

# Client Booklet: Reading Level 1



Candidate's Name: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

Assessment Location: \_\_\_\_\_

Assessor's Name: \_\_\_\_\_

## Introduction

**Reading** is the ability to **understand** text written in sentences or paragraphs. Reading skills are important to be able to learn and find information quickly and easily. They are used in every job and in many aspects of life (e.g. reading and understanding emails, letters, instruction manuals, and prescription labels).



You are about to complete a needs assessment for **Reading, Level 1**. This is not a test – it is an opportunity to help identify your reading skills strengths and areas you may want to consider improving. This information will help you to make decisions about job skills training and job searches.

## Instructions

1. You will have an assessor present with you (i.e. an employment or career counsellor) while you complete the assessment. **Feel free to ask your assessor questions at any time.**
2. Each assessment question in this booklet describes a typical workplace task that shows how reading skills are used in different jobs across Canada.
3. All questions are in multiple-choice format. Make sure you choose only **one** answer from the options provided.
4. You can circle the letter that corresponds to the answer you choose or you can circle the answer itself.
5. Space is provided after each question if you would like to write down any notes.
6. Please complete the reading questions without a dictionary.
7. Some questions will require that you read the whole text to summarize what it means. In other questions, you will have to skim or scan the text to find a specific piece of information. **It is important that you read the whole question carefully so that you understand what is being asked.**
8. If you have difficulty answering a question, you can move on to the next task and return to it later.
9. Take your time to complete the questions – there is no set time limit.
10. You can take a break at any point during the assessment. You can also choose to stop the assessment and have the option to re-schedule for another time.

11. Once you have completed all the questions, or as many questions as you can, your assessor will review them with you.

**Here is a sample question to help familiarize you with the assessment format:**

**A maintenance worker in an apartment building reads a note from a tenant:**

*I will be leaving on a business trip this weekend and I am wondering if you could paint my living room while I am away? The office staff said that you might be available.*

*Thanks,*

*Deb Jones (apartment 902)*

What is the maintenance worker being asked to do?

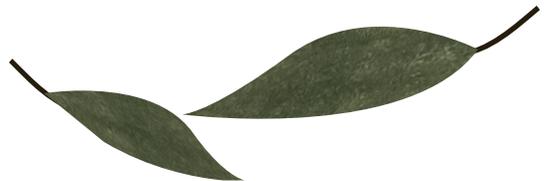
- A. Go on a business trip.
- B. Paint the living room.
- C. Watch the apartment.
- D. Talk to the office staff.

**Answer: B**

The tenant is asking the following:

*I will be leaving on a business trip this weekend and **I am wondering if you could paint my living room while I am away?** The office staff said that you might be available.*

**So, the maintenance worker is being asked to paint the tenant's living room.**



## Assessment Tasks

### Question 1:

A mail carrier opens a mailbox and finds a letter that was delivered yesterday. It has the following message written on it:

*Moved 3 months ago. No forwarding address. Return to sender.*

What should the mail carrier do with the letter?

- A. Hold the letter for 3 months.
- B. Forward the letter to a new address.
- C. Direct the letter back to the sender.
- D. Place the letter in the junk mail bag.

### Question 2:

A guest asks the attendant at a hotel's information desk to suggest a fun outdoor activity. The attendant glances at the hotel's daily event schedule, shown below.

#### **Daily Event Schedule**

- *Come and enjoy our indoor swimming pool.*
- *Free in-room movies available.*
- *Sign up for a free 30 minute horse-back riding lesson and enjoy our scenic trails through the woods.*
- *Try our 2 for 1 dinner special at our new location located in the St. Henry Mall.*

Which event should the attendant suggest?

- A: Watching a movie
- B: Going out to dinner
- C: Horseback riding
- D: Swimming

### Question 3:

A hotel front desk clerk receives the following fax from a person who would like to make a reservation:

<b>Fax Communication</b>	
<b>To:</b>	The Bella Vista Hotel
<b>Attention:</b>	Front Desk
<b>Fax number:</b>	555-515-4567
<b>Date:</b>	January 2, 2008
<b>Subject:</b>	Request for Reservation
<b>No. of Pages:</b>	1 (including cover)
<b>Comments:</b>	
<i>"I would like to make a reservation for the night of January 12, 2008. I would like a room with a king size bed and with a view of the lake."</i>	
<i>Thank you,</i>	
<i>Robert</i>	
<b>Sender: Robert Smith</b>	
312 David Street, Apt. 413, Erin ON, N1B 3C4	
Tel: (555) 555-8910 Fax: (555) 555-4019	

The clerk must enter the address of the person requesting the room into the hotel's reservation system. What is the person's apartment number?

