

Task Title: Make an Appointment

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**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):

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**