



Hospitality

A partnership project of Quinte Literacy Group
and
Literacy Link Eastern Ontario

Funded by the National Literacy Secretariat (HRSDC)
and
the East Central Ontario Training Board

Acknowledgements

Hospitality Essential Skills Training

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Introduction

ANSWERS

Learning Activity 1

1. True
2. False
3. True

Learning Activity 2

1. bellhop
2. True
3. carry luggage, greet guests

Learning Activity 3

1. vacuum, empty garbage
2. cleaning, home, paid

Learning Activity 4

1. two: two
#719: #719
table: table

Learning Activity 5

1. greets, answers questions, gives menus
2. restaurant (or event)

Learning Activity 6

1. True
2. hot
3. dishes, pots

Room Cleaners and Dishwashers

Answers

Learning Activity 1

1. job
2. ask for help
- 3.

Dishwasher	Room Cleaner
dish soap	vacuum
mop	duty list
bucket	rags and sponges
dishwashing machine	rubber gloves
cleansers	mop
garbage bags	cleansers
rubber gloves	bucket
dish cloths and dish towels	laundry cart
hairnet	duster
rags and sponges	face cloths
duty list	garbage bags

Learning Activity 2

1. duties, routines
2. every day
3. boss

Learning Activity 3

1. daily
2. True
3. True

Recycling

Answers

The items that can be recycled are:

Numbers 1, 3, 4, 6, 8, 9, 11, 12, 14, 16, 18, 20, 21, and 23.

Learning Activity #1

Answers

1. You will find the directions on how to use a product on the back.
2. Check the directions for how much of a product should be used.
3. Some cleaners cannot be used on counters, but can be used on floors.

Learning Activity #2

1. It will be easier to work a machine if you have read the directions.
2. Each machine will be different.
3. There may be a quick reference sheet that is easier to read than the whole book/manual. (either is correct).

Learning Activity #1

Answers

Fill in the blanks in the sentences below with the right word.

1. A memo is a short note that contains information.
2. It is important to read memos and understand what they are saying.
3. You should ask someone to help you if there are words you don't understand.

Learning Activity #1 and #2

Answers

Answers will vary.

Learning Activity #1

Answers

Fill in the blanks in the sentences below with the right word or words.

1. A business will let their employees know how they are doing by giving them a written evaluation.
2. Evaluations let you know where you are doing well and what parts of your job you need to work on.
3. Some people may use a chart or a checklist to do an evaluation.

Order Forms

ANSWERS

1.

- What supplies need to be ordered
- How much of each item should to be ordered
- When the supplies should be delivered

2.

Answers will vary, but should include four of the following:

- Hand soap
- Toilet cleaner
- Toilet paper
- Bathroom cleaner
- Toilet seat covers
- Glasses covers
- Towels
- Washcloths
- Sheets
- Pillowcases
- Bedspreads

3.

Answers will vary, but should include four of the following:

- Dishwasher soap
- Dish soap
- Bleach
- Rubber gloves
- Floor cleaner
- Mops
- Pail
- Hairnets
- Hand sanitizer

Measurement

ANSWERS

1. Liquids should be measured using **glass** or **plastic** cups with **handles** and **pouring spouts**.
2. The cup should be put on a **level surface**, such as a **counter top**.
3. In most places where you will be working, the pails you use will have the **measurements** on the pail. The **label** on the **product** will tell you the **amount** you should use.

Time Sheets

Answers

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
Hours	4	8	-	4	8	-	6	30
Start Time	8am	6am	-	2pm	4pm	-	12pm	-
End Time	12pm	2pm	-	6pm	12am	-	6pm	-

Pay Stubs

Learning Activity #1

Answers:

1. How much does Jon Johnson make per hour? **\$7.15**
2. How many hours does Jon Johnson work each week? **35 hours**
3. How much does Jon Johnson receive in gross pay? **\$250.25**
4. How much tax is being deducted from Jon Johnson? **\$15.86**
5. How much EI is being deducted from this cheque? **\$4.95**
6. What is the total amount of deductions taken from Jon Johnson? **\$29.87**
7. How much in total will Jon Johnson receive this week? **\$220.38**

Learning Activity #2

Match the number from Column A with the description in Column B.

