



Task-based Activity Cover Sheet

Task Title: Book a Hotel Room Online

<b>Learner Name:</b>	
<b>Date Started:</b>	<b>Date Completed:</b>
<b>Successful Completion:</b> Yes ___ No ___	
<b>Goal Path:</b> Employment <input checked="" type="checkbox"/> Apprenticeship ___ Secondary School ___ Post Secondary ___ Independence <input checked="" type="checkbox"/>	
<b>Task Description:</b> Go online to the Holiday Inn website to book a hotel room online. Then fill out a booking form with information supplied.	
<b>Competency:</b> B: Communicate Ideas and Information A: Find and Use Information D: Use Digital Technology	<b>Task Group(s):</b> B3: Complete and Create Documents A1: Read Continuous Text A2: Interpret Documents D2: Use Digital Technology
<b>Level Indicators:</b> B3.2: Use layout to determine where to make entries in simple documents A1.2: Read text to locate and connect ideas and information A2.2: Interpret simple documents to locate and connect information D2: Perform well-defined, multi-step digital tasks	
<b>Performance Descriptors:</b> see chart <a href="#">or click here</a>	
<b>Skill Building Activities:</b> see last page <a href="#">or click here</a>	
<b>Materials Required:</b> <ul style="list-style-type: none"><li>• Computer with internet connection</li><li>• Booking form (included)</li><li>• Pencil</li></ul>	
<b>ESKARGO:</b> <ul style="list-style-type: none"><li>• Uses layout to determine where to make entries</li><li>• Begins to make some inferences to decide what information is needed, where and how to enter the information</li><li>• Makes multiple entries using a limited range of vocabulary</li><li>• Follows instructions on document</li><li>• Makes entries on simple forms and tables</li></ul>	



**Prepared for: Cementing Integration Project – QUILL Learning Network 2015**

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:** Book a Hotel Room Online

Travelers often book hotel rooms online to ensure that rooms are reserved for them before traveling. Administrative clerks often book hotel rooms for an employer or other employees.

A clerk has been asked to book a hotel room for one month from today. The room is for one adult for one night in Kitchener, Ontario. The room must be non-smoking and have wireless access to the internet. Using the internet, find a suitable room at the cheapest rate.

**Learner Information and Tasks:**

**Task 1:** Using the internet go to the Holiday Inn website to find a hotel:  
<http://www.ihg.com/holidayinn/hotels/us/en/reservation> .

**Task 2:** Enter the required information in the “Find a Hotel” search box and click “Find a Hotel”.

**Task 3** In the “Search Results” webpage, look at all the options. Using the dropdown arrow, change “all amenities” to “**wireless internet**”. Change “km away” from “50” to “10”. Click **Apply** to see the options.

**Task 4:** Choose a hotel that seems most suitable for the price. It does not have to be a Holiday Inn hotel. Click **Check Rates**.

**Task 5:** Choose a suitable room and write down the following information:

Name of Hotel:

Cost of room before taxes:

Number and type of bed(s):



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**Task 6:** For the room chosen, click **view rates**. Click **BOOK THIS ROOM**. When actually booking the room online this form would be completed, but a copy of this form has been provided below. Use the following information to fill out the “Booking form”. For the credit card information, circle the correct type of card, month and year. When actually booking a hotel, the dropdown arrow is used to fill out this information.

- a. John Smith
- b. 123 King Street West, Hamilton, ON L8P 1A5
- c. 905-555-1234
- d. [John905smith@hotmail.com](mailto:John905smith@hotmail.com)
- e. MasterCard 6018 5555 4444 3333 May 2015



# Booking Form

## Contact Information

All fields are required unless specified as optional.

First Name

Last Name

Country

Address

[Additional address information](#) (optional)

City/Town

Postal Code

Email

Phone Number

## Credit Card Information



Credit Card Type

American Express
Business Advantage Card
Carte Blanche
Diners Club
Discover
Euro Card
JCB
Master Card
Visa

Credit Card Number

A credit card must be presented up

Expiration Date

MM (Month)
01 (January)
02 (February)
03 (March)
04 (April)
05 (May)
06 (June)
07 (July)
08 (August)
09 (September)
10 (October)
11 (November)
12 (December)

YYYY
2014
2015
2016
2017
2018
2019
2020
2021
2022
2023
2024



**Task Title:** Book a Hotel Room Online

**Answer Key**

**Task 1:** Must open up Google and type in “Holiday Inn”

**Task 2:** Be able to type in information required as given in the scenario. On the screen, there should be a list of hotel rooms.

**Task 3:** Correct dropdown keys should be clicked and the information changed as required in task 3. “Apply” key should be clicked.

**Task 4:** There should only be a few options for Kitchener.

**Task 5:** Name of Hotel: (answers will vary) Any type of hotel is acceptable

Cost of room before taxes: answers will vary but it should be between \$100-175.

Number and type of bed(s): something like: “1 King bed Standard Non-smoking”

**Task 6:** Should have booking online form on the screen. See next page for what the completed form will look like.

Please note: If the learner is capable to complete the online portion of this task on their own, they do not need to follow the directions given. However, the point of the directions is to guide the learner to locate the form. The form then is filled out on paper. This also provides proof that the learner completed the task. The purpose of the task is to be able to complete forms (B3.2), which they do with the paper copy.



Task Title: Book a Hotel Room Online - Answer Key for Task 6

## Contact Information

All fields are required unless specified as optional.

First Name

John

Last Name

Smith

Country

Canada

Address

123 King St. W.

[Additional address information](#) (optional)

City/Town

Hamilton

Postal Code

L8P 1A5

Email

John905smith@hotmail.com

Phone Number

905-555-1234

## Credit Card Information ?



Credit Card Type

- American Express
- Business Advantage Card
- Carte Blanche
- Diners Club
- Discover
- Euro Card
- JCB
- Master Card
- Visa

Credit Card Number

60185554444333

A credit card must be presented

Expiration Date

- MM (Month)
- 01 (January)
- 02 (February)
- 03 (March)
- 04 (April)
- 05 (May)
- 06 (June)
- 07 (July)
- 08 (August)
- 09 (September)
- 10 (October)
- 11 (November)
- 12 (December)

- YYYY
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023
- 2024



**Task Title:** Book a Hotel Room Online

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
B3.2	<ul style="list-style-type: none"> <li>uses layout to determine where to make entries</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to make some inferences to decide what information is needed, where and how to enter the information</li> </ul>			
	<ul style="list-style-type: none"> <li>makes entries using a limited range of vocabulary</li> </ul>			
	<ul style="list-style-type: none"> <li>follows instructions on documents</li> </ul>			
A1.2	<ul style="list-style-type: none"> <li>scans text to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>locates multiple pieces of information in simple 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>			
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





## Skill Building Activities

### Links for online resources:

#### **Filling in a Form (BBC Skillswise)**

<http://www.bbc.co.uk/skillswise/topic/filling-out-a-form>

“Filling in forms accurately is a key skill in applying for jobs, schools, bank loans, etc.” By clicking on this link, the learner is able to watch a 1 minute video about filling in forms. In the video a janitor, hotel receptionist, and engineer explain as to why filling in forms is important for their job. The learner also has access to the “Form Finder Game” in which they have practice finding the appropriate fields on a form.

#### **Filling in Forms (Literacytools)**

<http://www.literacytools.ie/pages/actions/viewPdfFile.cfm?pld=184>

In this document, “Filling in Forms,” learners are given 7 general tips of best practice when completing a form. There are several exercises within the document to help learners practice their skills when filling out forms: forms with boxes, writing dates in boxes, application forms, etc. There is also a section on vocabulary commonly used when filling out forms.

#### **Filling out a Form (LaRue Literacy Exercises)**

<http://www.mcedservices.com/litex/litex.htm>

There are two sections to note on this website: “Online Literacy Learning Activities” and “Printable Literacy Learning Activities.” The learner has the option to work on the “Filling out a Form” online lessons or can choose to download lesson material. The online and printable sections have an introduction to filling out a form and Exercises 3.1, 3.2, and 3.3 to practice where information should be inserted on a form.

### LearningHUB Courses Available:

- **Independent Study, PLATO PLE (Assigned by Practitioner after assessment):**
  - Document Use Level 1 (Assignment 1): Unit 2 – Forms 1
  - Document Use Level 2 (Assignment 1): Unit 2 – Forms 2
  - Document Use Level 3 (Assignment 1): Unit 1 – Forms 3
- **Live Classes (SABA) –**
  - 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](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>