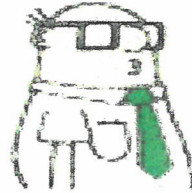


# WORK READ

## BOOKLET 2



By completing this booklet you will demonstrate the following skills:

- Read text with at least one paragraph
- Read more complex texts to locate single pieces of information
- Read text to make low-level inferences
- Identify relevant and irrelevant information
- Scan for specific information

## ACTIVITY

### Summer Student Posting

**Instructions:** Read the Summer Student posting and answer the questions below.

1. How many summer students does Bright Ideas wish to hire?

---

2. What will summer students do while employed at Bright Ideas?

---

3. What should applicants submit to the Human Resources Department?

---

4. What is the last date for applicants to submit an application?

---

5. Why has Bright Ideas put up this notice in its building?

---

#### Vocabulary:

• Vacancies

---

• Enrolled

---

• Recognized

---

• Assigned

---



Bright ideas  
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## PLEASE POST

**March 30, 2002**

Date Posted: March 29, 2002

Date to be Removed: April 15, 2002

Name of Position: Summer Student

Number of vacancies: 2

The candidate must be a full-time student enrolled in a recognized University or College and have successfully completed their first year.

Applicants will be assigned to a special project for the summer.

If you know anyone who would qualify for this position, please forward a resume to the Human Resources Department on or before the removal date stated above.

Don Reisman,  
General Manager

## ACTIVITY

### Employee Survey Notice

**Instructions:** Read the Employee Survey notice and answer the questions below.

1. Who is asked to participate in the Quality of Life survey at Dolmin Steel?

---

2. How many stages does the survey consist of?

---

3. What is the first stage of the Quality of Life survey?

---

4. Who will conduct interviews with Dolmin Steel employees?

---

5. How will they choose the employees they will interview?

---

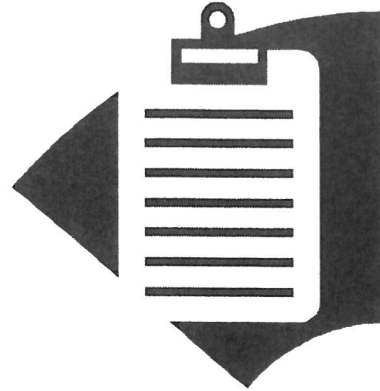
#### Vocabulary:

- Survey \_\_\_\_\_
- Questionnaire \_\_\_\_\_
- Randomly \_\_\_\_\_
- Anonymous \_\_\_\_\_

**For  
Discussion**

- What types of questions do you think would be on a “Quality of Life” survey?
- Why would an employer administer a “Quality of Life” survey?

# EMPLOYEE SURVEY



The second Quality of Life survey will be held at Dolmin on September 6, 2002. All full-time employees are encouraged to participate.

The first stage of the survey will consist of a questionnaire, which supervisors will be distributing in team meetings on September 6. The second stage of the survey will involve one-on-one interviews with trained Human Resources Staff from Head Office. Approximately 50 employees will be randomly chosen to participate in the interviews. All surveys and interviews will be anonymous.

We value your opinion and look forward to your participation.

## ACTIVITY

### Safety Audit Notice

**Instructions:** Read the Safety Audit notice and answer the questions below.

1. Who should read the notice?

---

2. On what date will the safety audit be held?

---

3. Who will be conducting the audit?

---

4. Why is the audit being conducted?

---

5. What will happen if the auditors detect the need for safety improvements?

---

6. How long after the audit will its results be known to employees?

---

#### Vocabulary:

- Audit \_\_\_\_\_
- Conduct \_\_\_\_\_
- Regulations \_\_\_\_\_

**For Discussion**

- What might auditors be looking for during a safety audit?

# SAFETY AUDIT

Date: October 16, 2002  
Re: Safety Audit  
To: Warehouse employees  
From: Bill Graveson, General Manager

A safety audit will be conducted on October 23, 2002, according to Quality and Safety Standards regulations. Wheeler's Health and Safety committee members will be conducting the audit in preparation for a larger scale audit scheduled to take place in November. Consider this audit a "trial run", helping us to see what improvements we need to make in order to be ready for the November audit. Safety audit results will be provided at the warehouse department meeting on October 27.

