

OALCF Task Cover Sheet

Task Title: Write Phone Messages

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ___ No ___	
Goal Path: Employment ✓ Apprenticeship ___ Secondary School ___ Post Secondary ___ Independence ✓	
Task Description: Write a phone message.	
Competency: B: Communicate Ideas and Information	Task Group(s): B1: Interact with others B2: Write continuous text
Level Indicators: B1.1: Participate in brief interactions to exchange information with one other person B2.1: Write brief texts to convey simple ideas and factual information	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none">• Message - see below• Pen and Paper• Optional Message Pad	

Instructor Directions:

Using a telephone, call the learner and give the message below. If you cannot use a telephone, try taping the message for the learner to use as a kind of "voice mail".

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Message

This is Dr. Souter's office. George has an appointment on Thursday, May 4th at 3:00 p.m. Before he comes, can he please pick up his test results from the hospital and bring them with him. He needs to go to the Records Department at the hospital and ask for envelope # 42235. They will have it ready for him. The Records Department is on the second floor, Building A.

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Learner Information and Tasks

Telephone messages are taken in most workplaces and at home. The phone message needs to be clearly written out and accurate.

The instructor or tutor will phone you and give you a message for George.

1. Take notes on the message while talking with the caller.
2. Make sure to write down all the important pieces of information.
3. Ask for clarification in spelling or information such as dates and times or locations.
4. Review and revise the message for accuracy.

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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"> conveys information on familiar topics 			
	<ul style="list-style-type: none"> shows an awareness of factors such as social, linguistic and cultural differences that affect interactions in brief exchanges with others 			
	<ul style="list-style-type: none"> chooses appropriate language in exchanges with clearly defined purposes 			
	<ul style="list-style-type: none"> participates in short, simple exchanges 			
	<ul style="list-style-type: none"> speaks or signs clearly in a focused and organized way 			
	<ul style="list-style-type: none"> repeats or questions to confirm understanding 			
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