



Task Title: Write a Business Letter

OALCF Cover Sheet – Practitioner 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 read a scenario and write a letter of complaint to the city. They will research the correct department and address for this letter.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.1
- Communicate Ideas and Information/Write continuous text/B2.2
- Use Digital Technology/D.2

Materials Required:

- Pen/pencil and paper
- Computer with word processing program (e.g. Microsoft Word or Google Docs)

Learner Information

Municipalities are responsible for many services. When a resident has a question or a complaint, they may write a letter to the municipal department in charge of that service.

Read the “Complaint Scenario”.

Complaint Scenario

Your blue box was badly cracked by a city trash collector who, after emptying it, carelessly threw it to the curb in front of your residence. Immediately after the incident, you phoned city hall and explained the situation. The clerk you spoke to told you she would report the incident to the complaints department, get back to you, and send you a replacement box within one week. It is now three weeks later, and you still haven’t received a call or a new blue box.

Work Sheet

Task 1: Open the web browser of the computer and search for your town or city's municipal website. Locate the city department responsible for blue box recycling. Write down the name and mailing address information for this department.

Answer:

Task 2: Using a word processing program on the computer, write a letter of complaint. In your letter, give a detailed explanation of why you are making the complaint and what you would like to see happen. Include when the incident occurred and when you spoke with the municipal office. Write your letter using business letter formatting and writing style. Include the municipal department and address as well as your name and address in your letter.

Answer: No written response required here.

Task completed: Yes: ☐

Task 3: Review your letter for errors. Use the spellcheck program or a dictionary to look up any difficult words. Print or show your final copy to your instructor.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

Answers will vary. The learner should have the correct contact information for their local municipality written for Task 1. The final letter should outline the problem, previous contact with the municipal office, and expected resolution. The letter should be properly formatted and checked for errors.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	reads short texts to locate a single piece of information			
	decodes words and makes meaning of sentences in a single text			
	follows the sequence of events in straightforward chronological texts			
	follow simple, straightforward instructional texts			
	identifies the main idea in brief texts			
B2.2	writes texts to explain and describe			
	conveys intended meaning on familiar topics for a limited range of purposes and audiences			
	begins to sequence writing with some attention to organizing principles (e.g. time, importance)			
	connects ideas using paragraph structure			
	uses limited range of vocabulary and punctuation appropriate to the task			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B2.2 cont'd	begins to select words and tone appropriate to the task			
	begins to organize writing to communicate effectively			
D.2	selects and follows appropriate steps to complete tasks			
	locates and recognizes functions and commands			
	makes low-level inferences to interpret icons and text			
	performs simple searches using keywords (e.g. internet, software help menu)			

This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):

Learner (print):
