

## OALCF Task Cover Sheet

**Task Title:** Write a Business Letter

<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> Write a letter based on a complaint to the city, and use the internet to search for information.	
<b>Competency:</b> A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	<b>Task Group(s):</b> A1: Read continuous text A2: Interpret documents B2: Write continuous text D2: Use Digital Technology
<b>Level Indicators:</b> A1.1: Read brief texts to locate specific details A2.2: Interpret simple documents to locate and connect information B2.2: Write texts to explain and describe information and ideas B3.1b: Create very simple documents to display and organize a limited amount of information D.2: Perform well-defined, multi-step digital tasks	
<b>Performance Descriptors:</b> see chart on last page	
<b>Materials Required:</b> <ul style="list-style-type: none"><li>• Computer</li><li>• Scenario - Attached</li><li>• Pen and Paper</li></ul> Skill Building Activities or prior-learning required: format of a business letter; addressing an envelope	

**Task Title:** Write a Business Letter

### **Learner Information and Tasks**

This task set will demonstrate your ability to locate information on the internet about a business, how to provide details, and organize your writing.

**Task 1:** Read the scenario below.

Your blue box was badly cracked by a city trash collector who, after emptying it, carelessly threw it to the curb in front of your residence. Immediately after the incident, you phoned city hall and explained the situation. The clerk you spoke to told you she would report the incident to the complaints department, get back to you, and send you a replacement box within one week. It is now three weeks later, and you still haven't received a call or a new blue box.

**Task 2:** Using the internet, find your city (or closest city) website. Follow the links to find the city department responsible for blue box recycling. Note the name of this department, and find the mailing address of the city hall.

**Task 3:** Write a letter of complaint to the department using proper business letter format. In your letter, give a detailed explanation of why you are making the complaint. Be sure to include a date of the incident and subsequent phone call.

**Task 4:** Use the computer to address an envelope for your letter.

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<b>Performance Descriptors</b>		<b>Needs Work</b>	<b>Completes task with support from practitioner</b>	<b>Completes task independently</b>
A1.1	<ul style="list-style-type: none"> <li>reads short texts to locate a single piece of information</li> </ul>			
	<ul style="list-style-type: none"> <li>decodes words and makes meaning of sentences in a single text</li> </ul>			
	<ul style="list-style-type: none"> <li>follows the sequence of events in straightforward chronological texts</li> </ul>			
	<ul style="list-style-type: none"> <li>follow simple, straightforward instructional texts</li> </ul>			
	<ul style="list-style-type: none"> <li>identifies the main idea in brief texts</li> </ul>			
A2.2	<ul style="list-style-type: none"> <li>performs limited searches using one or two search criteria</li> </ul>			
	<ul style="list-style-type: none"> <li>uses layout to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>makes connections between parts of documents</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences</li> </ul>			
B2.2	<ul style="list-style-type: none"> <li>writes texts to explain and describe</li> </ul>			
	<ul style="list-style-type: none"> <li>conveys intended meaning on familiar topics for a limited range of purposes and audiences</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to sequence writing with some attention to organizing principles (e.g. time, importance)</li> </ul>			
	<ul style="list-style-type: none"> <li>connects ideas using paragraph structure</li> </ul>			
	<ul style="list-style-type: none"> <li>uses limited range of vocabulary and punctuation appropriate to the task</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to select words and tone appropriate to the task</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to organize writing to communicate effectively</li> </ul>			
B3.1b	<ul style="list-style-type: none"> <li>follows conventions to display information in lists, labels, simple forms, signs (e.g. images support the message, text is legible)</li> </ul>			

	<ul style="list-style-type: none"> <li>includes titles where required</li> </ul>			
	<ul style="list-style-type: none"> <li>uses labels and headings to organize content</li> </ul>			
D.2	<ul style="list-style-type: none"> <li>selects and follows appropriate steps to complete tasks</li> </ul>			
	<ul style="list-style-type: none"> <li>locates and recognizes functions and commands</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences to interpret icons and text</li> </ul>			
	<ul style="list-style-type: none"> <li>performs simple searches using keywords (e.g. internet, software help menu)</li> </ul>			

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

<b>Learner Comments</b>

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

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