept each time the piece of mail is handled, and the registration fee includes insurance for up to \$25,000. If the piece of mail is lost, it can easily be traced through the records.
- * It is not safe to send cash through the mails. When you must send money, send a check or a money order. You can buy money orders at the post office in amounts up to \$400.



- * COD means "collect on delivery". This means that the receiver pays for his merchandise when he receives it instead of sending payment for it in advance.

* FORWARDING MAIL

- * When you are going to move and change your address, get a "Change of Address Kit" from the post office, at least one month before you are going to move. This kit contains postcards which you fill out to let the post office know about the change of address, and also postcards for your magazine subscriptions, and so on. The post office will forward first class mail for you for one year free-of-charge. There are fees for forwarding other classes of mail.

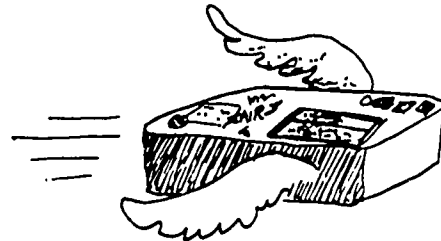
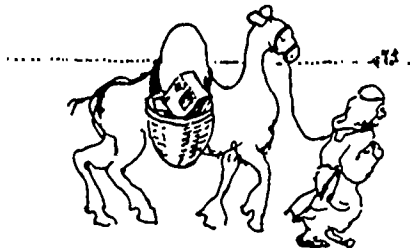
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BILINGUAL VOCATIONAL TRAINING

TASK # 11

INFORMATION SHEET: FORMS OF MAIL
Page 5

* OVERSEAS MAIL

* Overseas mail can be carried by airplane or by boat. Air mail is, of course, much faster than surface mail, so letters and light packages are usually sent by air mail. Heavier packages traveling overseas are often sent by surface mail, but you must leave plenty of time for them to reach their destination. Air mail to Europe takes 7-10 days, while surface mail can take six weeks or longer.



* When you mail a package to any foreign country, you must declare or state the contents and the value of what you are sending. When the package arrives at its destination, it must pass a customs inspection, and often the receiver must pay a duty (a custom's tax or fee) on the package before they can receive it.

PARCEL POST CUSTOMS DECLARATION -
UNITED STATES OF AMERICA

sender's instructions
 items undeliverable
 return to sender
 forward to _____
 abandon _____

The enclosed certifies that the particulars given on this declaration are correct & true.

signature _____ date _____

weight _____ postage _____
 lbs. 03 \$

QTY	DESCRIBED LIST OF CONTENTS	VALUE (U.S.)

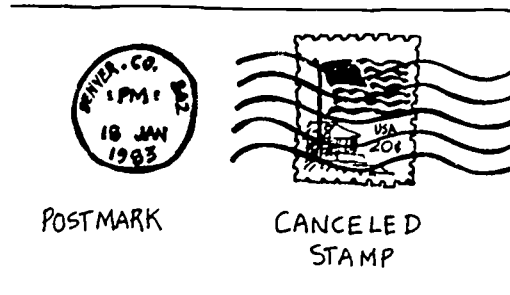
Check's Imbels Insured Value (U.S.)

* The rates and fees for postal services are always changing. You can obtain a chart of current rates and information free-of charge from your main or branch post office.

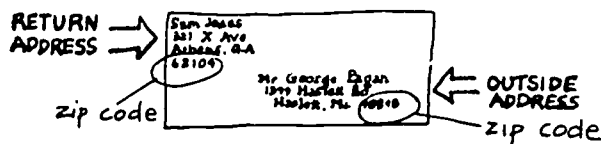
HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

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INFORMATION SHEET: FORMS OF MAIL
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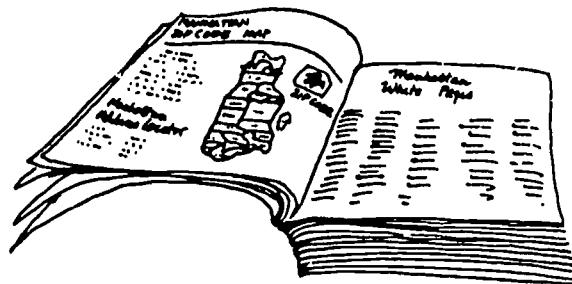
- * When a piece of mail goes through the postal system, the post office cancels the stamp (draws lines over it), so that it cannot be used over again. They also print a postmark on the letter or package, which tells the time, date, and place where the mail was first received.



- * On any piece of mail, the address must be clearly and neatly written or typed. If you use a label, make sure it is firmly attached to the piece of mail. Be careful to use permanent ink to write the outside address on an envelope or package. Mail is often handled very roughly -- it can get wet, torn, stepped on, dropped in puddles, rained on, snowed on, run over and you must make sure that the address will not wear off, tear off, or run. Packages generally run more risks than letters, so often people protect the address with a piece of clear plastic tape, write the address on the box more than once, and write the address with an indelible (permanent) marker. Always include a full return address.



- * The zip code is a necessary part of any address. If you do not know the zip code for a particular address, you can look it up in the zip code directory at the post office, or you can call the zip code assistance number which is given in your telephone directory. Your telephone book also usually contains a zip code map for your local area.



HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11
INFORMATION SHEET: FORMS OF MAIL
Page 7

- * First-class mail includes sealed letters, postcards, and packages for which extra postage has been paid, in order to receive faster and more careful handling.

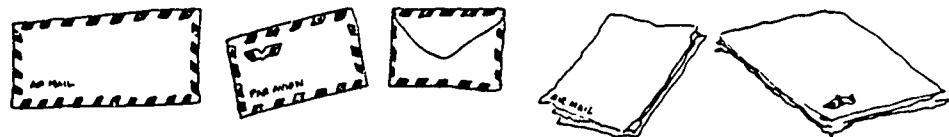
FIRST CLASS



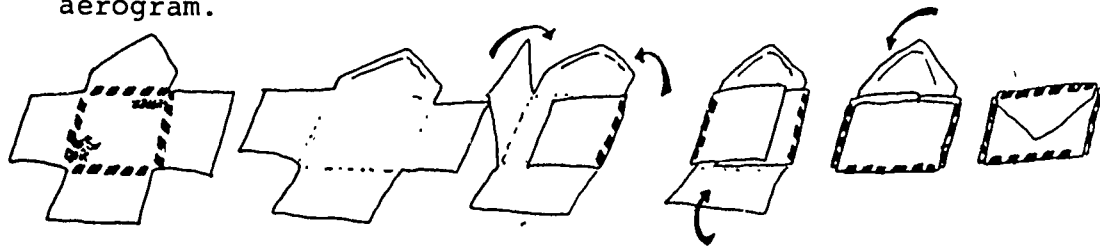
- * Postcards cost less to send through the mail than a letter. Picture postcards have a picture on one side, and are not generally used in business. The post office sells special postcards which are blank, and which have a stamp already printed on them.



- * Airmail stationery is lightweight and brightly marked, usually with red and blue wings or stripes. Be careful about putting too many enclosures in an airmail letter, because if you exceed the weight limit, the letter will be sent by regular mail.



- * Aerograms or airgrams are special letter forms which fold up into their own envelope. The postage is printed on them, and you do not need any additional stamps. You are not allowed to put any enclosures inside an aerogram.



- * First-class postage for a letter covers one ounce of weight. If you have several enclosures in a letter, you will need to add extra postage. A small postage scale can help you check the weight of your letters.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

TECHNICAL TERMS

ADDRESSEE:	the person to whom mail is addressed.
CERTIFIED MAIL:	mail which must be signed for to verify delivery.
DATE STAMP:	a hand-held or automatic stamp machine used to print a date on a document
DISTRIBUTE:	to divide and give out, ex: Distribute the mail.
ENDORSE:	to sign, ex: Endorse this receipt, please.
FIRST CLASS MAIL:	a class of mail having the highest postal rate.
INCOMING:	what comes in.
LETTER OPENER:	a dull knife of metal, plastic or wood used to open sealed envelopes.
POST OFFICE BOX:	an address rented from the post office, usually used for receiving large mailings.
PAPER CLIP:	used to clip or fasten paper.
REGISTERED MAIL:	mail which is officially recorded in the postal system for a fee.
SORT:	separate by name or category.
SPECIAL DELIVERY:	delivery of mail by a special messenger for an extra fee.
STAPLER:	a wire-stitching machine used to bind papers, sections of a book, etc., together.
TELEGRAM:	a short written message sent by telegraph (coded and delivered by a messenger. Usually Western Union.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Identification of essential technical terms through definitions and/or descriptions.

DIRECTIONS: Fill in the word or phrase corresponding to each of the following definitions or descriptions.

distribute
telegrams
letter opener
sort
incoming

endorse
addressee
date stamp
paper clip
certified/registered

1. _____ : the urgent messages sent by electric wire services rather than by mail.
2. _____ : give out categorized groups of objects, in this case, mail.
3. _____ : a hand-held instrument used to imprint the date on individual pieces of correspondence.
4. _____ : a small piece of metal or plastic used for holding separate pieces of paper together.
5. _____ : to sign in order to provide proof of receipt.
6. _____ : an instrument used to open envelopes neatly.
7. _____ : organize or arrange according to category, group or classification.
8. _____ : what is received from outside sources.
9. _____ : mail for which the recipient must sign.
10. _____ : the person or organization to which mail is sent.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Identification of essential technical terms through definitions and/or descriptions.

DIRECTIONS: Fill in the word or phrase corresponding to each of the following definitions or descriptions.

distribute
telegrams
letter opener
sort
incoming

endorse
addressee
date stamp
paper clip
certified/registered

1. (telegrams) : the urgent messages sent by electric wire services rather than by mail.
2. (distribute) : give out categorized groups of objects, in this case, mail.
3. (date stamp) : a hand-held instrument used to imprint the date on individual pieces of correspondence.
4. (paper clip) : a small piece of metal or plastic used for holding separate pieces of paper together.
5. (endorse) : to sign in order to provide proof of receipt.
6. (letter opener) : an instrument used to open envelopes neatly.
7. (sort) : organize or arrange according to category, group or classification.
8. (incoming) : what is received from outside sources.
9. (certified/
registered) : mail for which the recipient must sign.
10. (addressee) : the person or organization to which mail is sent.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 2: J.R. ESL

COMMUNICATIVE TASK: Utilizing prepositions of position to describe location of information on envelope.

DIRECTIONS: Use prepositions and adjectives of position to describe the location of information found on the envelope shown below.

Example: INFORMATION
stamp

LOCATION
in the upper, right corner



Suite 444
1101 King Street
Alexandria, Virginia 22314



Ms. Mary Kellogg
530 Broadway, Suite 611
New York, NY 10012



INFORMATION

LOCATION

1. Return address
2. City mailed from
3. Date mailed
4. Name of sender
5. Name of addressee

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 2: J.R.ESL

COMMUNICATIVE TASK: Utilizing prepositions of position to describe location of information on envelope.

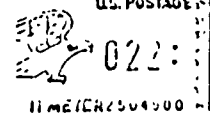
DIRECTIONS: Use prepositions and adjectives of position to describe the location of information found on the envelope shown below.

Example: INFORMATION
stamp

LOCATION
in the upper, right corner



Suite 444
1101 King Street
Alexandria, Virginia 22314



Ms. Mary Kellogg
530 Broadway, Suite 611
New York, NY 10012



INFORMATION

LOCATION

- | | |
|----------------------|--|
| 1. Return address | <u>(in the upper left-hand corner)</u> |
| 2. City mailed from | <u>(in the upper, right corner/to the left of stamp)</u> |
| 3. Date mailed | <u>(in the upper, right corner/next to stamp)</u> |
| 4. Name of sender | <u>(in the upper left-hand corner/above name & address of addressee)</u> |
| 5. Name of addressee | <u>(in the center of the envelope)</u> |

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #3 J.R.ESL

COMMUNICATIVE TASK: Reading comprehension
Identification

DIRECTIONS: Write the number of the mailbox where each piece of incoming mail would be placed.

Example: INCOMING MAIL FOR: BOX NUMBER
 Martin Blumquist
 Chief Executive Officer 1

MAILBOXES

INCOMING MAIL FOR:

BOX NUMBER

#1	#2
Martin Blumquist Chief Executive Officer	Bronson J. Walters President
#3	#4
William Whitestone, Sr. Executive Vice President	Martin X. Blandings Comptroller
#5	#6
Margaret O'Rourke Personnel Director	Dr. Joan Collins-Jones Research & Development

M.X. Blandings
PERSONNEL DIRECTOR
W.W. Whitestone, Sr. Exec. V.P.
PRESIDENT
Dr. Collins-Jones R & D
M. Blumquist CEO
COMPTROLLER
M.O'Rourke Personnel
Bronson J. Walters
Joan Collins-Jones Research & Development

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Reading comprehension
Identification

DIRECTIONS: Write the number of the mailbox where each piece of incoming mail would be placed.

Example: INCOMING MAIL FOR: BOX NUMBER
Martina Blumquist
Chief Executive Officer 1

MAILBOXES

#1	#2
Martina Blumquist Chief Executive Officer	Bronson J. Walters President
#3	#4
William Whitestone, Sr. Executive Vice President	Martin X. Blandings Comptroller
#5	#6
Margaret O'Rourke Personnel Director	Dr. Joan Collins-Jones Research & Development

INCOMING MAIL FOR:

BOX NUMBER

M.X. Blandings	<u>4</u>
PERSONNEL DIRECTOR	<u>5</u>
W.W. Whitestone, Sr. Exec. V.P.	<u>3</u>
PRESIDENT	<u>2</u>
Dr. Collins-Jones R & D	<u>6</u>
M. Blumquist CEO	<u>1</u>
COMPTROLLER	<u>4</u>
M.O'Rourke Personnel	<u>5</u>
Bronson J. Walters	<u>2</u>
Joan Collins-Jones Research & Development	<u>6</u>

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 1: VOCATIONAL

DIRECTIONS: Answer the following questions based on the attached envelope.

1. Where did the letter originate (come from)?

2. Whom is the letter addressed to?

3. From what borough was the letter mailed? _____

4. What date was the letter mailed? _____

5. The envelope is marked PERSONAL. As the receptionist, would you open the envelope and stamp the contents, or deliver the envelope as is? Explain.

Name: _____

Date: _____



IN PUBLIC SERVICE INC.
30 VESEY STREET
NEW YORK, N. Y. 10007



Ms. Harriet Rodriguez
HACER Inc./ Hispanic Women's Center
611 Broadway Rm. 812
New York, N.Y. 10012

PERSONAL



TASK #11
ACTIVITY SHEET # 1: VOCATIONAL

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 1: VOCATIONAL

DIRECTIONS: Answer the following questions based on the attached envelope.

1. Where did the letter originate (come from)?

(Grand Council Hispanic Societies)

2. Whom is the letter addressed to?

(Ms. Harriet Rodriguez)

3. From what borough was the letter mailed? (Brooklyn)

4. What date was the letter mailed? (Jan. 22, 1987)

5. The envelope is marked PERSONAL. As the receptionist, would you open the envelope and stamp the contents, or deliver the envelope as is? Explain.

(No, receptionists do not open mail marked "personal".

Letters or packages marked "personal" should be opened

by the person(s) to whom the letter is addressed (addressee).

Name: _____

Date: _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Read the following statements carefully. In the space provided before each sentence, mark TRUE if the statement is correct and FALSE if it is incorrect.

- _____ 1. In large offices, mail is handled by the secretary.
- _____ 2. Letters marked "Personal" should be delivered unsealed to the designated person.
- _____ 3. Enclosures should be carefully clipped to the letter before delivering them to the person.
- _____ 4. Letters containing money or checks are given to the cashier's office.
- _____ 5. Date and time of receipt of all incoming mail is stamped on the letter.
- _____ 6. Mail for a busy executive should be arranged by matters requiring immediate attention first.
- _____ 7. Envelopes should never be stapled to incoming mail.
- _____ 8. Mail should be collected for several days before distributing to addressees.
- _____ 9. Incoming mail must be opened, sorted, classified and distributed to the proper person as soon as possible.
- _____ 10. It is not always necessary to date stamp incoming mail.

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET # 2: VOCATIONAL

DIRECTIONS: Read the following statements carefully. In the space provided before each sentence, mark TRUE if the statement is correct and FALSE if it is incorrect.

- (False) 1. In large offices, mail is handled by the secretary.
- (False) 2. Letters marked "Personal" should be delivered unsealed to the designated person.
- (True) 3. Enclosures should be carefully clipped to the letter before delivering them to the person.
- (True) 4. Letters containing money or checks are given to the cashier's office.
- (True) 5. Date and time of receipt of all incoming mail is stamped on the letter.
- (True) 6. Mail for a busy executive should be arranged by matters requiring immediate attention first.
- (False) 7. Envelopes should never be stapled to incoming mail.
- (False) 8. Mail should be collected for several days before distributing to addressees.
- (True) 9. Incoming mail must be opened, sorted, noted and distributed to the proper person as soon as possible.
- (False) 10. It is not always necessary to date stamp incoming mail.

NAME _____ DATE _____

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11

OPERATION SHEET: OPEN, SORT/NOTATE, ARRANGE/CLASSIFY AND DISTRIBUTE
INCOMING MAIL.

I. MATERIALS

- a. Letter opener
- b. Date stamp
- c. Paper clips
- d. Stapler
- e. 10 pieces of mail
- f. Mail record log

II. PROCEDURE:

1. Gather 10 pieces of mail
2. Using letter opener, open all mail not marked "Personal"
3. Remove contents from envelopes
4. Stamp the date received in a clear space on the correspondence.
5. Notate the correspondence and its arrival date in the mail record log.
6. Arrange the correspondence by addressee according to its order of importance and urgency.
7. Arrange any mail marked "Personal" by addressee
8. Distribute the mail immediately to the appropriate person(s)

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

JOB SHEET

PRACTICE

DIRECTIONS: Sort, open, stamp and then distribute 10 pieces of mail to the appropriate person(s).

I. MATERIALS

- a. Letter opener
- b. Date stamp
- c. Paper clips
- d. Stapler

II. PROCEDURE*

1. Gather the mail.
2. Separate any marked "Personal".
3. Sort mail according to addressee.
4. Open all mail not marked "Personal".
5. Remove contents and clip to envelope if contents do not contain sender's name and address.
6. Stamp the date on the contents.
7. Distribute the mail.

*See Operation Sheet

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11

JOB SHEET

PRACTICE:

DIRECTIONS: The facilitator will give you 5 pieces of mail. You will be shown where the staff of the Center sits, in addition, each staffpersons desk has been labeled with their neme and title.

Follow the procedure you have learned for incoming mail. (Consult your operation sheet if necessary)
Open, sort/notate, arrange/ classify and distribute the 5 pieces of mail to the appropriate staffperson(s).

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

JOB SHEET

EVALUATION

DIRECTIONS: Sort, open, stamp and then distribute 10 pieces of mail to the appropriate person(s).

I. MATERIALS

- a. Letter opener
- b. Date stamp
- c. Paper clips
- d. Stapler

II. PROCEDURE*

1. Gather the mail.
2. Separate any marked "Personal".
3. Sort mail according to addressee.
4. Open all mail not marked "Personal".
5. Remove contents and clip to envelope if contents do not contain sender's name and address.
6. Stamp the date on the contents.
7. Distribute the mail.

*See Operation Sheet

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 11

JOB SHEET

EVALUATION

DIRECTIONS: The facilitator will give you 10 pieces of mail. You will be shown where the staff of the Center sits, in addition, each staffperson's desk has been labeled with their name and title. Follow the procedure you have learned for incoming mail. Open, sort/ notate, arrange/ classify and distribute the 10 pieces of mail to the appropriate staffperson(s).
The facilitator will observe your performance.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL PROJECT

PERFORMANCE TEST

TASK: Open, sort/notate, arrange/classify and distribute incoming mail.

Directions: Demonstrate mastery of handling incoming mail by doing the following:

This test evaluates your ability to: Open, sort/notate, arrange/classify and distribute incoming mail. The facilitator will give you 10 pieces of mail which you must open, sort/notate, arrange/classify and distribute to the appropriate persons with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Opened all mail not marked personal ?		
2.	Avoided handling paper edges ?		
3.	Sorted mail by addressee ?		
4.	Notated the incoming mail in mail record log?		
5.	Checked date stamp before stamping mail ?		
6.	Stamped correspondence correctly ?		
7.	Arranged mail correctly according to its importance and urgency ?		
8.	Distributed the mail immediately to the appropriate person(s) ?		
9.			
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK # 12
PREPARE OUTGOING MAIL

RELATED COMMUNICATIVE TASK: Read for factual information and seek clarification.

VOCATIONAL TASK: #12 Prepare outgoing mail.

PERFORMANCE OBJECTIVE Given 5 outgoing letters and 5 other pieces of mail, ZIP Code Directory, postage meter and scale, postal rate chart, fold and stuff the mail, locate missing ZIP codes using directory. Determine postal expenditure and stamp the envelope using scale and postage meter. A checklist will be used to rate your performance. All items must receive a "Yes" rating with the exception of ZIP codes which may not have more than 2 errors.

STEPS AND TECHNICAL KNOWLEDGE

- 1.
- 2.
3. SEE ATTACHMENT
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

TECHNICAL TERMS

SEE ATTACHMENT

LANGUAGE

FUNCTIONS

COMMUNICATIVE SKILLS

Passive: reading comprehension

Active: listening
speaking

FUNCTIONS

Descriptions
Vocabulary
Aural comprehension/recognition
of numbers

STRUCTURES

Superlative adjectives
Comparative adjectives
Noun-verb association

Numbers

TOOLS AND MATERIALS

Postal rate table Envelopes
Scale Mailing labels
Postage Meter
ZIP Code Directory 10 pcs. of mail

BACKGROUND KNOWLEDGE

Basic familiarity with post office rules and regulations

SAFETY

Avoid moving parts when operating postage meter.
Avoid paper cuts and loose staples.
Handle heavy objects (meter-scale) carefully when operating them.

ATTITUDES

Concentrate on important details such as correct name spelling, address, etc.
Recognize importance of posting mail at the end of each business day.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES

- a. Facilitator identifies tools and materials.
- b. Facilitator demonstrates procedure for outgoing mail.
- c. Facilitator demonstrates how to use a ZIP Code Directory.
- d. Hands-on practice (individual) using the Center's business office. Participants prepare the outgoing mail of the office.
- e. Field trip to Post Office.

2. EVALUATION

Performance Test

3. RESOURCES

- a. Activity, Information, Job and Operation Sheets.
- b. Facilitator.
- c. HACER, INC. Business office.
- d. United States Postal Service

J.R.ESL

1. LEARNING STRATEGIES

- a. Facilitator lectures on technical terms
- b. Facilitator discusses superlative and comparative adjectives
- c. Participants practice language functions and structures, Activity Sheets #1,2,3,4,5

2. EVALUATION

Written Test

3. RESOURCES

- a. Activity Sheets
- b. Facilitator
- c. United States Postal Service

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
INFORMATION SHEET

I. INTRODUCTION

PREPARE OUTGOING MAIL

In large offices, outgoing mail is usually handled by a special department. However, in the small office, the secretary must be familiar with all routine practices for handling the outgoing mail.

In handling outgoing mail, the secretary must be sure that the letter is complete in every respect and ready for her employer's signature. If the letter is to be sent by Special Delivery or Airmail, such notations must appear on the envelope, preferably immediately under the postage. When mail is addressed for the special attention of someone, the words "Attention of..." should be typed in the lower left-hand corner of the envelope.

It is also the secretary's duty to make certain that any enclosures mentioned in the letter are carefully checked and securely placed in the envelope.

After the envelopes are sealed, the correct amount of postage should be placed evenly in the upper right-hand corner.

OUTGOING MAIL MUST BE:

- a. signed
- b. folded
- c. sealed
- d. stamped
- e. sorted
- f. mailed

As a general rule, a good secretary will keep copies of all letters that are mailed from her/his office which will be filed appropriately as soon as possible.

ZIP codes must be included in the addresses to insure immediate delivery from the post office.

All letters and other types of mail should be posted at the end of each business day.

II. SEALING ENVELOPES BY HAND

In small offices envelopes are seldom sealed by machine. A batch of 8 or 10 envelopes can be quickly sealed by hand by overlapping the opened gummed flaps of the envelopes so that all may be moistened with one stroke of a wet sponge. Each envelope is then picked up with one hand, passed onto the other, and the flap sealed by closing the fingers over the envelope. This is repeated until all the envelopes are sealed.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
INFORMATION SHEET
p. 2

III. POSTAL INFORMATION

Every secretary should be familiar with the general rules and regulations of the Postal Service. She will find it helpful to know about rates and fees for Airmail, Special Delivery, Registered Mail, Money Orders, and Insured and C.O.D. mail. She should also become familiar with the regulations governing parcel post and printed matter.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

INFORMATION SHEET: MAIL SERVICES

First-Class Mail

You use First-Class Mail for letters, post cards, postal cards, greeting cards, personal notes, and for sending checks and money orders. First-Class Mail mailed within the customs territory of the United States may not be opened without a federal search warrant. All First-Class Mail receives expeditious handling and transportation. If your First-Class Mail is not letter size, make sure it is marked "First Class" or use a green-bordered large envelope.

First-Class Mail generally will be delivered overnight locally and to certain designated areas if properly addressed (including 5-digit ZIP Code) and deposited in time for the 5 p.m. collection. The designated overnight delivery area is dependent on transportation accessibility and scheduling. Second-day delivery is scheduled for locally designated states nationwide to which transportation is available for consistent achievement of 2-day delivery. Third-day delivery is scheduled for all remaining outlying areas nationwide.

Fourth-Class Mail (Parcel Post)

Use this service for packages weighing 1 pound or more. (If First-Class Mail is enclosed or attached, First-Class postage must be paid for the enclosure or attachment unless exempted by postal regulations.) Packages mailed in the continental United States can weigh up to 70 pounds and measure up to 108 inches in length and girth combined. Your post office also has information about special mailing rates for books, catalogs, and international mailings.

FIRST CLASS

Priority Mail

Priority Mail is First-Class Mail weighing more than 12 ounces. Use it when 2- to 3-day service is desired. The maximum weight for Priority Mail is 70 pounds, and the maximum size is 108 inches in length and girth combined. When sending Priority Mail, use the free Priority Mail stickers available from your local post office.

International Mail

Airmail and surface mail can be sent to virtually all foreign countries. There are four types of international mail:

1. Letters and Cards—includes letters, letter packages, aerogrammes*, and post cards.
2. Other Articles—includes printed matter, matter for the blind, and small packets.
3. Parcel Post.
4. Express Mail International Service.

Registry service with limited indemnity protection is available for letters and cards and other articles to many countries. Insurance is available for parcel post to most countries. Check with your post office for specific information about the country to which you are mailing.

*An aerogramme is a lightweight stationery item that folds into a mailing piece and may bear imprinted postage. It is an economical and convenient form of letter mail for corresponding with people in foreign countries. Aerogrammes are available at any post office.

Second-Class Mail

Only publishers and registered news agents who have been authorized second-class mailing privileges may mail at the second-class pound rates. The applicable single piece third-class rate or fourth-class rate must be paid on copies of second-class magazines and newspapers mailed by the general public. Call or visit your post office for additional information.

Third-Class Mail

Third-Class mail, also referred to as bulk business mail, may be sent by anyone but is used most often by large mailers. This class includes printed material and merchandise parcels weighing less than 16 ounces. There are two rate structures for this class: for a single piece and for bulk mail. Many community organizations and businesses find it economical to use the bulk mail. Also, individuals may use third-class mail for mailing lightweight parcels. Your post office has information on what category of third-class mail is best suited to your needs.

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #12

INFORMATION SHEET: MAIL SERVICES

p. 2

Special Delivery

You can buy special delivery service on all classes of mail except bulk third-class. It provides for delivery, even on Sundays and holidays, during prescribed hours which extend beyond the hours for delivery of ordinary mail.

This delivery service is available to all customers served by city carriers and to other customers within a 1-mile radius of the delivery post office.

The purchase of special delivery does not always mean the article will be delivered by special messenger. Special delivery may be delivered by your regular carrier if it is available before he or she departs for morning deliveries. Call your post office about the availability of special delivery service.

Note: Make sure the mailing is endorsed Special Delivery.



Collect-on-Delivery (COD) Service

Use COD service when you want to collect for merchandise when it is delivered to the addressee. COD service may be used for merchandise sent by parcel post, First-Class Mail, or third-class mail. The merchandise must have been ordered by the addressee.

Fees charged for this service include insurance protection against loss or damage. COD items also may be sent as registered mail. COD service is limited, however, to items valued at a maximum of \$500. This service is not available for international mail.

Mailgram Service

Mailgram service is an electronic message service offered by Western Union which provides next-day Postal Service delivery for messages you send to any address in the United States. The messages are transmitted for delivery with the next business day's mail. Mailgram service is also available for Canadian addresses. You can send Mailgram messages in one of several ways. You can call Western Union and dictate your message to the Western Union operator, or you can use your office Telex or TWX. For more information, call Western Union Telegraph Company. In Hawaii, call your local post office for information on how to send a message. In Alaska, call Alascom, Inc., for Mailgram service. (Mailgram is a registered trademark of Western Union Corporation.)

Cash Receipts

Customers needing to verify payment of postage and other services are entitled to cash receipts. Ask for a *Cash Receipt*.

Postage Meters

When a mailer uses a postage meter, the postage, postmark, and date are imprinted at the mailer's place of business. Many mailers, including those with a relatively small mail volume, have found that this convenience more than offsets the costs of maintaining an account and of leasing the machine. Call your post office for more information.

Special Handling

Special handling service is available for third- and fourth-class mail only, including insured and COD mail. It provides for preferential handling in dispatch and transport, but does not provide special delivery.

The special handling fee must be paid on parcels that require special care such as baby poultry, bees, etc., except those sent at the First-Class Mail rate. Special handling does *not* mean special care of fragile items. Anything breakable should be packed with adequate cushioning and marked FRAGILE.

Certificate of Mailing

A certificate of mailing may be what you want if you only need a receipt showing evidence of mailing. It does not provide insurance coverage for loss or damage. Your post office will endorse a certificate of mailing receipt for a fee. No record is maintained at the post office.

Personal Checks

Except for the purchase of money orders, the post office may accept personal checks for payment of postal services and products up to the amount of purchase. You must show suitable identification. Make your check payable to the U.S. Postal Service or Postmaster.

TASK #12
INFORMATION SHEET: SPECIAL MAIL SERVICES
p. 3



When you have to mail something of value, whether it is money, jewelry, old coins, important documents or even that old photograph of your grandmother, the Postal Service has three ways you can mail these valuable items to give them the extra protection they need: Insured Mail, Registered Mail or Express Mail.

Insured Mail

Insured mail provides reimbursement up to \$400 for an article which is lost or damaged while in postal custody. This insurance is available for Third and Fourth-Class rate mail. It is also available for merchandise mailed at the First-Class Mail® or Priority Mail™ rates. (It replaceable items, regardless of their value, and items valued over \$400, should be sent by Registered Mail which provides even greater protection). Reimbursement for insured mail is limited to the actual value of the item, less depreciation. Payments will not be made for sentimental or consequential losses.

Registered Mail

The registered mail system is designed to provide added protection for valuable and important mail. Postal insurance may be purchased, at the option of the mailer, to cover articles valued at the time of mailing up to \$25,000. Registered mail is the most secure service the Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Only matter prepaid with postage at the First-Class Mail rates may be registered. For additional fees, return receipt and restricted delivery services are available.

Express Mail Next Day Service

Express Mail service, our fastest service, provides several options for both private and business customers who require overnight delivery of letters and packages. To use Express Mail Next Day Service, take your shipment to any designated Express Mail post office by 5 p.m., or other acceptance time authorized by the local postmaster, or deposit it in an Express Mail collection box. Your mailing will be delivered to the addressee by 3 p.m. the next day (weekends and holidays included), or it can be picked up at the destination post office as early as 10 a.m. of the next day the office is open for business. Destinations which can be reached overnight from your city may be checked by using the *Express Mail Next Day Service Network Directory*. If you don't have a copy, ask your post office to check the destination for you.

This service comes with a money-back postage guarantee (see * below) and shipments are insured against loss, damage, or rifling at no additional cost. Merchandise is insured up to \$500, except for negotiable items, currency, or bullion, in which cases indemnity is limited to \$15.

Additional Express Mail services available include Same Day Airport Service, Express Mail Custom Designed Service, and Express Mail International Service. Call or visit your post office for additional details.

*100% refund of Express Mail postage upon application at origin post office if an article mailed by 5 p.m. (or other acceptance times authorized by the local postmaster) at an Express Mail acceptance post office is not available for pickup at a destination Express Mail post office by 10 a.m. the next business day; or delivery is not attempted by 3 p.m. of the next day (unless delayed by strike or work stoppage).



TASK #12

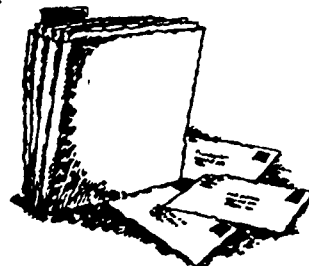
INFORMATION SHEET: CERTIFIED MAIL
p. 4

What is Certified Mail?

Certified mail provides you with a mailing receipt and a record of delivery is maintained at the addressee's post office. No record is kept at the office at which mailed.

What may be Certified?

Only items of no intrinsic value such as letters, files, records, etc., that are sent Priority First-Class Mail may be sent by certified mail. No insurance coverage is provided against loss or damage for this service. (For valuables and irreplaceable items, you should use insured or registered mail.)



CERTIFIED MAIL RECEIPT

P-531 700 114	
RECEIPT FOR CERTIFIED MAIL	
NO RETURN TO POST OFFICE	
U.S. POSTAL SERVICE	
Sent to	
Street and No.	
P.O. State and ZIP Code	
Postage	5
Certified Fee	
Special Delivery Fee	
Registered Mail Fee	
Always obtain signature of addressee or agent and DATE DELIVERED	
Always obtain signature of addressee or agent and address of delivery	
TOTAL Postage and Fees	5
Postmark Date	
CERTIFIED	
P-531 700 114	
MAIL	

Fees

The fee for certified mail is 75 cents (in addition to your postage). For an additional fee, you also may purchase a return receipt which provides you proof of delivery.

DOMESTIC RETURN RECEIPT

SENDER Complete items 1 and 2 when additional services are desired, and complete items 3 and 4. Put your address in the "RETURN TO" space on the reverse side. Failure to do this will prevent this card from being returned to you. The return receipt fee will provide you the name of the person delivered to and the date of delivery. For additional fees the following services are available. Consult postmaster for fees and check box(es) for additional service(s) requested.

1. <input type="checkbox"/> Show to whom delivered, date, and addressee's address		2. <input type="checkbox"/> Restricted Delivery	
3. Article Addressed to:		4. Article Number	
		Type of Service:	
		<input type="checkbox"/> Registered <input type="checkbox"/> Certified <input type="checkbox"/> Express Mail	
		<input type="checkbox"/> Insured COO	
Always obtain signature of addressee or agent and DATE DELIVERED			
5. Signature - Addressee		6. Addressee's Address (ONLY if requested and fee paid)	
X			
7. Signature - Agent			
X			
8. Date of Delivery			

PS Form 3811, Feb. 1986

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

INFORMATION SHEET: ADDRESSING MAIL
p. 5

Addressing Mail

All mail needs a delivery address and should also have a return address. The following information is recommended in the sequence and position indicated for addressing:

A. Return Address:

1. Sender's name.
2. Sender's street address, post office box number, or rural route number and box number. If mail is from a multi-unit complex or apartment building, place the room or apartment number to the right of the street address.
3. Sender's city, state, and ZIP Code.

B. Destination Address:

1. Recipient's name.
 2. Recipient's street address, post office box number, or rural route number and box number. If mail is to a multi-unit complex or apartment building, place the room or apartment number to the right of the street address.
 3. Recipient's city, state, and ZIP Code.
- You will get the best possible service if you:
1. Capitalize everything in the address.
 2. Use common abbreviations found in Publication 65, National Five-Digit ZIP Code and Post Office Directory, available in post office lobbies.
 3. Eliminate all punctuation.
 4. Use the 2-letter state abbreviations found in this directory (see page 12) or Publication 65.
 5. Use ZIP Codes.

When both a post office box number and a street address are used, make sure the place where you want the mail delivered appears on the line immediately above the city, state, and ZIP Code line and that the ZIP Code or ZIP + 4 code corresponds to that address. For example:

GRAND PRODUCTS INC
475 L'ENFANT PLAZA SW
PO BOX 320 (mail will be delivered here)
WASHINGTON DC 20260-6320

Below is a list of 2-letter state abbreviations

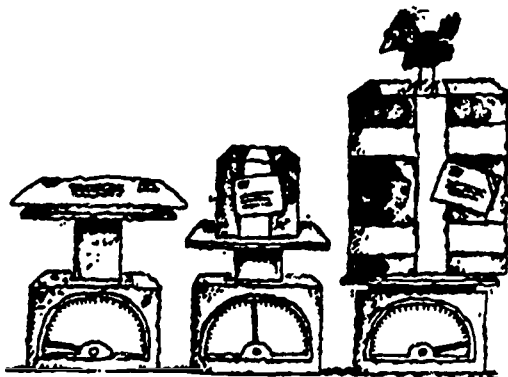
Alabama	AL	Nebraska	NE
Alaska	AK	Nevada	NV
Arizona	AZ	New Hampshire	NH
Arkansas	AR	New Jersey	NJ
American Samoa	AS	New Mexico	NM
California	CA	New York	NY
Colorado	CO	North Carolina	NC
Connecticut	CT	North Dakota	ND
Delaware	DE	No Mariana Islands ..	CM
Dist of Columbia	DC	Ohio	OH
Florida	FL	Oklahoma	OK
Georgia	GA	Oregon	OR
Guam	GU	Pennsylvania	PA
Hawaii	HI	Puerto Rico	PR
Idaho	ID	Rhode Island	RI
Illinois	IL	South Carolina	SC
Indiana	IN	South Dakota	SD
Iowa	IA	Tennessee	TN
Kansas	KS	Trust Territory	TT
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virginia	VA
Massachusetts	MA	Virgin Islands	VI
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
Missouri	MO	Wyoming	WY
Montana	MT		

RESOURCE: A Consumer's Directory of Postal Services and Products,
United States Postal Service.

TASK #12

INFORMATION SHEET: PACKAGE DELIVERY SERVICES
p. 6

Choose the package delivery service that is best for your needs.



EXPRESS MAIL SERVICE



When your package has to be delivered overnight, use Express Mail Next Day Service[®] available at 3,500 post offices. Although Next Day Service costs more than our other package delivery services, your package will be delivered right to the door, no later than 3:00 P.M. the next day, including Sundays and holidays. Or it can be picked up at the destination post office as early as 10:00 A.M. the next business day. Each city has its own network of cities that can be reached overnight. Consult your local express mail network directory available at your local post office. A five-pound package delivered overnight coast-to-coast would cost \$14.50

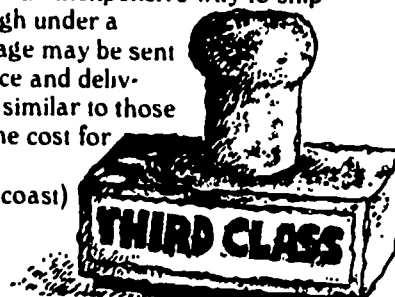
Priority Mail



Packages sent by Priority Mail[™] will be delivered anywhere in the continental United States in just two to three days. Rates vary by weight (15 oz.—70 pounds) and distance, but are priced well below the cost of overnight service. A five-pound package sent cross-country would cost \$6.54. Clearly mark your package "Priority Mail" or affix "Priority Mail" labels, which are available free at the post office, to be sure it receives the priority handling you are paying for

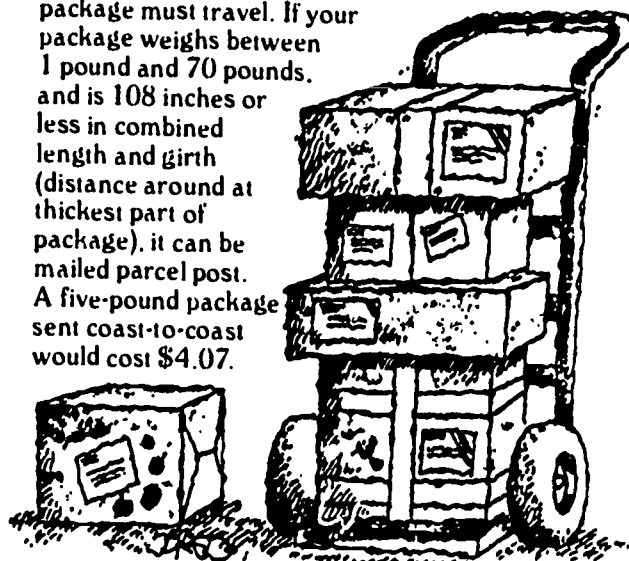
Third-Class Mail

Third-Class Mail is an inexpensive way to ship packages that weigh under a pound. Your package may be sent from any post office and delivery standards are similar to those for parcel post. The cost for a half-pound package (coast-to-coast) is \$1.05.



Parcel Post

This is the most economical method of sending packages. Parcel post packages can be sent from any post office in the country. Delivery usually takes from one to ten days, depending on the distance the package must travel. If your package weighs between 1 pound and 70 pounds, and is 108 inches or less in combined length and girth (distance around at thickest part of package), it can be mailed parcel post. A five-pound package sent coast-to-coast would cost \$4.07.



Bring the post office into your office with the Pitney Bowes Model 5460 Mailing Machine and RMRS Postage Meter

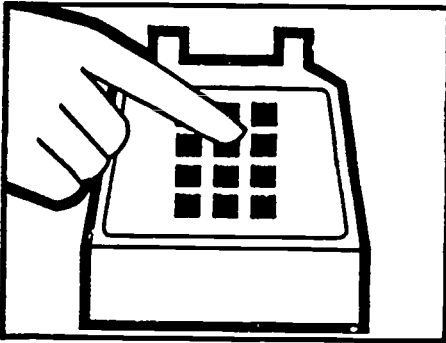
Just think of what the nine benefits of metered mail can do for you

Giving you the speed, versatility and reliability you need in a mailing system, the Pitney Bowes Model 5460 Mailing Machine and RMRS Postage Meter is ideal for your office or shipping room.

You get all the benefits of metered mail and more! Because this unique system allows you to reset your postage meter yourself in just 90 seconds...without leaving your office.

It's as easy as 1-2-3. Whenever you need more postage, you simply:

1. Pick up your touch-tone telephone...

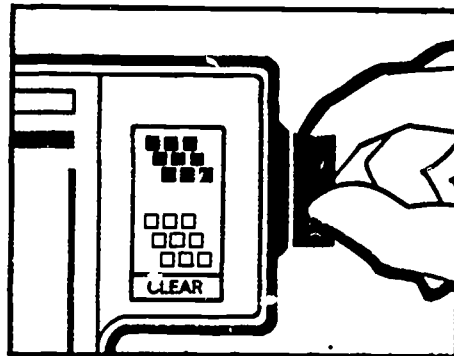


2. Exchange data with the RMRS Data Center, and...

RMRS DATA CENTER

3. Reset your postage meter with single or multiple increments of \$200 or \$2,000—whichever suits your needs.

What's more, your paperwork and payments to the Postal Service are automatically taken care of by the RMRS system, once your account is set up. It's a system of payment and resetting that couldn't be more secure...that saves



you time and money by eliminating meter downtime, lengthy trips to the post office, and procurement of certified checks for payment.

With the PB Model 5460, you can meter-imprint, seal and stack your outgoing mail in one continuous operation. Print postage from 1¢ to \$9.99 and, if desired, your meter ad. For your oversized packages and envelopes, gummed meter tape, wet or dry, is automatically provided.

And the versatile Model 5460 quickly changes from a mailing system to a shipping system. Simply remove the meter and attach a parcel register.

Designed to give you maximum dependability and durability, the Pitney Bowes Model 5460 Mailing Machine is compact, easy to operate, and fits in with any decor.

Specifications:

Overall Height: 8 $\frac{3}{8}$ " (219 mm)

Base Dimensions: 13 $\frac{1}{2}$ " by 9 $\frac{3}{8}$ " (343 mm by 238 mm)

Weight: 26 lbs. (11 kg) (without meter)

Finish: Off-white and Black

Our continuing product improvement program may bring about changes in specifications.

1. Postal consultation and service.

You get free, no-obligation counsel from PB mailing professionals on any aspect of mail/paper-handling procedures.

2. Postage convenience.

Buy postage without ever leaving your office and print the exact amount of postage you need—anytime. Save on trips to the post office for stamps.

3. Automatic postage accounting.

Your meter keeps track of postage used and on-hand, and the RMRS system automatically takes care of your payments to the Postal Service, once your account is set up.

4. Office efficiency.

Meter-imprint, seal and stack your mail in one operation and give your employees more time to do more important and productive work.

5. Improved office morale.

Make employees happier on the job by eliminating tiresome wetting and sticking of stamps and envelopes.

6. Package and large envelope capability.

For a neat and dated, professional-looking package, your meter will produce gummed meter tapes for the exact amount of postage you need.

7. Faster postal service.

Because your mail is already dated and canceled, it moves through the post office faster and often catches earlier trucks and planes.

8. Professional image.

Your mail looks neat, crisp, modern and business-like...and that carries a message about you and your organization.

9. Meter advertising.

Use the free advertising space on your outgoing envelopes to create low-cost, high-impact advertising campaigns. (Ask your PB representative for details and a free booklet on the seven benefits of meter advertising.)

Pitney Bowes

Walnut and Pacific Sts
Stamford, Conn. 06904

TASK #12
INFORMATION SHEET

POSTAGE RATES, FEES, AND INFORMATION



EXPRESS MAIL NEXT DAY SERVICE

AN OVERNIGHT DELIVERY SERVICE THAT'S FAST, RELIABLE, CONVENIENT AND ECONOMICAL.
Express Mail Service is available 7 days a week, 365 days a year, for mailable items up to 70 lbs. in weight and 108 inches in combined length and girth.
Flat rates: up to 2 lbs., \$10.75; over 2 lbs. and up to 5 lbs., \$12.86; 6-70 pound rates vary by weight and distance (zones).
Service features include insurance; shipment receipt; and Record of Delivery at the destination post office.
Consult Postmaster or Customer Service Representative for additional information and a copy of your local Express Mail network directory.
The Postal Service will refund, upon application to originating office, the postage for any Express Mail shipments not meeting the service standard except for those delayed by strike or work stoppage.

EXPRESS MAIL NEXT DAY SERVICE

FIRST-CLASS

LETTER RATES:

1st ounce	22c
Each additional ounce	17c
For Pieces Not Exceeding (oz.)	No. Pcs.
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12

FOR PIECES OVER 12 OUNCES SEE FIRST-CLASS ZONE RATED (PRIORITY) MAIL RATES

CARD RATES:
Single postal cards sold by the post office... 14c each.
Double postal cards sold by the post office... 28c (14c each half)
Single post cards... 14c each.
Double post cards (reply-half of double post card does not have to bear postage when originally mailed)... 28c (14c each half)
Priority rate... Consult Postmaster
Business reply mail... Consult Postmaster

Note: To qualify for card rates, a card may not be larger than 4 1/4 by 6 inches, nor smaller than 3 1/2 by 5 inches. The thickness must be uniform and not less than 0.007 of an inch.

FIRST-CLASS ZONE RATED (PRIORITY) MAIL

Weight over 13 ounces and not exceeding (pounds)	Local zones 1, 2, and 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	\$2.40	\$2.40	\$2.40	\$2.40	\$2.40	\$2.40
2	2.40	2.40	2.40	2.40	2.40	2.40
3	2.74	3.10	3.46	3.74	3.98	4.22
4	3.10	3.75	4.13	4.53	4.82	5.23
5	3.81	4.32	4.86	5.37	5.81	6.37
6	4.15	5.00	5.71	6.31	6.91	7.60
7	4.50	5.50	6.30	7.00	7.80	8.67
8	5.00	6.25	7.07	7.87	8.68	9.60
9	5.43	6.81	7.70	8.60	9.57	10.60
10	5.90	7.30	8.44	9.44	10.46	11.70

SECOND-CLASS

(Newspapers and periodicals with second-class mail privileges.)

For copies mailed by the public, the rate is the applicable single piece third or fourth-class rate.

THIRD CLASS

Circulars, books, catalogs, and other printed matter; merchandise, seeds, cuttings, bulbs, roots, corms, and plants, weighing less than 16 ounces.

