

OALCF Task Cover Sheet

Task Title: Completing a Hotel Room Repair Card

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ___ No ___	
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship ___ Secondary School ___ Post Secondary ___ Independence <input checked="" type="checkbox"/>	
Task Description: In this task set, a learner is asked to fill in a Hotel Room Repair Card. Repair Cards are left in hotel rooms so that guests can report any repairs that are needed in rooms. This task is in the employment path because workers in the hotel need to know the experience of the guests in filling out these forms.	
Competencies: A: Find and Use Information B: Communicate Ideas and Information	Task Group(s): A1: Read continuous text A2: Interpret documents B2: Write continuous text B3: Complete and create documents
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 B3.1a: Make straightforward entries to complete very simple documents B3.2a: Use layout to determine where to make entries in simple documents	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none">• Question or Task Sheet• Hotel Room Repair Card - attached	

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

Task Title: Completing a Hotel Room Repair Card

In this task, you are staying overnight in a hotel room as part of a business trip for your workplace. You are staying in Room 2315 on November 2, 2012. As a guest, you notice three problems in the room:

- the lamp on the desk is not working
- the bathtub facet drips with water even when turned off
- the bottom drawer in the dresser is very sticky making it difficult to slide in and out

The Hotel Room Repair Card is used to report problems to hotel management.

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

Task 2: Enter the room number and date on the Repair Card.

Task 3: On the Repair Card, check off the three things in the room that need repair.

Task 4: Complete the Comments section giving details of the three problems.

Does the Room Needs 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: _____

Date: _____

Check off any repairs that need to be done:

<p>TV</p> 	<p>Light Bulbs</p> 
<p>Telephone</p> 	<p>Heating or Air Conditioning</p> 
<p>Toilet</p> 	<p>Sink</p> 
<p>Bathtub</p> 	<p>Shower</p> 

<p>Bed</p> 	<p>Drawers</p> 
<p>Closet</p> 	<p>Curtains</p> 
<p>Lamps</p> 	<p>Other (please explain):</p>

Comments:

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Answer Key

Task 1: the completed card needs to be hung on the outside of the room door









Tasks 2-4: see picture

Does the Room Needs 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, 2012

Check off any repairs that need to be done:

 TV	 Light Bulbs
 Telephone	 Heating or Air Conditioning
 Toilet	 Sink
<input checked="" type="checkbox"/> Bathtub 	 Shower
 Bed	<input checked="" type="checkbox"/> Drawers 
 Closet	 Curtains
<input checked="" type="checkbox"/> Lamps 	Other (please explain):

Comments:

Bathtub facet drips all the time!

Bottom drawer is very sticky - hard to open & close.

Lamp on desk is broken.

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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	<ul style="list-style-type: none"> reads short texts to locate a single piece of information 			
	<ul style="list-style-type: none"> decodes words and makes meaning of sentences in a single text 			
	<ul style="list-style-type: none"> follows the sequence of events in straightforward chronological texts 			
	<ul style="list-style-type: none"> follow simple, straightforward instructional texts 			
	<ul style="list-style-type: none"> identifies the main idea in brief texts 			
A2.1	<ul style="list-style-type: none"> scans to locate specific details 			
	<ul style="list-style-type: none"> interprets brief text and common symbols 			
	<ul style="list-style-type: none"> locates specific details in simple documents, such as labels and signs 			
	<ul style="list-style-type: none"> identifies how lists are organized (e.g. sequential, chronological, alphabetical) 			
	<ul style="list-style-type: none"> requires support to identify sources and to evaluate and integrate information 			
A2.2	<ul style="list-style-type: none"> performs limited searches using one or two search criteria 			
	<ul style="list-style-type: none"> extracts information from tables and forms 			
	<ul style="list-style-type: none"> uses layout to locate information 			
	<ul style="list-style-type: none"> makes connections between parts of documents 			
	<ul style="list-style-type: none"> makes low-level inferences 			
B2.1	<ul style="list-style-type: none"> writes simple texts to request, remind or inform 			
	<ul style="list-style-type: none"> conveys simple ideas and factual information 			
	<ul style="list-style-type: none"> demonstrates a limited understanding of sequence 			
	<ul style="list-style-type: none"> uses sentence structure, upper and lower case and basic punctuation 			
	<ul style="list-style-type: none"> uses highly familiar vocabulary 			

B3.1a	<ul style="list-style-type: none"> • makes a direct match between what is requested and what is entered 			
	<ul style="list-style-type: none"> • makes entries using familiar vocabulary 			
B3.2a	<ul style="list-style-type: none"> • uses layout to determine where to make entries 			
	<ul style="list-style-type: none"> • begins to make some inferences to decide what information is needed, where and how to enter the information 			
	<ul style="list-style-type: none"> • makes entries using a limited range of vocabulary 			
	<ul style="list-style-type: none"> • follows instructions on documents 			

This task: was successfully completed___ needs to be tried again___

Learner Comments

Instructor (print)

Learner Signature