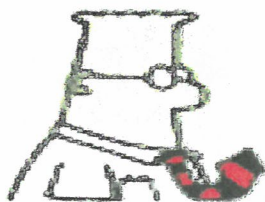


WORK READ

BOOKLET 1



By completing this booklet you will demonstrate the following skills:

- Read relatively short texts to locate a single piece of information
- Follow simple written instructions
- Read simple text to locate multiple pieces of information
- Read text in the form of bulletins, notes, letters, and memos
- Read to locate relevant information

ACTIVITY

Fire Drill Notice

Document: 4.01
Level: 1
Skill: Reading
Sector: All

Instructions: Read the Fire Drill notice and answer the questions below.

1. Who should read the notice?

2. On what date is the fire drill?

3. At what time will the drill be finished?

4. What should employees do if they hear the fire alarm?

Vocabulary:

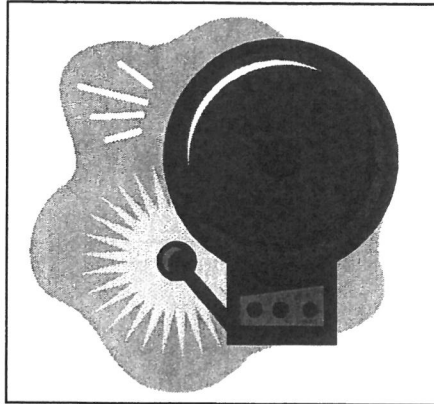
- Drill

- Advised

- Comply

- Procedures

FIRE DRILL



BE ADVISED THAT WE WILL BE HOLDING A FIRE DRILL ON THE MORNING OF THURSDAY OCT 30th.

IF YOU ARE IN THE BUILDING, PLEASE COMPLY WITH OUR FIRE PROCEDURES.

THE DRILL WILL BE COMPLETED BY 8:30 AM.

ACTIVITY

Employee Meeting Notice

Document: 4.07
Level: 1
Skill: Reading, Time
Sector: Manufacturing

Instructions: Read the Employee Meeting notice and answer the questions below.

1. Who should read the notice?

2. Who wrote the notice?

3. What is the date of the meeting?

4. Write the time and location of the meeting for the employees working the following shifts. The first one has been completed as an example.

	Shift	Time	Location
EX	<i>Midnight</i>	<i>07:00</i>	<i>Conference Room</i>
a)			
b)			
c)			

The manufacturing sector often uses the 24-hour clock to avoid confusion between morning and afternoon clock readings.

5. Convert the following times from 24-hour clock readings to 12-hour clock readings.

a) 14:00 _____ b) 15:00 _____ c) 19:00 _____

6. Convert the following times from 12-hour clock readings to 24-hour clock readings.

a) 1:00 PM _____ b) 4:00 PM _____ c) 10:00 PM _____

NOTICE

TO: ALL EMPLOYEES

FROM: Carrie Brock

DATE: November 15, 2002

SUBJECT: NOVEMBER EMPLOYEE MEETING

The November employee meeting is scheduled for Thursday, November 25.

Midnight Shift: 07:00 in the Conference room above Systems Dept.

Distribution Centre: 09:00 in the Distribution Centre

Day Shift: 14:00 in the North Cafeteria

Afternoon Shift: 15:00 in the North Cafeteria

ACTIVITY

New Hours Notice

Document: 4.09
Level: 1
Skill: Reading
Sector: All

Instructions: Read the New Hours notice and answer the questions below.

1. On what date do office hours change to 8:00 to 4:30?

2. On what date do office hours change to 9:00 to 5:30?

3. Until what date will office hours be 9:00 to 5:30?

4. In June, 2002, at what time will the office open?

5. In January, 2003, at what time will the office close?

Vocabulary:

• Re: _____

• Effective _____

ROYAL TOURS UNLIMITED

RE: NEW HOURS

Effective March 21, 2002 to September 20, 2002, office hours will be 8:00 AM to 4:30 PM.

Effective September 21, 2002 to March 20, 2003, office hours will be 9:00 AM to 5:30 PM.

ACTIVITY

Shutdown Notice

Document: 4.10
Level: 1
Skill: Reading
Sector: All

Instructions: Read the Shutdown notice and answer the questions below.

1. Why is there a shutdown at Standard Sheet Metal?

2. On what date will the shutdown begin?

3. At what time will employees report for work on January 5?

4. For how many days will Standard Sheet Metal be shut down?

5. Which two departments of Standard Sheet Metal will be shut down?

Standard Sheet Metal Products

HOLIDAY SHUTDOWN

The main plant and truck shop will be closed from December 22, 4:00 PM to January 5, 7:00 AM.

Have a safe and happy holiday.

ACTIVITY

No Smoking Notice

Document: 4.12
Level: 1
Skill: Reading
Sector: All

Instructions: Read the No Smoking notice and answer the questions below.

1. Where may employees now smoke?

2. Where did employees smoke prior to the notice?

3. What date does the change go into effect?

4. Where is the East parking lot located?

5. What other information in the posting should the reader note?

POSTING DATE: 12/12/02



Effective immediately, employees may no longer smoke in the North parking lot or in front of the building. Any employee wishing to smoke must use the East parking lot (beside the cafeteria).

In order to keep the smoking area clean, please use the ashtrays which have been installed at the East parking lot.

Thank you for your cooperation.

ACTIVITY

New Employee Notice

Document: 4.14
Level: 1
Skill: Reading
Sector: All

Instructions: Read the New Employee notice and answer the questions below.

