



Task Title: Check, Check and Recheck an Email

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: Using a word processing program, the learner will draft a complaint email, then review the draft before emailing to the instructor.

Main Competency/Task Group/Level Indicator:

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

Materials Required:

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

Learner Information

There are many situations in work and in our daily lives where we need to send email inquiries or complaints. It is important to double check what we have written before sending it to avoid misunderstandings.

Read the “Coffee Maker Complaint” and “Complaint about a Car”.

Coffee Maker Complaint

You bought a 12-cup, programmable coffee maker from Kincardine Home Store on August 15th. You have put in the filter, the coffee and water and pushed every button, but it won't make coffee. You tried to read the instructions that came with it, but they are not easy to follow and do not seem to make sense to you. You have a copy of the receipt and the store has a 30-day return policy.

Complaint about a Car

You took your vehicle in for repairs at Bruce County Auto Shop last Friday. When you got home you noticed that there are new scratches on your car that were not there before taking it into the garage. The automotive technician who worked on your car is Annie.

Work Sheet

Task 1: Open a new document on the word processing program of the computer. Read the "Coffee Maker Complaint". Type out an email draft requesting your money back or requesting a new coffee maker. Show your draft to your instructor.

Answer: No written response required here.

Task completed: Yes:

Task 2: Review your draft email and check for spelling, grammar, accuracy of information. When you have made your corrections, copy and paste your email into a new email and send it to your instructor. The subject of the email is "broken coffee maker".

Answer: No written response required here. Email will be sent to instructor.

Task completed: Yes:

Task 3: Open a new document on the word processing program of the computer. Read the "Complaint about a Car". Type out an email draft explaining the problem and asking for the damage to be fixed free of charge. Show the draft to your instructor.

Answer: No written response required here.

Task completed: Yes:

Task 4: Review your draft email and check for spelling, grammar, accuracy of information. When you have made any corrections, copy and paste your email into a new email and send it to your instructor. The subject of the email is "new scratches on car".

Answer: No written response required here.

Task completed: Yes:

Answers

Task 1: Open a new document on the word processing program of the computer. Read the "Coffee Maker Complaint". Type out an email draft requesting your money back or requesting a new coffee maker. Show your draft to your instructor.

Answer: A draft email might look like this:

Good Morning,

I purchased a 12-cup programmable coffee maker from Kincardine Home Store on August 15th. Unfortunately, I am having problems with this coffee maker. I cannot get the machine to make coffee, even though I have tried replacing the filter, coffee, and water. I am having trouble understanding the instruction manual. I would like to request an exchange for a new coffee maker that has simpler programming options. Please let me know how this can be processed. I have the receipt and box from the coffee maker I purchased.

Thank you.

Task 2: Review your draft email and check for spelling, grammar, accuracy of information. When you have made any corrections, copy and paste your email into a new email and send it to your instructor. The subject of the email is "broken coffee maker".

Answer: The learner should identify and fix any errors, and then email the final version to their instructor.

Task 3: Open a new document on the word processing program of the computer. Read the "Complaint about a Car". Type out an email draft explaining the problem and asking for the damage to be fixed free of charge. Show the draft to your instructor.

Answer: A draft email might look like this:

Good Morning,

On Friday, I brought my car in for repairs. Unfortunately, I am now noticing scratches on the side of the car that were not there before I brought it in. Annie worked on my car and she has completed car repairs for me several

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times before. Can you please let me know when I can bring my car back to have the damage fixed? I do not think I should have to pay for these repairs since I believe the damage occurred at the shop on Friday.

Thank you.

Task 4: Review your draft email and check for spelling, grammar, accuracy of information. When you have made any corrections, copy and paste your email into a new email and send it to your instructor. The subject of the email is "new scratches on car".

Answer: The learner should identify and fix any errors, and then email the final version to their instructor.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low level inferences			
B2.2	uses a limited range of vocabulary and punctuation appropriate to the task			
	begins to select words and tone appropriate to the task			
	begins to organize writing to communicate effectively			
	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)			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
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			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
