



Working Faster, Working Safer

Workbook CLB 1 to 2



Working Faster, Working Safer

Workbook

May 2019

AWES was funded by Alberta Labour, Language Training Program – Innovative Language Projects, to address the needs of immigrants with low language levels who are in the workforce. AWES' approach was to create materials for CLB 1-2 learners that develop workplace language, essential skills, and intercultural communication contextualized to high demand occupations in the service sector. Secondly, AWES wanted to provide training and mentorship to facilitators to teach the underlying methodology of incorporating essential skills with language. Finally, AWES disseminated the materials province wide through workshops. The materials:

- Support immigrants and refugees to improve employment related communication skills
- Provide language training for workplace readiness
- Provide job-specific language training for high-demand occupations in Alberta
- Involve collaboration with labour market partners to facilitate matching supply and demand
- Increase the capacity of ESL instructors to better meet the workplace goals of learners

The materials developed for this project include:

- Working Faster, Working Safer Workbook for immigrants at CLB 1-2
- Orientation training for instructors
- Ten animated videos with language, essential skills, and intercultural communication development related to workplace situations
- Facilitator guide

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The Alberta Workforce Essential Skills Society (AWES) is a training and research and development organization. Our mission is to provide integrated essential skills, language and intercultural communication training solutions, generating returns at work, in the community and society.

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Overview

This workbook will help you learn English.

This workbook will help you learn skills for the workplace.

This workbook will give you workplace culture information.

You will learn English for work.

You will learn skills for using workplace documents.

You will learn how to communicate at work.

There are three people in this workbook.

The three people are Maria, Van, and Mohammed.

Maria, Van, and Mohammed work at the Sleepwell Hotel.

Maria, Van, and Mohammed learn to do their jobs.

They learn new skills.

In this workbook, they learn to use documents, do a good job, and work with others.



Maria is a dishwasher.



Van is a housekeeper.



Mohammed is a cook.

The workbook has three topics.

Topic 1: Starting work

- find information in lists and tables
- speak to co-workers
- sign in and sign out and use checklists

Topic 2: Working well

- find information in schedules
- confirm instructions and report daily tasks
- fill in tables

Topic 3: Working with others

- find information in inventory lists and memos
- ask for help
- fill in forms with personal information

Topic 1: Starting work



Meet Maria.

She is a dishwasher at the Sleepwell Hotel.

At work she uses documents.

She speaks to her co-workers.

She writes things for her job.

Objectives

In Topic 1, you will learn how to:

- find information in lists and tables
- speak to co-workers
- sign in and sign out and use a checklist

Unit 1: Document use

Use lists

Workplace documents often have a **list**.

A list can be of people, things, or job tasks.

Lists at work tell you what to do.

A **duty list** tells Maria what to do in her job.

She has many duties on her **shift**.

Vocabulary

List

A group of things that are written one below the other

Duty

Something that is part of a job

Shift

Hours you work, for example 8:00 am to 4:00 pm

Maria starts her new job.
She is a dishwasher.
She works at the Sleepwell Hotel.
Maria wants to do a good job.
Maria needs to learn new skills.
She reads documents.
She speaks to co-workers.
She fills in forms.



**Task:** Read a list

Read the list Maria sees on her first day.

This is the duty list.

These are things Maria does when she works.

She must do all the things on the list.

DUTY LIST		SW
1.	Clean mats and hang to dry	
2.	Take out garbage	
3.	Clean garbage can and replace bag	
4.	Take all laundry to bin	
5.	Sweep floors	
6.	Mop floors – CLEAN BUCKET AND HANG BUCKET TO DRY	
7.	Wipe down all counters and shelves	
8.	Clean sinks	


Task: Find information in a list

Look at the duty list below and answer the questions.

1. What is the **heading**? _____
2. How many **list items** are there? _____
1. What is list item 5? _____
2. How many words are in **bold**? _____

Vocabulary
Heading

A name for the list.
It tells you what the document is about.

List items

The things in a list.
The things can be people, things or job tasks.

Bold

Dark, heavy print

Heading →

List items {

DUTY LIST		SW
1.	Clean mats and hang to dry	
2.	Take out garbage	
3.	Clean garbage can and replace bag	
4.	Take all laundry to bin	
5.	Sweep floors	
6.	Mop floors – CLEAN BUCKET AND HANG BUCKET TO DRY	
7.	Wipe down all counters and shelves	
8.	Clean sinks	


Task: Write list items

Read the words below:

- mats
- wipe down
- sweep
- garbage
- shelves
- take out
- clean
- floors

Put the words into the correct list.

The first one is done for you.

Tasks	Things
	mats

Use tables

You will get a lot of **information** at work on your first day.

Information from lists goes in **tables**.

Many workplace documents have tables.

Tables organize the workplace information.

These are some examples of workplace documents that use tables.

- **contact** information
- pay schedule
- work schedule
- cleaning schedule

Vocabulary

Information

Sometimes shortened to info

Contact information

Name, phone number

Co-worker

Someone who works with you

Position

The name of your job

Maria needs to know the phone numbers for her **co-workers**.

Maria reads the contact information for her co-workers.

The information is in a table.

The table has three lists for name, position, and phone number.



Task: Read a table

Maria sees her name on the table.

Find Maria's name.

Underline Maria's name.

EMPLOYEE CONTACT INFO			SW
Name	Position	Phone number	
Li	Chef	408-999-5669	
Ahmed H	Prep cook	408-999-2587	
Mohammed	Prep cook	408-999-1254	
Ahmed M	Prep cook	408-999-4458	
Maria	Dish	408-999-8561	
Mike	Dish	408-999-5547	

Parts of a table

Heading →

Sub-heading →

Row →

EMPLOYEE CONTACT INFO		
Name	Position	Phone number
Li	Chef	408-999-5669
Ahmed H	Prep cook	408-999-2587
Mohammed	Prep cook	408-999-1254
Ahmed M	Prep cook	408-999-4458
Maria	Dish	408-999-8561
Mike	Dish	408-999-5547

↑
Column

Vocabulary

Heading

The title or name of a document

Sub-heading

A smaller heading to give more information

Row

Information across a table from left to right

left → right

Column

Information in a table that is from top to bottom

↓ *top*
bottom


Task: Find information in a table

Look at the table below and answer the questions.

1. What is the heading? _____

2. There are three sub-headings.
Write the sub-headings below.

- _____
- _____
- _____

3. Find the sub-heading **name**.
Find Mohammed.
Move across to see Mohammed's information.

What is Mohammed's **phone number**? _____

What is Mohammed's **position**? _____

EMPLOYEE CONTACT INFO		
Name	Position	Phone number
Li	Chef	408-999-5669
Ahmed H	Prep cook	408-999-2587
Mohammed	Prep cook	408-999-1254
Ahmed M	Prep cook	408-999-4458
Maria	Dish	408-999-8561
Mike	Dish	408-999-5547

SW


Task: Create a contact list

Maria meets three new co-workers.

She puts their information in a table.

Write a heading for the table with the contact information.

Write a sub-heading for the three lists in the table.

Fill in the table with the name, positions, and phone numbers below.

Tom	Cleaner	408.999.2225
Marcela	Cleaner	408.999.8447
Christiana	Kitchen supervisor	408.999.2541

Unit 2: Oral communication

Vocabulary

Polite

Nice and respectful

Say please and thank you

At work, we meet many new co-workers.

