

Client's Booklet: Writing Level 1



Candidate's Name: _____

Date of Assessment: _____

Assessment Location: _____

Assessor's Name: _____

Introduction

Writing is the ability to communicate a thought or idea by arranging words, numbers and symbols - whether on paper or on a computer. Writing skills are used in every job and in many aspects of life (e.g. writing memos, emails, letters and greeting cards).



You are about to complete a needs assessment for **Writing, Level 1**. This is not a test – it is an opportunity to help identify your writing skills strengths and areas you may want to consider improving. This information will help you to make decisions about job skills training and job searches.

Instructions

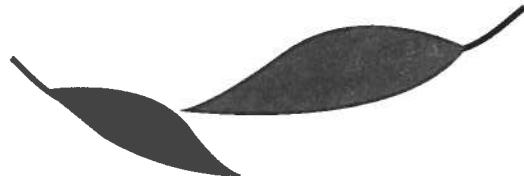
1. You will have an assessor present with you (i.e. an employment or career counsellor) while you complete the assessment. **Feel free to ask your assessor questions at any time.**
2. Each assessment question in this booklet describes a typical workplace task that shows how writing skills are used in different jobs in Canada.
3. All tasks in this assessment are in open answer format – there will be a space provided after each question for you to write out your answer. There is no set length but some questions will suggest that your answer be “short” or “between 1 and 2 sentences”. If you require more room for your answers, there are extra pages at the end of the assessment booklet.
4. If you have difficulty answering a question, you can move on to the next task and return to it later.
5. Take your time to complete the questions – there is no set time limit.
6. You can take a break at any point during the assessment. You can also choose to stop the assessment and have the option to re-schedule for another time.
7. Once you have completed all the questions, or as many questions as you can, your assessor will review them with you.

Here is a sample question to help familiarize you with the assessment format:

A tour guide has run out of *BC Forest* pamphlets to give to tour participants. Write a short note (about 1 or 2 sentences in length) to the office assistant requesting more pamphlets.

Answer:

Please order more pamphlets on the BC forests since we are out of them.



Question 1:

Mary, an office clerk mailed an invoice to a client named Dave Simpson on January 31, 2011. The client's invoice number is 8012976. Mary needs to send an email to her co-worker in the accounting department to confirm that the invoice has been paid. In the space below, write a short email to the co-worker.



Question 2:

A cooking assistant notices that the storage room is almost out of garlic, potatoes and lettuce. The assistant needs to write a note to the head chef to ask him to order these items as soon as possible. In the space below, write a short note to the head chef.

