

OALCF Task Cover Sheet

Task Title: Understanding Completed Hotel Room Repair Cards

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: In this task set, a learner is asked to read a completed Hotel Room Repair Card to decide on repair work to be done in the hotel where they work in the Maintenance Department. Repair Cards are left in hotel rooms so that guests can report any repairs that are needed in rooms.	
Competencies: A: Find and Use Information B: Communicate Ideas and Information	Task Group(s): A1: Read continuous text A2: Interpret documents B2: Write continuous text
Level Indicators: A1.1: Read brief texts to locate specific details A2.1: Interpret very simple documents to locate specific details A2.2: Interpret simple documents to locate and connect information B2.1: Write brief texts to convey simple ideas and factual information	
Performance Descriptors: see chart on the last page	
Materials Required: <ul style="list-style-type: none">• Question or Task Sheet• Filled In Hotel Room Repair Card	

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

Task Title: Understanding Completed Hotel Room Repair Cards

In this task, you, the learner, work in the Maintenance Department at a hotel. Maintenance Workers must read and understand Hotel Room Repair Cards that have been filled in and submitted by guests. You use the information on the Repair Card to plan the repair work that must be completed in the hotel room.

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

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

Task 3: Name the three items that need repair.

Task 4: What is the problem with the bathtub?

Task 5: What is wrong with the dresser?

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, 2021

Check off any repairs that need to be done:

<p>TV</p> 	<p>Light Bulbs</p> 
<p>Telephone</p> 	<p>Heating or Air Conditioning</p> 
<p>Toilet</p> 	<p>Sink</p> 
<p>✓ Bathtub</p> 	<p>Shower</p> 

<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.

Task Title: Understanding Completed Hotel Room Repair Cards

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	<ul style="list-style-type: none"> reads short texts to locate a single piece of information 			
	<ul style="list-style-type: none"> decodes words and makes meaning of sentences in a single text 			
	<ul style="list-style-type: none"> follows the sequence of events in straightforward chronological texts 			
	<ul style="list-style-type: none"> follows simple, straightforward instructional texts 			
	<ul style="list-style-type: none"> identifies the main idea in brief texts 			
A2.1	<ul style="list-style-type: none"> scans to locate specific details 			
	<ul style="list-style-type: none"> interprets brief text and common symbols 			
	<ul style="list-style-type: none"> locates specific details in simple documents, such as labels and signs 			
	<ul style="list-style-type: none"> identifies how lists are organized (e.g. sequential, chronological, alphabetical) 			
	<ul style="list-style-type: none"> requires support to identify sources and to evaluate and integrate information 			
A2.2	<ul style="list-style-type: none"> performs limited searches using one or two search criteria 			
	<ul style="list-style-type: none"> extracts information from tables and forms 			
	<ul style="list-style-type: none"> uses layout to locate information 			
	<ul style="list-style-type: none"> makes connections between parts of documents 			
	<ul style="list-style-type: none"> makes low-level inferences 			
B2.1	<ul style="list-style-type: none"> writes simple texts to request, remind, or inform 			
	<ul style="list-style-type: none"> conveys simple ideas and factual information 			
	<ul style="list-style-type: none"> demonstrates a limited understanding of sequence 			
	<ul style="list-style-type: none"> uses sentence structure, upper and lower case, and basic punctuation 			
	<ul style="list-style-type: none"> uses highly familiar vocabulary 			

This task: was successfully completed ___

needs to be tried again ___

Learner Comments

Instructor (print)

Learner Signature