1. Who should read the notice?

2. Who wrote the notice?

3. What is the name of the new employee mentioned in the notice?

4. What position will the new employee hold?

5. Where will the new employee work?

6. When will staff meet the new employee?

Harvest Markets

NOTICE

Posted: October 28, 2002
To: All Staff
From: Katherine Brady, Store Manager
Re: New hire

I am pleased to announce that Sarah Smythe has been hired as Assistant Store Manager at our Hamilton Harvest Markets location. Sarah is an experienced baker and has extensive retail experience.

Sarah will be introduced to staff at the Staff Meeting on November 2. We look forward to having her on our team!

Kathy

ACTIVITY

Meeting Changes Memo

Document: 4.21
Level: 1
Skill: Reading
Sector: All

Instructions: Read the Meeting Changes memo and answer the questions below.

1. Who should read the memo?

2. Who wrote the memo?

3. On what date was the memo written?

Use the calendar below to answer the following questions.

NOVEMBER 2002						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

4. On what day of the week was the original meeting scheduled?

5. Circle the new date of the employee meeting on the calendar.

6. What other change to the meeting should employees note?

MEMORANDUM

To: All Employees
From: Caine Brecken
Date: November 21, 2002
Subject: Changes to Meeting Date

Please note that the Employee Meeting scheduled for November 22 has been changed to November 25.

Also note that the day shift and midnight shift meetings have been moved to the South Cafeteria.

Caine Brecken



ACTIVITY

Reporting Absence Memo

Instructions: Read the Reporting Absence memo and answer the questions below.

1. What is Craig O'Donnel's position at Graphics Etc.?

2. Who should read the memo?

3. Ray, a Graphics Etc. employee, wakes up feeling ill. He is unable to go to work.

a) Who should he speak with?

b) When should he call?

4. If Ray does not call in to report an absence, what will happen as a result?

5. What other situation is addressed in this memo?

Graphics Etc.

Memorandum

To: All Employees
From: Craig O'Donnell, Manager
Date: December 14, 2002

1. If for any reason, you must be late for your shift or are not going to be able to come in for your shift, **you must telephone Graphics Etc.** before the start of your shift and **you must speak to your supervisor or Craig O'Donnell.**
2. If you volunteer to work overtime on a Saturday, then you must show up for work.

Failure to do either of the above will result in a three (3) day suspension without pay.



ACTIVITY

Email Message

Instructions: Read the Email message and answer the questions below.

1. How many recipients was the message sent to?

2. What document accompanies the message?

3. Who should contact Anita?

4. What change does Veronica want employees to note?

5. As an employee of Close Call, you read the schedule and realize you cannot work June 14. Write an email message to Anita in the space below to tell her this.

To:
From:
Date:
Re:

Follow-up Activity

Compose the above email message on the computer using appropriate software.

VERONICA IBANEZ

From: "Veronica Ibanez" vibanez@closecall.com
To: "r_damean@power.ca;gisele.finkel@house.com;chu34@freemail.com"
Date: June 9, 09:03 AM
Subject: RE: schedule
Attach: sched.xls

Attached please find a schedule for the weeks of June 13 to 17, and 20 to 24. Should you be unable to work a shift you're scheduled for, please contact Anita at amastro@closecall.com before noon tomorrow.

Also, note that the staff meeting originally scheduled for Wednesday 4:00 has been postponed to 4:30.

Veronica Ibanez
Customer Service Supervisor
Tel. 905-555-6767

ACTIVITY

Email Message

Instructions: Read the Email message and answer the questions below.

1. Who wrote the email message?

2. What is the purpose of the email message?

3. If Bonnie received the email immediately, how long does she have to respond?

4. What two pieces of information should Bonnie include in her response?

5. On a separate piece of paper, write a response to the email message.

6. What will Raymond do once he receives the response?

Vocabulary: Email messages often use standard and non-standard abbreviations to shorten text. Write the full word beside the abbreviation.

- Re: _____
- Pls _____
- Mtg _____
- Thks _____
- Thurs _____

RAYMOND CHARLES

From: "Raymond Chales"
To: "Bonnie Strachan" <strachanb@billings.com>
Date: September 21, 2002 01:35 PM
Subject: RE: meeting arrangements

Hi Bonnie

Hope you're doing well. Could you pls let me know whether next Thurs Sept 28 is OK for a dept mtg.

Possible start times are 10 or 10:30. Mtg should last abt 1 1/2 hours so I don't want to start too late in the AM.

Pls get back to me before 5 today so I can send around a memo.

Thks,

Ray

ACTIVITY

Service Order

Document: 4.52
Level: 1-2
Skill: Reading
Sector: All



Instructions: Read the Close Call service order and answer the questions below.

1. What is the customer's name?

2. What telephone number will receive the bill for the new service?

3. What is the Close Call employee's name responsible for the work order?

4. On what date did the customer order the service?

5. What type of service did the customer order?

6. What other types of service can be requested with this form?

7. Was work completed within customer's requested timelines?

Extension Activity

Complete a fax to the customer service representative requesting that the bill be sent to a different number: 705-555-5678. Use blank fax cover # 4.44.

CLOSE CALL SERVICE ORDER

Service Rep: Ray Bethel
 Phone: 905-555-8768
 Fax: 905-555-3330
 Requisition No.: 01-880543

PETERBOROUGH

Department:	Business	Order Date:	July 30
Location:	49 York St	Req. Completion Date:	August 2
Main Contact:	Helena Schmidt	Bill To Phone #:	705-555-7632
Phone #:	705-555-5678		
Description of Service Order:	<input checked="" type="checkbox"/> Add	<input type="checkbox"/> Move	<input type="checkbox"/> Disconnect <input type="checkbox"/> Program

Extension #	Service Requested
n/a	Add long distance services to home business line as above: 705-555-5678

Service Order #: H3625
Labour: \$75.00 + GST
Outright Sale: n/a
Other:
Total: \$80.25

Remarks:

 New service to be installed by 08/03/02. Phone customer day of intended installation.

