

17 July 2015

CAREER LAUNCHER

NAVIGATING WORKPLACE DOCUMENTS

PRACTICE BOOKLET

Navigating Workplace Documents

The Thinking Process

Skim

Identify

Predict

Scan

Locate

Read & Understand

Decide

Confirm

A: Document Use: Finding Information in Simple Tables

Look at the table below.

Princess Pride Ferry		
Date: December 5 Time : 15:15 Ferry Number : 3 Completed by : Jason		
Type of Vehicle	Details	Number
Mid Size Cars	Wheelbase of 2.8 metres or less	40
Full Size Cars	Wheelbase greater than 2.8 metres	14
Vans	Includes small delivery vehicles	29
Motorcycles	Includes motorized bikes	40
Bicycles	Includes nonmotorized bikes	9

How many vans were on the ferry?

A: Document Use: Finding Information in a Sales Slip

Look at the sales slip below.

Invoice H and E Wood Inc.		
SHIP TO		BILL TO
Wood Experts Inc. 898 Truro Avenue Fredericton, N.B. 506-555-4885 Customer ID BBE4456		Wood Experts Inc. 898 Truro Avenue Fredericton, N.B. 506-555-4885
ORDER DATE		ORDER NUMBER
August 1, 2011		239
ITEM NUMBER	DESCRIPTION	QUANTITY
WT-05-338	Hardwood	12
AF-05-897	Ironwood	8
WT-06-112	Carpathian Elm	6
BJ-07-389	Unedged Timber	20
CF-05-349	Round Wood Logs	7
<p>Please contact customer service at 506-555-6000 with any questions or comments. Thank you for your order!</p>		

What is the phone number for customer service at H and E Wood Inc.?

A: Document Use: Using a Schedule

Look at the chart below.

Date	August																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Task A																				
Task B																				
Task C																				
Task D																				
Task E																				
Task F																				
Task G																				
Task H																				

On which date is Task E scheduled to end?

B: Document Use: Matching in Tables

Look at the table below.

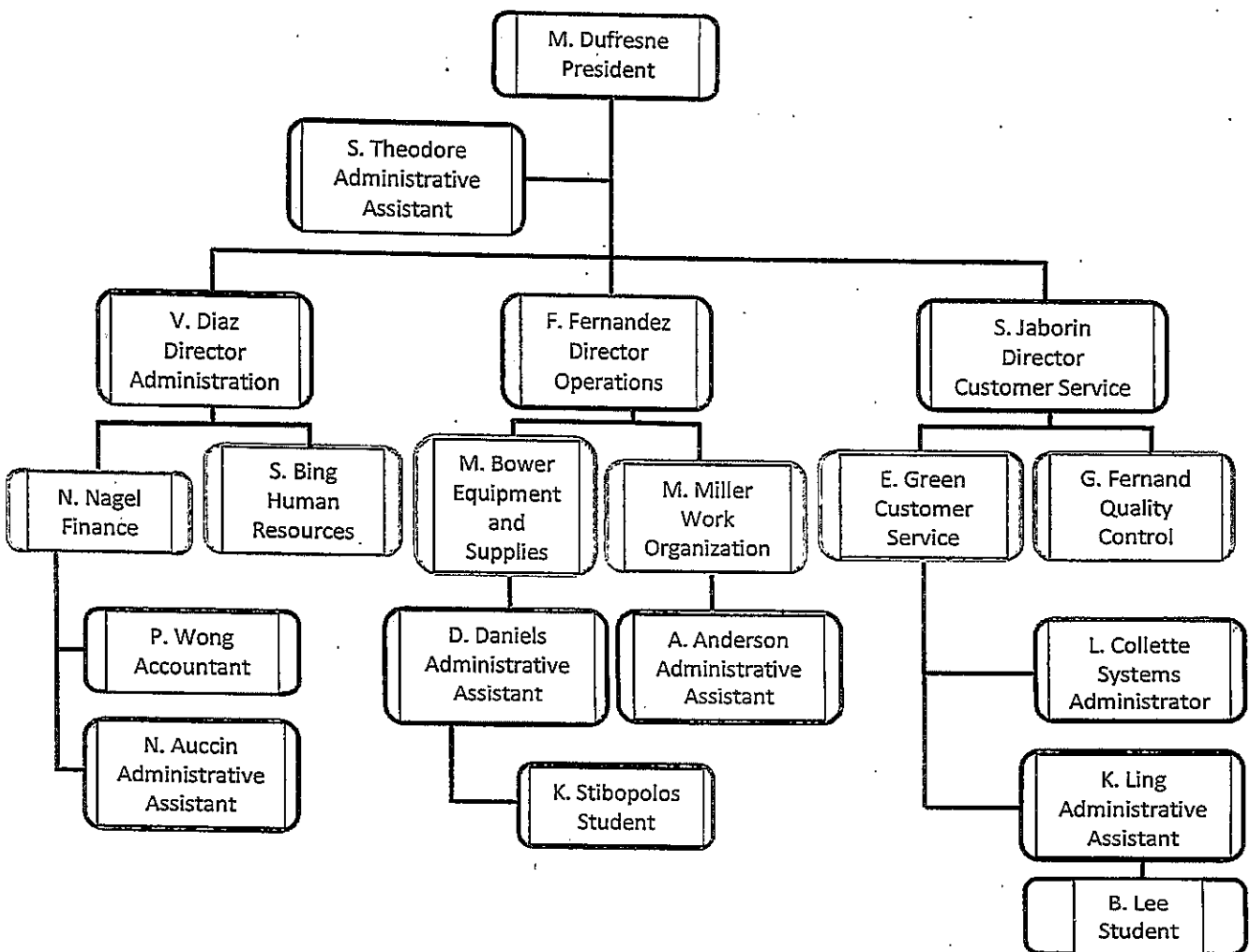
Currency Converter							
	American Dollar	Japanese Yen	Canadian Dollar	British Pound	Swiss Franc	Euro	Australian Dollar
1 American Dollar		118.28	1.14	0.57	1.30	0.82	1.37
1 Japanese Yen	0.01		0.03	0.01	0.04	0.01	0.02
1 Canadian Dollar	0.87	102.96		0.49	1.13	0.71	1.19
1 British Pound	1.74	206.25	2.00		2.26	1.44	2.40
1 Swiss Franc	0.76	90.88	0.88	0.44		0.63	1.05
1 Euro	1.20	143.10	1.38	0.69	1.57		1.66
1 Australian Dollar	0.72	85.90	0.83	0.41	0.94	0.60	

