OALCF Task Cover Sheet

Task Title: Completing a Hotel Room Repair Card

Learner Name:								
Date Started:	te Started: Date Completed:							
Successful Completion: Yes No)							
Goal Path: Employment ✓ Apprenticeship_	Secondary School Post Secondary Independence 🗸							
Task Description:								
	el Room Repair Card. Repair Cards are left in hotel rooms so							
	ded in rooms. This task is in the employment path because							
workers in the hotel need to know the experier	nce of the guests in filling out these forms.							
Competencies: A: Find and Use Information	Task Group(s):							
B: Communicate Ideas and Information	A1: Read continuous text							
B. Communicate ideas and information	A2: Interpret documents B2: Write continuous text							
	B3: Complete and create documents							
Level Indicators:								
A1.1: Read brief texts to locate specific details								
A2.1: Interpret very simple documents to loca	ate specific details							
A2.2: Interpret simple documents to locate an	nd connect information							
B2.1: Write brief texts to convey simple ideas and factual information								
B3.1a: Make straightforward entries to complete very simple documents								
B3.2a: Use layout to determine where to make entries in simple documents								
Performance Descriptors: see chart on last page								
Materials Required:								
Question or Task Sheet								
Hotel Room Repair Card - attached								

Instructor Preparation: Review the Tasks below. Help the learner prepare with skill-building activities.

Task Title: Completing a Hotel Room Repair Card

In this task, you are staying overnight in a hotel room as part of a business trip for your workplace. You are staying in Room 2315 on November 2, 2012. As a guest, you notice three problems in the room:

- the lamp on the desk is not working
- the bathtub facet drips with water even when turned off
- the bottom drawer in the dresser is very sticky making it difficult to slide in and out

The Hotel Room Repair Card is used to report problems to hotel management.

Task 1:	1: Where is a guest to put the completed Hotel Room Repair Card?		
Task 2:	Enter the room number and date on the Repair Card.		
Task 3:	On the Repair Card, check off the three things in the room that need repair.		

Task 4: Complete the Comments section giving details of the three problems.

Does the Room Needs Any Repairs?

Dear Guest:

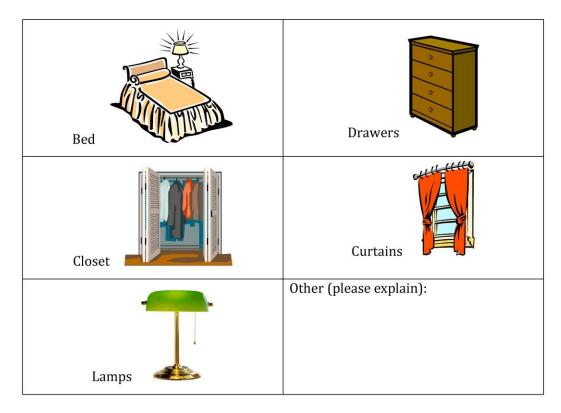
Our highest goal is to provide you with a high standard of service and quality. To help us meet our goal, please give us your comments about anything in the room that might be out of order or need our attention. Please hang this card on the outside of your hotel door. We will look after it. Thank you for helping us, Hotel Management

Room Number:_____

Date:_____

Check off any repairs that need to be done:





Comments:

Task Title: Completing a Hotel Room Repair Card

Answer Key

Task 1: the completed card needs to be hung on the outside of the room door

Tasks 2-4: see picture Does the Room Needs Any Repairs?

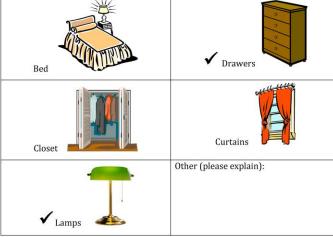
Dear Guest:

Our highest goal is to provide you with a high standard of service and quality. To help us meet our goal, please give us your comments about anything in the room that might be out of order or need our attention. Please hang this card on the outside of your hotel door. We will look after it. Thank you for helping us, Hotel Management



Check off any repairs that need to be done:





Comments:

Bathtub facet drips all the time! Bottom drawer is very sticky - hard to open & close. Lamp on desk is broken.

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	reads short texts to locate a single piece of information			
	decodes words and makes meaning of sentences in a single text			
	follows the sequence of events in straightforward chronological texts			
	follow simple, straightforward instructional texts			
	identifies the main idea in brief texts			
A2.1	scans to locate specific details			
	interprets brief text and common symbols			
	locates specific details in simple documents, such as labels and signs			
	 identifies how lists are organized (e.g. sequential, chronological, alphabetical) 			
	 requires support to identify sources and to evaluate and integrate information 			
A2.2	performs limited searches using one or two search criteria			
	extracts information from tables and forms			
	uses layout to locate information			
	makes connections between parts of documents			
	makes low-level inferences			
B2.1	writes simple texts to request, remind or inform			
	conveys simple ideas and factual information			
	demonstrates a limited understanding of sequence			
	uses sentence structure, upper and lower case and basic punctuation			
	uses highly familiar vocabulary			

B3.1a	•	makes a direct match between what is requested and what is entered		
	•	makes entries using familiar vocabulary		
B3.2a	•	uses layout to determine where to make entries		
	•	begins to make some inferences to decide what information is needed, where and how to enter the information		
	•	makes entries using a limited range of vocabulary		
	•	follows instructions on documents		

This task: was successfully completed_____

needs to be tried again____

Learner Comments

Instructor (print)

Learner Signature