

Essential Skills for the Gaming Industry

Casino Writing Skills



Casino Writing Skills

Participant Manual: Edition 1.0

Casino Writing Skills: Essential Skills for the Gaming Industry

Produced By:

The Canadian Gaming Centre of Excellence
(An operating division of The Manitoba Lotteries Corporation)
983 St. James Street
Winnipeg, Manitoba R3H 0X2
(204) 957-2504 ext. 8498 e-mail: hinkeld@mlc.mb.ca

Contact:

Judith Hayes, Director
Dayna Hinkel, Business Development Officer

Special Thanks:

The Canadian Gaming Centre of Excellence would like to acknowledge the assistance of the following organizations and individuals in producing this manual:

Aseneskak Casino
Judy Goodridge, Chief Operating Officer
Eleanor Gabriel, Human Resources
Delores Lavallee, Manager, Human Resources
Atlantic Lottery Corporation
Alison Stultz, Director Organizational Development
British Columbia Lottery Corporation:
Mitch Romanchook, Manager Technical Services Talent Management – Human Resources
Canadian Gaming Association
Paul Burns, Vice President of Public Affairs
Casino Rama
Debra Pratt, Chief People Officer
Century Casino & Hotel
Nicole Jofre, Human Resources
Great Canadian Gaming Corporation
Sally Hart, Executive Director Human Resources
Brenda Fearman, Director Human Resources
Vonn Parker, Director Human Resources
Mo-Jean Lai, Director Training & Development
Gary Moore, Regional Manager Human Resources
Grey Eagle Casino
Carrie Manitopyes, Human Resources Manager
Manitoba Lotteries Corporation
Judith Hayes, Director Employee Services & Organizational Development
Dayna Hinkel, Business Development Officer
Barb Celic, Training Specialist
Manitoba Tourism Education Council
Shannon Fontaine, Chief Executive Officer
Niagra Casinos
Tammy Sweeny, Director Employee Programs
Ontario Lottery and Gaming Corporation
Priscilla Fraser, Senior Manager Training & Development
Anne Gervais, Director HR Gaming & Office of Player Protection
Paragon Gaming
Brent Fleming, Vice-President Human Resources & Organizational Development
Sandra Riedlinger, Regional Learning & Development Specialist
Saskatchewan Gaming Corporation
Nadine Milne, Manager Learning & Development
Saskatchewan Indian Gaming Authority
Tammy Vermette, Director of Learning & Development
Jason Chickosis, Learning & Development Consultant
Ari Avivi, Learning & Development Consultant
Trevor Smith, Learning & Development Consultant
Pat Brooks, Learning & Development Consultant

Table of Contents

► Introduction

► How to Use this Manual

► Facilitator's Guide

► Foundations:

1. Writing Notes
2. Writing Emails
3. Recording Text in Daily Logs
4. Writing Reports
5. Writing Memos and Letters

► Job Families:

1. Bank
 2. Customer Services/Administration
 3. Food and Beverage Services
 4. Housekeeping and Grounds
 5. Maintenance and Facilities
 6. Retail
 7. Security
 8. Slots/Electronic Gaming/Bingo
 9. Table Games
 10. Uniforms
 11. Warehouse
-

Essential Skills for the Gaming Industry

Casino Writing Skills



How to Use This Manual

The workbook is organized into two separate parts to be as user-friendly and as flexible for you and your learners as possible.

1. Foundations
2. Job Families

1. Foundations

This is a review of the general, underlying Writing skills required by most Gaming occupations. Foundations is organized by topics. Topics include, for example:

- Writing Notes
- Writing Emails
- Recording Text in Daily Logs
- Writing Reports
- Writing Memos and Letters

Each Foundation section is organized as follows:

Title: Eg. Writing Notes

Teaching Tips:

- Provides tips to help you conduct training on or tutor learners on the skills in the section. Included in many, but not all, of the Foundations sections.

Introduction

- Lists the skills to be covered in this section and the job families that most commonly use these skills.

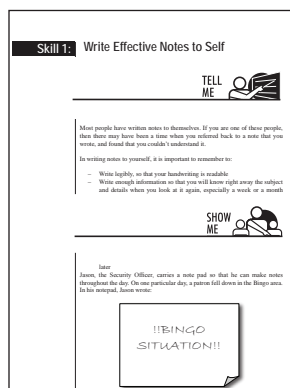
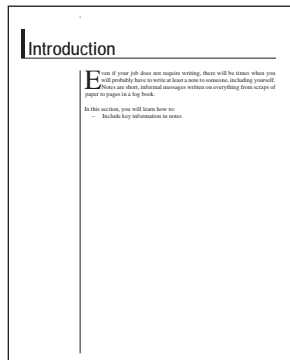
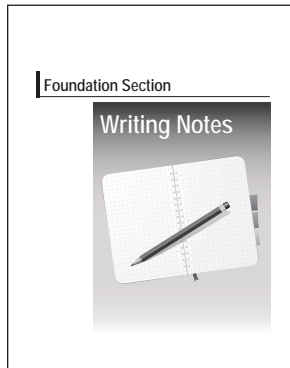
Skill 1: Eg. Write Effective Notes to Self

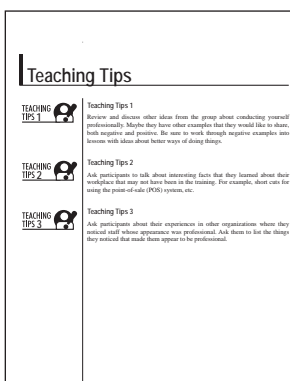
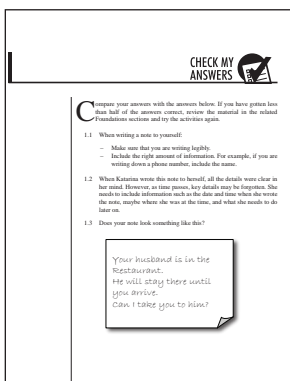
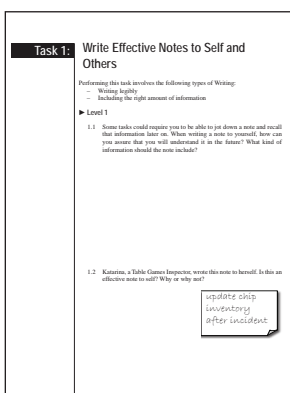
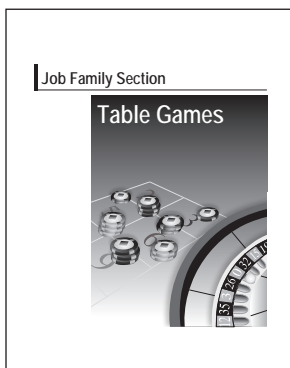
- Tell Me: Describes the skill, and how to use it.
- Show Me: Shows how to use the skill, using examples.
- Let Me Try: Provides exercises for the learner to practice the skills.

Skill 2: Etc.

Check My Answers:

- Provides answers for all the Let Me Trys.