3. The number of hours you work at your regular rate of pay
5. The amount of money you receive after deductions
1. Canada Pension Plan
7. The name for all the amounts of money taken out of your pay cheque
4. Money taken from your pay that is made available to you if you become unemployed
2. Money from every pay cheque that goes to the government to help pay for healthcare, education and other government funded programs
6. The total amount of money you make before deductions are taken out

Safety in the Kitchen

Answers

1. A dishwasher can get **cuts** from using the equipment **unsafely**.
2. Burns can happen from **hot water**, **flames**, and **chemical use**.
3. The most common burns are from **hot utensils**, **plates**, **cooking pots**, **bubbling water**, and **steam**.
4. You can get burns from cleaning **chemicals** used to clean the **kitchen** and the **equipment**.

Lift Safely

Answers

Learning Activity #1

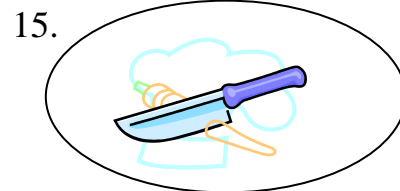
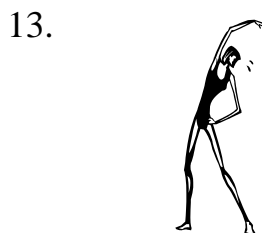
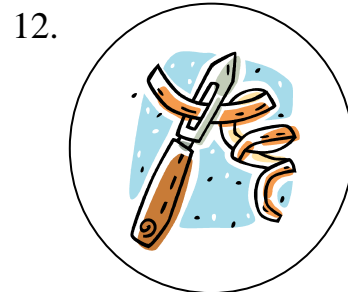
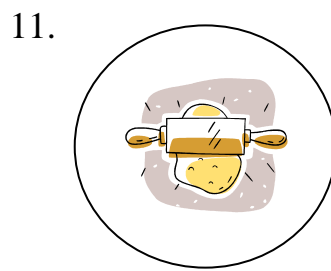
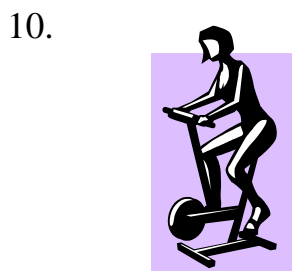
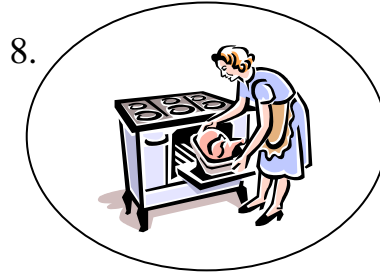
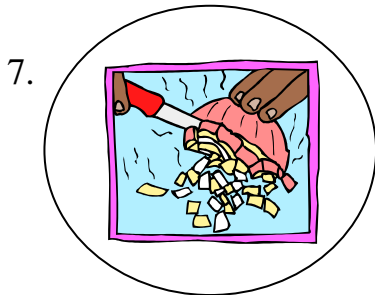
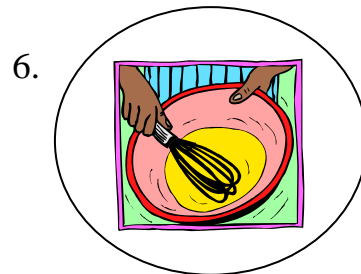
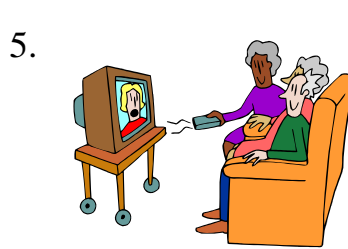
- ① Lifting something that is too heavy for her
2. Spending too much time talking to the other workers
- ③ Bending at her waist to pick up the bag
4. Laughing too hard at the chef's jokes
- ⑤ Holding the bag way out in front of her body instead of close to her stomach

Learning Activity #2

1. Bend her knees instead of her waist.
2. Hold the bag close to her body.
3. Move her feet instead of twisting her body.

Strain

Answers



Learning Activity #1

Answers

1. B, C, D, A

