



Industry Focused

Pre-Vocational Language, Literacy & Numeracy Activities Manual



Communication in the Workplace Commercial & Allied Industries

Language Activities Manual

Ph: +617 3203 5203

Fax: +617 3203 7174

Email: enquiries@teach2learn.com.au

Office Address: Unit 4 Level 1, Paxbury House

91 Landsborough Ave, Scarborough Qld 4020

Postal Address: PO Box 71 Scarborough Qld 4020

Web: teach2learn.com.au



Acknowledgements

Each activity in this booklet has been aligned to the Australian Core Skills Framework (ACSF) * Indicators of competence so that they are at the levels appropriate to the delivery of language, literacy and numeracy skills underpinning the units of competency.

- *The “Title to and Intellectual Property rights in relations to the Australian Core Skills Framework are owned by the Commonwealth of Australia ”

Units of Competency, minimum required levels of reading, writing, numeracy, oral communication and learning skills.

The following table provides the level of reading, writing, oral communication and numeracy that are required

Chapter	ACSF Reading Skills Level	ACSF Writing Skills Level	ACSF Oral Communication Skills Level	ACSF Numeracy Skills Level	ACSF Learning Skills Level
1. SIRXCOM001A Communicate in the Workplace	2	2	2	2	2
2. SIRXCCS002A Interact with Customers	2	3	3	2	3
3. BSBCMM101A Apply Basic Communication Skills	2	2	3	2	3
4. BSBCMM201A Communicate in the Workplace	3	3	2	2	2
5. SITXCO001A Work with colleagues and customer	2	2	2	2	2
6. SITXCOM004A Communicate on the Telephone	2	2	2	2	2
7. CPPSEC2001A Communicate Effectively in the Security Industry	2	2	2	2	2

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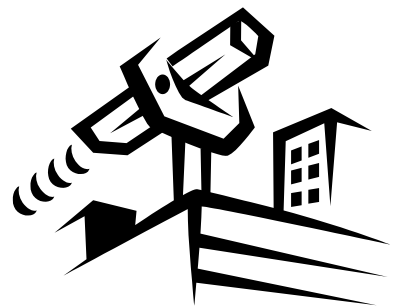


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Contact details and order information – refer last 2 pages.



Chapter 1 - Certificate I in Retail SIR10107

SIRXCOM001A Communicate in the Workplace

Contents

1. Read a personal presentation checklist
2. Read basic customer service standards
3. Record a simple verbal customer message
4. Record a simple telephone message
5. Add up a list of prices using a calculator
6. Recognise simple % discounts used in retail
7. Use common retail related words
8. Greet and welcome a customer using service standards
9. Make a list of good service experiences
10. Read and follow straight forward mission statement
11. Read and follow straight-forward workplace standards
12. Fill in the details on a cash receipt docket
13. Record a verbalized list of routine tasks
14. Recognise different budgets
15. Work out how to meet a simple budget
16. Converse with a customer and listen for specific information
17. Clarifies and asks questions to ensure understanding
18. Prepare a plan for meeting standards and budgets
19. Read and interpret simple Invoice.
20. Read and interpret a Lay-by form

Activity 3 Taking a Verbal Message

It is Friday the 17th October 2010. John Jones came in at 4.30 this afternoon to see Judy Lewis. As Judy has left for the day, John asks if he can leave a message with you to give to Judy. He says:

“Tell Judy we have just received the five metres of silk fabric she ordered. She can pick it up at any time. My number is 03 9966 4433 if she has any questions.”

What is the single most important point about John and his message that Judy will need to know? Choose from the list below, put a cross (x) next to the answer.

- John came in
- The silk has arrived
- It was 4.30 in the afternoon when John came in
- John's phone number

Fill out the following message form so that Judy will get as much information as possible.