What is the value of the British pound in Canadian dollars?

CAREER LAUNCHER

B: Document Use: Using Charts

Look at the chart below.



What is the name of the employer that the student in Equipment and Supplies *directly* reports to?

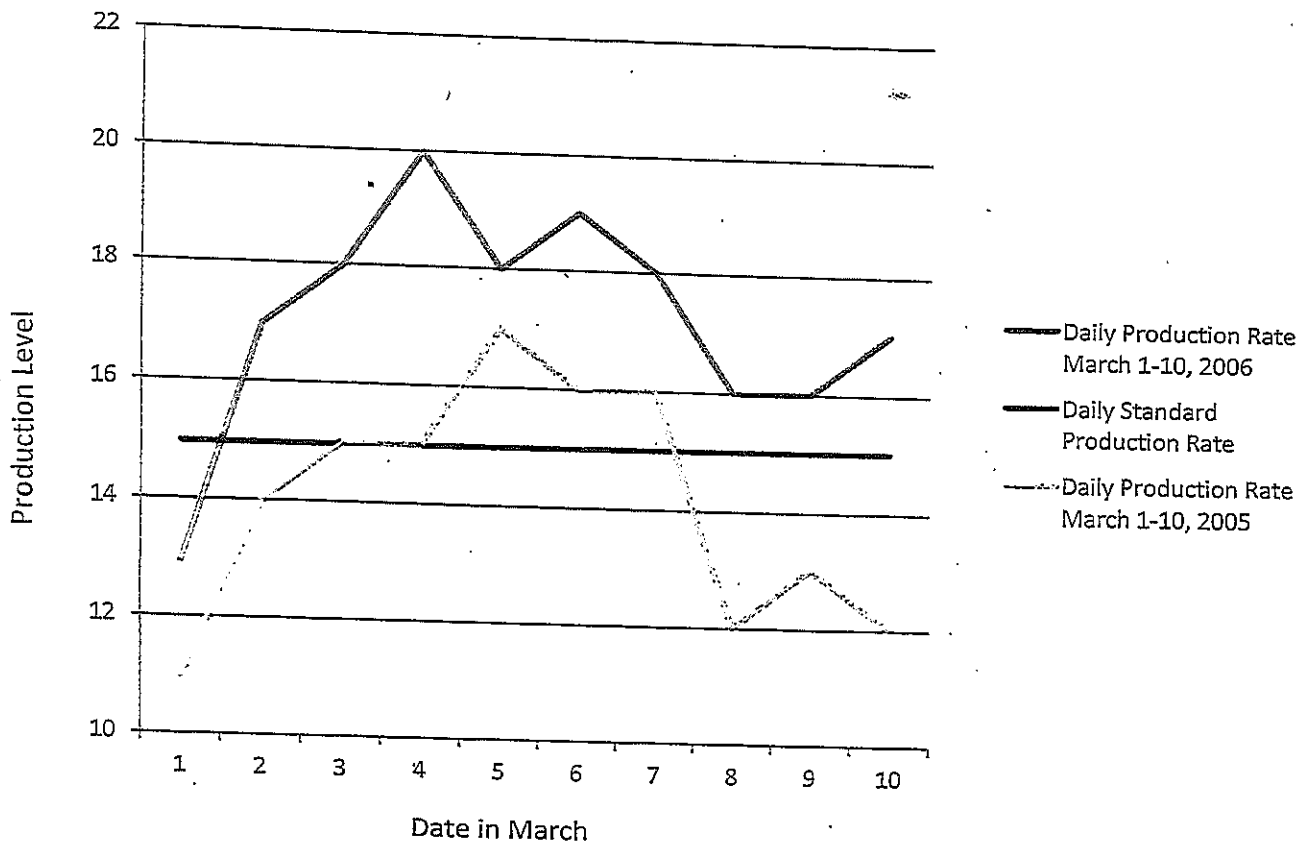
20 Aug 2015

CAREER LAUNCHER

B: Document Use: Reading Graphs

Look at the graph below.