- A. 12
- B. 312
- C. 413
- D. 525



#### Question 4:

Refer to the fax in **Question 3** and identify the date when the person would like to stay at the hotel.

- A. January 2, 2008
- B. January 12, 2008
- C. Next week
- D. Tonight

#### Question 5:

A maintenance worker at an elementary school is reading a maintenance request to see what needs to be fixed:

Ashberry Elementary School
Maintenance Request Form
<p><b>Please provide the details of problem or work to be done:</b></p> <p><i>I was preparing for a presentation to my class this morning and when I tried to pull down on the cord for the projector screen it was jammed. I put an "out of order" sign on it to let the other teachers know about the problem. I would appreciate if it could be fixed as soon as possible so that I do not fall behind with my class material.</i></p> <p>Thank you.</p> <p>Mrs. O'Neil (Class 1B)</p>
Request # 1003



What is the problem with the projector screen in Ms. O'Neil's classroom?

- A. The screen is out of order.
- B. Ms. O'Neil and the other teachers can't use it.
- C. The screen can't be pulled down.
- D. The screen will be fixed today.

### Question 6:

A hotel front desk clerk is reading a logbook to see what needs to be done during his shift.

The clerk reads the following entry:

*Received a note from Jane Parent from Holiday Tours requesting a change to her reservation date. I changed her reservation from June 28th to June 29th, but she also has a meeting room and shuttle bus booked. I spoke to the Conference Director and he confirmed that the change to the meeting room was done. The only thing left to do is to call Mary Fellows at the shuttle bus company to inform her of the new schedule.*

*Thanks,*

*Sam Thompson*

According to the logbook entry, who does the front desk clerk need to contact?

- A. Jane Parent
- B. Conference Director
- C. Mary Fellows
- D. Sam Thompson



A housekeeper is preparing a vegetable dish using the following directions:

*Step 5: Add 1 minced clove of garlic and 1 tsp of basil.*

*Step 6: Dice the green peppers and add to the pot.*

*Step 7: Boil the mixture for 1 hour and serve over warm rice.*



According to the recipe, how should the green peppers be prepared?

- A. Chopped in half
- B. Minced
- C. Diced
- D. Cut into strips

### Question 8:

Mary, a harvest labourer, picks apples from different apple orchards. She reads the following note of instructions from her supervisor:

*Rob, I would like you to pick the Red Delicious apples from Field A. Sam, please pick the Granny Smiths from Field B. Mary, you are responsible for the Granny Smiths from Field A, and Alex you pick the Red Delicious apples from Field B.*

*If there are any questions, you know where to find me.*

*Tina*

Which type of apple is Mary supposed to pick and from which field?

- A. Red Delicious from Field A
- B. Granny Smith from Field B
- C. Red Delicious from Field B
- D. Granny Smith from Field A



### Question 9:

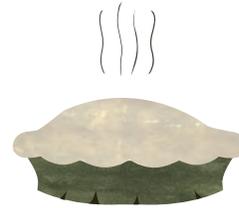
A cashier at a bakery reads the following note from her manager:

*Hi everyone,  
I've had to change some prices since the cost of flour has gone up. Pie prices will increase by 25 cents, bread will increase by 50 cents, and cakes will increase by one dollar. I have put a sign up in the store to let customers know about the price changes but don't forget to tell them that the new prices will only go into effect next month. Thanks for all your hard work. Our sales were really up last month!*

*Thanks,  
Bob*

What does the cashier need to remember to tell the customers?

- A. The cost of bread is increasing by 25 cents.
- B. The price changes are only going to start next month.
- C. The cashiers are working hard.
- D. The sales were up last month.



### Question10:

A kitchen helper is preparing to clean a meat slicing machine. He reads the important notice posted on the wall above the machine:

***IMPORTANT NOTICE TO ALL KITCHEN STAFF:  
PLEASE READ!***

-  *The meat-slicing machine should be cleaned after each use.*
-  *Before cleaning, make sure that the power cord is unplugged from the electrical outlet.*
-  *Remove and clean the blade with hot soapy water.*
-  *Apply a thin layer of olive oil to prevent the blade from rusting.*
-  *Replace the blade immediately after cleaning.*

According to the important notice, what should the kitchen helper do before cleaning the machine?

- A. Rinse the blade with cold water.
- B. Apply olive oil to the blade.
- C. Unplug the meat slicing machine from the electrical outlet.
- D. Turn off the machine.

Notes:

