



OALCF Task Cover Sheet

Task Title: Read and understand a business memo

Learner Name:	
Date Started:	Date Completed:
Successful Completion:	Yes ___ No ___
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship___ Secondary School___ Post Secondary___ Independence___	
Task Description: The learner will read a business memo, answer some questions about it, and then through a role-play explain the important points to a new employee.	
Competency: A: Find and use information B: Communicate ideas and information E: Manage learning	Task Group(s): A1: Read continuous text A2: Interpret documents B1: Interact with others B3: Complete and create documents E: Manage learning
Level Indicators: A1.2: Read text to locate and connect ideas and information A2.1: Interpret very simple documents to locate specific details B1.2: Initiate and maintain interaction with one or more persons to discuss, explain or exchange information B3.1: Make straightforward entries to complete very simple documents E.1: Set short-term goals, begin to use limited learning strategies, and begin to monitor own learning	
Performance Descriptors: see chart on the last page	
Materials Required: <ul style="list-style-type: none">• Business Memo• Comprehension Questions	

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Practitioner Instructions:

1. Review the learner's instructions with the student.
2. Go over the checklist with your learner so that your learner is aware of the skills to be demonstrated.
3. You will be playing the part of a new employee. Your learner will be explaining the whole new ordering procedure to you. If the explanation is not clear, ask questions.
4. When the learner has completed the activity, complete the evaluation together, enter the date completed, and note whether it was successful or needs to be tried again.

Practitioner Information:

You are assessing the learner's understanding of the memo, not his writing ability or his acting ability. If the learner understands the memo, they should be able to answer any questions you might have. Note how easily they are able to scan for information and explain the directions to you.

Help Allowed: a dictionary if needed

Help with spelling is allowed.

Adaptation: any similar memo suitable for Level 2 complexity tasks

Task Title: Read and understand a business memo -- Answer Key

*there may be some variation, depending on the questions that the learner is asked

1. White, yellow, and pink
2. two weeks
3. send the blue form with the item(s) circled to Brenda
4. Thursdays
5. You keep it and check off items against it as they come in
6. If an item cannot be shipped the pink copy will be sent back to your department and the items unavailable for shipping will be marked on the form

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Learner Information and Instructions:

Task 1: Read the memo given to you at work. Read it carefully and then answer these questions:

1. What coloured copies go to the Buying Department? _____

2. How long will you need to wait before checking why your order has not arrived?

3. What will you do if an item doesn't arrive? _____

4. If you work in the Planning Department, what day of the week would you send in your order? _____

5. What happens to the gold copy? _____

6. What is the purpose of the pink form? _____

Task 2: Pretend that you are the manager of the Warehouse. Your instructor will be playing the part of a new employee whom you are training. Explain carefully what to do if they have an order to place.

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Buying Department Notice

Buying Department: Memo to all departments

From July 1st the Buying Department will have a reduced number of staff. Your department will be ordering your own supplies.

You will need to follow these directions to make sure everything runs smoothly.

1. Orders should be sent to the Buying department on the following days:

Accounting.....Tuesdays
(starting July 3rd)

Engineering.....Wednesdays (starting July 4th)
Planning.....Thursdays (starting July 5th)

Real Estate.....Fridays (starting July 6th)

Warehouse.....Mondays (starting July 9th)

2. Each department will have a pack of forms. Each form will come in 5 different coloured copies.

3. The white, yellow, and pink forms should be sent to the Buying Department, to Brenda Duqulle.

4. The gold and blue copies should be kept on file in your department. Use the gold copy to check off items as you get them.

5. If any item cannot be shipped, the pink copy of the form will be returned to your department. The items that cannot be shipped will be marked on the form.

6. If you do not get an item within two weeks, circle the item on the blue copy and send it to Brenda.

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Learner's self reflection:

1. I could read and understand the memo. Yes No
2. I was able to scan for specific information. Yes No
3. I answered the factual questions correctly. Yes No
4. I was able to make inferences based on the information given. Yes No
5. I was able to explain the new procedure to the "new employee". Yes No
6. I was able to answer the "new employee's" questions. Yes No
7. I used techniques to remember all the details. Yes No

Learner comments:

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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	<ul style="list-style-type: none"> scans text to locate information 			
	<ul style="list-style-type: none"> locates multiple pieces of information in simple texts 			
	<ul style="list-style-type: none"> makes low-level inferences 			
A2.1	<ul style="list-style-type: none"> scans to locate specific details 			
	<ul style="list-style-type: none"> identifies how lists are organized (e.g. sequential, chronological, alphabetical) 			
B1.2	<ul style="list-style-type: none"> speaks clearly in a focused and organized way 			
	<ul style="list-style-type: none"> rephrases to confirm or increase understanding 			
	<ul style="list-style-type: none"> uses strategies to maintain communication, such as encouraging responses from others and asking questions 			
B3.1	<ul style="list-style-type: none"> makes a direct match between what is requested and what is entered 			
	<ul style="list-style-type: none"> makes entries using familiar vocabulary 			
E.1	<ul style="list-style-type: none"> begins to use a limited number of learning strategies (e.g. notes, highlighting key info) 			
	<ul style="list-style-type: none"> begins to monitor own learning 			
	<ul style="list-style-type: none"> uses feedback to improve own performance 			

This task: was successfully completed____ needs to be tried again____

Instructor (print)

Learner Signature