OALCF Task Cover Sheet

Task Title: Understanding Completed Hotel Room Repair Cards

Learner Name:					
Date Started: Date Completed:					
Successful Completion: Yes No					
Goal Path: Employment ✓ Apprenticeship	Secondary School Post Secondary Independence				
Task Description:					
In this task set, a learner is asked to read a completed Hotel Room Repair Card to decide on repair work to be					
done in the hotel where they work in the Maintenance Department. Repair Cards are left in hotel rooms so					
that guests can report any repairs that are need	ded in rooms.				
Competencies:	Task Group(s):				
A: Find and Use Information	A1: Read continuous text				
B: Communicate Ideas and Information	A2: Interpret documents				
	B2: Write continuous text				
Level Indicators:					
A1.1: Read brief texts to locate specific details					
A2.1: Interpret very simple documents to locate specific details					
A2.2: Interpret simple documents to locate and connect information					
B2.1: Write brief texts to convey simple ideas and factual information					
Performance Descriptors: see chart on the last page					
Materials Required:					
Question or Task Sheet					
Filled In Hotel Room Repair Card					

Instructor Preparation: Review the tasks. Help the learner prepare with skill-building activities.

Task Title: Understanding Completed Hotel Room Repair Cards

In this task, you, the learner, work in the Maintenance Department at a hotel. Maintenance Workers must read and understand Hotel Room Repair Cards that have been filled in and submitted by guests. You use the information on the Repair Card to plan the repair work that must be completed in the hotel room.

Task 1: Where is a guest to put the completed Hotel Room Repair Card?

Task 2: Circle, underline or highlight the hotel room and date.

Task 3: Name the three items that need repair.

Task 4: What is the problem with the bathtub?

Task 5:What is wrong with the dresser?

Does the Room Need Any Repairs?

Dear Guest:

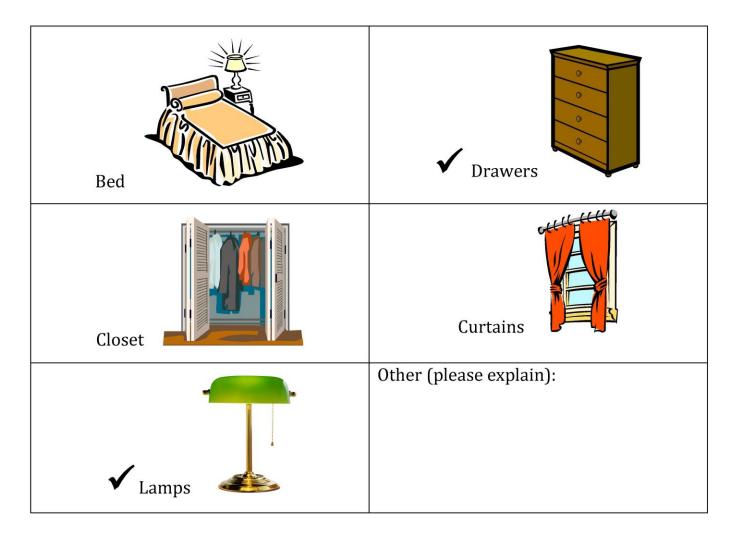
Our highest goal is to provide you with a high standard of service and quality. To help us meet our goal, please give us your comments about anything in the room that might be out of order or need our attention. Please hang this card on the outside of your hotel door. We will look after it. Thank you for helping us, Hotel Management

Room Number: 2315

Date: November 2, 2021

Check off any repairs that need to be done:





Comments:

Bathtub facet drips all the time! Bottom drawer is very sticky - hard to open & close. Lamp on desk is broken.

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			
	 follows simple, straightforward instructional texts 			
	 identifies the main idea in brief texts 			
A2.1	scans to locate specific details			
	interprets brief text and common symbols			
	locates specific details in simple documents, such as labels and			
	signs			
	 identifies how lists are organized (e.g. sequential, chronological, alphabetical) 			
	requires support to identify sources and to evaluate and			
	integrate information			
A2.2	 performs limited searches using one or two search criteria 			
	 extracts information from tables and forms 			
	uses layout to locate information			
	makes connections between parts of documents			
	makes low-level inferences			
B2.1	writes simple texts to request, remind, or inform			
	conveys simple ideas and factual information			
	demonstrates a limited understanding of sequence			
	 uses sentence structure, upper and lower case, and basic punctuation 			
	uses highly familiar vocabulary			

Learner Comments

Instructor (print)

Learner Signature