



Task-based Activity Cover Sheet

Task Title: Make an appointment

<b>Learner Name:</b>	
<b>Date Started:</b>	<b>Date Completed:</b>
<b>Successful Completion:</b> Yes___ No___	
<b>Goal Path:</b> Employment ___ Apprenticeship___ Secondary School___ Post Secondary ___ Independence ✓	
<b>Task Description:</b> Make an appointment over the phone	
<b>Competency:</b> B: Communicate Ideas and Information	<b>Task Group(s):</b> B1: Interact with others B3: Complete and create documents
<b>Level Indicators:</b> B1.1: Participate in brief interactions to exchange information with one other person B3.1a: Make straightforward entries to complete very simple documents	
<b>Performance Descriptors:</b> see the chart <a href="#">or click here</a>	
<b>Skill Building Activities:</b> see the last page <a href="#">or click here</a>	
<b>Materials Required:</b> <ul style="list-style-type: none"><li>• Calendar for learner to write in</li><li>• Phone for “mock” call</li><li>• Individual to play the role as the dentist’s office receptionist where you’re making the appointment (if another learner, they both can be marked as doing the communications piece, as well)</li><li>• Tell the learner they will be using the phone, but not actually dialling any number</li></ul>	
<b>ESKARGO:</b> Presenting <ul style="list-style-type: none"><li>• Uses familiar vocabulary and oral language structures in conversation</li><li>• Uses linking words to connect and organize ideas in speech</li><li>• Uses appropriate gestures, volume and tone of voice to communicate wishes and needs</li><li>• Uses pauses and repetition effectively for emphasis in speech</li><li>• Speaks clearly in a focused and organized</li></ul>	



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- Repeats or questions to confirm understanding
- Concludes conversations in an appropriate way

### Interacting

- Shows awareness of various purposes for interactions including exchanging information, giving instructions, providing directions and stating preferences
- Participates in short, simple exchanges with another person
- Chooses appropriate language in exchanges with clearly defined purposes
- Allows others to speak and waits for turn in conversation

### Attitudes:

Practitioner,

We encourage you to talk with the learner about attitudes required to complete this task set. The context of the task has to be considered when identifying attitudes.

With your learner, please check one of the following:

Attitude is not important    Attitude is somewhat important    Attitude is very important



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**Learner Information and Tasks:**

Many businesses require you to make an appointment for a service. You will be talking to a receptionist at a dentist's office for an appointment.

**Task 1:** Call the dentist's office and ask for an appointment next Thursday in the afternoon.

**Task 2:** Confirm the date and time with the dentist's receptionist.

**Task 3:** Write down the appointment in your calendar or date book.



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**Answer Key**

**Task 1:** The learner will ask for a dentist's appointment next Thursday (using the date) in the afternoon

**Task 2:** The learner will confirm the actual date and time.

**Task 3:** The time of the appointment will be written down correctly in the calendar.



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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
B1.1	<ul style="list-style-type: none"> <li>chooses appropriate language in exchanges with clearly defined purposes</li> </ul>			
	<ul style="list-style-type: none"> <li>participates in short, simple exchanges</li> </ul>			
	<ul style="list-style-type: none"> <li>speaks or signs clearly in a focused and organized way</li> </ul>			
	<ul style="list-style-type: none"> <li>repeats or questions to confirm understanding</li> </ul>			
B3.1a	<ul style="list-style-type: none"> <li>makes a direct match between what is requested and what is entered</li> </ul>			
	<ul style="list-style-type: none"> <li>makes entries using familiar vocabulary</li> </ul>			

**This task:** was successfully completed \_\_\_ needs to be tried again \_\_\_

<b>Learner Comments</b>

\_\_\_\_\_  
Instructor (print)

\_\_\_\_\_  
Learner Signature



### Skill Building Activities

#### Links to Online Resources:

- <http://www.bbc.co.uk/skillswise/worksheet/en36comm-l1-w-phoning-for-information> (A helpful activity about recognizing proper ways to ask for information, involves listening to an audio-clip and using a worksheet to answer questions about what you hear in the clip)
- <http://www.bbc.co.uk/skillswise/factsheet/en36comm-e2-f-information-over-the-phone> (A factsheet that contains helpful tips about giving/getting information from a phone call)
- [http://www.slideshare.net/TJTaylorEnglish/how-to-use-english-on-the-telephone?qid=bd52fb1b-d45a-48e3-962a-5e69f5854dbb&v=qf1&b=&from\\_search=2](http://www.slideshare.net/TJTaylorEnglish/how-to-use-english-on-the-telephone?qid=bd52fb1b-d45a-48e3-962a-5e69f5854dbb&v=qf1&b=&from_search=2) (A Slideshare presentation that contains important information about communicating over the phone – geared more towards ESL learners but does cover important aspects of using formal vs. informal language when making a phone call, as well as confirming information you are given over the phone)

#### LearningHUB online courses available:

- **Essential Skills Independent Study (assigned by practitioner after assessment)**
  - Communications Assignment 1 (Interpersonal Communication)
- **Independent Study, Short Courses (assigned by practitioner after assessment):**
  - Maintaining Healthy Self-Esteem On & Off The Job Parts 1 & 2
  - Customer Service Essentials

**\*To access LearningHUB courses**, learners must register for the LearningHUB e-Channel program by completing the registration form on their website and completing the course selection (page 2 of the registration form): [https://www.learninghub.ca/get\\_registered.aspx](https://www.learninghub.ca/get_registered.aspx)

**\*To Access LearningHUB Course Catalogue:**

<http://www.learninghub.ca/Files/PDF-files/HUBcoursecatalogue,%20December%202023,%202014%20revision.pdf>