0 to 1 oz.	\$0.22	Over 8 to 8 ozs.	0.98
Over 1 to 2 ozs.	0.38	Over 9 to 10 ozs.	1.08
Over 2 to 3 ozs.	0.56	Over 10 to 12 ozs.	1.18
Over 3 to 4 ozs.	0.73	Over 12 to 14 ozs.	1.28
Over 4 to 8 ozs.	0.98	Over 14 but less than 16 ozs.	1.38

BULK RATE CONSULT POSTMASTER

FOURTH CLASS

(PARCEL POST) ZONE RATES CONSULT POSTMASTER FOR WEIGHT AND ZONE LIMITS

NONMACHINABLE SURCHARGE:
A parcel mailed to a ZIP Code destination outside the BMC service area for your post office is subject to a surcharge of \$0.50 in addition to the rate shown in this table if:
A. It is nonmachinable according to the standards prescribed in Domestic Mail Manual section 753 or
B. It weighs more than 35 pounds.

WITHIN (INTRA-BMC) BMC DISCOUNT.
A parcel mailed to a ZIP Code destination shown below is for delivery within the BMC service area for your post office and is eligible for a discount of \$0.15 from the rate shown in this table.

WITHIN (INTRA-BMC) BMC ZIP CODE DESTINATIONS FOR YOUR POST OFFICE ARE:

Weight (pounds and not exceeding)	Zone							
	Local	Zone 1-3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8	Zone 9
2	1.36	1.41	1.51	1.66	1.80	2.13	2.25	2.30
3	1.41	1.49	1.65	1.87	2.11	2.50	2.90	3.27
4	1.47	1.57	1.78	2.00	2.24	2.83	3.27	4.74
5	1.52	1.65	1.92	2.30	2.60	3.47	4.10	5.62
6	1.58	1.74	2.06	2.50	3.10	3.92	4.74	6.40
7	1.63	1.82	2.19	2.71	3.51	4.37	5.32	7.30
8	1.69	1.90	2.32	2.92	3.83	4.82	5.91	8.25

STAMPS, ENVELOPES, AND POSTAL CARDS

ADHESIVE STAMPS AVAILABLE

Purpose	Form	Denomination and price
Regular postage	Sheets	1, 2, 3, 4, 5, 7, 10, 12, 13, 14, 15, 17, 18, 19, 20, 22, 25, 26, 29, 30, 35, 37, 38, 40, and 50 cents; \$1, \$2, and \$5
	Books	20 22-cent (\$4.40), 5 22-cent (\$1.10), 10 22-cent (\$2.20), 3 \$10.75 (\$32.25), 3 \$12.86 (\$38.58)
	Coils of 100	17-cent, 20-cent, 22-cent (Dispenser and stamp affixer for use with these coils are also available.)
	Coils of 500	1, 2, 3, 4, 5, 8, 10, 12, 13, 14, 15, 17, 18, 20, 22-cents, and \$1
International Airmail postage	Coils of 3,000	1, 2, 3, 4, 5, 8, 10, 12, 13, 14, 15, 17, 18, 20, 22, and 25-cents
	Single or sheet	33, 38, and 44c

*will be discontinued when stock is exhausted

ENVELOPES AVAILABLE

Kind	Postage return	2-1/2" long price each
Regular	22c	27c

POSTAL CARDS AVAILABLE

Kind	Selling price each
Single	14c
Reply (14c each half)	28c

SPECIAL SERVICES -- DOMESTIC MAIL ONLY

INSURANCE

For Coverage Against Loss or Damage Fees (in addition to postage)	Per
Liability	
\$0.01 to \$25	0.50
25.01 to 50	1.10
50.01 to 100	1.43
100.01 to 150	1.80
150.01 to 200	2.10
200.01 to 300	3.00
300.01 to 400	3.70
400.01 to 500	4.40

REGISTRY For Maximum Protection and Security

Value	Fees in addition to postage	
	For articles covered by Postal Insurance	For articles not covered by Postal Insurance
\$0.01 to 100.00	3.00	3.55
\$100.01 to 500.00	3.90	3.90
500.01 to 1,000.00	4.25	4.15

For higher values, consult Postmaster

ADDITIONAL SERVICES

CERTIFIED MAIL (in addition to postage)	\$0.75
CERTIFICATE OF MAILING (For Bulk mailings and Fleet mailing books, see Postmaster)	\$0.45

RESOURCE: Postage Rates, Fees, and Information,

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
INFORMATION SHEET
p. 2

11	6.37	7.87	8.12	10.22	11.33	12.71
12	6.76	8.66	8.81	11.91	12.22	12.72
13	7.12	8.12	10.40	11.76	13.10	14.73
14	7.66	8.76	11.17	12.57	13.90	15.74
16	7.87	10.38	11.88	13.38	14.87	16.78
16	8.38	10.90	12.54	14.14	16.75	17.75
17	8.82	11.44	12.22	14.88	16.84	18.70
18	9.24	12.01	12.88	16.76	17.82	19.77
19	9.67	12.50	14.08	17.48	18.41	20.70
20	10.00	13.17	15.27	17.22	19.20	21.70
21	10.51	14.70	15.98	18.88	20.77	22.80
22	10.84	14.33	16.84	18.84	21.88	23.81
23	11.20	14.90	17.32	18.82	21.84	24.82
24	11.70	15.48	18.88	20.48	22.83	25.83
25	12.21	16.08	18.88	21.10	23.71	26.84
26	12.83	16.84	19.37	21.87	24.58	27.84
27	13.88	17.22	20.88	22.78	25.46	28.85
28	14.08	17.70	20.75	23.83	26.38	29.86
29	15.01	18.37	21.43	24.32	27.28	30.87
30	14.33	18.88	22.10	25.10	28.12	31.88
31	14.75	19.83	22.78	26.88	28.87	32.89
32	15.10	20.11	23.47	26.87	29.82	33.90
33	15.88	20.88	24.10	27.48	29.75	34.91
34	16.83	21.28	24.83	28.23	31.87	35.92
35	16.88	21.84	25.82	28.88	32.88	36.93
36	16.87	22.42	26.38	29.43	33.83	37.93
37	17.38	23.88	26.88	30.58	34.32	38.94
38	17.72	23.87	27.88	31.38	35.28	39.95
39	18.10	24.10	28.38	32.18	36.88	40.96
40	18.37	24.73	28.88	32.88	37.87	41.97
41	18.88	25.21	28.81	33.71	37.88	42.98
42	18.42	26.88	28.38	34.88	38.74	43.99
43	18.84	26.48	28.88	35.38	38.82	44.88
44	20.27	27.84	21.88	36.88	40.81	46.91
45	20.88	27.82	32.38	36.88	41.38	47.82
46	21.11	28.38	33.88	37.83	42.27	48.83
47	21.54	28.78	33.71	38.41	43.18	49.83
48	21.88	28.38	34.38	38.10	44.84	50.84
49	22.38	28.88	36.88	38.88	44.83	51.88
50	22.81	28.81	38.78	40.81	45.78	52.78
51	23.23	21.88	36.44	41.54	46.88	53.87
52	23.88	21.87	37.18	42.33	47.58	54.88
53	24.88	22.34	37.81	43.11	48.48	55.88
54	24.81	22.82	38.48	43.88	49.38	56.10
55	24.83	23.48	38.10	44.88	50.23	57.11
56	25.38	23.88	38.88	46.48	51.11	58.11
57	25.78	24.88	40.84	46.34	52.88	59.12
58	26.38	25.12	41.22	47.82	53.88	60.12
59	26.83	25.71	41.81	47.81	53.77	61.14
60	27.88	26.38	42.88	48.88	54.86	62.18
61	27.47	26.77	43.27	49.37	55.83	63.18
62	27.88	27.45	43.98	49.19	56.42	64.17
63	28.32	28.82	44.84	49.84	57.38	65.18
64	28.78	28.88	45.32	51.73	58.18	66.18
65	28.17	28.18	46.81	52.87	59.87	67.28
66	28.88	28.78	48.88	53.38	60.88	68.28
67	28.88	48.34	47.37	54.87	60.84	69.21
68	28.44	48.87	48.88	54.86	61.73	70.22
69	28.87	41.48	48.74	56.84	62.81	71.23
70	21.28	42.87	48.45	56.42	63.48	72.24

Exception: Parcels weighing less than 15 pounds and measuring over 84 inches in length and girth combined are chargeable with a maximum rate equal to that of a 15 pound parcel for the zone to which addressed.

11	1.00	2.12	2.70	3.48	4.71	6.03	7.46	10.42
12	1.00	2.20	2.70	3.68	4.94	6.34	7.89	11.22
13	1.04	2.28	2.88	3.78	5.18	6.63	8.27	11.78
14	1.08	2.32	2.88	3.82	5.35	6.80	8.62	12.30
16	2.02	2.37	3.08	4.04	5.54	7.15	8.94	12.79
16	2.26	2.42	3.14	4.18	5.71	7.30	9.25	13.24
17	2.10	2.43	3.22	4.27	5.88	7.41	9.54	13.67
18	2.14	2.52	3.28	4.38	6.03	7.63	9.81	14.08
19	2.18	2.57	3.38	4.48	6.18	8.00	10.07	14.48
20	2.21	2.62	3.43	4.58	6.33	8.22	10.32	14.83
21	2.26	2.67	3.48	4.67	6.47	8.41	10.56	15.18
22	2.28	2.71	3.58	4.78	6.60	8.60	10.79	15.51
23	2.32	2.75	3.62	4.88	6.73	8.79	11.01	15.83
24	2.38	2.88	3.68	4.98	6.88	8.92	11.22	16.14
25	2.38	2.84	3.74	5.08	6.97	9.08	11.42	16.43
26	2.42	3.00	3.88	5.18	7.08	9.23	11.61	16.72
27	2.46	2.92	3.88	5.18	7.28	9.38	11.80	16.98
28	2.48	2.98	3.91	5.28	7.38	9.52	11.97	17.28
29	2.52	3.08	3.88	5.33	7.41	9.63	12.17	17.52
30	2.56	3.04	4.01	5.48	7.51	9.80	12.41	17.77
31	2.68	3.08	4.07	5.47	7.61	9.93	12.50	18.01
32	2.61	3.12	4.12	5.54	7.71	10.08	12.66	18.24
33	2.64	3.18	4.17	5.61	7.81	10.18	12.82	18.47
34	2.67	3.18	4.22	5.68	7.90	10.31	12.87	18.70
35	2.70	3.23	4.28	5.74	7.98	10.43	13.12	18.91
36	2.73	3.28	4.31	5.81	8.08	10.54	13.27	19.12
37	2.78	3.38	4.38	5.87	8.17	10.68	13.41	19.33
38	2.78	3.33	4.41	5.85	8.28	10.77	13.56	19.53
39	2.82	3.37	4.46	5.88	8.34	10.88	13.80	19.73
40	2.88	3.48	4.58	6.05	8.42	10.88	13.83	19.82
41	2.88	3.44	4.54	6.11	8.50	11.08	13.88	20.11
42	2.91	3.47	4.58	6.17	8.58	11.18	14.00	20.29
43	2.94	3.68	4.63	6.23	8.68	11.29	14.21	20.47
44	2.97	3.64	4.67	6.28	8.74	11.38	14.34	20.66
45	3.00	3.57	4.71	6.34	8.81	11.48	14.46	20.82
46	3.02	3.61	4.78	6.38	8.88	11.58	14.58	20.98
47	3.05	3.64	4.88	6.48	8.98	11.68	14.68	21.19
48	3.08	3.67	4.84	6.58	9.08	11.77	14.81	21.32
49	3.11	3.78	4.88	6.55	9.18	11.88	14.92	21.48
50	3.14	3.74	4.82	6.61	9.17	11.96	15.00	21.64
51	3.17	3.77	4.88	6.68	9.24	12.04	15.14	21.80
52	3.20	3.88	4.88	6.71	9.31	12.12	15.28	21.96
53	3.22	3.83	4.84	6.78	9.38	12.22	15.38	22.10
54	3.28	3.88	4.88	6.81	9.46	12.38	15.48	22.25
55	3.28	3.89	5.12	6.88	9.51	12.38	15.57	22.38
56	3.38	3.83	5.18	6.91	9.58	12.47	15.67	22.54
57	3.33	3.88	5.28	6.98	9.64	12.56	15.77	22.68
58	3.38	3.88	5.23	7.01	9.71	12.63	15.87	22.82
59	3.38	4.82	5.27	7.08	9.77	12.71	15.97	22.96
60	3.41	4.88	5.31	7.18	9.85	12.79	16.08	23.08
61	3.44	4.88	5.36	7.18	9.88	12.87	16.17	23.22
62	3.47	4.11	5.38	7.28	9.98	12.94	16.28	23.34
63	3.58	4.14	5.42	7.34	10.02	13.02	16.38	23.48
64	3.52	4.17	5.48	7.38	10.08	13.10	16.44	23.61
65	3.55	4.28	5.48	7.38	10.14	13.17	16.53	23.74
66	3.58	4.23	5.53	7.38	10.18	13.24	16.62	23.88
67	3.68	4.28	5.57	7.42	10.28	13.32	16.71	23.98
68	3.63	4.28	5.68	7.47	10.31	13.38	16.80	24.11
69	3.68	4.32	5.64	7.41	10.37	13.46	16.88	24.23
70	3.68	4.38	5.67	7.48	10.43	13.53	16.97	24.38

NOTE: If Within (Intra-BMC) BMC ZIP Code destinations to your post office are not shown above, consult your local postmaster and write the ZIP Code in the space provided.

Consult Postmaster for bound printed matter, special fourth-class, and library rates.

ADDITIONAL SERVICES FOR INSURED, CERTIFIED AND REGISTERED MAIL

Restricted Delivery*	\$1.25
Return Receipt*	
Requested at time of mailing:	
Showing to whom and when delivered.....	\$0.70
Showing to whom, when, and address where delivered.....	\$0.90
Requested after mailing:	
Showing to whom and when delivered.....	\$4.50

COD
Consult Postmaster for fee and conditions of mailing

SPECIAL DELIVERY FEE (In addition to required postage)

Class of Mail	Weight		
	Not more than pounds	More than 2 pounds but not more than 10 pounds	More than 10 pounds
First Class	\$2.95	\$3.15	\$4.00
All other classes.....	3.10	3.80	4.50

SPECIAL HANDLING (In addition to required postage)

10 pounds and less.....	\$1.10
More than 10 pounds.....	1.60

MONY ORDERS For safe transmission of money

\$0.01 to 25.00.....	\$0.75
25.01 to 700.00.....	1.00

SIZE STANDARDS FOR DOMESTIC MAIL

MINIMUM SIZE
Pieces which do not meet the following requirements are prohibited from the mails:
a. All pieces must be at least .007 of an inch thick, and
b. All pieces (except keys and identification devices) which are 1/4 inch or less thick must be:
(1) Rectangular in shape,
(2) At least 3 1/2 inches high, and
(3) At least 5 inches long.
NOTE: Pieces greater than 1/4 inch thick can be mailed even if they measure less than 3 1/2 by 5 inches.

NON STANDARD MAIL
All First-Class Mail weighing one ounce or less and all single-piece rate Third-Class mail weighing one ounce or less is nonstandard (and subject to a 10¢ surcharge in addition to the applicable postage and fees) if:
1. Any of the following dimensions are exceeded:
Length—11 1/2 inches,
Height—6 1/2 inches,
Thickness—1/4 inch, or
2. The piece has a height to length (aspect) ratio which does not fall between 1.3 and 1 to 2.5 inclusive (The aspect ratio is found by dividing the length by the height. If the answer is between 1.3 and 2.5 inclusive, the piece has a standard aspect ratio.)

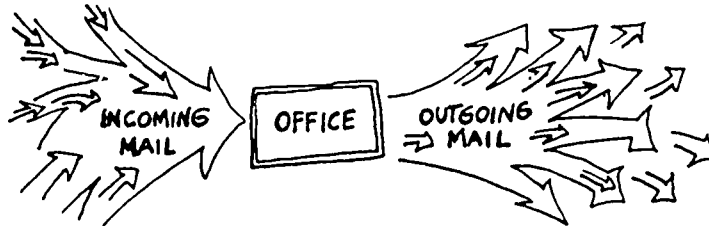


HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12
INFORMATION SHEET: OUTGOING MAIL

* INCOMING AND OUTGOING MAIL

- * Outgoing mail is the mail leaving an office. Incoming mail is the mail coming in to an office.



- * In large companies, the mailroom handles both incoming and outgoing mail. The people who work in a mailroom are called mailroom clerks, and they perform all the mail-related duties.

* OUTGOING MAIL

- * The mailroom clerk's duties, as far as outgoing mail is concerned, are to: collect outgoing packages and correspondence, check that all the addresses are clearly written and complete with zip codes, sort them according to class and destination, and then either:

-- weigh them, figure out the postage according to current postal charts, and attach the correct postage (either counted out in stamps or metered out on a postage meter machine), or

-- take the sorted mail to the post office, and have a postal clerk weigh, calculate, and attach the postage.

At this point, the mail is turned over to the postal service and sent on its way.



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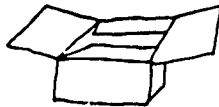
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
INFORMATION SHEET : MAILING PACKAGES

- * Posters and other papers are sometimes mailed in mailing tubes made of cardboard. If something is too large to send in a mailing tube or large envelope, then you must use a cardboard box or carton.



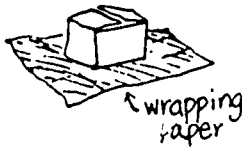
- * People usually use boxes or cartons made of corrugated cardboard.



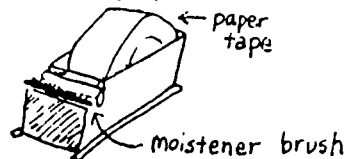
Cross-section of
corrugated cardboard



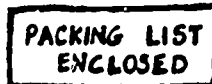
- * They fill them with some kind of packing material or padding to protect the object, wrap them in brown paper, and either tie them with string or twine or tape them up with special packing tape. Packing tape can be paper tape (made of brown paper), or plastic sealing tape, or filament tape. Filament tape is very strong and has threads of nylon in it so it can't be torn and must be cut.



- * Any kind of holder for tape is called a tape dispenser. A tape dispenser for paper tape often has a moistener attached.

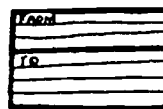


- * Inside the box a packing slip is usually enclosed which contains a list of the contents of the package.



← label for the outside
of package

- * On the outside of the package is attached a label with the address of the person the package is being sent to and your address - which is the return address.



HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

INFORMATION SHEET: MAILING PACKAGES

p. 2

- * The post office has strict regulations about the size, weight, and wrapping of packages. (For example, they will not accept packages sealed with scotch tape or masking tape, because these are not secure enough).



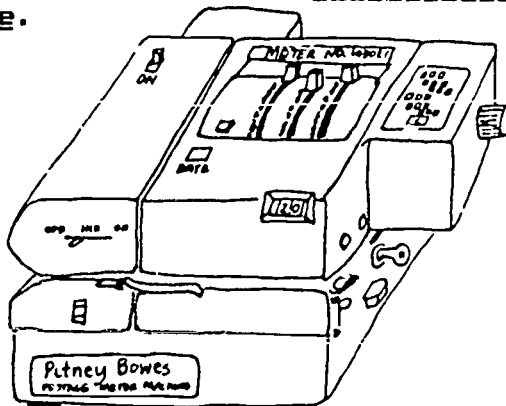
- * Larger companies have a mail room that takes care of mailing letters and packages. Very small companies usually go directly to the post office.
- * Medium-size companies usually have scales (to determine the weight of the package or letter) and a chart with the postal rates so that they can figure the cost of mailing themselves.



- * A stamp machine can be set for a certain amount of postage and then either print that amount directly on an envelope or print it on a small piece of paper tape that can be attached to a package or manila envelope.



- * The most common stamp machine is the Pitney-Bowes postage meter machine.



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TASK #12
INFORMATION SHEET : OUTGOING MAIL
p. 3

1. Mailing Letters

- * **Envelopes:** The part of the envelope which folds over to close it is called the flap.

flap



flap



flap



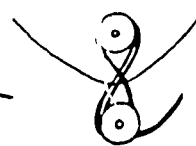
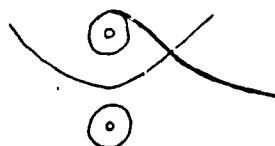
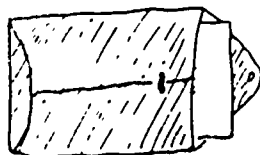
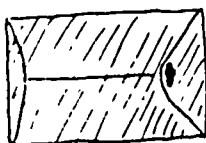
- * There are several different ways of closing or sealing an envelope. The most common is a "gummed flap" - this kind has a sort of dried glue on the edge of the flap and you must moisten it with water or lick it with your tongue to make it sticky.



- * Others are "self-seal envelopes". These usually have a band of a sticky or gummy substance and then a covering strip. When you remove the strip, the flap is ready to seal.
- * Window envelopes have an opening in the front where a printed address can show through.



- * Large envelopes are often made of a heavy-weight yellowish paper and are called manila envelopes. These usually have a gummed flap in addition to a metal clasp fasteners. These fasteners have metal fingers or prongs which bend up, insert through a hole in the flap, and bend flat again to close.
- * Other manila envelopes close with a "string-and-button" type closure, where the string is wrapped around a button to hold the flap closed.



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BILINGUAL VOCATIONAL TRAINING

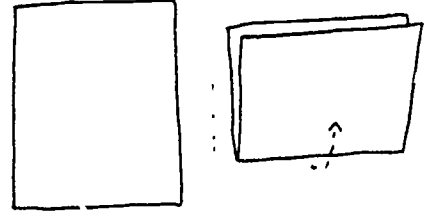
TASK #12
INFORMATION SHEET

FOLDING LETTERS

All letters must be properly folded for insertion in their envelopes.

For the standard business size envelope (No. 6 $\frac{1}{2}$), letters are folded as follows.

First - fold the lower edge of the letter to within $\frac{1}{4}$ inch of the top edge. Crease the fold neatly.



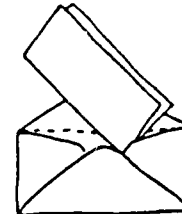
Second - fold the right side of the paper toward the left so that the folded portion will be about $\frac{1}{3}$ of the width of the paper. Crease the fold neatly.



Third - fold the left side of the paper toward the right to within $\frac{1}{4}$ inch of the right edge. Crease and fold neatly.



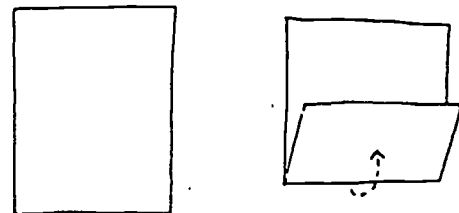
Fourth - hold the folded letter in the right hand, and the open envelope, face downward, in the left hand. Place the letter in the envelope so that the last fold is inserted first.



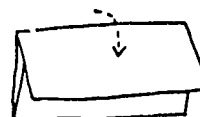
Note: Always allow for a slight overlay at each fold, as this makes it easier to unfold the letter.

For the standard legal size envelope (No. 10), letters are folded as follows:

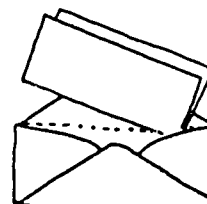
First - fold the lower edge of the letter to a point about $\frac{1}{3}$ from the top edge of the letter. Crease the fold neatly.



Second - fold the top edge of the letter down to a point $\frac{1}{4}$ inch from the lower edge. Crease the fold neatly.



Third - hold the folded letter in the right hand, and the open envelope, face downward, in the left hand. Place the letter in the envelope so that the last fold is inserted first.



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BILINGUAL VOCATIONAL TRAINING

TASK #12
ATTACHMENT
TECHNICAL TERMS

AIRMAIL:	mail sent by airplane.
BULK MAIL:	a single mailing of at least 200 pieces or 50 pounds of mail and assigned a bulk rate, a charge less than pieces mailed individually.
CASH RECEIPT:	a receipt given to person who needs to verify payment of postage and/or other services.
DELIVERY SERVICES:	city and rural services offered by post office.
DESTINATION ADDRESS:	recipient's name, address, city, state, and ZIP code.
DOMESTIC MAIL:	mail sent anywhere in the continental United States.
ENCLOSURE(S):	that which is enclosed, as a paper sent in a letter.
EXPRESS MAIL:	fastest overnight delivery of letters and packages.
FOLD:	to double (paper, cloth, etc.) over upon itself.
FORWARDING MAIL:	notification to post office of change of address.
INSURED MAIL: INTERNATIONAL MAIL:	reimbursement for an article lost or damaged while in postal mail sent to foreign countries. custody.
MAIL BAG:	cushioned, strong, brown-colored receptacle in which books or other fragile materials may mailed.
MAILGRAM:	an electronic message service which enables messages to be sent to any address in the U.S., Alaska, Hawaii, & Canada.
MAILING LABELS:	slips of paper or other material, for affixing to something to indicate destination.
OUTGOING MAIL:	letters, packages which are sent out via generally-accepted postal rules.
POSTAGE:	the charge for mailing a letter or other matter ordinarily prepaid by means of a stamp(s).
POSTAGE METER:	an electronic mailing machine.
POSTAL RATE TABLE:	a chart which helps calculate postage charges.
POSTMARK:	letters marked with the name, state abbreviation and first 3 digits of the ZIP code the post office or city where the mail is processed.

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BILINGUAL VOCATIONAL TRAINING

TASK #12

TECHNICAL TERMS
p. 2

PRESORTED: to prearrange according to kind or class; classify.

PRINTED MATTER: paper on which words, letters, figures or computer prepared material have been reproduced by any process other than handwriting or typing, and may be sent as third-class mail if weighing less than 16 ozs.

PRIORITY MAIL: first-class mail weighing more than 12 ozs.; maximum weight, 70 lbs.

REGISTERED MAIL: a service which provides added protection for valuable mail.
RETURN ADDRESS: sender's name, address, city, state and ZIP code.

SEAL: anything that effectively closes a thing as in "sealing a letter".

SPECIAL DELIVERY: delivery on Sundays and holidays beyond delivery hours for
STUFF: to fill a receptacle by packing the contents ordinary mail.
closely together.

TWO LETTER STATE
ABBREVIATION: two letters denoting 50 states' names including U.S. possessions.

ZIP CODE: 5 digits added after the state abbreviation which are important in the processing and delivery of mail.

ZIP CODE DIRECTORY: published by the postal service containing the ZIP codes of all states, cities, and local areas, arranged in alphabetical order by state.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1: J.R. ESL

COMMUNICATIVE TASK: Vocabulary practice for the processing of mail.

DIRECTIONS: Write at least one verb corresponding to each of the following nouns.

Example: Postal rate chart.
look up/find/find out/consult

	NOUNS		VERBS
1.	Postage Meters		
2.	Scale	_____	_____
3.	Envelopes	_____	_____
4.	Zip Code Directory	_____	_____
5.	Packages	_____	_____
6.	Mail	_____	_____
7.	Address	_____	_____
8.	Label	_____	_____
9.	Enclosures	_____	_____
10.	ZIP Code	_____	_____

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

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Example: Postal rate chart.
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NOUNS

1. Postage Meters
2. Scale
3. Envelopes
4. Zip Code Directory
5. Packages
6. Mail
7. Address
8. Label
9. Enclosures
10. ZIP Code

VERBS

- (operate/set/stamp) _____
- (weigh) _____
- (stamp/seal) _____
- (look up/find/find out/consult) _____
- (wrap/tie/label) _____
- (process/stamp/send) _____
- (check/type) _____
- (type/affix) _____
- (attach/check/clip/staple) _____
- (check/look up) _____

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER

BILINGUAL VOCATIONAL TRAINING

Task #12

ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Read for factual information.

DIRECTIONS: Next to each address write in what information is missing.

Example: Ms. Jane Stewart
Accounting Department
Missing information Andover Realty
ZIP Code 260 5th Avenue
New York, NY

Missing information:

1. Arts & Entertainment Network
Fifth Avenue
New York, NY 10018

2. Fuji Bank & Trust Company
World Trade Center
New York, NY 10048

3. Corporate Resources, Inc.
89-27 Queens Boulevard
New York, 11378

4. Olympic Design Furniture
57 Street
New York, NY 10017

5. Presidential Agency
125 West
Brooklyn 11002

6. Sherwood Packaging Co.
573 Grand
Staten Island, NY 10127

7. H & L Management Corp.
1346 Washington Boulevard
Connecticut 02158

8. Citibank
399 Madison
New York, NY

9. Cabrini Medical Center
East 19th Street
New York, NY 10004

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

Task #12

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Example: Ms. Jane Stewart
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Missing information Andover Realty
ZIP Code 260 5th Avenue
New York, NY

Missing information:

1. (building or apt.#) Arts & Entertainment Network
Fifth Avenue
New York, NY- 10018
2. (no.) Fuji Bank & Trust Company
World Trade Center
New York, NY 10048
3. (state) Corporate Resources, INC.
89-27 Queens Boulevard
New York, 11378
4. (building number, room number) Olympic Design Furniture
57 Street
New York, NY 10017
5. (street) Presidential Agency
(state) 125 West
Brooklyn 11002
6. (street) Sherwood Packaging Co.
573 Grand
Staten Island, NY 10127
7. (city) H & L Management Corp.
1346 Washington Boulevard
Connecticut 02158
8. Citibank
399 Madison
New York, NY
9. (building number, room number) Cabrini Medical Center
East 19th Street
New York, NY 10004

NAME _____

DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Read for factual information

DIRECTIONS: From the list of superlative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information" Chart and INFORMATION SHEETS.)

safest	heaviest	cheapest
fastest	smallest	largest
		thickest

1. The _____ way to send irreplaceable items is by Registered Mail.
2. The _____ envelope you could send First-Class is 12 oz..
3. The _____ way to send at least 200 identical printed items is by Third-Class mail (also referred to as bulk business mail).
4. The _____ way to send something is by Express Mail/Next Day Service.
5. The _____ sized envelope you can send is 3½" x 5".
6. The _____ amount of money you could send in 1 money order would be \$700.00.
7. The _____ envelope you can send First-Class is ¼ of an inch.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #3: J. RESL

COMMUNICATIVE TASK: Read for factual information

DIRECTIONS: From the list of superlative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees, and Information" Chart and INFORMATION SHEETS.)

safest	heaviest	cheapest
fastest	smallest	largest
		thickest

1. The (safest) way to send irreplaceable items is by Registered Mail.
2. The (heaviest) envelope you could send First-Class is 12 oz..
3. The (cheapest) way to send at least 200 identical printed items is by Third-Class mail (also referred to as bulk business mail).
4. The (fastest) way to send something is by Express Mail/Next Day Service.
5. The (smallest) sized envelope you can send is 3½" x 5".
6. The (largest) amount of money you could send in 1 money order would be \$700.00.
7. The (thickest) envelope you can send First-Class is ¼ of an inch.

Answers can be found in "Postage Rates, Fees and Information" chart published by the U.S. Postal Service and in the INFORMATION SHEETS.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #4: J.R.ESI.

COMMUNICATIVE TASK: Reading for factual information

DIRECTIONS: From the list of comparative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information" Chart and INFORMATION SHEETS.)

cheaper	heavier	faster
smaller	less	more

1. For First-Class mail, envelopes _____ than 3½" x 5" or _____ than ½" are also unacceptable.
2. For Express Mail, items _____ than 70 pounds are not acceptable.
3. To insure a mailed item for _____ than \$500.00, you have to use Registered Mail service.
4. With a postage meter, you can process the mail much _____ than by hand.
5. Printed matter can be sent Third-Class which is _____ than First-Class if each piece weighs _____ than 16 ounces.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #4: J.R.ESL

COMMUNICATIVE TASK: Reading for factual information

DIRECTIONS:

From the list of comparative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information" Chart and INFORMATION SHEETS.)

cheaper	heavier	faster
smaller	less	more

1. For First Class mail, envelopes (smaller) than 3½" x 5" or (smaller) than 4" are also unacceptable.
2. For Express Mail, items (heavier) than 70 pounds are not acceptable.
3. To insure a mailed item for (more) than \$500.00, you have to use Registered Mail service.
4. With a postage meter, you can process the mail much (faster) than by hand.
5. Printed matter can be sent Third Class which is (cheaper) than First-Class if each piece weighs (less) than 16 ounces.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET # 5 J.R.EBL

COMMUNICATIVE TASK: WH questions; seek clarification

DIRECTIONS: Write the questions corresponding to the following sentences.

Ex. Answer: A five digit designation which is very important in efficient mail processing.

Question: What is a ZIP code?

1. Answer: Because it's a faster way to process outgoing mail.
Question: _____
2. Answer: Mail is delivered faster using them.
Question: _____
3. Answer: Registered mail is the safest service offered by the Postal Service.
Question: _____
4. Answer: It is called a cash receipt.
Question: _____
5. Answer: It guarantees overnight delivery.
Question: _____
6. Answer: You would find them listed in the ZIP Code Directory.
Question: _____
7. Answer: You should put it in the upper left hand corner of the envelope.
Question: _____
8. Answer: The 1st ounce costs 22¢ and each additional ounce costs 17¢.
Question: _____

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET # 5 J.R.FSL

COMMUNICATIVE TASK: WH questions; seek clarification

DIRECTIONS: Write the questions corresponding to the following sentences.

Ex. Answer: A five digit designation which is very important in efficient mail processing.

Question: What is a ZIP code?

1. Answer: Because it's a faster way to process outgoing mail.
Question: Why is it better to use a postage meter?
2. Answer: Mail is delivered faster using them.
Question: Why is it important to use ZIP codes?
3. Answer: Registered mail is the safest service offered by the Postal Service.
Question: What kind of mail service would I use to send a valuable document?
4. Answer: It is called a cash receipt.
Question: What is a verification of postage payment called?
5. Answer: It guarantees overnight delivery.
Question: What does Express Mail service guarantee?
6. Answer: You would find them listed in the ZIP Code Directory.
Question: Where can I find ZIP codes listed?
7. Answer: You should put it in the upper-left hand corner of the envelope.
Question: Where should I put a return address on an envelope?
8. Answer: The 1st ounce costs 22¢ and each additional ounce costs 17¢.
Question: How much does it cost to mail a letter First-Class?

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Using the Postal Rate Chart, fill in the blanks to complete the sentence.

1. A letter weighing 2 ounces costs _____ to mail First-Class.
2. A 2lb. package mailed First-Class to Zone 4 would cost _____.
3. Books, catalogs and other printed matter weighing less than 16 ozs. can be sent _____-Class; over 6 to 8 ozs. costs _____.
4. The charge for a \$25.00 money order is _____.
5. A 50 pound parcel sent Fourth-Class mail to Zone 7 would cost _____.
6. The Express Mail rate up to 5 lbs. costs _____.
7. Return receipt showing to whom and when mail delivered, costs _____.
8. Special delivery fee for First-Class package weighing two (2) pounds _____.
9. Insuring a package for \$400 would cost _____.
10. A single postal card bought at the post office would cost _____.

NAME _____

DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Using the Postal Rate Chart, fill in the blanks to complete the sentence.

1. A letter weighing 2 ounces costs 39¢ to mail First-Class.
2. A 2lb. package mailed First-Class to Zone 4 would cost \$2.40.
3. Books, catalogs and other printed matter weighing less than 16 ozs. can be sent Third -Class; over 6 to 8 ozs. costs 98¢.
4. The charge for a \$25.00 money order is 75¢.
5. A 50 pound parcel sent Fourth-Class mail to Zone 7 would cost \$15.03.
6. The Express Mail rate up to 5 lbs. costs \$12.85.
7. Return receipt showing to whom and when mail delivered, costs \$4.50.
8. Special delivery fee for First-Class package weighing two (2) pounds \$2.95.
9. Insuring a package for \$400 would cost \$3.70.
10. A single postal card bought at the post office would cost 14¢.

NAME _____

DATE _____

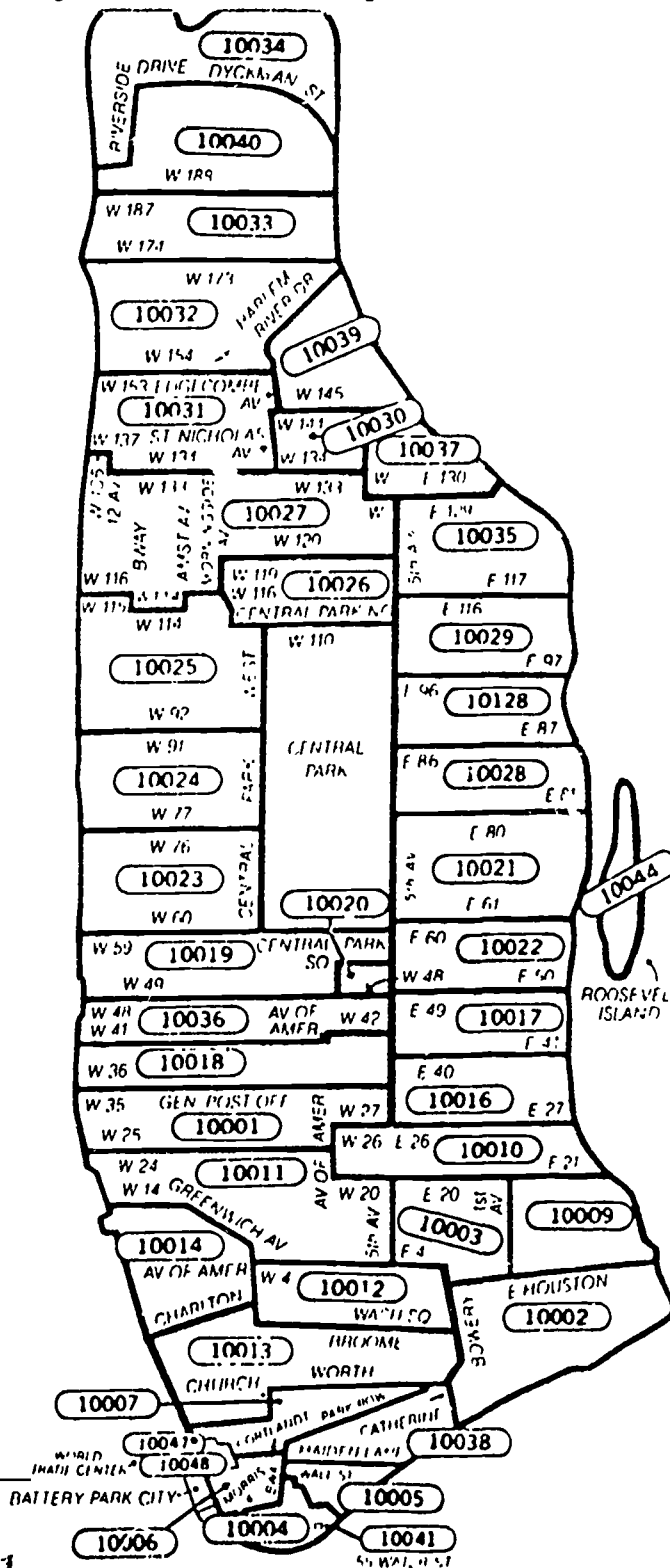
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Fill in the correct ZIP codes for Manhattan addresses by consulting the attached map.

ADDRESS	ZIP CODE
1. 444 West 56th Street	<u>(10019)</u>
2. World Trade Center	<u>(10048)</u>
3. 259 West 174th Street	<u>(10033)</u>
4. 259 East 74th Street	<u>(10021)</u>
5. 105 West 90th Street	<u>(10024)</u>
6. 2 East 27th Street	<u>(10016)</u>
7. Roosevelt Island	<u>(10044)</u>
8. 408 West 58th Street	<u>(10019)</u>
9. 287 West 75th Street	<u>(10023)</u>
10. 138 East 37th Street	<u>(10016)</u>



NAME _____ DATE _____

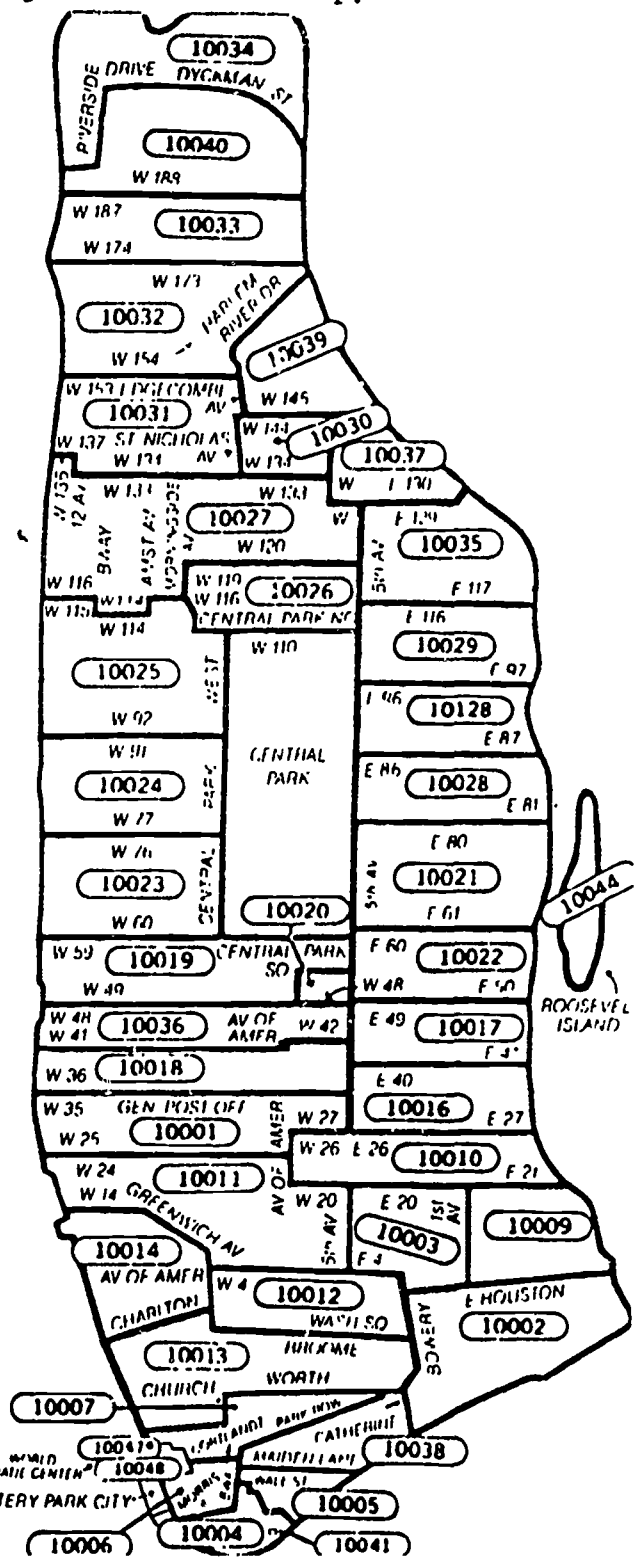
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Fill in the correct ZIP codes for Manhattan addresses by consulting the attached map.

ADDRESS	ZIP CODE
1. 444 West 56th Street	_____
2. World Trade Center	_____
3. 259 West 174th Street	_____
4. 259 East 74th Street	_____
5. 105 West 90th Street	_____
6. 28 East 27th Street	_____
7. Roosevelt Island	_____
8. 408 West 58th Street	_____
9. 287 West 75th Street	_____
10. 138 East 37th Street	_____



NAME _____ DATE _____

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET: #3 VOCATIONAL

Directions: Use the following list to complete the sentences.

Gummed flap
Metal clasp fastener
Label
Postal rate chart
Mailing tubes

Scale
Stamp machine
Pitney Bowes
Tape dispenser
Flap

1. The most common way of sealing an envelope is by using a _____
2. Any kind of holder for tape is called a _____
3. The return address on a package is displayed by attaching a _____
4. Posters and other papers are sometimes mailed in _____
5. The most common type of stamp machine is the _____
6. A _____ can be set for a certain amount of postage.
7. A _____ is used to determine the weight of a package or letter.
8. A _____ is used to determine the cost of mailing.
9. The part of the envelope which folds over to close it is the _____
10. Some manila envelopes can be closed by a : _____

NAME _____

DATE _____

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET: #3 VOCATIONAL

Directions: Use the following list to complete the sentences.

Gummed flap
Metal clasp fastener
Label
Postal rate chart
Mailing tubes

Scale
Stamp machine
Pitney Bowes
Tape dispenser
Flap

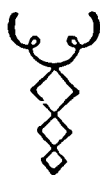
1. The most common way of sealing an envelope is by using a Gummed flap
2. Any kind of holder for tape is called a Tape dispenser
3. The return address on a package is displayed by attaching a Label
4. Posters and other papers are sometimes mailed in Mailing tubes
5. The most common type of stamp machine is the Pitney Bowes
6. A stamp machine can be set for a certain amount of postage.
7. A scale is used to determine the weight of a package or letter.
8. A postal rate chart is used to determine the cost of mailing.
9. The part of the envelope which folds over to close it is the flap
10. Some manila envelopes can be closed by a metal clasp fastener

NAME _____

DATE _____



**Zip
Code
Directory**



RESOURCE: United States Postal Service



ZIP CODE

Directory For The United States

The following pages cover all places in the U.S. with Zip Codes, that have 2,500 or more inhabitants. Multi-zoned cities have an asterisk (*) following prefix. Your postmaster urges you to use zip codes at all times. IT HELPS SPEED YOUR MAIL!

