



Task Title: Write a Response to a Business Inquiry

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: Write an appropriate business response to e-mail inquiries.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Communicate Ideas and Information/Write continuous text/B2.2
- Use Digital Technology/D.1

Materials Required:

- Pen/pencil and paper
- Computer and email address or word processing program (e.g. Microsoft Word or Google Docs)

Learner Information

In the workplace, many people need to respond to inquiries about products or services offered, or current job openings. Writing responses using formal business language is an important task in many administrative roles.

Scan the “Overview of Jones Printing and Copying Centre” and “Business Inquiry 1”, “Business Inquiry 2”, “Business Inquiry 3”, and “Business Inquiry 4”.

Overview of Jones Printing and Copying Centre

Location: 476 Dundas Drive, Suite #4. Timmins, Ontario. P9K 1N0. We are moving to a new location (444 Dundas Drive, Suite #1. Timmins Ontario. P9K 1N0) on April 1 2025. The upcoming move has been shared with clients since January 1 on the website, on invoices, and in all emails.

Phone Number: 705-555-2233

Website: jonesprinting.ca

Hours of Operation: 8:30am-4:30pm Monday to Friday. Closed for lunch each day from 12pm-1pm.

Hiring: Jones Printing and Copying Centre has just advertised for a part-time courier position. The job posting was advertised in the local paper as well as on the company website and indeed.ca. Applications must be received by Friday March 28, 2025 at 4pm. Applications will only be accepted by email (info@jonesprinting.ca) and will not be accepted in person (e.g. hand delivered by the applicant). More information about the job can be found on the company website (jonesprinting.ca) or indeed.ca. Questions about the job can be directed to Carol in Human Resources (carol@jonesprinting.ca)

Courier Schedule: Deliveries are made daily. Orders placed by 8pm can be delivered in town the same day. Orders placed after 8am, or orders going outside of town limits, will be delivered the following day.

Printing and Copying: Printing and copying orders of less than 500 pages can be completed the same day.

Pricing: Pricing information is listed on the website (jonesprinting.ca). Returning customers receive a 5% discount. Any copying or printing order over 1,000 pages is discounted. Exact discounts vary and can be found on the main website (jonesprinting.ca). Anyone who has questions about volume pricing or other discounts can contact Jeff in sales (jeff@jonesprinting.ca)

Coldest Night of the Year: Jones Printing and Copying Centre is participating in Coldest Night of the Year (CNOY) again in 2025. Those interested in volunteering can sign up at the office or through the CNOY link on the company website. The deadline for signing up is February 15 2025.

Business Inquiry 1

March 14, 2025 at 8:04am

Good Morning!

I have a copy order to pick up (#6359). I can't remember if you've moved to your new location or not. Are you still at your old location at 476 Dundas? If not, can you remind me where you are? I'm planning to stop by on my lunch break at 12:30 pm.

Thank you,

Judy.

Business Inquiry 2

March 28, 2025 at 12:04pm

Hi!

My name is Ana and I want to apply for the courier job I saw advertised online. I am going to drop off my application on Monday, March 31. Thanks.

Business Inquiry 3

February 12, 2025 11:04am

Good Morning,

I heard I can volunteer for CNOY at Jones Printing. Where do I sign up?

Thanks! Looking forward to participating again this year!!!

Kate

Business Inquiry 4

February 23, 2025 9:05am

Good Afternoon,

I'm inquiring about your bulk prices. I have about 5,000 copies right now, and probably another 5,000 next week. We may have more next month. Do you offer any discounts for over 10,000 pages a month?

It's easiest to call me. Thanks for your help,

Farah Ahmad

Town Tourism Officer

(705-555-3322)

Work Sheet

Task 1: Using a word processing program, write an email reply to Business Inquiry 1. Show your reply to your instructor.

Answer: No written response required here.

Task completed: Yes: ☐

Task 2: Using a word processing program, write an email reply to Business Inquiry 2. Show your reply to your instructor.

Answer: No written response required here.

Task completed: Yes: ☐

Task 3: Using a word processing program, write an email reply to Business Inquiry 3. Show your reply to your instructor.

Answer: No written response required here.

Task completed: Yes: ☐

Task 4: Using a word processing program, write an email reply to Business Inquiry 4. Show your reply to your instructor.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

Answers will vary. Sample responses based on the information given about this company and the email inquiries are as follows.

Task 1: Using a word processing program, write an email reply to Business Inquiry 1. Show your reply to your instructor.

Answer:

Good Morning Judy,

Thanks for reaching out to confirm the address. Yes, we are still at 476 Dundas Drive, Suite #4. We are moving up the street to 444 Dundas Drive, Suite #1 on April 1, 2025.

Unfortunately, we are closed for lunch from 12pm-1pm. Are you able to stop by between 8:30am and 12pm, or between 1pm and 4pm? If not, let me know and we'll see what we can do.

Have a great morning,

Sarah

Task 2: Using a word processing program, write an email reply to Business Inquiry 2. Show your reply to your instructor.

Answer:

Good Afternoon Ana,

Thank you for your inquiry about the courier position. The deadline for applications is today (March 28, 2025) at 4pm. Applications are only accepted by email to info@jonesprinting.ca. If you have any questions about this position or about the hiring process, please feel free to email Carol in our Human Resources department at carol@jonesprinting.ca

Thank you so much for reaching out. We look forward to receiving your application,

Sarah

Task 3: Using a word processing program, write an email reply to Business Inquiry 3. Show your reply to your instructor.

Answer:

Good Morning Kate,

Thanks for contacting us about CNOY. We are also very excited to be participating again this year! You can sign up to volunteer by stopping by our office or by going to the CNOY link on our website (jonesprinting.ca). If you wish to stop by, our address is 476 Dundas Drive, Suite #4. We're open Monday-Friday from 8:30am-4:30pm and closed for lunch from 12pm-1pm each day. The deadline for signing up is February 15, 2025 so please stop by or fill out the volunteer information online before then.

We're looking forward to seeing you at this event!

Sincerely,

Sarah

Task 4: Using a word processing program, write an email reply to Business Inquiry 4. Show your reply to your instructor.

Answer:

Good Afternoon Farah,

Yes, we do provide bulk pricing discounts as well as discounts for returning customers. Our general pricelist is listed on our website (jonesprinting.ca). Since you prefer to discuss over the phone, I'm going to ask Jeff our salesperson to give you a call. If you haven't heard from him by the end of the week, please write to me again or you can reach out to Jeff directly at jeff@jonesprinting.ca.

Thank you,

Sarah

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	makes connections between sentences and between paragraphs in a single text			
	scans text to locate information			
	locates multiple pieces of information in simple texts			
	reads more complex texts to locate a single piece of information			
	makes low-level inferences			
	follows the main events of descriptive, narrative and informational texts			
	obtains information from detailed reading			
	begins to identify sources and evaluate information			
B2.2	writes texts to explain or describe			
	conveys intended meaning on familiar topics for a limited range of purposes and audiences			
	begins to sequence writing with some attention to organizing principles (e.g. time, importance)			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	connects ideas using paragraph structure			
	uses limited range of vocabulary and punctuation appropriate to the task			
	begins to select words and tone appropriate to the task			
	begins to organize writing to communicate effectively			
D.1	follows simple prompts			
	follows apparent steps to complete tasks			
	locates specific functions and information			

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

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Learner Comments:

Instructor (print):

Learner (print):