It is important to speak with our co-workers and be **polite**.

In Canada, we say **please** and **thank you** when we speak to people.
It is polite.

When we ask for things, we say **please**.

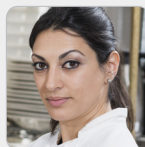
When we get something, we say **thank you** or **thanks**.

Maria has many new co-workers.

She needs to speak to her co-workers.

She learns how to speak to them in a polite way.

She learns to say please and thank you to her co-workers.



Task: Read about please and thank you

Read the phrases with a partner.

Maria uses these phrases at work to be polite.

Please

- Can you help me, please?
- Please give me...
- Put that over here, please.
- Please repeat that.

Thank you or thanks

- Thank you for your help.
- I understand, thanks.
- You can give that to me, thanks.

It is Maria's first day.
 She meets her co-workers.
 She speaks to a co-worker named Mike.
 Mike is a dishwasher too.



Vocabulary

Conversation

Two or more people talking together.



Task: Speak to co-workers

Read the conversations with a partner.



Mike



Maria

Conversation 1



Hey, I'm Mike.



Hi, I'm Maria.
Nice to meet you.



Welcome to your first day.



Thank you.

Conversation 2



How are you doing, Maria?



I need your help, please.



No problem.



Thanks.

Practice polite phrases

In Canada, we use polite **phrases** to speak to co-workers.
There are different phrases you can use to speak in a polite way.



Excuse me

Move around someone.

Excuse me

Try to speak to someone.

Can you help me, please?

Need help with something.

Stop, please

Ask someone to stop doing something.

I'm sorry, I can't

When you can't do something.

Ask questions



It is good to ask questions at work.

Your co-workers can help you. They want you to ask questions.

Vocabulary

Phrase

Group of words that have meaning



Task: Practice polite phrases

Read the conversations with a partner.



Maria



Mike



Supervisor

Excuse me

Mike stands in front of the dishwasher.



Excuse me, please.



Sure, sorry.

Excuse me

Mike talks to a co-worker.



Excuse me, Mike.
Can I talk to you, please?



Sure.

Stop, please.

A co-worker opens the dishwasher before it is finished.



Stop, please. It is not finished.

Can you help me, please?

Maria does not know where to put the dishes.



Mike can you help me,
please? Where do I put this?



It goes over there.



Thanks.

I'm sorry, I can't.

Maria's supervisor asks her to work until 11:00 pm. Maria must go home at 9:00 pm today.



Maria, can you work until
11:00 pm tonight?



No, I'm sorry, I can't.



OK. No problem.



Task: Write polite phrases

Write what you can say.

1. You need to ask your co-worker a question.
He is busy.

What can you say?

2. You need help with something at work.

What can you say?

3. Your co-worker opens a door that he should not open.

What can you say?

4. Your supervisor asks you to work late.

What can you say?

Be polite



In Canada it is very important to be polite.

Canadians say:

- Please
- Thank you
- Excuse me
- I'm sorry

Unit 3: Writing

Sign in and sign out for work

On the first day your supervisor shows you how to **sign in** and **sign out**.

You sign in when you start work.

You sign out when you finish work.

The document you sign is organized into a table. It has four lists.

It looks like the contact information table.

Vocabulary

Sign in

To show the time you start work, for example:
9 am

Sign out

To show the time you finish work, for example:
5 pm

AM, am, a.m.

Morning

PM, pm, p.m.

Afternoon, evening

Initials

First letter of first name and last name,
for example:
Maria Salvatore: MS

Maria works from 9:00 **am** until 5:00 **pm**,
Friday to Sunday.

She signs in and signs out on a document
in the kitchen.

Maria signs in at 8:50 am.

She signs out at 5:05 pm.

She writes her **initials**.

Her first name is **M**aria.

Her last name is **S**alvatore.

Maria writes **MS** for her initials.





Heading →	SLEEPWELL KITCHEN			
	Sign in / out			
Sub-heading →	DATE: July 26	Sign in time	Sign out	Initials
	Jason K.			
	Li M.			
	Ahmed H.			
	Deng D.			
	Ahmed M.			
	Maria S.	8:50 am	5:05 pm	MS
Row →	Mike P.			

↑
Column

**Task:** Fill in a sign in and sign out table

Maria and her co-workers start and finish work at different times.

Write the sign in and sign out times and the initials for each person.

Jason K.	Sign in 6:00 am		Sign out 3:45 pm	
Li M.	Sign in 6:45 am		Sign out 4:30 pm	
Ahmed H.	Sign in 10:00 am		Sign out 7:10 pm	
Deng D.	Sign in 10:30 am		Sign out 8:45 pm	
Ahmed M.	Sign in 2:00 pm		Sign out 11:00 pm	
Maria S.	Sign in 8:50 am		Sign out 5:05 pm	
Mike P.	Sign in 9:00 am		Sign out 5:20 pm	

Initials

Sometimes we write initials and not our full names.

Examples:

Emily Carr: **EC**

Michael J. Fox: **MF**

Nelson Mandela: **NM**

What are your initials?
Write them here:

SLEEPWELL KITCHEN

Sign in/out

SW

DATE: July 27	Sign in time	Sign out	Initials
Ahmed H.			
Ahmed M.			
Deng D.			
Jason K.			
Li M.			
Maria S.			
Mike P.			

Fill in a checklist

Checklists are things that need to be done or checked.

Many jobs have checklists.

Maria has a checklist at her job.

On her first day she wants to finish the checklist to do a good job.

She does work to finish the checklist.



Task: Read a checklist

Read the checklist below.

Circle any words you don't know.

DUTY LIST		SW
1.	Take out garbage	
2.	Wipe down all counters and shelves	
3.	Clean sinks	
4.	Mop floors	
5.	Clean mats and hang to dry	



Task: Fill in a checklist

Maria fills in checklists at work.

Read the checklist.

Look at the pictures.

Put a checkmark next to the tasks Maria finished.

The first one is done for you.

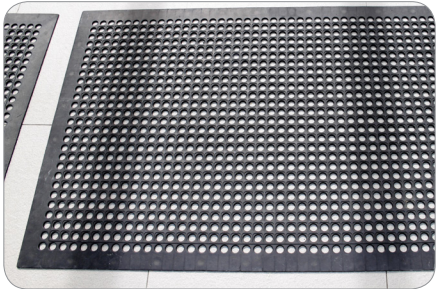
DUTY LIST		SW
1.	Take out garbage	✓
2.	Wipe down all counters and shelves	
3.	Clean sinks	
4.	Mop floors	
5.	Clean mats and hang to dry	



Maria mopped the floors.



Maria wiped the counters and shelves.



Maria cleaned the mats and hung them to dry.



Maria took out the garbage.



Maria cleaned the sinks.

Topic 1: Transferable skills

Now I can:

- ☐ Find the heading of a list
- ☐ Find a list in a table
- ☐ Find information in a table
- ☐ Find a sub-heading
- ☐ Say please and thank you to co-workers
- ☐ Use polite phrases
- ☐ Sign in and out at work
- ☐ Write my initials
- ☐ Complete a checklist

Now I know these words:

Topic 2: Working well



Meet Van.

She is a housekeeper at the Sleepwell Hotel.

Van uses documents at work.

She speaks with her co-workers and supervisor.

She writes things at work.

Objectives

In Topic 2, you will learn how to:

- find information in schedules
- confirm instructions and report daily tasks
- fill in a table

Unit 1: Document use

Find information in shift schedules

At work you find information in different documents.

Some of these documents are schedules.

Here are some examples of workplace schedules:

- **shift schedule**
- cleaning schedule
- break schedule

Van starts her new job.

She is a housekeeper.

She works at the Sleepwell Hotel.

Van wants to do a good job.

Van needs to learn new skills.

She cleans the hotel and cleans the hotel rooms.

These are Van's **duties**.

Van needs to know what days she works.

She needs to know what time she works.

Van reads the shift schedule.

The schedule is for one week.

She works Tuesday, Wednesday, Thursday, Friday, and Saturday.

Her shifts are 10:00 am to 6:00 pm or 12:00 pm to 8:00 pm.



Vocabulary

Duty

Something you must do at work

Shift

Hours you work, for example 8:00 am to 4:00 pm

Shift schedule

A table to show your shifts for the week

English calendar



The months of the year can have short names:

January – Jan

February – Feb

March – Mar

April – Apr

May – May

June – Jun

July – Jul

August – Aug

September – Sept

October – Oct

November – Nov

December – Dec

DEPARTMENT: HOUSEKEEPING

Week ending: Oct 6

SW

Employee name \ Date	Sunday Sept 30	Monday Oct 1	Tuesday Oct 2	Wednesday Oct 3	Thursday Oct 4	Friday Oct 5	Saturday Oct 6
Jerome	10 am - 6 pm	10 am - 6 pm	Off	Off	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm
Tanya	10 am - 6 pm	Off	Off	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	10 am - 6 pm
Van	Off	Off	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	12 pm - 8 pm
Michaela	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	Off	Off	12 pm - 8 pm



Task: Read a shift schedule to find information

You can find information in a schedule.

Look at **rows** and look at **column headings**.

Move your finger to find the information.

Follow the steps below to find out what Van's shift is on Sunday, September 30.

- Look for the column with **Employee name**.
- Move your finger down to find **Van**.
- Then find the column with **Sunday, Sept 30**.

You can see Van is **off** on **Sunday, September 30**.

This means she does not work.

Follow the same steps to answer these questions.

1. What is Van's shift on **Tuesday, Oct 2**? _____
2. What is Van's shift on **Wednesday, Oct 3**? _____
3. What is Van's shift on **Thursday, Oct 4**? _____
4. Does Van work on **Monday, Oct 1**? _____

Vocabulary

Heading

The title or name of a document

Sub-heading

A smaller heading to give more information

Row

Information across a table from left to right

left → right

Column

Information in a table that is from top to bottom

↓ top
bottom

Schedules



Schedules use headings to tell you more about them.

Week beginning:

The day in the calendar the week begins

Week ending:

The day in the calendar the week ends

For example:

Sept 30 to Oct 6

Week beginning: Sept 30

Week ending: Oct 6

DEPARTMENT: HOUSEKEEPING							
Week ending: Oct 6							
Employee name \ Date	Sunday Sept 30	Monday Oct 1	Tuesday Oct 2	Wednesday Oct 3	Thursday Oct 4	Friday Oct 5	Saturday Oct 6
Jerome	10 am - 6 pm	10 am - 6 pm	Off	Off	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm
Tanya	10 am - 6 pm	Off	Off	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	10 am - 6 pm
Van	Off	Off	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	12 pm - 8 pm
Michaela	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	12 pm - 8 pm	Off	Off	12 pm - 8 pm

SW

Find information in cleaning schedules

A shift schedule is one kind of schedule.

At work you will see many different schedules.

Van has a schedule for her cleaning duties at the Sleepwell Hotel.

She uses the schedule to help her with her job.

She needs to know what to clean and when.

Her supervisor gives her the cleaning schedule.

She reads the cleaning schedule.

The schedule has three lists: **AM shift, PM shift, As needed**

Van works in the morning.

She cleans for the **AM shift**.



Vocabulary

AM shift

Morning shift

PM shift

Afternoon/evening shift

As needed

Do when you need to

SLEEPWELL HOTEL Cleaning schedule			SW
AM SHIFT	PM SHIFT	AS NEEDED	
Vacuum carpets in halls	Vacuum elevators	Empty garbage in halls	
Fold all towels in laundry	Clean elevator doors	Take out laundry	
Clean windows	Fold all sheets in laundry	Dust windows	
Clean staff washroom	Clean staff washroom	Clean mirrors in elevator	



Task: Read a cleaning schedule to find information

What is the heading? _____

How many rows are in the schedule? _____

What are the sub-headings of the columns?

- _____
- _____
- _____

What four things does Van do in the AM shift?

- _____
- _____
- _____
- _____

Which shift vacuums the elevators? _____

How many times do the employees clean the staff washroom? _____

SLEEPWELL HOTEL Cleaning schedule			SW
AM SHIFT	PM SHIFT	AS NEEDED	
Vacuum carpets in halls	Vacuum elevators	Empty garbage in halls	
Fold all towels in laundry	Clean elevator doors	Take out laundry	
Clean windows	Fold all sheets in laundry	Dust windows	
Clean staff washroom	Clean staff washroom	Clean mirrors in elevator	

Unit 2: Oral communication

Confirm instructions

At work, it is good to ask questions.

Make sure you understand information.

Vocabulary

Confirm

To make sure

Instructions

How to do something

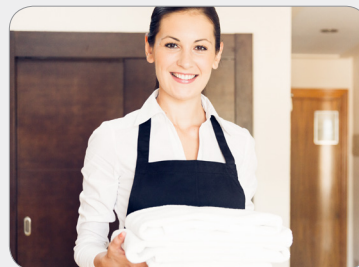
Van works with a supervisor.

Her name is Tanya.

Van asks Tanya to help her understand the cleaning schedule.

She **confirms** her work with Tanya before she starts to clean.

Van starts work at 10:00 am.



SLEEPWELL HOTEL Cleaning schedule

SW

AM SHIFT	PM SHIFT	AS NEEDED
Vacuum carpets in halls	Vacuum elevators	Empty garbage in halls
Fold all towels in laundry	Clean elevator doors	Take out laundry
Clean windows	Fold all sheets in laundry	Dust windows
Clean staff washroom	Clean staff washroom	Clean mirrors in elevator



Task: Practice a conversation

Read the conversations with a partner.



Tanya



Van

In Canada workers call each other by their first name.



Van's supervisor's name is Tanya.

Conversation 1



Here is the cleaning schedule for this morning.



Thank you.



Don't worry about the windows today.



OK. I need to vacuum the carpet, fold the towels, and clean the washroom. I do not need to clean the windows?



Yes, that's right.



OK thank you, Tanya.

Conversation 2



Tanya, I don't know where to put the towels.



The towels go on the black shelves in the laundry room.



I see now. Thanks.

**Task:** Practice asking questions

At work you will need to ask your supervisor questions.

Write the question and answer.

Use the cleaning schedule to help you.