MESSAGE	
	Time _____ AM/PM
For _____	Date ____/____/____
From _____	
Phone number _____	
<div style="display: flex; justify-content: space-around;"> URGENT NOT URGENT </div>	
Message _____ _____ _____ _____	

Activity 8 Greeting a Customer

John has been working in the store looking after customers for five years now. Nicole has just joined the team and John would like to assist Nicole with the best words to use to ensure the customers are made welcome as they enter the store. John asks Nicole to listen to him as he greets a customer whom he had acknowledged a minute ago. With a warm smile, he says:



"Good morning, welcome to our store, how can I help you today?"

After John has finished looking after the customer, he gives her a warm farewell and says to Nicole, now I would like you to greet that customer who has just walked in. Nicole approaches her customer and, without smiling, says:

"Can I help you?"



What did Nicole forget to do? _____

What did Nicole forget to say? _____

Nicole's approaches her next customer with a warm smile and says:



"How can I help you?"

What did Nicole forget to say? _____

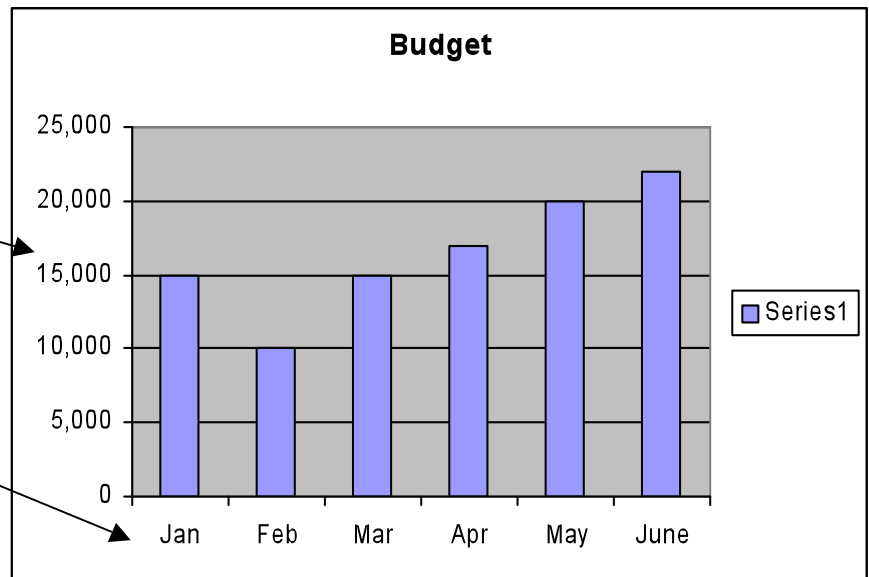
What is the best greeting you have ever heard when you've walked into a store?

Activity 14 Budgets

This is a bar chart

Down the left is the budget you need to make each month.

Across the bottom are the months in which you need to make the budget.

