

Hospitality Assignment III

A Good Time Was Had By All

• Completing a Comment Card

Assignment Summary

In this assignment, the learner will

- listen to a brief dialogue
- highlight the speeches of one of the speakers
- use the information in the highlighted speeches to complete a comment card in role of the speaker.

Prior Knowledge

- **Essential Skills**
- **LBS Levels**
- Some familiarity with forms, e.g., some purposes

Teaching Planning Notes

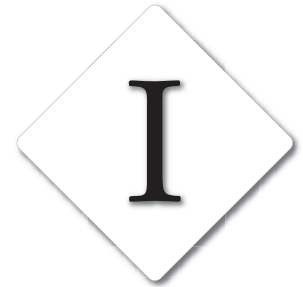
- Use the *Kid's World* "Comment Cards"
- Arrange to read the script with another individual who is comfortable reading aloud

With learner

- Identify the context for this comment card.
- Discuss the purposes of comment cards
- Brainstorm possible appropriate follow up to positive, lukewarm, and negative comments

Achievement Indicators

- Highlights the speeches of one of the speakers
- Completes the Comment Card accurately using the information from the highlighted speeches
- Identifies learning on self-achievement chart



FOCUS ON LEARNING

ESSENTIAL SKILLS

	Complexity Levels				
	1	2	3	4	5
Reading Text	■				
Document Use	■				
Writing	■				
Oral Communication	■				
Thinking Skills	■				
Working with Others					

LITERACY AND BASIC SKILLS

	LBS Levels				
	1	2	3	4	5
Communication					
Read with Understanding			■		
Write Clearly			■	■	
Speak and Listen Effectively			■	■	

Self-Management and Self-Direction

Concentration and Memory	
Problem Solving	
Self-Assessment	
Thinking Skills	
Time Management and Organization	
Working with Others	

Ontario Curriculum Linkages

Locally Developed Compulsory Credit, English, Grade 9 (ENG1L)

Developing Reading and Viewing Skills – Overall Expectations

- DRVV.01 – develop reading and viewing strategies to understand and make connections with texts that are part of school, workplace, and everyday life;
- DRVV.02 – read and recognize a variety of short, engaging, authentic, and relevant print and non-print text forms, both teacher- and student-selected

Developing Reading and Viewing Skills – Specific Expectations

During Reading or Viewing

- DRV1.04 – comprehend directly stated ideas by using a variety of strategies:
- follow signal words or visual cues (e.g., find the pattern of thought in a media work; highlight key words in a math problem; look for bold/highlighted words);
 - use context clues (e.g., reread words, define words, use perspective in a media work);
 - use visual organizers and mental images (e.g., illustrate a written message, compare and discuss mental images from viewing a media work)

Reading a Variety of Texts

- DRV2.02 – be familiar with text forms commonly used in everyday life and in the workplace (e.g., maps, memos, schedules, websites, voting ballots, surveys, billboards, flyers)

A Good Time Was Had By All

Completing a Comment Card

1. Listen as your instructor and another learner read the script below. The conversation is between a babysitter, Jim, and a mother, Mrs. Lackner, who have taken neighbourhood children to Kid's World for a party.

Jim: Hi, Mrs. Lackner. I heard you went to Kid's World the day after we did.

Mrs. Lackner: Yes, we were there February 6 at 10 in the morning for Julie's birthday.

Jim: We were there for Jason's birthday on February 5, but our party was at 2 o'clock in the afternoon.

Mrs. Lackner: Was the party good?

Jim: Oh, yes, the check in, service and food were all excellent. The kids especially enjoyed the clown. The hostess, Sara, was great with the kids too.

Mrs. Lackner: I'm glad. Unfortunately, our party didn't go as well. The check in was confused, and our hostess made a lot of mistakes. Of course we were late and it was Opal's first day as a hostess, so maybe it was okay overall.

Jim: What about the food?

Mrs. Lackner: The food was good.

2. (a) Choose Jim or Mrs. Lackner.
(b) Highlight all the lines for the speaker you choose.
3. Using the information in the speeches you highlighted, complete a *Kid's World* "Comment Card."
 - Complete the "Comment Card" just as Jim or Mrs. Lackner would have completed it.
 - You may refer to the conversation in print or ask to hear the conversation a second time.





COMMENT CARD

Party date _____ Party time _____
Birthday child _____ Host(ess) _____

(PLEASE CHECK ONE)

PARTY CHECK IN

poor ___ fair ___ good ___ excellent ___

PARTY SERVICE

poor ___ fair ___ good ___ excellent ___

PARTY FOOD

poor ___ fair ___ good ___ excellent ___

ADDITIONAL COMMENTS



COMMENT CARD

Party date _____ Party time _____
Birthday child _____ Host(ess) _____

(PLEASE CHECK ONE)

PARTY CHECK IN

poor ___ fair ___ good ___ excellent ___

PARTY SERVICE

poor ___ fair ___ good ___ excellent ___

PARTY FOOD

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ADDITIONAL COMMENTS



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