

Task Title: Write a Telephone Message at Work

# OALCF Cover Sheet – Practitioner Copy

**Learner Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**Task Description:** The Learner will write out a telephone message for someone at work.

**Main Competency/Task Group/Level Indicator:**

* Communicate Ideas and Information/Complete and create documents/B3.1a

**Materials Required:**

* Pen/pencil and paper and/or digital device

# Notes for Instructors/Practitioners

# Read the following phone message out loud to your learner.

# 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.

# Learner Information

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

Scan the telephone message form.

**Telephone Message Form**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Phone Memo** | **To** | | | | | | **Date: / /** | | | **Time: :**  **AM / PM** |
| **From** | | | | | | **Phone:**  **Cell:**  **Fax:** | | | |
| **Company / Address:** | | | | | |
| **Message Text** |  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
| **Email:** | | | | | **Sign:** | | | |
| **Phoned**  | | **Call back**  | **Call returned**  | **Wants to see you**  | **Will call again**  | | **Was in**  | **Urgent**  | |

# Work Sheet

Listen to your instructor read a telephone message.

**Task 1: Write the information in the telephone message form.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Phone Memo** | **To** | | | | | | **Date: / /** | | | **Time: :**  **AM / PM** |
| **From** | | | | | | **Phone:**  **Cell:**  **Fax:** | | | |
| **Company / Address:** | | | | | |
| **Message Text** |  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
| **Email:** | | | | | **Sign:** | | | |
| **Phoned**  | | **Call back**  | **Call returned**  | **Wants to see you**  | **Will call again**  | | **Was in**  | **Urgent**  | |

# Answers

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Phone Memo** | **To Rachel** | | | | | | **Date: / /** | | **Time: :**  **AM / PM** | |
| **From Bill Gordon** | | | | | | **Phone:**  **Cell: 705-822-5951**  **Fax:** | | | |
| **Company / Address: Sweet Home Real Estate** | | | | | |
| **Message Text** |  | | | | | | | | |
|  | | | | | | | | |
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|  | | | | | | | | |
|  | | | | | | | | |
| **Email:** | | | | | **Sign:** | | | |
| **Phoned** 🗸 | | **Call back** 🗸 | **Call returned**  | **Wants to see you**  | **Will call again**  | | **Was in**  | | **Urgent**  |

The date, time, and signature should also be completed by the learner.

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

# Performance Descriptors

| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| --- | --- | --- | --- | --- |
| B3.1a | Makes a direct match between what is requested and what is entered |  |  |  |
|  | Makes entries using familiar vocabulary |  |  |  |

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print): Learner (print):

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Skill Building Activities

LearningHUB courses on writing: <https://www.learninghub.ca/apps/pages/index.jsp?uREC_ID=1118749&type=d&pREC_ID=1380723>

LearningHUB Course Catalogue: <https://www.learninghub.ca/apps/pages/coursecatalogue>

GCF LearnFree courses on writing and business communication: <https://edu.gcfglobal.org/en/topics/writing/>