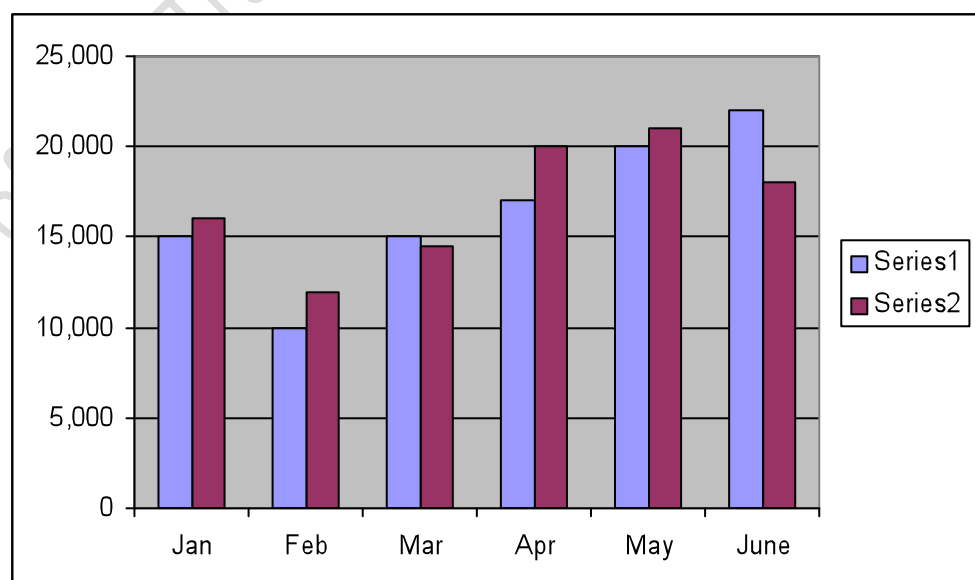


For instance, in February you will need to make \$10,000.

How much will you need to sell to make budget in May? \$

Now, here is a chart that tells you what you actually made compared to your budget.

The bar on the left was your budget, and the bar on the right hand side tells you what you actually achieved each month compared to your budget.



Did you make budget for the month of February? YES NO

Activity 18 Skills Plan

Within 18 months, you'd like to be promoted to a bigger department in your retail store. To achieve this your supervisor has said that you must always set a good example by making sure you always follow the workplace standards so that the business will continue to meet the expectations listed in the Mission Statement.

What does he mean by 'set a good example'? _____

How will you do this? _____

He also said that you will need to meet your budgets every month, and if you exceed them by 10% you will get a bonus. That would be great as you've been planning to buy a car within two years.

Draw up a budget template below that you can use to keep a track of your budget month by month on a weekly basis:

How often do you plan to review this budget to make sure you are on track?

____ monthly

____ every six months

____ daily

____ weekly

____ never

____ hourly

Activity 20 Understanding Lay-By

COOL CLOTHING Pty Ltd
24 Salamander Street
MUNGADILLA VIC 3250
Ph: 3434 3434 Fax 3434 3435
Email: toocool@cool.com.au
ABN Number: 97007480524

LAY BY FORM

Name: Jackie Smithereen
Address: 44 Westmeak Avenue
Mungadilla Vic 3270

Lay-by Number: 444
Date commenced: 14/10/10
Date to be paid out: 25/11/10

Phone No: 03 2244 6688

Date	Product Description	Product No	Quantity	Total
14/10/10	Shoe string strappy dress size 10	12455-798	1	40.00
14/10/10	T-shirt size 10 6	12545-	1	15.00
		TOTAL		55.00
		LESS 20% DEPOSIT		11.00
		BALANCE OWING		\$44.00
	Terms and Conditions A minimum 20% deposit must be paid on lay-by Lay-by must be paid in full within six weeks of commencement Management has the right to withhold the deposit on lay-by returns Sale products are non refundable or returnable			

Here is a typical Lay-By.

Why do people sometimes Lay-by a product or products rather than buy them outright?

Lay-by's always have 'terms and conditions' on them to protect both the business and the lay-by recipient.

How much % deposit has had to be paid on this Lay-By? Place a cross (x) next to your answer:

___ 5% ___ 10% ___ 15% ___ 20% ___ 25%

Why do companies usually ask for at least a 10% deposit?

How long has Jacky Smithereen got to pay her lay-by in full? _____

NOTES/QUESTIONS/COMMENTS

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Chapter 2 - Certificate II in Retail SIR20207

SIRXCCS002A Interact with customers

Contents

21. Record personal details
22. Locate information in internal telephone directory
23. Fill in a time sheet
24. Record a telephone message
25. Calculate weights
26. Calculate change
27. Give directions
28. Listen to customer details and information
29. Make a list of good service experiences
30. Read and follow customer complaint rules
31. Read lay-by conditions
32. Fill in a petty cash request form
33. Fill in a delivery docket
34. Task ordering and time framing
35. Analyse complaint statistics
36. Encourage communication with a customer
37. Deal with difficult customers
38. Skills planning
39. Record customer complaints
40. Participate in a group discussion
41. Develop a customer service checklist

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Chapter 3 - Certificate I in Business BSB10107

BSBCMM101A Apply Basic Communication Skills

Contents

- 42. Instructions
- 43. Email and Fax
- 44. Message Pad
- 45. Details on Fax and Email
- 46. Wages
- 47. Work Expenses
- 48. Work Words
- 49. Personnel in a Team
- 50. Current Skills
- 51. Business Vision
- 52. Budget
- 53. Procedures
- 54. Leave Letter
- 55. Writing Procedures
- 56. TimeFraming
- 57. Wage Calculations
- 58. Team Discussion
- 59. Supervisor's Instructions
- 60. Skills Plan
- 61. Working with Colleagues
- 62. TimeFraming Plans

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Chapter 4 - Certificate II in Business BSB20107

BSBCMM201A Communicate in the Workplace

Contents

- 63. Read a Roster
- 64. Read a Notice
- 65. Copy Personal Details from Card
- 66. Write an Email
- 67. Times and Clocks
- 68. Extract Information from a Simple Diagram
- 69. Greet a Customer
- 70. Understand and Follow Instructions
- 71. Fill In a Learning Diary
- 72. Read and Understand Legislation
- 73. Read a Memo
- 74. Write a Short Report
- 75. Complete Log Book
- 76. Calculate an Order
- 77. TimeFraming
- 78. Listen To and Follow Instructions
- 79. Participate In a Conversation
- 80. Skills Plan
- 81. Read a Table of Contents
- 82. Correct a Letter

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Chapter 5 - Certificate I in Hospitality SIT10207

SITXCOM001A Work with Colleagues and Customers

Contents

- 83. Read a Simple Email
- 84. Read Simple Instructions for a Routine Task
- 85. Record a Simple Telephone Message
- 86. Fill In a Fax Cover Sheet
- 87. Perform Simple Calculations
- 88. Use Common Hospitality Related Words
- 89. Relate Personal Details to Team
- 90. Make a List of Good Service Experiences
- 91. Read and Follow Straight Forward Customer Complaints Statement
- 92. Read and Follow Straight-Forward Team Meeting Minutes
- 93. Fill In a Simple Form
- 94. Write a Simple Message
- 95. Task Ordering and TimeFraming
- 96. Converse with a Customer and Listen for Specific Information
- 97. Clarify and Ask Questions to Ensure Understanding
- 98. Skills Planning

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Chapter 6 - Certificate II - Adv Dip of Hospitality

SIT20207 - 60307

SITXCOM004A Communicate on the telephone

Contents

- 99. Identify Correct Telephone Numbers From Customer Database
- 100. Read Instructions For Making Telephone Calls
- 101. Record A Telephone Message
- 102. Write In Calendar Details
- 103. Record Times Of Telephone Calls In Different Formats
- 104. Read Information From Simple Graph
- 105. Answer Telephone According To Organisation Procedures
- 106. Listen To And Follow Caller Request
- 107. Complete A Learning Diary
- 108. Read And Understand Memo
- 109. Follow Procedures For Communicating On The Telephone
- 110. Write A Simple Email Using A Model
- 111. Fill In Reimbursement Form
- 112. Prioritise Telephone Calls
- 113. Calculate Telephone Costs
- 114. Participate In Team Discussion
- 115. Confirm Caller Details
- 116. Prioritise Skill Development

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Chapter 7 - Certificate II in Security CPP20211

CPPSEC2001A Communicate Effectively in the Security Industry

Contents

- 117. Phonetic Alphabet
- 118. Alphabetic Listing
- 119. Map Reading
- 120. Communication Devices
- 121. Record Of Statement
- 122. Company Memo
- 123. Telephone Directory
- 124. Greeting Customers
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- 130. Wages
- 131. Time Management
- 132. Conflict Resolution
- 133. Client Details
- 134. Supervisor's Instructions
- 135. Questioning
- 136. Recalling Information

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