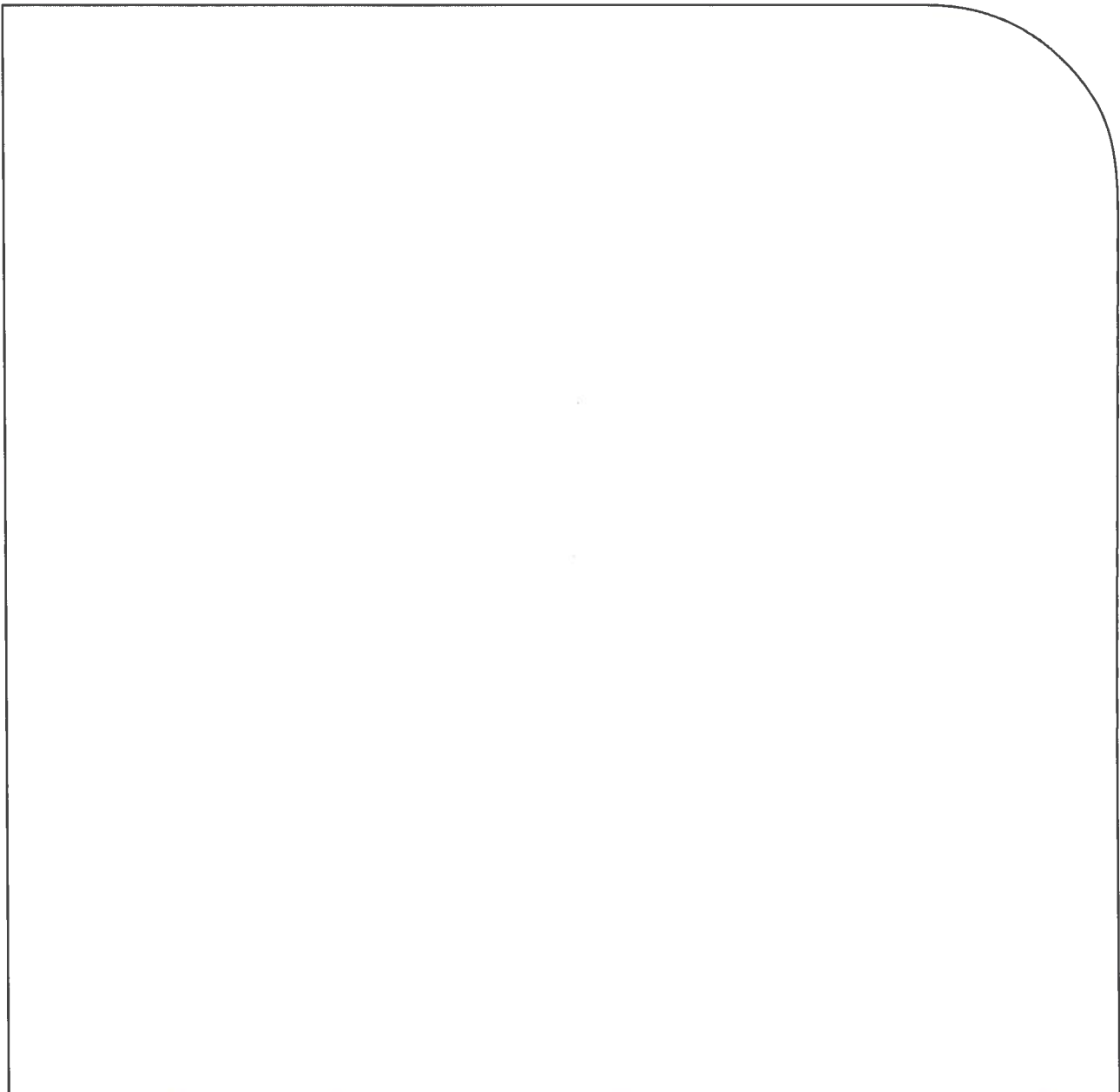


Question 3:

A hotel front desk clerk listens to the following voice mail from a potential guest:

*“Good morning, I would like to make a reservation for November 23rd.
My name is Robert Carlisle and you can reach me at (243)122-2312.
Thank you.”*

The clerk's shift is ending and must leave a note for the clerk on the next shift about the voicemail. Write a short note with the information the clerk will need to follow-up on the reservation request.



Question 4:

A printing machine operator receives a phone call from a client who wants to make a change to his print order. The client's original order was for 300 colour copies, but now wants to print 100 in colour and 200 in black and white. The operator must write a note on the order form to explain the change. Use the "Additional Information" section of the order form to explain the new printing request (your answer should be no more than 2 or 3 sentences).

| Zoom Printing Order Form | |
|---------------------------------------|--------------------------------|
| Document number: | <i>56-2007</i> |
| Customer Name: | <i>Jerry Wilson</i> |
| Company Name: | <i>Wakefield Distributing</i> |
| Phone Number: | <i>705-555-1234</i> |
| Job Details: | <i>Print 300 colour copies</i> |
| Pick-up date: | <i>June 13th, 8 a.m.</i> |
| <u><i>Additional information:</i></u> | |
| | |

Question 5:

A server at a restaurant is taking a customer's order. The customer would like 2 eggs with bacon and white bread, toasted without butter. The customer wants the eggs scrambled and the bacon very well done. Use the order slip below to write the customer's order so that it will be easy for the cook to understand.

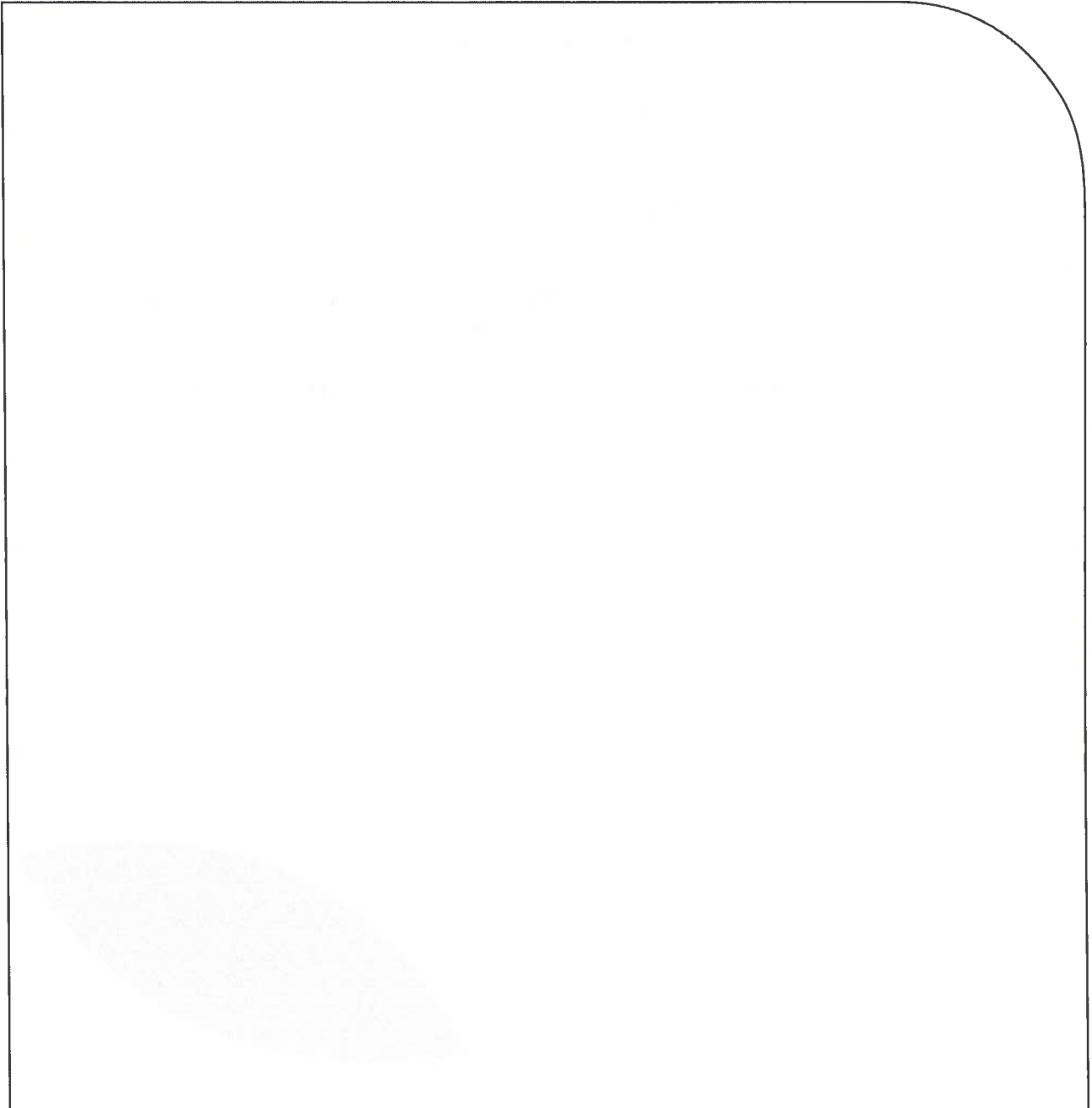
| Kitchen Order Slip | |
|---------------------------|----------------------------------|
| Server: <i>Sara</i> | Time submitted: <i>9:05 a.m.</i> |
| | |



Question 6:

Bob, a receptionist at a travel agency, receives a phone call from a client named Darryl Cross. Mr. Cross informs the receptionist that he will have to cancel his trip scheduled for January 12 because of a family emergency. Mr. Cross informs the receptionist that his travel reference number is 5684BTX.

The receptionist must write a note to Jane, the agent responsible for Mr. Cross's travel arrangements, to inform her about the cancellation. Use the space below to write a note to Jane (the note should be about 1 or 2 sentences long).



Question 7:

A mail carrier reads a note from her supervisor about a change to her regular mail delivery route.

