



Wood Manufacturing Council/Conseil des fabricants de bois

# **WRITING**

## **Essential Skills Assessment Tool**

### Questions and Answers

### 2009

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## Introduction

**Writing** includes writing texts and writing in documents (for example, filling in forms) and non-paper-based writing (for example, typing on a computer).

Dimension	Level 1	Level 2	Level 3	Level 4	Level 5
<b>1. Length and Purpose of the Writing</b>	<p>Writing that is less than a paragraph.</p> <p>Writing is intended to organize, remind, or inform.</p>	<p>Writing brief text that is a paragraph or longer intended to serve a variety of purposes.</p>	<p>Either longer or shorter pieces of writing intended to inform, explain, request information, express opinions or give directions.</p>	<p>Longer pieces of writing which present considerable information and which may feature a comparison or analysis.</p> <p>Writing task may involve making recommendations.</p>	<p>Longer pieces of writing which present an evaluation or critique, usually accompanied by recommendations.</p> <p>Writing tasks of any length which demand originality and effectiveness.</p>
<b>2. Style and Structure</b>	<p>Informal writing for small, familiar audiences—usually coworkers.</p> <p>Writing which uses pre-set formats or writing for which the format is unimportant.</p>	<p>Writing with a more formal style for an audience other than co-workers.</p> <p>The writing sets a tone which is appropriate for the occasion, e.g. friendly, respectful, authoritative, etc.</p> <p>Standard spelling and grammar (syntax) expected.</p> <p>Writing tasks for which templates or models exist such as memos and letters in set formats.</p>	<p>Writing task has an established format, such as a contract, lease, financial report, or job description.</p> <p>Writing format may call for structural elements such as headings, a table of contents, footnotes, etc.</p>	<p>Conscious organization of writing for a given purpose.</p> <p>Writing may require modification of an existing format, such as a proposal or a report, to fit the given information.</p> <p>Consideration of the audience may be an important part of the writing task at this level.</p>	<p>Appropriate tone and mood may be as important as the content.</p> <p>Writing may display complex, multi-part organization to accommodate varied content.</p>
<b>3. Content of the Writing</b>	<p>Concrete, day-to-day, matters of fairly immediate concern.</p>	<p>Content of writing is routine, with little variation from one instance to the next.</p>	<p>Non-routine writing tasks</p> <p>The content of the writing may be extensive but it is readily available from established sources.</p>	<p>Writing task may involve the gathering and selection of information.</p> <p>Abstract or technical content may demand the use of specialized vocabulary.</p> <p>Re-write or transform written information for a specific audience, e.g. rewrite technical material for a non-specialist audience.</p>	<p>The content must be created or it may be synthesized using information from multiple sources.</p>

# **WRITING COMPLEXITY LEVEL 1**

1. When completing a book shelf for a client, a furniture assembler realizes that they are almost out of # 2 connector bolts. The furniture assembler needs to write a reminder note to ensure the # 2 connector bolts are ordered immediately.

In the space below write a short reminder note for this situation (sentences or point form can be used).


Item Number:	1
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Reminder</b> - Informal writing for familiar audiences, format unimportant.  Furniture Assemblers and Inspectors often write reminder notes to follow up on priority items.

Answer Rational / Performance Indicators

Example Answer:

Remember to order #2 connector bolts immediately.

Rating:

- Addresses the purpose of the task (1 point): All the elements presented in the scenario are addressed in the reminder note.
  1. # 2 Connector bolts out of stock
  2. Place a rush order.
- Writing and Spelling can be understood (1 point)

2. John McFadden, a cabinet maker, with RFM Wood Manufacturers receives 2 bundles of defective Pine boards. These bundles must be returned to the vendor and the status needs to be documented on the "Receipt of Goods" form under the "Condition of Goods" section.

In the "Condition of Goods" section of the form provided below, write a short note documenting the situation (sentences or point form can be used).

Receipt of Goods						
Date Received:		May 16, 2006				
Receivers Name:		John McFadden				
<b>Shipped From</b>						
Company:		LGB Lumber				
Address:		7 King St.				
City:		Ajax 416-543-2222				
Materials Received						
Amount	Description				Location	Condition of Goods
2 bundles	Pine				Carp	

Item Number:	2
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Complete forms requiring brief written entries</b> - Informal writing for familiar audiences, format unimportant.  Wood Product Assemblers and workers in the Wood Manufacturing industry are often required to provide information on receiving forms.

In the comments section of the form below provide comments to convey the information to the vendor.