2. Job Families

The Job Family sections contain practice questions organized according to specific Gaming/Casino job families. For example, learners who need to develop skills for “filling in logs” specific to Table Games will find relevant Writing problems in the “Casino Table Games” section. Assign the Job Family sections according to the learner’s type of job.

If a learner has trouble performing the tasks in their Job Family section, they may need to review the Writing skills for that task found in the Foundations section.

Each Job Family section is organized as follows:

Title: Eg. Table Games

Introduction:

- Describes the tasks covered and when they are commonly used.

Task 1: Eg. Record Information in the form of notes to self and others

- Provides exercises for the learner to practice the skills needed for completing this task.
- These exercises are organized into levels of difficulty from Level 1 (easiest) to Level 3 (hardest). In many cases, Level 3 activities will mostly apply to Supervisors, but not always.

Task 2, 3, 4: Etc.

Check My Answers:

- Provides answers for all the exercises in the section.

Special Features for Facilitators

The Foundation sections in this manual include two special features to help you work with your learners.

1. **Something to Consider**—These notes appear throughout the manual. The Something to Consider feature presents suggestions for applying concepts in the workplace. These notes also provide additional ideas that can help you and learners think about the concepts from different perspectives.
2. **Teaching Tips**—These tips are found at the beginning of most Foundations sections. Teaching Tips suggest techniques for teaching the material and additional information to help you understand concepts you may be unfamiliar with. If you are a new facilitator or new to teaching Writing, you may find these tips especially useful.

Facilitator's Guide

Planning Your Training

Having a plan before you begin any type of training is key to a successful training event, whether that event is in a classroom with a trainer, one-on-one on-the-job training or a self-study assignment trainees do on their own. Your plan should answer questions such as:

1. Who are your learners, what do they need to learn and what do they need to be able to do on the job as a result of the training?
2. What will your training be about?
3. What, if anything, should learners know or have the ability to do in order to participate successfully in the training?
4. How will you deliver the training (e.g. in a classroom to a group, one on one, etc.)?
5. What strategies and activities will you use to deliver the training?
6. How long will each part of the training take and in what order should these parts occur?
7. What materials will you need to deliver the training?
8. When and where will the training happen?
9. How will you know if the training “worked”?

If you don't already have a training plan format that you use or if you are new to planning training, try the Training Plan Worksheet at the end of this section. The worksheet will help you work through the questions above to get you started. Following this worksheet, you will find a Training Plan Template that you can use to create the actual training plan you can use during your training session.

► Training Strategies

Below are a few strategies that will help you help your learners. Most of these strategies can be used both with groups of learners and individual learners.

1. Some sections are more complex than others. For complex sections, consider incorporating time for discussion and brainstorming with your learners. You may also find that some of the more procedure-based skills can be covered more quickly.

2. Allowing learners to pursue faulty reasoning or an incorrect interpretation of a question is a useful way to help learners develop problem-solving skills. Wrong answers offer excellent opportunities for self-analysis. However, this strategy can be time-consuming and frustrating for less confident learners. If you do use this strategy, be sure that you discuss where and why the mistake or weaknesses occur and how improvements can be made.
3. Adult learners are motivated to learn things that will help them understand and do things in the real world better. Allow time for learners to discuss how the topics relate to the real world and jobs specifically. Ask questions about similar experiences they have had, how they use the skills on the job already, how their new learning could be used on the job and/or help them do their job better, and what examples and strategies they can share with the group.
4. Independent learners will pace themselves. If you are working with a small group of learners or with individual learners, it may be helpful to set some goals related to how much work they can do, what is a reasonable timeframe for completing their training and strategies for helping them to be successful.
5. People need to use new concepts and skills as soon and as often as possible to actually retain what they have learned and to transfer their learning to the workplace. Encourage learners to plan short but frequent reviews of the material. Most importantly, have learners set specific goals and timeframes for using the skills on the job.

► Improving Your Skills

If you are new to training or job coaching or are interested in improving your training and facilitation skills, take a look at the three quick reference tools at the end of this section:

- Trainer Skills Quick Reference
- Facilitation Skills Quick Reference
- Buddy Trainer Quick Reference

Use these tools if you are looking for pointers, ideas and reminders that will help you strengthen your skills as a trainer in the classroom and on the job.

► Using Other Resources

Use real-life workplace situations as teaching and learning opportunities as much as possible. For example, try incorporating authentic work place materials like forms, policies, and other practices used in the learners' workplace. You might also ask learners to come prepared with examples and questions from their jobs. Learning is richer and more meaningful when learners can apply the material to their workplace tasks.

► Estimating Time

The time required to cover the different sections will vary among learners based on their background, general knowledge and skills, and learning styles. When planning your training sessions, whether with individual or groups of learners, determine your learners' needs first. Then, you can plan for an appropriate amount of time for reviewing and practicing the skills they are working on.

Learners with a solid grasp of concepts may be able to work through problems with minimal guidance and more quickly than learners who are new to the concepts or have little job experience. Be sure to allow learners the time they need to master and transfer the skills to their jobs confidently.

You may find the following time estimates helpful when scheduling training sessions using the Writing manual. The actual time required to complete these sections will vary depending on your learners' skills, the training situation and the size of your training group.

Writing Notes

Time estimate: 1 hour

Writing Emails

Time estimate: 1-2 hours

Recording Text in Daily Logs

Time estimate: 1-2 hours

Writing Reports

Time estimate: 2 hours

Writing Memos and Letters

Time estimate: 2 hours

The total estimated time needed to do a thorough review of the Foundation materials is 7-9 hours. The breakdown of time is estimated assuming that classes will meet for two hours, with most of the topics reviewed over one or two classes.

Training Plan Worksheet

Effective learning objectives:

- Identify the learner (e.g. new Dealers.)
- State what learners should be able to demonstrate after the training.
- State how learners will demonstrate what you expect them to be able to do.

Step 1: Write the learning objectives.

1. What do you expect employees to be able to do on the job as a result of this training?
2. What learning objectives should trainees focus on first, second, third, etc.?
3. What do learners need to know or be able to do in order to participate in this training successfully?

Step 2: Identify the planning details of your training session:

When, Who and How

1. How will you deliver the training? (For example, will it be in a classroom with a group of learners, one on one between a trainee and a trainer, or an assignment for trainees to do on their own and check in with a trainer at specified points)
2. What training methods, activities and questions will you use to ensure trainees achieve each of your learning objectives? (Use the training plan template following this worksheet to plan your training session in more detail.)
3. When will the training occur?
4. Who will deliver the training?
5. Where will the training be delivered?
6. What materials will you need to deliver the training? (For example, handouts for trainees, flip charts, laptop and projector, etc.)

Step 3: Plan how you will evaluate your training.

How will you determine whether or not the training has been effective? What tools can you use (For example: a survey, an on the job demonstration, at test, etc.)?

Step 4: Identify and plan how you will follow-up with learners after the training.

How will you determine whether or not trainees are applying their learning on the job?

Step 5: Prepare the materials, equipment and training space.

What can you prepare before the training begins that will make the session run smoothly for both you and the trainees?

