



Task Title: Read a Business Message

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: Read aloud a message from a business and then answer written questions about the message.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Find and Use Information/Interpret documents/A2.1
- Understand and Use Numbers/Manage time/C2.1
- Manage Learning/E.1

Materials Required:

- Pen/pencil and paper and/or digital device

Notes for Practitioners/Instructors

1. Review the learner's 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. Ask the learner to read the message aloud.

Help allowed: Dictionary

Adaptation: Any other message from a retail or wholesale outlet

Task Title: ReadBusinessMessage_EI_A1.2_A2.1_C2.1_E.1

Learner Information

Messages are often taken for colleagues at work. It is important that they are accurately understood, recorded and shared.

Read the business message from Kwik Kopy Printing out loud to your instructor.



digiprint

To: George Roberts

Date: Sept 20/2000 Time: 11:15 am

While You Were Out.....

Mr/Mrs. Adanson

or Kwik Carpet Cleaning

Area Code Phone 705 728-7323

☒ Called ☐ Came By To See You ☒ Wants To See You
☒ Please Call ☐ Will Call Again ☐ Returned Your Call

Message: She has some special deals on at the moment, especially for stores, and wants to know if you're interested. She said you would remember her from last year. (?) She'll be in her office until 5pm and she's anxious that you call before then. She also asked for someone called "Pat", but I didn't know who that was.

Message Taken By: Janet

110 Anne Street South, Barrie, Ontario L4N 2E3

Tel: (705) 737-2213 Fax: (705) 737-4861 Toll Free: (800) 446-4860

Email: kwikkopy@bconnex.net

Work Sheet

Task 1: Who took the message?

Answer:

Task 2: How did she get this message?

Answer:

Task 3: Who is the message for?

Answer:

Task 4: Who is the message from?

Answer:

Task 5: When was the message left?

Answer:

Task 6: What is the main purpose of this message?

Answer:

Task 7: What do you think the special deal is about?

Answer:

Task 8: When does George have to return the call?

Answer:

Task 9: Do you think this message is clear? Why or why not?

Answer:

Learner's Self-Reflection

I recognized that this was a telephone message. Yes ☐ No ☐

I knew who took this message and who this message was for. Yes ☐ No ☐

I knew what had to be done. Yes ☐ No ☐

I could read all the names on this message. Yes ☐ No ☐

I found it easy to read this message. Yes ☐ No ☐

I answered ___ out of 9 questions correctly. Yes ☐ No ☐

Learner Comments:

Answers

Task 1: Who took the message?

Answer: Janet

Task 2: How did she get this message?

Answer: By phone

Task 3: Who is the message for?

Answer: George Roberts

Task 4: Who is the message from?

Answer: Mrs. Adamson

Task 5: When was the message left?

Answer: 11:15am

Task 6: What is the main purpose of this message?

Answer: To tell George about special deals and see if he's interested.

Task 7: What do you think the special deal is about?

Answer: Carpet cleaning

Task 8: When does George have to return the call?

Answer: Before 5pm

Task 9: Do you think this message is clear? Why or why not?

Answer: Answer will vary depending on the learner. We don't know what the special deal is and we don't know who Pat is. These things are both unclear based on this message.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	follows the main events of informational texts			
	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low level inferences			
A2.1	interprets brief text			
	locates specific details in simple documents			
	scans to locate specific details			
C2.1	understands and uses common date formats			
	represents dates and times using standard conventions			
E.1	begins to monitor own learning			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	uses feedback to improve performance			

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

Learner Comments:

Instructor (print):

Learner (print):