



Task Title: Write a Telephone Message at Work

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: The learner will write out a telephone message for someone at work.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Complete and create documents/B3.1a

Materials Required:

- Pen/pencil and paper and/or digital device

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Notes for Instructors/Practitioners

Read the following phone message out loud to your learner.

Hello, this is a message for Rachel. This is Bill Gordon from Sweet Home Real Estate calling. Can you please call me back? My cell phone number is 705-822-5951.

Learner Information

Workers often need to take a telephone message for another worker or for their supervisor. It is important to get all the information from the caller so that the person receiving the message can call back or do what the caller requests.

Scan the telephone message form.

Telephone Message Form

Phone Memo	To				Date: / /		Time: : AM / PM	
	From				Phone: Cell: Fax:			
	Company / Address:							
	Message Text							
Email:				Sign:				
Phoned ☐	Call back ☐	Call returned ☐	Wants to see you ☐	Will call again ☐	Was in ☐	Urgent ☐		

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Work Sheet

Listen to your instructor read a telephone message.

Task 1: Write the information in the telephone message form.

Phone Memo	To				Date: / /		Time: : AM / PM						
	From				Phone: Cell: Fax:								
	Company / Address:												
	Message Text												
	Email:				Sign:								
	Phoned ☐		Call back ☐		Call returned ☐		Wants to see you ☐		Will call again ☐		Was in ☐		Urgent ☐

Answers

Phone Memo	To Rachel				Date: / /		Time: : AM / PM						
	From Bill Gordon				Phone:								
	Company / Address: Sweet Home Real Estate				Cell: 705-822-5951								
					Fax:								
Message Text	Email:				Sign:								
Phoned ☒		Call back ☒		Call returned ☐		Wants to see you ☐		Will call again ☐		Was in ☐		Urgent ☐	

The date, time, and signature should also be completed by the learner.

The learner may only check "Call back" and that would be correct as well.

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Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B3.1a	Makes a direct match between what is requested and what is entered			
	Makes entries using familiar vocabulary			

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

Learner Comments:

Instructor (print):

Learner (print):

Skill Building Activities

LearningHUB courses on writing:

https://www.learninghub.ca/apps/pages/index.jsp?uREC_ID=1118749&type=d&pREC_ID=1380723

LearningHUB Course Catalogue:

<https://www.learninghub.ca/apps/pages/coursecatalogue>

GCF LearnFree courses on writing and business communication:

<https://edu.gcfglobal.org/en/topics/writing/>