Answer Rational / Performance Indicators

Example Answer:

2 Bundles of Pine received are defective, these are being returned.

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Defective Pine
  - 2) The defective product must be returned to the vendor
- Writing and Spelling can be understood (1 point)

3. A cabinet maker has completed the construction of a bookshelf and wants to leave a note to the apprentice to complete the finishing work on the bookshelf. The finishing includes a quality check for glue residue, sanding and application of a maple stain.

In the space below, create a short note that could be left for the apprentice regarding the finishing work to be performed based on the information provided above (sentences or point form can be used).




Item Number:	3
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Message to inform</b> - Informal writing for familiar audiences, format unimportant  Machinists, Woodworkers and Labourers often write notes to coworkers.

Answer Rational / Performance Indicators

Example Answer:

Please inspect bookshelves and remove glue residue. Then sand and finish the bookcase with maple stain.

Thanks

Rating:

- Addresses the purpose of the task (1 point)
  1. Complete the finishing work
  2. Sanding, quality check for glue and apply maple stain
- Writing and Spelling can be understood (1 point)

4. Creating cabinet trim requires skill and precision cutting. The saw used for cutting must be in good condition. It must have a sharp blade, a good fence, and clear degree numbers. A Supervisor needs to ensure a new apprentice checks the condition of the saw, before cutting.

In the space below, write a note that would inform the apprentice of what needs to be checked regarding the condition of the saw (sentences or point form can be used).


Item Number:	4
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Note to inform</b> - Informal writing for familiar audiences, format unimportant  Wood Product assemblers, carpenters, and machine operators write notes to explain plans and machinery.

In the space below write a note that could be used in this situation (sentences or point form can be used).

Example Answer:

Before cutting check your saw for the following:

1. The blade is sharp
2. The fence is good
3. The degree numbers are clear

Rating:

- Addresses the purpose of the task (1 point):
  - 1) Cutting
  - 2) Saw must be in good condition
  - 3) The saw blade must be sharp
  - 4) The saw must have a good fence
  - 5) The numbers must be clear
- Writing and Spelling can be understood (1 point)

5. Tim at RFB Office Equipment, notices that housekeeping has declined in the warehouse. Screws are not being put away in the numbered bins, tools are not being put in the tool bin area and glues are not being put in the provided bin.

In the space below write a short note that could be used to remind employees of the general housekeeping standards based on the information provided above (sentences or point form can be used).


Item Number:	5
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Note to inform</b> - Informal writing for familiar audiences, format unimportant  Furniture Assemblers, Woodworkers, and Labourers often need to write information notes to coworkers.

Produce a short note that could be used to remind employees of housekeeping standards (sentences or point form can be used, no more than 2 sentences).

Example Answer:

Note: Housekeeping

Housekeeping has declined over the summer and items are not being put back in the appropriate bins. Please ensure that:

- 1) Screws are returned to the numbered bin.
- 2) Tools are returned to the tool bin area
- 3) Glues are returned to the bins provided.

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Put screws, tools and glues in the proper bin
- Writing and Spelling can be understood (1 point)

6. A machinist preparing to work with a circular saw notices that the saw guard is missing from the machine making it unsafe to operate. Most accidents with saws occur due to faulty saw guards and can be very serious.

In the space below provide an appropriate note that should be provided for her coworkers informing them of the danger and requesting them not to use the machine (sentences or point form can be used).


Item Number:	6
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Note to inform</b> - Informal writing for familiar audiences, format unimportant  Machine Operators write notes to co-workers to document problems such as machine breakdowns.

In the space below provide an appropriate note that should be provided for his/her co-workers (sentences or point form can be used).

Example Answer:

Danger - Unsafe Machinery  
The Circular Saw is missing the saw guard. Do not operate.

Rating:

- Addresses the purpose of the task (1 point):
  - 1) Circular Saw is missing saw guard
  - 2) Machinery is unsafe
  - 3) Saw should not be operated
- Writing and Spelling can be understood (1 point)

7. A Warehouse Manager receives the results of a recent safety audit which confirms that many of the Labourers are not wearing the required Personal Protective equipment (eyewear, gloves, hardhats and safety boots). The manager must remind the Labourers that they are required to wear protective equipment or they will be sent home.

In the space below provide an appropriate note that could be provided to the workers to remind them about the requirement of wearing protective equipment and the consequences if the rules are not followed (sentences or point form can be used).




Item Number:	7
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Reminder-</b> Informal writing for familiar audiences, format unimportant  Labourers and Carpenters are required to write reminders to co workers.

