



Task Title: Greeting Visitors 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 greet and provide information to candidates arriving for a job interview.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Interact with others/B1.2

Materials Required:

- Conversation partner (instructor)

Notes for Instructors/Practitioners

You will participate in three short verbal exchanges with your learner. In all scenarios, the learner will be the administrative assistant and you will be an interview candidate arriving for an interview.

Sample Scenarios:

You are Jasleen Singh, arriving 5 minutes before your 1pm interview. You would like to store your coat in the closet, and you ask for a bottle of water.

You are Alison O'Connor; you arrive 20 minutes early for the interview but you need to print your interview documents and are hoping this can be done before the interview.

You are Cindy Li and arrive for a 3pm interview. You have mixed up the interview time and you are one hour early for your scheduled interview.

Possible questions you could ask to continue the conversation:

- How long is the interview scheduled for?
- Is there somewhere I can leave my coat?
- Can you please direct me to the washroom?
- Who will be conducting the interview?
- I forgot to bring my notepad with me. Could I borrow a paper and pen please?

Learner Information

Administrative assistants are often the first people who greet clients and customers, as well as candidates arriving for job interviews. Speaking and acting in a professional manner that reflects the company is important for people in this role.

Read “Interview Information” and “Accounting Clerk Interview Schedule”. You will be the administrative assistant and your instructor will be different candidates arriving for an interview.

Interview Information and Accounting Clerk Interview Schedule

- Today, the manager of finance is interviewing candidates for the position of accounting clerk
- Interviews have been scheduled at 1pm, 2pm, 3pm and 4pm.
- When someone arrives for an interview, please
 - Confirm their name and interview time on the interview list
 - Ask them to wait in the seating area
 - If they have a coat with them, offer to hang it in the closet
 - Ask if they would like a drink and prepare tea or coffee, or give them a bottle of water from the staff fridge
 - Ask if they have anything they need to print before the interview and offer to do this using the printer at your desk
- At the scheduled interview time, invite the candidate to walk with you to the finance manager's office, knock on the door, and introduce the candidate to the finance manager before returning to the front desk
- If you have been told that the previous interview is running late, please let the next candidate know there will be a delay and thank them for their patience
- If someone arrives at the incorrect time, please clarify the time of their interview and ask them if they would prefer to wait or come back at the correct time

Accounting Clerk Interview Schedule

Interview Time	Candidate Name
1pm	Singh, Jasleen
2pm	O'Connor, Alison
3pm	Gill, Veer
4pm	Li, Cindy

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Work Sheet

Task 1: Greet the interview candidates as they arrive based on the interview information you have been given. Ask each interview candidate at least one question.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

Answers will vary. The learner should politely and professionally greet you as you enter the room. They should ask and respond to any follow-up questions as needed.

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Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B1.2	demonstrates some ability to use tone appropriately			
	uses strategies to maintain communication, such as encouraging responses from others and asking questions			
	speaks or signs clearly in a focused and organized way			
	rephrases to confirm or increase understanding			
	uses and interprets non-verbal cues (e.g. body language, facial expressions, gestures)			

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

Learner Comments:

Instructor (print):

Learner (print):