1. Ask your supervisor what you need to clean for the **AM shift**.

You: _____

Supervisor: _____

2. Ask your supervisor **when** to fold the sheets.

You: _____

Supervisor: _____

3. Ask your supervisor if you need to clean the elevator doors in the **PM shift**.

You: _____

Supervisor: _____

Report daily tasks

At work, there are many kinds of schedules.

You have learned about shift schedules and cleaning schedules.

There are other schedules that have more information.

One example is a **room cleaning schedule**.

Van uses this at work too.

Van cleans rooms at the Sleepwell Hotel.

She has a schedule.

It gives her the **order** for cleaning the rooms.

Van needs to clean four rooms for her morning shift.

The schedule tells her the **clean type**.

Three rooms need **normal cleaning**. They are not very dirty.

But one room needs **extra cleaning**. It is very dirty.

There are two **notes**.

- Room #112: one baby
- Room #267: **guest** will **check out** early

The notes give Van more information about the rooms.

She can also write notes about the room for her supervisor.

Van tells her supervisor when she is finished cleaning a room.

She tells her supervisor if there are any problems with the room.

Vocabulary

#

Number

For example:

beds means how many beds

Order

Which room to clean first

For example:

1 – clean first

4 – clean last

Clean type

How much cleaning

there is to do

Normal cleaning

Regular cleaning

Extra cleaning

Clean more than normal

Notes

More information that is

important

Guest

Person staying at a hotel

Check out

Pay for a room and leave a hotel

ROOM CLEANING SCHEDULE

October 5

SW

Order	Room #	# of beds	Clean type	# of guests	Notes
1	112	2	Normal	3	One baby
2	265	2	Normal	2	
3	267	1	Normal	2	Check out early
4	120	2	Extra	2	



Task: Report information to a supervisor

Van reads the room cleaning schedule.

She cleans the first room.

The first room is #112.

She tells Tanya that she is finished cleaning the room.

Read the conversations Van has with Tanya when she finishes cleaning.



Van



Tanya

How to say room numbers



When we say room numbers, we do not say hundred.

For example: **112**

We say **one – twelve**.

We do not say one hundred twelve.

What do you say for 265?

What do you say for 267?

What do you say for 120?

Conversation 1



Hi Tanya.
I am finished Room #112.



OK thank you.
Were there any problems?



Yes. There are some baby clothes in the room.



OK. Please bring them to the office.



I will.

Conversation 2



Hi Tanya.
I am finished Room #265.



OK thank you.
Any problems?



No, everything is fine.



OK. Continue with the schedule.



Thanks. I will clean #267 next.



Task: Practice reporting to a supervisor

Write the conversation.

Then practice with a partner.

1. You cleaned Room #267.
There were no problems.

You: _____

Supervisor: _____

You: _____

Supervisor: _____

2. You cleaned Room #120.
The window is broken.

You: _____

Supervisor: _____

You: _____

Supervisor: _____

3. You cleaned all the rooms.
Tell your supervisor you are finished the schedule.

You: _____

Supervisor: _____

You: _____

Supervisor: _____

Unit 3: Writing

Fill in information in a cleaning schedule

At work, we read schedules to get information.

We also use schedules to give information.

For example, you fill in a cleaning schedule to say if you are finished a task.

Van reads the cleaning schedule for her AM shift.

When she finishes a duty on the schedule, she writes her initials and the time.

Van's last name is Mao. Her initials are _____.



SLEEPWELL HOTEL Cleaning schedule					
AM SHIFT		PM SHIFT		AS NEEDED	
Vacuum carpets in halls		Vacuum elevators		Empty garbage in halls	
Fold all towels in laundry		Clean elevator doors		Take out laundry	
Clean windows		Fold all sheets in laundry		Dust windows	
Clean staff washroom		Clean staff washroom		Clean mirrors in elevator	

SW

**Task:** Fill in a cleaning schedule

Van works the PM shift on November 2.

She fills in some cleaning duties from the PM SHIFT cleaning duties and the AS NEEDED cleaning duties:



She vacuums the elevators.



She empties the garbage.



She cleans the mirrors in the elevator.



She folds all sheets in laundry.



She cleans staff washroom.



She cleans elevator doors.

Fill in the schedule.

Write Van's initials (VM) next to the duties she fills in.

Write the time she finishes the cleaning duty.

The first one is done for you.

SLEEPWELL HOTEL Cleaning schedule					
AM SHIFT		PM SHIFT		AS NEEDED	
Vacuum carpets in halls		Vacuum elevators	VM 12:15pm	Empty garbage in halls	
Fold all towels in laundry		Clean elevator doors		Take out laundry	
Clean windows		Fold all sheets in laundry		Dust windows	
Clean staff washroom		Clean staff washroom		Clean mirrors in elevator	

Fill in information in a room cleaning schedule

At work Van must fill in information about the rooms.

It is important information for her and for her supervisor.

It helps them to stay organized.

It is good communication.

Vocabulary

Time

How long it takes to clean (example: 45 minutes)

Notes

More information that is important

Van fills in the cleaning schedule.

She also cleans all the rooms on the room cleaning schedule.

She fills in the room cleaning schedule.

She writes the **time** it takes to clean the room.

She writes **notes** about the room for her supervisor.



ROOM CLEANING SCHEDULE

November 2

SW

Order	Room #	# of beds	Clean type	# of guests	Time	Notes
1	425	2	Normal	3		
2	321	2	Normal	2		
3	323	1	Normal	2		
4	121	2	Extra	2		
5	252	2	Normal	4		

**Task:** Fill in a room cleaning schedule

Read the information about the rooms.

Fill in the room cleaning schedule with the information.

The first one is done for you.

Room #425

- 45 minutes
- no notes

Room #321

- 35 minutes
- cell phone in room

Room #323

- 40 minutes
- Visa card in room

Room #121

- 45 minutes
- bathroom sink not working

Room #252

- 40 minutes
- lock on door broken

Short words in English

Some words can be long or short.

Minutes – mins.

We can **write** mins instead of minutes.

We **say** minutes, not mins.

ROOM CLEANING SCHEDULE						SW
November 2						
Order	Room #	# of beds	Clean type	# of guests	Time	Notes
1	425	2	Normal	3	45 mins	
2	321	2	Normal	2		
3	323	1	Normal	2		
4	121	2	Extra	2		
5	252	2	Normal	4		

Topic 2: Transferable skills

Now I can:

- ☐ Read a shift schedule
- ☐ Find information in a cleaning schedule
- ☐ Find a column in a table
- ☐ Find a row in a table
- ☐ Confirm instructions
- ☐ Have a conversation at work
- ☐ Report information to a supervisor
- ☐ Fill in a cleaning schedule

Now I know these words:

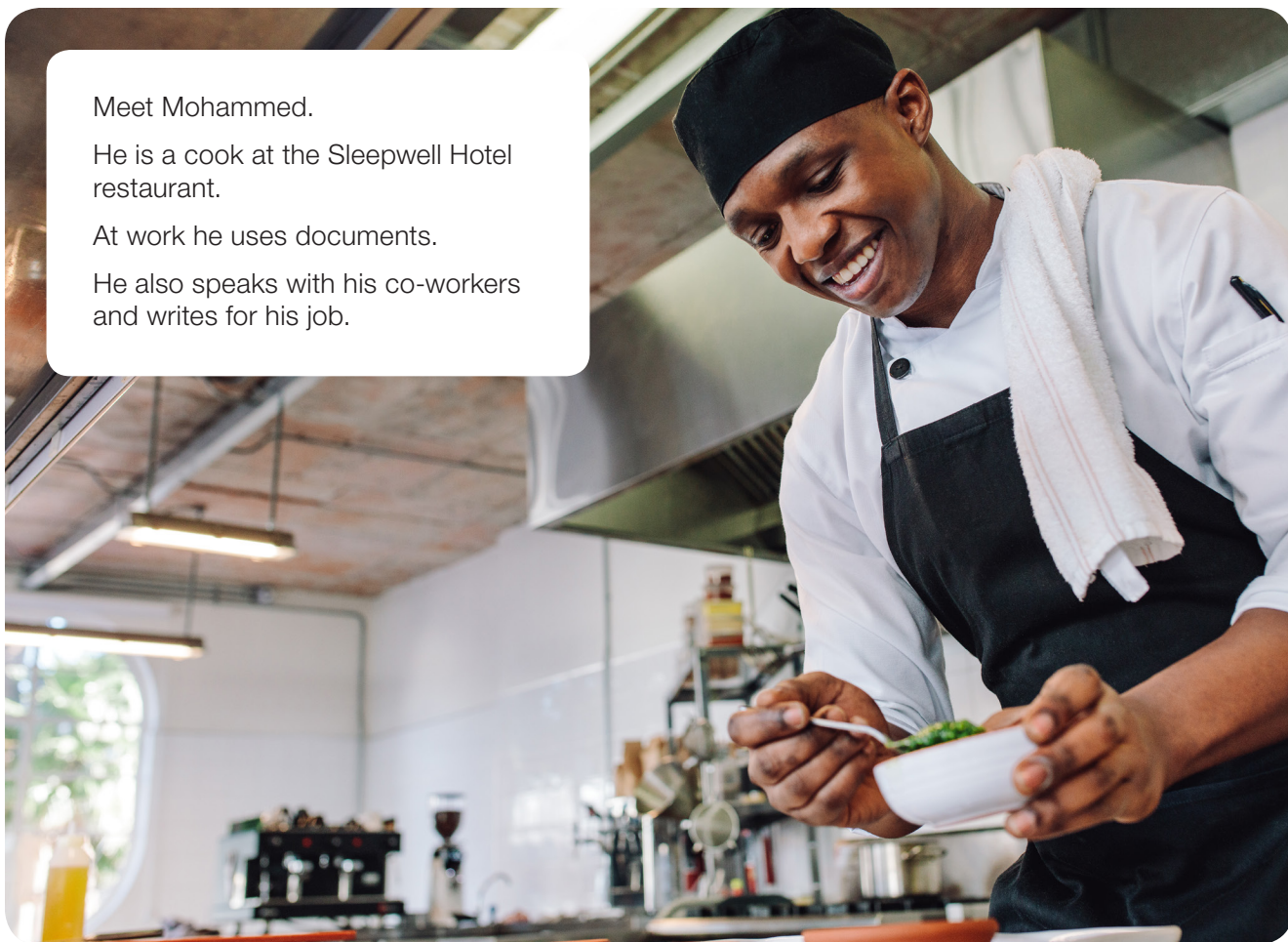
Topic 3: Working with others

Meet Mohammed.

He is a cook at the Sleepwell Hotel restaurant.

At work he uses documents.

He also speaks with his co-workers and writes for his job.



Objectives

In Topic 3, you will learn how to:

- find information using an inventory list
- ask for help from co-workers
- fill in forms with personal information

Unit 1: Document use

Use an inventory list

At work you find information in different documents.

You have learned about tables, schedules, and checklists.

Another kind of document is an **inventory**.

Inventory examples

- cleaning supply
- housekeeping
- food

Vocabulary

Inventory

List of items that are in a workplace

Item

Something in a list

Produce

Fruit and vegetables

Required

Needed

On hand

Kitchen items you have

to buy

How many you need to buy

Mohammed is a cook at the Sleepwell Hotel restaurant.

He cooks food at lunch and dinner.

He does other duties in the kitchen.

Mohammed needs to read the kitchen inventory.

This inventory tells Mohammed what food the kitchen has.

It tells Mohammed what food the kitchen **needs**.



SLEEPWELL KITCHEN			
Inventory			
ITEM	REQUIRED	ON HAND	# TO BUY
Produce			
Tomatoes	15	10	5
Lettuce	10	7	
Asparagus	15	15	
Carrots	15	12	
Onions	20	10	
Mushrooms	25	18	
Other			
Oil	15	9	
Cheese	20	12	


Task: Find information in an inventory list

Look at the Sleepwell Kitchen Inventory list below.

Answer these questions:

What is the heading? _____

What are the sub-headings? _____

How many rows are there? _____

How many items are under the **produce** sub-heading? _____

How many items are under the **other** sub-heading? _____

How many carrots are on hand? _____

How many onions are required? _____

How many total items are on the inventory list? _____

SLEEPWELL KITCHEN Inventory			
SW			
ITEM	REQUIRED	ON HAND	# TO BUY
Produce			
Tomatoes	15	10	5
Lettuce	10	7	
Asparagus	15	15	
Carrots	15	12	
Onions	20	10	
Mushrooms	25	18	
Other			
Oil	15	9	
Cheese	20	12	

Fill in an inventory list

The inventory list helps everyone in the kitchen to do their job.

It tells workers what they have.

It helps them know what they need.

The employees need to have all the things on the inventory list.

Mohammed reads the list and checks the food in the kitchen.

He writes how many of each item the kitchen has.



Task: Use math to fill in an inventory list

Mohammed uses math to calculate how many to buy.

Required – on hand = # to buy

$$15 - 10 = 5$$

Mohammed knows the kitchen needs to buy 5 tomatoes.

He writes 5 in the inventory list under **# to buy**.

Use math to help Mohammed fill in the list below.

The kitchen needs
15 tomatoes.

Mohammed sees
10 tomatoes.

The number to buy is
5 tomatoes.

$$15 - 10 = 5$$

SLEEPWELL KITCHEN Inventory			
ITEM	REQUIRED	ON HAND	# TO BUY
Produce			
Tomatoes	15	10	5
Lettuce	10	7	
Asparagus	15	15	
Carrots	15	12	
Onions	20	10	
Mushrooms	25	18	
Other			
Oil	15	9	
Cheese	20	12	

Use information at work

Information can come from many different places.

Some information is in documents.

Examples of documents are schedules, checklists, and inventory lists.

Some information can come from workplace **memos**.

A memo is a workplace document that gives you important information.

Vocabulary

Memo

A short note with important information

Request

To ask for something

Mohammed reads many different memos at work.

The memos give him information about his job.

Memos give him information about the restaurant and hotel.

It is important for Mohammed to read the memos and understand what they mean.

The first memo **TIME OFF REQUESTS** tells employees they cannot have any days off in November.

The second memo is about cleaning before employees leave work. This memo does not have a heading.



Memos at work



At work, memos will be in different places.

It is important to read all memos and to look for new memos when you start your shift.

The supervisor or management usually write memos.

Employees do not usually write memos.

TIME OFF REQUESTS

No more time off requests for November.

Do not ask for any days off in November if you haven't already.

It is very busy with the holiday season.