Training Plan Template

[illegible]

Communication Skills

1. Words

- ✓ Easy to understand (no jargon)
- ✓ Active sentences
- ✓ Avoid "um", "uh" and "ok"

2. Tone

- ✓ Change volume, speed & tempo
- ✓ Pause to breathe
- ✓ Put emphasis on key words

3. Body Language

- ✓ Maintain eye contact
- ✓ Smile & nod
- ✓ Gesture with your arms & hands
- ✓ Avoid distracting habits (e.g., pacing, change in pockets)

Top 10 Ways to Motivate Adults

1. Create a need. Ask: how will this information benefit you?
2. Develop a sense of personal responsibility. Ask: What do you want they want to achieve? What are you willing to do to get there?
3. Create and maintain interest. Ask questions to keep engagement
4. Structure activities to apply content to real life
5. Give recognition, encouragement and approval
6. Get excited yourself. Show your genuine enthusiasm for the topic
7. Establish long-range objectives. Show the big picture and the benefits in the long run
8. Link personal values and motives to OLG's values and objectives
9. Intensify interpersonal relationships – find commonalities
10. Give choices - Provide a variety of activities, questions and ideas

Tips on Flip Charts

In Advance

- ✓ Prepare flip charts the night before, if possible
- ✓ Create light pencil drawings for you to trace during the session
- ✓ Lightly pencil the next topic on the bottom of the page to remind you of what's coming
- ✓ Make your first page a title page or leave it blank

Colour

- ✓ Use flip chart markers. They don't bleed through the paper
- ✓ Write with dark colours and use accent colours (red, orange, yellow, pink, etc.) to highlight
- ✓ Use only 2-3 colours per page
- ✓ Alternate colours when listing

Lettering

- ✓ Follow the 7x7 rule: use no more than 7 words across and 7 lines to a sheet
- ✓ Ensure letters are at least 2-3" in height
- ✓ Leave plenty of white space
- ✓ Use printing, rather than handwriting

10 Tips To Prepare

1. Think about your audience
2. Be certain of your objective
3. Review your Facilitator Guide and note interactive sections
4. Anticipate how you will handle distractions
5. Personalize your opening and closing
6. Memorize opening
7. Do a practice run with the technical equipment (Smartboard, infocus machine, laptop)
8. Set up classroom and materials the night before
9. Arrive at least 1 hr early, set up and double check everything, then relax half an hour before
10. PRACTICE, PRACTICE, PRACTICE

Facilitation Skills Quick Reference



To become a more effective facilitator, review the tips and techniques that can be applied to your sessions to enhance the overall learning experience.

Communication Skills

Communication skills can be broken down into 3 groups:

1. Words

- ✓ Easy to understand (no jargon)
- ✓ Active sentences
- ✓ Picture words
- ✓ Pronouns (especially "you")
- ✓ Avoid "um", "uh" and "ok"

2. Tone

- ✓ Change volume, speed & tempo
- ✓ Strive for variety
- ✓ Pause to breathe
- ✓ Put emphasis on key words

3. Body Language

- ✓ Maintain eye contact
- ✓ Smile & nod
- ✓ Gesture with your arms & hands
- ✓ Avoid distracting habits e.g. jingling change, pacing back and forth
- ✓ Maintain a comfortable distance from the learners

Remember When Interacting...



- Ask and answer questions clearly.
- Listen attentively.
- Observe participants' behaviour & act accordingly.

Phrasing Questions

Here are a few ideas about phrasing questions:

Do	Don't
Ask clear, concise questions about one issue.	Ask rambling, vague questions about many issues.
Ask reasonable questions based on what learners will know.	Ask questions that are too difficult or that learners won't be able to answer.
Ask challenging questions to provoke thoughtful answers.	Ask questions which are too easy and don't let learners think.
Ask honest, relevant questions.	Ask "trick" questions designed to fool learners.

10 Tips to Prepare

1. Think about your audience.
2. Be certain of your objective.
3. Personalize your opening and closing.
4. Review your Facilitator's Guide and note interactive sections.
5. Check everything.
6. Set up classroom and materials the night before.
7. Do a practice run with the infocus machine and laptop.
8. Memorize your opening.
9. Arrive at least 1 hour early, set up and double check everything, then relax half an hour before.
10. PRACTICE, PRACTICE, PRACTICE!

Dealing with Stress

Don't Take It Personally

Make a conscious effort to remember that participants are not angry with you; they are likely upset with the situation or an unrelated incident.

Take a Walk

Remove yourself from the situation. On your break or at lunch take a short, brisk walk to clear your head.

Use Creative Visualization

Imagine standing under a waterfall, as the water washes over you, picture the water washing your tension away. Or, pretend that you are sitting on a mountaintop, letting the breeze blow away your stress. Use your imagination to choose a visualization that works for you!

Stretch

Try sitting up straight in your chair, and do neck rolls and shoulder shrugs. Neck and shoulder exercises are particularly useful for people that spend long periods of time at a computer.

Focus on Breathing

Inhale for three counts, hold for two counts and exhale for five counts. Repeat several times. Deep breathing is a simple, yet effective method of relaxation.

Be Active

Exercise and other physical activities can help you to release stress, clear your mind, reduce tension and increase energy.

Get a Good Night's Sleep

It is difficult to cope when you are exhausted. Situations always seem harder to deal with when you are "running on empty".

Have Fun!

Take the time to enjoy life and pursue interests outside of work. It may seem as though there is never enough time, but you need to take the time to recharge by participating in an activity that you enjoy or piques your interest.

Meditate

Meditation does not always have to involve chanting or deep reflection; you can begin with deep, calm breathing and then move on to clear your mind of stressful thoughts. It can help you to feel less anxious and more in control.

Laugh

Laughter is a wonderful stress reducer. Many studies have shown that happier people live longer, have less physical problems and are more productive.

Tips on Flip Charts

In Advance

- Prepare your flip charts the night before, if possible.
- Create light pencil drawings for you to trace during the session (the audience will not see these lines).
- Lightly pencil the next topic on the bottom of the page to remind you of what's coming.
- Make your first page a title page or leave it blank.

Colour

- Use flip chart markers. They don't bleed through the paper.
- Write with dark colours and use accent colours (red, orange, yellow, pink, etc.) to highlight.
- Use only 2-3 colours per page.
- Alternate colours when listing.

Lettering

- Follow the 7x7 rule: use no more than 7 words across and 7 lines to a sheet.
- Ensure letters are at least 2-3" in height.
- Leave plenty of white space.
- Use printing, rather than handwriting.

Benefits of Visual Aids

- ✓ Increase retention. With verbal instruction, retention is 10%. By adding visuals, retention jumps to 50%.
- ✓ Improve understanding.
- ✓ Appeal to multiple senses.
- ✓ Heighten interest.
- ✓ Help learners focus on the key message.
- ✓ Add to the variety of the learning experience.



Body Language

- ✓ Change your position. Move around the room.
- ✓ Use gestures. Hand, head, and body movements can support your points.
- ✓ Let silence work for you. Use it to encourage reflection. If you ask a question wait 10 seconds for a response.
- ✓ Change tempo. With tone, volume, speed, fluctuate between loud and mellow, fast and slow, happy and sad, matter-of-fact and personal, fluent and hesitant.

Top 10 Ways to Motivate Adults

1. Create a need.
2. Develop a sense of personal responsibility.
3. Create and maintain their interest.
4. Structure activities to apply content to real life.
5. Give recognition, encouragement and approval.
6. Get excited yourself.
7. Establish long-range objectives.
8. See the value of personal motives.
9. Intensify interpersonal relationships.
10. Give them a choice.

Responding to Difficult Questions

- "I don't know, but I will find out and get back to you."
- That's a good question. It relates to an issue we will cover shortly."
- Rephrase the question to your benefit.
- "Does anyone else have that particular concern?" If no, offer to deal with the question during the break.
- Ask for an example.
- Draw from the learners. "What advice do others have?"
- If the questions are off topic, offer to record it and follow up.



Buddy Trainer Quick Reference



Getting Started

Prepare for your first meeting. Greet the Rookie with enthusiasm and introduce yourself. The Rookie might be a little nervous so try to put them at ease. Tell them a little about yourself, your experience and why you think you were selected as a Buddy Trainer.

Goals for this meeting:

- Review the goals of the training and explain more about your role
- Introduce the 4-steps of the Buddy System
- Introduce the ICM and P&P manual and explain their purpose in the department
- Introduce the checklists that will be used during training
- Answer any questions the rookie has before starting
- Review the Learning Map and pencil in dates for when each module should be completed.
- Explain to the Rookie that should they feel uncomfortable with any aspect of the training program they are welcome to speak to you about it or with your Department Manager.

Pre-Shift Meetings

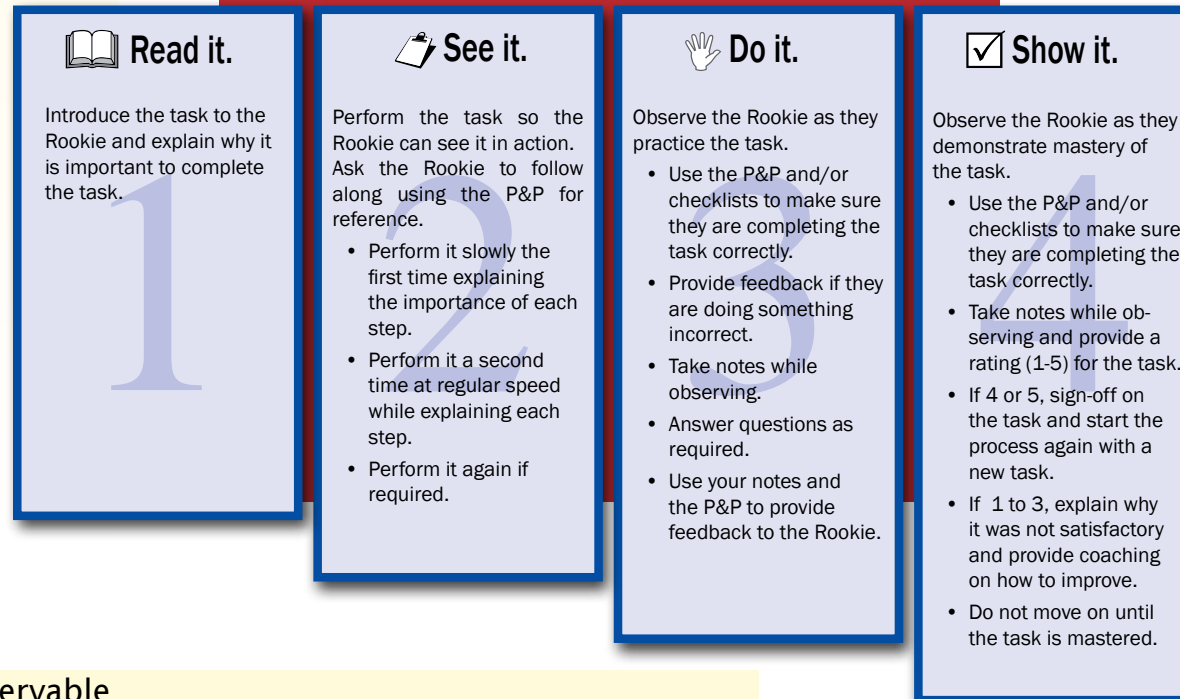
Before starting training each day, sit down with the Rookie to review the goals for the day. Plan 5 to 15 minutes depending on how much of the training is completed.

These regular meetings are a good time to discuss the Rookie's progress and answer any general questions they may have. If you have major concerns with the progress of the Rookie discuss them with your Department Manager.

If the Rookie is going to work with another team member to learn a task, this is a good time to make the introduction if necessary.

Remember these meetings are confidential and are not to be shared with anyone except the Department Manager.

The Buddy Training System



Not All Tasks Are Observable

You may find that not all the information in the ICM and P&P is a task that you can demonstrate and have the Rookie practice. If the section you are reviewing is not observable, spend more time discussing the importance of the item and how it relates to compliance. When the Rookie is ready, ask them to explain it back to you focusing on the why it is important and the compliance implications.

Post-Shift Meetings

Before the end of the day, take 5 to 10 minutes to sit down with the Rookie to discuss the day's achievements or challenges. Celebrate success when required, especially if the Rookie did something outstanding or completed a difficult task that they had previously struggled with.

Review which tasks you completed during the day and ask the Rookie if they have any questions about the tasks completed.

Quickly review what you will be covering during the next training shift and who the Rookie will be working with it is a different team member.

After the meeting, note anything of importance to discuss during your regular check-in meetings with your Department Manager.

Essential Skills for the Gaming Industry

Casino Writing Skills



Foundation Section

Writing Notes



Introduction

Some jobs that need these skills include:

Bank Senior Cashier
Bank Supervisor/Shift Manager
Banquet Supervisor/Shift Manager
Bartender
Beverage Server
Bingo Caller/Checker
Bingo Cashier
Bingo Supervisor
Bingo Volunteer Coordinator
Box Person (Craps)
Casino Bank Cashier/Clerk
Casino Gaming Technician
Casino Host/Player Services Representative
Chef
Cook
Countroom Cashier
Countroom Supervisor/Shift Manager
Dealer
Dining Room Cashier
Dining Room Supervisor/Shift Manager
Executive Host
Facility Supervisor/Shift Manager
Facility Technician
Food and Beverage Host
Guest Services Representative
Guest Services Supervisor/Shift Manager
Housekeeping Attendant
Housekeeping Supervisor/Shift Manager
Investigative Security Officer
Kitchen Helper
Maintenance Technician
Pit Manager/Pit Boss
Poker Manager
Promotions & Event Planner
Receiver
Retail Cashier
Retail Supervisor/Shift Manager
Security Officer
Security Supervisor/Shift Manager
Senior Clerk Typist
Server
Shuttle Bus Driver
Slot (Electronic Gaming) Floor Supervisor/Shift Manager
Slot Attendant/Electronic Gaming Attendant
Surveillance Supervisor/Shift Manager
Surveillance Technician
Switchboard Operator
Table Games Inspector
Table Games Supervisor/Shift Manager
Table Games Trainer
Technical Support Supervisor
Uniform Supervisor/Shift Manager
Uniform Technician
Valet Attendant
Warehouse Clerk
Warehouse Supervisor/Shift Manager

Even if your job does not require writing, there will be times when you will probably have to write at least a note to someone, including yourself. Notes are short, informal messages written on everything from scraps of paper to pages in a log book.

In this section, you will learn how to:

- Write effective notes to self
- Write effective notes to other

Skill 1: Write Effective Notes to Self

TELL
ME



Most people have written notes to themselves. If you are one of these people, then there may have been a time when you referred back to a note that you wrote and found that you couldn't understand it.

In writing notes to yourself, it is important to remember to:

- Write legibly, so that your handwriting is readable
- Write enough information so that you will know right away the subject and details when you look at it again, especially a week or a month later
-

SHOW
ME



Jason, a Security Officer, carries a note pad so that he can make notes throughout the day. On one particular day, a patron fell down in the Bingo area. In his notepad, Jason wrote:

A rectangular notepad with a folded bottom-right corner, containing handwritten text.

!!BINGO
SITUATION!!

Jason did not look at this page in his notepad until sometime later in the shift. When he went to write an incident report, he had already forgotten key details. It would have helped Jason if he had written a note to himself that was something like this:

BINGO:

- senior lady left walker where she was sitting
- went to bathroom and fell
- when I came, Bingo volunteer helping

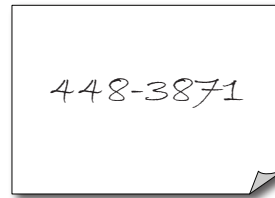
**LET ME
TRY**



Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 1.1 When writing a note to yourself, how can you ensure that you will understand it in the future?

- 1.2 A gaming employee named Mary wrote this note to herself. Is this an effective note? Why or why not?



- 1.3 You need to remember to talk to Maintenance about some damaged carpet in the Restaurant. Write a note to yourself.



- 1.4 You have noted that Janine, the Retail Cashier, has been particularly good at up selling and making extra sales. Make a note to yourself to include this observation in her next employee evaluation.



Skill 2: Write Effective Notes to Others



When you write notes to others in the gaming industry, it is important to think about who your reader is. This will determine:

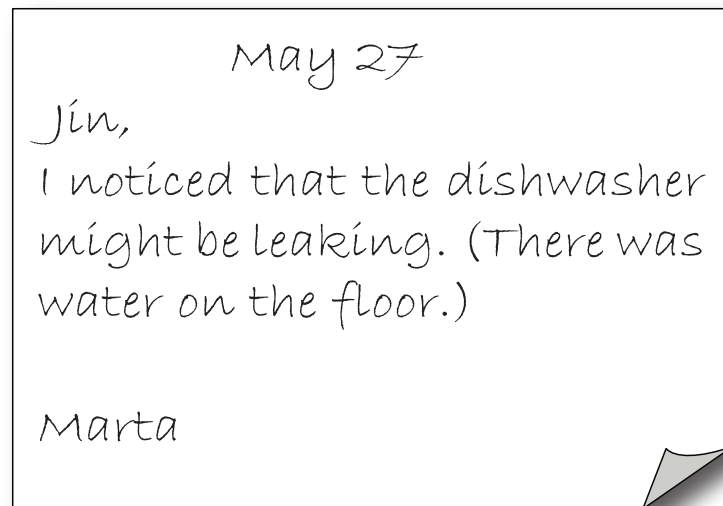
- How you would address or greet a manager or a co-worker
- How much information you would include
- What kind of follow-up might be needed

Use these tips when writing notes at work:

- Write clearly. Make sure the reader will be able to understand your handwriting.
- Be brief. But make sure you give enough information so that the read will know what you're talking about.



Marta is a Kitchen Helper. She is just finishing up her shift. She won't see Jin, the Sous Chef before she leaves. She has noticed that when the dishwasher was running there was a small puddle of water on the floor. She writes a note to the Sous Chef.



Marta thought about the following things as she was writing the note:

- She included the Sous Chef's name so that everyone knows who the note is for.
- She did not have to address him formally. Based on their work relationship, she didn't need to address him as "Mr." or "Sir." She decided to date the note in case it was misplaced.
- She was only going to write that she "thought the dishwasher was leaking," but she decided to include why she thought it was leaking. (If someone had cleaned up the water, the Sous Chef might be confused because there would be no evidence of a water leak.)

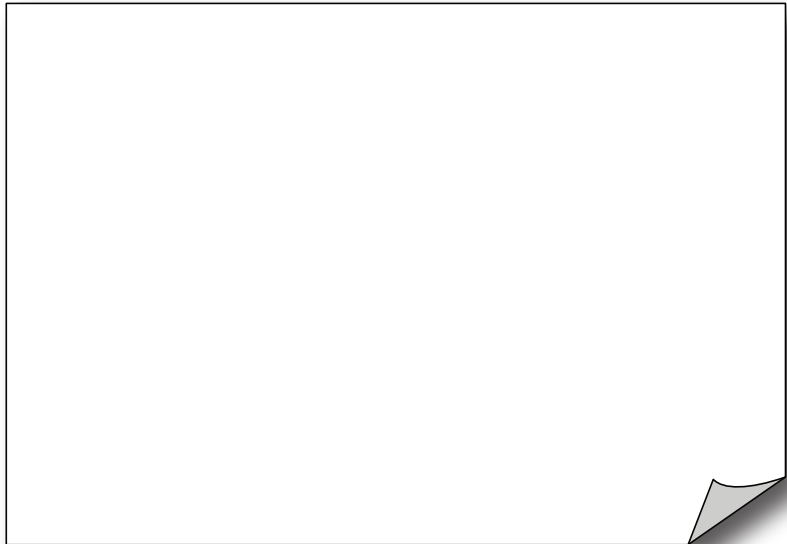


Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

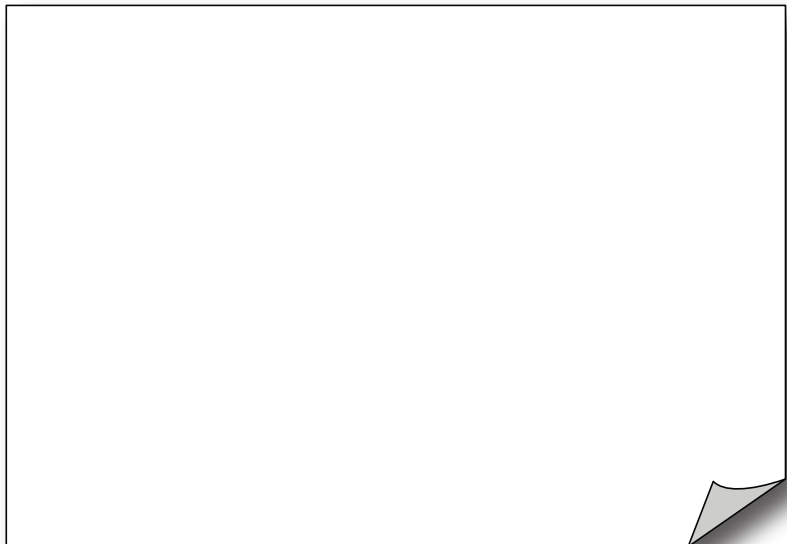
- 2.1 You are an Executive Host. Last week a Casino Host name Florence asked for some time off. You now need to let her know that her request has been approved, but you need to leave before you see her. Write a note to leave on her desk.

A large rectangular box with a thin black border, intended for writing a note. The bottom right corner of the box is folded over, creating a 3D effect.

- 2.2 You are a Chef. It's close to the end of your shift, and you need to let the next shift know that the kale and mushrooms need to be used up. Write a note.



- 2.3 You are a Poker Manager, and you need to leave a note for Kendra who is working the next shift. You need to let her know that the Poker tournament has been postponed for one week and she has a little extra time for preparation. Write a note.





Compare your answers for the Let Me Try activities below. If you have gotten less than half of the answers correct, review the material and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly (so that your handwriting is readable).
- Include the right amount of information. For example, if you are writing down a phone number, include the name of the person it belongs to.

1.2 When Mary wrote this note to herself, the caller was clear in her mind. However, as time passes, key details may be forgotten, and she will probably forget who the phone number belongs to. Then, the note becomes useless.

1.3 Ask yourself:

- Is my handwriting legible (readable)?
- Have I included all the important details, such as date and action required?

You can compare your note with the sample below:

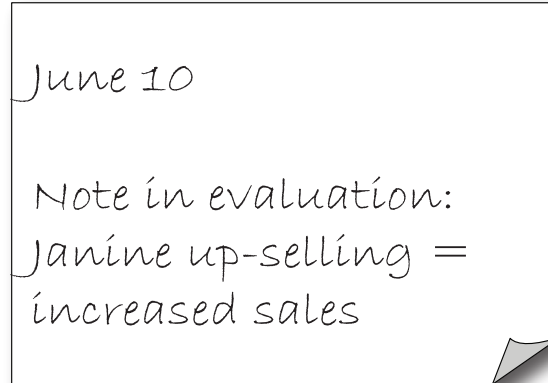
May 6

Remember to talk to
Maintenance about
damaged carpet in
Restaurant.

1.4 Ask yourself:

- Is my handwriting legible?
- Have I included all the important details?

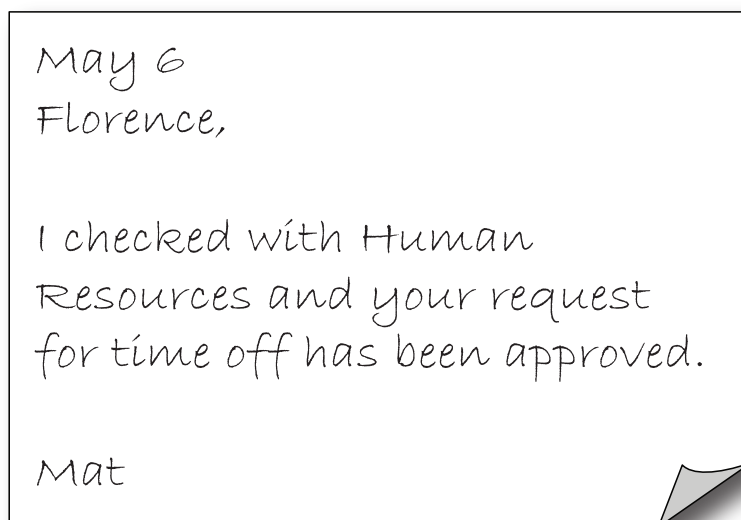
You can compare your note with the sample below:



2.1 Look at your note. Ask yourself:

- Is your handwriting legible (readable)?
- Have you included all the important details, such as the date and whether action is required?
- Did you choose an appropriate greeting for the note?

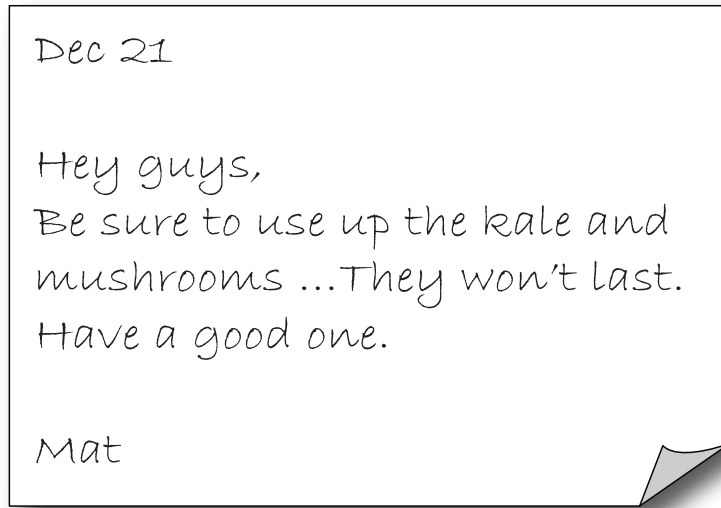
You can compare your note with the sample below:



2.2 Look at your note. Ask yourself:

- Is your handwriting legible (readable)?
- Have you included all the important details, such as the date and whether action is required?
- Did you choose an appropriate greeting for the note?

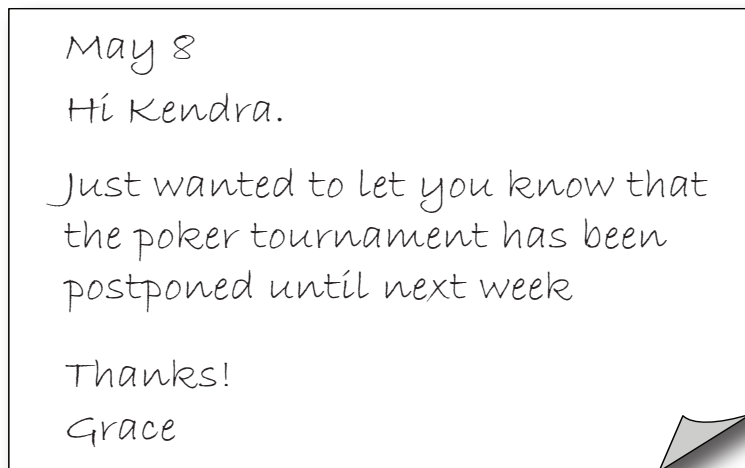
You can compare your note with the sample below:



2.3 Look at your note. Ask yourself:

- Did you include the date at the top of the note?
- Did you write Kendra's name at the beginning of the note?
- Did you make your request clear?
- Did you sign your name clearly at the bottom?

