

Task Title:

Read and Understand a Business Memo_E_A1.2_A2.1_B1.2_B3.1_E.1



Task Title: Read and Understand a Business Memo

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☒ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

Task Description: Learner will read a business memo, answer questions, and then explain the important points to a new employee through a role-playing exercise.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Find and Use Information/Interpret documents/A2.1
- Communicate Ideas and Information/Interact with others/B1.2
- Communicate Ideas and Information/Complete and create documents/B3.1
- Manage learning/E.1

Materials Required:

- Pen/pencil and paper and/or digital device

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Notes for Practitioners/Instructors

1. Review the instructions with the learner.
2. Go over the checklist with your learner so that your learner is aware of the skills to be demonstrated.
3. You will be playing the part of a new employee. Your learner will be explaining the new ordering procedure to you. If the explanation is not clear, ask questions.

Help allowed: Dictionary if needed. Help with spelling is allowed

Adaptation: Any similar memo suitable for level 2 complexity tasks

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Learner Information

Memos are often circulated at work. It is important that they are accurately understood and shared.

Read Buying Department: Memo to all departments.

Buying Department: Memo to all departments

From July 1st the Buying Department will have a reduced number of staff. Your department will be ordering your own supplies.

You will need to follow these directions to make sure everything runs smoothly.

1. Orders should be sent to the Buying department on the following days:

Accounting.....Tuesdays
(starting July 3rd)

Engineering.....Wednesdays (starting July 4th)
Planning.....Thursdays (starting July 5th)

Real Estate.....Fridays (starting July 6th)

Warehouse.....Mondays (starting July 9th)

2. Each department will have a pack of forms. Each form will come in 5 different coloured copies.

3. The white, yellow, and pink forms should be sent to the Buying Department, to Brenda Duquille.

4. The gold and blue copies should be kept on file in your department. Use the gold copy to check off items as you get them.

5. If any item cannot be shipped, the pink copy of the form will be returned to your department. The items that cannot be shipped will be marked on the form.

6. If you do not get an item within two weeks, circle the item on the blue copy and send it to Brenda.

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Work Sheet

Task 1: What coloured copies go to the Buying Department?

Answer:

Task 2: How long will you need to wait before checking why your order has not arrived?

Answer:

Task 3: What will you do if an item doesn't arrive?

Answer:

Task 4: If you work in the Planning Department, what day of the week would you send in your order?

Answer:

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Task 5: What happens to the gold copy?

Answer:

Task 6: What is the purpose of the pink form?

Answer:

Task 7: Pretend that you are the manager of the Warehouse. Your instructor will be playing the part of a new employee whom you are training. Explain what to do if they have an order to place.

Answer: No written response required.

Task completed orally. Yes ☐ No ☐

Task 8: Complete Learner Self-Reflection on next page.

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Learner Self-Reflection

I could read and understand the memo. Yes ☐ No ☐

I was able to scan for specific information. Yes ☐ No ☐

I answered the factual questions correctly. Yes ☐ No ☐

I was able to make inferences based on the information given. Yes ☐ No ☐

I was able to explain the new procedure to the "new employee". Yes ☐ No ☐

I used techniques to remember all the details. Yes ☐ No ☐

Learner Comments:

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Answers

Task 1: What coloured copies go to the Buying Department?

Answer: White, yellow and pink

Task 2: How long will you need to wait before checking why your order has not arrived?

Answer: Two weeks

Task 3: What will you do if an item doesn't arrive?

Answer: Send the blue form with the item(s) circled to Brenda

Task 4: If you work in the Planning Department, what day of the week would you send in your order?

Answer: Thursdays

Task 5: What happens to the gold copy?

Answer: You keep it and check off items against it as they come in

Task 6: What is the purpose of the pink form?

Answer: If an item cannot be shipped, the pink copy will be sent back to your department and the items unavailable for shipping will be marked on the form.

Task 7: Pretend that you are the manager of the Warehouse. Your instructor will be playing the part of a new employee whom you are training. Explain what to do if they have an order to place.

Answer: Check answers for completeness and accuracy.

Task 8: Complete the Learner Self-Reflection.

Answers will vary.

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Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low-level inferences			
A2.1	scans to locate specific details			
	identifies how lists are organized (e.g. sequential, chronological, alphabetical)			
B1.2	speaks clearly in a focused and organized way			
	rephrases to confirm or increase understanding			
	uses strategies to maintain communication, such as encouraging responses from others and asking questions			
B3.1	makes a direct match between what is			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	requested and what is entered			
	makes entries using familiar vocabulary			
E.1	begins to use a limited number of learning strategies (e.g. notes, highlighting key info)			
	begins to monitor own learning			
	uses feedback to improve own performance			

This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):

Learner (print):