Good morning,

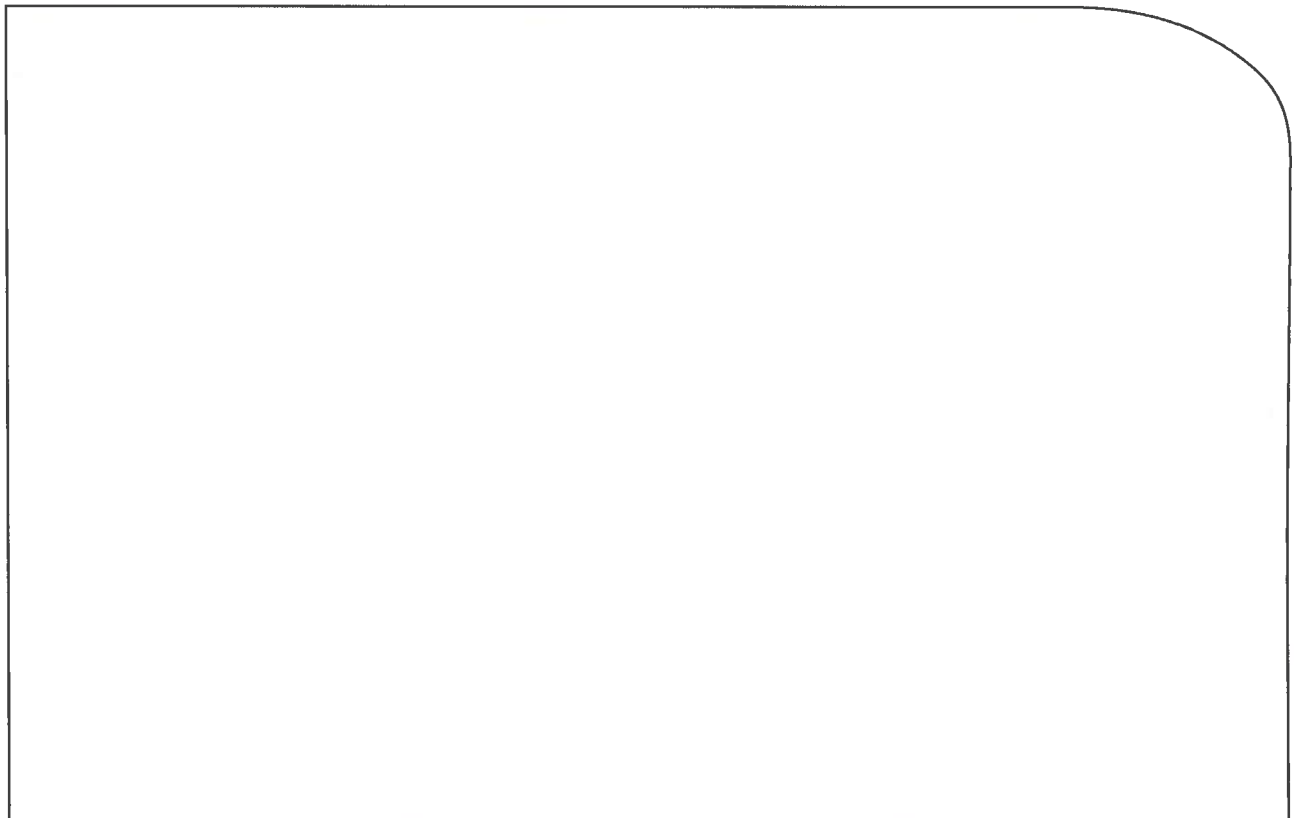
As of today, please add the Harvest Manor retirement residence to your delivery route. The Harvest Manor is located directly across the street from the Mansfield Arms apartment. If you have any questions, feel free to drop by my office to discuss. Thanks.

Ed

This is the mail carrier's regular route plan:

- *Walk north on James Street until you reach Bailey Street.*
- *Turn left on Bailey Street and deliver to the "Mansfield Arms" apartment building.*
- *Turn left onto Springland Drive and deliver to the Cedar Woods apartment building.*

