UNIT TITLE: WRITE A SHORT MESSAGE IN ENGLISH	NOMINAL HOURS: 60

UNIT NUMBER: D1.LAN.CL10.09

UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to write short messages in the workplace.

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Demonstrate the ability to take messages from oral input	**Unit Variables**
1.1 Write a *concise, clear message* from oral input	The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.
1.2 Use clear handwriting	This unit applies to the use of manual or computerized front office systems within the labor divisions of the hotel and travel industries and may include:
1.3 Include all *necessary information*	
1.4 Ensure all abbreviations are clear to the reader	1. Front Office
	2. Housekeeping
1.5 Use correct spelling of names and addresses	3. Food and Beverage Service
	4. Food Production
Element 2: Write short instructional messages	5. Travel Agencies
	6. Tour Operation
2.1 Structure a message into *a logical set of instructions*	*Concise, clear message* refers to:
2.2 Ensure instructions are *clear and unambiguous*	• conveying the essence of the speaker's request or message
	• being brief
2.3 Use *polite forms* when requesting someone to carry out a set of instructions	• transcribing the spoken word into a brief message: "I'm ringing because I was wondering if Tom would be free to have lunch on Monday" should be written as: Please ring Frank re lunch on Monday.

Element 3: Write short messages of appreciation, apology and explanation for absence	*Necessary information* may include:
3.1 Write a short message of thanks and *apology* to develop and maintain good working relationships	• the speaker or caller's name
	• the date and time of the call
	• action required
	• the degree of urgency involved.
3.2 Write a short message explaining a *temporary absence*	A *logical* set of instructions may include:
	• sequencing the order to be followed
3.3 Use *appropriate expressions* to start and finish the message	• starting with the first action required, ending up with the final action required
	Clear and unambiguous may refer to:
3.4 Use accurate grammar and vocabulary to express ideas	• starting a new line for each instruction
	• sequence markers are used to show the order things are to be done
	• using the imperative and active voice
	• using simple vocabulary
	• avoiding inappropriate word choice that may confuse the listener/reader.
	Polite forms in English refers to:
	• including the use of please and thank you
	• writing emails not using capital letters which is interpreted as shouting: Please call me, not CALL ME.
	An *apology* message may include a reason:
	• I'm very sorry I won't be able to attend the staff meeting tomorrow as I have a doctor's appointment I can't change
	• thank you for covering my shift and I really appreciated it as unexpectedly, I had to take my father to the hospital.

Temporary absence refers to writing a short message of explanation:

- I have gone to the bank, will be back by 4 PM
- I have gone home because I am not feeling well.

Appropriate expressions depend on the familiarity of the people involved and may include:

- using a more formal greeting when leaving a message for someone we don't know very well
- using a less formal greeting for a close friend or colleague.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- ability to write a clear, concise and courteous message
- ability to write legibly
- ability to spell correctly
- ability to use correct grammar and vocabulary
- ability to summarize main points in a message
- ability to write short instructional messages
- ability to write short messages of thanks
- ability to write short apology messages
- ability to write explanations of absence.

Linkages To Other Units

- Respond to instructions given in English
- Communicate in English on the telephone
- Read and write English at a basic operational level
- Communicate on the telephone
- Maintain quality customer/guest service

	• Establish and maintain a business relationship
	• Work cooperatively in a general administration environment
	• Manage and implement small projects.
	Critical Aspects of Assessment
	Evidence of the following is essential:
	• demonstrated ability to write clear, concise and courteous messages
	• demonstrated ability to write instructional messages
	• demonstrated ability to write a message of thanks
	• demonstrated ability to write a message of apology
	• demonstrated ability to write a message explaining a temporary absence
	• demonstrated ability to use correct grammar and vocabulary.
	Context of Assessment
	Assessment must ensure:
	• actual or simulated workplace application of situations where people read general information texts or media in English in the workplace.
	Resource Implications
	Training and assessment may include access to or a simulated workplace setting; a suitably qualified English as a second language (ESL) teachers; and access to workplace standards, procedures, policies, guidelines, tools and equipment.
	Assessment Methods
	The following methods may be used to assess competency for this unit:
	• observation of practical candidate performance
	• writing messages from oral input
	• writing messages to suit the context

- gap fill exercises

- summary writing

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Sequence a set of instructions logically
Communicating ideas and information	2	Write accurate messages
Planning and organizing activities	1	Ensure messages are delivered in a timely fashion
Working with others and in teams	1	Write courteous, unambiguous messages
Using mathematical ideas and techniques	1	Awareness of time constraints and degree of urgency within messages
Solving problems	1	Ensure messages are delivered to the right person
Using technology	2	Use a computer to send emails