



Task-based Activity Cover Sheet

Task Title: Write a Letter to Request a Refund

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|---|--|
| 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: Write a letter to request a refund for a product | |
| Competency: B: Communicate Ideas and Information | Task Group(s): B2: Write continuous text |
| Level Indicators: B2.2: Write text to explain and describe information and ideas | |
| Performance Descriptors: see chart on last page or click here. | |
| Links to skill building activities: see the last page or click here. | |
| Materials Required: <ul style="list-style-type: none">• Pen, pencil• Lined paper• To make it a D.2 task the learner could write the letter on word processing software | |
| ESKARGO: <ul style="list-style-type: none">• Writes letters (personal and business) and memos• Uses basic organizers to connect ideas including common linking words, titles, basic parts of a letter, and parts of a paragraph (i.e., introductory and concluding sentences and simple support)• Begins to select words and tone appropriate to the task• Selects appropriate language (i.e., formal/informal)• Writes legibly• Uses familiar and some unfamiliar vocabulary and punctuation appropriate to the task• Uses a variety of sentence structures (i.e., simple and compound sentences with phrasing to add details)• Punctuates simple and compound sentences with periods and commas• Spells a wide range of common words; confirms spelling of difficult, unfamiliar words using word knowledge and various other resources• Uses noun/pronoun agreement, consistent pronoun and consistent verb tense• Uses a variety of sentence types correctly (e.g., questions, exclamations, etc.) | |



Prepared for: Cementing Integration Project – QUILL Learning Network 2015

- Uses connecting words (also, finally, after, but) correctly to link ideas in a paragraph

Attitudes:

Practitioner,

We encourage you to talk with the learner about attitudes required to complete this task set. The context of the task has to be considered when identifying attitudes. With your learner, please check one of the following:

- Attitude is not important Attitude is somewhat important Attitude is very important



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Learner Information and Tasks:

Companies regularly purchase equipment to be used on the job. Sometimes this equipment is faulty or does not operate properly. When this happens, an employee needs to contact the seller to fix the problem. The solution could be either to replace the defective equipment or to provide the company with a refund.

Task 1: The Networking Experts Company has purchased ten company cell phones from Oz Corp. Electronics. They have used these products in the past and have never had a problem with them. However, during calls one phone's speaker is making crackling noises. After testing all of the other phones purchased only one is defective.

Write a brief business letter requesting a refund from Oz Corp. Electronics for the defective product.



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Answer Key

Task 1: The letter should include:

- Oz Corp. Electronics
- Return company name
- Date
- Introductory statement of purpose
- Description of problems with the product
- Request for a refund
- Closing statement



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| Performance Descriptors | | Needs Work | Completes task with support from practitioner | Completes task independently |
|-------------------------|---|------------|---|------------------------------|
| B2.2 | <ul style="list-style-type: none"> writes simple texts to request, remind or inform | | | |
| | <ul style="list-style-type: none"> conveys intended meaning on familiar topics for a limited range of purposes and audiences | | | |
| | <ul style="list-style-type: none"> begins to sequence writing with some attention to organizing principles (e.g. time, importance) | | | |
| | <ul style="list-style-type: none"> connects ideas using paragraph structure | | | |
| | <ul style="list-style-type: none"> uses limited range of vocabulary and punctuation appropriate to the task | | | |
| | <ul style="list-style-type: none"> begins to select words and tone appropriate to the task | | | |
| | <ul style="list-style-type: none"> begins to organize writing to communicate effectively | | | |

This task: was successfully completed ____ needs to be tried again ____

| |
|-------------------------|
| Learner Comments |
| |

Instructor (print)

Learner Signature



Skill Building Activities

Links to online resources:

http://www.ehow.com/how_4829571_write-letter-request.html (A reading activity that gives instructions on how to write a formal letter of request.)

http://www.ehow.com/how_7721794_write-business-request-letter.html (A reading activity that gives pointers about how to deal with business requests.)

<http://www.bbc.co.uk/skillswise/video/en11lett-v-writing-a-letter-of-complaint> (A video providing step-by-step instruction of how to write a firm and polite letter of complaint.)

http://www.slideshare.net/gdegrow/business-letters-power-point-presentation?next_slideshow=2 (A slide presentation outlining the format of a business letter.)

LearningHUB courses available:

- **Reading & Writing, Independent Study (assigned by practitioner after assessment):**
 - Grammar, Spelling, Punctuation, Assignments 1-3
 - Writing Level 2
 - Expanded Writing, Assignments 5-7
 - Expanded Grammar Assignments 5-7
- **Live classes (SABA):**
 - Reading Comprehension; On The Job Thinking Skills; Using Email in the Workplace; Spelling, Parts 1 and 2; Surfing the Internet for Beginners; How to Save/Manage Computer Files
- **Independent Study, Short Courses (assigned by practitioner after assessment):**
 - Becoming a Better Speller; Creative Writing – Telling Your Story; Confliction Resolution Skills and Strategies; Learning to Communicate by Understanding Internet and e-Mail; Learning to Communicate Using MS Word; Improving Your Job Skills; Becoming a Lifelong Learner.

***To access LearningHUB courses**, learners must register for the LearningHUB e-Channel program by completing the registration form on their website and completing the course selection (page 2 of the registration form): https://www.learninghub.ca/get_registered.aspx

***To Access LearningHUB Course Catalogue:**

<http://www.learninghub.ca/Files/PDF-files/HUBcoursecatalogue,%20December%2023,%202014%20revision.pdf>