Jason

Your work area **MUST** be clean before you leave work.

Some areas have been dirty this week.

Make sure you clean your area.

Ask for help if you need it.

Kitchen Management



Task: Read a workplace memo

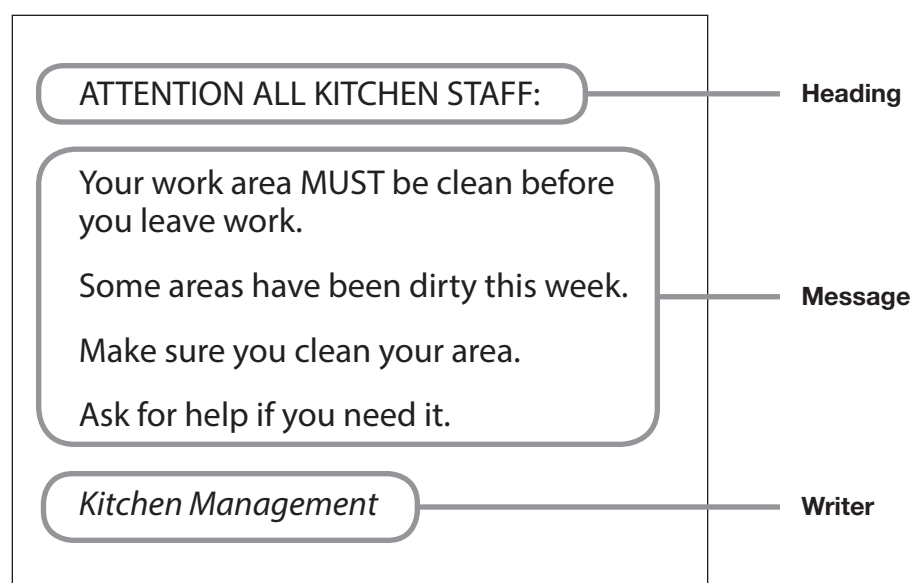
Some memos have a heading.

Some memos do not have a heading.

A memo has a short **message** that is important for employees.

Sometimes memos are for a group of people.

The memo might say **attention** to tell you who should read the memo.



Writing in memos



Sometimes memos have words that are in ALL CAPS or are **bold**.

These words are important.

In other writing, using ALL CAPS can mean yelling.

Usually we do not use ALL CAPS in writing.

Vocabulary

Message

Important information

Attention

Take notice

Writer

Person who wrote the message



Task: Find information in a workplace memo

Read the workplace memo below and answer the questions.

What is the heading? _____

Who is the memo for? _____

Who is the writer? _____

What time will the kitchen close? _____

What do you do if you have a problem? _____

CHANGE TO HOURS

Attention all staff:

In November the kitchen will close at 11 pm.

We close at 11 pm because of the holiday season.

Speak to your supervisor if this is a problem for you.

Jason



Task: Use information to write a memo

You need to write a memo to all the staff.

You are the supervisor in the kitchen.

The heading of the memo is **Holiday Hours**.

The memo is for **All Kitchen Staff**.

The message of the memo is: **The kitchen is closed on Thanksgiving Monday.**

You are the writer.

Attention _____

Unit 2: Oral communication

Understand conversations at work

At work you need to speak to different people.
Sometimes you might not understand someone.
It is good to tell someone if you do not understand.

Mohammed works with many different people.

The kitchen is a busy place.

It is noisy sometimes.

Mohammed is learning English and doesn't understand everyone.

When he doesn't understand he tells his co-workers.

He can say:

- I'm sorry, I don't understand.
- Repeat that, please.
- Please repeat that.
- Please speak slowly.
- Speak slowly please.



Ask for help



In Canada, it is good to tell someone you do not understand.

It is not bad to say you need help.

It is ok to say you do not understand.

You should always tell your co-workers and supervisor if you do not understand.



Task: Practice conversations at work

Mohammed speaks to his co-workers.

If he does not understand he tells his co-worker.

Read the conversations Mohammed has with Jason.

Read with a partner.



Jason



Mohammed

I got it



In English, you can say **I got it** when you understand something.

This is informal language.

You can say this with people you know.

Conversation 1



Mohammed, I need you to work extra on Saturday.



Sorry, Jason, I don't understand extra.



Oh, ok. I need you to work more hours on Saturday.



Sure. That's fine.

Conversation 2



Jason, where are the carrots?



They are in the back near the lettuce.



Can you repeat that please?



Sure, sorry.
They are in the back near the lettuce.



Thanks. I got it now.

Conversation 3



Mohammed, I need 8 carrots, 3 onions, and 4 tomatoes for the salad.



Can you say that slowly please?



That was too fast.
Sorry, Mohammed.



That's ok.



I need 8 carrots, 3 onions, and 4 tomatoes.



Thanks. Got it.



Task: Practice communicating at work

Practice workplace communication.

Work with a partner.

Use these phrases:

- please repeat that
- I don't understand
- please speak slowly

Write what you can say. Then, practice speaking with a partner.

For example

Your supervisor asks you to work late.

Ask him to repeat the question.

Supervisor:

Can you work late today?

You:

Please repeat that.

1. Your supervisor asks you to count the tomatoes in the fridge.

Tell him you don't understand **count**.

You: _____

2. Your co-worker gives you his phone number.

Ask him to repeat.

You: _____

3. Your supervisor asks you to work Saturday and Sunday until 10 pm.

Ask her to speak slowly.

You: _____

Ask co-workers for help

At work you might need help to do your job.

It is good to ask for help when you need it.

Mohammed works in the kitchen.

He follows **recipes** to cook food for the restaurant.

Sometimes he does not understand the words in the recipe.

Sometimes he does not understand how to cook something.

He asks his co-workers for help.

This helps him learn.

His co-workers are happy to help him.



Vocabulary

Recipe

Information on how to cook food

Ingredients

Food that is in a recipe

Instructions

How to do something

Asparagus and tomato salad

Ingredients:

Oil (1 cup)
Asparagus (20)
Tomatoes (8)
Vinegar (1/2 cup)
Salt and pepper

Instructions:

1. Cook asparagus
2. Cut tomatoes
3. Put asparagus and tomatoes in bowl
4. Put oil, vinegar, salt, and pepper on asparagus and tomatoes



Task: Practice the conversations

Read the conversations with a partner.

Mohammed reads the recipe for asparagus and tomato salad.

He needs help to understand.

He asks his co-worker, Jason, for help.



Jason



Mohammed

Vocabulary

Where

Asks about a place

What

Asks about a thing

Can you show me?

Ask when you need help doing something

Mean

The meaning of a word

Is

About one thing

Are

About more than one thing

Conversation 1



Where is the tomato?



It is on the counter.



Conversation 2



Where are the tomatoes?



They are on the counter.



Conversation 3



What is an inventory list?



It tells you about items in the kitchen.

Conversation 1



What are recipes?



They show you how to cook food.

Conversation 2



Can you show me how to cut this?



Yes, I can show you.

Conversation 3



What does vinegar mean?



It's an ingredient.



Task: Practice questions

Ask your classmates about items in the kitchen.

Take turns asking questions.

You can write answers to practice.

The first one is done for you.

Where is the mop?

It is in the bucket.



Where are the vegetables?



Where are the bowls?



What is a produce list?

Can you show me a memo?

What does schedule mean?

Unit 3: Writing

Fill in forms

At work you might need to ask for **time off**.

This means you ask your supervisor for time away from work.

Time off can be for one day or many days.

Before you take time off you need to ask.

Mohammed needs to take three days off work.

He needs to go to Edmonton to see his sister.

He **requests** time off.

He fills in the **day off request form**.

His supervisor reads the day off request form.

His supervisor will write the schedule.

His supervisor will not schedule Mohammed to work on those days.



Vocabulary

Request

To ask for something

Time off

When you are off work

Asking for time off



You can ask for time off if you are sick.

You can ask for time off if you want to take vacation.

You can ask for time off for an emergency.

Your supervisor must say yes before you take time off.

SLEEPWELL HOTEL

Day off request

SW

This form must be filled out and given to your supervisor one week before time off dates.

Name			
Request dates off		to	
Back to work on			
Notes			
Employee signature			
Supervisor signature			

**Task:** Read a day off request form

To ask for a day off, you must fill in a form.

The form has places to write information.

SLEEPWELL HOTEL Day off request			
This form must be filled out and given to your supervisor one week before time off dates.			
Name	Mohammed Ahmed		
Request dates off	December 1	to	December 5
Back to work on	December 6		
Notes	I want to go to Edmonton to see my sister. She had a baby.		
Employee signature	<i>Mohammed Ahmed</i>		
Supervisor signature	<i>Jason Smith</i>		

Vocabulary**Name**

Your name

Request dates off

The dates you want to be off work, for example:
December 1 to
December 5

Back to work on

The date you want to come back to work

Notes

More information that is important, for example:

- a special holiday
- a religious holiday
- a family event
- an emergency
- a medical problem

Employee signature

Your signature

Supervisor signature

Your supervisor's signature

Medical problem

In Canada, your supervisor cannot ask you a lot of questions about your health.

You can ask for time off work for a medical problem.

You might need to get a letter from the doctor.


Task: Fill in day off request forms

1. Holiday request

Use the information below to fill in the form for Mohammed.

Sign the form for Mohammed.

Ask a partner to sign for the supervisor.

Mohammed wants three days off – January 3 to 5.

His last name is Ahmed.

He will be back to work on January 6.

This is a special religious holiday for Mohammed.


SLEEPWELL HOTEL
Day off request
SW

This form must be filled out and given to your supervisor one week before time off dates.

Name			
Request dates off		to	
Back to work on			
Notes			
Employee signature			
Supervisor signature			

2. Medical request

Use the information below to fill in the form for Mohammed.

Sign the form for Mohammed.

Ask a partner to sign for the supervisor.

Mohammed needs to go to the doctor.
 The doctor is in Edmonton.
 Mohammed will drive to Edmonton on February 16.
 He will come back to work the next day.



SLEEPWELL HOTEL			
Day off request			
This form must be filled out and given to your supervisor one week before time off dates.			
Name			
Request dates off		to	
Back to work on			
Notes			
Employee signature			
Supervisor signature			

Fill in payment forms

In Canada, many workplaces pay you with **direct deposit**.

This means the money you make goes into your bank account.

You do not get cash or a cheque.

Vocabulary

Direct deposit

Your employer puts money into your bank account

Mohammed gets direct deposit at the Sleepwell Hotel restaurant.

This means the Sleepwell Hotel puts his pay in his bank account.

He must fill in a form.

The form is a **direct deposit application form**.

This form gives his employer his bank information.

His employer puts Mohammed's pay into his bank account.

It is important to fill in the form correctly.





Task: Read a direct deposit form

A direct deposit application needs information about the employee and the bank.

The first part is about the employee.

- First name
- Last name
- Home address: city, province, postal code

The second part is about the bank.

You can find this information on a personal cheque or online through your bank.

- Address of the branch: city, province, postal code
- Transit number: five numbers
- Institution number: three numbers
- Account number: seven numbers

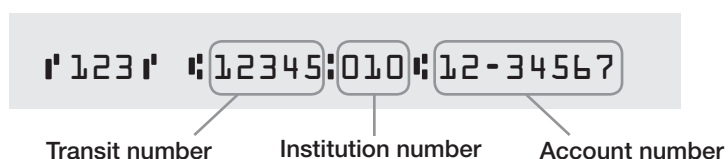
Vocabulary

Branch

One place where you can go to the bank, for example, CIBC has more than 1000 branches in Canada

Direct Deposit Application			
Your information			
First name		Last name	
Address			
City	Province	Postal code	
Banking information			
Branch address			
City	Province	Postal code	
Transit	Institution number	Account number	
X _____ <div style="display: flex; justify-content: space-between; width: 100%;"> Employee signature Date </div>			

Example of bank numbers on a cheque




Task: Fill in a direct deposit application

Mohammed gets paid through direct deposit.

He fills in the application.

Use Mohammed's personal cheque to fill in the form.

Mohammed Ahmed 123 Evergreen Terrace Vulcan, Alberta T0L2B0	Date: _____	123
Pay to the order of: _____		\$
Canada Bank 258 Green Apple Drive Vulcan, Alberta T0L3N6		
Memo: _____		Signature: _____
⑆ 123 ⑆ ⑆ 12345 ⑆ 010 ⑆ 12-34567		

Direct Deposit Application

Your information

First name	Last name	
Address		
City	Province	Postal code

Banking information

Branch address		
City	Province	Postal code
Transit	Institution number	Account number

X _____
Employee signature
Date





Topic 3: Transferable skills




Now I can:

- ☐ Find information in an inventory list
- ☐ Read a memo
- ☐ Find information in a memo
- ☐ Ask co-workers for help
- ☐ Ask questions at work
- ☐ Fill in a time off request form
- ☐ Fill in a direct deposit form

Now I know these words:

General vocabulary

AM, am, a.m. Morning	
AM shift Morning shift	
Are About more than one thing	
As needed Do when you need to	
Attention Take notice	
Branch One place where you can go to the bank	
Check in When guest comes to a hotel	
Check out When a guest leaves a hotel	
Checklist To be done or checked	
Co-worker Someone who works with you	
Column Information in the table that is from top to bottom.	

Confirm To make sure	
Contact information Name, phone number	
Department Area of a place you work, example kitchen	
Direct deposit Your employer puts money into your bank account	
Documents Papers that give you information at work	
Duty Something you must do at work	
Employee signature Your signature	
Empty (action) Take everything out	
Empty (adjective) Nothing inside	
Guest Person staying at a hotel	
Heading The title or name of the document	
Information Sometimes shortened to info	

Initials

First letter of first name and last name.
For example: Maria Salvatore – MS

Instructions

How to do something

Inventory

List of items that are in a workplace

Is

About one thing

List

A group of things that are written one below the other

DUTY LIST

Clean mats
Take out garbage
Clean garbage can
Sweep floors
Mop floors

List items

The things in a list.
The things can be people, things, or job tasks.

Mean

The meaning of a word

Memo

A short note with important information

CHANGE TO HOURS

Attention all staff:
In November the kitchen will close at 11 pm. Speak to your supervisor if this is a problem.

Message

Important information

Note

Information a person writes down

Notes

More information that is important

Number (#)

How many of something

Pay

Money you get for a job

Phrase

Group of words that have meaning

PM, pm, p.m.

