



Task-based Activity Cover Sheet

Task Title: Write a Telephone Message

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes___ No___	
Goal Path: Employment ✓ Apprenticeship___ Secondary School___ Post Secondary ___ Independence ___	
Task Description: Write a Telephone Message	
Competency: B Communicate Ideas and Information	Task Group(s): B2 Write Continuous Text B3 Complete and Create Documents
Level Indicators: B2.1 Write brief texts to convey simple ideas and factual information B3.1a Make straightforward entries to complete very simple documents	
Performance Descriptors: see chart or click here	
Skill Building Activities: see last page or click here	
Materials Required: <ul style="list-style-type: none">• Pen• Message for the instructor to read aloud (attached)• Message form (attached)	
ESKARGO: Skills and Knowledge Required for Successful Task Performance Purpose and Form: Write for Various Purposes B2.1 <ul style="list-style-type: none">• Writes brief texts to convey simple ideas and factual information• Begins to write for specific purposes using a few different forms; i.e., instructional, descriptive, narrative, and brief informational texts• Writes simple texts to request, remind, or inform• Writes simple notes and short, simple personal letters Organization: Visual Presentation	



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- Prints and writes legibly
- Identifies purpose and intention for writing

Style – Voice, Vocabulary, and Sentence Variety

- Uses words from everyday, oral vocabulary

B3.1a

Skills and Knowledge Required for Successful Task Performance

Completes Documents

- Makes a direct match between what is requested and what is entered
- Makes entries using familiar vocabulary

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



Task Title: Write a Telephone Message

Learner Information and Tasks:

Workers often need to take a telephone message for another worker or for their supervisor. It is important to get all of the information from the caller so that the person receiving the message can call back or can do what the caller requests.

Task 1: Listen to your instructor read the following telephone message and write the information into the telephone message form attached.

Message:

Hello, this is a message for Rachel. This is Bill Gordon from Sweet Home Real Estate calling. Can you please call me back? My cell phone number is 705-822-5951.



Telephone Message Form:

Phone Memo	To				Date: / /		Time: : AM / PM						
	From				Phone:								
	Company / Address:												
					Cell:								
					Fax:								
	Email:				Sign:								
Phoned <input type="checkbox"/>		Call back <input type="checkbox"/>		Call returned <input type="checkbox"/>		Wants to see you <input type="checkbox"/>		Will call again <input type="checkbox"/>		Was in <input type="checkbox"/>		Urgent <input type="checkbox"/>	

Phone Memo template retrieved from <http://www.businessformtemplate.com> free download



Note to Instructor: Please read the message to the learner.

Answer Key: Note that the Date, Time and Signature should also be completed by learner

Phone Memo	To Rachel				Date: / /		Time: : AM / PM						
	From Bill Gordon				Phone:								
	Company / Address: Sweet Home Real Estate				Cell: 705-822-5951								
					Fax:								
	<div style="writing-mode: vertical-rl; transform: rotate(180deg);">Message Text</div>												
Email:				Sign:									
Phoned <input checked="" type="checkbox"/>		Call back <input checked="" type="checkbox"/>		Call returned <input type="checkbox"/>		Wants to see you <input type="checkbox"/>		Will call again <input type="checkbox"/>		Was in <input type="checkbox"/>		Urgent <input type="checkbox"/>	

The learner may only check “Call back” and that would be correct as well.



Task Title: **Write a Telephone Message**

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
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 			
B3.1a	<ul style="list-style-type: none"> makes a direct match between what is requested and what is entered 			
	<ul style="list-style-type: none"> makes entries using familiar vocabulary 			

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.bbc.co.uk/skillswise/topic/listening-for-specifics> - information on how to listen for specific information being given, includes a 1 minute video

<http://www.bbc.co.uk/skillswise/topic/filling-out-a-form> - information on how to fill out forms, includes a 1 minute video tutorial

<http://www.bbc.co.uk/skillswise/topic/handwriting> - talks about the importance of clear handwriting when taking notes, messages and completing forms

<https://www.youtube.com/watch?v=Qg8PIK74KO4> – The Office: Season 9: Episode 7: Teaching Dwight active listening (just a funny video)

LearningHUB online courses available:

- **Reading & Writing, Independent Study (assigned by practitioner after assessment)**
 - Grammar, Spelling, Punctuation: Assignment 1
 - Writing: Level 1

- **Essential Skills, Independent Study (assigned by practitioner after assessment)**
 - Basic Skills for the Real World: Version 2: Assignment 8
 - Communications: Assignment 1 (Interpersonal Communication)
 - Document Use Level 1: Assignment 1

- **Independent Study, Short Courses (assigned by practitioner after assessment):**
 - Customer Service Essentials
 - Improving Your Job Skills

- **Live Classes (SABA)**
 - Essential Skills 101
 - Tips for Better Spelling and Grammar
 - Filling in Forms

***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%202023,%202014%20revision.pdf>