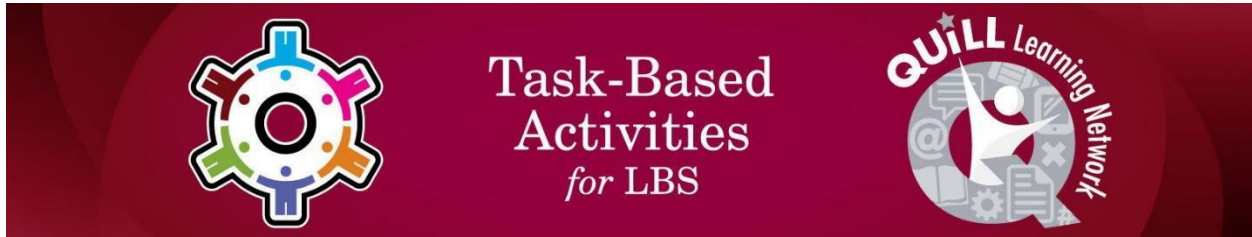


Task Title:
AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2
_B2.1



Task Title: Automotive Service Technicians Communicate to Solve Problems

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The learner will find information on a website that answers common questions about Ford vehicles and connects automotive technicians via live chat.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Find and Use Information/Interpret documents/A2.2
- Communicate Ideas and Information/Write continuous text/B2.1

Materials Required:

- Pen/pencil and paper
- Computer or digital device

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2
_B2.1

Learner Information

Automotive service technicians may use online forums and chats to connect with colleagues who may have encountered similar problems.

Copy and paste the address for Just Answer Ford into the browser of the computer:

<https://www.justanswer.com/ford/>

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2_B2.1

Work Sheet

Task 1: Scroll down the page to "Got Ford problems?" and scan the information under this heading. How many questions do Ford specialists answer every day?

Answer:

Task 2: Scroll down the page to "Common Ford questions resolved on JustAnswer". List three things you are asked to have ready before asking a question?

Answer:

Task 3: Scroll to the bottom of the page. Under the menu "Using JustAnswer", click on "Ask a Question". What are the three steps that happen when you use a JustAnswer question forum?

Answer:
