Literacy Skills

### Journal Entry #1

What do you think Literacy means?

Use the internet to find the definition.

You will focus first on reading and writing and its importance in the workplace. Reading and writing relate to three of the essential workplace skills: Reading Text, Writing, and Document Use.

#### **Common Workplace Tasks Involving Literacy**

The skills involved with Literacy, Reading, Writing, and Document Use, are skills used on almost every job. It is important for you to be prepared to use your literacy skills on the job and to express to potential employers that you possess literacy skills.

Here are two occupations showing day-to-day tasks involving literacy. Remember the numbers in brackets indicate the level of difficulty/complexity of the task from 1, not too complex, to 5, very complex.

**Cashiers:**

* read price tags, bills, cash register displays, or account statements to determine the amount due. (1)
* read brand labels and compare them to promotional flyers or coupons to determine if the product is on sale. (2)
* consult work schedules and enter the times they begin and end their daily shifts. (2)
* read computer lists of information about sales by category to be able to balance the payments and charges. (3)
* read memos/emails about price changes. (1)
* read notes or memos with information about new products or procedures, administrative matters, upcoming sales promotions, or special events. (2)
* complete forms. (1)
* write brief notes to record and explain customer complaints. (1)
* write notes to inform other staff of important messages.

**Cooks:**

* read instructions on the operation of appliances and equipment, such as dishwashers, deep fryers, and ovens. (1)
* read rules for keeping cooking and stewarding areas clean. (2)
* read recipes and use them to prepare food. (2)
* interpret Occupational Health and Safety hazard symbols. (1)
* read product labels to identify any ingredients that may be allergenic or excluded from restricted diets.
* read customer orders and prepare accordingly. (1)
* read signs, labels, or lists. (1)
* complete forms by marking check boxes, recording numerical information, or entering words, phrases, sentences, or text of a paragraph or more. The list of specific tasks varies depending on what is reported (2).

### Journal Entry #2

For this journal entry, reflect on your reading abilities. Do you enjoy reading? Do you find that reading can be a little difficult? Do you feel you should read more?

# Reading Strategies

You are going to read a document that would be typical in the workplace, and you are going to use Before Reading, During Reading, and After Reading strategies to better understand what you will read.

**Scenario:** You have just secured a job at the Terry Fox Monument Visitor Centre. Your new manager has given you a biography of Terry Fox so you will be prepared with background information for your first day on the job.

**Use Before reading strategies to activate prior knowledge:**

Ask yourself what you already know about Terry Fox.

Ask yourself what you think you need to know.

Read the subtitles and headings on the biography.

**Use During reading strategies to clarify your understanding:**

Take notes.

Visualize/Create a mental image.

Ask yourself if what you are reading makes sense. If not, re-read or look up words you do not know.

Ask yourself if it connects to what you already know.

Break the reading up into chunks.

**Use After reading strategies to confirm your understanding:**

Ask yourself what you have learned.

See if you can think of the most important element you read.

Ask yourself if you know the main message.

See if there is anything you have to clarify by re-reading.

# Writing Strategies

Here are some reminders regarding the writing process if you are asked to write a summary, review, or briefing note.

**Generate Ideas**

Before I begin to write, I…

* jot down everything I know about this topic.
* look at other texts and resources.
* ensure that I understand everything I am supposed to do.
* add additional details or supporting ideas.
* check to see if everything is on topic.

**Organize Writing**

To make sure my writing makes sense I check that …

* my introduction and conclusion make sense.
* each paragraph stays on topic.
* the connections between sentences and paragraphs are clear.
* my choice of words suits the audience and the topic.

**Revise and Edit**

Before my final draft, I check that …

* I have written about what was requested.
* the ideas are connected to one another.
* my verb tenses are correct and consistent.
* my point of view is consistent.
* my spelling is double checked and my punctuation is effective.