



Task Title: Work Shift Memo

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 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:

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

Answer:

Task Title: WorkShiftMemo_E_A1.1_B2.2

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

Answer:

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

Answer:

Answers

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

Answer: Pat O'Toole, Supervisor should be indicated.

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

Answer: 10:30am on June 26th should be indicated.

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

Answer: Before June 24th.

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

Answer: No. Roberta is scheduled to meet with a major customer from 10:00 am to 11:00 am on June 26th.

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

Answer: They could meet anytime between June 27th and June 30th (before the end of the month).

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

Answers will vary. Memo should indicate that Roberta is unable to meet on June 26th at 10:30am as she has a major customer meeting from 10am-11am. She is then spending the rest of that day catching up on paperwork. Any proposed time between June 27th and the end of the month, June 30th, should be reasonable.

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			
	follow simple, straightforward instructional texts			
	identifies the main idea in brief texts			
B2.2	writes texts to explain and describe			
	begins to sequence writing with some attention to organizing principles (e.g. time, importance)			
	connects ideas using paragraph structure			
	uses limited range of vocabulary and punctuation			

Task Title: WorkShiftMemo_E_A1.1_B2.2

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	appropriate to the task			
	begins to select words and tone appropriate to the task			
	begins to organize writing to communicate effectively			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