Afternoon, evening (after noon and until midnight or 12:00 midnight)

PM shift

Afternoon/evening shift

Polite

Nice and respectful
Using words such as please, thank you, and excuse me

Request

To ask for something

Required

Needed

Row

Information across a table from left to right

Shift

Hours you work, for example 8:00 am to 4:00 pm

Shift schedule

A table to show your shifts for the week

Sign in

To show the time you start work, for example 9:00 am

Sign out

To show the time you finish, for example 5:00 pm

Sub-heading

A smaller heading to give more information

Supervisor signature

Your supervisor's signature

Time off

When you are off work

Week beginning

The day a week starts, for example:
Sunday, October 6 to Saturday, October 12
Week beginning: Sunday, October 6

Week ending

The day a week ends, for example:
Sunday, October 6 to Saturday, October 12
Week ending: Saturday, October 12

What

Asks about a thing

Where

Asks about a place

Dishwasher vocabulary

Bowl

Use for eating soup or cereal



Bucket

For water and a mop to clean floors



Counter

Place in kitchen for work



Cup and saucer

Use for hot drinks



Dishwasher (person)

A person who works in a restaurant to wash dishes



Dishwasher (thing)

A machine to wash dishes



Fork

Salad fork

Use for eating



Garbage can

A place to put things you throw away



Glass

Use for cold drinks



Knife

Steak knife

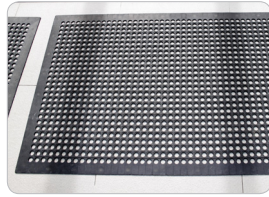
Butter knife

Use for eating



Mat

Goes on the floor.
Stand on it while working.

**Mop**

Use to clean the floors

**Plate**

Use for eating

**Shelf (1)****Shelves** (more than 1)

Place for items like dishes and pots

**Side plate**

Use for eating

**Sink**

Place to wash hands, dishes, pots, and other dirty items

**Spoon****Soup spoon****Tea spoon**

Use for eating

**Wine glass**

Use for drinking

**Housekeeper vocabulary****Bathroom / washroom**

Room with the toilet, sink, bathtub, and shower

**Bathtub**

Part of a bathroom

**Carpet**

Covers the floor

**Counter**

Place near sink

**Cup**

Use for hot drinks

**Dust (action)**

Use a cloth to clean things



Elevator

Use to go up and down in a building



Face cloth

Use to wash face



Fitted sheet

Use to cover a mattress



Garbage can

A place to put things you throw away



Glass

Use for cold drinks



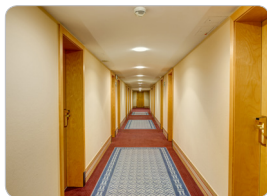
Gloves / rubber gloves

Use to protect hands



Hall

Area between rooms



Hand towel

Use to dry hands



Ice bucket

Use to keep ice cold



Laundry

Things that need to be washed



Laundry bin

A place to put things that need to be washed



Laundry room

A place where you wash dirty items



Mirror

Use to see yourself



Pillowcase

Use to cover a pillow



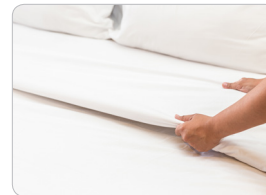
Recycling bin

Use for things that can be recycled (paper, plastic, cans, bottles)



Sheet

Use to cover a bed



Shower

Part of a bathroom

**Sink**

Part of a bathroom

**Toilet**

Part of a bathroom

**Towel**

Use to dry off

**Vacuum**

Use to clean the carpet

**Window**

Use to look outside

**Cook vocabulary****Asparagus**

Vegetable

**Back of the house**

People who work in the kitchen

Behind

Say when you walk behind someone in a kitchen

Carrot (1)**Carrots** (more than 1)

Vegetable

**Cheese**

Made from milk

**Chef**

The lead restaurant cook

**Cook**

Someone who makes food in a kitchen

**Counter**





Place in kitchen for work

**Front of the house**

People who work with customers

Ingredients

Food that is in a recipe

<p>Lettuce Vegetable</p>	
<p>Mushroom (1) Mushrooms (more than 1) Vegetable</p>	
<p>Oil Use for cooking</p>	
<p>On hand Items you have</p>	
<p>Onion (1) Onions (more than 1) Vegetable</p>	

<p>Prep cook A chef helper</p>	
<p>Produce Fruit and vegetables</p>	
<p>Recipe Information on how to cook food</p>	
<p>Tomato (1) Tomatoes (more than 1) Vegetable</p>	

Working Faster, Working Safer videos

There are ten videos to help you to work faster and work safer.

The video titles are:

1. Working Faster, Working Safer: **Learn Skills for Work**
2. Working Faster, Working Safer: **Follow Instructions**
3. Working Faster, Working Safer: **Stay Clean at Work**
4. Working Faster, Working Safer: **Feel Safe at Work**
5. Working Faster, Working Safer: **Be on Time**
6. Working Faster, Working Safer: **Call in Sick**
7. Working Faster, Working Safer: **Be Friendly at Work**
8. Working Faster, Working Safer: **Communicate Well at Work**
9. Working Faster, Working Safer: **Stay Busy at Work**
10. Working Faster, Working Safer: **Ask for Help at Work**

How to find the videos online:

1. Open an internet browser, for example Google.
2. Type “YouTube” in the search bar and press enter.
3. Type “Alberta Workforce Essential Skills” in the YouTube search bar and press enter.
4. Find the word “PLAYLISTS” and click it.
5. Find the “Working Faster, Working Safer” playlist.
6. Click “VIEW FULL PLAYLIST”.
7. Choose a video to watch.

Focus questions for videos

Working Faster, Working Safer: Learn Skills for Work

What skills can you learn for work?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Working Faster, Working Safer: Follow Instructions

When you read a memo, what are three things you can do?

- 1. _____
- 2. _____
- 3. _____

Why is it important to follow instructions at work?

Working Faster, Working Safer: Stay Clean at Work

How can you stay clean at work?

1. _____
2. _____
3. _____

When do you wash your hands?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Why is it important to wash your hands at work?

Working Faster, Working Safer: Feel Safe at Work

What is OK to do at work?

- 1. _____
- 2. _____
- 3. _____

What is not OK to do at work?

- 1. _____
- 2. _____
- 3. _____

Working Faster, Working Safer: Be on Time

How can you be on time for work?

- 1. _____
- 2. _____
- 3. _____

Is it OK to be late for work?

Working Faster, Working Safer: Call in Sick

What should you do if you are sick?

1. _____
2. _____
3. _____

Who can work your shift if you need a day off?

Working Faster, Working Safer: Be Friendly at Work

What should you say to guests?

1. _____
2. _____

What should you not do at work?

1. _____
2. _____

Working Faster, Working Safer: Communicate Well at Work

If it is noisy and you can't understand, what can you do?

In Canada it is polite to:

1. _____

2. _____

3. _____

4. _____

Working Faster, Working Safer: Stay Busy at Work

What can you do to stay busy at work?

1. _____

2. _____

If your manager is busy, what can you do?

1. _____

2. _____

3. _____

Working Faster, Working Safer: Ask for Help at Work

Can you ask questions at work?

If you don't understand, who should you ask?



ALBERTA WORKFORCE ESSENTIAL SKILLS

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