Should you have any questions or concerns, please express them to your department supervisor.

## ACTIVITY

### Insurance Provider Notice

**Instructions:** Read the Insurance Provider notice and answer the questions below.

1. Who was Harvest Markets' insurance provider prior to February 1, 2002?

---

2. Who is the new health benefits provider?

---

3. Why did Harvest Markets change its insurance provider?

---

4. How will employees learn about the new insurance plan?

---

5. Who should employees speak with if they have any questions?

---

### Vocabulary

• Competitive pricing

---

• Compensation levels

---

• Fee structures

---

• Deductibles

---

## Harvest Markets

---

As of February 1, 2002, Assura will no longer be the health benefits provider to Harvest Markets.

The new provider, General Life, has over 80 years experience in the business, and has offered us more competitive pricing. All benefits and compensation levels remain the same.

Employees will be receiving General Life's detailed information package, including fee structures and deductibles, with their next paycheque.

Inquiries can be made to Jane at Head Office. She can be reached at 613-555-9900.

# ACTIVITY

## Plant Shutdown Memo

**Instructions:** Read the Plant Shutdown memo and answer the questions below.

1. Who should read the memo?

---

2. Which department issued the memo?

---

3. In what month was the memo written?

---

4. Which manufacturing plants will be shut down?

---

5. How long will the shut down last?

---

6. Which employees will continue to work during the shutdown?

---

7. What is Catrina Vandenhoff's position at Reid Windows?

---



o What is the role of employees in the Human Resources Department?

# Memo

To: All Plant Employees

From: Human Resources

Date: 04/27/02

Re: Plant Shutdown

Please note that the Oshawa, London, and Hamilton manufacturing sites of Reid Windows will be shut down for two weeks between July 15 and August 2, 2002. All maintenance crews will be working during the shutdown period for general and yearly machine maintenance. The office will remain open during the shutdown.

Catrina Vandenhoff,  
Assistant Manager, Human Resources



## ACTIVITY

### Bereavement Leave Memo

**Instructions:** Read the Bereavement Leave memo and answer the questions below.

1. How long is Bright Ideas' bereavement leave for:

a) an employee's parent

---

b) an employee's grandparent

---

c) an employee's husband

---

2. How has Bright Ideas' bereavement leave changed?

---

---

3. On what date does the new policy take effect?

---

4. Who wrote the memo?

---

#### Vocabulary:

• Effective \_\_\_\_\_

• Immediately \_\_\_\_\_

• Extend \_\_\_\_\_



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## MEMO

To: All Employees  
From: Brian West, Plant Manager  
Date: August 9, 2002  
Subject: Bereavement Leave

In the past, Bright Ideas' Corporate Policy regarding a death in the family was as follows:  
3 days off with pay following the death of:

- natural parents
- natural brothers or sisters
- spouse
- children
- natural grandchildren

Please note that effective immediately, Bright Ideas will extend its Bereavement Leave to allow for 1 day off with pay following the death of:

- natural grandparents
- mother-in-law
- father-in-law

## ACTIVITY

### Training Course Memo

**Instructions:** Read the Training Course memo and answer the questions below.

1. What type of training is the company now offering?

---

2. When will the training classes be held?

---

3. Calculate the total hours of class time for the training.

---

4. How do employees sign up for the training?

---

5. John Alvarez, an employee of Graphics Etc., is interested in taking the training. Read the following statements and answer true or false according to information provided in the memo.

- a) John will not receive a training allowance for taking the classes. **T / F**
- b) John will receive a forklift license once the course is complete. **T / F**
- c) John will receive first consideration for future forklift driver positions at Graphics Etc. **T / F**
- d) John's application must be considered by Graphics Etc. before he is accepted to the training. **T / F**

6. Which three factors will be considered when the company selects participants for the training?

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

**For Discussion**

- o Many workplaces offer on-site training courses. Although training may not result in guaranteed promotions or pay increases, discuss the advantages of taking such courses.