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Florida	8	Ohio	28
Georgia	9	Oklahoma	30
Hawaii	10	Oregon	30
Idaho	10	Pennsylvania	31
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Iowa	12	South Dakota	34
Kansas	13	Tennessee	34
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ALABAMA
 36310 Abbeville
 35950 Albertville
 35010 Alexander City
 35442 Aliceville
 36420 Andalusia
 36201 Anniston
 35016 Arab
 35611 Athens
 36502 Atmore
 35954 Attolla
 36830 Auburn
 36507 Boy Minette
 36509 Boyou Lo Botre
 35020 Bessemer
 352 * Birmingham
 35957 Booz
 36426 Brewton
 35740 Bridgeport
 35020 Brighton
 36010 Brundidge
 36611 Chickosaw
 35044 Childersburg
 35045 Clanton
 35550 Cordova
 35055 Cullman
 36853 Dadeville
 36322 Daleville
 35601 Decatur
 36732 Demopolis
 36301 DOTHAN
 36426 East Brewton
 36323 Elbo
 36330 Enterprise
 36027 Eufaullo
 35462 Eutaw
 36401 Evergreen
 36854 Fairfax
 35064 Fairfield
 36532 Fairhope
 35555 Fayette
 36442 Florala
 35630 Florence
 36535 Foley
 35967 Fort Payne
 35068 Fultondale
 35901 Gadsden
 35071 Gardendale
 36340 Geneva
 35905 Glencoe
 35073 Groysville
 36744 Greensboro
 36037 Greenville
 35976 Guntersville
 35565 Haleyville
 35640 Hartselle
 36345 Headland
 35209 Homewood
 35020 Hueytown
 35801 Huntsville
 35210 Irondale
 36545 Jackson
 36265 Jacksonville
 35501 Jasper
 36862 Lofayette
 36863 Lonett
 36864 Longdoie

35094 Leeds
 36748 Linden
 35020 Lipscomb
 36756 Marion
 35228 Midfield
 35150 Mignon
 36601 Mobile
 36460 Monroeville
 35115 Montevillo
 36104 Montgomery
 35223 Mountain Brook
 35660 Muscle Shoals
 35476 North Port
 35121 Ononto
 36801 Opelika
 36467 Opp
 36201 Oxford
 36360 Ozark
 35125 Pell City
 36867 Phenix City
 36272 Piedmont
 35127 Pleasant Grove
 36067 Prattville
 36610 Prichord
 36274 Roanoke
 35653 Russellville
 36571 Saraland
 35768 Scottsboro
 36701 Selma
 35660 Sheffield
 35150 Sylocougo
 35160 Talladego
 36078 Tallossee
 35217 Tarrant City
 36784 Thomasville
 36081 Troy
 35173 Trussville
 35401 Tuscaloosa
 35674 Tuscumbo
 36083 Tuskegee
 36089 Union Springs
 35216 Vestavio Hills
 36201 West End Anniston
 36092 Wetumpko
 35594 Winfield
 36925 York

ALASKA
 99501 Anchorage
 99701 Fairbanks
 99801 Juneau
 99901 Ketchikan
 99615 Kodiak
 99835 Sitko
 99503 Spenord

ARIZONA
 85321 Ajo
 85323 Avondale
 85603 Bisbee
 85326 Buckeye
 85222 Casa Grande
 85224 Chandler
 85532 Cloypool
 85533 Clifton
 85228 Coolidge
 85607 Douglas

85335 El Mirage
 85231 Eloy
 86000 Flagstaff
 85301 Glendale
 85501 Globe
 86025 Halbrook
 86401 Kingman
 85201 Mesa
 85539 Miami
 85621 Nogales
 86040 Page
 85251 Paradise Valley
 85345 Peoria
 850 * Phoenix
 86301 Prescott
 85546 Safford
 85631 San Manuel
 85251 Scottsdale
 85635 Sierra Vista
 85713 South Tucson
 85273 Superior
 85281 Tempe
 85353 Tolleson
 857 * Tucson
 85364 West Yumo
 85643 Willcox
 86046 Williams
 86047 Winslow
 85364 Yumo

ARKANSAS
 71923 Arkadelphia
 71822 Ashdown
 72006 Augusta
 72501 Batesville
 72015 Benton
 72712 Bentonville
 72315 Blytheville
 72027 Booneville
 72021 Brinkley
 71701 Camden
 72029 Clarendon
 72830 Clarksville
 72032 Conway
 72422 Corning
 71635 Crassett
 72834 Dardanelle
 71832 De Queen
 71638 Dermott
 72042 De Witt
 71639 Dumas
 72331 Eorle
 71730 El Dorado City
 72046 England
 71640 Eudora
 72701 Fayetteville
 71742 Fordyce
 72335 Forrest City
 72901 Fort Smith

ARKANSAS
 71646 Homburg
 72601 Harrison
 72342 Helena
 71801 Hope
 71901 Hot Springs
 72076 Jacksonville

95841	Foothill Farms	93241	Lamont	95037	Morgan Hill
93268	Fori City	93534	Lancaster	93442	Morro Bay
95437	Fari Bragg	90620	La Palma	94040	Mountain View
95540	Fortuna	92077	La Presa	96067	Mount Shasta
94404	Farster City	91744	La Puente	95926	Mulberry
92708	Fauntoin Valley	94939	Larkspur	92404	Muscovy
95019	Freedom	91750	La Verne	95501	Myrtleawn
94536	Fremont	90260	Lawndale	94558	Napa
937 *	Fresno	92045	Leman Grove	92050	National City
95820	Fruitridge	93245	Lemaare	92363	Needles
92631	Fullerton	90304	Lennax	94560	Newark
95632	Galt	92311	Lenwood	91320	Newbury Park
90247	Gardena	92024	Leucadia	91321	Newhall
92640	Garden Grove	90250	Liberty Acres	95360	Newman
95020	Gilroy	95648	Lincoln	92660	Newport Beach
92509	Glen Avon Heights	92047	Lincoln Acres	91760	Norco
912 *	Glendale	95901	Linda	95350	N. E. Modesto
91740	Glendora	93247	Lindsay	94063	North Fair Oaks
93017	Galeta	95062	Live Oak	95660	North Highlands
90002	Graham	94550	Livermore	92408	No. Loma Linda
92324	Grand Terrace	95334	Livingston	94804	No. Richmond
95945	Grass Valley	95240	Lodi	95380	No. Turlock
92948	Gridley	92345	Loma Linda	90650	Norwalk
93433	Graver City	90717	Lomita	94947	Novato
93434	Guadalupe	93436	Lompoc	95361	Oak Dale
95322	Gustine	908 *	Long Beach	946 *	Oakland
91745	Hacienda Heights	90720	Los Alamitos	93022	Oakview
94019	Half Moon Bay	94022	Los Altos	92054	Oceanside
93230	Hanford	94022	Los Altos Hills	93308	Oildale
90715	Hawaiian Gardens	900 *	Los Angeles	93023	Ojai
90250	Hawthorne	93635	Los Banos	95961	Olivehurst
94543	Hayward	95030	Los Gatos	91761	Ontario
95448	Healdsburg	90606	Los Nietas	95060	Opal Cliffs
92343	Hemet	90262	Lynwood	92666	Orange
90254	Hermosa Beach	93250	McFarland	93646	Orange Cove
92345	Hesperia	95521	McKinleyville	93662	Orangevale
92346	Highland	93637	Modero	94563	Orinda
94010	Hillsborough	90265	Molibu	95963	Orland
95023	Hollister	90266	Manhattan Beach	95965	Oroville
92250	Haltville	95336	Monteca	93030	Oxnard
92646	Huntington Beach	93933	Morina	94553	Pacheco
90255	Huntington Park	94903	Marinwood	94044	Pacifico
92251	Imperial	94553	Martinez	93950	Pacific Grove
92032	Imperial Beach	95901	Marysville	93550	Palmdale
92201	Indio	90270	Maywood	92260	Palm Desert
903 *	Inglewood	92023	Meiners Oaks	92262	Palm Springs
93017	Isla Vista	93640	Mendota	943 *	Pala Alta
92252	Joshua Tree	94025	Melna Park	90274	Palos Verdes Est.
94707	Kensington	92359	Mentone	95969	Paradise
94904	Kentfield	95340	Mercad	90723	Paramount
93620	Kerman	91107	Michillinda	95823	Parkway
93930	King City	92655	Midway City	911 *	Pasadena
93631	Kingsburg	94030	Millbroe	95363	Patterson
91011	La Canada	94941	Mill Valley	92509	Pedley
91214	La Cresecnta	95035	Milpitas	92370	Perris
94549	Lafayette	91752	Mira Loma	94952	Petaluma
92651	Laguna Beach	95350	Modesto	90660	Pico Rivera
92653	Laguna Hills	91016	Monrovia	94611	Piedmont
90631	La Habra	91763	Montclair	93650	Pinedale
92330	Lakeland Village	90640	Montebello	94564	Pinole
95453	Lakeport	93103	Montecito	93449	Pismo Beach
92040	Lakeside	93940	Monterey	94565	Pittsburg
90712	Lakewood	91754	Monterey Park	92670	Placentia
92041	La Mesa	91020	Montrose	95667	Placerville
90638	La Mirada	93021	Moorpark	94523	Pleasant Hill

81054	Las Animas	06830	Greenwich	06488	Southbury
80461	Leadville	06340	Groton	06489	Southington
80120	Littleton	06437	Guilford	06490	Southport-Fairfield
80501	Longmont	06514	Hamden	06074	South Windsor
80537	Loveland	061 •	Hartford	06082	Southwood Acres
80829	Manitou Springs	06790	Harwinton	06075	Stafford (Hollow)
81144	Monte Vista	06036	Hazardville	06076	Stafford Springs
81401	Montrose	06351	Jewett City	069 •	Stamford
81501	Orchard Mesa	06037	Kensington	06378	Stamington
810 •	Pueblo	06339	Ledyard	06268	Storrs
81067	Rocky Ford	06759	Litchfield	06604	Storrtford
80135	Salida	06443	Madison		(Fairfield)
80911	Security	06040	Manchester	06604	Stratfield
80110	Sheridan	06250	Mansfield	06078	Suffield
80751	Sterling	06450	Meriden	06786	Terryville
80906	Stratton Meadows	06762	Middlebury	06787	Thomaston
80229	Thornton	06455	Middlefield	06277	Thompson
81082	Trinidad	06457	Middletown	06082	Thompsonville
80840	U.S. Air Force Acd.	06460	Milford	06084	Tolland
81089	Walsenburg	06468	Monroe	06790	Torrington
80030	Westminster	06353	Montville	06612	Trumbull
80033	Wheat Ridge	06354	Moosup	06430	Tunxis-Fairfield
		06355	Mystic	06086	Vernon
		06770	Naugatuck	06492	Wallingford
		0605 •	New Britain	06793	Washington
		06840	New Canaan	06702	Waterbury
		06810	New Fairfield	06385	Waterford
		06057	New Hartford	06795	Watertown
		065 •	New Haven	06498	Westb.
		06111	Newington	06107	West Hartford
		06320	New London	06516	West Haven
		06776	New Milford	06880	Weston (Fairfield)
		06470	Newtown	06880	Westport
		06357	Niantic	06109	Wethersfield
		06471	No. Branford	06082	Whiteacres
		06473	No. Haven	06226	Willimantic
		06854	Norwalk	06897	Wilton
		06360	Norwich	06094	Winchester
		06779	Oakville	06280	Windham
		06870	Old Greenwich	06095	Windsor
		06371	Old Lyme	06096	Windsor Locks
		06475	Old Saybrook	06098	Winsted
		06477	Orange	06716	Wolcott
		06483	Oxford	06500	Woodbridge
		02891	Pawcatuck Br.	06798	Woodbury
			Westerly	06281	Woodstock
		06374	Plainfield		DELAWARE
		06062	Plainville	19805	Brack-Ex.
		06479	Plantsville	19805	Brookland Terr.
		06782	Plymouth	19711	Brookside
		06340	Poquonock Bridge	19703	Cloymont
		06480	Portland	19720	Collics Park
		06360	Preston City	19901	Dover
		06712	Prospect	19805	Elsmere
		06260	Putnam	19803	Fairfax
		06875	Redding	19956	Laurel
		06877	Ridgefield	19958	Lewes
		06066	Rockville	19808	Marshallton
		06067	Rocky Hill	19963	Milford
		06065	Salisbury	19711	Newark
		06483	Seymour	19720	New Castle
		06484	Shelton	19973	Seaford
		06082	Sherwood Manor	19977	Smyrna
		06070	Simsbury	19803	Talleyville
		06071	Somers		

CONNECTICUT

06401 Ansonia
06001 Avon
06403 Beacon Falls
06037 Berlin
06801 Bethel
06002 Bloomfield
06112 Blue Hills
06040 Bolton
06405 Branford
066 • Bridgeport
06010 Bristol
06804 Brookfield
06224 Brooklyn
06085 Burlington
06019 Canton
06410 Cheshire
06412 Chester
06413 Clinton
06415 Colchester
06340 Conning Towers
06238 Coventry
06416 Cromwell
06810 Danbury
06239 Danielson
06820 Darien
06417 Deep River
06418 Derby
06422 Durham
06423 East Haddam
06424 East Hampton
06108 East Hartford
06512 East Haven
06333 East Lyme
06425 Easton
06029 Ellington
06030 Enfield
06426 Essex
06430 Fairfield
06032 Farmington
06033 Glastonbury
06035 Granby

198 • Wilmington

DISTRICT OF COLUMBIA
200 • Washington

FLORIDA

32320	Apalachicola	32730	Fern Park	33406	Meadow Park
32703	Apopka	33030	Florida City	32901	Melbourne
33821	Arcadia	33841	Fort Meade	33314	Melrose Park
32211	Arlington	33901	Fort Myers	33561	Memphis
32003	Atlantic Beach	33931	Fort Myers Beach	32952	Merritt Island
33823	Auburndale	33450	Fort Pierce	331 •	Miami
33825	Avon Park	32548	Fort Walton Beach	33139	Miami Beach
32807	Azuleo-Park	33843	Frostproof	33153	Miami Shores
33830	Bartow	32601	Gainesville	33166	Miami Springs
33154	Bay Harbor Isl.	32960	Giffard	32570	Milton
33505	Bayshore Gardens	32216	Glyndea	33023	Miramar
33430	Belle Glade	33054	Golden Glades	32757	Mount Dora
32211	Biltmore	33170	Gulds	33860	Mulberry
33161	Biscayne Park	32043	Green Cove Springs	32506	Myrtle Grove
33432	Boca Raton	33737	Gulfport	33940	Naples
33435	Boynton Beach	33844	Haines City	33030	Naranja
33505	Bradenton	33009	Hallandale	32050	Neptune Beach
33505	Braeant South	33010	Hialeah	33552	Newport Richey
33511	Brandon	32218	Highlands	32069	Newsmyrna Beach
33308	Brentwood	32805	Halden Heights	32578	Niceville
33314	Broadview Park	32017	Hally Hill	33169	Noreland
32512	Brooksville	33020	Hollywood	33205	Normandy Village
32211	Brookview	33030	Homestead	33141	North Bay Village
33054	Bunche Park	33934	Immakalee	33903	North Fort Myers
32533	Cantaanet	32935	Indian Harbour Beach	33161	North Miami
32920	Cape Canaveral	332	Jacksonville	33162	North Miami Beach
33904	Cape Coral	32050	Jacksonville Beach	33408	North Palm Beach
33054	Caral City	33156	Kendall	33307	Oakland Park
33505	Cedar Hammock	33577	Kensington Park	32211	Oakwood Villa
32210	Cedar Hills	33149	Key Biscayne	32670	Ocala
32324	Chattahaochee	33040	Key West	32761	Ogocce
32428	Chipley	32741	Kissimmee	33472	Okeechabee
33619	Clair-Mel City	32055	Lake City	33558	Onego
33515	Clearwater	33023	Lake Forest W. of Hallandale	33054	Opa-Locka
32711	Clermont	32205	Lake Forest N. of Jacksonville	32073	Orange Park
33440	Clewiston	33801	Lakeland	328 •	Orlando
32922	Cocoa	33403	Lake Park	32811	Orlovista
32931	Cocoa Beach	32210	Lake Shore	32074	Ormand Beach
32809	Conway	33853	Lake Wales	32074	Ormand-By-The-Sea
33134	Caral Gables	32217	Lakewood	33476	Pahokee
32536	Crestview	33460	Lake Worth	32077	Palatka
33803	Crystal Lake	33460	Lantana	32901	Palm Bay
33157	Cutler Ridge	33540	Largo	33480	Palm Beach
33525	Dade City	33313	Lauderdale Lakes	33403	Palm Beach Gardens
33004	Donia	33717	Lealman	33561	Palmetto
32014	Daytona Beach	32748	Leesburg	33619	Palm River
33441	Dearfield Beach	33936	Lehigh Acres	33460	Palm Springs
32433	De Funiak Springs	33030	Leisure City	32401	Panama City
32720	De Land	33064	Lighthouse Point	32401	Parker
33444	Delray Beach	32060	Liveoak	33866	Pembroke Pines
32029	Dinsmore	32750	Longwood	32501	Pensacola
33528	Dunedin	33155	Ludlam	33157	Perrine
33940	East Naples	32444	Lynn Haven	32809	Pine Castle
32935	Eau Gallie	32063	Macclenny	32808	Pine Hills
33880	Eloise	33738	Madeira Beach	33565	Pinellas Park
32207	Englewood	32340	Madison	33314	Plantation
32726	Eustis	32209	Magnolia Gardens	33566	Plant City
32804	Fairview Shares	32751	Maitland	33060	Pampano Beach
32034	Fernandina Beach	33050	Marathon	33064	Pampano Beach Highlands

33158	Richmond Heights	32710	Winter Park	31036	Hawkinsville
32208	Riverview	33599	Zephyrhills	31539	Hozlehurst
33404	Riviera Beach		GEORGIA	31313	Hinesville
32955	Rockledge	31701	Albany	30230	Hogansville
33570	Ruskin	31510	Alma	31634	Homerville
33572	Safety Harbor	31709	Americus	30233	Jackson
32084	Saint Augustine	31520	Arco	31545	Jesup
32769	Saint Cloud	31714	Achburn	30236	Jonesboro
337 *	Saint Petersburg	30601	Athens	30728	La Foyette
33736	Saint Petersburg Beach	303 *	Atlanto	30240	La Gronge
		309 *	Augusta	30741	Lokeview
33505	Samaset	31717	Bainbridge	30329	La Vista
32771	Sanford	30204	Barnesville	30245	Lawrenceville
32217	San Jose	30030	Bartonwoods	30059	Leland
32216	San Souci	31513	Boxley	30147	Lindale
32216	Samc Monica	30518	Buford	30436	Lyons
33577	Sarasota	31728	Cairo	30059	Mableton
32935	Satellite Beach	30701	Calhoun	312 *	Macon
33870	Sebring	31730	Camillo	30650	Madison
33540	Scminole	30117	Corralton	31816	Manchester
32208	Sherwood Forest	30120	Cartersville	30060	Marietta
32021	South Doytono	30125	Cedartown	30060	Marietta East
33579	Southgate	30005	Chamblee	31061	Milledgeville
33143	South Miami	30417	Cloxtan	30442	Millen
33157	South Miami Heights	31014	Cochron	30655	Monroe
		30022	College Park	31063	Montezumo
32935	South Patrick Shores	319 *	Columbus	31768	Moultrie
32216	Southside Estates	30529	Commerce	30070	Mountain View
33578	South Trail	30207	Conyers	31639	Nashville
32401	Springfield	31015	Cordele	30263	Newman
33566	Spring Glen	30531	Cornelia	30319	North Atlanta
32091	Starke	30209	Covington	30033	North Decatur
33494	Stuart	31740	Cuthbert	30033	North Druid Hills
33154	Surfside	30533	Dahlonega	30033	Oak Grove
32301	Tallahassee	30720	Dalton	31774	Ocilla
336 *	Tampa	31742	Dawson	31779	Pelham
33589	Tarpon Springs	31501	Deanwood	31069	Perry
32778	Tovores	30030	Decatur	31407	Port Wentworth
33617	Temple Terrace	31745	Danolsonville	31643	Quitman
33905	Tice	31533	Douglas	30153	Rockmart
32780	Titusville	30134	Douglasville	30161	Rome
33505	Trailer Estates	30329	Druid Hills	30741	Rossville
33740	Treasure Island	31021	Dublin	33075	Roswell
32807	Union Park	31023	Eastman	31558	Saint Morys
32580	Valparaiso	30044	East Point	31522	Saint Simons Island
33595	Venice	31024	Eatonton	31082	Sandersville
32960	Verdo Beach	30635	Elberton	30328	Sandy Springs
32507	Warrington	30333	Emory University	314 *	Savannah
33314	Washington Park	30060	Fairrooks	30079	Scottdale
33873	Wauchula	30741	Fairview	30319	Skyland
32210	Wesconnett	31750	Fitzgerald	30080	Smyrne
33505	West Bradenton	30050	Forest Park	30032	South Decatur
32401	Westgate	31029	Forsyth	30458	Statesboro
33023	West Hollywood	31030	Fort Valley	30747	Summerville
33144	West Miami	30501	Gainesville	30401	Swainsboro
33401	West Palm Beach	31408	Garden City	30467	Sylvonio
32505	West Pensacola	30458	Georgia Southern	31791	Sylvester
33880	West Winter Haven	30032	Glen Hoven	30176	Tallahassee
		30427	Glennville	30286	Thomasston
33165	Westwood Lakes	30642	Greensboro	31792	Thomasville
33305	Wilton Manors	30316	Greshom Park	30824	Thomson
33803	Winston	30223	Griffin	31794	Tifton
32787	Winter Garden	30054	Hapeville	30577	Toccoo
33880	Winter Haven	31034	Hordwick	30329	Toco Hills
		30643	Hortweil	30084	Tucker

31601 Valdosta
30474 Vidalia
30180 Villa Rica
31093 Warner Robins
30673 Washington
31501 Waycross
30830 Waynesboro
31833 West Point
30680 Winder

HAWAII

96701 Aiea
96706 Ewa
96706 Ewa Beach
96712 Halaqwa
96720 Hilo
968 * Hanalei
96732 Kahului
96734 Kailua
96744 Kaneohe
96746 Kapaa
96761 Lahaina
96766 Lihue
96792 Maui
96792 Makaha
96792 Nanakuli
96782 Pearl City
96784 Puunene
96786 Wahiawa
96791 Waialua
96792 Waianae
96793 Wailuku
96795 Waimanalo
96797 Waipahu

IDAHO

83211 American Falls
83221 Blackfoot
837 * Boise
83316 Buhl
83318 Bprley
83605 Caldwell
83814 Coeur d' Alene
83703 Collister
83617 Emmett
83704 Franklin
83330 Gooding
83530 Grangeville
83401 Idaho Falls
83338 Jerome
83837 Kellogg
83501 Lewiston Orchards
83254 Montpelier
83843 Moscow
83647 Mountain Home
83651 Nampa
83661 Payette
83201 Pocatello
83263 Preston
83440 Rexburg
83350 Rupert
83445 Saint Anthony
83252 Salmon
83864 Sandpoint
83274 Shelley

83301 Twin Falls
83672 Weiser
83705 Whitney

ILLINOIS

61410 Abingdon
60101 Addison
61231 Alton
60102 Algonquin
62207 Alorton
60658 Alsip
62002 Alton
62906 Anna
60002 Antioch
60004 Arlington Heights
60506 Aurora
60010 Barrington
61609 Bartonville
60510 Batavia
60085 Beach
62618 Beardstown
62221 Belleville
60104 Bellwood
61008 Belvidere
60105 Bensenville
62812 Benton
60162 Berkeley
60402 Bryn Mawr
62010 Bethalto
61701 Bloomington
60406 Blue Island
60439 Boling Brook
60914 Bourbonnais
60915 Bradley
60181 Brandywine
62230 Breese
60455 Bridgeview
60153 Broadview
60153 Brookfield
60090 Buffalo Grove
60633 Burnham
61422 Bushnell
60148 Butterfield
62206 Cahokia
62914 Cairo
60409 Calumet City
60643 Calumet Park
62625 Canton
62901 Carbondale
62626 Carlinville
62231 Carlyle
62821 Carmi
60187 Carol Stream
60110 Carpentersville
62016 Carrollton
62918 Carterville
62321 Carthage
62420 Casey
62232 Caseyville
62891 Centralia
61832 Central Park
62206 Centreville
61820 Champaign
61920 Charleston
62233 Chester

606 * Chicago
60411 Chicago Heights
60415 Chicago Ridge
61523 Chillicothe
62822 Christopher
60650 Cicero
60514 Clarendon Hills
61727 Clinton
60416 Cool City
62234 Collinsville
62236 Columbia
62018 Cottage Hills
60477 Country Club Hills
60525 Countryside
60435 Crest Hill
60445 Crestwood
60417 Crete
61610 Creve Coeur
60014 Crystal Lake
61832 Danville
62521 Decatur
60015 Deerfield
60115 De Kalb
60016 Des Plaines
60406 Dixon
61021 Dixon
62926 Dalton
60515 Downers Grove
60118 Dundee
62239 Dupon
62832 Duquoin
60420 Dwight
62024 East Alton
60411 East Chicago Heights
61244 East Moline
61611 East Peoria
62201 East Saint Louis
62025 Edwardsville
62401 Effingham
62930 Eldorado
60120 Elgin
60007 Elk Grove Village
60126 Elmhurst
60635 Elmwood Park
61530 Eureka
602 * Evanston
60642 Evergreen Park
62837 Fairfield
61739 Fairbury
62207 Fairmont City
62232 Fairview Heights
65131 Farmington
62839 Flora
60422 Flossmoor
60130 Forest Park
60020 Fox Lake
60131 Franklin Park
61032 Freeport
61252 Fultin
61036 Galena
61401 Galesburg
61434 Galva
61254 Geneseo
60134 Geneva
60135 Genoa

61846	Georgetown	60050	McHenry	61554	Pekin
60936	Gibson City	62859	McLeansboro	616 *	Peoria
62033	Gillespie	61455	Macomb	61613	Peoria Heights
60022	Glencaie	62060	Madison	61354	Peru
60137	Glendale Heights	60152	Marengo	60426	Phoenix
60137	Glen Ellyn	62959	Marian	62274	Pinckneyville
60025	Glenview	60426	Markham	62363	Pittsfield
60025	Glenview C'tryside	61554	Marquette Heights	60544	Plainfield
60425	Glenwood	61341	Marseilles	60545	Plano
62035	Godfrey	62441	Marshall	61064	Palo
62040	Granite City	62258	Mascoutah	61764	Pontiac
60030	Grayslake	60443	Matteson	60469	Posen
61241	Green Rock	61938	Mattaan	61356	Princeton
62246	Greenville	60153	Maywood	60070	Prospect Heights
62341	Hamilton	60160	Melrose Park	62301	Quincy
60103	Hanover Park	61342	Mendota	61866	Rantoul
62946	Harrisburg	60655	Merrionette Park	60431	Ridgewood
60033	Harvard	62960	Metropolis	60627	River Dale
60426	Harvey	60445	Midlothian	60305	River Forest
60656	Harwood Heights	61264	Milan	60171	River Grove
62644	Havana	61265	Maline	60546	Riverside
60429	Hazel Crest	60954	Mamence	60472	Rabbins
62948	Herrin	61462	Manmouth	62454	Rabinson
60457	Hickory Hills	60538	Montgomery	61068	Rachelle
62249	Highland	61856	Monticello	61071	Re Falls
60035	Highland Park	60450	Morris	611 *	Rockford
60040	Highwood	61270	Merrison	61201	Rock Island
62049	Hillsboro	61550	Morton	60008	Rolling Meadows
60162	Hillside	60053	Morton Grove	60441	Romeoville
60521	Hinsdale	62863	Mount Carmel	61072	Roselle
60172	Hoffman Estates	61054	Mount Morris	60018	Rosemont
60456	Homewood	60056	Mount Prospect	(Des Plains)	
60430	Homewood	62864	Mount Vernon	62207	Rosemont
60942	Hoopston	60060	Mundelein	(St. Clair)	
60431	Ingalls Park	62966	Murphysboro	62024	Rosewood Heights
60143	Itasca	60540	Naperville	60073	Round Lake Beach
62650	Jacksonville	62263	Nashville	60073	Round Lake Park
62052	Jerseyville	62448	Newton	62681	Rushville
62951	Johnston City	60648	Niles	60174	Saint Charles
60431	Joliet	61761	Normal	62881	Salem
60458	Justice	60656	Narridge	60548	Sandwich
60901	Kankakee	60542	North Aurora	60411	Sauk Village
60043	Kenilworth	60062	Northbrook	61074	Savanna
61443	Kewanee	60064	North Chicago	60172	Schaumburg
61448	Knoxville	60093	Northfield	60176	Schiller Park
60525	La Grange	60137	North Glen Ellyn	62565	Shelbyville
60525	La Grange H'hl'ds	60164	Northlake	61282	Silvis
60525	La Grange Park	61111	North Park	60076	Skokie
60044	Lake Bluff	60546	North Riverside	61080	South Beloit
60045	Lake Forest	60521	Oak Brook	60411	South Chicago Hts
60047	Lake Zurich	60452	Oak Forest	60177	South Elgin
60438	Lansing	60453	Oak Lawn	60473	South Holland
61301	La Salle	603 *	Oak Park	62650	South Jacksonville
62439	Lawrenceville	62269	O'Fallon	62707	Southlawn
62254	Lebanon	61348	Oglesby	60504	South Park
60439	Lemont	60461	Olympia Fields	60459	South Stickney
61542	Lewistown	61061	Oregon	62286	Sparta
60048	Libertyville	60462	Orland Park	627 *	Springfield
62656	Lincoln	61350	Ottawa	61362	Spring Valley
60645	Lincolnwood	60067	Palatine	62234	State Park Place
60532	Liste	60463	Palms Heights	62088	Staubert
62056	Litchfield	60465	Palms Hills	60475	Steger
60441	Lockport	62557	Pana	61081	Sterling
60148	Lombard	61944	Paris	60402	Stickney
60041	Long Lake	60466	Park Forest	60165	Stone Park
61111	Loves Park	60068	Park Ridge	60103	Streamwood
60534	Lyons	60957	Paxton	61364	Streator

50511	Algona	50659	New Hampton	66032	Garnett
50010	Ames	50208	Newton	67735	Goadland
52205	Anamosa	50317	Norwoodville	67530	Great Bend
50021	Ankeny	50662	Oelwein	67601	Hays
50022	Atlantic	51040	Onawa	67060	Haysville
50025	Auduban	51041	Orange City	67449	Herington
52208	Belle Plaine	50461	Osage	66434	Hiawatha
50421	Belmond	50213	Osceola	67544	Hosington
52722	Bettendorf	52577	Oskaloosa	66436	Holton
50537	Bloomfield	52501	Ottumwa	67951	Hugoton
52601	Baane	50219	Pella	66748	Humboldt
51401	Burlington	50220	Perry	67501	Hutchinson
50613	Carroll	51566	Red Oak	67301	Independence
52701	Cedar Falls	51246	Rock Rapids	66749	Iola
52544	Cedar Rapids	50583	Sac City	66441	Junction City
50049	Centerville	51201	Sheldon	66101	Kansas City
50616	Chariton	51601	Shenandoah	67068	Kingman
51012	Charles City	51249	Sibley	67550	Larned
51632	Cherokee	51250	Sioux Center	66044	Lawrence
50525	Clarion	51101	Sioux City	66048	Leavenworth
50428	Clear Lake	51301	Spencer	66206	Leawood
52732	Clinton	51360	Spirit Lake	66051	Lenexa
52243	Caralville	50588	Storm Lake	67901	Liberal
51501	Council Bluffs	52339	Tama	67456	Lindsborg
52136	Cresco	52772	Tipton	67554	Lyons
50801	Crastan	50322	Urbandale	67460	McPherson
52801	Davenport	52349	Vinton	66502	Monhattan
52101	Decorah	52353	Washington	66508	Marysville
51442	Denison	50701	Waterloo	67104	Medicine Lodge
50301	Des Moines	52172	Waukon	66221	Merriam
52742	De Witt	50677	Waverly	67216	Midland Park
52001	Dubuque	50595	Webster City	66222	Mission
52040	Dyersville	52655	West Burlington	66205	Mission Hills
50533	Eagle Grove	50265	West Des Moines	67110	Mulvane
50627	Eldora	52175	West Union	66757	Neadesha
50536	Emmetsburg	50311	Windsor Heights	67114	Newton
51334	Esterville	50273	Winterset	67654	Norton
50707	Evansdale			67216	Oaklawn
52556	Fairfield	67410	KANSAS	67748	Oakley
50436	Forest City	67003	Abilene	67749	Oberlin
50501	Fort Dodge	67005	Athony	66061	Olathe
52627	Fort Madison	66002	Arkansas City	66523	Osage City
50534	Glenwood	67010	Atchison	66064	Osawatomie
50112	Grimmell	66713	Augusta	67473	Osborne
50441	Hampton	66935	Baxter Springs	66067	Ottawa
51537	Harlan	66935	Belleville	66204	Overland Park
51023	Hawarden	67420	Beloit	66071	Paola
50548	Humboldt	66012	Bonner Springs	67219	Park City
50644	Independence	67333	Caney	67357	Parsans
50125	Indianola	66720	Chanute	67661	Phillipsburg
52240	Iowa City	67335	Cherryvale	66762	Pittsburg
50126	Iowa Falls	67432	Clay Center	67663	Plainville
50129	Jefferson	67337	Coffeyville	66208	Prairie Village
52632	Keokuk	67701	Colby	67124	Pratt
50138	Knoxville	66725	Columbus	66703	Raeford Park
51031	Le Mars	66901	Cancardia	67665	Russell
52057	Manchester	66846	Council Grove	67401	Salina
52060	Maquoketa	67037	De Smet	67871	Scott City
52302	Marion	67801	Dodge City	66203	Shawnee
50158	Marshalltown	67042	El Dorado	66967	Smith Center
50401	Mason City	67526	Ellinwood	66601	Tapeka
51555	Missouri Valley	66801	Emporia	67880	Ulysses
52310	Manticello	67045	Eureka	67147	Valley Center
52641	Maunt Pleasant	66205	Fairway	67672	WaKeeny
52314	Maunt Verman	66701	Fort Scott	67152	Wellington
52761	Muscatine	66736	Fredonia	66205	Westwood
50201	Nevada	66739	Galena	67201	Wichita
		67846	Garden City		

67156 Winfield

KENTUCKY

41101 Ashland
 40906 Barbourville
 40004 Bardstow
 41073 Bellevue
 42324 Benton
 40403 Berea
 42101 Bowling Green
 40218 Buechel
 42716 Campbellsville
 41008 Carrollton
 41129 Catietsburg
 42330 Central City
 40701 Corbin
 41071 Covington
 40223 Cumberland
 41031 Cynthiana
 40422 Danville
 42408 Dawson Springs
 41074 Dayton
 42410 Earlington
 42501 East Somerset
 42701 Elizabethtown
 41018 Elsmere
 41018 Erlanger
 40118 Fairdale
 41040 Falmouth
 40291 Fern Creek
 41139 Flatwoods
 41042 Florence
 41017 Fort Mitchell
 41075 Fort Thomas
 40601 Frankfort
 42134 Franklin
 42041 Fulton
 40504 Gardeside
 40324 Georgetown
 42141 Glasgow
 42345 Greenville
 40831 Harlan
 40330 Harrodsburg
 41701 Hazard
 42420 Henderson
 41076 Highland Heights
 40228 Highview
 42240 Hopkinsville
 40336 Irvine
 40299 Jeffersontown
 41537 Jenkins
 40444 Lancaster
 40342 Lawrenceburg
 40033 Lebanon
 42754 Leitchfield
 405 * Lexington
 40741 London
 402 * Louisville
 41016 Ludlow
 40855 Lynch
 42431 Madisonville
 42066 Mayfield
 41056 Maysville
 40505 Meadowthorpe
 40965 Middlesboro
 40043 Middletown
 2633 Monticello

40351 Morehead
 42437 Morgantfield
 40353 Mount Sterling
 42071 Murray
 40218 Newburg
 41071 Newport
 40356 Nicholasville
 40219 Okolona
 42301 Owensboro
 42001 Paducah
 41240 Paintsville
 40361 Paris
 41015 Park Hills
 41501 Pikeville
 40258 Pleasure Ridge Pk.
 40172 Prairie Village
 41653 Prestonburg
 42445 Princeton
 42450 Providence
 40160 Radcliff
 40475 Richmond
 40503 Rosemont
 42276 Russellville
 40207 Saint Matthew
 42164 Scattsville
 40065 Shelbyville
 40216 Shively
 42501 Somerset
 40503 Southland
 40272 Valley Station
 40172 Valley Village
 40383 Versailles
 41101 Westwood
 40769 Williamsburg
 40390 Wilmore
 40391 Winchester
 40503 Zandale

LOUISIANA

70510 Abbeville
 71301 Alexandria
 70422 Amite City
 70032 Arabi
 71001 Arcadia
 70094 Avondale
 70714 Baker
 71220 Bastrop
 708 * Baton Rouge
 70342 Berwick
 70427 Bogalusa
 71010 Bossier City
 70517 Breaux Bridge
 71291 Brownsville
 71322 Bunkie
 70041 Buras
 70043 Chalmette
 70525 Church Point
 70433 Covington
 70526 Crowley
 71232 Delhi
 70726 Denham Springs
 70633 De Quincy
 70634 De Ridder
 70340 Donaldsonville
 70123 East Bank
 70535 Eunice
 71241 Farmerville

71334 Ferriday
 70811 Fountain Plaice
 70538 Franklin
 70438 Franklinton
 70051 Garyville
 70357 Golden Meadow
 70737 Gonzales
 71245 Grambling
 70053 Gretna
 70401 Hammond
 70123 Harahan
 70058 Harvey
 71038 Haynesville
 71040 Homer
 70360 Houma
 70544 Jeanneretta
 70121 Jefferson Heights
 70546 Jennings
 71251 Jonesboro
 70548 Kaplan
 70062 Kenner
 70444 Kentwood
 70501 Lafayette
 70549 Lake Arthur
 70601 Lake Charles
 70601 Lake Charles ME
 71254 Lake Providence
 70068 Laplace
 70373 LaRose
 71446 Leesville
 70071 Lusher
 70554 Mamou
 71052 Mansfield
 71449 Many
 71351 Marksville
 70072 Marrero
 70001 Metairie
 71055 Minden
 71201 Monroe
 70380 Morgan City
 71457 Natchitoches
 70560 New Iberia
 701 * New Orleans
 70760 New Roads
 70079 Norco
 71101 No. Shreveport
 71463 Oakdale
 70570 Opelousas
 70392 Patterson
 71360 Pineville
 70764 Plaquemine
 70454 Ponchatoula
 70767 Port Allen
 70083 Port Sulphur
 70394 Raceland
 70578 Rayne
 71269 Rayville
 70084 Reserve
 71270 Ruston
 70582 St. Martinville
 71301 Samtown
 70807 Scotlandville
 711 * Shreveport
 70458 Slidell
 71075 Springhill
 70663 Sulphur
 71108 Summer Grove

71282 Tallulah
70053 Terrytown
70301 Thibodaux
71373 Vidalia
70586 Ville Platte
70668 Vinton
71082 Vivian
70591 Welsh
70669 Westlake
71291 West Monroe
70094 Westwego
71483 Winnfield
71295 Wigginsboro
70791 Zachary

MAINE

04210 Auburn
043 * Augusta
04401 Bangor
04609 Bar Harbor
04530 Bath
04915 Belfast
03901 Berwick
04005 Biddeford
04412 Brewer
04009 Bridgton
04011 Brunswick
04416 Bucksport
04619 Calais
04843 Camden
04107 Cape Elizabeth
04736 Caribou
04421 Cumberland
04930 Dexter
04426 Dover-Foxcroft
04631 Eastport
03902 Eliot
04605 Ellsworth
04937 Fairfield
04105 Falmouth
04938 Farmington
04742 Fort Fairfield
04743 Fort Kent
04032 Freeport
04345 Gardiner
04038 Gorham
04347 Hallowell
04444 Hampden
04730 Houlton
04239 Jay
04043 Kennebunk
03904 Kittery
04240 Lewiston
04750 Limestone
04457 Lincoln
04250 Lisbon
04252 Lisbon Falls
04254 Livermore Falls
04652 Lubec
04654 Machias
04756 Madawaska
04950 Madison
04257 Mexico
04462 Millinocket
04463 Milo
04260 New Gloucester
04268 Norway

04963 Oakland
04064 Old Orchard Beach
04468 Old Town
04473 Orono
04474 Orrington
04271 Paris
04967 Pittsfield
041 * Portland
04769 Presque Isle
04841 Rockland
04276 Rumford
04072 Saco
04073 Sanford
04074 Scarborough
04976 Skowhegan
03908 South Berwick
04106 South Portland
04083 Springvale
04861 Thomaston
04086 Topsham
04785 Van Buren
04572 Waldoboro
04901 Waterville
04473 Webster -
Penobscot
04090 Wells
04092 Westbrook
04294 Wilton
04082 Windham
04901 Winslow
04364 Winthrop
04096 Yorkmouth
03909 York

MARYLAND

21001 Aberdeen
20783 Adelphi
214 * Annapolis
21227 Arbutus -
Halethorpe
21225 Arundel Village
212 * Baltimore
21014 Bel Air
20705 Beltsville
20740 Berwyn Heights
20014 Bethesda
20710 Bladensburg
20715 Bowie
20722 Brentwood
21225 Brooklyn Park
21716 Brunswick
20731 Cabin John
21613 Cambridge
20027 Capitol Heights
21228 Cantonsville
21620 Chestertown
20785 Cheverly
20015 Chevy Chase
20783 Chillum
20735 Clinton
21030 Cockeysville
20740 College Park
21817 Crisfield
21113 Crofton
21502 Cumberland
21222 Dandalk
21601 Easton

20840 East Pines
21219 Edgemere
21040 Edgewood
21921 Elkton
21221 Essex
20021 Forest Heights
20028 Forestville
21701 Frederick
21532 Frostburg
20760 Gaithersburg
20770 Greenbelt
21740 Hagerstown
21227 Halethorpe
21740 Halfway
21078 Havre De Grace
20031 Hillcrest Heights
20027 Hillside
20780 Hyattsville
21085 Jappa
20902 Kemp Mill Est.
20795 Kensington
20795 Kensington Est.
20781 Kirkwood
20787 Langley Park
20801 Lanham
21227 Lansdowne
20810 Laurel
21502 La Vale
20783 Lewisdale
20653 Lexington Park
21099 Linthicum Heights
21093 Lutherville -
Timonium
21207 Lynn Acres
20810 Mt. Airy
21220 Midway River
20822 Mount Rainier
20784 New Carrollton
20903 NW Park Apts.
20903 Oak View
21113 Odenton
21106 Overlea
21117 Owings Mills
20785 Palmer Park
20014 Parkside
21234 Parkville
20795 Parkwood
21128 Perry Hall
21208 Pikesville
21851 Pocomoke City
21133 Randallstown
20853 Randolph Hills
21136 Reisterstown
20840 Riverdale
21122 Riviera Beach
21207 Rockdale
20850 Rockville
20781 Rogers Heights
21237 Rosedale
21801 Salisbury
20801 Seabrook
20027 Seat Pleasant
21146 Severna Park
209 * Silver Spring
21219 Sparrows Point

20023 Suitland
 20012 Takoma Park
 21204 Towson
 20784 University Park
 21562 Westernport
 21157 Westminster
 20962 Wheaton
 21207 Woodlawn -
 Baltimore
 20784 Woodlawn -
 Pr. Geo.
 21061 Woodlawn Heights
 21207 Woodmoor

MASSACHUSETTS .

02351 Abington
 01720 Acton
 02743 Acushnet
 01220 Adams
 01001 Agawam
 01913 Amesbury
 01002 Amherst
 01810 Andover
 02174 Arlington
 01430 Ashburnham
 01721 Ashland
 01331 Athol
 02703 Attleboro
 01501 Auburn
 02322 Avon
 01432 Ayer
 02630 Barnstable
 01005 Borra - Worcester
 01730 Bedford
 01007 Belchertown
 02019 Bellingham
 02178 Belmont
 01915 Beverly
 01821 Billerica
 01504 Blackstone
 021 * Boston
 02532 Bourne
 02184 Braintree
 02324 Bridgewater
 024 * Brockton
 02146 Brookline
 02326 Brookville
 01803 Burlington
 02532 Buzzards Bay
 02138 Cambridge
 02021 Canton
 01520 Chaffins
 01507 Charlton
 01824 Chelmsford
 02150 Chelsea
 01020 Chicopee
 01510 Clinton
 01760 Cochrane
 02025 Cohasset
 01742 Concord
 01226 Dalton
 01923 Danvers
 02714 Dartmouth
 02026 Dedham
 01342 Deerfield

02638 Dennis
 02715 Dighton
 01516 Douglas
 02023 Dover
 01826 Dracut
 01570 Dudley
 02332 Duxbury
 02333 East Bridgewater
 02536 East Falmouth
 01027 Easthampton
 01028 East Longmeadow
 02334 Easton-Bristol
 02032 East Walpole
 02149 Everett
 02720 Fall River
 02540 Falmouth
 01030 Feeding Hills
 01420 Fitchburg
 02035 Foxboro
 01701 Framingham
 02038 Franklin
 01440 Gardner
 01830 Georgetown
 01930 Gloucester
 01515 Grafton
 01033 Granby
 01230 Great Barrington
 01311 Greenfield
 01450 Groton
 01830 Groveland
 01035 Hadley
 01982 Hamilton
 02339 Hanover
 02341 Hanson
 02645 Harwich
 01830 Haverhill
 02043 Hingham
 02343 Hingham
 01520 Halden
 01746 Hallowell
 01040 Hallowell
 01747 Hopedale
 01748 Hopkinton
 01749 Hudson
 02045 Hull
 02601 Hyannis
 01938 Ipswich
 02090 Islington
 02360 Kingston
 02346 Lakeville
 01523 Lancaster
 01237 Lanesboro
 01840 Lawrence
 01238 Lee
 01524 Leicester
 01240 Lenox
 01453 Leominster
 02173 Lexington
 01773 Lincoln
 01460 Littleton
 01106 Longmeadow
 01850 Lowell
 01056 Ludlow
 01400 Lunenburg
 01901 Lynn

01940 Lynnfield
 02148 Malden
 01944 Manchester
 02048 Mansfield
 01945 Marblehead
 02738 Marion
 01752 Marlborough
 02050 Marshfield
 02739 Mattapoisett
 01754 Maynard
 02052 Medfield
 02155 Medford
 02053 Medway
 02176 Melrose
 01860 Merrimac
 01844 Methuen
 02346 Middleboro
 01949 Middleton
 01757 Milford
 01527 Millbury
 02054 Millis
 02186 Milton
 01057 Monson
 01351 Montague
 01908 Nahant
 02554 Nantucket
 01760 Natick
 02192 Needham
 02740 New Bedford
 01950 Newbury
 01950 Newburyport
 02158 Newton
 02056 Norfolk
 02351 No. Abington
 01247 No. Adams
 01060 Northampton
 01845 No. Andover
 02760 No. Attleboro
 01862 No. Billerica
 01532 Northboro
 01534 Northbridge
 01535 No. Brookfield
 01863 No. Chelmsford
 02747 No. Dartmouth
 02356 No. Easton
 01536 No. Grafton
 01864 No. Reading
 02060 No. Scituate
 02766 Norton
 02061 Norwell
 02062 Norwood
 01865 Nutting Lake
 01364 Orange
 01540 Oxford
 01069 Palmer
 01960 Peabody
 02359 Pembroke
 01463 Pepperell
 01866 Pinchurst
 01201 Pittsfield
 02762 Plainville
 02360 Plymouth
 02657 Provincetown
 02169 Quincy
 02368 Randolph

02767	Roynhom	02193	Weston	48128	Dearborn
01867	Reading	02790	Westport	48127	Dearborn Heights
02151	Revere	01089	West Springfield	482 °	Detroit
02370	Rockland	02090	Westwood	49047	Dowagiac
01966	Rockport	02188	Weymouth	48020	Drayton Plains
01969	Rowley	01588	Whitinsville	48429	Durand
01543	Rutland	02382	Whitman	48021	East Detroit
01970	Salem	01095	Wilbraham	49506	East Grand Rapids
01950	Salisbury	01267	Williamstown	48823	East Lansing
01906	Saugus	01887	Wilmington	48197	Eastlawn
02066	Scituate	01475	Winchendon	49001	Eastwood
02771	Seekonk	01890	Winchester	48827	Eaton Rapids
02067	Sharon	02152	Winthrop	48229	Ecorse
01464	Shirley	01801	Woburn	49829	Esconabo
01545	Shrewsbury	016 °	Worcester	48732	Essexville
01876	Silver Lake	02093	Wrentham	49022	Euclid Center
02725	Somerset	02675	Yarmouth	49022	Fair Plain
02143	Somerville			48024	Formington
02895	So Bellingham			48430	Fenton
01772	Southboro	49221	Adrian	48220	Ferndale
01550	Southbridge	49224	Albion	48134	Flat Rock
02743	So Dartmouth	48001	Algonac	485 °	Flint
01560	So. Grafton	49010	Allegan	48433	Flushing
01075	So. Hadley	48101	Allen Park	48025	Franklin
01075	So. Hadley Falls	48801	Alma	48026	Fraser
01982	So. Hamilton	49707	Alpena	49412	Fremont
01077	Southwick	48108	Ann Arbor	48135	Garden City
01562	Spencer	48057	Auburn Heights	49735	Gaylord
011 °	Springfield	48413	Bad Axe	48173	Gibraltar
01564	Sterling	49014	Bottle Creek	49837	Gladstone
02180	Stoneham	48706	Boy City	49417	Grand Haven
02072	Stoughton	46505	Beecher	48837	Grand Ledge
01775	Stow	49423	Beechwood	495 °	Grand Rapids
01566	Sturbridge	48809	Belding	49418	Grandville
01776	Sudbury	49022	Benton Harbor	48838	Grcenville
01527	Sutton	49022	Benton Heights	48138	Gross Ile
01907	Swampscott	48072	Berkley	48236	Grasse Pointe
02777	Swansea	49120	Bertrond	48236	Grasse Pointe
02780	Taunton	49111	Bessemer		Forms
01468	Templeton	48009	Beverly Hills	48236	Grosse Pointe
01876	Tewksbury	49301	Big Rapids		Park
01983	Topsfield	48000	Birmingham	48236	Grasse Pointe
01469	Townsend	49228	Birchfield		Shares
01376	Turner Falls	48013	Bloomfield Hills	48236	Grasse Pointe
01879	Tyngsboro	49712	Boyer City		Woods
01568	Upton	48063	Brooklands	48212	Hamtramck
01569	Uxbridge	49017	Brownlee Park	49930	Hancock
01880	Wakefield	40107	Buchanan	48236	Harper Woods
02081	Walpole	49601	Cadillac	48840	Hastlett
02154	Waltham	48723	Caro	49058	Hastings
01082	Ware	48724	Corralton	48030	Hazel Park
02571	Wareham	48015	Center Line	48203	Highland Park
01083	Warren	49720	Charlevoix	49242	Hillsdale
02172	Watertown	48813	Charlotte	49423	Holland
01778	Wayland	49721	Cheboygan	48442	Holly
01570	Webster	48118	Chelsea	48442	Hult
02181	Wellesley	48616	Chesaning	49931	Houghton
01984	Wenham	48024	Clarenceville	48843	Howell
01581	Westboro	48017	Clawson	49247	Hudson
01583	West Boylston	49036	Coldwater	49426	Hudsonville
02379	West Bridgewater	48085	Commerce	48070	Huntington Woods
01781	W. Concord	49041	Comstock	48054	Huron Gardens
01085	Westfield	48817	Corunna	48141	Inkster
01886	Westford	49508	Cutlerville	48846	Ionia
01473	Westminister	48423	Davison	49801	Iron Mountain

49935	Iron River	48053	Pontiac	55705	Aurora
49938	Ironwood	49081	Portage	55912	Austin
49849	Ishpeming	48060	Port Huron	55706	Babbitt
49847	Ithaca	48875	Portland	55003	Bayport
49201	Jackson	48239	Redford Township	56601	Demioji
49428	Jenison	48062	Richmond	55433	Blaine
49001	Kalamazoo	48218	River Rouge	55420	Bloomington
49057	Keego Harbor	48192	Riverview	56013	Blue Earth
49508	Kentwood	48063	Rochester	56401	Brainerd
49801	Kingsford	48173	Rockwood	56520	Breckenridge
49441	Lake Harbor	49779	Rogers City	55429	Brooklyn Center
48035	Lake Orion	48065	Romeo	55430	Brooklyn Park
49015	Lakeview	48174	Romulus	55378	Burnsville
489 *	Lansing	49444	Roosevelt Park	55921	Caledonia
48446	Lapeer	48066	Roseville	55008	Cambridge
48503	Lapeer Heights	48067	Royal Oak	55111	Cedar Grove
48075	Lathrup Village	48220	Royal Oak Twp.	55318	Chaska
49913	Laurium	48601	Saginaw	55719	Chishalm
49017	Level Park	48079	St. Clair	55017	Circle Pines
48146	Lincoln Park	48080	St. Clair Shores	55720	Cloquet
48150	Livonia	49781	St. Ignace	55421	Columbia Heights
49331	Lowell	48879	St. Johns	55433	Coon Rapids
49431	Ludington	49085	St. Joseph	55016	Cottage Grove
48071	Madison Heights	48880	St. Louis	56716	Crookston
49660	Manistee	48176	Saline	56441	Crasby
49854	Manistique	49783	Sault Sainte Marie	55428	Crystal
48039	Marine City	48075	Southfield	55391	Deephaven
49855	Marquette	48192	Southgate	56501	Detroit Lakes
49068	Marshall	49090	South Haven	558 *	Duluth
48040	Marysville	48161	South Monroe	56721	East Grand Forks
48854	Mason	49345	Sparta	55343	Eden Prairie
48122	Melvindale	49015	Springfield	55424	Edina
49858	Menominee	49091	Sturgis	55731	Ely
49254	Michigan Center	48473	Swartz Creek	55734	Eveleth
48640	Midland	49286	Tacumseh	56031	Fairmont
48160	Milan	49093	Three Rivers	55113	Falcon Heights
48042	Milford	49684	Traverse City	55021	Fairbault
48161	Monroe	48183	Trenton	56537	Fergus Falls
48043	Mount Clemens	48084	Troy	55025	Forest Lake
48043	Mount Clemens S.E.	49203	Vandercook Lake	55432	Fridley
48458	Mount Morris	48768	Vassar	55741	Gilbert
48858	Mount Pleasant	49968	Wakefield	55336	Glencoe
49862	Munising	49504	Walker	56334	Glenwood
49443	Muskegon	48088	Walled Lake	55427	Golden Valley
49444	Muskegon Heights	48089	Warren	55744	Grand Rapids
49865	Negaunee	48095	Waterford	56241	Granite Falls
18047	New Baltimore	48184	Wayne	55033	Hastings
49868	Newberry	48184	Westland	55746	Hibbing
49120	Niles	48197	West Willow	55343	Hopkins
49445	North Muskegon	49007	Westwood	55750	Hayt Lakes
48167	Northville	49461	Whitehall	55350	Hutchinson
49870	Norway	48086	White Lake	56649	International Falls
48050	Novi	48197	Willow Run	55039	Inver Grove Heights
48237	Oak Park	48917	Windemere	56143	Jackson
48864	Okemos	49201	Woodville	55947	La Crescent
48750	Oscoda	48192	Wyandotte	55041	Lake City
49078	Otsego	49509	Wyoming	56058	Le Sueur
48867	Owosso	48197	Ypsilanti	55355	Litchfield
49079	Paw Paw	49464	Zeeland	55117	Little Canada
49038	Paw Paw Lake			56345	Little Falls
49710	Petaskey			56156	Luverne
49505	Plainfield Heights			56001	Mankato
49080	Plainwell	56007	MINNESOTA	55369	Maple Grove
48069	Pleasant Ridge	56308	Albert Lea	55109	Maplewood
48170	Plymouth	55303	Alexandra	56258	Marshall
		55112	Anoka		
			Arden Hills		

55118	Mendota Heights			39180	Vicksburg
554 *	Minneapolis	39730	Aberdeen	38965	Water Valley
55343	Minnnetonka	38821	Amory	39367	Waynesboro
56265	Mantevideo	38606	Batesville	39773	West Point
56560	Moorhead	39520	Bay St. Louis	38967	Winona
56267	Morris	39038	Belzoni	39194	Yazoo City
55364	Mound	39530	Biloxi		
55112	Mound View	38829	Booneville		MISSOURI
55112	New Brighton	39601	Brookhoven	63123	Affton
55428	New Hope	39046	Canton	65605	Aurora
56071	New Prague	38921	Charleston	63011	Ballwin
56073	New Ulm	38614	Clarksdale	63137	Bellefontaine - Neighbors
55057	Northfield	38732	Cleveland	63133	Bel-Ridge
56001	North Monkota	39056	Clinton	64012	Belton
55109	North St. Paul	39429	Columbia	63134	Berkeley
55391	Orono	39701	Columbus	64424	Bethony
56278	Ortonville	38834	Corinth	64015	Blue Springs
55369	Osseo	39059	Crynth Springs	65613	Bolivar
55060	Owatonna	39533	D'iberville	63628	Bonne Terre
56470	Park Rapids	39063	Durant	65233	Boonville
56164	Pipestone	39477	Ellisville	63334	Bowling Green
55418	Plymouth	39074	Forest	63114	Breckenridge Hills
55810	Proctor	38701	Greenville	63144	Brentwood
55066	Red Wing	38930	Greenwood	63042	Bridgeton
56283	Redwood Falls	38901	Grenada	64628	Brookfield
55423	Richfield	39501	Gulfport	64730	Bu'ler
55422	Robbinsdale	39401	Hattiesburg	65018	California
55901	Rochester	39083	Hazlehurst	64429	Cameron
55113	Roseville	38748	Hollandale	63435	Canton
55418	Saint Anthony	38635	Holly Springs	63701	Cape Girardeau
56301	St. Cloud	38851	Houston	64633	Carrollton
56021	St. James	38751	Indianola	64836	Carthage
55416	St. Louis Park	392 *	Jackson	63830	Caruthersville
551 *	St. Paul	39090	Kosciusko	65240	Centralia
55071	St. Paul Park	39440	Laurel	63740	Chaffee
56082	St. Peter	38756	Leland	63834	Charleston
56378	Sauk Centre	39095	Lexington	64601	Chillicothe
56379	Sauk Rapids	39560	Long Beach	63105	Clayton
55379	Shakopee	39339	Louisville	64735	Clinton
55112	Shoreview	39648	McComb	65201	Columbia
55331	Shorewood	39111	Magee	63126	Crestwood
55616	Silver Bay	38646	Marks	63141	Cresco Coeur
56085	Sleepy Eye	39301	Meridian	63019	Crystal City
55075	South St. Paul	39562	Mississippi City	63136	Dellwood
56087	Springfield	39563	Moss Point	63020	De Soto
55433	Spring Lake Park	39120	Natchez	63131	Des Peres
55975	Spring Valley	38652	New Albony	63841	Dexter
56479	Staples	39345	Newton	63845	East Prairie
55082	Stillwater	39564	Ocean Springs	65026	Eldon
56701	Thief Riv. r Falls	38860	Okalona	64744	El Dorado Springs
56175	Tracy	38655	Oxford	63011	Ellisville
55616	Two Harbors	39567	Pascagoula	64024	Excelsior Springs
55792	Virginia	39571	Pass Christian	63640	Formington
55981	Wabasha	39208	Pearl	65248	Foyette
56482	Wadena	39465	Petal	63135	Ferguson
56093	Waseca	39350	Philadelphia	63028	Festus
55391	Wayzata	39466	Picoyune	63601	Flat River
56097	Wells	38863	Pontotac	63031	Florissant
55118	West St. Paul	39150	Port Gibson	63645	Fredericktown
55110	White Bear Lake	38663	Ripley	63131	Frontenac
56201	Willmar	38668	Senatobia	65251	Fulton
56101	Windom	39759	Starkville	64118	Glendale
55987	Winona	39759	State College	63122	Glendale
56187	Worthington	38801	Tupelo	64030	Grandview
		38677	University		

63133 Hanley Hills
 63401 Hannibal
 64701 Harrisonville
 63851 Hayti
 63042 Hazelwood
 65041 Hermann
 64037 Higginsville
 63133 Hillsdale
 64050 Independence
 63755 Jackson
 65101 Jefferson City
 63136 Jennings
 64801 Joplin
 641 * Kansas City
 63857 Kennett
 63140 Kinloch
 63501 Kirksville
 63122 Kirkwood
 63124 Ladue
 64759 Lamar
 65536 Lebanon
 64063 Lee's Summit
 63125 Lemay
 64067 Lexington
 64068 Liberty
 63353 Louisiana
 63552 Macon
 63863 Malden
 63143 Maplewood
 64658 Marcliffe
 65340 Marshall
 63042 Maryland Heights
 64468 Maryville
 63129 Mchville
 65265 Mexico
 65270 Moberly
 63136 Moline Acres
 65708 Monett
 65711 Mountain Grove
 64850 Neosho
 64772 Nevada
 63869 New Madrid
 63121 Normandy
 64116 No. Kansas City
 63121 Northwoods
 63366 O'Fallon
 63132 Olivette
 63114 Overland
 63069 Pacific
 63133 Pagedale
 63461 Palmyra
 63775 Perryville
 63120 Pine Lawn
 64080 Pleasant Hill
 63701 Poplar Bluff
 63873 Portageville
 63664 Potosi
 64133 Raytown
 64085 Richmond
 63117 Richmond Heights
 63137 Riverview
 63124 Rock Hill
 65401 Rolla
 63074 St. Ann
 63301 St. Charles

63077 St. Clair
 63670 Ste. Genevieve
 63114 St. Jams
 645 * St. Joseph
 631 * St. Louis
 65560 Salem
 63126 Sappington
 65301 Sedalia
 63119 Shrewsbury
 63801 Sikeston
 65349 Slater
 63138 Spanish Lake
 658 * Springfield
 64054 Sugar Creek
 63080 Sullivan
 63127 Sunset Hills
 64683 Trenton
 63084 Union
 63130 University City
 63088 Valley Park
 63382 Vandalia
 64093 Warrensburg
 63090 Washington
 64870 Webb City
 63119 Webster Groves
 63112 Wellston
 63385 Wentzville
 65775 West Plains
 65360 Windsor
 63134 Woodson Terrace

MONTANA
 59711 Anaconda
 591 * Billings
 59101 Billings Heights
 59101 Billings South
 59715 Bozeman
 59701 Butte
 59425 Conrad
 59427 Cut Bank
 59722 Deer Lodge
 59725 Dillon
 59701 Floral Park
 59230 Glasgow
 59330 Glendive
 59401 Great Falls
 59034 Hardin
 59501 Harve
 59601 Helena
 59901 Kalispell
 59044 Laurel
 59457 Lewistown
 59739 Libby
 59047 Livingston
 59301 Miles City
 59801 Missoula
 59801 Missoula S.W.
 59072 Roundup
 59474 Shelby
 59270 Sidney
 59701 Silver Bow Park
 59937 Whitefish
 59201 Wolf Point

NEBRASKA
 69301 Alliance
 68305 Auburn
 68818 Aurora
 68310 Beatrice
 68005 Bellevue
 68008 Blair
 68822 Broken Bow
 69337 Chadron
 68601 Columbus
 69130 Cozad
 68333 Crete
 68352 Fairbury
 68355 Falls City
 68025 Fremont
 69341 Gering
 69138 Gothenburg
 68801 Grand Island
 68901 Hastings
 68949 Holdrege
 68847 Kearney
 69145 Kimball
 68128 La Vista
 68850 Lexington
 685 * Lincoln
 69001 Mc Cook
 68043 Millard
 68410 Nebraska City
 68701 Norfolk
 69101 North Platte
 69153 Ogallala
 681 * Omaha
 68763 O'Neill
 68046 Papillion
 68048 Plattsmouth
 68051Ralston
 68661 Schuyler
 69361 Scottsbluff
 68434 Seward
 69162 Sidney
 68776 So. Sioux City
 68978 Superior
 69201 Valentine
 68066 Wahoo
 68787 Wayne
 68788 West Point
 68467 York

NEVADA
 89005 Boulder City
 89701 Carson City
 89801 Elko
 89301 Ely
 89406 Fallon
 89415 Hawthorne
 89015 Henderson
 891 * Las Vegas
 89030 North Las Vegas
 895 * Reno
 89431 Sparks
 89445 Winnemucca

NEW HAMPSHIRE
 03102 Bedford
 03570 Berin

03603 Chorlestown
 03743 Cloremon
 03301 Concord
 03818 Conway
 03038 Derry
 03820 Dover
 03824 Durham
 03833 Exeter
 03835 Farmington
 03045 Goffstown
 03581 Gorham
 03842 Hampton
 03755 Hanover
 03765 Haverhill
 03106 Hooksett
 03051 Hudson
 03431 Keene
 03246 Laconia
 03584 Lancaster
 03766 Lebanon
 03561 Littleton
 031 * Manchester
 03054 Merrimack
 03055 Milford
 03060 Nashua
 03857 New Market
 03773 Newport
 05905 Northumberland
 03076 Pelham
 03458 Peterborough
 03105 Pinardville
 03865 Plaistow
 03264 Plymouth
 03801 Portsmouth
 03867 Rochester
 03870 Rye
 03079 Salem
 03878 Somersworth
 03275 Suncook
 03608 Walpole
 03894 Wolfeboro

NEW JERSEY
 08201 Absecon
 07102 Academy (Nwk.)
 07710 Adelphia
 07724 Alfred Vail
 07727 Allaire
 07820 Allamuchy
 07401 Allendale
 07711 Allenhurst
 08501 Allentown
 08720 Allenwood
 08001 Alloway
 07012 Allwood - Clifton
 08865 Alpha
 07620 Alpine
 07017 Ampere -
 Bloomfield
 08037 Ancora
 07821 Andover
 08801 Annandale
 07032 Arlington
 08807 Asbury
 07712 Asbury Park

08004 Atco
 07043 Athenia (Clifton)
 08400 Atlantic City
 07716 Atlantic Highlands
 08106 Audubon
 07822 Augusta
 08202 Avalon
 07001 Avenel
 07717 Avon-by-the-sea
 08803 Baptistown
 08005 Barnegot
 08006 Barnegot Light
 08007 Barrington
 07920 Basking Ridge
 08037 Batsto
 08742 Bay Head
 07002 Bayonne
 08721 Boyville
 07202 Boyway (Eliz.)
 08008 Beach Haven
 08722 Beachwood
 07921 Bedminster
 07718 Belford
 08502 Belle Mead
 07109 Belleville
 08030 Bellmowr
 07719 Belmor
 07823 Belvidere
 07304 Bergen
 07621 Bergentfield
 07087 Bergeline
 07652 Bergen Mall
 (Paramus)
 07002 Bergen Pt.
 (Boyonne)
 07922 Berkeley Hgts.
 08009 Berlin
 07924 Bernardsville
 07201 Betsytown (Eliz.)
 07824 Bevons
 08010 Beverly
 08011 Birmingham
 08301 Bivolve
 08012 Blackwood
 08096 Blackwood Terr.
 07825 Blairstown
 08504 Blawenburg
 07003 Bloomfield
 07403 Bloomingdale
 08804 Bloomsbury
 07603 Bogota
 07005 Boonton
 08505 Bordentown
 08805 Bound Brook
 07720 Bradley Beach
 08840 Brainy Baro
 07826 Branchville
 08723 Breton Woods
 07018 Brick Church - E.O.
 08723 Brick Town
 08014 Bridgeport
 08302 Bridgeton
 08730 Brielle
 08203 Brigantine
 08808 Broadway

07003 Brookdale -
 Bloomfield
 08030 Brooklawn
 07926 Brookside
 08015 Browns Mills
 08857 Browntown
 (Old Bdg.)
 07828 Budd Lake
 08310 Buena
 08016 Burlington
 07405 Butler
 07829 Buttzville
 07006 Caldwell
 07830 Califon
 08100 Camden
 08204 Cape May
 08210 Cape May
 Court House
 08212 Cape May Point
 07072 Carlstadt
 08069 Carneys Point
 07008 Carteret
 07030 Castle Point
 (Hob'kn)
 08018 Cedar Brook
 07009 Cedar Grove
 07927 Cedar Knolls
 08311 Cedarville
 08608 Center (Trenton)
 07018 Central (E. Org.)
 08611 Chambersburg
 07831 Changewater
 07928 Chatham
 08019 Chatsworth
 08034 Cherry Hill
 08034 Cherry Mall
 07930 Chester
 07083 Chestnut (Union)
 08077 Cinnaminson
 08638 Circle (Trenton)
 08736 Circle Plaza
 (Monasquan)
 07066 Clark
 08020 Clarksboro
 08510 Clarksburg
 08312 Clayton
 08021 Clementon
 07010 Cliffside Park
 07721 Cliffwood
 07735 Cliffwood Beach
 07011 Clifton
 08809 Clinton
 07108 Clinton Hill-Nwk.
 07624 Closter
 08108 Collingswood
 08213 Cologne
 07067 Colonia
 07722 Colts Neck
 07832 Columbia
 08022 Columbus
 07961 Convent Station
 08511 Cookstown
 07024 Coytville (Ft Lee)
 07821 Cranberry Lake

08512	Cranbury	07308	Five Corners	07936	Hanover
07016	Cranford		(Jer. City)	07640	Harrington Park
08514	Creamridge	08821	Flagtown	07029	Harrison
0,626	Cresskill	07836	Flanwers	08039	Harrisonville
08515	Crosswicks	08822	Flemington	07420	Haskell
08810	Dayton	08518	Florence	07604	Hasbrouck Hgts.
07723	Deal	07932	Flarham Park	08040	Harvey Cedars
08015	Debarah	08863	Fords	07641	Haworth
08022	Deepwater	08731	Forked River	07506	Hawthorne
08110	Delair	08321	Fortescue	07730	Hazlet
08075	Delanco	07024	Fort Lee	08324	Heislerville
07014	Delawanna	07703	Fort Monmouth	08828	Helmetta
	(Clifton)	07087	48th St.-Union City	07421	Hewitt
07833	Delaware	07087	43rd St.-Union City	07842	Hibernia
08314	D.Limant	07621	Foster Village-	08829	High Bridge
08075	D'Iran		Bergenfield	07422	Highland Lks.
07627	Demarest	07416	Franklin	07732	Highland Park
08214	Dennisville	07417	Franklin Lakes	08904	Highlands
07834	Denville	08823	Franklin Park	07732	Hightstown
08096	Deptford	08322	Franklinville	08520	Hillcrest
08315	Dividing Creek	07728	Freehold	07502	(Paterson)
07017	Doddtown-	08825	Frenchtown	07642	Hillsdale
	E. Orange	07625	Garden State	07205	Hillside
08316	Darchester		(Paramus)	07030	Hoboken
08317	Dorothy	07026	Garfield	07423	Ho-Ho--Kus
07801	Daver	07027	Garwood	07733	Halmdel
07628	Dumont	08026	Gibbsboro	07843	Hopatcong
07055	Dundee	08027	Gibbstown	07844	Hape
08812	Dunnellen	07933	Gillette	08525	Hapewell
07514	East (Paterson)	07934	Gladstone	07727	Hawell
08816	E.Brunswick	08028	Glassboro	07307	Hudson City (J.C.)
08105	E. Camden	07837	Glasser	07047	Hudson Hgts.
07734	E. Keansburg	08029	Glendora	08080	Hurtville
08873	E. Millstone	08826	Glen Gardner	08526	Imloystown
07017	East Orange	07028	Glen Ridge	08325	Iona
07407	E. Paterson	07452	Glen Rock	07105	Iranbaund
07073	E. Rutherford	07418	Glenwood	07845	Irania
08302	East Side	08030	Gloucester City	07111	Irvington
	(Bridgeton)	08218	Gashen	08830	Iselin
07724	Eatontown	07010	Grantwood	08732	Island Hgts.
07020	Edgewater	07036	Grasselli (Linden)	08527	Jackson
08817	Edison	07838	Great Meadows	07305	Jackson Ave. (J.C.)
08215	Egg Harbor City	08812	Green Brook	08831	Jamesburg
07740	Eiberan	08219	Green Creek	07300	Jersey City
07200	Elizabeth	07839	Greendell	08041	Jabstawn
07206	Elizabethport	07435	Green Pond	07846	Johnsonburg
08318	Elmer	07935	Green Village	07306	Journal Sq. (J.C.)
07202	Elmora-Eliz.	07305	Greenville (J.C.)	08042	Juliestawn
08217	Elwood	08323	Greenwich	08809	Jutland (Clinton)
07630	Emerson	08032	Grenloch	07734	Keansburg
07631	Englewood	07950	Greystone Park	07032	Kearny
07632	Englewood Cliffs	08620	Graveville	08832	Keasberg
07726	Englishtawn	07093	Guttenburg	08824	Kendall Park
07021	Essex Falls	07601	Hackensack	07033	Kenilworth
08319	Estell Manor	07840	Hackettstawn	07847	Kenvil
08025	Ewan	08033	Haddenfield	07735	Keyport
07006	Fairfield-Caldwell	08035	Haddon Heights	08528	Kingston
07701	Fair Haven	08036	Hainesport	07405	Kinnelan
07410	Fair Lawn	07508	Haledon	08043	Kirkwood
08320	Fairtan	07419	Hamburg	07848	Lafayette
07022	Fairview	08690	Hamilton Square	07034	Lake Hiawatha
07023	Fanwood	08037	Hammantun	07849	Lake Hopatcong
07931	Far Hills	08827	Hampton	07871	Lake Mahawk
07727	Farmingdale	08038	Hancocks Bridge	08733	Lakehurst

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08012	Lakeland	08330	Moys Landing	08344	Newfield
08701	Lakewood	07657	Moynock	07435	Newfoundland
08530	Lambertville	07047	Meadowview	08224	New Gretna
07850	Landing	08055	Medford	08064	New Lisbon
08326	Lansdale	08055	Medford Lakes	07646	New Milford
08734	Lanoka Harbor	07945	Menlo Park	07748	New Monmouth
08044	Laurel Springs	08817	Menlo Park (Edison)	08345	Newport
08879	Laurence Harbor			07974	New Providence
08735	Lavallette	08619	Mercerville	07724	New Shrewsbury
08045	Lawnside	08109	Merchantville	07860	Newton
08532	Lawrenceville	08840	Metuchen	08346	Newtownville
07851	Loyton	08055	Mickleton	07976	New Vernon
08833	Lebanon	08873	Middlebush	08517	Nixon (Edison)
07852	Ledgewood	08845	Middlesex	08347	Norma
08220	Leds Point	07748	Middletown	08739	Normandy Beach
08327	Leesburg	07854	Middle Valley	07104	North
07737	Leonardo	07855	Middleville	07032	North Arlington
07605	Leonio	07432	Midland Park	07047	North Bergen
07938	Liberty Corner	07132	Midtown (Nwk.)	08855	Nurth Branch
07035	Lincoln Park	08848	Millford	08902	North Brunswick
07738	Lincroft	07541	Millburn	08204	North Cape May
07036	Linden	07946	Millington	07006	North Caldwell
08021	Lindenwood	08849	Millstone	07003	North Center (Bloomfield)
08221	Linwood	08850	Milltown	07208	North Elizabeth
07424	Little Falls	08332	Millville	08225	Northfield
07643	Little Ferry	08340	Milmoys	07661	North Hackensack
07739	Little Silver	08341	Minotola	07060	No. Holedon
08834	Little York	08342	Mizpah	07060	North Plainfield
07039	Livingston	07095	Monitor (W. New York)	07647	Northvale
07760	Locust (Rumson)			08260	North Wildwood
07644	Lodi	07750	Monmouth Beach	07648	Norwood
08008	Long Beach	08052	Monmouth Junct.	07110	Nutley
07740	Long Branch	07434	Monroe	07755	Oakhurst
08403	Longport	08343	Monroeville	07436	Oakland
07853	Long Valley	07042	Montclair	08107	Oaklyn
08865	Lopatcong	07645	Montvale	07439	Oak Ridge
08048	Lumberton	07045	Montville	08226	Ocean City
07071	Lyndhurst	08074	Moorestown	08740	Ocean Gate
07939	Lyons	08057	Morganville	07756	Ocean Grove
07428	McAfee	07751	Morganville	07757	Oceanport
08641	McGuire A. F. B.	07083	Morris Annex (Union)	08230	Ocean View
07940	Madison	07950	Morris Plains	08231	Oceansburg
08049	Magnolia	07960	Morristown	07439	Oadensburg
07430	Mahwah	07046	Mountain Lakes	08857	Old Bridge
08328	Malaga	07092	Mountainside	07675	Old Tappan
07978	Mall (Short-Hills)	07856	Mount Arlington	08858	Oradell
08050	Manahawkin	08059	Mount Ephraim	07649	Oradell
08736	Manasquan	07970	Mount Freedom	07050	Orange
08723	Manor Park (Bricktown)	08060	Mount Holly	08723	Osbornsville
08738	Mantoloking	08061	Mount Royal	07026	Outwater (Garfield)
08051	Mantua	07060	Muhlenburg		
08835	Manville	08062	Mullica Hill	07863	Oxford
07040	Maplecrest	07971	Murray Hill	07470	Packanack Lake
08052	Maple Shade	08063	National Park	07024	Palisade (Ft. Lee)
07040	Maplewood	07752	Navasink	07650	Palisades Park
08402	Marqote City	07753	Neptune	08065	Palmyra
07746	Marlboro	07753	Neptune City	07002	Pamrapo (Bayonne)
08053	Marlton	08853	Neshonic Station		
08223	Marmora	08857	Netcong	07652	Paromus
08236	Martinsville	07062	Netherwood	07513	Park (Paterson)
08054	Masonville	07100	Newark	07656	Park Ridge
07747	Matawan	08900	New Brunswick	08859	Parlin
08329	Mauricetown	08533	New Egypt		

07054	Parsippany-Tray-Hills	07412	River Road (Fair Lawn)	07080	South Plainfield
07055	Passaic	08075	Riverside	08882	South River
07500	Paterson	07524	River St. (Paterson)	08753	South Toms River
08066	Paulsboro	08077	Riverton	08360	South Vineland
07977	Peapack	07675	River Vale	07871	Sparto
08067	Pedricktown	08351	Roadstown	08884	Spotswood
08068	Pemberton	08691	Robbinsville	07081	Springfield
08534	Pennington	07662	Rochelle Park	07762	Spring Lake
08110	Pennsauken	07866	Rockaway	07762	Spring Lake Hgts.
08069	Penns Grove	07647	Rockleigh	07874	Stanhope
08070	Pennsville	07764	Rockworth	08885	Stanton
07440	Pequannock	08553	Rocky Hill	08886	Stewartville
08535	Perrineville	08554	Raebling	07875	Stillwater
08861	Perth Amboy	08555	Roosevelt	07980	Stirling
08865	Philipsburg	07068	Roseland	07460	Stockholm
08741	Pine Beach	07203	Roselle	08559	Stockton
07058	Pine Brook	07204	Roselle Park	08247	Stone Harbor
08021	Pine Hill	08556	Rosemont	08084	Stratford
08854	Piscataway	08352	Rosenhoyn	08248	Strathmore
08071	Pitman	07107	Roseville (Nwk.)	07701	Suburban (Red Bank)
08867	Pittstown	07760	Rumson	07876	Succosunna
07060	Plainfield	08078	Runnemede	07901	Summit
08536	Plainsboro	07070	Rutherford	07087	Summit Av (Union City)
08046	Plazo	07662	Saddle Brook	08008	Surf City
08232	Pleasantville	07458	Saddle River	07461	Sussex
07978	Pluckemin	08079	Salem	07877	Swartswood
08742	Point Pleasant	08559	Sand Brook	08085	Swedesboro
08742	Pt. Pleasant Beach	08872	Sayreville	07878	Tabor
08240	Pomona	07870	Schooleys Mntn.	07093	Taurus (W. New York)
07442	Pampton Lakes	07724	Scobeyville	07666	Taoneck
07444	Pompton Plains	07076	Scotch Plains	07522	Temple (Paterson)
08348	Port Elizabeth	07760	Sea Bright	07670	Tenafly
07758	Port Monmouth	08302	Seabrook	07763	Tennant
07865	Port Murray	08750	Sea Girt	07608	Teterboro
08349	Port Norris	08243	Sea Isle City	08086	Thorofare
07064	Port Reading	08751	Seaside Heights	08887	Three bridges
08241	Port Republic	08752	Seaside Park	08560	Titusville
07979	Pottersville	07094	Secaucus	08753	Toms River
07470	Preakness-(Wayne)	08557	Sergeantsville	07512	Totowa
08015	Pres'dential Lks. (Browns Mills)	07077	Sewaren	07082	Towaco
08540	Princeton	08080	Sewell	07052	Town Center (Orange)
08550	Princeton Junction	08353	Shiloh	07083	Townley (Union)
08868	Quakertown	08008	Ship Bottom	08249	Townsend's Inlet
08072	Quinton	08723	Shore Acres (Bricktown)	07879	Tranquility
07065	Rahway	07078	Short Hills	08600	Trenton
07446	Ramsey	07701	Shrewsbury	08650	Tuckahoe
08073	Rancocas	08081	Sicklerville	08087	Tuckerton
08869	Raritan	08558	Skillman	07047	Tyler Park
08870	Readington	08271	Smithville	07083	Union
07701	Red Bank	08083	Somerdale	07735	Union Beach
08350	Richland	08873	Somerser	07087	Union City
08074	Richwood	08244	Somers Point	07201	Union Square (Eliz.)
07657	Ridgefield	08876	Somerville	07043	Upper Montclair
07660	Ridgefield Park	07114	South (Nwk.)	07458	Upper Saddle River
07450	Ridgewood	08879	South Amboy	07030	Uptown (Hoboken)
08871	Riegelsville	08880	So Bound Brook	07018	V. A. Hosp. (E. Orange)
08551	Ringoes	08881	South Branch	07106	Vailburg (Nwk.)
07456	Ringwood	08104	South Camden	07470	Valley (Wayne)
08242	Rio Grande	07606	South Hackensack		
07026	Ritz (Garfield)	07039	South Livingston		
07457	Riverdale	07079	South Orange		
07661	River Edge	07503	South Paterson		

07088	Vaux Hall	08095	Winslow	14802	Alfred
08406	Ventnor City	06270	Woodbine	14226	Amherst
07462	Vernon	07095	Woodbridge	11701	Amityville
07044	Verona	08096	Woodbury	12010	Amsterdam
07880	Vienna	08097	Woodbury Hgts.	14006	Angola
08251	Villos	07047	Woodcliff	10502	Ardley
08088	Vincetow.	07675	Woodcliff Lake	12603	Arlington
08360	Vineland	08034	Woodcrest	14011	Attico
07463	Waldwick	08107	Woodlynne (Comden)	13021	Auborn
07719	Wall (Belmar)			14414	Avon
07055	Wallington	07075	Wood Ridge	11702	Babylon
07881	Wallpock Center	08098	Woodstown	11510	Baldwin
07465	Wanoque	08562	Wrightstown	13027	Baldwinsville
08758	Waretown	07481	Wyckoff	12020	Ballston Spa
07060	Warren (Plainfield)	08620	Yardville	14020	Batavia
07410	Warren Pt. (Fair Lawn)	08890	Zarephoth	13088	Bayberry
				11705	Bay Shore
07882	Washington			11709	Bayville
07102	Washington Park (Nwk. 1)	87114	Alameda	12508	Beacon
07030	Washington St. (Hoboken)	88310	Alamogordo	10507	Bedford Hills
07060	Watchung	871 *	Albuquerque	11710	Bellmore
07003	Watsessing (Bloomfield)	87105	Armijo	11713	Bellport
07470	Wayne	88210	Artesio	11714	Bethpage
07087	Weehawken	87105	Atrisco	139 *	Binghamton
07112	Weequohic (Nwk.)	87401	Aztec	14219	Blasdell
08090	Wenonah	87002	Belen	10913	Blauvelt
07103	West (Nwk.)	87004	Bernalillo	11715	Blue Point
08091	West Berlin	88220	Carlsbad	11716	Bohemio
07701	Westboro (Red Bank)	88415	Clayton	11717	Brentwood
07006	West Caldwell	88101	Clovis	10510	Briarcliff Manor
07008	West Carteret	88030	Deming	14610	Brighton
08107	W. Collingswood	88231	Eunice	11718	Brightwaters
07740	West End	87401	Formington	14420	Brockport
07666	W. Englewood	87105	Five Points	104 *	Bronx
07090	Westfield	87301	Gallup	10708	Bronxville
07032	West Hudson	87020	Grants	112 *	Brooklyn
07764	W. Long Branch	88240	Hobbs	11545	Brookville
07480	West Milford	88252	Jal	142 *	Buffalo
08108	Westmont	88001	Los Cruces	13316	Camden
07093	W. New York	88701	Los Vegas	13317	Canajoharie
07052	West Orange	88045	Lordsburg	14424	Conandoiguo
07424	West Paterson	87544	Los Alamos	13032	Conostato
07030	West Side (Mob.)	87107	Los Ranchos de Albuquerque	14823	Conistco
07304	West Side (J.C.)	88260	Lovington	13617	Conton
08628	West Trenton	87020	Milan	11514	Carl Place
08093	Westville	88130	Portoles	13619	Corthage
07675	Westwood	87740	Raton	12414	Catskill
07885	Wharton	88201	Roswell	14850	Coyugo Heights
07981	Whippony	87501	Santo Fe	13035	Cazenovia
08888	Whitehouse	88061	Silver City	11516	Cedarhurst
08889	White House Sta.	87801	Socorro	11720	Centereach
08252	Whitesboro	87901	Truth or Consequences	11934	Center Moriches
08759	Whiting	88401	Tucumcori	11721	Centerport
07765	Wickotunk	88352	Tuloroso	11722	Central Islip
08260	Wildwood	88061	University Park	10514	Chappaqua
08260	Wildwood Crest	87327	Zuni	14225	Chicktowngo
08260	Wildwood Crest			13745	Chenango Bridge
08260	Wildwood Crest			13637	Chittenango
08260	Wildwood Crest			14422	Clyde
08260	Wildwood Crest			12745	Cobleskill
08260	Wildwood Crest			12747	Cochran
08260	Wildwood Crest			12748	Columbia
08260	Wildwood Crest			11725	Commack
08561	Windsor	14004	Alden	10920	Congers

13326	Cooperstown	14454	Geneseo	11755	Lake Grove
11726	Copioque	14456	Geneva	13209	Lakeland
12822	Corinth	11542	Glen Cove	12946	Lake Placid
14830	Corning	11545	Glen Head	11779	Lake Ronkonkome
12518	Cornwall	12801	Glens Falls	11040	Lake Success
12520	Cornwall-On-The Hudson	11547	Glenwood Landing	14750	Lakewood
13045	Cortland	12078	Gloversville	14086	Lancaster
12051	Coxsackie	10924	Goshen	10538	Larchmont
10520	Cratan-On-The- Hudson	13642	Gouverneur	12110	Latham
12929	Dannemara	14070	Gowanda	11559	Lawrence
14437	Dansville	12832	Gronville	14482	Le Roy
11729	Deer Park	11023	Great Neck	11756	Levittown
13753	Delhi	14616	Greece	14092	Lewiston
12054	Delmar	12183	Green Island	12754	Liberty
14043	Depew	11740	Greenlawn	11757	Lindenhurst
14047	Derby	11944	Greenport	13365	Little Falls
13214	DeWitt	10583	Greenville	13088	Liverpool
11743	Dix Hills	11743	Halesite	11743	Lloyd Harbor
10522	Dobbs Ferry	14075	Hamburg	14094	Lockport
13329	Dolgeville	13346	Hamilton	11560	Locust Valley
14048	Dunkirk	11946	Hampton Boys	11561	Long Beach
14052	East Aurora	14221	Harris Hill	12211	Loudonville
10709	Eastchester	10528	Harrison	13367	Lowville
11735	East Farmingdale	10530	Hartsdale	11563	Lynbrook
12302	East Glensville	10706	Hastings- On-Hudson	14489	Lyons
11576	East Hills	11787	Hauppauge	12203	Mc Kownville
11730	East Islip	10927	Haverstraw	12953	Malone
11554	East Meadow	10532	Hawthorne	11565	Malverne
11731	East Northport	11550	Hempstead	10543	Mamaroneck
11732	East Norwich	13350	Herkimer	11030	Manhasset
11772	East Patchogue	11557	Hewlett	13104	Manlius
14445	East Rochester	118 *	Hicksville	11050	Munrohaven
11518	East Rockaway	12528	Highland	11758	Massapequa
13057	East Syracuse	10928	Highland Falls	11762	Massapequa Park
10604	East White Plains	10977	Hillcrest	13662	Massena
11596	East Williston	11040	Hillside Manor	11950	Mastic
12428	Ellenville	11741	Halbrook	11951	Mastic Beach
149 *	Elmira	13077	Homer	13211	Mattydale
14903	Elmira Heights	12090	Hoosick Falls	12118	Mechanicville
11003	Elmont	14845	Horseheads	14103	Medino
10523	Elmsford	12534	Hudson	11746	Melville
12054	Elsmere	12839	Hudson Falls	12204	Menands
11731	Elwood	11743	Huntington	11566	Merrick
13760	Endicott	11746	Huntington Station	10940	Middletown
13760	Endwell	12538	Hyde Park	11507	Mineola
13219	Fairmount	13357	Ilion	13407	Mohawk
14450	Fairport	11696	Inwood	10950	Monroe
12601	Fairview	14617	Irandequoit	10952	Monsey
14733	Falconer	10533	Irvington	12701	Monticella
11735	Farmingdale	11558	Island Park	10549	Mount Kisco
11738	Farmingville	11751	Islip	14510	Mount Morris
13066	Fayetteville	14850	Ithaca	10550	Mount Vernon
11001	Floral Park	14701	Jamestown	11030	Munsey Park
12828	Fort Edward	11753	Jericho	10954	Nanuet
13339	Fort Plain	13790	Johnson City	11758	Nassau Shores
13340	Frankfort	12095	Johnstown	13120	Nedrow
11010	Franklin Square	10536	Kotahoh	11767	Nesconset
14063	Fredonia	14217	Kenmore	14513	Newark
11520	Freeport	11754	Kingspark	12550	Newburgh
13069	Fulton	11024	Kings Paint	11590	New Cassel
11530	Garden City	12401	Kingston	10956	New City
14606	Gates	14218	Lockawanna	11040	New Hyde Park
		10512	Lake Carmel	12561	New Paltz
				108 *	New Rochelle
				12550	New Windsor

100 *	New York	11962	Sag Harbor	13601	Watertown
13417	New York Mills	11780	Saint James	12189	Watervliet
143 *	Niagara Falls	14779	Salamanca	14891	Watkins Glen
11701	North Amityville	11754	San Remo	14892	Waverly
11703	North Babylon	12983	Saranac Lake	14580	Webster
11710	North Bellmore	12866	Saratoga Springs	14895	Wellsville
11713	North Bellport	12477	Saugerties	11590	Westbury
14534	Northeast Henrietta	11782	Soyville	13760	West Corners
11752	North Great River	10583	Scarsdale	14701	West Ellicott
11757	North Lindenhurst	123 *	Schenectady	13760	West Endicott
11758	North Mossapequa	12302	Scotia	14787	Westfield
11560	North Merrick	11579	Sea Cliff	10993	West Haverstraw
11040	North New Hyde Park	11783	Seatons	11552	West Hempstead
11768	Northport	11784	Selden	11743	West Hills
13212	North Syracuse	13148	Seneca Falls	11795	West Islip
10591	North Tarrytown	13461	Sherrill	12203	Westmere
14120	North Tonawanda	11967	Shirley	10994	West Nyack
13815	Norwich	13838	Sidney	10996	West Point
10960	Nyack	14136	Silver Creek	11796	West Sayville
11769	Oakdale	13152	Skaneateles	14224	West Seneca
13669	Ogdensburg	14225	Sloan	13215	Westvale
11804	Old Bethpage	10974	Sloatsburg	12887	Whitehall
14760	Olean	11787	Smithtown	106 *	White Plains
13421	Oncida	11968	Southampton	13492	Whitesboro
13820	Onconto	11746	South Huntington	14221	Williamsville
10962	Orangeburg	14904	Southport	11596	Williston Park
14127	Orchard Park	11733	South Setauket	13850	Willow Point
10562	Ossining	14559	Spencerport	11598	Woodmere
13126	Oswego	10977	Spring Valley	11798	Wyondanch
13827	Owego	14141	Springville	107 *	Yankers
11771	Oyster Bay	12301	Stanford Heights	10598	Yorktown Heights
14870	Painted Post	103 *	Staten Island	13495	Yorkville
14522	Palmyra	11530	Stewart Manor		
13057	Park Hill	11790	Stony Brook		NORTH CAROLINA
11772	Patchogue	10980	Stony Point	27910	Ahoskie
10965	Pearl River	10901	Suffern	28001	Albemarle
10566	Peekskill	11791	Syosset	27203	Asheboro
10803	Pelham Manor	132 *	Syracuse	288 *	Asheville
14562	Penfield	10983	Tappan	28513	Ayden
14527	Penn Yan	10591	Tarrytown	28516	Beaufort
14530	Perry	11776	Terryville	28012	Belmont
11803	Plainview	11021	Thomaston	28016	Bessemer City
12901	Plattsburgh	10594	Thornwood	28303	Bonnie Doone
10570	Pleasantville	12883	Ticonderoga	28607	Boone
10573	Port Chester	14150	Tonawanda	28712	Brevard
11777	Port Jefferson	14223	Town Of Tonawanda	27215	Burlington
12771	Port Jervis	12180	Troy	28716	Canton
11050	Port Washington	10707	Tuckahoe	27511	Cary
13676	Patsdam	12986	Tupper Lake	27514	Chapel Hill
126 *	Poughkeepsie	11553	Uniondale	282 *	Charlotte
11400	Queens	135 *	Utica	28021	Cherryville
12143	Ravena	10595	Vahalla	27520	Clayton
12144	Rensselaer	10989	Valley Cottage	28328	Clinton
11901	Riverhead	11580	Valley Stream	28025	Concord
146 *	Rochester	13850	Vestal	28032	Cramerton
11570	Rockville Center	12884	Victory Mills	28723	Cullowhee
12205	Roessville	12586	Walden	28034	Dallas
13440	Rome	13856	Walton	28036	Davidson
11779	Ronkonkoma	11793	Wantagh	28334	Dunn
11576	Roslyn	12590	Wappingers Falls	277 *	Durham
11577	Roslyn Heights	14569	Warsaw	28301	East Fayetteville
12303	Rotterdam	10990	Warwick	27288	Eden
10580	Rye	12188	Waterford	27932	Edenton
		13165	Waterloo	27909	Elizabeth City
				28621	Elkin

27823 Enfield
 28339 Erwin
 27828 Formville
 28301 Foyetteville
 28043 Forest City
 27526 Fuquay-Varina
 27529 Gomer
 28052 Gastonia
 27530 Goldsboro
 27253 Graham
 28630 Granite Falls
 274 * Greensboro
 27834 Greenville
 28345 Hamlet
 27536 Henderson
 28739 Hendersonville
 28601 Hickory
 28205 Hickory Grove
 27260 Highpoint
 28540 Jacksonville
 28081 Kannapolis
 27284 Kernersville
 28086 Kings Mountain
 28501 Kinston
 28304 Lafayette
 28352 Laurinburg
 28645 Lenoir
 27292 Lexington
 28092 Lincolnton
 28601 Long View
 27549 Louisville
 28098 Lowell
 28358 Lumberton
 28752 Marion
 28544 Midway Park
 28110 Monroe
 28115 Mooresville
 28557 Morehead City
 28655 Morganton
 27215 Morgantown
 27030 Mount Airy
 28120 Mount Holly
 28365 Mount Olive
 27855 Murfreesboro
 28560 New Bern
 28658 Newton
 28659 North Wilkesboro
 27565 Oxford
 27962 Plymouth
 28376 Roeford
 276 * Raleigh
 28377 Red Springs
 27320 Reidsville
 27870 Roanoke Rapids
 28379 Rockingham
 27801 Rocky Mount
 27573 Roxboro
 28139 Rutherfordton
 28144 Salisbury
 27330 Sanford
 27874 Scotland Neck
 28150 Shelby
 27344 Siler City
 27577 Smithfield
 28387 Southern Pines

28159 Spencer
 28160 Spindale
 28390 Spring Lake
 28777 Spruce Pine
 28677 Statesville
 28778 Swannanoa
 27866 Tarboro
 27360 Thomasville
 27049 Toast
 28690 Valdese
 28170 Wadesboro
 27587 Wake Forest
 28466 Wallace
 27889 Washington
 28786 Waynesville
 28472 Whiteville
 27892 Williamston
 28401 Wilmington
 27893 Wilson
 271 * Winston-Salem

NORTH DAKOTA

58501 Bismarck
 58318 Bottineau
 58301 Devils Lake
 58601 Dickinson
 58102 Fargo
 58237 Grafton
 58201 Grand Forks
 58401 Jamestown
 58554 Mondon
 58701 Minot
 58368 Rugby
 58078 South West Fargo
 58072 Valley City
 58075 Wahpeton
 58801 Williston

OHIO

45610 Ada
 443 * Akron
 44601 Alliance
 45236 Amberley
 44001 Amherst
 44805 Ashland
 44004 Ashtabula
 45701 Athens
 44202 Aurora
 44515 Austintown
 45404 Avondale
 44012 Avon Lake
 44203 Barberton
 43713 Barnesville
 44140 Bay Village
 44122 Beachwood
 44146 Bedford
 44139 Bedford Heights
 43906 Belaire
 43311 Bellefontaine
 44811 Bellevue
 45714 Belpre
 44017 Berea
 43209 Bexley
 45107 Blonchester
 45242 Blue Ash

44512 Boardman
 43402 Bowling Green
 44141 Brecksville
 45231 Brentwood
 43912 Bridgeport
 44141 Broadview Heights
 44144 Brooklyn
 44142 Brook Park
 45309 Brookville
 44212 Brunswick
 43506 Bryan
 44820 Bucyrus
 43907 Cadiz
 43725 Cambridge
 44405 Campbell
 44406 Canfield
 447 * Canton
 43316 Carey
 44615 Carrollton
 45822 Celina
 45459 Centerville
 44022 Chagrin Falls
 44024 Chardon
 45211 Cheviot
 45601 Chillicothe
 452 * Cincinnati
 43113 Circleville
 441 * Cleveland
 44118 Cleveland Heights
 43410 Clyde
 45638 Cool Grove
 45828 Cold Water
 44408 Columbiana
 432 * Columbus
 44030 Conneaut
 43812 Coshocton
 45238 Covadale
 44827 Crestline
 43731 Crooksville
 44221 Cuyahoga Falls
 454 * Dayton
 45236 Deer Park
 43512 Defiance
 43015 Delaware
 45238 Delhi Hills
 45833 Delphos
 44621 Dennison
 45414 Dixie Heights
 44622 Dover
 45427 Drexel
 44112 East Cleveland
 44094 East Lake
 43920 East Liverpool
 44413 East Palestine
 45431 East View
 45320 Eaton
 44004 Edgewood
 45216 Elmwood Place
 44035 Elyria
 45322 Englewood
 44117 Euclid
 45324 Fairborn
 45014 Fairfield
 44313 Fairlawn
 44126 Fairview Park

44077	Fairport Harbor	43305	Morion	44077	Painesville
45840	Findlay	43935	Mortins Ferry	45344	Park Loyne
45224	Finneytown	43040	Marysville	44129	Parmo
45240	Forest Park	45040	Mason	45879	Pouiding
45426	Fort McKinley	44646	Mossilon	44124	Pepper Pike
45806	Fort Shownee	44438	Masury	44646	Perry Heights
44830	Fostoria	43537	Moumee	43551	Perrysburg
45005	Franklin	44124	Moyfield Heights	45356	Piquo
43420	Fremont	44256	Medina	44514	Polond
43020	Gahonna	44060	Mentor	45769	Pomeroy
44833	Galion	45342	Miamisburg	44319	Portage Lakes
45631	Gallipolis	45439	Miami Shores x	43452	Port Clinton
44125	Gorfield Heights	44017	Middleburgh Heights	45662	Portsmouth
44401	Geneva	45760	Middleport	44266	Ravenna
45327	Germantown	45042	Middletown	45215	Reading
44420	Girard	45150	Milford	44710	Reedurbon
45246	Glendale	44654	Millersburg	43068	Reynoldsburg
45213	Golf Manor	44657	Minerva	44124	Richmond Heights
43212	Grandview Heights	43938	Mingo Junction	44270	Rittman
43023	Gronville	45419	Modern Manor	44116	Rocky River
45123	Greenfield	44260	Magadore	45440	Rolling Hills
45218	Greenhills	45223	Monfort Heights	44903	Roscland
45331	Greenville	45242	Montgomery	43460	Rossford
43123	Grove City	45439	Moraine	44067	Sagamore Hills
45011	Hamilton	43338	Mount Gilead	45217	Saint Bernard
45030	Harrison	45231	Mount Healthy	43950	Saint Clairsville
45055	Heath	43050	Mount Vernon	45885	Saint Marys
43526	Hicksville	44262	Munroe Falls	44460	Salem
44124	Highland Heights	43542	Napoleon	44870	Sandusky
43026	Hilliard	45764	Nelsonville	44313	Sawyerwood
45133	Hillsboro	43055	Newark	44679	Sebring
44425	Hubbard	45662	New Boston	44131	Seven Hills
44839	Huron	44105	Newburgh Heights	43947	Shadyside
44131	Independence	45344	New Carlisle	44120	Shaker Heights
45243	Indian Hill	43832	Newcomerstown	45241	Sharonville
45638	Ironton	43764	New Lexington	44054	Sheffield Lake
45640	Jackson	45011	New Miami	44875	Shelby
43031	Johnstown	44663	New Philadelphia	45415	Shiloh
44240	Kent	45157	New Richmond	45365	Sidney
43326	Kenton	44444	Newton Falls	44221	Silver Lake
45429	Kettering	44446	Niles	45236	Silverton
45432	Knollwood	45872	North Baltimore	44139	Solon
44250	Lakemore	45239	Northbrook	44121	South Euclid
44107	Lakewood	44720	North Canton	45065	South Lebonon
43130	Lancaster	45239	North College Hill	45246	Springdale
44430	Leavittsburg	44067	Northfield	455 *	Springfield
45036	Lebanon	44070	North Omsted	43952	Steubenville
45801	Lima	45414	Northridge	44240	Streetsboro
45215	Lincoln Heights	44035	North Ridgeville	44136	Strongsville
43228	Lincoln Village	44133	North Royalton	44471	Struthers
44432	Lisbon	43616	Northwood	43560	Sylvania
45215	Lockland	44203	Norton	44278	Tallmadge
43138	Logan	44857	Norwalk	44883	Tiffin
43140	London	45212	Norwood	45371	Tipp City
44052	Lorain	43449	Oak Harbor	436 *	Toledo
44842	Loudonville	45419	Oakwood	43964	Toronto
44641	Louisville	44074	Oberlin	45067	Trenton
45140	Loveland	44138	Olmsied	45426	Trotwood
44124	Lyndhurst	44862	Ontario	45373	Troy
44437	McDonald	43616	Oregon	44087	Twinsburg
44056	Macedonia	44667	Orrville	44683	Uhrichsville
449 *	Mansfield	45875	Ottawa	44118	University Heights
44137	Mapple Heights	43606	Ottawa Hills	43221	Upper Arlington
45227	Mariemont	45431	Page Manor	43351	Upper Sandusky
45750	Marietta			43078	Urbano

45377 Vandalia
 45891 Von Wert
 44089 Vermilion
 44281 Wadsworth
 43465 Walabridge
 45895 Wapakoneta
 44481 Warren
 44122 Warrensville
 Heights
 43160 Washington Court
 House
 43567 Wauseon
 45690 Waverly
 44090 Wellington
 45896 Wellston
 43968 Wellsville
 45449 West Carrollton
 43081 Westerville
 43162 West Jefferson
 44145 Westlake
 45383 West Milton
 45662 West Portsmouth
 44286 West Richfield
 45694 Wheelersburg
 43213 White Hall
 45239 White Oak
 44092 Wickliffe
 45345 Wiburforce
 44890 Willard
 44094 Willoughby
 44094 Willowick
 45177 Wilmington
 44288 Windham
 43952 Wintersville
 45245 Withamsville
 45459 Woodbourne
 45215 Woodlawn
 43793 Woodfield
 44691 Wooster
 43085 Worthington
 45215 Wyoming
 45385 Xenia
 45387 Yellow Springs
 445 * Youngstown
 43701 Zanesville

OKLAHOMA

73521 Altus
 73005 Anadarko
 73401 Ardmore
 74525 Atoka
 74003 Bartlesville
 73008 Bethany
 74631 Blackwell
 74010 Bristow
 74012 Broken Arrow
 74834 Chandler
 74426 Checotah
 73018 Chickasha
 74017 Claremore
 74020 Cleveland
 73601 Clinton
 74021 Collinsville
 73632 Cordell
 74028 Cushing

73115 Del City
 74029 Dewey
 74030 Drumright
 73533 Duncan
 74701 Durant
 73034 Edmond
 73644 Elk City
 73036 El Reno
 73701 Enid
 73542 Frederick
 73044 Guthrie
 73942 Guyman
 73438 Healtown
 74437 Henryetta
 73651 Hobart
 74848 Holdenville
 73550 Hollis
 74035 Hominy
 74743 Hugo
 74745 Idabel
 73750 Kingfisher
 73501 Lawton
 73052 Lindsay
 74501 McAlester
 73446 Madill
 73554 Mangum
 73055 Marlow
 74354 Miami
 73110 Midwest City
 73060 Moore
 74401 Muskogee
 73116 Nichols Hills
 73069 Norman
 74048 Nowata
 74859 Okemah
 731 * Oklahoma City
 74447 Okmulgee
 73075 Pauls Valley
 74056 Pawhusko
 73077 Perry
 74360 Picher
 74601 Ponca City
 74953 Poteau
 74361 Pryor
 73080 Purcell
 74955 Sallisaw
 74063 Sand Springs
 74066 Sapulpa
 73662 Sayre
 74868 Seminole
 74801 Shawnee
 74070 Skiatook
 74074 Stillwater
 73086 Sulphur
 74464 Tahlequah
 74873 Tecumseh
 73120 The Village
 74653 Tonkawa
 741 * Tulsa
 74467 Wagner
 75572 Walters
 73123 Warr Acres
 73772 Watonga
 73096 Weatherford

74884 Wewaka
 73801 Woodward
 73099 Yukon

OREGON

97121 Albany
 97005 Aloha
 97520 Ashland
 97103 Astoria
 97814 Baker
 97266 Battin
 97005 Beaverton
 97701 Bend
 97415 Brookings
 97720 Burns
 97013 Canby
 97225 Cedar Hills
 97101 Central Point
 97420 Coos Bay
 97423 Coquille
 97330 Corvallis
 97424 Cottage Grove
 97338 Dallas
 97266 Errol Heights
 97401 Eugene
 97116 Forest Grove
 97301 Four Corners
 97223 Garden Home
 97266 Gilbert
 97027 Gladstone
 97230 Glendoveer
 97526 Grants Pass
 97030 Gresham
 97303 Hayesville
 97230 Hazelwood
 97438 Hermiston
 97123 Hillsboro
 97031 Hood River
 97303 Keizer
 97266 Kelly Butte
 97601 Klamath Falls
 97850 La Grande
 97034 Lake Oswego
 97630 Lakeview
 97355 Lebanon
 97367 Lincoln City
 97128 McMinnville
 97501 Medford
 97223 Metzger
 97862 Milton-Freewater
 97222 Milwaukie
 97361 Monmouth
 97451 Myrtle Creek
 97458 Myrtle Point
 97132 Newberg
 97365 Newport
 97459 North Bend
 97268 Oak Grove
 97914 Ontario
 97045 Orean City
 97220 Parkrose
 97801 Pendleton
 974 * Portland
 97236 Powellhurst
 97754 Prineville
 97225 Raleigh Hills
 97756 Redmond

97467 Reedsport
 97402 River Road
 97230 Rockwood
 97470 Roseburg
 97266 Russellville
 97051 Saint Helens
 97301 Solem
 97138 Seaside
 97381 Sil-erton
 97477 Springfield
 97383 Stoyton
 97479 Sutherlin
 97386 Sweet Home
 97058 The Dolles
 97141 Tillamook
 97391 Toledo
 97068 West Linn
 97071 Woodburn

PENNSYLVANIA

19001 Abington
 19018 Aldon
 15001 Aliquippa
 181 * Allentown
 15101 Allison Park
 16601 Altoona
 15003 Ambridge
 17003 Annville
 18403 Archbold
 19003 Ardmore
 15068 Arnold
 17921 Ashland
 18706 Ashley
 15215 Aspinwall
 18810 Athens
 15202 Avolon
 18641 Avoco
 15005 Boden
 19004 Bolo-Cynvryd
 15234 Boldwin
 18013 Boaz
 15714 Bornesboro
 15009 Beaver
 15010 Beaver Falls
 15522 Bedford
 16823 Bellefonte
 15202 Bellevue
 15314 Bentleyville
 18603 Berwick
 19312 Berwyn
 23650 Bethel Park
 18015 Bethlehem
 19508 Birdsboro
 15717 Blairsville
 18447 Blakely
 17815 Bloomsburg
 19061 Boothwyn
 19512 Boyertown
 15014 Brockenridge
 15104 Brodbeck
 16701 Bradford
 15277 Brentwood
 19026 Briarcliff
 19405 Bridgeport
 15017 Bridgeville
 19007 Bristol
 15824 Brockway

19015 Brookhaven
 15825 Brookville
 19008 Broomall
 15236 Broughton
 15417 Brownsville
 19010 Bryn Mawr
 17009 Burnhom
 16001 Butler
 15419 Colifornia
 17011 Comp Hill
 15317 Cononsburg
 18407 Corbondole
 17013 Corlisle
 15106 Carnegie
 15234 Co-tle Shanon
 18032 Cotosovqua
 15417 Centerville
 17201 Chombersburg
 15022 Charleroi
 19308 Chatwood
 19012 Cheltenham
 19013 Chester
 15024 Cheswick
 15221 Churchill
 15025 Clairton
 16214 Clarion
 18411 Clarks Summit
 16830 Clearfield
 19018 Clifton Heights
 18218 Coaldole
 19320 Coatesville
 19023 Collingdale
 17109 Colonial Park
 17512 Columbia
 15909 Conemouah
 15425 Connellsville
 19428 Conshohocken
 18037 Coploy
 15108 Coraopolis
 19020 Cornwells Heights
 16407 Corry
 16915 Coudersport
 15205 Crafton
 15030 Creighton
 16630 Cresson
 19070 Croydon
 19022 Crum Lynne
 16833 Curwensville
 15902 Dale
 18612 Dallas
 17313 Dallastown
 17871 Donville
 19073 Dorby
 15001 Davidson Heights
 15627 Derry
 19333 Devon
 18519 Dickson City
 15033 Donora
 15216 Dormont
 19335 Downingtown
 18901 Doylestown
 15034 Droyosburg
 19026 Drexel Hill
 15801 Du Bois
 18512 Dunmore
 18641 Dupont
 15110 Duquesne

18642 Duryea
 17706 East Foxon
 19050 East Lonsdowne
 15035 East Mc Keesport
 19401 East Norriton
 18042 Easton
 15112 East Pittsburgh
 18301 East Stroudsburg
 17402 East York
 15931 Ebensburg
 15002 Economy
 19013 Eddystone
 15218 Edgewood
 18704 Edwordsville
 15037 Elizabeth
 17022 Elizabethtown
 19117 Elkins Park
 16117 Elwood City
 18049 Emmous
 15834 Emporium
 15202 Emsworth
 17025 Enola
 17522 Ephrata
 19118 Erdenheim
 165 * Erie
 19029 Essington
 15223 Etno
 18643 Excter
 19030 Fairless Hills
 16121 Forrell
 19047 Feasterville
 15905 Ferndole
 19522 Fleetwood
 19031 Flourtown
 19032 Felcroft
 19033 Folsom
 16226 Ford City
 15221 Forest Hills
 19034 Fort Washington
 18704 Forty Ford
 18051 Fountain Hill
 15238 Fox Chapel
 17931 Frockville
 16323 Franklin
 15143 Franklin Park
 15042 Freedom
 18224 Freeland
 18052 Fullerton
 16641 Gollitzin
 15904 Geistown
 17325 Gettysburg
 17935 Girardville
 19035 Gladwyne
 15045 Glossport
 18617 Glen Lyon
 19036 Glenolden
 15116 Glenshow
 19038 Glenside
 17601 Grandview Heights
 17225 Greencastle
 19014 Green Ridge
 15601 Greensburg
 15220 Green Tree
 16125 Greenville
 16127 Grove City
 19526 Homburg
 17602 Homilton Park

19033	Hoyertown	15131	Mc Keesport	16301	Oil City
18201	Hoxleton	15136	Mc Kees Rocks	18518	Old Forge
18055	Hellertown	15237	McKnight	18447	Olyphant
17033	Hershey	17344	Mc Sherrystown	17775	Oreland
16148	Hickory Township	17948	Mohanoy City	17063	Oxford
17034	High Spire	17545	Monheim	17071	Palmerton
16648	Holidaysburg	16933	Monsfield	7028	Palmyra
19043	Holmes	19061	Morcus Hook	19301	Paoli
15120	Homestead	15461	Masontown	19365	Parkesburg
18431	Honesdale	16335	Meadville	15010	Patterson Township
19044	Horsham	17055	Mechanicsburg	16668	Patton
17036	Hummelstown	19063	Medio	18072	Pen Argyl
16652	Huntingdon	19012	Melrose Park	17103	Penbrook
19006	Huntingdon Valley	16137	Mercer	19047	Penndel
13606	Hyde Park	19066	Merion Station	15235	Penn Hills
15701	Indiana	15552	Meyersdale	19606	Pennside
15205	Ingram	17057	Middletown	19072	Penn Valley
15642	Irwin	15059	Midland	19151	Penn Wynne
15644	Jeannette	16505	Millcreek Township	18944	Perkosie
15025	Jefferson	17061	Millersburg	15237	Perryville
19046	Jenkintown	17551	Millersville	191 *	Philadelphia
17740	Jersey Shore	15209	Millvale	16866	Philipsburg
18434	Jessop	19033	Milmont Park	19460	Phoenixville
18229	Jim Thorpe	17847	Milton	19026	Pilgrim Gardens
15845	Johnsonburg	17954	Minersville	15140	Pitcoirn
15901	Johnstown	15062	Monessen	152 *	Pittsburg
16735	Kane	15063	Monongahela	18640	Pittston
19607	Kenhorst	15146	Monroeville	18705	Plains
15136	Kenmowr	17754	Montoursville	15236	Pleasant Hills
19348	Kennett Square	18507	Moosic	17402	Pleasureville
19406	King Of Prussia	19067	Morrisville	15239	Plum
18704	Kingston	17851	Mount Carmel	18651	Plymouth
16201	Kittanning	17552	Mount Joy	19462	Plymouth Meeting
17834	Kulpmont	15228	Mount Lebanon	16342	Polk
19444	Lafayette Hill	15210	Mount Oliver	15946	Portage
176 *	Lancaster	19606	Mount Penn	16743	Port Allegony
19446	Lansdale	15666	Mount Pleasant	17965	Port Carbon
19050	Lansdowne	17066	Mount Union	15133	Port Vue
18232	Lansford	17756	Muncy	19464	Pottstown
15650	Latrobe	15120	Munhall	17901	Pottsville
19605	Lovreldale	17067	Myerstown	17109	Progress
17111	Lawnton	18634	Nanticoke	19076	Prospect Park
16511	Lawrence Park	19072	Norberth	15767	Punxsutaweny
17042	Lebanon	15065	Notrono Heights	18951	Quakerstown
15656	Leechburg	18064	Nazareth	15104	Rankin
18702	Lee Park	18240	Nesquehoning	196 *	Reading
18235	Lehighton	15066	New Brighton	17356	Red Lion
17043	Lemoyne	16101	New Castle	17764	Renovo
19053	Levittown	17070	New Cumberland	15212	Reserve Township
17837	Lewisburg	15466	New Eagle	15851	Reynoldsville
17044	Lewistown	17557	New Holland	15853	Ridgway
15133	Liberty	15068	New Kensington	19078	Ridley Park
15129	Library	19073	Newtown Square	16673	Roaring Spring
19061	Linwood	19401	Norristown	15074	Rochester
17543	Lititz	18067	Northampton	15066	Rochester Township
17340	Littlestown	15012	North Belle Vernon	16323	Rocky Grove
17745	Lock Haven	15104	North Broddock	19010	Rosemont
15068	Lower Burrell	18032	North Cotasouqua	19001	Roslyn
18709	Luzerne	16428	North East	19468	Royersford
17048	Lykens	17857	Northumberland	17111	Rutherford Heights
16045	Lyndoro	15035	North Versailles	17970	Saint Clair
19117	Lynnew'd Gardens	19454	North Wales	15857	Saint Morys
18237	Mc Adoo	19074	Norwood	18840	Sayre
15057	Mc Donald	15139	Ookmont	17972	Schuylkill Haven
17331	Hanover	17092	Oberlin	15683	Scottdale
171 *	Harrisburg	15080	Ohioville		
19040	Hatboro				
19041	Heaverford				

15243 Scott Township
 185 * Scranton
 19018 Secane
 17870 Selinsgrove
 15143 Sewickley
 17872 Shamokin
 16146 Sharon
 19079 Sharon Hill
 15215 Sharpsburg
 16150 Shurpsville
 17976 Shenandoah
 19607 Shillington
 17257 Shippensburg
 18080 Slatinton
 16057 Slippery Rock
 15501 Somerset
 18964 Souderton
 18966 Southampton
 15601 South Greensburg
 15904 Southmont
 15401 South Uniontown
 17701 South Williamsport
 15775 Spangler
 19475 Spring City
 15144 Springdale
 19064 Springfield
 17403 Spring Garden
 Township
 16801 State College
 17113 Steelton
 19464 Stowe
 19087 Stratford
 18366 Stroudsburg
 18250 Summit Hill
 17801 Sunbury
 19081 Swarthmore
 15218 Swissvale
 18704 Swayerville
 18252 Tamaqua
 15084 Torentum
 18517 Taylor
 18969 Telford
 18512 Throop
 16354 Titusville
 18848 Towanda
 15085 Trafford
 17881 Trevarton
 19401 Trooper
 15145 Turtle Creek
 16686 Tyone
 16438 Union City
 15401 Uniontown
 19082 Upper Darby
 15690 Vandergrift
 15147 Verona
 19085 Villanova
 19086 Wallingford
 18974 Warminster
 18976 Warrington
 15301 Washington
 19087 Wayne
 17268 Waynesboro
 15370 Waynesburg
 18255 Weatherly
 16901 Wellsboro

16501 Wesleyville
 19007 West Bristol
 19018 Westbrook Park
 19380 West Chester
 15122 West Mifflin
 17038 Westmont
 15089 West Newton
 19401 West Norriton
 18643 West Pittston
 19602 West Reading
 15229 West View
 15905 Westwood
 19678 West Wyomissing
 17404 West York
 15210 Whitehall
 15131 White Oak
 187 * Wilkes-Barre
 15221 Wilkinsburg
 15145 Wilkins Township
 17701 Williamsport
 19090 Willow Grove
 15148 Wilmerding
 18042 Wilson
 15963 Windber
 19094 Woodlyn
 19095 Wyncote
 19118 Wyndmoor
 19096 Wynnewood
 18644 Wyoming
 19610 Wyomissing
 19050 Yeodon
 174 * York
 15697 Youngwood
 16063 Zelienople

RHODE ISLAND

02816 Anthony
 02806 Barrington
 02809 Bristol
 02863 Central Falls
 02816 Coventry
 02910 Cranston
 02864 Cumberland
 02818 East Greenwich
 02914 East Providence
 02917 Esmond
 02828 Greenville
 02835 Jamestown
 02919 Johnston
 02881 Kingston
 02865 Lincoln
 02838 Manville
 02840 Middletown
 02840 Newport
 02852 North Kingstown
 02911 North Providence
 02859 Pascoag
 02860 Pawtucket
 02871 Portsmouth
 029 * Providence
 02816 Quindnick
 02878 Tiverton
 02879 Wakefield
 02885 Warren
 02886 Warwick

02890 West Berrington
 02891 Westerly
 02893 West Warwick
 02895 Woonsocket

SOUTH CAROLINA

29620 Abbeville
 29803 Aiken
 29810 Allendale
 29621 Anderson
 29510 Andrews
 29003 Bamberg
 29812 Barnwell
 29006 Batesburg
 29902 Beaufort
 29627 Belton
 29512 Bennettsville
 29010 Bishopville
 29020 Camden
 29209 Capitol View
 29033 Coyce
 29209 Cedar Terrace
 29401 Charleston
 29405 Charleston Heights
 29520 Cheraw
 29706 Chester
 29325 Clinton
 29710 Clover
 292 * Columbia
 29526 Conway
 29532 Darlington
 29042 Denmark
 29536 Dillon
 29601 Duneon
 29407 DuPont
 29640 Fasley
 29340 East Gaffney
 29824 Edgefield
 29501 Florence
 29206 Forest Acres
 29715 Fort Mill
 29340 Gaffney
 29440 Georgetown
 29829 Graniteville
 29055 Great Falls
 29203 Greenview
 29601 Greenville
 29626 Greenwood
 29651 Greer
 29410 Hanahan
 29550 Hartsville
 29654 Honea Path
 29611 Judson
 29556 Kingstree
 29560 Lake City
 29720 Lancaster Mills
 29902 Laurel Bay
 29360 Laurens
 29657 Liberty
 29102 Manning
 29571 Marion
 29662 Mauldin
 29464 Mount Pleasant
 29574 Mullins
 29577 Myrtle Beach

29108 Newberry
 29841 North Augusta
 29406 North Charleston
 29115 Orangeburg
 29609 Park Place
 29407 Riverland Terrace
 29730 Rock Hill
 29407 Saint Andrews
 29609 Sans Souci
 29678 Seneca
 29150 Shannontown
 29301 Spartonburg
 29483 Summerville
 29379 Union
 29691 Walhalla
 29488 Walterboro
 29692 Ware Shoals
 29169 West Columbia
 29178 Whitmire
 29697 Williamston
 29853 Williston
 29180 Winnsboro
 29388 Woodruff
 29745 York

SOUTH DAKOTA

57401 Aberdeen
 57717 Belle Fourche
 57006 Brookings
 57325 Chamberlain
 57738 Deadwood
 57532 Fort Pierre
 57747 Hot Springs
 57350 Huron
 57754 Lead
 57042 Madison
 57252 Milbank
 57301 Mitchell
 57601 Mobridge
 57501 Pierre
 57701 Rapid City
 57469 Redfield
 571 * Sioux Falls
 57262 Sisseton
 57783 Spearfish
 57785 Sturgis
 57609 Vermillion
 57201 Watertown
 57580 Winner
 57078 Yankton

TENNESSEE

37701 Alcoa
 37303 Athens
 37205 Belle Meade
 38314 Bemis
 38008 Bolivar
 37218 Bordeaux
 37620 Bristol
 38012 Brownsville
 38320 Camden
 374 * Chatanooga
 37642 Church Hill
 37040 Clarksville
 37311 Cleveland

37716 Clinton
 38402 Columbia
 38502 Cookeville
 38019 Covington
 38555 Crossville
 37321 Dayton
 37055 Dickson
 37214 Donelson
 38024 Dyersburg
 37412 East Ridge
 37643 Elizabethton
 37650 Erwin
 37331 Etowah
 37334 Fayetteville
 37215 Forest Hills
 37064 Franklin
 37066 Gallatin
 37072 Goodlettsville
 37743 Greenville
 37748 Horriam
 38340 Henderson
 37076 Hermitage Hills
 37343 Hixson
 38462 Hohenwald
 38343 Humboldt
 38344 Huntsgton
 37216 Inglewood
 38301 Jackson
 37760 Jefferson City
 37601 Johnson City
 37660 Kingsport
 37763 Kingston
 379 * Knoxville
 37766 La Follette
 38464 Lawrenceburg
 37087 Lebanon
 37771 Lenoir City
 37091 Lewisburg
 38351 Lexington
 38570 Livingston
 37774 Loudon
 37665 Lynn Garden
 38201 McKenzie
 37110 McMinnville
 37115 Madison
 37355 Manchester
 37216 Mopplewood
 38237 Mortin
 37801 Maryville
 381 * Memphis
 38053 Millington
 37814 Morristown
 38474 Mount Pleasant
 37130 Murfreesboro
 372 * Nashville
 37821 Newport
 37040 New Providence
 37220 Oak Hill
 37830 Oak Ridge
 37840 Oliver Springs
 38242 Paris
 37211 Providence
 38478 Pulaski
 38128 Raleigh
 37415 Red Bank

38063 Ripley
 37854 Rockwood
 37857 Rogersville
 38372 Savannah
 37862 Sevierville
 37160 Shelbyville
 37377 Signal Mountain
 37168 Smyrna
 42041 South Fulton
 37380 South Pittsburg
 38583 Sparta
 37172 Springfield
 37774 Sweetwater
 38382 Trenton
 37388 Tullahoma
 38261 Union City
 37185 Waverly
 38109 West Junction
 37205 West Meade
 38116 Whitehaven
 37398 Winchester

TEXAS

796 * Abilene
 77018 Acre Homes
 78516 Alamo
 78209 Alamo Heights
 77039 Aldine
 78332 Alice
 79830 Alpine
 77511 Alvin
 791 * Amarillo
 79714 Andrews
 77515 Angleton
 79501 Anson
 78336 Aransas Pass
 76010 Arlington
 75751 Athens
 75551 Atlanta
 787 * Austin
 76020 Azle
 75149 Bolch Springs
 78201 Bolcones Heights
 76821 Bollinger
 78602 Bostrop
 77414 Boy City
 77520 Boytown
 777 * Beaumont
 76201 Bedford
 78102 Beeville
 77401 Bellore
 76705 Bellmead
 76513 Belton
 76126 Benbrook
 76932 Big Lake
 79720 Big Spring
 78343 Bishop
 75418 Bonhom
 79006 Borger
 76230 Bowie
 76825 Brady
 76024 Breckenridge
 77833 Brenham
 77611 Bridge City
 75026 Bridgeport

79316	Brownfield	78543	Elsa	77640	Lakeview
78520	Brownsville	75119	Ennis	76135	Lake Worth Village
76801	Brownwood	75039	Etoile	77568	La Marque
77801	Bryan	79838	Fabens	79331	Lamesa
76354	Burkburnett	78355	Fairfuries	76550	Lampasas
76520	Cameron	75234	Farmer's Branch	75146	Lancaster
79015	Canyon	79235	Floydada	77571	La Porte
78834	Carrizo Springs	76119	Forest Hill	78040	Laredo
75006	Carralltan	79735	Fort Stockton	79336	Levelland
75633	Carthage	761	Fort Worth	75067	Lewisville
78213	Castle Hill	78624	Fredericksburg	77575	Liberty
75935	Center	77541	Freepart	79339	Littlefield
77530	Channellview	78357	Freer	77351	Livingston
79201	Childress	76240	Gainesville	78644	Lockhart
76437	Cisco	77547	Galena Park	75601	Langview
75426	Clarksville	77550	Galyeston	794	Lubbock
77058	Clear Lake City	75040	Garland	75901	Lufkin
76031	Cleburne	76528	Gatesville	78648	Luling
77327	Cleveland	78626	Georgetown	78501	McAllen
77015	Claverleaf	78942	Giddings	79752	McComery
77531	Clute	75644	Gilmer	76657	McGregor
75211	Cockrell Hill	75647	Gladewater	75069	McKinney
76834	Coleman	78629	Gonzales	79843	Marfa
77840	College Station	76046	Graham	76661	Marlin
79512	Colorado City	75050	Grand Prairie	75670	Marshall
78934	Columbus	75401	Greenville	78368	Mathis
76442	Comanche	77619	Graves	79245	Memphis
75428	Commerce	77964	Hallettsville	78570	Mercedes
77301	Conroe	76117	Haltom City	75149	Mesquite
76522	Copper's Cove	76531	Hamilton	76667	Mexia
784	Corpus Christie	79520	Hamlin	79701	Midland
75110	Corsicana	78550	Harlingen	75773	Mineral Wells
78014	Catula	79521	Haskell	76067	Mineral Wells
79731	Crane	77859	Hearne	78572	Mission
75835	Crockett	78361	Hebbronville	79756	Manahans
78839	Crystal City	75652	Henderson	79346	Martan
77954	Cuera	76365	Henrietta	75455	Mount Pleasant
75638	Daingerfield	79045	Hereford	79347	Muleshoe
79022	Dalhart	75205	Highland Park	75961	Nacogdoches
752	Dallas	77562	Highlands	77868	Navasota
77535	Dayton	76645	Hillsboro	77627	Nederland
76234	Decatur	77563	Hitchcock	78130	New Braunfels
77536	Deer Park	78861	Honda	76255	Nacana
78840	Del Rio	770	Houston	77018	Narth Huston
75020	Denison	77340	Huntsville	76118	No. Richland Hills
76201	Denton	76053	Hurst	79760	Odessa
79323	Denver City	78362	Ingleside	76374	Olney
75115	De Soto	76367	Iowa Park	77630	Orange
78016	De Vine	75060	Irving	76943	Ozona
75941	Diboll	77029	Jacinto City	77465	Palacios
77539	Dickinson	76056	Jacksboro	75801	Palestine
79027	Dimmitt	75766	Jacksonville	79065	Pampa
78537	Dorma	75951	Jasper	75450	Paris
79027	Dumas	75657	Jefferson	77501	Pasadena
75116	Duncanville	75142	Kaufman	77640	Pear Ridge
77434	Eagle Lake	78119	Kenedy	78061	Pearsall
78852	Eagle Pass	79745	Kermi	79712	Pecos
76448	Eastland	78028	Kerrville	79070	Perryton
78538	Edcauch	75662	Kilgore	78577	Pharr
78539	Edinburg	76544	Killeen	79071	Phillips
77957	Edna	78363	Kingsville	75686	Pittsburg
77437	El Campo	75145	Kleberg	79072	Plainview
76360	Electra	78559	LaFeria	75074	Plano
78621	Elgin	78945	La Grange	78064	Pleasanton
799	El Paso	77566	Lake Jackson	77640	Port Arthur

78578	Part Isabl	76384	Vernon	84070	Union
78374	Portland	77901	Victoria	84010	Val Verdo
77979	Part Lavaca	77662	Vidar	84078	Vernal
77651	PartNeches	767 *	Waco	84401	Washington Terra
79356	Past	75165	Waxahachie	84084	West Jordan
78065	Pateet	76086	Weatherford	84070	White City
77445	Prarie View	79095	Wellington		
78375	Premant	78596	Weslaco		VERMONT
79252	Ouanah	77486	West Columbia	05641	Barre
76470	Ranger	77630	West Orange	05101	Bellows Falls
78580	Raymondville	77075	W. University Place	05201	Bennington
78377	Refugio	76114	Westworth Village	05301	Battleboro
75080	Richardson	77488	Whartan	05401	Burlington
76118	Richland Hills	76108	White Settlement	05452	Essex Junction
77469	Richmand	76301	Wichita Falls	05753	Middlebury
78582	Rio Grande City	79567	Winters	05601	Mantpelier
76114	River Oaks	77995	Yoakum	05855	Newpart
78380	Robstown			05701	Rutland
76567	Rockdale		UTAH	05478	Saint Albans
78382	Rockport	84003	American Fork	05819	Saint Jahnsbury
77471	Rosenberg	84010	Bountiful	05401	South Burlington
75785	Rusk	84302	Brigham City	05156	Springfield
76901	San Angela	84720	Cedar City	05676	Waterbury
782 *	San Antonio	84014	Centerville	05001	White River
78586	San Benito	84015	Clearfield		Junction
78384	San Diego	84120	Cottonwood	05089	Windsor
78589	San Juan	84020	Draper	05404	Winoask:
78666	San Marcos	84109	East Millcree		
78330	San Pedro	84119	Granger		VIRGINIA
76114	Sansom Pk. Village	84106-15	Granite Park	24210	Abingdan
75159	Seagoville	84526	Heber City	223 *	Alexandria
78155	Seguin	84117	Halladay	24517	Altavista
79360	Seminale	84120	Hunter	22003	Anndale
76380	Seymour	84037	Kaysville	222 *	Arlington
79079	Shamrock	84118	Kearns	23005	Ashland
75090	Sherman	84041	Layton	22041	Bailey's Crossrao
77656	Silsbee	84043	Lehi	24055	Bassett
78387	Sinton	84321	Logan	24523	Bedford
79364	Slatan	84044	Magna	22307	Belle View
78957	Smithville	84047	Midvale	23602	Bethel Manar
79549	Snyoer	84532	Maab	23229	Beverly Hills
77587	South Hustan	84107	Murray	24219	Big Stone Gap
79081	Spearmen	84648	Nepht	24060	Blacksburg
77024	Spring Valley	84404	North Ogden	23824	Blackstone
79553	Stamford	844 *	Ogden	24605	Bluefield
76401	Stephenville	84057	Orem	23235	Ban Air
79083	Stinnett	84651	Payson	24201	Bristol
77478	Sugar Land	84062	Pleasant Grave	22042	Brayhill Park
75482	Sulphur Springs	84501	Price	24416	Buena Vista
77480	Sweeny	84601	Prova	22901	Charlottesville
79556	Sweetwater	84119	Redwood	23924	Chase City
78390	Taft	84701	Richfield	23320	Chesapeake
79373	Tahoka	84069	Ray	23831	Chester
76574	Taylor	84770	Saint George	24073	Christiansburg
75860	Teague	841 *	Salt Lake City	24422	Clifton Forge
76501	Temple	84070	Sandy	24078	Collinsville
75160	Terrell	84335	Smithfield	23834	Colonial Heights
78209	Terrell Hills	84401	South Ogden	24426	Covington
75501	Texarkana	84115	South Salt Lake	22041	Culmare
77590	Texas City	84660	Spanish Fork	22191	Dale City
79088	Tulia	84663	Springville	24541	Danville
75701	Tyler	84015	Sunset	23222	East Highland Par
78148	Universal City	84118	Taylorville	23847	Emporia
75205	University Park	84074	Tooele	23803	Ettrick
78801	Uvalde				

22030 Fairfax
 22046 Falls Church
 23901 Farmville
 23851 Franklin
 22491 Fredericksburg
 22630 Front Royal
 24333 Galax
 23223 Glenwood Farms
 22306 Groveton
 23369 Hampton
 22801 Harrisonburg
 23075 Highland Springs
 24019 Hallins
 23860 Hopewell
 22306 Hybla Valley
 22942 Jefferson Village
 22151 Kings Park
 22044 Lake Barcroft
 23228 Lakeside
 22975 Leesburg
 24450 Lexington
 22835 Luray
 24504 Lynchburg
 24572 Madison Heights
 22110 Manassas
 24354 Marion
 24112 Martinsville
 23226 Monument Heights
 24124 Narrows
 236 * Newport News
 235 * Norfolk
 22151 North Springfield
 24273 Norton
 22960 Orange
 23803 Petersburg
 22043 Pimmit Hills
 23362 Poquoson
 237 * Portsmouth
 24301 Pulaski
 24141 Radford
 22151 Ravensworth
 22070 Reston
 24641 Richlands
 232 * Richmond
 24011 Roanoke
 24153 Salem
 24370 Saltville
 23150 Sandston
 23235 Southampton
 24592 South Boston
 23970 South Hill
 22150 Springfield
 24401 Staunton
 23434 Suffolk
 24018 Sugar Loaf
 24651 Tazewell
 22172 Triangle
 22180 Vienna
 24179 Vinton
 23451 Virginia Beach
 22186 Warrenton
 22980 Waynesboro
 22308 Wayneswood

23229 Westham
 22150 West Springfield
 23185 Williamsburg
 22601 Winchester
 22191 Woodbridge

WASHINGTON

98520 Aberdeen
 98036 Alderwood Manor
 98221 Anacortes
 98002 Auburn
 98004 Bellevue
 98225 Bellingham
 98011 Bithill
 98310 Bremerton
 98178 Bryn Mawr
 98321 Buckley
 98166 Burien
 98233 Burlington
 98607 Camas
 98531 Centralia
 98532 Chehalis
 99004 Cheney
 99493 Clarkston
 98004 Clyde Hill
 99111 Colfax
 99324 College Place
 99114 Calville
 99218 Country Homes
 99328 Dayton
 98188 Des Moines
 99213 Dishman
 98004 Eastgate
 98020 Edmonds
 98926 Ellensburg
 98022 Enumclaw
 98823 Ephrata
 98201 Everett
 98903 Fairview
 98002 Federal Way
 98466 Fircrest
 98902 Fruitvale
 98930 Grandview
 98660 Hazel Dell
 98550 Haquiam
 98033 Haughton
 98011 Inglewood
 98626 Kelso
 98028 Kenmore
 99336 Kennewick
 98031 Kent
 98033 Kirkland
 98501 Lacey
 98004 Lake Hills
 98499 Lakewood Center
 98632 Langview
 98264 Lynden
 98036 Lynnwood
 98270 Marysville
 98039 Medina
 98040 Mercer Island
 98837 Moses Lake
 98043 Mountlake Terrace

98273 Mount Vernon
 98313 Navy Yard City
 98188 Normandy Park
 98155 North Park
 98277 Oak Harbor
 98501 Olympia
 98841 Omak
 99214 Opportunity
 88344 Othello
 98444 Parkland
 99301 Pasco
 98362 Port Angeles
 98366 Port Orchard
 98363 Port Townsend
 99350 Prasser
 99163 Pullman
 98371 Puyallup
 98848 Quincy
 98577 Raymond
 98052 Redmond
 98055 Renton
 99352 Richland
 98160 Richmond Beach
 98133 Richmond Highlands
 98155 Ridgecrest
 98188 Riverton Heights
 98033 Rose Hill
 981 * Seattle
 98284 Sedro Woolley
 98942 Selah
 98584 Shelton
 98178 Skyway
 98290 Snamish
 98903 South Broadway
 98387 Spanaway
 992 * Spokane
 98390 Sumner
 98944 Sunnyside
 984 * Tacoma
 98948 Tappanish
 98501 Tumwater
 98406 University Place
 98660 Vancouver
 99037 Veradale
 99362 Walla Walla
 98951 Wapato
 98801 Wenatchee
 98166 White Center
 98901 Yakima

WEST VIRGINIA

25801 Beckley
 25015 Belle
 26031 Benwood
 24701 Bluefield
 26330 Bridgeport
 26201 Buckhannon
 253 * Charleston
 25414 Charles Town
 25315 Chesapeake
 26034 Chester
 26301 Clarksburg
 25827 Crab Orchard
 25143 Cross Lanes



25064 Dunbar
 26241 Elkins
 26554 Fairmont
 26037 Follansbee
 26354 Grafton
 25951 Hinton
 257 * Huntington
 25530 Kenova
 26726 Keyser
 26537 Kingwood
 25601 Logan
 26040 McMechen
 26582 Mannington
 25315 Marmet
 25401 Martinsburg
 25136 Montgomery
 26505 Morgantown
 26041 Maunds ville
 25637 Mount Gay
 25882 Mullens
 26115 New Martinsville
 25143 Nitro
 25901 Oak Hill
 26159 Paden City
 26101 Parkersburg
 25550 Paint Pleasant
 24740 Princeton
 26164 Raverswood
 26261 Richwood
 25271 Ripley
 25177 Saint Albans
 26431 Shinnston
 25303 South Charleston
 25276 Spencer
 25926 Sprague
 25312 Tyler Heights
 26101 Vienna
 26062 Weirton
 24801 Welch
 26070 Wellsburg
 26452 Weston
 26505 Westover
 26003 Wheeling
 24986 White Sulphur Springs
 25661 Williamson
 26187 Williamstown

WISCONSIN

54911 Appleton
 54806 Ashland
 54301 Ashwaubenon
 53913 Baraboo
 53217 Bayside
 53916 Beaver Dam
 53511 Beloit
 54923 Berlin
 54615 Black River Falls
 54724 Blamer
 53805 Boscobel
 53005 Brookfield
 53209 Brawn Deer
 53105 Burlington
 53012 Cedarburg
 53014 Chilton

54729 Chippewa Falls
 53925 Columbus
 53110 Cudahy
 53115 Delavin
 54115 De Pere
 53533 Dodgeville
 54701 Eau Claire
 53534 Edgerton
 53121 Elkhorn
 53122 Elm Grove
 53536 Evansville
 54935 Fond Du Lac
 53538 Fort Atkinson
 53132 Franklin
 53022 Germantown
 53209 Glendale
 53024 Grafton
 543 * Green Bay
 53129 Greendale
 53220 Greenfield
 53130 Hale's Corner
 53027 Hartford
 54301 Howard
 54016 Hudson
 54534 Hurley
 53545 Janesville
 53549 Jefferson
 54130 Kankouana
 53140 Kenosha
 54216 Kewaunee
 54136 Kimberly
 54601 La Crosse
 54848 Ladysmith
 53147 Lake Geneva
 53551 Lake Mills
 53813 Lancaster
 54140 Little Chute
 537 * Madison
 54220 Manitowac
 54143 Marinette
 54449 Marshfield
 54952 Menasha
 53051 Menominee Falls
 54751 Menomonie
 53092 Mequon
 54452 Merrill
 53562 Middleton
 532 * Milwaukee
 53566 Monroe
 53150 Muskego
 54956 Neenah
 54456 Neillsville
 53151 New Berlin
 54961 New Landon
 54017 New Richmond
 53154 Oak Creek
 53066 Oconomowac
 54153 Oconto
 54650 Onalaska
 53818 Platteville
 53073 Plymouth
 53901 Portage
 53074 Port Washington
 53821 Prairie Du Chien
 534 * Racine

53959 Reedsburg
 54501 Rhinelander
 54868 Rice Lake
 53581 Richland Center
 54971 Ripon
 54022 River Falls
 53207 Saint Francis
 54476 Schafield
 54166 Shawano
 53081 Sheboygan
 53085 Sheboygan Falls
 53211 Shorewood
 53172 South Milwaukee
 54656 Sparta
 53590 Sun Prairie
 54880 Superior
 54660 Tomah
 54487 Tamahawk
 54241 Two Rivers
 53094 Watertown
 53186 Waukesha
 54981 Waupaca
 53963 Waupun
 54401 Wausau
 53213 Wauwatosa
 53214 West Allis
 53095 West Bend
 53217 Whitefish Bay
 53190 Whitewater
 54494 Wisconsin Rapids

WYOMING

82834 Buffalo
 82601 Casper
 82001 Cheyenne
 82414 Cady
 82633 Douglas
 82930 Evanston
 82716 Gillette
 82935 Green River
 82520 Lander
 82070 Laramie
 82701 Newcastle
 82435 Powell
 82301 Rawlins
 82501 Riverton
 82901 Rock Springs
 82801 Sheridan
 82443 Thermopolis
 82240 Tarrington
 82401 Worland



HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ATTACHMENT

STEPS AND TECHNICAL KNOWLEDGE

1. Gather 5 outgoing letters.
2. Check to see that letters have been signed.
3. Check to see that enclosures have been attached when specified in letters.
4. Select corresponding envelopes.
5. Check envelopes for correct destination; name, address, two letter state abbreviations, ZIP codes.
6. Designate desired postal delivery service on envelope (airmail, special delivery, registered mail, etc.)
7. Fold and stuff letters and enclosures into envelopes, then seal.
8. Weigh each letter on scale according to type of delivery service and destination to determine amount of postage required (use rate chart).
9. Set postage meter to correct amount of postage and stamp the envelopes.
10. Gather next 4 pieces of mail (newsletter, magazine, brochure, report).
11. Select appropriate size envelope for each.
12. Check to see that mailing label has been properly addressed; name, address, ZIP code.
13. Place material in envelope; material should lay flat-do not fold; then seal.
14. Affix mailing label.
15. See Step 9: Weigh each package on scale...
16. See Step 10: Set postage meter to...
17. Take remaining piece of mail-book.
18. Check to see that mailing label has been properly addressed; name, address, ZIP code.
19. Place book in mail bag, then seal.
20. Affix mailing label.
21. Weigh book on scale according to type of delivery service and destination to determine amount of postage (use rate chart).
22. Set postage meter to correct amount and stamp the package.

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Verifying information.

DIRECTIONS: Check the Zip Code Map on the following page to see if the addresses and ZIP codes below correspond to each other. If the addresses and ZIP codes belong together, write "true" in the blank. If they don't belong together, write "false".

1. The ZIP code for West 90th Street is 10025. _____
2. The ZIP code for East 49th Street is 10017. _____
3. One-zero-zero-one-zero is the ZIP code for all of West 25th Street. _____
4. One-zero-zero-two-eight is the ZIP code for East Eightieth Street. _____
5. The ZIP code for East 92nd Street is 10128. _____
6. One-zero-zero-three-three is the ZIP code for all the streets between West 174th Street and West 187th Street. _____
7. One-zero-zero-two-four is the ZIP code for West One hundred Street. _____
8. The ZIP code for West 43rd Street is 10038. _____
9. The ZIP code for East 38th Street is 10018. _____
10. The ZIP code for Fourteenth Street, east of First Avenue is one-zero-zero-zero-nine. _____

Name _____

Date _____

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Verifying information.

DIRECTIONS: Check the Zip Code Map on the following page to see if the addresses and ZIP codes below correspond to each other. If the addresses and ZIP codes belong together, write "true" in the blank. If they don't belong together, write "false".

1. The ZIP code for West 90th Street is 10025. False-10024
2. The ZIP code for East 49th Street is 10017. True
3. One-zero-zero-one-zero is the ZIP code for all of West 25th Street. False-10001
4. One-zero-zero-two-eight is the ZIP code for East Eightieth Street. False-10021
5. The ZIP code for East 92nd Street is 10128. True
6. One-zero-zero-three-three is the ZIP code for all the streets between West 174th Street and West 187th Street. True
7. One-zero-zero-two-four is the ZIP code for West One hundred Street. False-10024
8. The ZIP code for West 43rd Street is 10038. False-10036
9. The ZIP code for East 38th Street is 10018. False-10016
10. The ZIP code for Fourteenth Street, east of First Avenue is one-zero-zero-zero-nine. True

Name _____

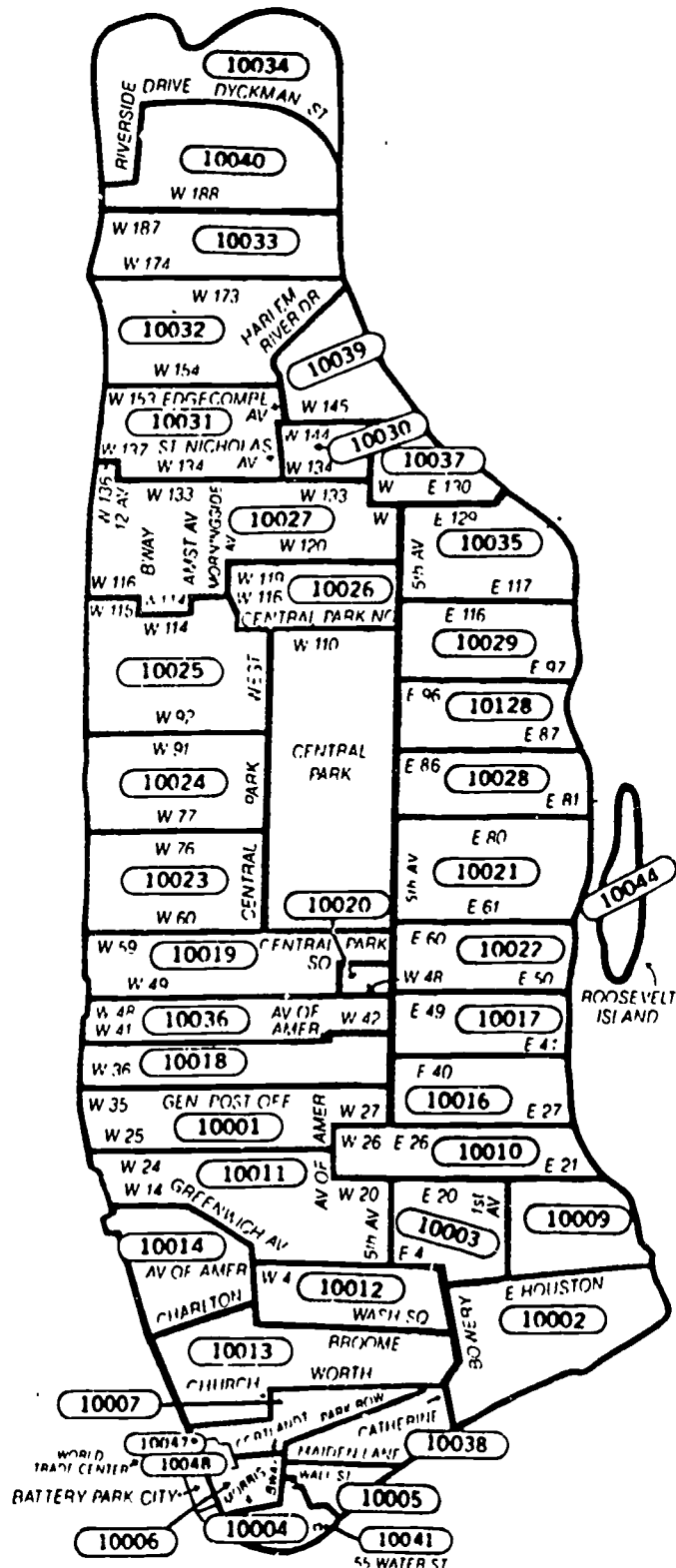
Date _____

HACER INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
 EVALUATION

ZIP CODE MAP



Resource: NYNEX Information Resources Company 1986

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

OPERATION SHEET: PREPARE OUTGOING MAIL

I. MATERIALS

- a. 10 pieces of mail
- b. 5 letter size envelopes
- c. Postage meter
- d. Scale
- e. ZIP code directory
- f. Postal rate chart
- g. Mailing labels
- h. Mail bag
- i. 4 clasped manila envelopes

II. PROCEDURE

1. Gather the 5 outgoing letters.
2. Check to see that all the letters have been signed.
3. Make sure enclosures have been attached if specified in the letter.
4. Select corresponding envelopes.
5. Check envelopes for correct destination: Name, address, two letter state abbreviations and ZIP codes
6. Fold the letters and insert the letters and enclosures (if any) in their corresponding envelopes.
7. Gather next 4 pieces of mail (newsletter, magazine, brochure, and report)
8. Check the mailing labels for correct destination: Name, address, two letter state abbreviation and ZIP code.
9. Attach the mailing labels to the manila envelopes.
10. Place the pieces of mail in their corresponding envelopes.
11. Check the mailing label for the correct destination for the remaining piece of mail (book).
12. Attach mailing label to the mail bag.
13. Insert the book in the mail bag.
14. Designate desired delivery on the envelopes and package and seal them.
15. Weigh each piece of mail on the scale and use postal rate chart to determine the amount of postage required.
16. Set postage meter to correct amount of postage and stamp the pieces of mail.
17. Sort the the pieces of mail according to type of delivery desired.
18. Place the pieces of mail in the mail pick-up box.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

JOB SHEET: PREPARE OUTGOING MAIL

EVALUATION

DIRECTIONS: You will be given 5 pieces of outgoing mail. You must prepare them for mailing.
Follow the steps listed in the information sheet

- a. Make sure all letters have been signed
- b. Make sure you have folded all letters correctly.
- c. Seal all envelopes and packages.
- d. Stamp the outgoing mail according to weight, class and destination.
- e. Sort the outgoing mail according to the type of delivery desired.
- f. Mail the correspondence. Use the appropriate means:
Place in outgoing mail slot.

I. MATERIALS

- a. Outgoing mail
- b. Letter size envelopes
- c. Manila envelopes
- d. Mail bag
- e. Postage meter
- f. Scale
- g. ZIP code directory
- h. Postal rate chart
- i. Mailing labels

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

JOB SHEET: PREPARE OUTGOING MAIL

PRACTICE

DIRECTIONS: You will be given 5 pieces of outgoing mail. You must prepare them for mailing.
Follow the steps listed in the information sheet

- a. Make sure all letters have been signed
- b. Make sure you have folded all letters correctly.
- c. Seal all envelopes and packages.
- d. Stamp the outgoing mail according to weight, class and destination.
- e. Sort the outgoing mail according to the type of delivery desired.
- f. Mail the correspondence. Use the appropriate means: Place in outgoing mail slot.

I. MATERIALS

- a. Outgoing mail
- b. Letter size envelopes
- c. Manila envelopes
- d. Mail bag
- e. Postage meter
- f. Scale
- g. ZIP code directory
- h. Postal rate chart
- i. Mailing labels

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

PERFORMANCE TEST

TASK: Prepare outgoing mail

Directions: Demonstrate mastery of this task by doing the following:

This test evaluates your ability to: prepare outgoing mail. You will be given 5 letters and 5 other pieces of mail, ZIP Code Directory, scale, rate chart, postage meter; fold and stuff mail, determine postal expenditure and stamp envelope with correct amount of postage.

No.	Your performance will be evaluated using the items below. All must be "YES" with the exception of ZIP codes which may have no more than 2 errors.	YES	NO
1.	Were all envelopes properly addressed?		
2.	Did all addresses include ZIP codes?		
3.	Were the letters folded correctly?		
4.	Was the correct amount of postage used?		
5.	Were envelopes weighed accurately?		
6.	Was ZIP Code Directory used properly?		
7.	Did participant consult postal rate chart?		
8.	Were envelopes and packages sealed correctly ?		
9.	Was outgoing mailed stamped correctly ?		
10.	Was outgoing mail sorted correctly ?		

Trainee	Date	Approved	Instructor's Signature

BEST COPY AVAILABLE

HACER INC/ HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL PROJECT

PERFORMANCE TEST

TASK:

Directions:

This test evaluates your ability to:

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Trainee	Date	Arranges	Instructor's Signature

HACER INC/HISPANIC WOMEN'S CENTER
 BILINGUA' VOCATIONAL TRAINING-

TASK #12

PERFORMANCE TEST		
TASK: Prepare outgoing mail		
This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.		
1. Utilized comparative adjectives correctly?	YES	NO
2. Utilized superlative adjectives correctly?		
3. Compared names and numbers accurately?		
4. Correctly identified any missing information?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 13
REPRODUCE AND COLLATE DOCUMENTS

RELATED COMMUNICATIVE TASK: Ask for clarification, recognize symbols and follow written directions.

VOCATIONAL TASK: #13 Reproduce and collate documents.

PERFORMANCE OBJECTIVE Given 4 documents and a MITA DC 213 RE Copier with automatic stapler and collater, make 1 letter size (8 1/2x11) copy of document #1, 1 legal size (8 1/2x14) copy of document #2, 1 enlargement(1:1.21) of document #3, and 1 reduction (85%) of document #4. Collate and staple the four copies. A checklist will be used to rate your performance. All items must receive a yes rating.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	SEE ATTACHMENT	<u>COMMUNICATIVE SKILLS</u> active: speaking passive: reading comprehension <u>FUNCTIONS</u> Seeking clarification Understanding directions	Yes/No questions Wh questions Imperatives
<u>TOOLS AND MATERIALS</u> Mita DC 213 RE copier	<u>LEARNING ACTIVITIES AND RESOURCES</u>		
<u>BACKGROUND KNOWLEDGE</u> None required.	<u>VOCATIONAL</u> 1. <u>LEARNING STRATEGIES</u> a. Facilitator demonstrates steps to turn on machine and make copies. b. Practice activity sheet c. Hands-on practice (individual) on MITA copier. 2. <u>EVALUATION</u> a. Observation of participants operating copier. 3. <u>RESOURCES</u> a. Information, activity, operation and job sheets. b. Facilitator c. <u>Workbook for Applied Secretarial Procedures</u> d. <u>Computers Today</u> e. <u>Business Typing</u> f. Mita operation manual		
<u>SAFETY</u> Do not service machine No food or drinks No staples on copier	J.R.E. <u>LEARNING STRATEGIES</u> a. Facilitator demonstrates how to seek clarification using Wh questions. b. Participants complete activity sheet on related language functions: Activity sheets #1, 2, 3, 4, and 5. <u>EVALUATION</u> - Performance test		
<u>ATTITUDES</u> Concentrate on proper sequence of operation.	<u>RESOURCES</u> a. Activity sheets b. Facilitator c. <u>Real Life Employment Skills</u>		

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BILINGUAL VOCATIONAL TRAINING

TASK #13

INFORMATION SHEET #1

Copier information, features and special functions.

COPYING MACHINES

An enormous convenience for making a few exact, instant copies of all sorts of documents, copying machines range from large floor models, which can copy almost anything onto ordinary bond paper, to small desk-top models, which only copy black-and-white single sheets onto special coated paper. The electrostatic (Xerox and other brands) process will pick up most colors (except, usually, blue) and reproduce them in black and white.

On the large flat-bed machines the original is placed face-down over a window on the top of the machine. Not only single sheets, but bound books and other thick items can be duplicated. Before pressing the copy button, make sure that the copy counter is set for the number of copies you want, and that the proper length of paper (letter or legal size) is in the machine.

On rotary-fed machines the material to be copied must be thin, flat, and of standard size, as it is fed right through the machine. Be sure to insert the original straight, so it won't get jammed in the works.

The following illustration of the MITA copier identify the most important parts of the copier which you will be exposed to:

Sort bin: catches the copies as they come out of the copier. These copies may be in a single stack or multiple stacks.

Stapler: Copies may be stapled together as they come out. This is helpful when you are making a large amount of copies of a multiple page document. Avoids dashing back to your desk to staple pages together.

Main Switch: This switch turns the copier on or off.
On/Off switch

Grouping Key: Directs the copier to make a single stack of the copies or to sort each copy in a different stack.

Non-sort key Directs the copier to make only one stack of copies.

Interrupt Key: Directs the copier to stop making copies and to keep a count of the number of copies made. This allows someone making a large amount of copies to interrupt the copy sequence so that another worker may make one or two copies.

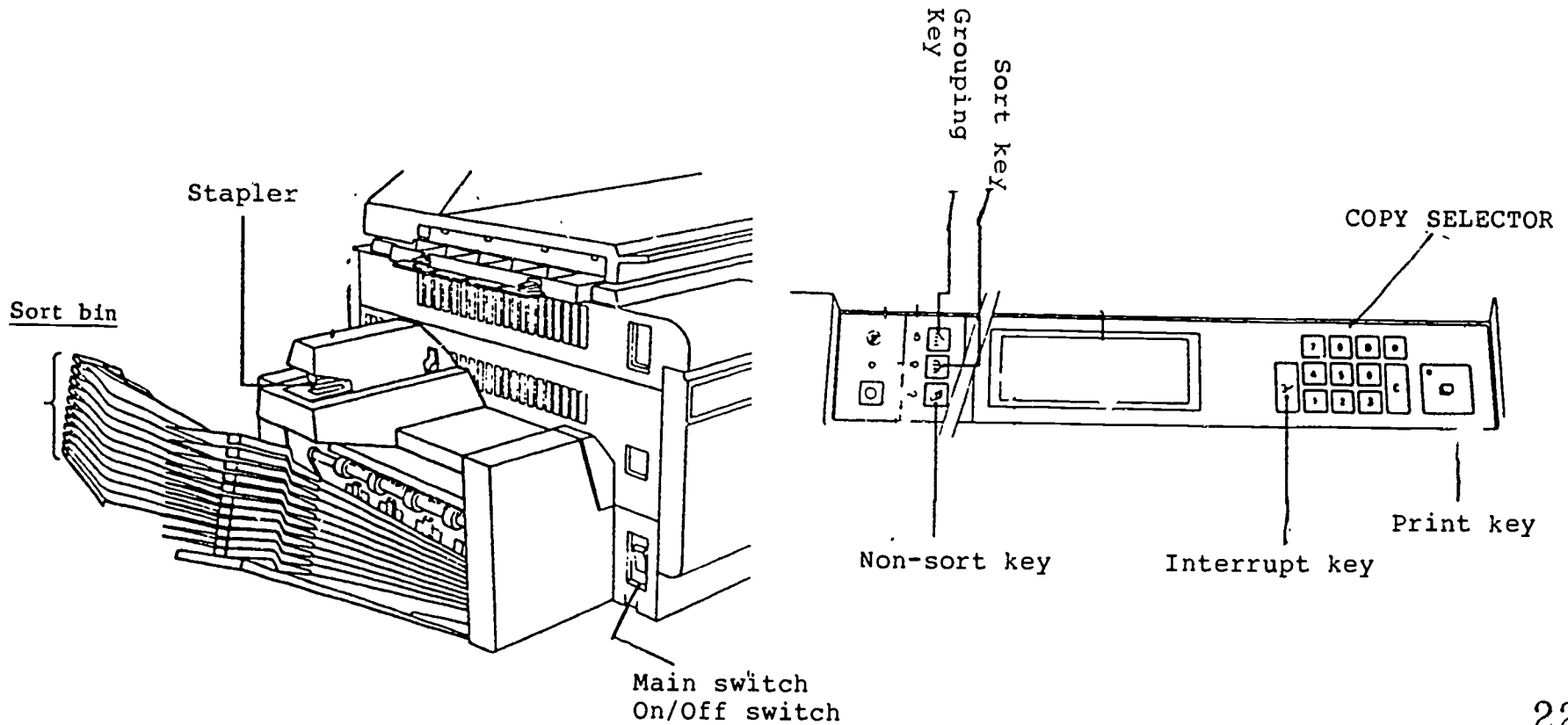
Copy Selector: Is used to select the number of copies from 1 to 99.

Print Key: Is pressed to initiate the copying.

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TASK #13

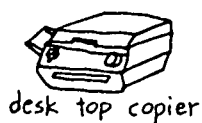
INFORMATION SHEET: PARTS OF THE COPIER
#1 Page 2



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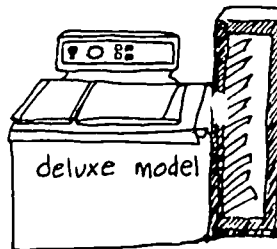
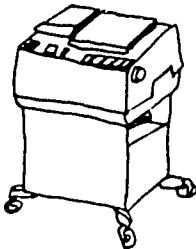
TASK # 13
INFORMATION SHEET #2
Page # 1 PHOTOCOPY MACHINES

- * A xerox or photocopy machine is an almost indispensable office machine today, and everyone working in an office should know how to operate one. Secretaries in many companies no longer make carbon copies while they are typing their correspondence; they make xerox copies of their work after it is finished.
- * The Xerox Corporation developed this kind of machine, and for several years, they produced the only machines of this kind. This explains why people so often use the words "xerox" and "xerox machine" to mean photocopy and photocopy machine.
- * Nowadays many different companies manufacture photocopy machines, and so there are many different brand names or trademarks. Some common brands are Sharp, Savin, IBM, and Panasonic, but there are many more.
- * Each company also has many different models or styles in their "line" of copiers. When a company has several different models of the same item, people say that that company "carries a line" of those products. The expression "top of the line" is used to describe the best and most expensive models. The photocopy machines which are the "top of the line" are large and complicated, and have many extra features, such as automatic feeders, automatic sorters, and reduction copying. The least expensive photocopy machines are simple and small, and companies advertise them as "desk top copiers".

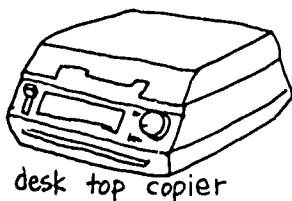


desk top copier

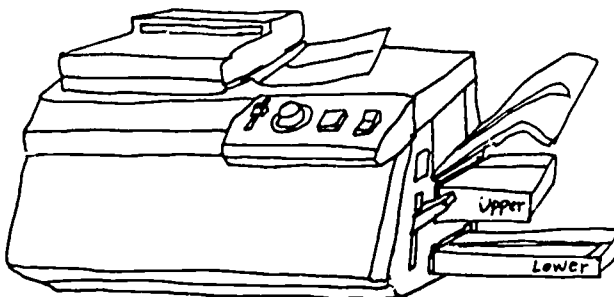
medium-sized copier



deluxe model



desk top copier

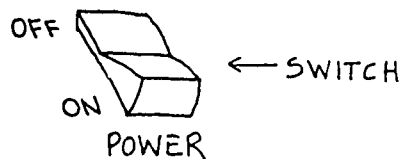


medium-sized copier

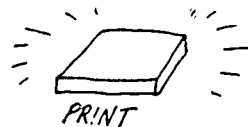
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INFORMATION SHEET
Page # 2

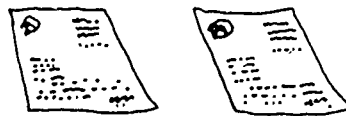
- * Even though photocopier machines come in many different shapes, styles, and sizes, they all work in basically the same way. Here is a list of the usual steps used in operating a photocopier machine.
- * To make a copy, you first must turn on the power or electricity by turning a switch to the ON position.



- * When the machine has warmed up, an indicator light comes on which tells you that the machine is ready to print. Often it is the print button itself which lights up.



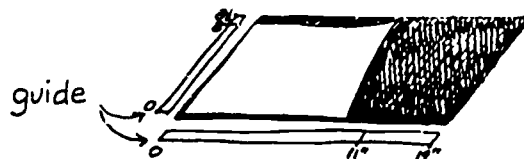
- * You must place the original (which is what you want to make a copy of) face down on top of the glass at the top of the machine. This glass always is protected by a cover of some sort, so the first thing that you must do is to lift the cover, and then you can position your original on the glass.



The original can be a single sheet of paper, or pages from a magazine or book

The copy is sometimes called a duplicate.

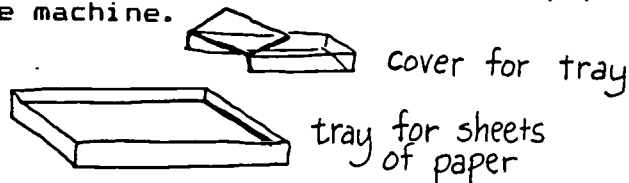
- * There is a gauge or guide along the edges of the glass which helps you line up your original with the edges of the paper copy. Until you are familiar with a photocopier machine, you will have to rely on these marks to help you position your original so that it comes out in the correct place on the final copy.



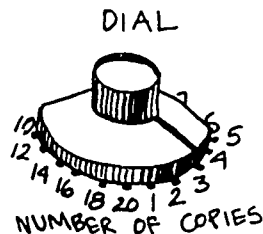
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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET
Page # 3

- * You also must decide on the size copy you wish to make. Almost all copy machines will accommodate regular (8 1/2 x 11) and legal size (8 1/2 x 14) sheets of paper. The paper is held in trays. Some machines hold two trays of paper (one regular, one legal) at a time, and you select your paper size by setting a lever to either tray. Other photocopy machines only hold one tray at a time, and you place the tray with the size of paper you want in the machine.



- * Next you must select the quantity of copies you wish to make. Many photocopy machines have a dial for this, and you dial the number of copies you wish to make. Others use buttons and digital numbers. You punch in the number of copies you wish to make, and a digital read-out (lighted digital numbers) tells you how many copies you have selected. Some photocopy machines return to the one-copy setting automatically as they produce the copies. Others do not; they stay at the same quantity setting until it is changed. If your photocopy machine does not return to one by itself, then you should turn the quantity setting back to one when you are finished making your copies -- for the sake of the person who uses the machine after you.

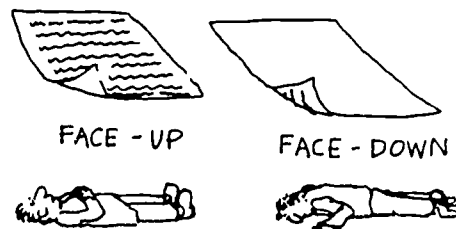


- * Set the light/dark lever to the desired shade. If you are making a copy of a very light original, then setting the lever to DARK can help you make clearer copies.
- * Then, close the cover which protects the glass. Looking at the bright light of the machine when it is working is not good for your eyes.
- * Press the PRINT button. Some machines have two print buttons: one for lightweight paper, and one for heavier paper.

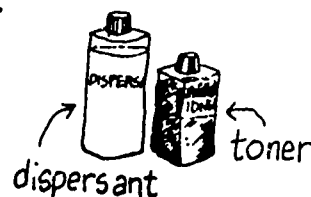
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TASK # 13
INFORMATION SHEET
Page # 4

- * When the machine has finished printing your copies, take them out of the tray, and don't forget to remove your original.
- * Photocopy machines use a great deal of electricity when they are working, and so a machine is often very hot after it has finished making a lot of copies. For this reason, it is not a good idea to turn the machine off directly after you have finished making your copies. Inside the machine there is a fan to cool down the machine as it is working. If you leave the machine on for a little while after you have finished copying, the fan has a chance to cool down the machinery. Many copiers turn themselves off automatically when they have cooled down to a safe temperature.
- * These are the basic steps in making a photocopy. Following are some additional suggestions
- * Copying on both sides of the paper: many times, in order to save (conserve) paper, you will want to make copies on both sides of the sheets of paper. To do this, you must first make regular copies, and then you take those copies and load them back into the tray. On some copy machines, you load your first copies into the tray face-down and backwards, and on other machines, you load them face-up. Some "top of the line" copiers can make copies on both sides of a paper simultaneously, but usually you have to reload the first copies and run them through the machine again.



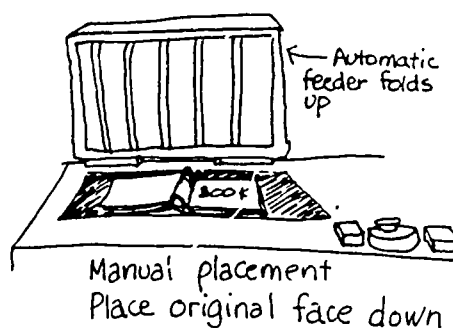
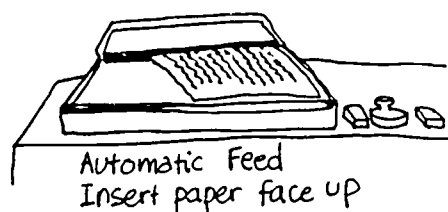
- * There are three supplies which a photocopy machine needs in order to operate. When the machine runs out of one of these, the PRINT button usually will not operate. The first supply is PAPER, and the second and third are toner and dispersant (sometimes called developer). Directions for refilling toner and dispersant vary a good deal from machine to machine, so the steps will not be described here. The toner and dispersant are what provide the "ink" for a photocopy.



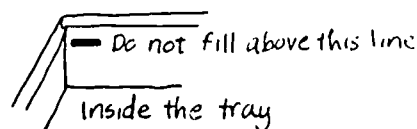
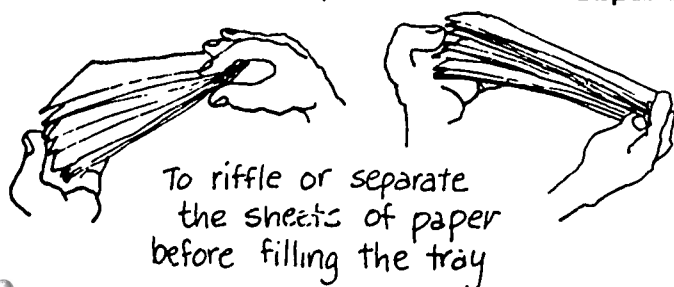
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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET
Page # 5

- * Some photocopier machines have an automatic feed mechanism which allows you to make copies very quickly. You insert the originals into a slot and the machine takes them one by one when it is ready for them. This automatic feeder folds up and out of the way when you need to make copies from something bulky, like a book or a magazine.



- * The paper used in a photocopier machine is always held in a sort of covered tray or cassette. Putting new paper into these cassettes is called loading or refilling the trays. The paper which you use in photocopier machines is special paper, and you should never use typing or bond paper in a copy machine. Bond paper is treated with a chemical substance which can ruin the feeding process in a photocopier machine, and if you run out of copy paper and substitute regular paper once, you may create a lot of headaches for yourself later. So, the first thing you should do is to make sure that the paper you are going to use in the machine is made for this purpose. Then, select the appropriate amount of paper. The trays or cassettes will hold only a certain quantity of paper, and if you overfill them the mechanism which feeds the paper through the machine will not work properly. Most paper cassettes have a mark on the inside which indicates the level above which you should not fill the tray. Before you put the paper into the tray, you should fan or "riffle" the edge of the paper which will be fed first, in order to separate the sheets.



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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET
Page # 6

- * If a piece of paper does not pass smoothly through the machine, and gets caught or crumpled inside, the machine will stop, and the PRINT button will not operate until this paper is removed. At this time, a MISFEED light on the machine will come on. Look first in the paper cassette for the misfed sheet, and then open the machine and look inside. When you find it, remove it very carefully, and do not touch any of the parts on the inside of the machine. Even a fingerprint can damage the drum. After the misfed sheet has been removed, you can press the button called RESET, and the machine is ready to operate again. Do not press the RESET button without removing the misfed sheet, or you may ruin the machine.

⓪
Reset

- * These three suggestions will help you prevent misfeeds: 1) Make sure to use copy paper with the correct specifications for your photocopier machine. 2) Load the paper properly into the cassettes. Do not load any wrinkled or torn sheets. 3) Do not overfill the paper cassettes.
- * The instructions for using special features on your photocopier machine are always printed in the operating manual, and often also printed on the machine itself. Read and follow them carefully.
- * Clean the glass on top of the photocopier machine frequently, and keep the cover over it when the machine is not in use. This will protect the glass surface from scratches, ink smudges, and fingerprints. Clean glass means sharp, neat copies.



Keeping the glass
clean helps ensure
clean copies

- * Finally, photocopier machines are expensive, delicate machines. Treat them with care.

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BILINGUAL VOCATIONAL TRAINING

TASK # 13

INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS.
Page 1

There are certain signs and symbols that we are used to in our everyday lives. Examples would be a green light to cross the street or a red light which means stop .

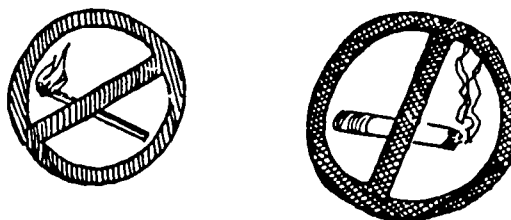
The following are some common signs, symbols and warning mechanisms that you will encounter in the work-site. These will serve as an introduction to the signs and symbols you will learn for the operation of the copier.

You may already know the majority of these symbols, certain of them you will find in the copier and the copier supplies. Example: the skull and crossbones is usually found on the toner bottles, You may also find the no smoking sign attached to the machine.

- * Here are some examples of the written warnings which surround us:
- * Written warnings, danger signs, and alarm signals are around us every day. These are meant to protect both people and objects, and it is important to understand what they mean and to pay attention to them.
- * The most common general warnings are: CAUTION; BEWARE; DANGER; ALERT; WARNING; SAFETY; HOT; POISON.
- * The universal symbol for poison is a skull and crossbones.



- * The universal symbol for "Don't ..." or "No ..." is a circle with a line drawn through it. For example, this symbol over the picture of a cigarette means "No Smoking". and over the picture of a lighted match means "No Open Flames".



- * The usual colors for danger or warning are red and yellow, so warning signs usually use these colors.

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TASK # 13

INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS
Page 2

** Exits should be identified with a clearly labeled sign which says: EXIT. You may also see these signs: NO EXIT (or NOT AN EXIT); FIRE DOOR; KEEP DOOR CLOSED; FIRE ESCAPE; FIRE ROUTE; EMERGENCY EXIT; SHELTER (EMERGENCY, FALL-OUT, AIR RAID, BOMB, STORM); NO ADMITTANCE; PRIVATE.



** Fire related warnings: COMBUSTIBLE; FLAMMABLE; DO NOT EXPOSE TO OPEN FLAME; NO SMOKING; NO SMOKING, MATCHES, OR OPEN FLAMES; THANK YOU FOR NOT SMOKING; FIRE EXTINGUISHER.



** Other warning signs you may see include: OUT-OF-ORDER; ELECTRIC CURRENT; EXPOSED WIRES; HIGH VOLTAGE; WATCH YOUR STEP; SLIPPERY FLOOR.



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TASK # 13
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS

Page 3

* SPOKEN COMMANDS AND WARNINGS

- * The things that people shout or say to alert other people to a danger are not the same things that are written or posted in signs. Here are some examples of the warnings people say rather than write:

"Look out!" "Stand back!" "Stay away!" "Stay back!"
"Stay out!" "Be careful!" "Watch out!" "Heads up!"
"Look lively!" "Attention!" "Help!" "Watch yourself!"
"Get out of here/there!" "Don't touch!" "Get out of
the way!" "Let go of that!" "Drop that!" "Keep out!"



* WARNING MECHANISMS






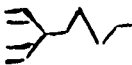


- * Mechanical alert systems warn us of a problem, an emergency, or a danger. Some of these are automatic -- for instance, many machines have buzzers or warning lights which flash or "go off" when the machine is not working properly, too hot, or out-of-order. At this point, the machine itself often shuts down, and cannot be turned back on until the problem is taken care of.

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TASK # 13
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING
MECHANISMS OF THE MITA COPIER.

Page 4

The MITA copier utilizes various symbols to advise the operator of any problems, or service needs the machine may have. The following are some of the more common ones you will see

-  - Copy has been interrupted
-  - Time for maintenance
-  - Add paper
-  - Call serviceperson
-  - Remove paper from sorter
-  - Paper misfeed
-  - Replace Toner
-  - Wait until machine is warm

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BILINGUAL VOCATIONAL TRAINING

TASK #13

Information Sheet: Electronic Transmission of Documents

#3

Original documents can be sent electronically from one city, to another city, state, country or continent, through the use of facsimile or fax, machines.

Copies of printed documents can be sent from one word processing station to another. The advantage is that two offices can review the document, make necessary revisions and send the document electronically over the fax machine.

This process would take a few hours, where using, postal or delivery services would mean a delay of at least one day.



Figure 11-6 This table-top digital facsimile machine can transmit high-resolution copies worldwide in as fast as 35 seconds. (Courtesy, Business Communications Products Division/3M)

Resource: Computers Today
Donald H. Sanders
McGraw Hill Book Co.

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TASK # 13
INFORMATION SHEET # 4

COPIER PARTS/COPYING INFORMATION

The following diagrams illustrate the copying sequence and different features of the MITA copier. I.

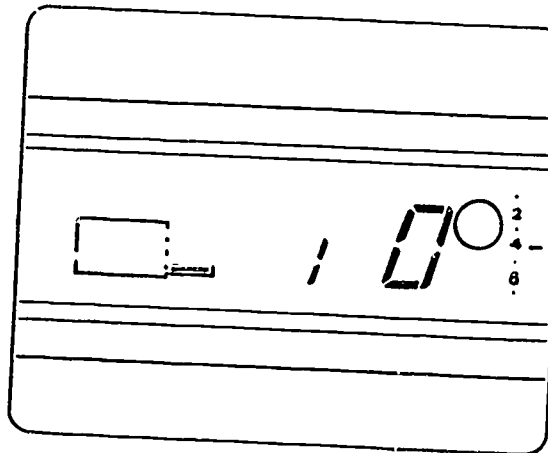
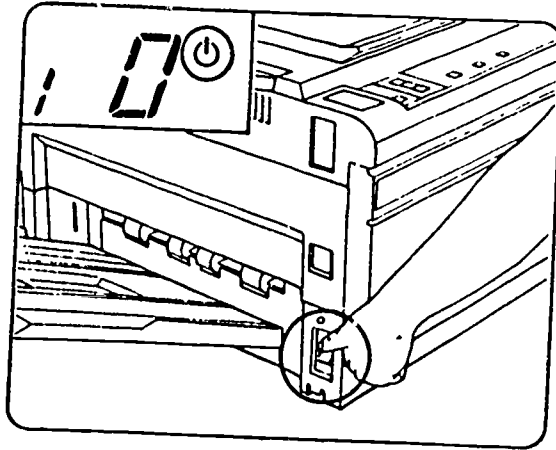
- I. Warming up the copier
- II. Setting exposure
- III. Selecting cassette (for different size paper)
- IV. Selecting copy size



- V. Select # of copies
- VI. Making copies
- VII. The copying sequence


Copying Reproduction

Usually a copier takes five minutes to warm up. One of the first things done as soon as the office is opened in the morning is to turn on the copier. To avoid delays never turn off the copier unless you are instructed. The copier is one of the last pieces of equipment turned off at the end of the work day.

I. WARMING UP COPIER



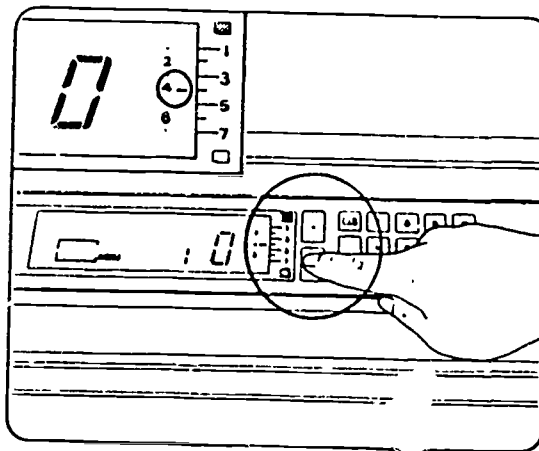
1. Turn on the main switch. The warm-up display () on the display lights up and the copier starts warming up.
* While warm-up display () is lit, copying cannot be started.

2. After warm-up is completed, the warm-up display () goes off and the melody sounds.
* Warm-up is completed within about 2.5 minutes.

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TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/ COPYING INFORMATION Page 2

II. SETTING EXPOSURE



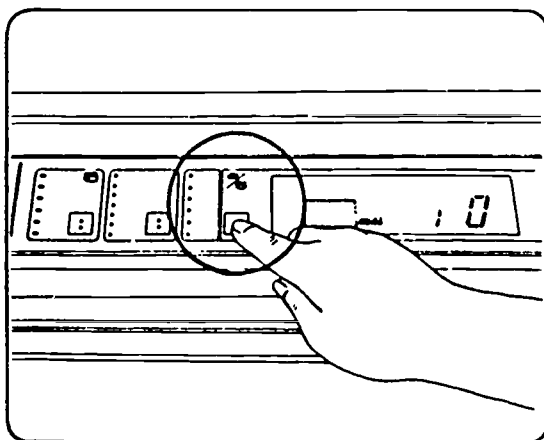
- Press the exposure adjusting key (Δ or ∇) to adjust the exposure according to the quality and tone of the original
- When pressing the key (Δ), the exposure indicator becomes smaller (Copies become darker) When pressing the key (∇), the indicator becomes larger (Copies become lighter) Ordinarily the indicator should be set at "4"

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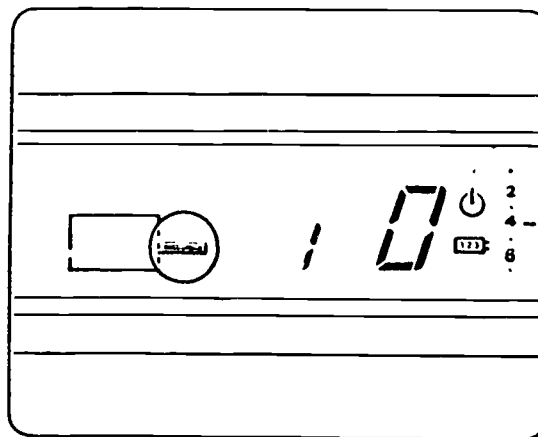
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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET #4
COPIER PARTS/ COPYING INFORMATION Page 3

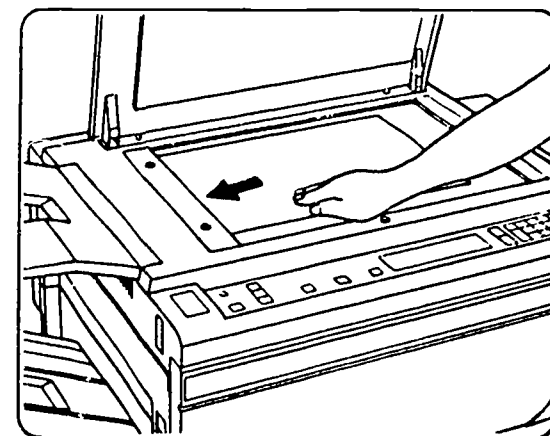
III. SELECTING CASSETTE



1. Press the cassette selector key to set the cassette size indicator (▷) to the size to be desired
- If the desired indicator (▷) does not light up, reset the cassette again, then set the indicator (▷)



2. The position of the selected cassette is indicated by the cassette display (≡) on the display
- When the display (≡) blinks, load paper

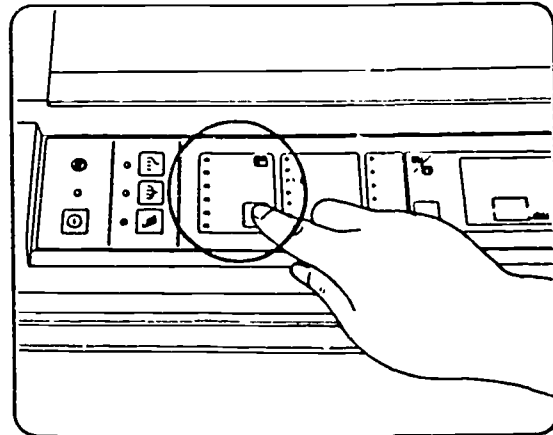
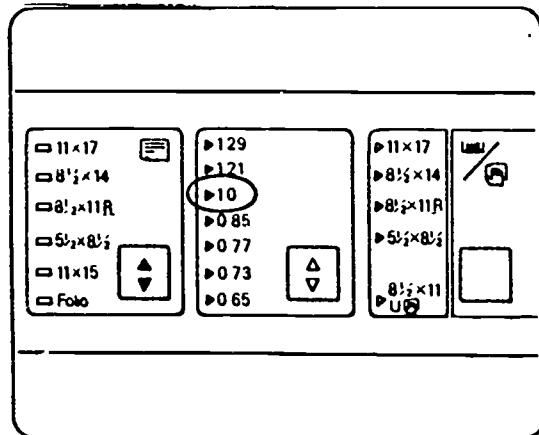


3. Open the original holder, and place an original on the contact glass face down while aligning it with the original indicator.

243

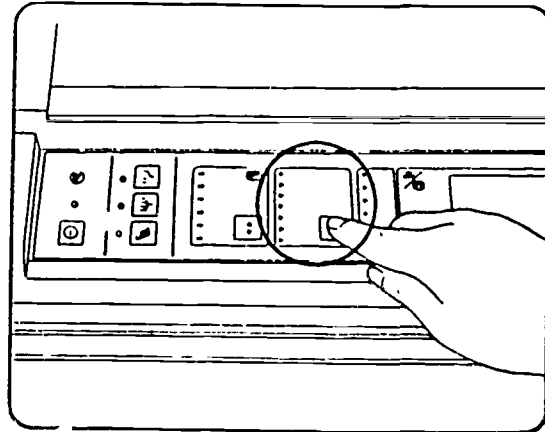
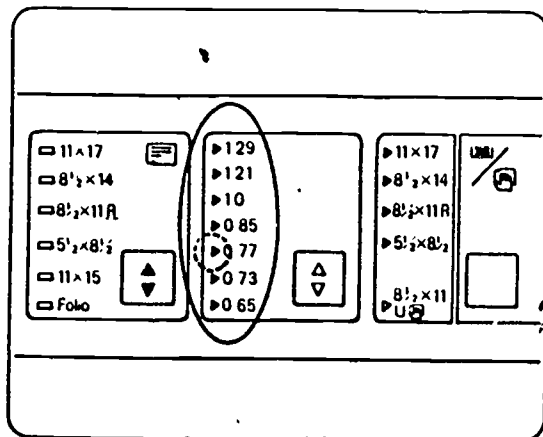
244

IV. SELECTING COPY SIZE



4. (a) Same size copy
 Check to see that the magnification indicator (▷) shows 1.0
 • If the indicator (▷) does not show 1.0, press the magnification key (▷) to set it at 1.0

- (b) Reduced or enlarged size copy
 Press the original size key (◻) to set the original size to be used (When setting the original size by the original size key, the magnification is automatically changed according to the selected paper size)



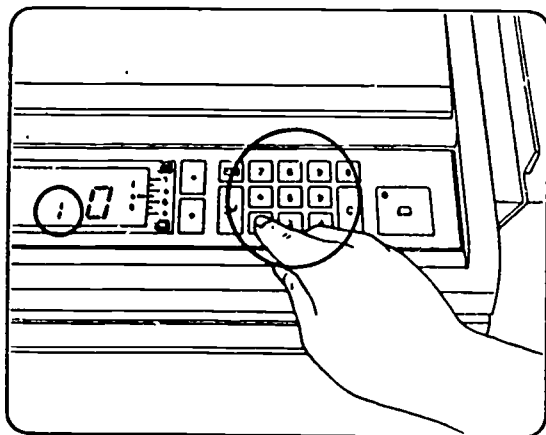
- Magnification is shown by the magnification indicator (▷). When the paper size does not match the original size, the indicator (▷) blinks. (At this time, the magnification which is nearest to the paper size is selected.)

- To select the desired magnification size, press the magnification key (▷) so that the desired magnification is indicated on the magnification indicator.

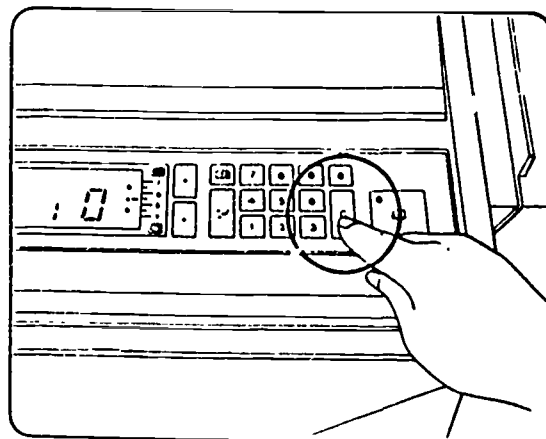
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/ COPYING INFORMATION Page 5

V. SELECTING NUMBER OF COPIES



1. Set the number of copies desired by pressing one or two of the copy number set keys. Up to "99" can be set. The copy number is displayed on the copy number setter on the display.
 - * Before setting number of copies, check to see that the copy number setter reads "1"



- * If not, or when correcting the copy number, press the clear key

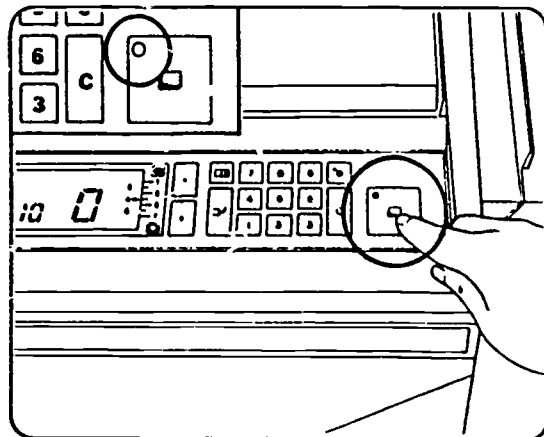
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
TASK # 13

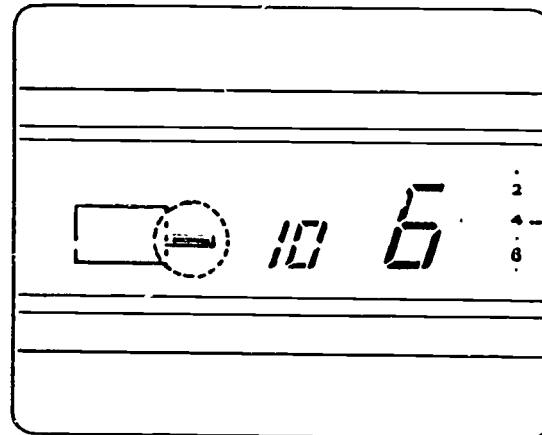
INFORMATION SHEET # 4


COPIER PARTS/COPYING INFORMATION Page 6

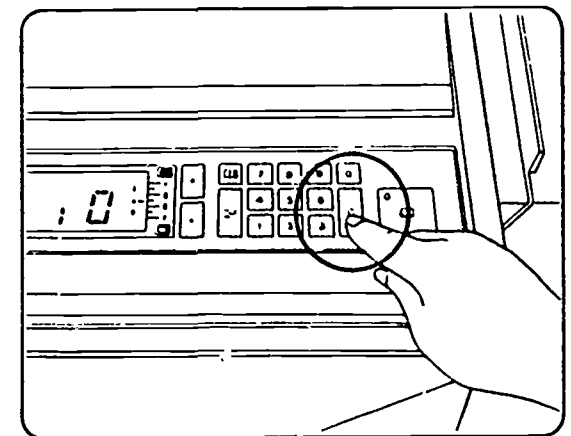
VI. MAKING COPIES



1. Press the print key () to start copying, and the preset number of copies are produced.
* Before pressing the print key (), check to see that the print lamp lights up. (If not, copying cannot be started.)



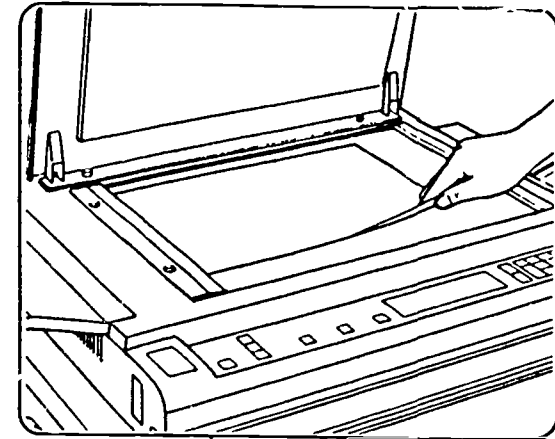
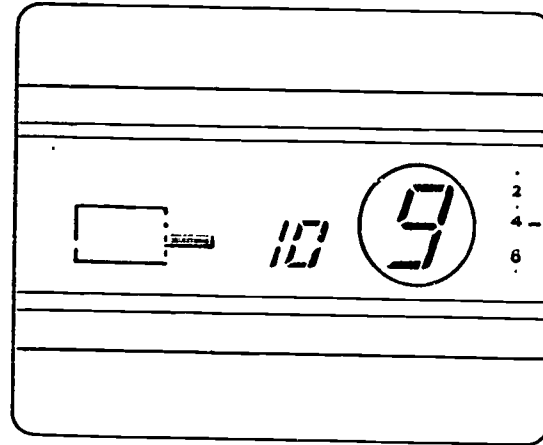
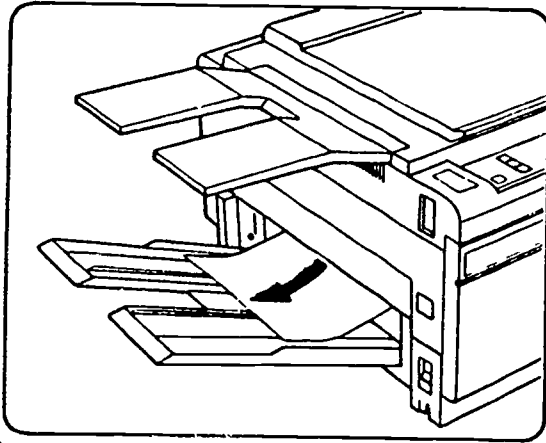
2. * When the cassette display () blinks during copying, load copy paper.
When detaching the cassette, the magnification is changed to same size. Select the desired magnification again.





3. * To cancel multiple copying midway, press the clear key.

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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/COPYING INFORMATION Page 7



4. Preset number of copies come out onto the copy tray.
 - The produced copy number is displayed on the copy counter on the display (After completion of copying, the copy counter reverts to "0.")
5. After copying is completed, magnification automatically changes to same size copying (1 0) in 45 seconds, and the copy number setter reverts to "1." If, using another original, the same number of copies using the same magnification ratio is desired, simply place the next original on the contact glass and press the print key () within 45 seconds
6. If the original holder is not opened within 5 seconds after copying, the alarm sounds to warn you that an original has been left on the contact glass
 - After copying job is completely finished, press the preheat switch ().