Production Rate Analysis



What is the daily production rate on March 4, 2006?

B: Document Use: Double Checking Information

Look at the information below.

Cheque Number 1014
Date: December 29, 2006

Pay to the order of: Sarah Brown \$ 1495.00

One thousand four hundred and ninety-five dollars...XX /100 DOLLARS

MEMO: Employee ID 65087

Cheque Number 1359
Date: December 29, 2006

Pay to the order of: Dave Campbell \$1256.00

One thousand two hundred and fifty-six dollars.....XX /100 DOLLARS

MEMO: Employee ID 52369

Cheque Number 0987
Date: December 29, 2006

Pay to the order of: Karen Green \$1315.00

One thousand three hundred and fifteen dollars.....XX /100 DOLLARS

MEMO: Employee ID 64623

Financial Report December 2006		
Employee ID	Cheque Number	Amount(\$)
64623	0987	1315.00
65087	1014	1495.00
52369	1359	

What amount should the clerk record for the paycheque issued to the employee with the ID number 52369?

B. Document Use: Interpreting Data from a Chart

Look at the data below.

Employee Satisfaction Survey							
Range from 1 to 6 where: 1 is Completely dissatisfied 2 is Dissatisfied 3 is Somewhat dissatisfied 4 is Somewhat satisfied 5 is Satisfied 6 is Completely satisfied							
Survey Item	Level of Satisfaction (% of respondents)						Average Score
	1	2	3	4	5	6	
Job security	4.8	6.7	18.1	34.3	31.4	4.7	4.0
Work load	5.7	11.4	18.1	41.0	21.9	1.9	3.7
Training programs	3.8	10.5	22.9	25.7	30.5	6.6	3.9
Work environment	15.4	28.8	26.9	21.2	6.7	1.0	2.8
Work hours	5.7	9.5	6.7	19.1	43.8	15.2	4.3
Pay and benefits	14.2	12.5	10.3	28.7	27.5	6.8	3.8
Opportunities for promotion	1.9	8.7	17.3	22.1	41.3	8.7	4.2
Co-workers	1.2	1.2	3.8	15.3	40.7	37.8	4.9
Feedback on performance	6.7	10.5	16.2	34.3	28.6	3.7	3.8

Which survey item has the highest percentage of employees indicating that they were completely satisfied?

C: Document Use: Use Two Tables to Find Needed Information

Look at the bus schedules below. A group must take Bus 112 at the Carillon bus stop and transfer to Bus 98 at the Downtown stop to arrive at the West Mall stop by 11:00.

Bus Schedule					
Bus 112					
University	Carillon	Bathgate	Downtown	Market Place	Bay Mall
09:00	09:07	09:15	09:24	09:35	09:42
09:15	09:22	09:30	09:39	09:50	09:57
09:30	09:37	09:45	09:54	10:05	10:12
09:45	09:52	10:00	10:09	10:20	10:27
10:00	10:07	10:15	10:24	10:35	10:42
Bus 98					
Riverside	Downtown	Wallace	St-Paul	West Mall	Boundry
08:55	09:07	09:20	09:34	09:46	09:58
09:25	09:37	09:50	10:04	10:16	10:28
09:55	10:07	10:20	10:34	10:46	10:58
10:25	10:37	10:50	11:04	11:16	11:28
10:55	11:07	11:20	11:30	11:45	11:58

What is the latest scheduled bus the group could take from the Carillon stop and still arrive at the West Mall stop before 11:00?

C: Document Use: Finding and Using Information from a Document

Look at the document below and on the next page.

HEALING PLANTS	
For many centuries, plants have been used as natural remedies for various medical conditions:	
Syringa vulgaris and Cichorium intybus are believed to provide relief from acid indigestion.	
Inula helenium and Cichorium intybus are used to treat general pain.	
Chamaemelum nobile is used to provide relief from allergies and asthma attacks.	
Vaccinium myrtillus and Taraxacum officinale are used for symptoms of diabetes.	
Mentha pulegium is applied to soothe rashes and hives.	
Laraxacum officale and inula helenium are used for pneumonia.	
PLANT REFERENCE GUIDE	
LATIN NAME	ENGLISH NAME
Syringa vulgaris	Lilac
Taraxacum officinale	Dandelion
Chamaemelum nobile	Chamomile
Leonurus cardiaca	Motherwort
Mentha pulegium	Pennyroyal
Inula helenium	Elecampane
Vaccinium myrtillus	Bilberry

PLANT LOCATION GUIDE	
PLANT	AISLE
Lilac	2
Dandelion	5
Chamomile	7
Motherwort	6
Pennyroyal	8
Elecampane	6
Bilberry	3

Greenhouse workers read reference guides to match plant names in Latin with their English name.

A customer is looking for the location of a plant that can be used to treat an itchy rash.

In which aisle is this variety of plant located?