In the space below write an appropriate note that could be provided to the workers (sentences or point form can be used).

Example Answer:

Important Reminder

All workers must wear the protective equipment. This includes eyewear, footwear, hard hats and gloves. Failure to wear this equipment will result in workers being sent home.

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Reminder to wear the protective clothing
  - 2) The protective clothing includes gloves, eyewear, boots, and hard hats
  - 3) Workers not wearing the clothing will be sent home
- Writing and Spelling can be understood (1 point)

8. A cabinet maker has 6 end tables due to be delivered to clients by the end of the day on Wednesday. It is now the end of his shift on Monday and he has completed the wood construction of all six. He still needs to sand the products and do a quality check. The final products must be stained with an oak finish. The delivery truck is scheduled for 4 p.m. Wednesday and each end table must be ready.

In the space below write an example of a note listing the tasks that remain to be done before pick-up in order to complete the work by the deadline.


Item Number:	8
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Note to organize</b> - Informal writing for familiar audiences, format unimportant  Cabinet Makers are often required to make lists to organize their work tasks.

In the space below write an example of a note to ensure all the work tasks are completed on time.

Example Answer:

Work Tasks for completion by pick-up

1. Sand 6 end tables
2. Perform quality check on the 6 tables
3. Stain 6 tables with oak stain
4. Ensure the tables are ready for truck pick up at 4 p.m.

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Task to be completed for Wednesday at 4 p.m.
  - 2) Outlines each task to be performed.
- Writing and Spelling can be understood (1 point)

9. It is May 9th, 2006 and Mr. Jones, a customer, has just called to change his order with McFadden Furniture Fixtures. Mr. Jones had ordered 24 red Standard Ergonomic chairs. He would like to have these 24 chairs upgraded to the Liberty Ergonomic chair, and wishes to cancel his order for the standard ergonomic chair.

Using the order form below make the necessary changes to the order form under the Product Information section and document the change in the note section (sentences or point form can be used).

<b>McFadden Furniture Fixtures Order Form</b>	
<b>Date</b> May 5, 2006	
<b>Customer</b>	
Name:	Mr. Jones
Address:	16 Blueberry Crescent Kingston, Ontario
Phone -	613-222-2222
<b>Product Information</b>	
<b>Quantity</b>	<b>Description</b>
24	Ergonomic Chairs
<b>Notes:</b> Delivery confirmed for May 16th, 2007	

Item Number:	9
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Complete forms</b> - Informal writing for familiar audiences, format unimportant  Furniture assemblers and labourers may be required to write changes on order forms.

Example Answer:

Product Information	
Quantity	Description
24	Standard Ergonomic Chairs (cancelled May 9th,2006)
24	Liberty Ergonomic chairs (new order May 9th,2006)
Comments:	
Mr. Jones called on May 9 <sup>th</sup> to change his order from the standard ergonomic chair to the liberty ergonomic chair. A quantity of 24 is required.	
Delivery confirmed for May 16th, 2007	

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Notes cancellation of originals item selection on the form and records information of the new selection on the form
  - 2) The quantity information is noted
- Writing and Spelling can be understood (1point)

10. The sawmill operator is required to perform several tasks. He must note the number of logs processed for the day, record the amount of timber in the yard at end of shift and unload lumber in the lumber yard. The sawmill operator has spent 8 hours processing logs and an hour reviewing the inventory of timber in the yard. A truck came into the yard and the operator spent an hour unloading the truck. At the end of his shift he must log in all the tasks of the day on a log sheet.

Use the log sheet provided below to record the daily tasks of the sawmill operator based on the information provided above (sentences or point form can be used).

Log Sheet	
Tasks Performed	Time to complete
1.	
2.	
3.	

Item Number:	10
Skill:	Writing
Complexity Level:	1
Skill Component Addressed:	<b>Complete forms</b> - Informal writing for familiar audiences, format unimportant  Sawmill workers often log daily tasks into a log book.

Example Answer:

Log Sheet	
Tasks Performed	Time to complete
1. Processing logs	8 hours
2. Counting the lumber in the lumber yard	1 hour
3. Unloading a lumber truck	1 hour

Rating:

- Addresses the purpose of the task (1 point)
  - 1) Sawmill Tasks are identified on the form
  - 2) Identifies time spent on the task
  - 3) Identifies the specific tasks of processing lumber, counting the inventory and unloading the truck.
- Writing and Spelling can be understood (1 point)

Use the log sheet provided below to ensure the daily tasks of the sawmill operator are noted (sentences or point form can be used).