You can compare your note with the sample below:



Foundation Section

Writing Emails



Teaching Tips

TEACHING TIP 1



Teaching Tip 1

It is not unusual for participants to believe that email writing is a simple and quick task. They may think that a process such as planning, writing, revising and re-writing might be too intensive for a simple email. Consider the following examples:

1. Everyone 6 months and older should get shot, CDC official says. (A simple editing process would have caught the impact of the missing “the” before shot.)
2. A business email was signed, “See you at the meeting. Retards, Yvonne.” (She intended to write Regards, Yvonne.)
3. An email is sent to the wrong person.
4. A person sent an email and forgot to say hello at the beginning of the email. The receiver assumed that the author of the email was angry.

Participants should be made aware that following a process for writing emails, such as planning, writing, revising and re-writing, can prevent misunderstanding, miscommunication and embarrassment.

TEACHING TIP 2



Teaching Tip 2

Netiquette is etiquette for the Internet. Sometimes it’s good to remember our manners—both socially and professionally. Here are a few tips for workplace Netiquette to remind your learners about. Ask them to share some of their own.

1. **DON’T SHOUT.**

The English language is difficult to read in all capital letters (all caps). Plus, people feel like you’re shouting at them when you write in all caps. If you **HAVE** to stress something, then use all caps for just one word or give it some colour. Keep this to a minimum at work.

2. **btw, don’t abbreviate.**

Save all your fast texting/typing abbreviations for social networking. At work, take the time to write words out in full. It may surprise you, but not everyone is fluent in text talk.

TEACHING TIP 3



3. Subject: one topic emails.

Limit your emails to one topic and make that topic clear in the subject line. (People who use computers at work receive a lot of emails. They will appreciate your respect in this way. Just make sure you say enough that the reader knows what you're talking about!)

You can search for more netiquette guidelines online.

Teaching Tip 3

Business has its own culture. Because it's not one we're born into, we all have to learn it. Although business culture in Canada is becoming more relaxed, there is still a formality that is expected in some situations. If you have learners who need extra help learning about different levels of formality required in work-related writing, these resources may help.

The level of formality needed in emails and letters will depend on the audience. If the correspondence is written to a peer, then the tone is usually less formal. If the email is written to a leader, client or customer, then the level of formality increases.

Some languages, like French, have a form of the pronoun "you" that is used in formal situations. English lost its formal pronoun for "you" about 500 years ago. So now, English speakers rely on other words that can help set a formal tone. Some of these words are modal verbs. Modals are helping verbs. They work with another verb and help set the mood of what is being said.

Think of the difference between, "Can I have that?" and "May I have that?" Although the words "can" and "may" have similar meanings, we've been taught to hear "may" as being more polite. "May" and "can" are both modal verbs. Other modals include: could, might, must, ought, shall, should, will and would.

Suggest the following guidelines for when to use a formal tone. Look at the chart "Which Tone Should I Use?" below.

Which Tone Should I Use?

Use a less formal tone if:	Use a more formal tone if:
You know the person well	You don't know the person well
The person is your peer at work	The person is a supervisor or manager

Not all modal verbs are equal when it comes to formality. The next chart shows which modal verbs are more, or less formal. Look at "Which Words Should I Use?" on the following page.

Which Words Should I Use

Modal Verbs	Less Formal	More Formal	
Can / Could / Would	Can you sort this out?	Could you please sort this out?	Would you please sort this out?
	Can you call Security?	Could you please call Security?	Would you please call security
Will / Would	Will help us?	Would you be able to help us, please?	Would you be willing to help us?
Can / May / Would	Can I leave now?	May I leave now?	Would I be able to leave now, please?
	Can you bring some hand sanitizer to the Bingo area?		Would you be able to bring some hand sanitizer to the Bingo area, please?
	Can I help you?	May I help you?	Would you like me to help you?

Invite the learners to share from their own experience what they've learned about how and when to use modal verbs and the formal tone at work.

TEACHING TIP 4

Teaching Tip 4

It's easy to assume that your participants will have a common understanding of the vocabulary used in these materials, as well as in the workplace. If you have several group members who speak English as second language, it's likely that not all of them will understand in the same way.

Depending on the context in which they learned English, words like “peers,” “colleagues” or “person in charge” may not be familiar. So for them to appreciate whether an email to a “peer” calls for a formal or informal tone, they need to understand what the word means first.

There are several ways you could address this issue. You could read through this section and highlight words that are important to know to complete the activities. You could also make a list of abstract concept words such as “formal” and “tone.” Then, when these words come up in a session, you could have a ready definition.

Another way you could approach this is to ask the participants to share vocabulary words they learned for the first time on the job, especially ones that everyone was using all the time but they had no idea what they meant.

You could also keep a running list throughout all the sessions of important words to know. Having a dictionary and a thesaurus on hand (or using one from the Internet) will give learners the chance to look up the words for themselves—a good practice for anyone wanting to expand their vocabulary.

You could also engage the learners by presenting them with the following two lists of synonyms (or words that mean the same or almost the same thing). One list is for co-workers and one is for managers. Decide which words are mostly limited to the work environment (like “workmate”) and which can be used in different settings (like “peer”). Be sure to add names from your work setting. You may be surprised to find what gaps there are in the participants’ vocabulary.

Co-worker	Manager
peer	assistant manager
partner	shift manager
teammate	boss
workmate	supervisor(“super”)
employee	employer
worker	director
staff (person)	superior

Having a good knowledge of the common workplace language will go a long way in building a learner’s confidence and professionalism.

Introduction

Some jobs that need these skills include:

Bank Senior Cashier
Bank Supervisor/Shift Manager
Banquet Supervisor/Shift Manager
Bartender
Beverage Server
Bingo Caller/Checker
Bingo Cashier
Bingo Supervisor
Bingo Volunteer Coordinator
Box Person (Craps)
Casino Bank Cashier/Clerk
Casino Gaming Technician
Casino Host/Player Services Representative
Chef
Cook
Countroom Cashier
Countroom Supervisor/Shift Manager
Dealer
Dining Room Cashier
Dining Room Supervisor/Shift Manager
Executive Host
Facility Supervisor/Shift Manager
Facility Technician
Food and Beverage Host
Guest Services Representative
Guest Services Supervisor/Shift Manager
Housekeeping Attendant
Housekeeping Supervisor/Shift Manager
Investigative Security Officer
Kitchen Helper
Maintenance Technician
Pit Manager/Pit Boss
Poker Manager
Promotions & Event Planner
Receiver
Retail Cashier
Retail Supervisor/Shift Manager
Security Officer
Security Supervisor/Shift Manager
Senior Clerk Typist
Server
Shuttle Bus Driver
Slot (Electronic Gaming) Floor Supervisor/Shift Manager
Slot Attendant/Electronic Gaming Attendant
Surveillance Supervisor/Shift Manager
Surveillance Technician
Switchboard Operator
Table Games Inspector
Table Games Supervisor/Shift Manager
Table Games Trainer
Technical Support Supervisor
Uniform Supervisor/Shift Manager
Uniform Technician
Valet Attendant
Warehouse Clerk
Warehouse Supervisor/Shift Manager

Computers and the Internet have had a great impact on the business world. Their use is now global. Although only some casino employees communicate by email, clear emails can be a vital part of the organization's success.