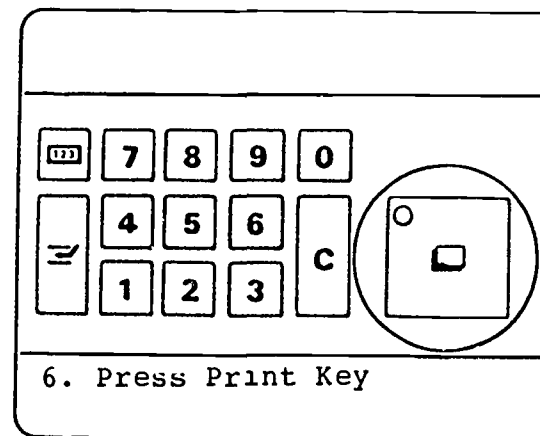
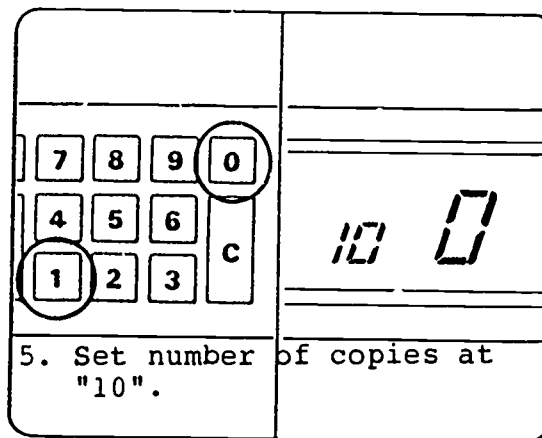
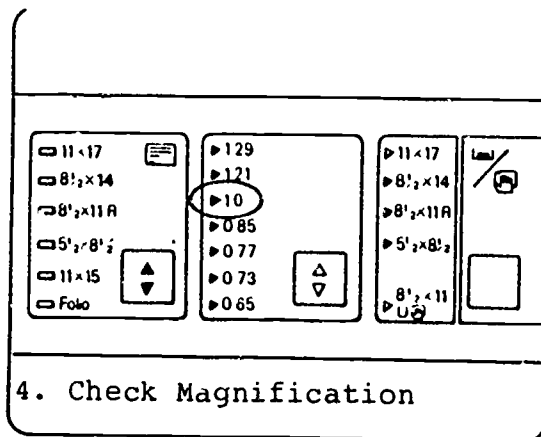
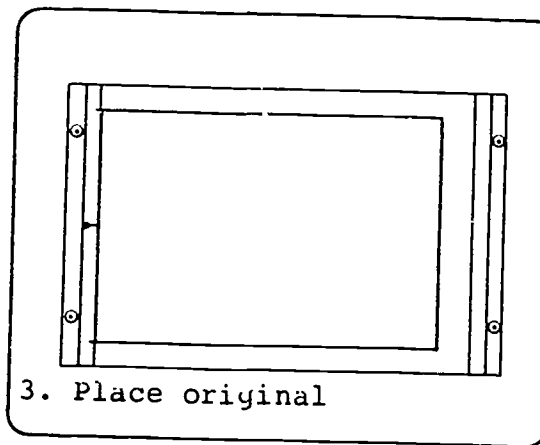
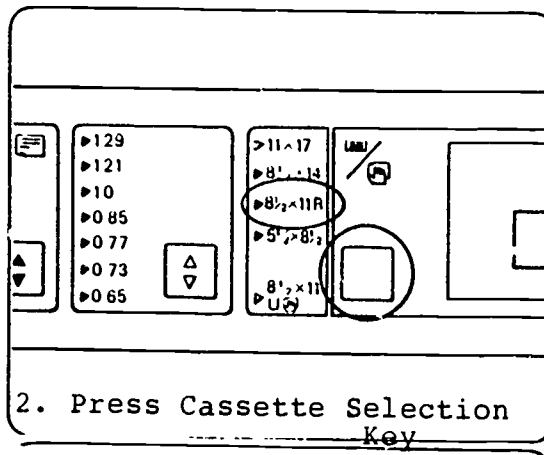
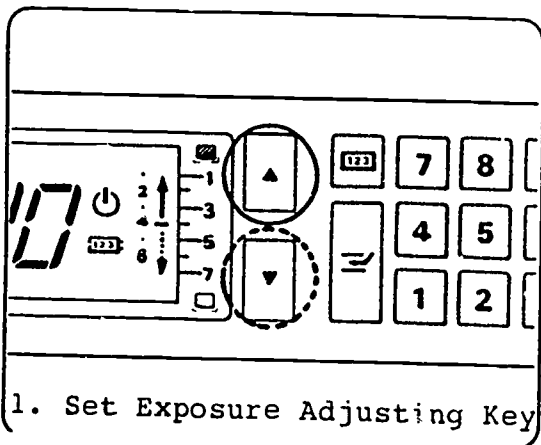
240

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TASK # 13
 INFORMATION SHEET # 4
 COPIER PARTS/COPYING INFORMATION

Ex.: To produce ten same-size copies from 8-1/2"x11" original.



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TASK #13

TECHNICAL TERMS

- COPY RECEIVING TRAY: Holds copies as they exit from the copier.
- COVER: Ensures proper contact of the original with the glass surface.
- CASSETTE: Holds the paper supply up to 250 sheets.
- POWER SWITCH: Flip this lever up to turn power ON.
- FRONT PANEL: Open to remove misfeed paper, or to add toner.
- REDUCTION LAMP: Indicates when the reduction key is pressed.
- ENLARGE LAMP: Indicates when the enlargement key is pressed.
- TONER LAMP: Indicates insufficient toner. Replenish toner.
- PAPER LAMP: Indicates out of paper condition. Load cassette with paper.
- ALPHANUMERIC DISPLAY: Displays the number of copies to be produced.
- UPPER CASSETTE INDICATOR LAMP: Indicates upper cassette has been selected.
- NUMBER KEYS: Used to enter the desired number of copies in multicopying.
- CLEAR KEYS: This key clears and cancels the multicopy setting, repeat, and pause functions.
- EXPOSURE CONTROL LEVER: Regulates the exposure. Moving the lever to darken copies, and moving to lighten copies.
- REDUCTION KEYS: Push key to obtain enlarged copies.
- PAPER SIZE INDICATOR: Indicates size of the selected paper.
- CASSETTE SELECTOR KEY: Used to select upper or lower cassette.
- MAINTENANCE LAMP: Contact you service department for maintenance.
- MISFEED LAMP: Flashes to indicate a paper misfeed in the copier. Remove the misfed paper.
- PAUSE LAMP: Indicates that the pause key has been activated.

Page 2

TASK #13

TECHNICAL TERMS:

PAUSE KEY: Used to temporarily interrupt the multicopying cycle so that another original can be copied without waiting to complete the copies of the first original.

PRINT BUTTON: The copier is ready for copying when this button is lit. Pressing the button causes the copier to start copying.

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TASK # 13
ACTIVITY SHEET # 1 J.R.ESL

Communicative Task: Follow directions

Activity Sheet #1

Directions: Put these sentences in correct order, then instruct a partner in the use of the copier according to the order in which you have listed the sentences.

Close Cover

Place document face down on glass

Set paper size

Set copy size - reduction or enlargement

Turn on machine

Regulate tone

Open cover

Press print button

Set copy counter

Check paper tray.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

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BILINGUAL VOCATIONAL TRAINING

TASK # 13

Communicative Task: Follow directions

Activity sheet # 1J.R.ESL

Directions: Put these sentences in correct order, then instruct a partner in the use of the copier according to the order in which you have listed the sentences.

Close Cover

Place document face down on glass.

Set paper size

Set copy size - reduction or enlargement

Turn on machine

Regulate tone

Open cover

Press print button

Set copy counter

Check paper tray.

1. (turn on machine)
2. (place document face down on glass)
3. (close cover)
4. (set page size)
5. (set copy size)
6. (check paper tray)
7. (regulate tone)
8. (set copy counter)
9. (press print button)
10. (open cover)

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BILINGUAL VOCATIONAL TRAINING

TASK # 13

ACTIVITY SHEET # 2 J.R.ESL

COMMUNICATIVE TASK: Follow written directions

Directions: Match the verbs in column A with the correct complements in column B to form correct sentences:

Column A

1. Turn on
2. Remove
3. Place
4. Open
5. Set
6. Check
7. Staple
8. Press
9. Set
10. Set

Column B

- _____ collated copies
- _____ print button
- _____ copy counter
- _____ enlarge or reduce
- _____ document after copying
- _____ paper size
- _____ copier
- _____ document face down
- _____ paper tray
- _____ cover

NAME _____

DATE _____

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TASK # 13

ACTIVITY SHEET # 2 J.R. ESL

COMMUNICATIVE TASK: Follow written directions

Directions: Match the verbs in column A with the correct complements in column B to form correct sentences:

Column A

1. Turn on
2. Remove
3. Place
4. Open
5. Set
6. Check
7. Staple
8. Press
9. Set
10. Set

Column B

- 7 collated copies
- 8 print button
- 5 copy counter
- 9 enlarge or reduce
- 2 document after copying
- 10 paper size
- 1 copier
- 3 document face down
- 6 paper tray
- 4 cover

NAME _____

DATE _____

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TASK # 13

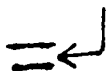
ACTIVITY SHEET # 3 J.R.ESL MITA COPIER SYMBOLS

COMMUNICATIVE TASK: Recognize symbols

DIRECTIONS: IDENTIFY THE FOLLOWING SYMBOLS BY MATCHING THE SYMBOLS WITH THE IMPERATIVES.

SYMBOLS

IMPERATIVE



a. Replace toner.



b. Time for maintenance.



c. Paper misfeed.



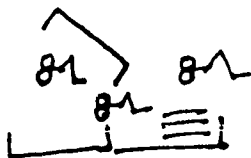
d. Add paper.



e. Wait until machine is warm.



f. Remove paper from sorter.



g. Call serviceman.



h. Interrup copying.

NAME _____

DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK # 13


ACTIVITY SHEET # 3 J;R,ESL MITA COPIER SYMBOLS

COMMUNICATIVE TASK: Recognize symbols


DIRECTIONS: IDENTIFY THE FOLLOWING SYMBOLS BY MATCHING THE
SYMBOLS WITH THE IMPERATIVES.

SYMBOLS


IMPERATIVE

 _____ (h)


a. Replace toner.

 _____ (e)


b. Time for maintenance.

 _____ (a)


c. Paper misfeed.

 _____ (G)

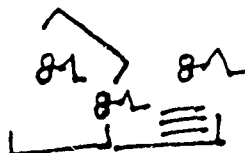
d. Add paper.

 _____ (c)


e. Wait until machine is warm.

 _____ (d)

f. Remove paper from sorter.

 _____ (F)

g. Call serviceman.

 _____ (b)

h. Interrup copying.

NAME _____

DATE _____

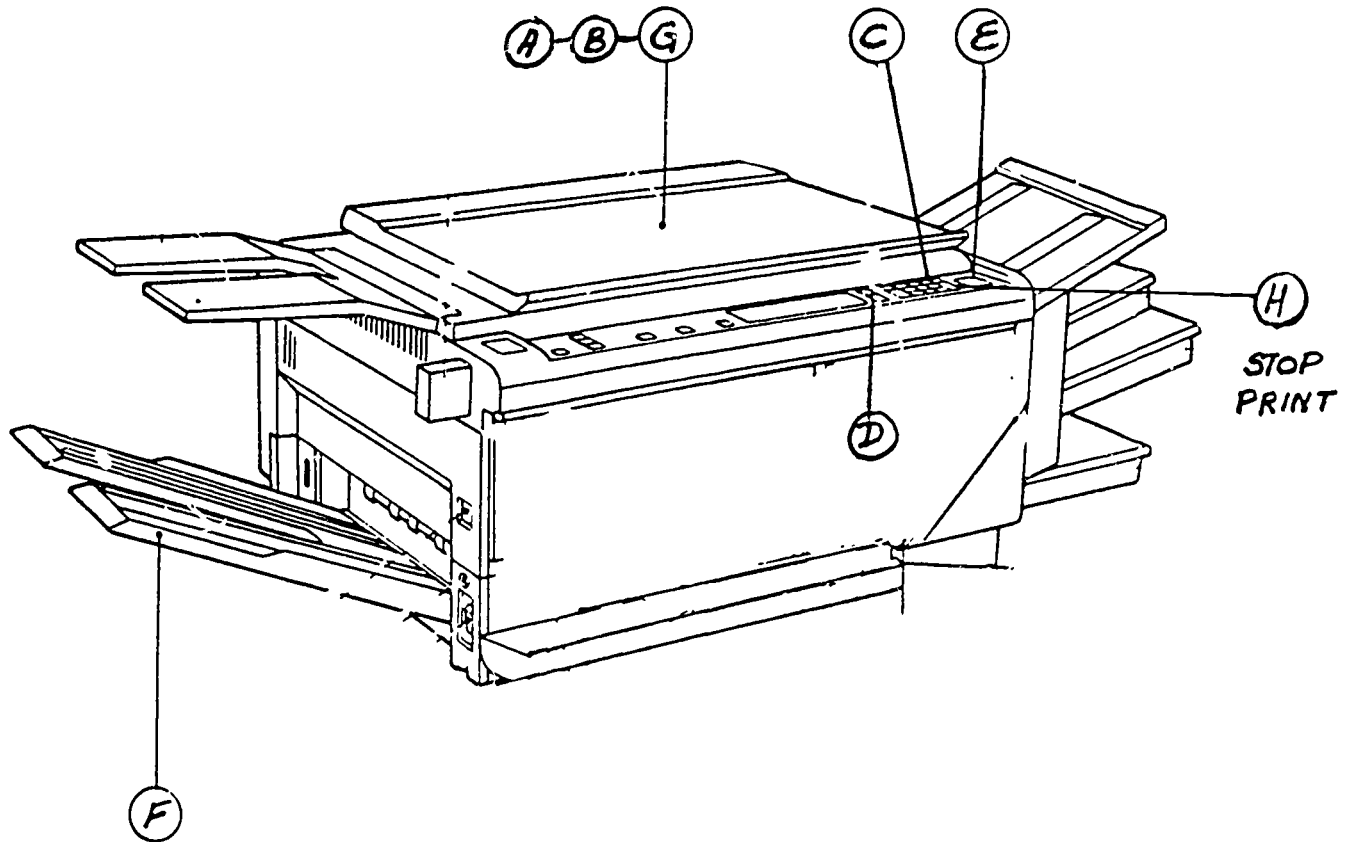
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BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Reading a diagram, following written directions, completing written directions.

DIRECTIONS: Refer to information and operation sheets on MITA to fill in these answers.



Write the letter of the correct answer

- a. Which part of the diagram is NOT mentioned in the instructions? _____
- b. How can you make copies lighter or darker? _____
- c. What step tells you how to place the original on the machine? _____
- d. Which button sets the machine in motion? _____
- e. To make more than one copy, which step should you follow? _____

Copying Instructions

- A Lift cover.
- B Place original face down and close cover
- C Set # of copies
- D Set exposure adjusting key
- E Press START PRINT
- F Look for copies in tray
- G Lift cover and remove original

NAME _____ DATE _____

RESOURCE: Real Life Employment Skills
Handel & Angeles Publisher
Scholastic Book Services

NAME _____ DATE _____

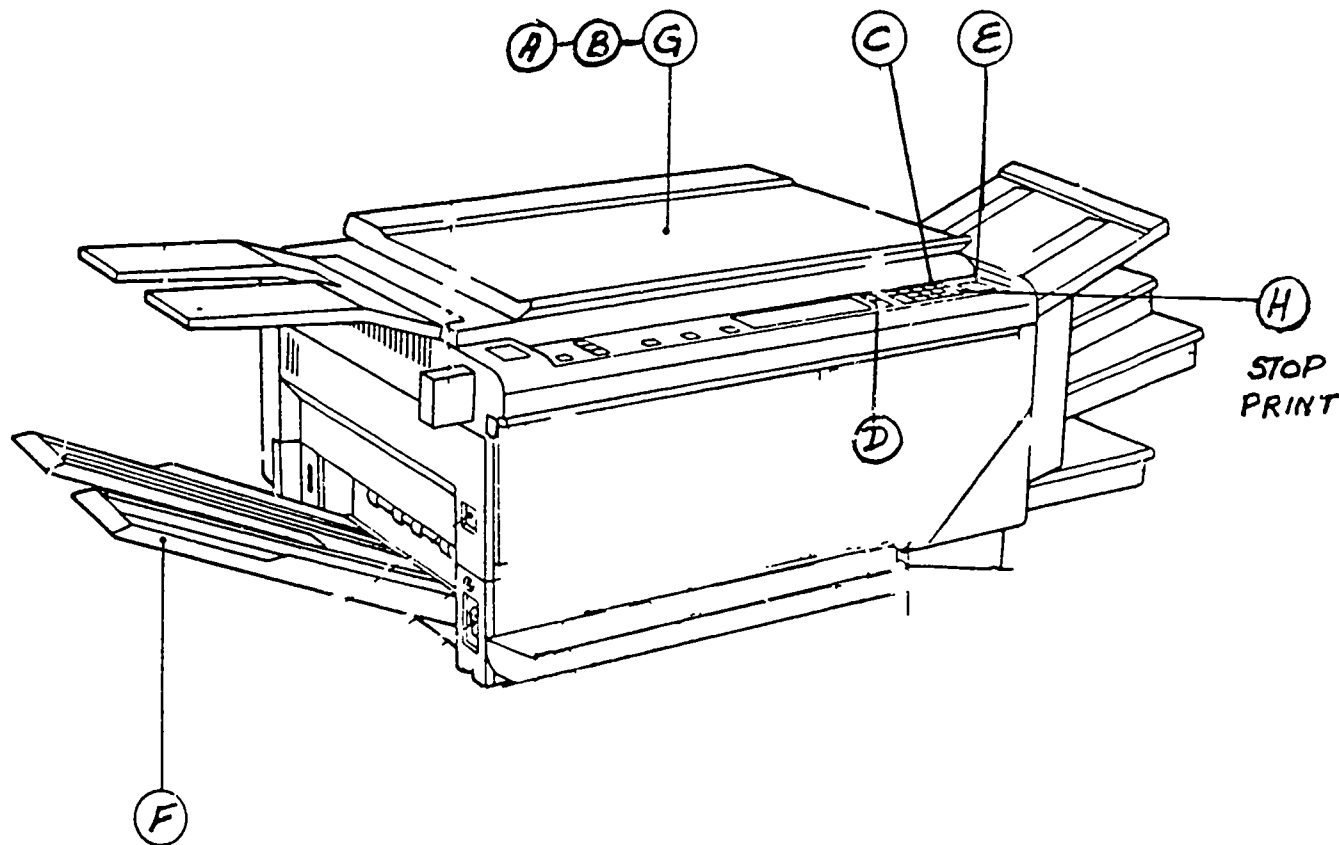
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BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Reading a diagram, following written directions, completing written directions.

DIRECTIONS: Refer to information and operation sheets on MITA to fill in these answers.



Copying Instructions

- A Lift cover.
- B Place original face down and close cover.
- C Set # of copies
- D Set exposure adjusting key
- E Press START PRINT.
- F Look for copies in tray
- G Lift cover and remove original

Write the letter of the correct answer.

- a. Which part of the diagram is NOT mentioned in the instructions? _____
- b. How can you make copies lighter or darker? _____
- c. What step tells you how to place the original on the machine? _____
- d. Which button sets the machine in motion? _____
- e. To make more than one copy, which step should you follow? _____

NAME _____ DATE _____

RESOURCE: Real Life Employment Skills
Handel & Angeles Publisher
Scholastic Book Services

NAME _____ 262 DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #13

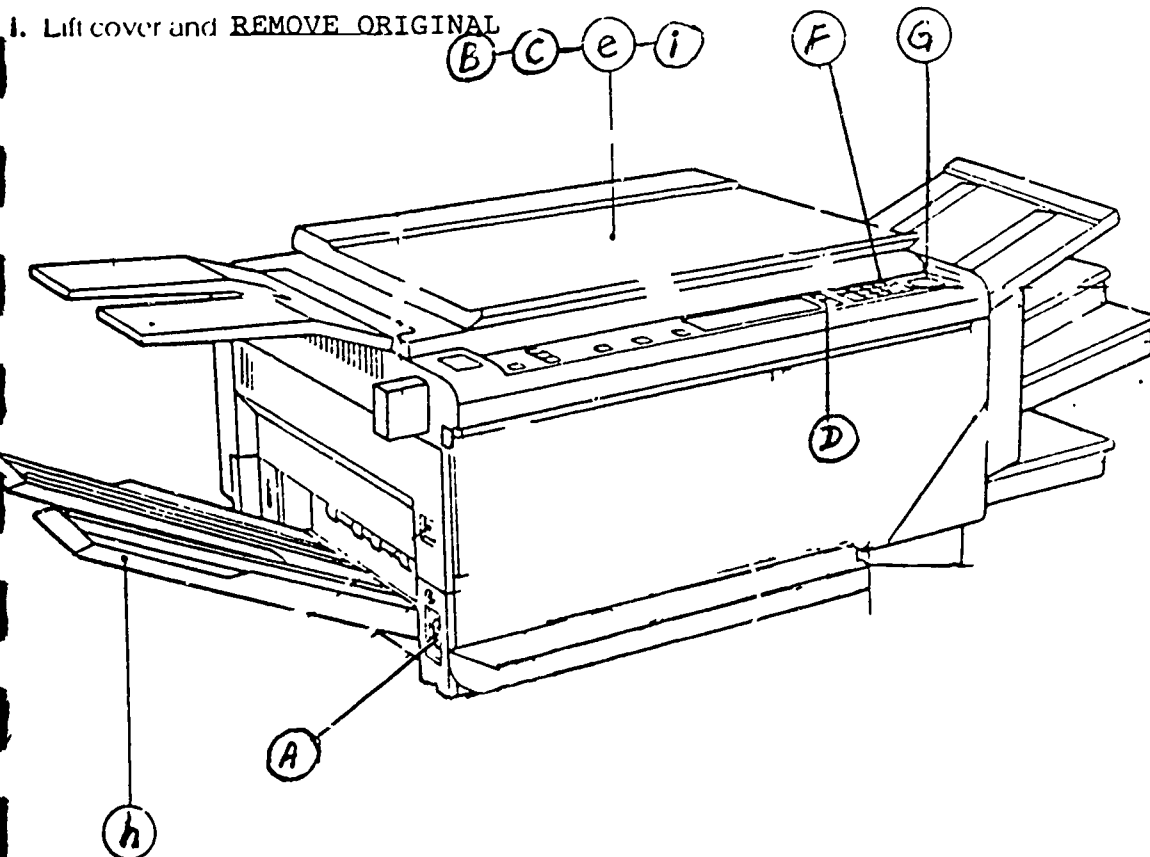
ACTIVITY SHEET # 5 J.R.ESL

COMMUNICATIVE TASK: Reading diagrams, following written directions, completing directions, identify verbs.

- DIRECTIONS:
- A. This diagrams comes with an incomplete set of instructions. Complete each step. You may refer to the operation and information sheets on the MITA copies.
 - B. Underline all verbs in the operating instructions.

Operating Instructions for Copying Machine

- a. Press button marked POWER ON.
- b. Lift COVER
- c. Place original FACE DOWN
- d. Set the EXPOSURE to the desired darkness
- e. Close COVER
- f. To make more than one copy, COPY SELECTOR TO THE DESIRED NUMBER OF COPIES.
- g. Press PRINT button.
- h. Get copy or copies from ORIGINAL TRAY OR SORT BIN.
- i. Lift cover and REMOVE ORIGINAL



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BILINGUAL VOCATIONAL TRAINING

TASK #13

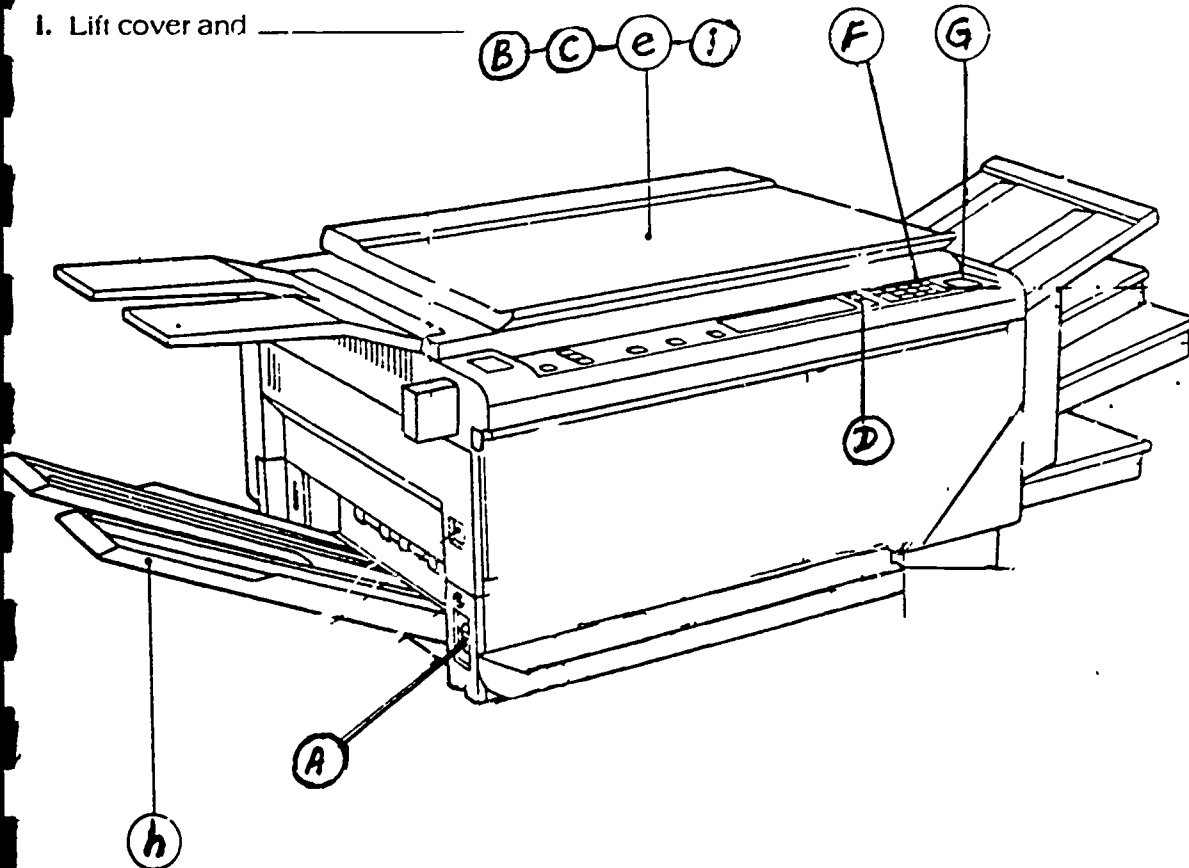
ACTIVITY SHEET # 5 J.R.ESL

COMMUNICATIVE TASK: Reading diagrams, following written directions, completing directions, identify verbs.

- DIRECTIONS:
- A. This diagrams comes with an incomplete set of instructions. Complete each step. You may refer to the operation and information sheets on the MITA copies.
 - B. Underline all verbs in the operating instructions

Operating Instructions for Copying Machine

- a. Press button marked POWER ON.
- b. Lift _____
- c. Place original _____
- d. Set the _____ to the desired darkness
- e. Close _____
- f. To make more than one copy. _____
- g. Press _____ button.
- h. Get copy or copies from _____
- i. Lift cover and _____



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BILINGUAL VOCATIONAL TRAINING

TASK # 13

ACTIVITY SHEET

VOCATIONAL

DIRECTIONS: USE THE FOLLOWING LIST OF COPIER TERMS TO IDENTIFY THE PARTS OF THE COPIER.
PLACE THE NUMBER OF THE PART OF THE COPIES NEXT TO THE TERM.

SORT BIN _____

STAPLER _____

MAIN SWITCH _____

NON-SORT KEY _____

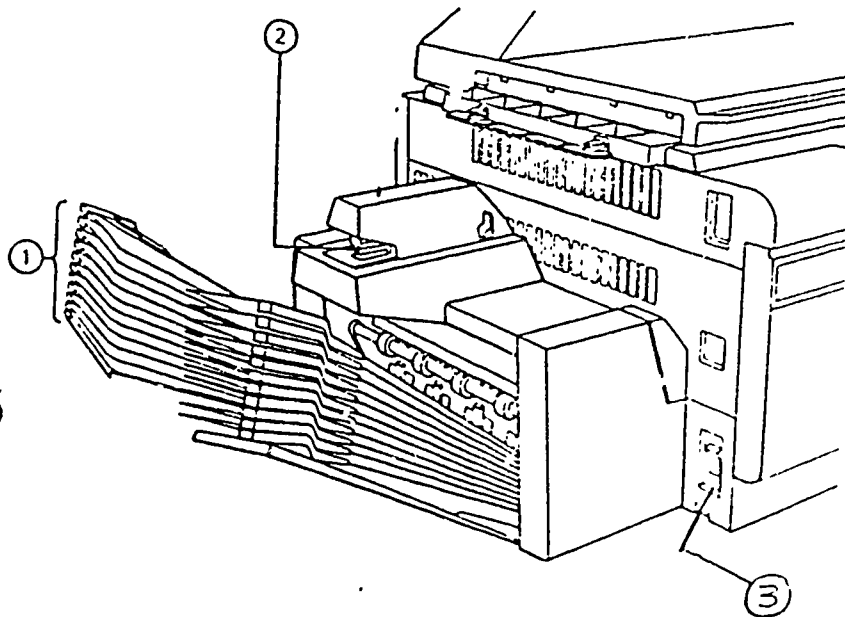
GROUPING KEY _____

SORT KEY _____

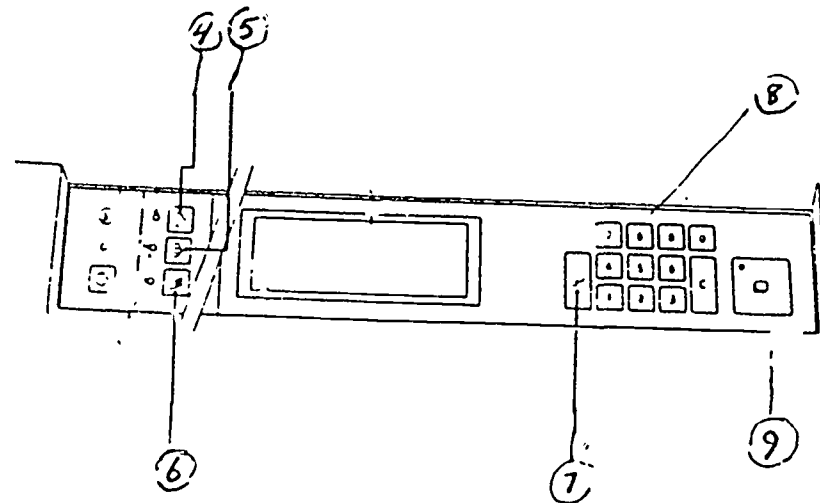
INTERRUPT KEY _____

PRINT KEY _____

COPY NUMBER SET KEYS _____



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BILINGUAL VOCATIONAL TRAINING

TASK # 13

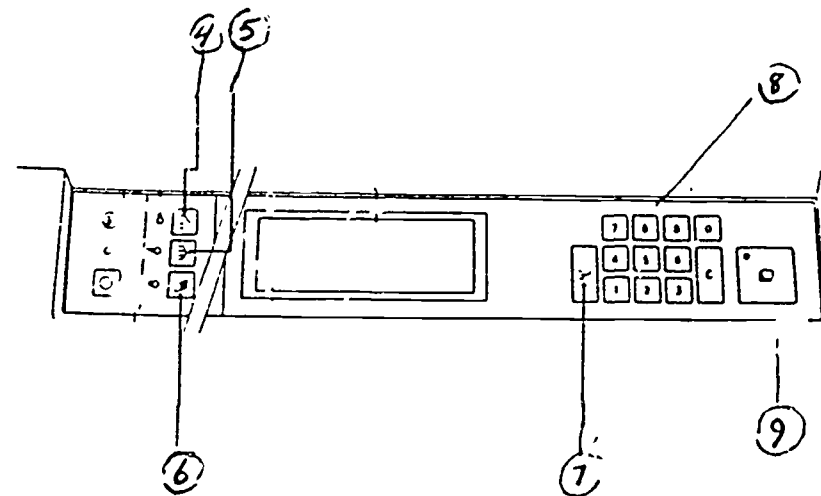
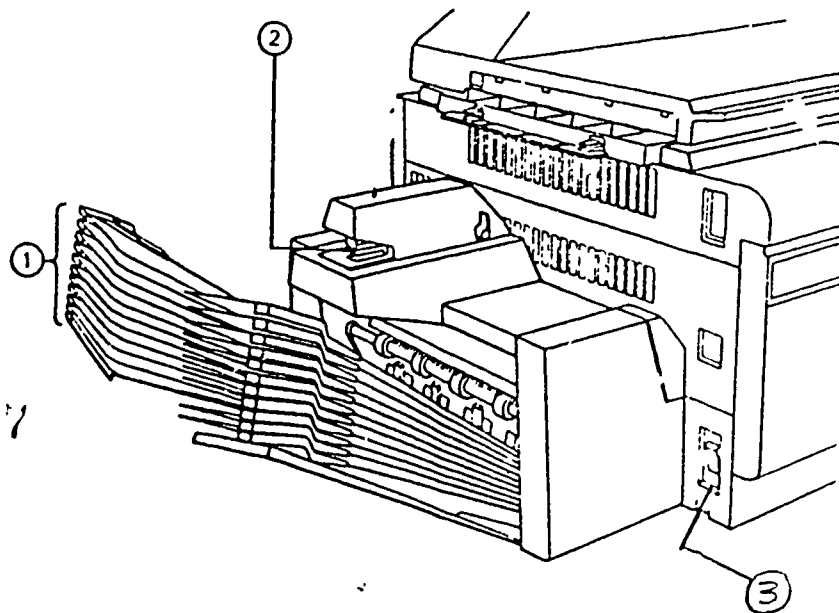
ACTIVITY SHEET

VOCATIONAL

DIRECTIONS: USE THE FOLLOWING LIST OF COPIER TERMS TO IDENTIFY THE PARTS OF THE COPIER.
PLACE THE NUMBER OF THE PART OF THE COPIES NEXT TO THE TERM.

SORT BIN 1
STAPLER 2
MAIN SWITCH 3
NON-SORT KEY 6

GROUPING KEY 4
SORT KEY 5
INTERRUPT KEY 7
PRINT KEY 9
COPY NUMBER SET KEYS 8



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BILINGUAL VOCATIONAL TRAINING

ATTACHMENT
STEPS AND TECHNICAL KNOWLEDGE

II. Procedure

How to reproduce and collate documents

1. Switch machine on.
2. Open cover.
3. Check paper tray.
4. Place document #4 face down.
5. Close cover.
6. Regulate tone.
7. Set copier to collate(Press sort key once)
8. Set copy counter to 1.
9. Set paper size to (8 1/2 x 11).
10. Set copier to reduce (85%).
11. Press print button.
12. Open cover.
13. Remove document #4.
14. Place document #3 face down.
15. Close cover.
16. Set copier to enlarge (1:i.21).
17. Press print button.
18. Open cover.
19. Remove document #3.

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BILINGUAL VOCATIONAL TRAINING

ATTACHMENT

Page 2

STEPS AND TECHNICAL KNOWLEDGE

20. Place document #2 face down.
21. Close cover.
22. Set paper size to (8 1/2 x 14).
23. Press print button.
24. Open cover.
25. Remove document #2.
26. Place document #1 face down.
27. Close cover.
28. Set paper size to (8 1/2 x 11).
29. Press print button.
30. Open cover.
31. Remove document #1.
32. Remove copies from tray.
33. Staple copies.

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BILINGUAL VOCATIONAL TRAINING

TASK #13

OPERATION SHEET :

OPERATION: REPRODUCE AND COLLATE DOCUMENTS

I. Materials

1. MITA DE.213 RE Copier.
2. Four documents.

II. Procedure

How to reproduce documents:

1. Switch machine on.
2. Open cover.
3. Check paper tray.
4. Place document #4 face down.
5. Close cover.
6. Regulate tone.
7. Set copier to collate(Press sort key once)
8. Set copy counter to 1.
9. Set paper size to (8 1/2 x 11).
10. Set copier to reduce (85%).
11. Press print button.
12. Open cover.
13. Remove document #4.
14. Place document #3 face down.
15. Close cover.
16. Set copier to enlarge (1:1.21).
17. Press print button.
18. Open cover.
19. Remove document #3.

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BILINGUAL VOCATIONAL TRAINING

page 2

OPERATION SHEET

OPERATION: REPRODUCE DOCUMENTS

20. Place document #2 face down.
21. Close cover.
22. Set paper size to (8 1/2 x 14).
23. Press print button.
24. Open cover.
25. Remove document #2.
26. Place document #1 face down.
27. Close cover.
28. Set paper size to (8 1/2 x 11).
29. Press print button.
30. Open cover.
31. Remove document #1.
32. Remove copies from tray.
33. Staple copies.

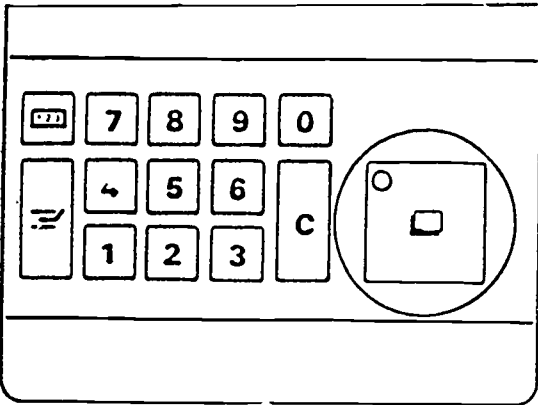
HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

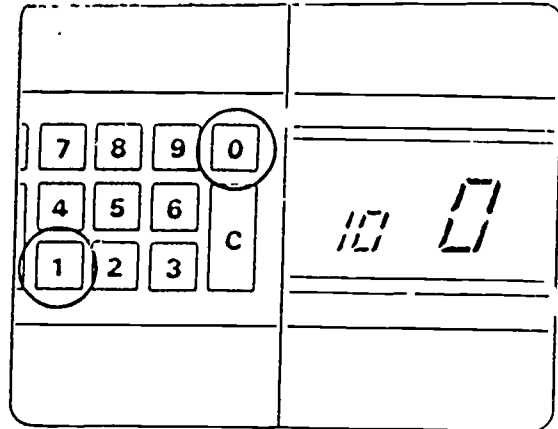
WRITTEN EVALUATION: ORDER OF COPYING VOCATIONAL

DIRECTIONS:

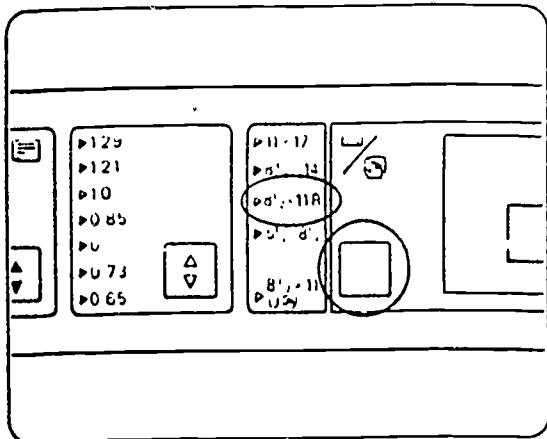
The following diagrams show the steps of the copying procedures. These steps are not in operative order. Arrange the steps in correct order by placing the correct number next to the instruction.



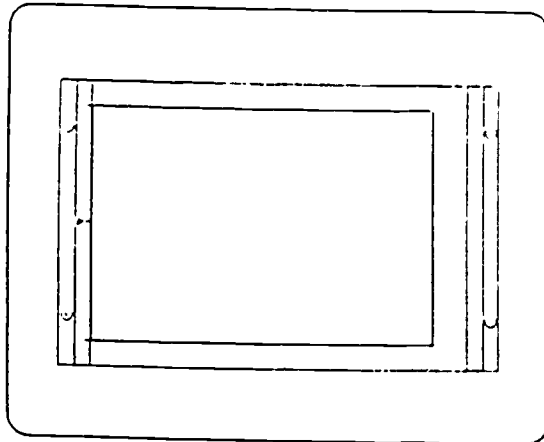
Press print key _____



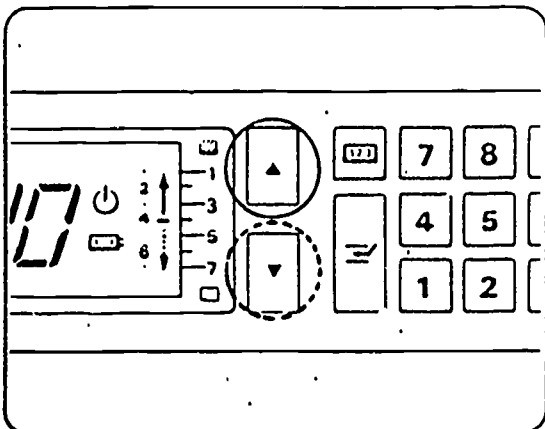
Set number of copies at 10 _____



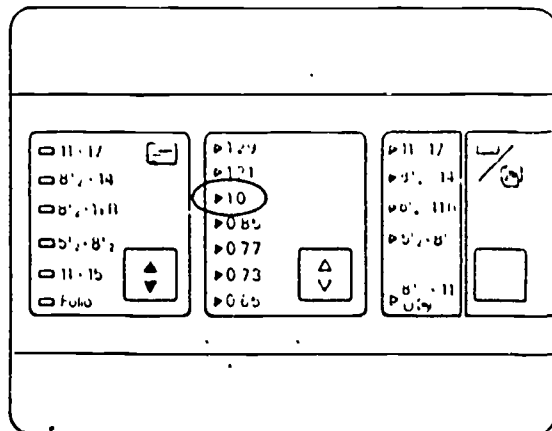
Press cassette selection key _____



Place an original _____



Set exposure adjusting key _____



Check magnification _____

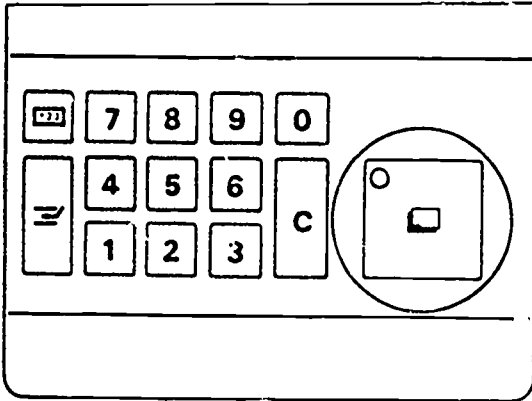
LACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TA 'K #13

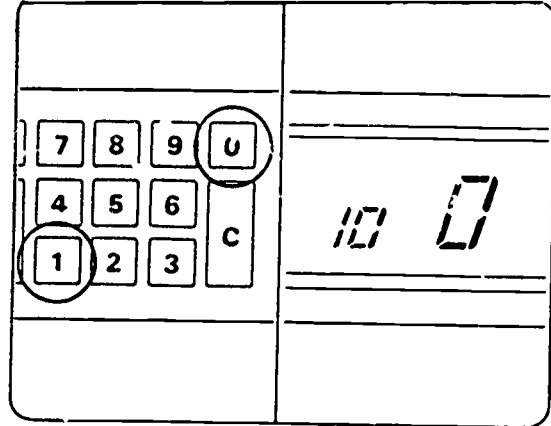
WRITTEN EVALUATION: ORDER OF COPYING VOCATIONAL

DIRECTIONS:

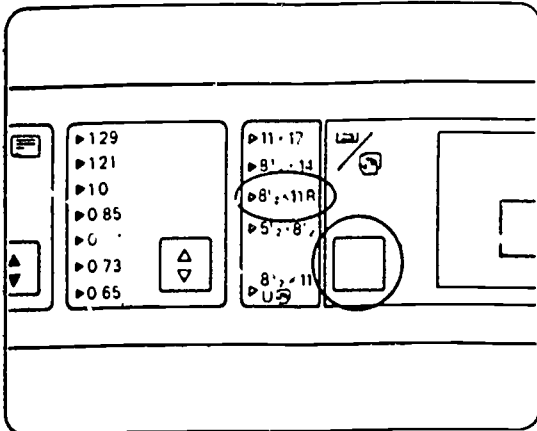
The following diagrams show the steps of the copying procedures. These steps are not in operative order. Arrange the steps in correct order by placing the correct number next to the instruction.



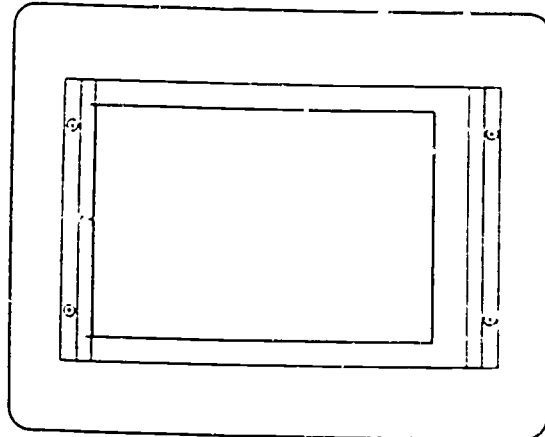
Press print key (6)



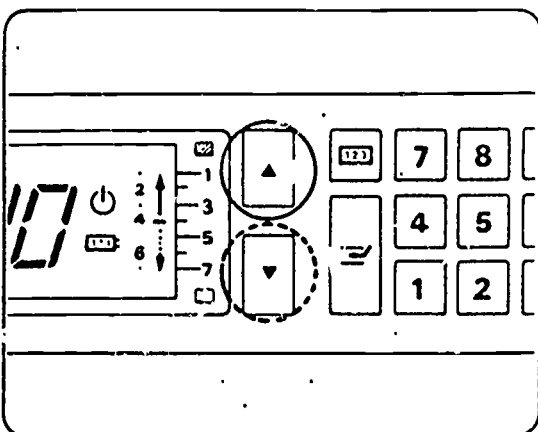
Set number of copies at "10" (5)



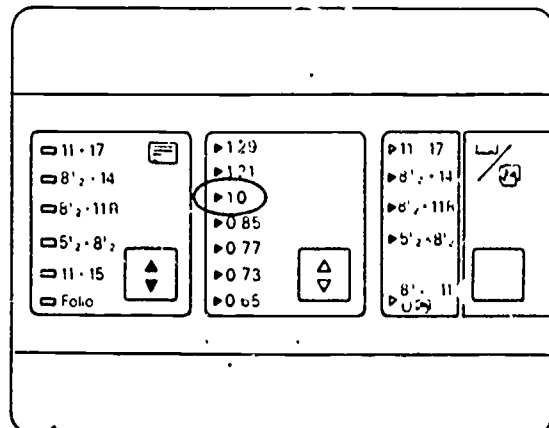
Press cassette selection key (2)



Place an original (3)



Set exposure adjusting key (1)



Check magnification (4)

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TASK #13

JOB SHEET: REPRODUCE DOCUMENTS
PRACTICE

DIRECTIONS: USING MITA DC 213RE COPIER, REPRODUCE THE FOUR
ATTACHED DOCUMENTS.

I. MATERIALS

- a. MITA DC 213 RE copier.
- b. Four (4) documents.

II. PROCEDURE *

1. Turn on machine.
2. Place originals in place and close cover.
3. Press "Print Key".
4. Place next original and close cover.
5. Press "Print Key" (use special function if necessary).

*See operation sheet "How to reproduce documents".

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BILINGUAL VOCATIONAL TRAINING

TASK #13
JOB SHEET
PRACTICE
DOCUMENT #1

Bayonne Country Club

37 OLD COUNTRY ROAD • BAYONNE, NEW JERSEY 07002 • Phone 762-4170

November 21, 19--

Mr. Charles H. Rogers
94 Park Road
Bayonne, New Jersey 07004

Dear Mr. Rogers:

Subject: Directors' Meeting

The Board of Directors of the Bayonne Country Club will hold a special meeting on Tuesday, December 14.

The purpose of this meeting is to consider the purchase of five acres of land adjoining the property of the Club. The purchase will involve the sum of \$20,000 and a very small additional tax each year. The property will be used to construct four extra tennis courts and appropriate facilities.

According to the constitution of the Club, no real estate purchases may be made without the consent of 11 of the 14 directors. Should the Board fail to act favorably on the purchase, however, the matter may be referred directly to the members. Upon consent of three fourths of the membership, the purchase may be legally effected.

Mr. Kingsley, our president, has asked that I stress the importance of this meeting to every one of our directors. He feels that this matter requires your immediate action and therefore urges that you attend the meeting if possible.

Please let me know if we may expect you.

Yours truly,

(Mrs.) Janet Berney, Secretary

JB:ac

RESOURCES. Business Typing
Monarch Press

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BILINGUAL VOCATIONAL TRAINING

TASK #13

JOB SHEET
PRACTICE
DOCUMENT #2



4709 East 13th Avenue
Detroit, Michigan 48200
Phone 476-1980

May 12, 19--.

Martin Manufacturing Company,
15 South Wabash Avenue,
Chicago, Illinois 60614.

Attention: Mr. George H. Reynolds.

Gentlemen:

Does your filing system ever go on strike?
Does it ever refuse to give up instantly the
information that you know it holds?

Unless all your filing devices minimize
the moves necessary in the transaction and
recording of business, they make you the victim
and not the master of details. Your valuable
papers and records must not only be safe, but
must be available to facilitate and accelerate
the dispatch of business.

Our cabinets are built for use. You select
and arrange a cabinet to suit your requirements
and don't have to adjust your requirements to
suit the cabinet.

Why not call us for complete information.

Yours very truly,

BARRETT FURNITURE COMPANY,

J. C. Barrett, President.

JCB:AK

RESOURCE: Business Typing
Monarch Press

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
JOB SHEET
PRACTICE
DOCUMENT # 3

March 2, 19--

Mr. Alfred H. Gable
Personnel Manager
G B C Sales & Service, Inc.
10 Newbury Street
Syracuse, New York 13219

Dear Mr. Gable:

Thank you for your letter of February 27. I am very sorry to have to tell you that the men whom you wish to see in our factory will be attending a convention in Chicago on April 14.

