



Task Title: Calling to Report an Absence 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: Based on workplace scenarios, the learner will call into work and report an absence to their supervisor (instructor).

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Communicate Ideas and Information/Interact with others/B1.1

Materials Required:

- Conversation Partner (instructor)

Notes for Instructors/Practitioners

There are three role-playing scenarios in this taskset. In each one, the learner will be an employee calling into work to report their absence. You will play the role of the supervisor or manager. For each scenario, ask the learner at least two follow-up questions to encourage conversation and interaction.

If you and the learner both have a phone available, you can go into a different room and have the learner phone you. Otherwise, you can act out a mock telephone call while in the classroom together.

Below are sample questions you may wish to ask the learner based on each of the three scenarios. You may choose to ask different questions. Ask at least two questions to which the learner can respond to and engage in conversation.

Scenario 1

Are you able to come in late and perhaps work just 2-4pm today?

I don't need a doctor's note unless you are sick for 3 days or more. Can you please call tomorrow morning and let me know if you'll be able to make it in?

On the schedule right now, you're not working Wednesday to Friday next week. If you're feeling better next week, do you want to take an extra shift on Thursday? Right now, it looks like we'll be short-staffed.

Scenario 2

Are you able to make it today if you come in late? What time do you think you could get here?

Could you work mid-day instead? What about 11am-5pm?

Scenario 3

Do you want to use a personal day or do you want to make up the hours?

We have an open shift on Friday from 3pm-11pm. If your car is working by then, do you want me to put you on the schedule?

Learner Information

Employees are responsible for ensuring they let supervisors know if they are unable to come to work as scheduled. Letting people know can ensure there is adequate staff coverage if one person is gone. Most companies have policies and procedures for reporting workplace absences, as well as conditions under which these may be paid or unpaid days away from work.

Read the three scenarios. For each scenario, you will call your supervisor (instructor). Explain why you will be absent and answer any questions your supervisor (instructor) may have. Use proper phone etiquette, including introducing yourself at the beginning of the call.

Scenario 1

You are employed as a part-time cashier and barista at Books & Beans Café. This morning, you woke up with a sore throat and you're supposed to work from 11am-4pm today. You know it's going to be difficult and painful to talk to customers, so you are going to call and let your manager know you won't be able to make it today at all. You're planning to stay home and rest; you don't have a fever or other symptoms so you're not planning to go to the doctor. You're hopeful that you'll feel better if you take it easy, you'll be able to return to work tomorrow. You're scheduled to work 11am-4pm tomorrow as well. You don't have paid time off for sick days, but the café is often short-staffed, and your manager often asks people if they want to take extra shifts.

Scenario 2

You are a prep cook at Lakeview Diner. This week, you are scheduled for the morning shift from 6am-2pm. The afternoon-evening shift works from 2pm-9pm. You forgot that you have a dentist appointment tomorrow at 8am. You're hoping you can switch shifts tomorrow and work the afternoon-evening shift instead. It's 3pm and you need to call your supervisor to let them know about your dental appointment. You might be able to make it to work late (around 9:30am) or take the afternoon-evening shift instead.

Scenario 3

You work the 3pm-11pm shift as a machinist at Custom Metal Fabrication. You live 45 minutes away from work and your car isn't starting this morning. It's 10am and you need to call your supervisor to let them know you won't be able to get to work today. Your company allows 5 personal days per year. There is also an option to pick up an extra shift to make up the hours, but you would prefer to use one of your personal days and not make up the time.

Work Sheet

Task 1: Use the information from Scenario #1. Call your supervisor (instructor) to report your absence from work. Answer any questions you are asked.

Answer: No written response required here.

Task completed: Yes: ☐

Task 2: Use the information from Scenario #2. Call your supervisor (instructor) to report your absence from work. Answer any questions you are asked.

Answer: No written response required here.

Task completed: Yes: ☐

Task 3: Use the information from Scenario #3. Call your supervisor (instructor) to report your absence from work. Answer any questions you are asked.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

For each scenario, the learner should be able to clearly explain why they will be absent, and respond to any additional requests to come in late, trade shifts, or use a personal day. They should be able to respond to any questions and maintain a professional demeanor over the telephone.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	follows the main events of descriptive, narrative and informational text			
	obtains information from detailed reading			
B1.1	conveys information on familiar topics			
	chooses appropriate language in exchanges with clearly defined purposes			
	participates in short, simple exchanges			
	speaks or signs clearly in a focused or organized way			

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

Learner Comments:

Instructor (print):

Learner (print):
