

24. Business, Management and Administration Cluster - Mail and Shipping Careers (4 hours)

Purpose/Abstract: To introduce students to mail and shipping careers.

NCCCS Adult Education Standards: R.4.2.1, W.5.2.1, M.5.2.1

Learning Objective:
By the end of the session, students will be able to:

- Demonstrate teamwork and attention to detail
- Describe skills needed to work in the distribution industry
- Think critically to sort and categorize mailing labels

Soft Skills	problem-solving & critical thinking, teamwork, and communication	Resources	<p>Skills to Pay the Bills (STPTB) (for instructor reference to define each soft skill category)</p> <p>43-5051.00 - Postal Service Clerks 43-5052.00 - Postal Service Mail Carriers 43-5053.00 - Postal Service Mail Sorters, Processors, and Processing Machine Operators</p> <p>Math: Elevations: Multi-Step Word Problems Worksheet Education.com Elevations: Word Problems Worksheet Education.com Elevations of the U.S. Chart Worksheet Education.com</p> <p>Video: Mail Sorting at the United States Post Office</p> <p>Sorting Activity: Sorting Mail</p> <p>NC Career Clusters Guide (for instructor reference)</p>
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Additional Materials

- Packs of empty flashcards for the vocabulary activity
- A few sets of mock packages (cards, books, objects) of different shapes and colors for each group
- Art supplies (glue, glitter, markers, paint, etc.)
- Pencils, paper, and scissors
- Computers for student use

Icons	 Activity	 Check-In	 Review
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PREPARATION

- Review the worksheets and games on [education.com](#) and print out the following worksheets: [Elevations: Multi-Step Word Problems | Worksheet | Education.com](#)



[Elevations: Word Problems | Worksheet | Education.com](#)
[Elevations of the U.S. Chart | Worksheet | Education.com](#)

- Familiarize yourself with the sorting activities available on the drive: [Sorting Mail](#) and print out the level 1 file.
- Collect objects of various sizes, shapes, and colors and make sets for each group for the first part of the group work activity.
- Watch [Mail Sorting at the United States Post Office](#) and prepare to answer questions
- Review the [Instructional Support Guide](#) and print/prepare referenced scaffolds.
- Print handouts.
- Familiarize yourself with [O*NET](#)
- Familiarize yourself with [Skills to Pay the Bills](#), though it won't be used directly in this lesson.

INTRODUCTION (30 min)

Welcome students to the class!

Engage students in a brief discussion about mail and shipping careers, asking questions such as:

What are some ways in which you communicate and send stuff to family and friends?

Have you ever wondered how mail gets sorted and delivered to the right places?

Can you think of job roles involved in mail and shipping?

Show students a short video on mail sorting [Mail Sorting at the United States Post Office](#). Guide a short discussion on what they watched.

Share the following summary of the different roles in mail and shipping careers.

Explain that mail carriers are the friendly faces we often see delivering mail directly to our doorsteps. They play a crucial role in ensuring that letters, packages, and other mail items reach their intended recipients safely and on time. Highlight their responsibilities, such as sorting and organizing mail, planning efficient routes, and providing excellent customer service.

Next, discuss the role of a package handler. Explain that package handlers work behind the scenes at sorting facilities and warehouses. Their primary responsibility is to carefully sort, process, and prepare packages for shipment. Emphasize their attention to detail in ensuring that the correct labels are affixed, packages are properly packaged, and items are handled with care to prevent damage.

Move on to the role of a sorting clerk. Describe how sorting clerks are responsible for organizing and categorizing mail items based on their destinations. They use their keen organizational skills to ensure that each piece of mail is directed to the correct postal routes and delivery areas. Mention the importance of accuracy and efficiency in this role to maintain the smooth flow of mail throughout the system.

Lastly, mention the role of a delivery driver. Explain that delivery drivers transport mail and packages from distribution centers to local post offices, businesses, and residential addresses. They navigate through different routes, often using GPS systems, to ensure that deliveries are made on time. Stress the

importance of their reliability, timeliness, and excellent driving skills in successfully completing their deliveries.

Throughout the summary, **highlight the interconnectedness of these roles**. Emphasize that each role plays a vital part in the overall process of delivering mail and packages.

Introduce the objectives of the lesson.

VOCABULARY & READING (45 min)

Provide a list of words such as mail carrier, package handler, sorting clerk, delivery driver, shipment, sorting facility, postal service, stamps, etc.

Have students work in pairs or small groups to create flashcards or word charts. They can write the word on one side and the definition or a visual representation on the other side. Encourage them to use the words in sentences to demonstrate understanding.

Project the following passage and have students take turns reading the paragraphs out loud.

In the exciting world of mail and shipping careers, teamwork, problem-solving, and communication are essential skills that keep everything running smoothly. Whether it's delivering letters to your doorstep or sending packages across the country, a lot of behind-the-scenes work takes place to make sure everything arrives where it needs to be.

Teamwork plays a significant role in mail and shipping careers. Different people have different tasks, and they must work together seamlessly. For example, mail carriers rely on sorting clerks to organize the mail properly. They also communicate with delivery drivers to coordinate efficient routes. By collaborating and supporting one another, the team ensures that mail is delivered accurately and on time.

Problem-solving is another critical skill in the industry. Imagine a package that needs to be delivered to a specific address, but the address is unclear or incomplete. This is where problem-solving skills come into play. The individuals involved must carefully analyze the situation, use their knowledge and resources, and find a solution to ensure the package reaches its intended recipient. Quick thinking and attention to detail are vital in resolving such challenges.

Communication is the glue that holds everything together in the mail and shipping careers. From interacting with customers to coordinating with colleagues, effective communication is key. Clear and concise communication ensures that everyone understands their roles, instructions, and any changes that may arise. It helps prevent errors, promotes efficiency, and enhances overall customer satisfaction.

Ask the following comprehension questions and have students turn and talk to their partners.

- *Why is teamwork important in mail and shipping careers?*
- *How does problem-solving contribute to successful mail and package delivery?*
- *Why is effective communication essential in the industry?*
- *Can you think of a scenario where teamwork, problem-solving, and communication would be crucial in the mail and shipping careers?*

- *How do these skills benefit both the professionals working in mail and shipping careers and the recipients of the mail and packages?*

 REFLECTION (10 minutes)

✓ Have 2-3 pairs share their answers and reinforce the importance of problem-solving, communication, and teamwork in mail and shipping careers.

Lower Level	Higher Level
Allow time for students to read the passage at their pace.	Encourage students to read about other soft skills that will help them excel in mail and shipping careers.

MATHEMATICS (60 min)

Begin by discussing with students how math skills play a crucial role in mail and shipping careers. Explain that math is used in various aspects, such as planning delivery routes, calculating shipping costs, and tracking packages. Emphasize the importance of problem-solving skills in solving real-life situations encountered in the industry.

Solve the following examples and let students know that they will continue practicing solving word problems for addition and subtraction using worksheets.

- *Sarah sorted 37 letters in the morning and 45 letters in the afternoon. How many letters did she sort in total?*
- *James has delivered 58 packages so far today. He needs to deliver 20 more packages. How many packages will James have delivered in total?*
- *Mia has 76 packages to deliver, and Mark has 63 packages to deliver. How many more packages does Mia have to deliver than Mark?*
- *Rachel has delivered 95 packages, and 23 of them were signed for by the recipients. How many packages were not signed for?*

Distribute the math worksheets and walk around as students solve the problems. Demonstrate a few problems to help students understand the steps.

 REFLECTION (10 minutes)

✓ Review the answers with the whole class and clarify any doubts that students have.

Lower Level	Higher Level
Consider pairing students up and supporting them individually for a few problems till they get the hang of the steps to follow.	Challenge students to find more multi-step addition and subtraction problems on the Internet and solve them. If students have an education.com account, encourage them to explore solving similar exercises online.

GROUP WORK (60 min)



Divide the class into small groups of 3 students each.

Explain to the students that they will participate in a package sorting challenge, where each group will work together to organize and sort packages based on specific criteria.

Provide each group with a set of mock packages, represented by cards or objects. These packages can have different shapes, colors, or labels.

Explain the sorting criteria to the groups. For example, you can instruct them to sort the packages based on color, shape, or size.

Instruct the groups to collaborate and come up with a strategy to efficiently sort the packages according to the given criteria. Encourage them to communicate and listen to each other's ideas.

Set a time limit of 15 minutes for the sorting challenge, and encourage the groups to complete the task within that time.

Once students have completed the sorting activity using objects, share the instructions for the mail sorting activity available in the folder and instruct groups to sort codes in the file for level 1 (File specified in resources). Give directions to students and provide them with scissors and other materials required for the activity.

Allow 25 minutes for this activity.

Circulate among the groups, providing support and guidance as needed. Offer assistance to help them stay on track and maintain a positive atmosphere.

 REFLECTION (15 minutes)

✓ After the sorting challenge, gather the groups together for a discussion. Ask questions such as:

- *How did you work together as a team?*
- *What strategies did you use to efficiently complete the task?*
- *Did you face any challenges while sorting? How did you overcome them?*
- *How did effective communication contribute to the success of your group?*

Encourage each group to share their experiences and any insights they gained from the activity.

INDEPENDENT WORK TIME (30 min)

Share the following career links with students and ask them to explore each link to understand the tasks and activities required for each role.

[43-5051.00 - Postal Service Clerks](#)

[43-5052.00 - Postal Service Mail Carriers](#)

[43-5053.00 - Postal Service Mail Sorters, Processors, and Processing Machine Operators](#)

Encourage them to take notes on the key points for each role that they're interested in exploring further.

Lower Level	Higher Level
Consider pairing students up for this activity and sharing the easy-read links when required.	Challenge students to map out a career progression plan for each of the roles they read about and present it to the class.

WRAP-UP & REFLECTION (15 min)

Ask 2-3 volunteers to summarize what they learned in the lesson and what stands out for them about mail and shipping careers.

Distribute exit slips to students.

Ask for a few volunteers to share their reflections.

Collect and review the answers.

Reflection Exit Slip

In one sentence, describe what you learned in this lesson.

Today, I learned _____.

Is one of the careers discussed today of interest to you? Why or why not?

I liked / did not like _____ career because _____

Is there anything you still need help understanding?

What's one question you have?

Circle the emoji that shows how you feel about your mastery of content in this lesson.



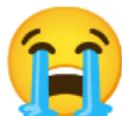
Happy



Smart



Confused



Sad



Angry