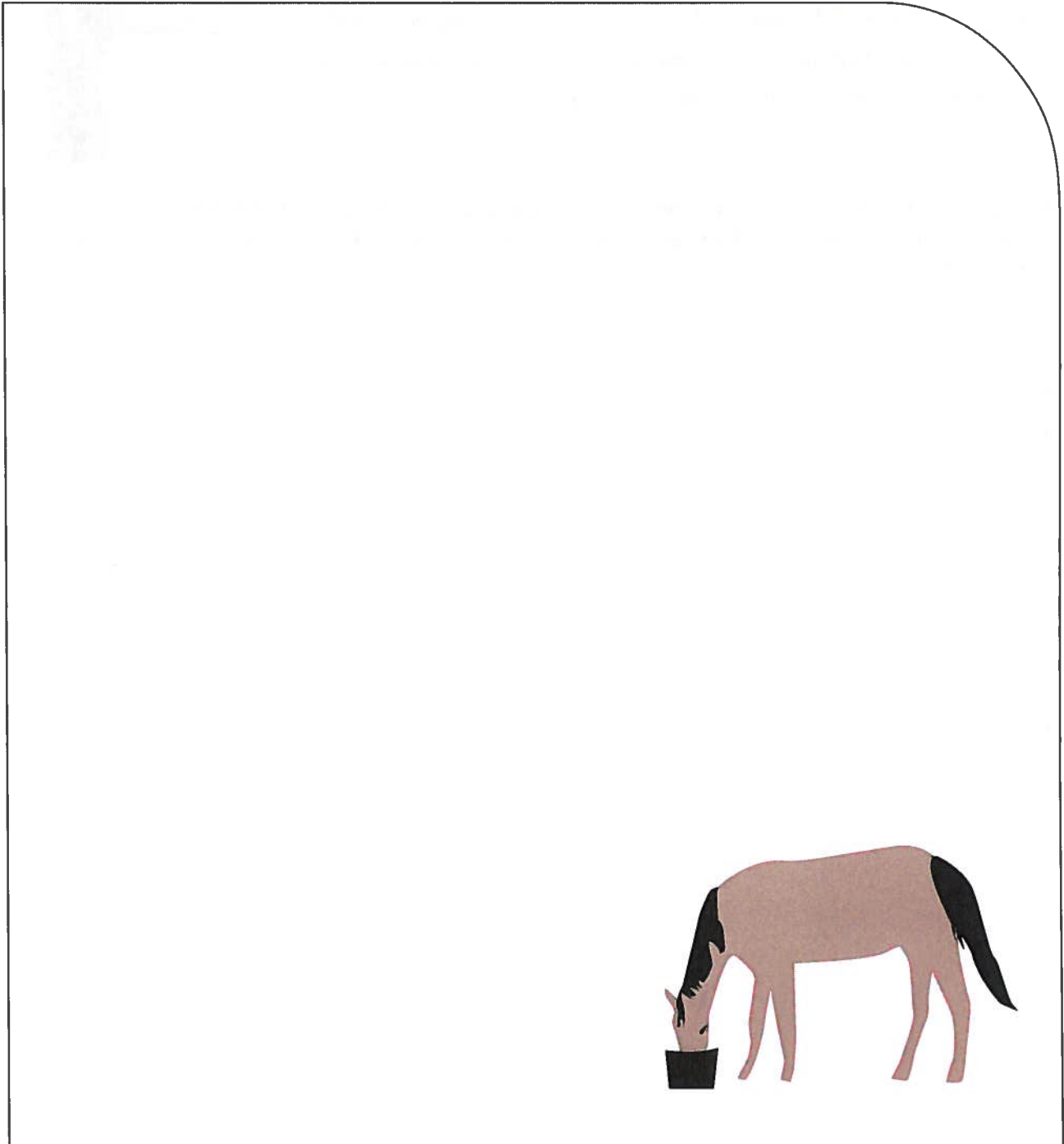
Re-write the mail route for the carrier so that it includes the Harvest Manor retirement residence.



Question 8:

A ranch hand is going on a two week holiday and needs to leave a note for a co-worker who will be taking over some of her duties while she is away. One of the worker's daily tasks is mixing the feed for the horses. She mixes 3 parts soybean meal with 4 parts corn and 1 part nutrition mix. The mixture should never be changed because it could cause digestion problems for the horses.

Write a short note below to instruct the co-worker on how to feed the horses.



Question 9:

A gardener will be transplanting a small tree tomorrow and reviews his notes to see what supplies he will need for the job:

First, dig around the roots of the tree with a shovel and then wrap them in a burlap sack and tie it with twine. Then, move the tree to its new spot using a wheelbarrow. Next, dig a hole a bit bigger than the root ball and place the wrapped tree in the hole. Put compost around the ball and water it gently using a watering can.

