

Tekst 7

De volgende tekst is het begin van een column van Bill Bryson uit Notes from A Big Country (1999).

MAIL CALL

One of the pleasures of living in a small, old-fashioned New England¹⁾ town is that you usually get a small, old-fashioned post office. Ours is particularly agreeable. It's in an attractive federal-style brick building, grand but not flashy, that looks like a post office ought to. It even smells
5 nice — a combination of gum adhesive and old central heating turned up a little too high.

The counter staff are always briskly efficient and pleased to give you an extra piece of sticky tape if it looks as if your envelope flap might peel open. Moreover, American post offices deal only with postal matters —
10 they don't concern themselves with pensions, car tax, family allowances, TV licences, passports, lottery tickets or any of the hundred other things that make a visit to any British post office such a popular, all-day event and provide a fulfilling and reliable diversion for chatty people who enjoy nothing so much as a good long hunt in their purses and handbags for
15 exact change. Here there are never any queues and you are in and out in minutes.

Best of all, once a year every American post office has a Customer Appreciation Day. Ours was yesterday. I had never heard of this wonderful custom, but I was taken with it immediately. The employees had
20 hung up banners, put out a long table with a nice checkered cloth and laid on a generous spread of doughnuts, pastries and hot coffee — all of it free.

It seemed a wonderfully improbable notion, the idea of a faceless government bureaucracy thanking me and my fellow townspeople for our
25 patronage, but I was impressed and grateful — and, I must say, it was good to be reminded that postal employees are not just mindless automatons who spend their days mangling letters and whimsically sending my royalty cheques to a guy in Vermont named Bill Bubba, but rather are dedicated, highly trained individuals who spend their days
30 mangling letters and sending my royalty cheques to a guy in Vermont named Bill Bubba.

noot 1 New England: region in the north east of the USA

Tekst 7 De volgende tekst...

- 2p **25** Geef van elk van de volgende beweringen aan of deze juist of onjuist is op basis van de tekst.
- 1 American post office workers tend to be impolite and unhelpful towards customers.
 - 2 British post offices provide many time-consuming services that are unrelated to postal business.
 - 3 Post offices in America spend too much of their budget on promotional activities.
 - 4 The American postal services are a commercially-run enterprise.
- Noteer het nummer van elke bewering gevolgd door "juist" of "onjuist".
- 2p **26** Geef van elk van de volgende citaten aan of dit wel of niet ironisch is.
- 1 "It's in ... ought to." (regels 3-4)
 - 2 "The counter ... peel open." (regels 7-9)
 - 3 "that make ... exact change" (regels 12-15)
 - 4 "but rather ... Bill Bubba" (regels 28-31)
- Noteer het nummer van elk citaat gevolgd door "wel" of "niet".