# MEMORANDUM

To: All Employees  
From: Owen Castlemere  
Date: July 12, 2002  
Subject: Training Course

---

The Production Control department is offering an opportunity for you to learn how to drive a forklift truck. Classes will run Thursday afternoons 4:00 to 6:30 for ten weeks. Please indicate your interest to participate in one of these classes by placing your name, employee number, department and shift on the accompanying sign-up sheet.

Please note that all classes will be held after your work hours and you will not be paid for the time required to participate in the class. Additionally, participation in the class does not result in a forklift license being issued to you, nor does it guarantee you a future forklift driver's job.

Participants will be chosen based upon work record, previous experience and seniority.

Thank you,

Owen

## ACTIVITY

### Truck Servicing Memo

**Instructions:** Read the Truck Servicing memo and answer the questions below.

1. Why does Northtown Construction insist on regular truck servicing?

---

2. What type of trucks does the memo apply to?

---

3. How frequently must servicing be performed, according to the memo?

---

4. If a driver finds a problem with her truck 500 kilometres after servicing it, what should she do? Circle the correct answer.

- a) wait until the next scheduled servicing
- b) make a new appointment with the service department
- c) have a general tune-up and oil change

**Refer to the Servicing Schedule to answer the questions below.**

5. How often is the engine coolant replaced?

---

6. Which maintenance is performed at every servicing?

---

7. Which services are performed every 24,000 kilometres?

---

---

8. List all procedures which are performed at 78,000 kilometres.

---

# Northtown Construction Ltd.

## MEMORANDUM

To: All Pick-Up Drivers  
 From: Frank Perra, Truck Shop Service Manager  
 Date: March 1, 2002

To ensure that your truck runs smoothly and is kept in top shape, please arrange to have your truck serviced at the Northtown Truck Shop every 6,000 to 8,000 kilometres. This service will include a general tune-up and oil change. Preventative maintenance is mandatory and will keep the truck running longer and safer. If you feel that your truck needs servicing before the 6,000 km for any specific reason, please book your truck in sooner. When your truck is left at the Truck Shop for servicing, a spare truck will be given to you if needed. Treat your company truck as if it were your own!

### SERVICING SCHEDULE

<b>EMISSION CONTROL SERVICE</b>																
<b>kms (000)</b>	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96
Tune-Up	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Replace spark plugs								x								x
Replace air filter								x								x
Replace engine coolant							x						x			
<b>GENERAL MAINTENANCE</b>																
	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96
Check engine coolant, hoses and clamps								x								
Change automatic transmission fluid								x								
Inspect disc brake pads and rotors				x				x				x				x
Inspect brake linings and drums				x				x				x				x
Rotate tires				x				x				x				x

# ACTIVITY

## Departmental Notice Memo

**Instructions:** Read the Departmental notice memo and answer the questions below.

1. Who will receive this memo at Close Call?

---

2. What is the company-wide problem described in the memo?

---

3. Julie Roy, an employee of Close Call, was late for work 6 times in September and October, as well as on November 7 and 22. What will Close Call do about these incidents?

---

4. Julie was late again on December 6. What will likely happen as a result?

---

**For Discussion**

- How would you describe the tone of this memo? Why do you think this tone was used?
- What do you think might be involved in a “performance improvement plan” such as the one mentioned in the memo?

### Vocabulary:

- Performance standard \_\_\_\_\_
- Cease \_\_\_\_\_
- Diligently \_\_\_\_\_
- Prior to \_\_\_\_\_
- Approach \_\_\_\_\_
- Department-wide \_\_\_\_\_

## Memorandum

To: Customer Service Staff  
CC: Customer Service Supervisors  
From: Mary Thompson  
Date: 19/11/02  
Re: Departmental Notice

We have a department wide problem with lateness. Being late is below performance standards for the job and must cease.

Close Call has a specific way of dealing with performance improvement. Beginning November 25, 2002, we will be tracking lateness diligently. Any problems with lateness prior to November 25 will not be noted. However, any employee who continues to have a problem arriving for their shift on time will be asked to meet with me. If it continues to be a problem, we will begin a performance improvement plan, including notes in the employee's file.

Should you have any questions, please approach any of the management or supervisory team members.