Also, we are making improvements in the factory that we would like very much to have you and your associates see.

Would it be convenient for all of you to come sometime in May? If you can change your plans so that you and your men will arrive at our factory early in May, we shall be glad to make our plans accordingly.

We are looking forward with pleasure to your visit.

Cordially yours,

Robert C. Hinman
Branch Manager

RCH:ad

Resource: Applied Secretarial Procedures
Gregg/ McGraw Hill

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BILINGUAL VOCATIONAL TRAINING

TASK # 13
JOB SHEET
PRACTICE
DOCUMENT #4

GALE STATIONERY COMPANY, INC.

275 Portland Street
Kingston, New York 12401

RH

February 15, 19--

FEB 17 RECD

Mr. Robert C. Hinman
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. Hinman:

From time to time we receive requests from schools from different parts of the United States for interesting visual aids for teaching how to plan appropriate and attractive letterheads.

Since you are in the same line of business and no doubt receive similar requests, we are wondering whether you have any suggestions that might help us. Would you be willing to tell us how you meet these requests?

We certainly would appreciate hearing from you.

Very truly yours,

Ronald T. Gale

Ronald T. Gale
President

RTG:wt

Resource: Applied Secretarial Procedures
Gregg / McGraw Hill

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

JOB SHEET: REPRODUCE DOCUMENTS
EVALUATION

DIRECTIONS: USING MITA DC 213RE COPIER, REPRODUCE THE FOUR
ATTACHED DOCUMENTS.

I. MATERIALS

- a. MITA DC 213 RE copier.
- b. Four (4) documents.

II. PROCEDURE *

- 1. Turn on machine.
- 2. Place originals in place and close cover.
- 3. Press "Print Key".
- 4. Place next original and close cover.
- 5. Press "Print Key" (use special function if necessary).

*See operation sheet "How to reproduce documents".

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BILINGUAL VOCATIONAL TRAINING
POTOMAC JUNIOR COLLEGE

[105]

Mountain View Road

Potomac, N.J. 08348

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #1

March 8, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, N.Y. 10022

Dear Mr. McDonald:

This is just a note of thanks and appreciation
for the fine talk you gave to our senior students
or "Putting Your Best Foot Forward."

I have had numerous comments from our seniors
telling me how important your thoughts were to
them. They even made the suggestion that it would
be an excellent topic to be presented by you to
subsequent senior students.

You can be sure that we will be contacting you
next year.

Sincerely yours,

David Podgolsky

David Podgolsky
President

DP/lr

SOURCE: Workbook for Applied Secretarial Procedures,
Fries, Rowe, Travis, Blockhaus. Gregg Division/
McGraw Hill Book Co.

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BILINGUAL VOCATIONAL TRAINING

[99]

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #2

457 White Horse Boulevard
New Milford, Conn. 06776
March 5, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, N.Y. 10022

Dear Mr. McDonald:

Enclosed is a résumé that I should like to have attached to my application, which was placed on file with your company on August 25 of last year.

Since that time, I took your advice and enrolled in 15 hours of advanced accounting and computer work, as you will see on the summary enclosed.

I should appreciate it if you would reevaluate my application in the light of this advanced study. Should you have a vacancy in your accounting department, I should appreciate your consideration.

Sincerely yours,

B. J. Willis

Miss B. J. Willis

Enclosures (2)

SOURCE: Workbook for Applied Secretarial Procedures,
Fries, Rowe, Travis, Blockhaus. Gregg Division/
McGraw Hill Book Co.

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BILINGUAL.VOCATIONAL TRAINING

[101]

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #3

4891 Montauk Avenue
Rochester, New York 14618
March 6, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. McDonald:

I am interested in joining the sales staff of your organization. Ronald Mahoney, a good friend of mine and a member of your executive team, has been telling me for several years about United Products.

Enclosed is a résumé that you may be interested in.

I should appreciate hearing from you as to the possibility of a vacancy.

Thank you for your consideration.

Sincerely,

Richard Schaefer

Richard Schaefer

Enclosure

SOURCE: Workbook for Applied Secretarial Procedures,
Fries, Rowe, Travis, Blockhaus. Gregg Division/
McGraw Hill Book Co.

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BILINGUAL VOCATIONAL TRAINING

[111]

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #4

6527 Grosvenor Place
Pine Grove, AL 36769
March 15, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. McDonald:

I will be in New York City the week of April 2.
Would it be possible for me to have an interview
with you during that week at a time convenient
to you?

You have an application of mine on file which I
sent to you about a month ago, at which time I
was seeking a secretarial position.

I shall look forward to hearing from you.

Sincerely,

Mary E. Dixon

Miss Mary E. Dixon

SOURCE: Workbook for Applied Secretarial Procedures,
Fries, Rowe, Travis, Blockhaus. Gregg Division/
McGraw Hill Book Co.

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TASK #13

PERFORMANCE TEST

TASK: REPRODUCE DOCUMENTS

Directions: Demonstrate mastery of this task by doing the following:

This test evaluates your ability to: Reproduce documents using a MITA 213.RE Copier. You will be given four (4) documents to reproduce on the copier. You must make (1) letter size, (1) legal size, (1) enlargement 1:1:21 and (1) reduction to 85%. All four copies must be made with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Placed original documents face down?		
2.	Closed cover before pressing "Print Key"?		
3.	Set correct copy count?		
4.	Set correct paper size?		
5.	Made 4 copies ?		
6.	Made one letter size and one legal size copy ?		
7.	Made one enlargement 1:1:21 and one reduction 85?		
8.	Stapled the four documents together?		
9.	Turned off special functions?		
10.			

Training	Date	Attempts	Instructor's Signature

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 BILINGUAL VOCATIONAL TRAINING

TASK #13

PERFORMANCE TEST		
TASK: REPRODUCE DOCUMENTS		
This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.		
	YES	NO
1. Were facilitator's directions using imperatives understood?		
2. Were symbols recognized and understood?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 14
COMPUTE THE COST OF PURCHASING STAMPS

RELATED COMMUNICATIVE TASK: Recognize symbols, seek information, report factual information.

VOCATIONAL TASK: # 14 Compute the cost of purchasing stamps.

PERFORMANCE OBJECTIVE Compute using a calculator and record the cost of purchasing stamps with 100% accuracy.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. SEE ATTACHMENT 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Clear Key Calculator Clear Entry Compute Minus Key Balance On/Off Switch Petty Cash Plus Bar Voucher Multiplication Key Division Key Memory Clear Memory Minus Memory Plus Memory Recall Memory Total Equal Total Percentage Paper Advance Subtotal	<u>COMMUNICATIVE SKILLS</u> Active : Speaking Passive: Reading <u>FUNCTIONS</u> Recognize symbols and interpret them.	Noun/Verb distinction Arithmetic verbs
TOOLS AND MATERIALS Electric calculator Petty Cash Sheet Pencil Paper		LEARNING ACTIVITIES AND RESOURCES	
BACKGROUND KNOWLEDGE No prior knowledge required	VOCATIONAL	J. R. ESL	
SAFETY Be careful of wires to avoid tripping No food or drinks near machine. Do not attempt to service machine	1. <u>LEARNING STRATEGIES</u> a. Facilitator demonstrates machine controls and basic operations. b. Facilitator lectures on procedure for calculating the cost of purchasing stamps. c. Practice activity sheets # 1, 2, 3. d. Hands-on practice (individual). Skill practice utilizing calculator.	1. <u>LEARNING STRATEGIES</u> a. Facilitator demonstrates use of arithmetic verbs. b. Discussion on logical sequence of operation. c. Participants practice language functions and structures, Activity Sheets # 1 and 2.	
ATTITUDES Concentrate on proper sequence of operation.	2. <u>EVALUATION</u> Performance test.	2. <u>EVALUATION</u> Written test.	
	3. <u>RESOURCES</u> a. Facilitator b. Information, operation, activity and Job sheets. c. <u>Calculating Machines, J. Carter</u> d. <u>Sharp Calculator Operation Manual</u> e. <u>HAGER INC. Business Office calculators</u>	3. <u>RESOURCES</u> a. Activity Sheets b. Facilitator	

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TASK #14

INFORMATION SHEET: ADDING AND CALCULATING MACHINES

INTRODUCTION:

ADDING AND CALCULATING MACHINES

The familiar ten-key adding machine has a key for each digit, as well as buttons for plus, minus, repeat, subtotal, and total. With a little practice it can be run rapidly by the touch system. These machines are also called listing machines, because they print each number entered, as well as subtotals and totals, on a paper tape.

The full-keyboard adding machine has a separate vertical row numbered 1 to 9 for each column of units, tens, hundreds, thousands, etc. Zeroes register automatically if no key in a column is pressed. More than one key can be pressed at once. Though the touch system is not used, and operator skilled in correct finger combinations and techniques can work speedily.

Multiplication and division can be done on adding machines by repeat addition and subtraction, but it is much easier to do them on a calculator.

With the key-driven calculator (Comptometer and other brands) an operator can do high-speed addition and multiplication. Subtraction and division take special skill. This machine has a fullbank keyboard. Answers appear in a window on the machine rather than on a printed tape.

The printing calculator takes less practice to use, as all four operations can be done at the touch of a button. The machine looks much like a ten-key adding-listing machine except for the additional multiplication and division buttons. Some models have memory storage features, dual registers, and provisions for handling constant quantities.

Pocket and desk-top electronic calculators are rapidly gaining popularity. Having no moving parts, they are noiseless and extremely fast. Not only do they add, subtract, multiply, and divide; various models are preprogrammed to do complex operations (like square roots) instantly. Many machines have one or more "memories" for storing the result of a computation for use in future computations; and some can be programmed by means of magnetic cards or tape to do a whole series of operations automatically. These machines are of the ten-key type, with extra buttons for various operations, and come in both window and printing models.

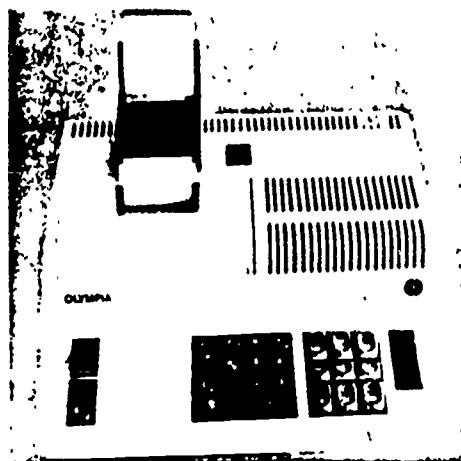
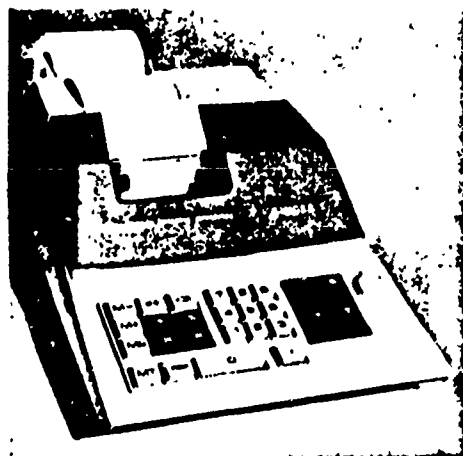
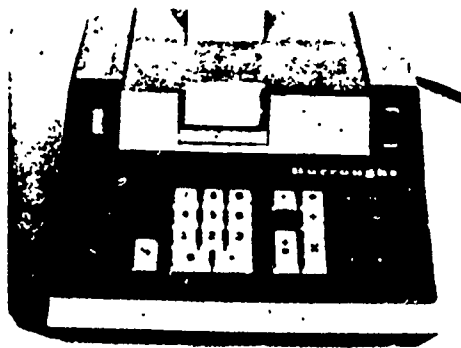
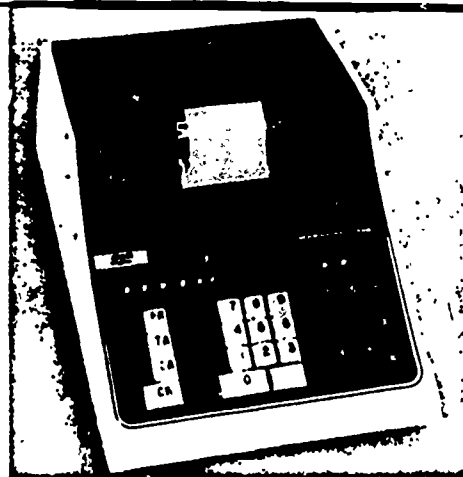
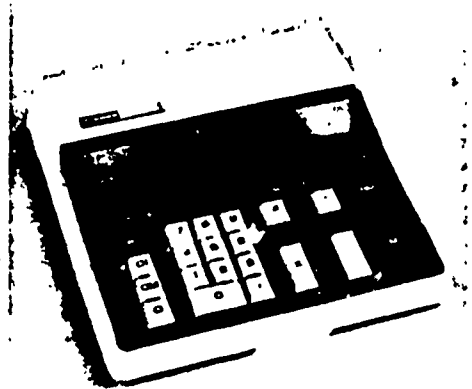
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TASK #14

INFORMATION SHEET

p. 2

DESK TOP CALCULATORS



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TASK #14

INFORMATION SHEET

p. 3



Pocket Size Calculators

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TASK #14

INFORMATION SHEET

Page 4

Stamps by Mail

You can buy postage stamps and stamped envelopes through the mail by using a *Stamps by Mail Order Form* available at your post office or from your letter carrier. A personal check or Postal Money Order made payable to U.S. Postal Service or Postmaster can be used to pay for the stamps.

Address the postage-paid order form envelope to your post office, enclose payment, and give it to your letter carrier, or drop it in any collection box.

Postage Meters

When a mailer uses a postage meter, the postage, postmark, and date are imprinted at the mailer's place of business. Many mailers, including those with a relatively small mail volume, have found that this convenience more than offsets the costs of maintaining an account and of leasing the machine. Call your post office for more information.



Postage, postmark and date imprinted using postage meter.

Loose stamps















RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

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BILINGUAL VOCATIONAL TRAINING

TASK #14.

TECHNICAL TERMS

SYMBOL

CLEAR KEY:	Clears the display screen, keyboard and operating functions.	
CLEAR ENTRY:	Clears the keyboard	
MINUS KEY:	Subtracts the last number entered from the number displayed	
ON/OFF SWITCH:	Turns calculator on or off	
PLUS BAR:	Adds the last number entered to the number displayed.	
MULTIPLICATION KEY:	Multiplies the number displayed by the last number entered.	
DIVISION KEY:	Divides the number displayed by the last number entered.	
MEMORY CLEAR KEY:	Clears the memory	
MEMORY MINUS:	Subtracts entered amount from the amount stored in the memory.	
MEMORY PLUS:	Adds entered amount to the amount stored in the memory.	
MEMORY RECALL/MEMORY TOTAL:	Totals and displays the amount in the memory.	
EQUAL/TOTAL	Totals the amount	
PERCENTAGE KEY:	Converts a percentage to a decimal in calculating multiplication and division.	
PAPER ADVANCE:	Advances register tape	
TOTAL:	Displays an accumulated total ex. the total of the first 10 of 20 additions.	

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TECHNICAL TERMS

Page 2

- CALCULATOR:** An electronic calculating machine used to add, subtract, multiply and divide numbers.
- COMPUTE:** To compute means to find out, figure out or work out the solution to a mathematical problem.
- BALANCE:** The balance is an amount, usually the remainder of a subtraction operation.
- PETTY CASH;** A small amount of money kept in an office for carfare, stamp purchases or for the purchase of emergency supplies.
- VOUCHER:** A voucher is a type of receipt used to record a petty cash transaction.
Example: A staff person would have to fill-out a voucher in order to be reimbursed out of petty cash funds for an office related expense.
- PEITY CASH BOOK:** A book Kept in the office where a record of petty cash payments is kept.
- RECEIVED:** To obtain or get: In a petty cash voucher or petty cash book, it means the amount that was given to the employee.
- PAID OUT:** The amount of money from petty cash that was given to the employee.
- EXPLANATION:** This term is found in a petty cash book. It is used to describe the purpose of the amont. In other words it states what the petty cash amount was used for.
- FUND:** A supply of money set aside for a specific purpose. Petty cash fund: a supply of money set aside for emergencies or small purchases in an office.

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 BILINGUAL VOCATIONAL TRAINING

TASK # 14

INFORMATION SHEET: PETTY CASH BOOK

Amount received is the amount of money in the petty cash fund.
Amount paid out is the amount given to an employee for a purchase.
Date: is the day that money was given for a purchase
Explanation: details the purchase

PETTY CASH BOOK												
PETTY CASH FUND						DATE		EXPLANATION				
RECEIVED			PAID OUT									
2	0	0	0	0	0							
				5	0	0	5	7	86	PURCHASE OF 1 ST CLASS STAMPS		
				2	5	0	5	9	86	PURCHASE OF TONER		
				1	0	0	5	11	86	PURCHASE OF 1 ST CLASS STAMPS		

Always make sure that there is an entry made in the petty cash book every time funds are received or paid out.



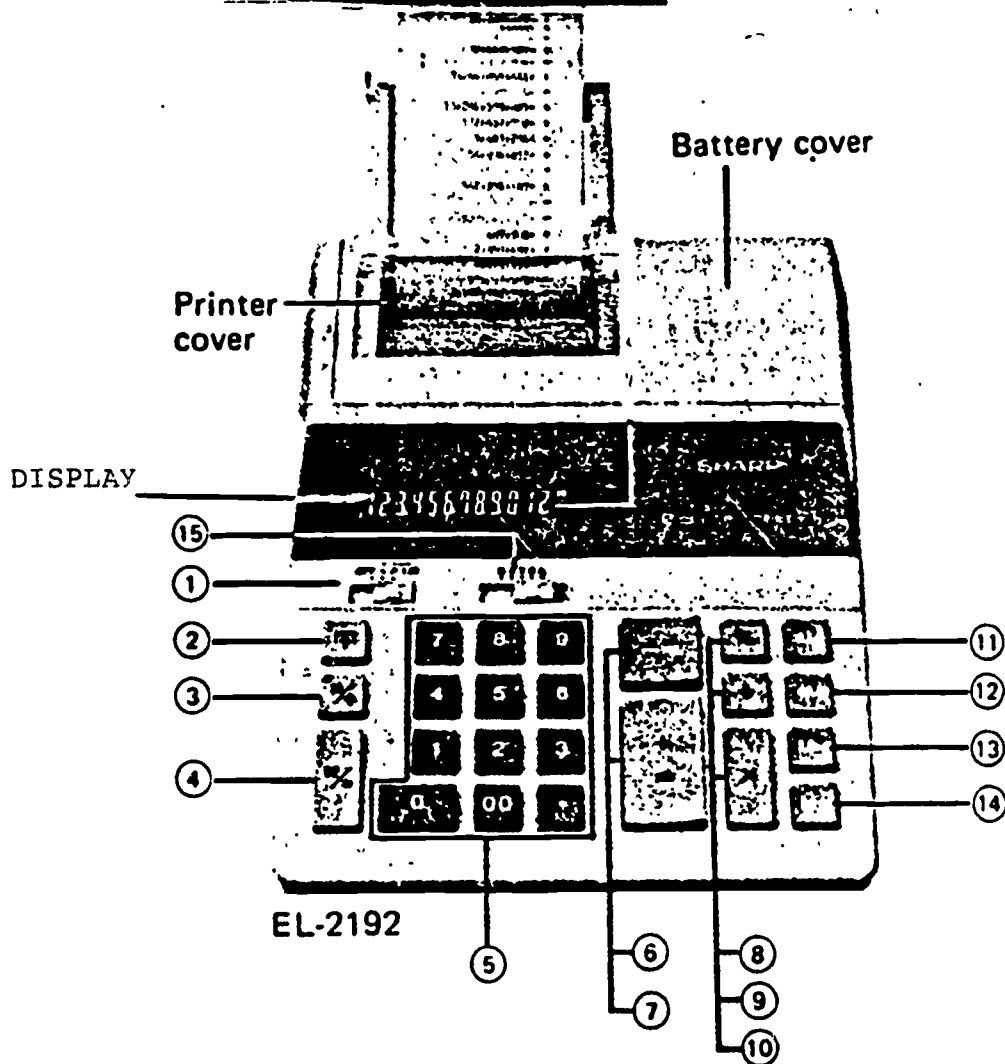
BILINGUAL VOCATIONAL TRAINING

TASK #14

OPERATION SHEET: PARTS OF THE CALCULATOR

OPERATION: Calculator functions and operation.

THE KEYBOARD



OPERATING CONTROLS

- | | |
|------------------------------------|--------------------------------------|
| ① Power Switch/Print Mode Selector | ⑧ Percent Key |
| ② Paper Feed Key | ⑨ Division Key |
| ③ Non-Add/Sub-Total Key | ⑩ Multiplication Key |
| ④ Clear Entry/Total and Clear Key | ⑪ Clear/Total Memory Key |
| ⑤ Numeral Keys | ⑫ Recall/Sub-Total Memory Key |
| ⑥ Minus Equals Key | ⑬ Memory Minus Key |
| ⑦ Plus Equals Key | ⑭ Memory Plus Key |
| | ⑮ Constant/Decimal/Add Mode Selector |


















RESOURCE: Sharp Calculator Operation Manual

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

OPERATION SHEET: Calculator functions and operation
p. 2

OPERATING CONTROLS

- ①  **POWER SWITCH/PRINT MODE SELECTOR**
When the power switch is turned on, the calculator is ready for operation.
"●" position: EL-1192D/2192 functions as a display calculator.
"P" position: EL-1192D/2192 functions as a print/display calculator.
- ②  **PAPER FEED KEY**
Advances the paper tape.
- ③  **NON-ADD/SUB-TOTAL KEY**
Non-Add: When this key is pressed right after the entry of a number, the entry is printed on the right hand side with the symbol "#".
This key is used to print out numbers not to be used for calculations such as code, date, etc.
Sub-Total: Used to get sub-total(s) of additions and/or subtractions. When depressed following  or  key, the sub-total is printed with the symbol "o" and the calculation may be continued.
- ④  **CLEAR ENTRY/TOTAL AND CLEAR KEY**
CLEAR ENTRY: When entered after a number and before a function, clears a number which has been entered into the keyboard prior to use of a function key. This key is also used to clear an overflow error caused by an entry.
TOTAL AND CLEAR: When entered after a function, prints the total of addition and subtraction with the symbol "*". This key also serves as the clear key for the calculation register and resets an error condition. The contents of the memory are not affected by use of the  key.
- ⑤  **NUMERAL KEYS**
Enter numbers into the calculator.
- ⑥  **MINUS EQUALS KEY**
The  key prints the entered number (in red: EL-2192) with a "-" symbol and subtracts the number from the contents of the calculation register. This key is also used to obtain the product/quotient in negative multiplication and division and prints it with the symbol "*".
- ⑦  **PLUS EQUALS KEY**
The  key prints the entered number with a "+" symbol and adds the number to the contents of the calculation register. This key is also used to obtain the results in multiplication and division and prints the product/quotient with the symbol "*".
- ⑧  **PERCENT KEY**
Permits entry and/or answers of actual percentages rather than their decimal equivalents.
- ⑨  **DIVISION KEY**
Prints the entered number with the symbol "÷", and orders division.
- ⑩  **MULTIPLICATION KEY**
Prints the entered number with the symbol "x", and orders multiplication.
- ⑪  **CLEAR/TOTAL MEMORY KEY**
Totals and clears the contents of the memory. The value is printed with the symbol "*M" ("M": EL-1192D).
- ⑫  **RECALL/SUB-TOTAL MEMORY KEY**
Reads the contents of the memory and prints the number with the symbol "◊M" ("M": EL-1192D). The content of the memory is not disturbed and may be used for further calculation.

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BILINGUAL VOCATIONAL TRAINING


TASK # 14

OPERATION SHEET: Calculator functions and operation

p. 3


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MEMORY MINUS KEY:

Subtracts an entry or an answer from the memory, and prints the number (in red: EL-2192) with the symbol '-M' ('M-': EL-1192D). This key also serves as the  key when accumulating negative products and/or quotients.




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MEMORY PLUS KEY











Adds an entry or an answer to the memory, and prints the number with the symbol '+M' ('M+': EL-1192D). This key also serves as the  key when accumulating products and/or quotients.

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CONSTANT/DECIMAL/ADD MODE SELECTOR

"A" position: The decimal point in addition and subtraction entries is automatically positioned to the 2nd digit from the lowest digit of entry number. Use of the add mode permits addition and subtraction of numbers without entry of the decimal point. Use of the ,  and  keys will automatically override the add mode and decimally correct answers will be printed.

Ex. Set constant/decimal/add mode selector at A, P

A. Enter	12		3		Tape prints	12.30	+
B. Enter		123			Tape prints	123.	x
		100				100.	=
						12,300.00	*
						(12300.00	* EL-1192D)
C. Enter	2				Tape prints	2.	÷
	3					3.	=
D. Enter	123				Tape prints	0.67	*
						1.23	+


"0, 2, 3" position: Pre-sets the number of decimal places in the answer. The rounded-off answer is printed to the designated decimal digit.


Input override decimal feature: The EL-1192D/2192 operates on a principle of floating decimal entries with pre-set decimal answers.

1. An entry may contain up to 9 decimal (11 decimal: EL-2192) places, regardless of the decimal selector setting.
2. Answers will be printed to the pre-set decimal position except when an underflow condition prevails.

"K" position: The following constant functions will be performed.

In constant mode, decimal point of the answer floats.

Multiplication: The EL-1192D/2192 will automatically remember the first number entered (the multiplicand) and the  instruction.

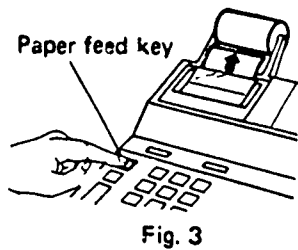
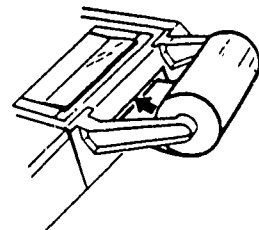
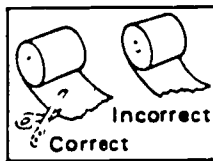
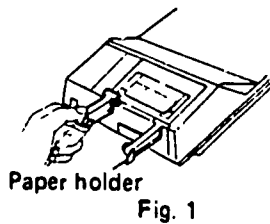
Division: The EL-1192D/2192 will automatically remember the second number entered (the divisor) and the  instruction.

TASK #14

OPERATION SHEET: Calculator functions and operation
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PAPER TAPE REPLACEMENT

- (1) Assemble the paper holder. (Fig. 1)
- (2) Insert the knob of the paper holder into the roll of paper and set the roll of paper on the paper holder.
- (3) Insert the leading edge of the roll of paper into the opening directly behind the print mechanism, push the paper feed key until the paper comes out of the front of the print mechanism. (Fig. 2) (Fig. 3)



CALCULATION EXAMPLES

Set the print mode selector at the "P" position in the following examples.

- NOTE: (1) Depress the $\frac{1}{2}$ key twice prior to beginning any calculation. This ensures that no previous entries remain in the unit.
- (2) EL-2192 has punctuation on both the display and print out. EL-1192D only has punctuation on the display.

CALCULATIONS	EXAMPLE	OPERATION	DISPLAY	PRINT
Non add print	No. 123 6.03.1985	123 $\frac{1}{2}$ 6 \square 03 \square 1985 $\frac{1}{2}$	0. 0.	123 # 6.03.1985 #
Addition and subtraction	125 + 350 - 25 =	125 $\frac{1}{2}$ 350 $\frac{1}{2}$ 25 $\frac{1}{2}$ $\frac{1}{2}$	450.	450. *
Addition and subtraction with add mode	2.50 + 4.50 - 3.00 = Note: The \square key was not used in the entries.	250 $\frac{1}{2}$ 450 $\frac{1}{2}$ 300 $\frac{1}{2}$ $\frac{1}{2}$	4.00	4.00 *
Repeat addition and subtraction	123 + 123 + 123 + 456 - 100 - 100 =	123 $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ 456 $\frac{1}{2}$ 100 $\frac{1}{2}$ $\frac{1}{2}$	625.	625. *
Multiplication and division	12 x 45 x 78 =	12 \times 45 \times 78 $\frac{1}{2}$	42.120.	(EL-1192D) 42120. *
	840 + 4 + 15 =	840 $\frac{1}{2}$ 4 $\frac{1}{2}$ 15 $\frac{1}{2}$	14.000	(EL-2192) 42.120. *
				14.000 *

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INFORMATION SHEET: CHECKING CALCULATIONS

You can check a calculation by doing the opposite of the operation: ex: The opposite of addition is subtraction.

ADDITION:

$$\begin{array}{r} \$ 356 \\ + 23 \\ \hline 379 \end{array}$$

check

$$\begin{array}{r} 379 \\ - 23 \\ \hline 356 \end{array}$$

SUBTRACTION:

$$\begin{array}{r} 989 \\ - 777 \\ \hline 212 \end{array}$$

check

$$\begin{array}{r} 777 \\ + 212 \\ \hline 989 \end{array}$$

MULTIPLICATION:

$$12 \times 10 = 120$$

check $120 \div 12 = 10$

DIVISION $132 \div 11 = 12$

check $12 \times 11 = 132$

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TASK #14

ACTIVITY SHEET #1:J.R.ESL

COMMUNICATIVE TASK: Nouns/verb distinction, interpretation of symbols.

DIRECTIONS: Write the noun and corresponding verb for each of the symbols shown below.

Arithmetic
Operations

	<u>Noun</u>	<u>Symbol</u>	<u>Verb</u>
1.	_____	+	_____
2.	_____	-	_____
3.	_____	X	_____
4.	_____	÷	_____

NAME _____

DATE _____

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TASK #14

ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: Nouns/verb distinction, interpretation of symbols.

DIRECTIONS: Write the noun and corresponding verb for each of the symbols shown below.

Arithmetic
Operations

	<u>Noun</u>	<u>Symbol</u>	<u>Verb</u>
1.	<u>addition</u>	+	<u>add</u>
2.	<u>subtraction</u>	-	<u>subtract</u>
3.	<u>multiplication</u>	X	<u>multiply</u>
4.	<u>division</u>	÷	<u>divide</u>

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BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET # 2 J.R.ESL

COMMUNICATIVE TASK: Recognize symbols.

DIRECTIONS: Write the correct verb in each sentence.
Select your answer from the list below:

VERBS: clear, subtract, add, displays, display

1. In order to _____ the memory you press the CM key.
2. The RM key _____ the total amount in the memory.
3. You can _____ an amount to the memory by using the M+ key.
4. If you need to _____ an amount from the memory you press the M- key.
5. Both the RM key and the = key are used to _____ the total.

NAME _____

DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET # 2 J.R.ESL

COMMUNICATIVE TASK: Recognize symbols.

DIRECTIONS: Write the correct verb in each sentence.
Select your answer from the list below:

VERBS: clear, subtract, add, displays, display

1. In order to (clear) the memory you press the CM key.
2. The RM key (displays) the total amount in the memory.
3. You can (add) an amount to the memory by using the M+ key.
4. If you need to (subtract) an amount from the memory you press the M- key.
5. Both the RM key and the = key are used to (display) the total.

NAME _____

DATE _____

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BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS:

Match the symbol in Column A with the term in Column B:

<u>COLUMN A</u>		<u>COLUMN B</u>	
1.	[C] _____	a.	Clear Key
2.	[◇] _____	b.	Clear Entry Key
3.	[↑] _____	c.	Minus Key
4.	[CE] _____	d.	Subtotal Key
5.	[X] _____	e.	Plus Bar
6.	[RM] _____	f.	Multiplication Key
7.	[M+] _____	g.	Division Key
8.	[-] _____	h.	Memory Clear Key
9.	[÷] _____	i.	Memory Minus Key
10.	[&] _____	j.	Memory Plus Key
11.	[+] _____	k.	Memory Recall/Total Key
12.	[CM] _____	l.	Equal/Total Key
13.	[M-] _____	m.	Percentage Key
14.	[=] _____	n.	Paper Advance Key

NAME _____ DATE _____

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TASK #14

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS:

Match the symbol in Column A with the term in Column B:

<u>COLUMN A</u>		<u>COLUMN B</u>
1.	[C] <u>(a)</u>	a. Clear Key
2.	[◇] <u>(d)</u>	b. Clear Entry Key
3.	[↑] <u>(n)</u>	c. Minus Key
4.	[CE] <u>(b)</u>	d. Subtotal Key
5.	[X] <u>(f)</u>	e. Plus Bar
6.	[RM] <u>(k)</u>	f. Multiplication Key
7.	[M+] <u>(j)</u>	g. Division Key
8.	[-] <u>(c)</u>	h. Memory Clear Key
9.	[÷] <u>(g)</u>	i. Memory Minus Key
10.	[%] <u>(m)</u>	j. Memory Plus Key
11.	[+] <u>(e)</u>	k. Memory Recall/Total Key
12.	[CM] <u>(h)</u>	l. Equal/Total Key
13.	[M-] <u>(i)</u>	m. Percentage Key
14.	[=] <u>(l)</u>	n. Paper Advance Key

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TASK #14

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS:

Fill in the blanks with the terms listed below:

Clear Key	Multiplication key	Memory Recall/ Total
Clear Entry	Division key	Equal/Total
Minus Key	Memory Clear	Percentage Key
On/Off Switch	Memory Minus	Paper Advance
Plus bar	Memory Plus	Subtotal

1. The _____ displays an accumulated total.
2. The _____ advances the register tape.
3. The _____ converts a percentage to a decimal.
4. The _____ gives the total amount.
5. The _____ totals and displays the amount in the memory.
6. The _____ turns the calculator On or Off.
7. An amount can be added to the memory by using the _____ key.
8. An amount can be subtracted from the memory by using the _____ key.
9. The memory can be cleared by pressing the _____ key.
10. The _____ divides the number displayed by the last number entered.
11. The _____ is used to multiply numbers.
12. The _____ is used to add numbers.
13. The _____ is used to subtract numbers.
14. The keyboard can be erased by the _____.
15. The _____ clears the display screen.

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BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS:

Fill in the blanks with the terms listed below:

Clear Key	Multiplication key	Memory Recall/ Total
Clear Entry	Division key	Equal/Total
Minus Key	Memory Clear	Percentage Key
On/Off Switch	Memory Minus	Paper Advance
Plus bar	Memory Plus	Subtotal

1. The (subtotal) displays an accumulated total.
2. The (paper advance) advances the register tape.
3. The (percentage key) converts a percentage to a decimal.
4. The (equal total) gives the total amount.
5. The (memory recall/total) totals and displays the amount in the memory.
6. The (on/off switch) turns the calculator On or Off.
7. An amount can be added to the memory by using the (memory plus) key.
8. An amount can be subtracted from the memory by using the (memory minus) key.
9. The memory can be cleared by pressing the (memory clear) .
10. The (division key) divides the number displayed by the last number entered.
11. The (multiplication key) is used to multiply numbers.
12. The (plus bar) is used to add numbers.
13. The (minus key) is used to subtract numbers.
14. The keyboard can be erased by the (clear key) .
15. The (clear entry) clears the display screen.

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TASK #14

ACTIVITY SHEET #3: VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols, using an office calculator.
(Check your answers)

$$\begin{array}{r} 1. \quad 40 \\ \quad 50 \\ \quad 60 \\ \quad 70 \\ \quad 10 \\ \hline +80 \end{array}$$

$$\begin{array}{r} 2. \quad 41 \\ \quad 40 \\ \quad 52 \\ \quad 50 \\ \quad 63 \\ \hline +14 \end{array}$$

$$\begin{array}{r} 3. \quad 72 \\ \quad 38 \\ \quad 19 \\ \quad 52 \\ \quad 60 \\ \hline +31 \end{array}$$

$$\begin{array}{r} 4. \quad 5,190 \\ \hline -3,976 \end{array}$$

$$\begin{array}{r} 5. \quad 901.03 \\ \hline -456.79 \end{array}$$

$$\begin{array}{r} 6. \quad 77426 \\ \hline -38275 \end{array}$$

$$7. \quad 826 \times 451 = \underline{\hspace{2cm}}$$

$$8. \quad 817 \times 4693 = \underline{\hspace{2cm}}$$

$$9. \quad 379 \times 952 = \underline{\hspace{2cm}}$$

$$10. \quad 95.36 \div 20.14 = \underline{\hspace{2cm}}$$

$$11. \quad 397 \div 23 = \underline{\hspace{2cm}}$$

$$12. \quad 91.49 \div 23.68 = \underline{\hspace{2cm}}$$

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TASK #14

ACTIVITY SHEET #3: VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols, using an office calculator.

(Check your answers)

$$\begin{array}{r} 1. \quad 40 \\ \quad 50 \\ \quad 60 \\ \quad 70 \\ \quad 10 \\ \quad \underline{+80} \\ 310 \end{array}$$

$$\begin{array}{r} 2. \quad 41 \\ \quad 40 \\ \quad 52 \\ \quad 50 \\ \quad 63 \\ \quad \underline{+14} \\ 260 \end{array}$$

$$\begin{array}{r} 3. \quad 72 \\ \quad 38 \\ \quad 19 \\ \quad 52 \\ \quad 60 \\ \quad \underline{+31} \\ 272 \end{array}$$

$$\begin{array}{r} 4. \quad 5,190 \\ \quad \underline{-3,976} \\ 1,214 \end{array}$$

$$\begin{array}{r} 5. \quad 901.03 \\ \quad \underline{-456.79} \\ 444.24 \end{array}$$

$$\begin{array}{r} 6. \quad 77426 \\ \quad \underline{-38275} \\ 39151 \end{array}$$

$$7. \quad 826 \times 451 = \underline{372,526}$$

$$8. \quad 817 \times 4693 = \underline{3,834,181}$$

$$9. \quad 379 \times 952 = \underline{360,808}$$

$$10. \quad 95.36 \div 20.14 = \underline{4.73}$$

$$11. \quad 397 \div 23 = \underline{17.26}$$

$$12. \quad 91.49 \div 23.68 = \underline{3.86}$$

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET #4 VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols using an office calculator.

(Check your answers)

$$\begin{array}{r}
 1) \quad 15.47 \\
 \quad 44.52 \\
 \quad 66.95 \\
 \quad 27.07 \\
 \quad 99.53 \\
 \quad 59.36 \\
 \quad 78.38 \\
 \quad 48.82 \\
 \quad 39.61 \\
 + \quad 15.18 \\
 \hline
 \end{array}$$

494.89

$$\begin{array}{r}
 2) \quad 3.80 \\
 \quad 24.15 \\
 \quad 679.43 \\
 \quad 82.51 \\
 \quad \quad .90 \\
 \quad \quad 3.46 \\
 \quad 178.05 \\
 \quad 63.40 \\
 \quad 22.98 \\
 + \quad 7.95 \\
 \hline
 \end{array}$$

1066.63

$$\begin{array}{r}
 3) \quad 516.56 \\
 \quad 926.86 \\
 \quad 657.48 \\
 \quad 187.30 \\
 \quad 538.52 \\
 \quad 471.86 \\
 \quad 238.85 \\
 \quad 796.35 \\
 \quad 733.21 \\
 + \quad 350.53 \\
 \hline
 \end{array}$$

5417.52

$$\begin{array}{r}
 4) \quad 62.50 \\
 \quad -43.81 \\
 \hline
 \end{array}$$

18.69

$$\begin{array}{r}
 5) \quad 915.25 \\
 \quad -703.48 \\
 \hline
 \end{array}$$

211.77

$$\begin{array}{r}
 6) \quad 50.26 \\
 \quad -31.48 \\
 \hline
 \end{array}$$

18.78

$$\begin{array}{r}
 7) \quad 921.55 \\
 \quad -470.83 \\
 \hline
 \end{array}$$

450.72

$$8) \quad 521 \times .89 = 463.69$$

$$9) \quad 60.34 \times .72 = 43.4448$$

$$10) \quad 3.79 \times .28 = 1.0612$$

$$11) \quad 91.49 \div 23.68 = 3.86$$

$$12) \quad 685 \div 49.75 = 13.77$$

$$13) \quad 25.50 \div 9.25 = 2.7568$$

$$14) \quad 291.75 \div 38.50 = 7.5779$$

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BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET #4 VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols using an office calculator.

(Check your answers)

$$\begin{array}{r}
 1) \quad 15.47 \\
 \quad 44.52 \\
 \quad 66.95 \\
 \quad 27.07 \\
 \quad 99.53 \\
 \quad 59.36 \\
 \quad 78.38 \\
 \quad 48.82 \\
 \quad 39.61 \\
 + \quad 15.18 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 2) \quad 3.80 \\
 \quad 24.15 \\
 \quad 679.43 \\
 \quad 82.51 \\
 \quad \quad .90 \\
 \quad \quad 3.46 \\
 \quad 178.05 \\
 \quad 63.40 \\
 \quad 22.98 \\
 + \quad 7.95 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 3) \quad 516.56 \\
 \quad 926.86 \\
 \quad 657.48 \\
 \quad 187.30 \\
 \quad 538.52 \\
 \quad 471.86 \\
 \quad 238.85 \\
 \quad 796.35 \\
 \quad 733.21 \\
 + \quad 350.53 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 4) \quad 62.50 \\
 \quad -43.81 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 5) \quad 915.25 \\
 \quad -703.48 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 6) \quad 50.26 \\
 \quad -31.48 \\
 \hline
 \end{array}$$

$$\begin{array}{r}
 7) \quad 921.55 \\
 \quad -470.83 \\
 \hline
 \end{array}$$

$$8) \quad 521 \times .89 =$$

$$9) \quad 60.34 \times .72 =$$

$$10) \quad 3.79 \times .28 =$$

$$11) \quad 91.49 \div 23.68 =$$

$$12) \quad 685 \div 49.75 =$$

$$13) \quad 25.50 \div 9.25 =$$

$$14) \quad 291.75 \div 38.50 =$$

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HACER INC. / HISPANIC WOMEN'S CENTER
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TASK # 14

ACTIVITY SHEET # 5 VOCATIONAL

DIRECTIONS: Solve the following problems as indicated by the operational symbols.

1. $(6.6 \times 5.7) + (4.7 \times 1.7) + (3.4 \times 7.2) =$ _____

2. $37 \times 45 + 92 =$ _____

3. $(14.8 \times 61.7) - 193.95 - 205.81 =$ _____

4. $(92.7 + 80.4 + 61.4) \times 33.5 =$ _____

5. $(807 + 92 - 56) \div 314 =$ 2.68

6. $(48.67 + 72.41 - 9.35) \div .53 =$ _____

7. $(381.65 + 954.72 - 260.16) \div 18.05 =$ _____

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HACER INC. / HISPANIC WOMEN'S CENTER
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TASK # 14

ACTIVITY SHEET # 5 VOCATIONAL

DIRECTIONS: Solve the following problems as indicated by the operational symbols.

1. $(6.6 \times 5.7) + (4.7 \times 1.7) + (3.4 \times 7.2) = \frac{70.09}{\underline{\hspace{1cm}}}$
2. $37 \times 45 + 92 = \frac{1757}{\underline{\hspace{1cm}}}$
3. $(14.8 \times 61.7) - 193.95 - 205.81 = \frac{513.40}{\underline{\hspace{1cm}}}$
4. $(92.7 + 80.4 + 61.4) \times 33.5 = \frac{7855.75}{\underline{\hspace{1cm}}}$
5. $(807 + 92 - 56) \div 314 = \frac{2.68}{\underline{\hspace{1cm}}}$
6. $(48.67 + 72.41 - 9.35) \div .53 = \frac{210.81}{\underline{\hspace{1cm}}}$
7. $(381.65 + 954.72 - 260.16) \div 18.05 = \frac{59.62}{\underline{\hspace{1cm}}}$

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HACER INC./HISPANIC WOMEN'S CENTER
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TASK #14

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Recognize symbols; determine operation.

DIRECTIONS: Write the correct symbols and verbs. Select your answer from the list below.

Verbs: add, subtract, multiply, divide

Symbols: X, =, RM, M-, -=, \diamond M, \div , +

1. You use the _____ key to find out what the remainder is when you subtract one amount from another.
2. A quicker way to find a total other than adding is to use the _____ key to _____ the numbers.
3. In order to _____ an amount into equal parts you would use the _____ key.
4. To find a total amount you can _____ one number by another using the _____ key.
5. To enter a subtotal in the memory of a calculator you would use the _____ key.
6. If you want to remove an amount from the memory you would press the _____ key.
7. You _____ a column of numbers by using the _____ key.

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TASK #14

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Recognize symbols; determine operation.

DIRECTIONS: Write the correct symbols and verbs. Select your answer from the list below.

Verbs: add, subtract, multiply, divide

Symbols: X, =, RM, M-, -=, \diamond M, \div , +

1. You use the -= key to find out what the remainder is when you subtract one amount from another.
2. A quicker way to find a total other than adding is to use the X key to multiply the numbers.
3. In order to divide an amount into equal parts you would use the \div key.
4. To find a total amount you can multiply one number by another using the X key.
5. To enter a subtotal in the memory of a calculator you would use the \diamond M key.
6. If you want to remove an amount from the memory you would press the M- key.
7. You add a column of numbers by using the + key.

NAME _____ DATE _____

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

OPERATION SHEET: COMPUTE THE COST OF PURCHASING STAMPS

I. MATERIALS

- a. Electric calculator/printer
- b. Petty cash sheet
- c. Pencils
- d. Paper

II. PROCEDURE

1. Obtain calculator
2. Turn on calculator
3. Enter amount
4. Key in division sign (\div)
5. Enter cost of individual stamps
6. Key in equal sign (=)
7. Write amount on separate sheet of paper
8. Check your result
 - a. Enter amount of stamps
 - b. Key in multiplication sign (x)
 - c. Enter cost of individual stamps
 - d. Key in equal sign (=)
9. Write amount spent on stamps under last entry on petty cash sheet (under \$100 balance).
10. Subtract amount spent from \$100
 - a. Enter \$100
 - b. Key in subtraction sign (-)
 - c. Key in equal sign (=)
 - d. Write amount on sheet of paper
11. Check the subtraction
 - a. Enter subtracted amount
 - b. Add balance from \$100 (use +)
 - c. Press equal sign (=)
12. If amount equals \$100
 - a. Write balance under the amount spent on the petty cash sheet.
13. Calculate the number of stamps to be purchased.
 - a. Enter amount to be spent
 - b. Press division sign (\div)
 - c. Enter cost of individual stamps
 - d. Press equal sign (=)
14. Write the numbers and description of books of stamps in the description column of the petty cash sheet.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

JOB SHEET : COMPUTE THE COST OF PURCHASING STAMPS

PRACTICE

DIRECTIONS : Compute the number of 22 cent stamps that can be purchased using a calculator. Record the amount of petty cash voucher.

I. MATERIALS

- a. Electronic calculator.
- b. Scratch paper.
- c. Petty cash sheet.
- d. Pencil.

II. PROCEDURE

- a. Determine the amount of stamps that can be purchased (operation sheet #1)
- b. Determine the cost of the stamps (operation sheet #1)
- c. Determine the amount remaining from amount if stamps are purchased. (operation sheet #1)
- d. Fill out petty cash balance sheet (operation sheet #1)

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

JOB SHEET

PRACTICE

PETTY CASH BOOK											
PETTY CASH FUND						DATE	EXPLANATION				
RECEIVED			PAID OUT								
	5000										

NAME _____ DATE _____

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

JOB SHEET: Compute the cost of purchasing stamps.
EVALUATION

DIRECTIONS : Compute the number of 22 cent stamps that can be purchased using a calculator. Record the amount of petty cash voucher.

I. MATERIALS

- a. Electronic calculator.
- b. Scratch paper.
- c. Petty cash sheet.
- d. Pencil.

II. PROCEDURE

- a. Determine the amount of stamps that can be purchased (operation sheet #1)
- b. Determine the cost of the stamps (operation sheet #1)
- c. Determine the amount remaining from amount if stamps are purchased. (operation sheet #1)
- d. Fill out petty cash balance sheet (operation sheet #1)

HACER INC./HISPANIC WOMEN'S CENTER
 BILINGUAL VOCATIONAL TRAINING

TASK #14

JOB SHEET

EVALUATION

PETTY CASH BOOK

PETTY CASH FUND		DATE	EXPLANATION
RECEIVED	PAID OUT		
10000			

NAME _____

DATE _____



HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

PERFORMANCE TEST

TASK: Compute the cost of purchasing stamps.

Directions: Demonstrate mastery in computing cost of stamps by doing the following:

This test evaluates your ability to compute the cost of purchasing stamps. The facilitator will give you a petty cash amount of \$100. You must compute the number of stamps that can be purchased. Check your calculation and report petty cash balance with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "Yes".	YES	NO
1.	Was computation correct?		
2.	Was correct balance recorded?		
3.	Was petty cash voucher filled out correctly?		
4.			

Trainee	Date	Attempts	Instructor's Signature