



**Task Title: Understand Completed Hotel Room Repair Card**

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 read a hotel room repair card to determine repair work that needs to be completed.

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

- Find and Use Information/Read continuous text/A1.1
- Find and Use Information/Interpret documents/A2.1

**Materials Required:**

- Pen/pencil and paper and/or digital device

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## Learner Information

Employees in maintenance departments often receive memos or repair cards that have been completed. In a hotel, repair work needs are often submitted by guests. Review the "Repair Card".

## Repair Card

### Does the Room Need 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: 2315

Date: November 2, 2024

Check off any repairs that need to be done:

<p><b>TV</b></p> 	<p><b>Light</b></p> 
<p><b>Telephone</b></p> 	<p><b>Heating or Air</b></p> 
<p><b>Toilet</b></p> 	<p><b>Sink</b></p> 
<p><input checked="" type="checkbox"/> <b>Bathtub</b></p> 	<p><b>Shower</b></p> 

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 <p>Bed</p>	 <p>✓ Drawers</p>
 <p>Closet</p>	 <p>Curtains</p>
 <p>✓ Lamps</p>	<p>Other (please explain):</p>

Comments:

*Bathtub facet drips all the time!*

*Bottom drawer is very sticky - hard to open & close.*

*Lamp on desk is broken.*

## Work Sheet

**Task 1: Where is a guest to put the completed Hotel Room Repair Card?**

Answer:

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**Task 2: Circle, underline or highlight the hotel room and date.**

Answer: No written response required here.

Task completed: Yes:  No:

**Task 3: Name the three items that need repair.**

Answer:

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**Task 4: What is the problem with the bathtub?**

Answer:

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**Task 5: What is wrong with the dresser?**

Answer:

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## Answers

**Task 1: Where is a guest to put the completed Hotel Room Repair Card?**

Answer: The guest is asked to hang the card outside their hotel door.

**Task 2: Circle, underline or highlight the hotel room and date.**

Answer: Learner should circle Room 2315 and November 2, 2024.

**Task 3: Name the three items that need repair.**

Answer: Bathtub (faucet), drawers, lamp.

**Task 4: What is the problem with the bathtub?**

Answer: the bathtub faucet drips.

**Task 5: What is wrong with the dresser?**

Answer: The bottom drawer is very sticky – it is hard to open and close.

### Performance Descriptors

Levels	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			
	follows 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)			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	requires support to identify sources and to evaluate and integrate information			

This task: Was successfully completed  Needs to be tried again

Learner Comments:

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Instructor (print)

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Learner Signature