

Task Title: Responding to Customer Inquiries

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 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)

Notes for Instructors/Practitioners

If the learner has a phone, you can go to another room and actually call them on the phone. Otherwise, you can simulate a phone call while in the same room.

Sample script and answers:

Scenario 1: You want to order 5 apple pies for Thanksgiving. You'd like them to be delivered. Ask the following questions:

- How far in advance do you need to order? Answer: one week
- Is a deposit required? If so, can you pay by cheque? Answer: 25% deposit at time of order and only payable by credit card.
- I live in town. Is delivery free? Yes, in-town delivery is free.

Scenario 2: You would like a cake for your daughter's third birthday. You want a Frozen-themed cake for three weeks from now, on Saturday.

- My daughter wants a Frozen cake with Elsa on it. I need it three weeks from now. Can you make this for me? Answer: Yes, 3 weeks is within the window for specialty cakes (at least 2 weeks). The customer needs to come in and show the baker what they want. It is helpful to bring a picture. The best time to stop by is any day after 1pm. No appointment needed.
- The party starts at 5pm on a Saturday. Can I pick it up around 3pm? Answer: No. The latest Saturday pickup is 2pm when the bakery closes for the day.

Scenario 3: You arranged a specialty cake order for pick up yesterday but you didn't pick it up. You're calling to see if the cake is still there.

- I couldn't get to the bakery before closing yesterday! If I come today, is the cake still there? Answer: Yes. Orders are held until the end of the following day. The learner may also say that they were planning to call you this morning, as this is the policy for special orders that have not been picked up.
- Will I still be charged full-price since the cake is now one day old? Answer: Yes, you are still charged full price. The cake should last for at least 3 days; it will be fine to eat today.

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: ☐

Answers

Sample answers follow the questions outlined in the Practitioner Notes.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low-level inferences			
	makes connections between sentences and between paragraphs in a single text			
	obtains information from detailed reading			
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			

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

Learner Comments:

Instructor (print): _____

Learner (print): _____