

Task Title: Responding to Customer Inquiries

OALCF Cover Sheet – Learner 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 respond to phone inquiries about order and delivery options for a small bakery.

Main Competency/Task Group/Level Indicator:

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

Materials Required:

- Conversation partner (Instructor)

Learner Information

Small businesses typically have policies for specialty orders and delivery options. This is particularly important for anything that is custom-made since it can be difficult to sell these products to someone else.

Read the Order and Delivery Guidelines for Queen Street Bakery.

Queen Street Bakery Order and Delivery Guidelines

- All orders must be received at least one week before pickup or delivery. Orders totalling more than $100, as well as speciality cakes, must be received at least two weeks before pickup or delivery.
- Orders require a 25% deposit at time of order. The exception is orders for specialty cakes which require a 50% deposit at time of order. This is because specialty cakes are custom-made for the customer and cannot typically be sold to someone else if the customer fails to pick it up or changes their mind.
- Deposits can only be paid by credit card. Credit card number is kept on file, and the remainder is charged upon delivery or pickup. If the customer does not pick up their order, the credit card will still be charged for the remaining amount.
- Specialty cakes work best if the customer can bring in a picture or discuss what they would like with the baker. If not, they are often disappointed when the cake doesn't turn out the way they hoped. To avoid this, we recommend everyone come by the bakery and show us what they would like to see if we are able to do it. Customers can stop by anytime (no appointment needed), but later in the day (after 1pm) is usually best as we're less busy than we are in the mornings.
- Delivery in town is free. Out of town delivery (up to 10km) is a flat fee of $10.
- Delivery is only available Mondays, Tuesdays, and Fridays.
- Customers can pick-up orders during opening hours (Monday-Friday 8am-3pm; Saturday and Sunday 11am-2pm). Pick up outside these hours can be arranged but customers need to discuss this when placing their order.
- Most orders will last for at least three days. If a customer doesn't pick up their order, we will call them the following morning. If they haven't picked up their order by the end of that day, we will try place it for sale in our regular inventory.

Work Sheet

Your instructor will pretend to be 3 different customers calling the bakery. Answer the questions based on the information you have read about orders and delivery. A standard phone greeting is "Hello, you have reached Queen Street Bakery. [Your name] speaking. How can I help you today?"

Task 1: Answer the questions asked by Customer #1.

Answer: No written response required here.

Task completed: Yes: ☐

Task 2: Answer the questions asked by Customer #2.

Answer: No written response required here.

Task completed: Yes: ☐

Task 1: Answer the questions asked by Customer #3.

Answer: No written response required here.

Task completed: Yes: ☐