*Mary*

## ACTIVITY

### Fire Extinguishers Memo

**Instructions:** Read the Fire Extinguishers memo and answer the questions below.

1. What is Bill Guinness' position at Wheeler Warehouse?

---

2. What should an employee do with an empty extinguisher?

---

3. What should an employee do with a half full extinguisher?

---

4. What will Bill Guinness do with the used extinguishers?

---

5. What information must an employee include in a report on using an extinguisher?

---

6. If an employee has any questions about what information to include in the report, what should he or she do?

---

7. Apart from supervisors and team leaders, who will receive a copy of the memo?

---

#### Vocabulary:

- Procedure \_\_\_\_\_
- Recharge \_\_\_\_\_
- Clarification \_\_\_\_\_
- Cooperation \_\_\_\_\_

## Health and Safety Memo

DATE: APRIL 25, 2002  
TO: ALL SUPERVISORS/TEAM LEADERS  
FROM: BILL GUINNESS, H&S COORDINATOR  
RE: RECHARGING FIRE EXTINGUISHERS

---

THE PROCEDURES FOR RECHARGING FIRE EXTINGUISHERS ARE AS FOLLOWS:

- After using the fire extinguisher, whether it is empty or not, you are instructed to return used extinguishers to Bill Guinness for immediate recharging.
- You are also instructed to write a report of the incident that caused the use of the fire extinguisher.

Should you need more clarification, do not hesitate to contact me.

Thank you for your cooperation,

*Bill*

cc: Mitch, Bob



## ACTIVITY

### Parking Memo

**Instructions:** Read the Parking memo and the diagram in order to answer the questions below.

1. Why has Kelly Fraser written the memo?

---

2. Where is the construction taking place?

---

3. Which parking lot is located to the rear of Foster's?

---

4. Which parking lot is on the west side of Foster's?

---

5. Where should employees park during the construction?

---

6. Which direction (North, South, East or West) does the front entrance of Foster's face?

---

7. By what date is construction expected to be completed?

---

8. Under normal conditions, Foster's provides 125 employee parking spaces. How many spaces are available during the repair period?

---

#### Vocabulary:

- Adjacent \_\_\_\_\_

# Memorandum

**TO:** ALL EMPLOYEES

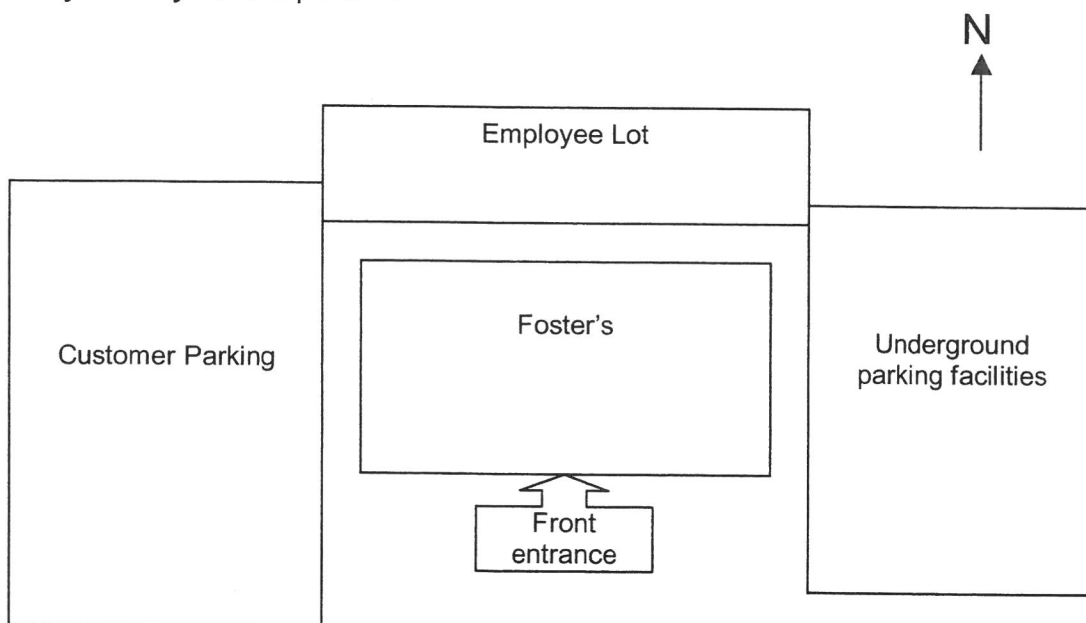
**From:** Kelly Fraser

**Date:** May 3, 2002

---

As many of you have noticed, the building property managers are doing major repairs to the parking lot behind the building. This has resulted in approximately 50 fewer spaces. Property Management assures me the construction will be completed within 5 days. In the meantime, please use the underground lot located adjacent to this building (see diagram below). If you park in Customer Parking, you may be towed.

Thank you for your cooperation.



## ACTIVITY

### Direct Deposit Memo

**Instructions:** Read the Direct Deposit memo and answer the questions below.

1. What is the purpose of the memo?

---

2. Who does the new direct deposit option apply to?

---

3. Kate is an hourly employee at Graphics Etc. She wishes to have her pay deposited directly to her savings account. What does she need to give the payroll department?

---

4. How will Kate know how much she was paid during a given payroll period?

---

5. Payday is Thursday at Graphics Etc. On what day should Kate contact the payroll department if she hasn't had her pay deposited?

---

6. Kate has a few more questions about direct deposit. Where can she get more information?

---

7. Which department might Cathy Stuart work in?

---

**For  
Discussion**

- o Many workplaces now offer direct deposit instead of distributing paycheques.
- o What are the advantages of such a system for the employee?
- o What are the advantages for the employer? What are the disadvantages?

# Graphics Etc.

To: Hourly Employees  
From: Cathy Stuart  
Date: May 3, 2002  
Re: Direct Deposit

The Payroll Department is now offering direct deposit for hourly payroll.

If you would like to have your cheques deposited directly into your bank account, you can arrange to do so by providing the following information:

- For deposit to a chequing account a cheque marked "void" is required.
- For deposit to a savings account, we will require the name, branch number and savings account number of your bank.

Employees who choose to take advantage of the direct deposit option will receive a statement of earnings and deductions in their company mailbox in the same manner as they would have previously received their cheque. Please remember that there is no guarantee that the money will be available in your bank account on your normal payday. Most often funds will be available in the normal manner, however, in some cases it has taken up to three business days to be able to access funds processed through direct deposit.

Please contact the Personnel Department if you wish to arrange for direct deposit or if you require further information.

# ACTIVITY

## Professional Development Agenda

Document: 4.32  
Level: 3  
Skill: Reading  
Sector: All

**Instructions: Read the Professional Development agenda and answer the questions below.**

1. What is the name of the company holding the professional development day?

---

2. Who will attend the event?

---

3. How many sessions have been scheduled for the day?

---

4. Name one or two job positions likely held by those attending the event.

---

5. What should attendees read before attending the event?

---

6. Who is the presenter at the session titled "On-Line Services"?

---

7. Which session(s) require audience participation?

---

**For  
Discussion**

- Roundtable discussions are frequently scheduled over the lunch period at conferences and one-day workshops. Discuss the merits of these discussions for participants and for the employer.
- During the Royal Tours roundtable discussions, one person from each group is expected to take notes. Discuss strategies for keeping the conversation on topic and for taking notes effectively during such a discussion.



**Royal Tours Unlimited**  
1800 Dundas Street West  
Mississauga, Ontario N1H 2D5  
Phone (905) 555-6738  
Toll-Free (800) TRA-VELL  
Fax (905) 555-7890

# AGENDA

**Professional Development Day**  
**September 10, 2002**  
**9:00 a.m. – 5:00 p.m.**

**Attendees:** All employees

**Prior Reading:** Travel 2003; Technology and the Travel Industry

All sessions held in Cedar Room

<b>9:00 a.m. – 10:00 a.m.</b>	<b>Introduction</b> Continental Breakfast Introductory Remarks: Dan Andrews, General Manager
<b>10:00 a.m.- 12:00 noon</b>	<b>On-Line Services</b> New products and services: Gillian Strong
<b>12:00 – 1:00</b>	<b>Luncheon, Roundtable Discussions</b> Topic: How Royal Tours will meet the challenges of technological advances in the travel industry. One participant per group will be asked to record ideas generated.
<b>1:00 – 2:00</b>	<b>Follow-Up on Roundtable Discussions</b> Facilitator: Ron Albertson
<b>2:00 – 2:15</b>	<b>Coffee Break</b>
<b>2:15 – 4:00</b>	<b>Guest Speaker: Audrey Wilson, Travel Industry Canada</b>  This session will include time for questions from participants.

**Location:**

Sanford Inn, Elora  
12 David Street Tel. 519-555-9090

Highway 401 West to Guelph Line  
Guelph Line North to Highway 7  
Highway 7 West to Highway 6  
Highway 6 North to Elora  
Follow signs for Sanford Inn

## ACTIVITY

### Committee Meeting Agenda

**Instructions:** Read the Committee Meeting agenda and answer the questions below.

1. What type of committee does the agenda belong to?

---

2. What time is the meeting scheduled to begin?

---

3. Where will the meeting be held?

---

4. How many items are on the agenda?

---

5. How long is the Committee planning to discuss mats for the receiving area?

---

6. What will Tam be speaking about?

---

7. Who will speak about the parking lot renovations?

---

8. Tam wants to attend a course on WHMIS. At what point in the meeting should she bring this forward?

---

9. Usually New Business takes the Committee about 15 minutes to discuss. At what time can the Committee expect the meeting to finish?

---



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# Health & Safety

## Committee Meeting

**Date:** June 14, 2002  
**Time:** 5:30 PM  
**Location:** Staff Training Room 2  
**Note taker:** Stanley Rivers  
**Attendees:** Committee Members

### Agenda Items

Time	Topic	Presenter
5:30	Update on parking lot renovations	Stanley
5:40	Safety Glasses	Joanne
5:50	Mats for Receiving Area	Tony Silva
6:00	Warehouse Signs	Tam Yeung
6:15	H & S Report for 2001	Karim
6:45	New Business	Harold

# ACTIVITY

## Committee Meeting Minutes

Document: 4.38  
Level: 3  
Skill: Reading  
Sector: All



**Instructions:** Read the Committee Meeting minutes and answer the questions below.

1. Which employee was not able to attend the meeting?

---

2.i) According to the minutes, what problem is occurring with employee parking?

---

ii) What solution was proposed at the meeting for this problem?

---

3. Which of the items discussed at the meeting will be discussed again at a future meeting?

---

4.i) What have neighbours of Harvest Markets complained about?

---

ii) What solution was proposed at the meeting for this problem?

---

**For  
Discussion**

- o Identify an issue an employee might bring forward to the Fairness Committee.

### Extension Activities:

1. Write a reminder to committee members informing them of the change to the meeting schedule.
2. Write an agenda for the September 18 Fairness Committee meeting. Include each item which requires follow-up from the September meeting.

HARVEST MARKETS  
FAIRNESS COMMITTEE MEETING  
September 11, 2002 5:30 – 7:00 PM  
**MEETING MINUTES**

Regrets: Califa  
Minutes: Raquel

ISSUES DISCUSSED

1. PARKING - Jim

Parking on the street in front of the market is still a problem. Raquel will call the City parking office to find out what can be done about this. Employees are getting tickets regularly. We'll ask the City if we can put our employee numbers on the dashboard as identification.

2. SHIFT ROTATION - Monty

Management is looking into the possibility of eliminating rotating shifts, after more evidence of health concerns in employees working rotating shifts. New research says employees need to keep the same schedule, and not change from week to week. Management will report on this at next general meeting, to be held in October.

3. NOISE CONCERNS - Gabrielle

Some neighbours whose houses back onto the market have complained about noise in the early hours. Gabrielle will post a reminder to all employees to keep back doors closed until after 9:00 AM.

4. MEETING SCHEDULE - Thui

Meetings will now take place on Tuesday mornings. Next meeting will take place September 18, 8:00 AM.

5. MEETING ADJOURNED 7:10.

AGENDA FOR SEPTEMBER 18:

- New issues or concerns
- Follow up on this week's items
- New pension plan proposal

