Task Title: Make an Appointment

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 make an appointment over the phone.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Interact with others/B1.1

Materials Required:

- Calendar or digital calendar for learner to record appointment information
- Phone for mock phone call

Learner Information

Many businesses and services require you to make an appointment in advance.

You will be phoning a dental office to make an appointment. Your instructor will be the receptionist.

Work Sheet

Task 1: You need to have a sore tooth checked. Call the dentist's office and ask for an appointment on Thursday in the afternoon.

Answer: No written response required here.

Task completed: Yes: ☐

Task 2: Confirm the date and time with the dentist's receptionist.

Answer: No written response required here.

Task completed: Yes: ☐

Task 3: Record the appointment in your calendar, datebook or electronic scheduler.

Answer: No written response required here.

Task completed: Yes: ☐

Answers

The conversation with the learner will vary, but the learner should clearly ask for an appointment on Thursday (using the date), and give the reason for the appointment. They should then confirm the appointment information with you and record it accurately in their calendar.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B1.1	chooses appropriate language in exchanges with clearly defined purposes			
	participates in short, simple exchanges			
	speaks or signs clearly in a focused and organized way			
	repeats or questions to confirm understanding			

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

Learner Comments:

Instructor (print):

_____

Learner (print):

_____