

Resource Review

This resource was prepared to assess the learning that had taken place over the period of several classes concerning the topic Receiving and Assisting Visitors.

The assignment contained an introduction giving a scenario in relation to the tasks. There was differentiation with regard to the characters named in the scenario and there was no gender bias.

The first assignment task is completed as group/pair work. This gives the learners the opportunity to role play the two callers and to incorporate their interpretation of the 'tone' of the conversation into their answers.

For each of the three conversations, students are required to identify what the person answering the call did correctly and what was done incorrectly. Each conversation has one fundamental example of bad practice and at least two examples of good practice.

The second assignment task is completed as individual work. Learners are given a choice of subjects where they had to identify good practices. Each subject had set of specific good practices that needed to be acknowledged.

Content	Evaluation
Instruction	Clear and easy to understand
Purpose	Evaluation of learning
Appearance	Well laid out and presented