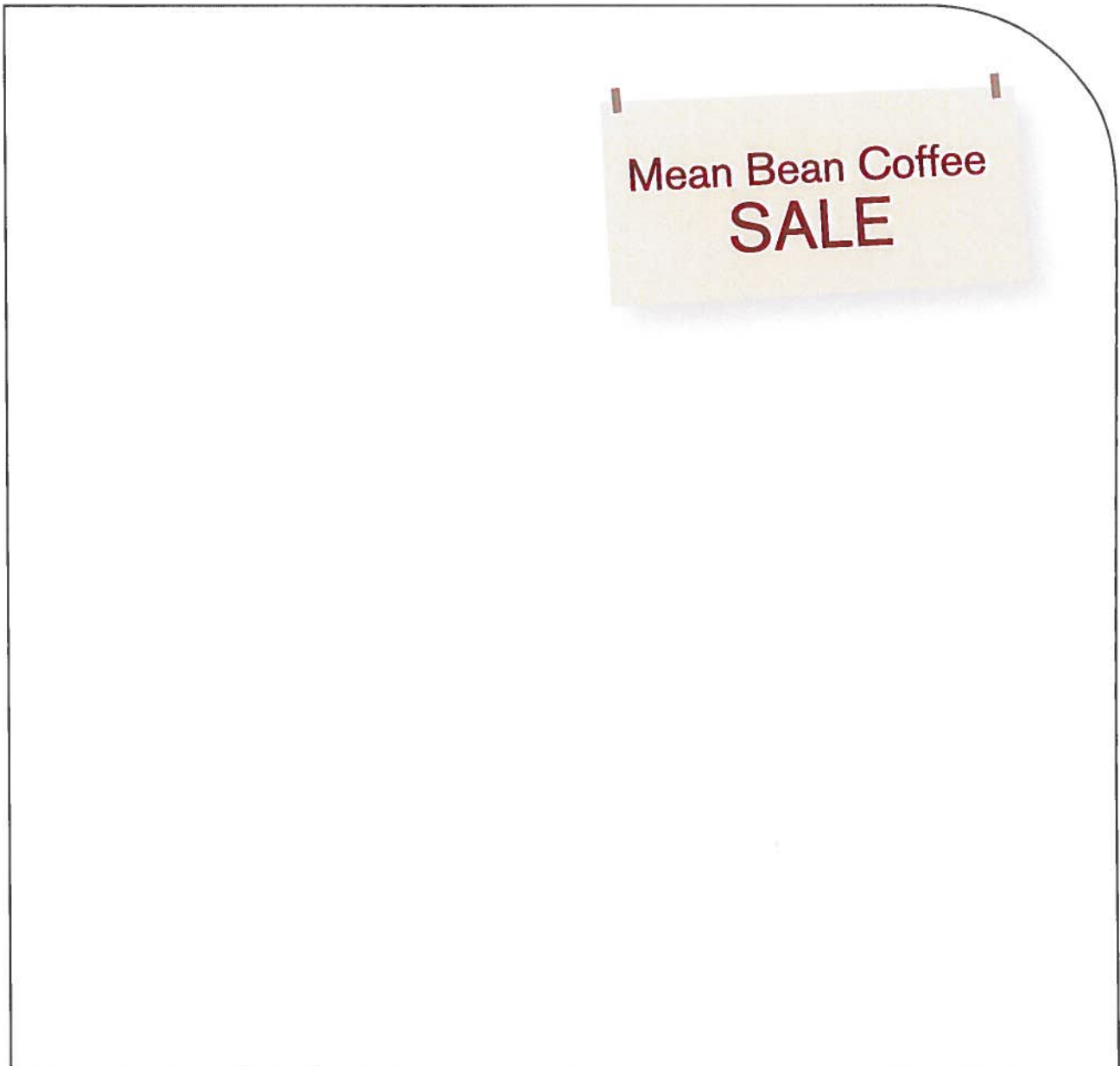


The gardener needs to write a brief note to the warehouse helper to ask him to prepare all the necessary supplies and have them ready by 9:00 a.m. tomorrow. Please write a short note in the space below.

Question 10:

A cashier at a grocery store is approached by a customer with a complaint. The customer explains that she has visited the store three times this week to purchase some Mean Bean Coffee and all three times she has been told that the product is sold out. The coffee has been advertised as "on sale" in the store window all week and the customer is frustrated that it is not available. She wants the supervisor to be told so that more coffee can be ordered for when she visits next week, and expects to pay the sale price.

The cashier needs to write a short note to the supervisor to report the customer's complaint. Write the note to the supervisor.



Mean Bean Coffee
SALE

Notes:



