

WORK READ

BOOKLET 3



By completing this booklet you will demonstrate the following skills:

- Skim text for overall meaning
- Read the whole text for understanding and learning
- Read text in manuals for specifications and regulation
- Select and integrate information from several parts of a single text

ACTIVITY

Hours of Work Notice

Instructions: Read the Hours of Work notice and answer the questions below.

1. Why are the hours of work being posted?

2. What particular change to end of shifts affects all employees?

3. What will happen to employees who leave their position before the end of shift?

4. When are employees required to punch in and out?

5. What change to breaks affects all employees?

6. What two things must an employee do if he or she wishes to leave the plant during a break?

i) _____

ii) _____

7. What will happen if an employee returns late from a break?

For Discussion

- o What are some likely reasons the above changes were made to the employee policies?

DOLMIN STEEL

PLANT NOTICE

The hours of work are as follows:

Shift	Hours	Paid Break	Paid Lunch Break
Days	7:00 am to 3:00 pm	9:15 am to 9:25 am	12:10 pm to 12:30 pm
Afternoons	3:00 pm to 11:00 pm	5:30 pm to 5:40 pm	8:30 pm to 8:50 pm
Midnights	11:00 pm to 7:00 am	1:15 am to 1:25 am	4:10 am to 4:30 am

With this change in the hours, Article 17, Section 5 no longer applies and employees are expected to remain at their workstations until the end of their shifts. Employees who leave the shop floor early or punch out prior to the end of their shift will be docked.

As always, please remember that employees are required to punch in or out each time they arrive or leave Dolmin premises.

Since the breaks will now be paid for all employees on all shifts, those who wish to leave the plant during their break must receive approval from their supervisor to do so and swipe their employee card when leaving and returning to the Plant. If you leave the premises early for break or return late from break, your entire absence will be treated as an unpaid absence.

ACTIVITY

Employee Meeting Minutes

Document: 4.37
Level: 4
Skill: Reading
Sector: All



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

1. Who attended this meeting?

2. According to information in the minutes, how often are employee meetings scheduled at Dolmin Steel?

3. Identify two personnel issues at Dolmin Steel that were brought forward at the meeting.

4. What three findings did the safety audit reveal?

- i) _____
- ii) _____
- iii) _____

5. List the three topics discussed under Health and Safety.

6. What information can employees expect within two weeks, according to the minutes?

7. How long after the meeting were the minutes made available?

8. Write an agenda for this meeting based on the minutes. Word process agenda if computers are available.

DOLMIN STEEL
EMPLOYEE MEETING
Wednesday, April 2, 2002

7:00AM, 4:00PM, 11:00PM

Recorded by: Tina Watson
Distributed: April 4, 2002

Company Update

Year-end results show an increase in sales and profits. Profit sharing information for all employees will be available within the next two weeks. Sales look good for next quarter.

Breaks

A reminder was issued that breaks are 10 minutes long with a 5 minute travel time to and from the cafeteria, as stated in the personnel policy. Employees are reminded not to exceed the 15 minute total in fairness to those waiting to have their breaks.

Time Sheets

From time to time it is necessary to make changes to your time sheets. Whenever this is done, you must initial any changes. Many timesheets are being submitted with errors. Remember: it is every employee's responsibility to complete their time sheets accurately. If you require any assistance, please see your supervisor, or Eva in Human Resources.

Health and Safety

A safety audit was recently performed in Plant 1. The H & S committee found an exit blocked by several cartons which had fallen from scaffolding. Area around Receiving area required housekeeping. Also from auditors: Congratulations to shipping and cutting machine area employees for excellent housekeeping!

Safety Equipment: Employees are reminded that safety glasses and protective footwear MUST be worn at all times in the plant.

All employees are reminded to let plant supervisor know when washrooms require cleaning. Although they are cleaned thoroughly once a day, night shift has made complaints that by 11PM they are sometimes unsanitary.

Floor Mats

Dolmin is looking into purchasing new floor mats for areas around machines. Concerns have been expressed that current mats fray and may cause injury.

NEXT MEETING DATE: April 16, 2002

ACTIVITY

Foster's Job Posting

Activity: 4.56
Level: 4-5
Skill: Reading, Writing
Sector: Retail/Service



Instructions: Read the Foster's job posting and answer the following questions.

1. Consider the skills and qualities Foster's is requiring of its sales associates. What quality or skill are they emphasizing? Why is that skill so important in a sales associate?

2. Foster's is looking for sales associates with good problem-solving skills. Describe a situation in which a sales associate would need to solve a problem.

3. The phrase "*be a team player*" appears frequently on job postings. List some of the qualities you think are necessary in order to be a good team player.

4. Provide an example of a situation where a sales associate would have to demonstrate good team skills.

5. Plan a cover letter to respond to the Foster's job posting. First make a list of the qualities and skills related to the job you possess. Then think of situations in which you demonstrated those qualities or skills. Finally, write the letter following the conventions of a formal business letter. Word process, where facilities exist.

FOSTER'S Department Store

JOB POSTING

We Are Looking For Retail Associates!

Fosters Department Store takes great pride in its customer service. We are currently looking for service oriented sales associates to work on our team.

The ideal candidate will be

- ✓ friendly and courteous
- ✓ a good problem-solver
- ✓ a fast learner
- ✓ well-groomed
- ✓ a team player
- ✓ able to stand in a confined space for long periods of time

Sales associates' job duties include:

- ✓ answering customer inquiries
- ✓ setting up and/or moving small displays
- ✓ taking special orders accurately and promptly
- ✓ operating a computerized terminal
- ✓ keeping work area tidy

Closing Date: October 4, 5:00 p.m.

If this sounds like you, please fax, mail or drop off resume to:

709-511 Terrance Square
Richmond Hill, Ontario
L4F 5J9

Fax: 905-555-8754

No telephone calls, please. We regret that we are able to contact only those candidates invited for an interview.

ACTIVITY

Business Letter

Document: 4.61
Level: 4-5
Skill: Reading, Writing
Sector: All



Instructions: Read the Foster's Department Store letter and answer the questions below.

1. What type of letter is Alison Brant responding to?

2. What two points did Jeannine Lefevre mention in her letter to Foster's?

i) _____

ii) _____

3. What steps will Foster's take as a result of receiving Jeannine Lefevre's letter?

4. Why does Alison Brant send a gift certificate with the letter?

5. How does Foster's attempt to ensure their staff treat customers well?

6. How long has it taken Alison Brant to respond to Jeannine Lefevre's letter?

Extension Activities:

1. Role play the parts of Alison Brant, the Store Manager, and the sales associate who served Jeannine Lefevre.

- How should Alison address the issue with the manager?
- How should the manager address the issue with the sales associate?

2. Compose a letter of complaint about a negative shopping experience you had. Use standard business letter formatting.

Foster's Department Store

Head Office
1378 Sherbrooke Avenue, Suite 700
Montreal, P.Q.
H7Y 1K0

July 5, 2002

Jeannine Lefevre
156 Kendall Ave
Ottawa, Ontario
K1A 4B6

Dear Ms Lefevre:

Thank you for your letter dated June 14.

I am sorry to hear you were not satisfied with your shopping experience at Foster's Department Store. As you describe it, you had difficulties finding the appropriate merchandise, and our sales associates were not able to assist you in making your purchase. Although all sales associates receive customer service training, from time to time it is brought to our attention that a customer has not met with the high standard of service we aim to provide. Be assured that your comments have been noted and will be addressed with the store manager responsible.

Please accept our apologies. As a token of our appreciation, you will find enclosed a certificate in the value of \$10.00 for use on your next visit to Foster's Department Store.

We look forward to serving you in the near future.

Sincerely,

A Brant

Alison Brant
Customer Service Manager

Encl/ Cert. #10-77

ACTIVITY

Business Letter

Instructions: Read the Discount Airlines letter and answer the questions below.

1. What is the primary purpose of the letter? Circle the best answer.
 - a. To promote a new product or service
 - b. To apologize for any inconvenience
 - c. To announce a change to a product or service
 - d. To respond to customer inquiries

2. Given the wording of the letter, who else would receive a similar letter from Discount Airlines?
 - a. Bill Simpson, a customer flying to Dallas next month
 - b. Global Travel, a travel agency who books with Discount Airlines
 - c. Enrique James, a customer of Royal Tours Unlimited
 - d. Janice Kelman, a vice-president at Budget Airways.

3. What should Royal Tours do differently once they have received the letter?

4. Royal Tours has a number of customers with flights booked to Miami on February 20. What will happen to these customers' travel arrangements?

5. Royal Tours' staff has several questions about Budget Airways. What should the staff do?
 - a. Contact Discount Airlines customer service
 - b. Contact Pamela Truman at Discount Airlines
 - c. Contact Budget Airlines customer service
 - d. Contact a fellow Travel Specialist

Discount Airlines



Royal Tours Unlimited
1800 Dundas Street West
Mississauga, Ontario
N1H 2D5

February 13, 2002

Dear Travel Specialist:

Please be aware of the following changes to flights offered by Discount Airlines.

Effective immediately, Discount Airlines will no longer be offering service to Dallas/Ft Worth, or Miami. Please provide your customers with alternative travel arrangements when booking travel to the above cities.

Should any customers be booked on flights to either of these destinations, their travel will be made through our sister airline, Budget Airways. Please contact our customer sales centre for further details.

Our apologies for any inconvenience this may cause.

Sincerely,

Pam Truman

Pamela Truman
Executive Vice-President,
Discount Airlines

National Headquarters • 6433 Robarts Street • Edmonton, AB • T3R 5K0
Toll-Free 1888-555-SAVE

Document: 4.62

ACTIVITY

Business Letter

Instructions: Read the Grant Holdings letter and answer the questions below.

1. What is the primary purpose of the letter? Circle the best answer.
 - a. To announce JMC's sale and restructuring
 - b. To announce changes to JMC Inc and Grant Holdings
 - c. To announce JMC's new General Manager
 - d. To provide details on the effects of the restructuring
2. Given the wording of the letter, who else would receive a similar letter from Grant Holdings?
 - a. Ted Bitov, an accountant at JMC Incorporated
 - b. Raj Singh, an acquisitions specialist at Grant Holdings
 - c. Enrique James, a customer of JMC Incorporated
 - d. Rita Fisher, a long-time employee of Grant Holdings

3. What is the relationship between JMC Incorporated and Grant Holdings?

4. What two things does Grant Holdings intend to do as part of the change?

5. What can Stevens and Associates expect as a result of changes announced in the letter?

- a) they will be able to choose from a wider range of products
- b) they will be able to purchase greater quantities of product
- c) they will be able to provide higher quality products
- d) all of the above

6. Who will oversee the changes at JMC Inc.?

For
Discussion

- o What is meant by "company-wide restructuring" as mentioned in the first line of the letter. What might be involved in such a restructuring?
- o Why do businesses engage in such restructuring?

Grant Holdings

678 Main Street, 5th Floor, Mississauga, Ontario L1P 4H7

Veronica Calvino
Stevens and Associates
5738 Southeast Parkway
Montreal, Quebec
H1C 6P9

Dear Valued Customer:

JMC Incorporated is announcing a company-wide restructuring as a result of Grant Holdings' purchase of the company. As a result of the purchase, effective June 27, 2002, JMC is now fully owned and operated by Grant Holdings, Inc.

Gerald Townsend has been appointed the new General Manager of JMC Inc, reporting to Grant Holdings. Among his other duties, Gerald will head the team responsible for the planned plant-wide refurbishment, and the addition of several new product lines.

We anticipate these changes will substantially increase our production quotas, providing you, our customer, with more of the high quality products you have come to expect from JMC.

In the interim, should you have any questions about the effects of the restructuring on your business, please contact Raylene Cross, Vice President of Acquisitions, at 817-555-7657, or via email at cross_raylene@grantholdings.com.

Sincerely,

Stan Ebori

Stanley Ebori
Acquisitions Department

ACTIVITY Brochure

Instructions: Read the Royal Tours brochure in order to answer the questions below.

1. What is the target audience of the brochure?

2. What three services does Royal Tours provide?

3. What advantages does Royal Tours claim it offers over customer "do-it-yourself" travel? List as many as you can, based on the information provided in the brochure.

**For
Discussion**

- o The tone of a brochure is often considerably different than the tone of a newsletter or bulletin. Discuss the tone of the Royal Tours Brochure. How does a writer use tone to get across his or her message?

Compare the tone of the Royal Tours Brochure with the following:

- i) Memo 4.25
- ii) Job Posting 4.56
- iii) Business Letter 4.63

ROYAL TOURS

MEETING ALL YOUR TRAVEL NEEDS

OUR COMPANY

Since 1979, Royal Tours has been offering the highest quality customized travel support to business clients. Here is just a sample of the services we can provide:

1. Bookings on flights, accommodations, leisure and business packages. Whether you're looking for the first flight out, or the best price, Royal can do it!

2. Package tours and conference planning. You and fifteen colleagues have to be in Miami next Tuesday? No problem. Our staff will be happy to help you with your plans, and ensure that everyone gets where they're going.

3. State of the art record keeping and travel itineraries. We keep track so you don't have to. Once arrangements have been made, we'll send you all files electronically for storage and retrieval

through your business systems.

OUR TRAVEL SPECIALISTS

Our travel specialists are among the most experienced in the field. They know how to find a seat on that 8 am flight, where the best hotel in Mexico City is, and who to speak with in London about conference planning.



OUR GUARANTEE

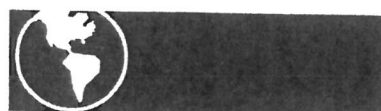
In these days of discount brokering and on-line do-it-yourself travel, you should know what you're paying for. You should know who you're giving your hard-earned money to, and what you'll be getting in return.

Put your mind at ease – let us do the work! We guarantee you the best

prices and the most flexible arrangements. With over 20 years experience in the business, we can save you time and money.

OUR SERVICES DON'T END ONCE YOU'RE ON YOUR WAY

No matter where you are, our staff at Royal Tours is on call for you. You can use our toll-free number day or night to reach a specialist who will assist you.



Royal Tours Unlimited
1800 Dundas Street West
Mississauga, Ontario N1H 2D8
Phone (905) 555-6738
Toll-Free (800) TRA-VELL
Fax (905) 555-7890

The service at Royal Tours is unparalleled. They arrange everything, and seem to know what we need before we do!

