



**Task Title: Work Shift Memo**

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 read and respond to a Work Shift Memo.

**Main Competency/Task Group/Level Indicator:**

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

**Materials Required:**

- Pen/pencil and paper and/or digital device

Task Title: WorkShiftMemo\_E\_A1.1\_B2.2

## Learner Information

Memos are one way information is shared between coworkers and supervisors in many workplaces. This can help clarify tasks and deadlines or assign responsibilities.

Read the “Work Shift Memo Information” and “Memo”.

### **Work Shift Memo Information**

Roberta Clive is the Manager. Angela Quan is Roberta Clive's Assistant Manager. Ms. Clive is on vacation and will return on June 26th. She is meeting with a major customer from 10:00 am to 11:00 am on the day she returns. She will want to spend the rest of the day catching up on paperwork.

As Assistant Manager, Angela has been asked to read Ms. Clive's mail for anything that needs immediate action. The following memo comes in from Pat O'Toole, Ms. Clive's boss.

### **MEMO**

DATE: June 20, 2024

TO: Roberta Clive, Manager

Angela Qwan, Assistant Manager

FROM: Pat O'Toole, Supervisor

RE: Work Shifts

I would like to get together with both of you to discuss rescheduling some work shifts. With summer vacations coming up, we must be sure adequate customer service staff is on duty at all times.

I would like to meet at 10:30 am on June 26th. If this is not good for you, I can easily do it at another time. Please suggest other times and dates. However, we must meet before the end of the month.

Please let me know before June 24th.

## Work Sheet

**Task 1: Circle, highlight or underline the name of the person who wrote the memo.**

Answer: No written response required here.

Task completed: Yes:

**Task 2: Circle, highlight or underline the date and time of the requested meeting.**

Answer: No written response required here.

Task completed: Yes:

**Task 3: When does Angela have to respond to Pat's memo?**

Answer:

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**Task 4: Can Roberta Clive meet with Pat O'Toole at the requested time? Explain your answer.**

Answer:

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**Task 5: Propose another date and time that Roberta and Angela could meet with Pat.**

Answer:

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**Task 6: Write a brief memo to Pat about the requested meeting including suggested alternatives.**

Answer:

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