Your job may require you to communicate via email with peers, leadership or guests. When writing emails, it is important to:

- Choose the right time to send an email. At times, emailing will be too impersonal, but at other times, it's the perfect choice.
- Remember that emails are saved by the company. At times this will be useful in that there will be a permanent record of the communication. Just be sure to think twice before you hit "send"—you wouldn't want to regret sending something you won't be comfortable with later on.
- Include the right amount of information—not too much that the reader gets confused or impatient, but enough to be clear and easily understood.
- Write in a tone that is appropriate to a respectful workplace.

In this section, you will learn how to:

- Use a process for writing emails
- Choose an appropriate level of formality and detail of content in emails

Skill 1: Use a Process for Writing Emails



Someone once said that “good writing is re-writing.” This means words don’t usually come out perfectly the first time you write them. Some sort of revision or checking over of your work is almost always necessary.

Good writing involves several steps. When you write an email, following these steps will help you say clearly what you mean to say. It will also help the reader receive the message you meant to send. Be sure to:

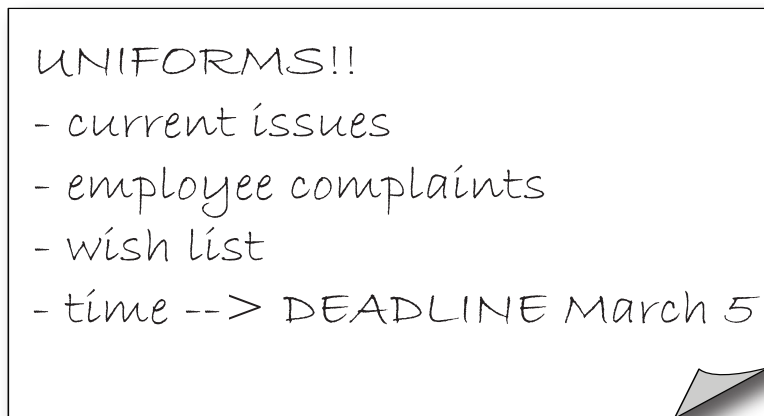
- a) Plan what you are going to write. Each writer is different. Planning may involve making either mental or written notes.
- b) Write the email. Spend some time just getting the words on to paper or the computer screen.
- c) Revise the email. This is a key step that many people miss. Read over each email and ask yourself the following questions:
 - Am I sending this email to the right people? (If a person gets too many emails from you that are not pertinent to them, they may ignore your future emails.)
 - Is the subject line clear?
 - Have I included greetings to ensure that the email will be well received?
 - Have I included only one subject in the email?
 - Will I come across as rude or polite? Is my tone appropriate for the person who will be receiving it?
 - Is there a warm closing to the email?
- d) As needed, re-write the email.

Spending a little extra time on writing an email will ensure that the email is clear and will be well received.



Pratima is a Uniforms Supervisor. She is sending an email to a number of managers and supervisors. New uniforms are going to be designed and she wants their input.

First, Pratima put some of her thoughts down on a piece of scrap paper.



Next, Pratima wrote her first draft on the computer:

Send	
To	Supervisors and Managers at Cas Sask
Date	
Subject	uniforms

We need some ideas. Your input is appreciated.

Please answer the following questions:

1. What issues do you have with the current uniforms?
2. What do employees complain about?
3. What would be the perfect uniform?

The deadline to give me feedback is March 5.

Pratima

(Continue the example on the next page.)

Pratima then spent some time looking over the email. She asked herself:

Is the subject line clear?

She decided that the subject line needed to be clearer.

Have I included greetings to ensure that the email will be well received?

She forgot to add greetings. (She usually forgets but then adds them as she is editing her email.)

Have I included only one subject in the email?

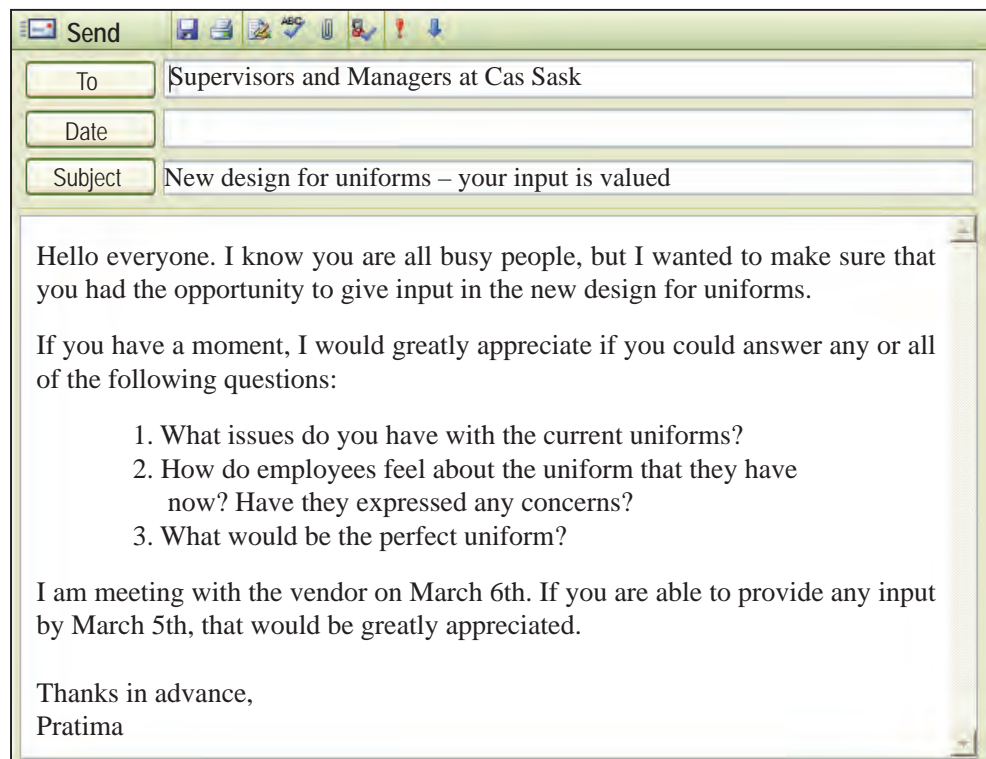
She noted that she only included one subject.

Will I come across as rude or polite?

Is my tone appropriate for the person who will be receiving it?

Pratima spent some time thinking about her target audience: supervisors and managers. She decided to re-write most of the email using a very polite tone.

When she was finished, her email looked like this:



The screenshot shows an email composition window with a green header bar containing a 'Send' button and various icons. The 'To' field is filled with 'Supervisors and Managers at Cas Sask'. The 'Date' field is empty. The 'Subject' field is filled with 'New design for uniforms – your input is valued'. The email body contains the following text:

Hello everyone. I know you are all busy people, but I wanted to make sure that you had the opportunity to give input in the new design for uniforms.

If you have a moment, I would greatly appreciate if you could answer any or all of the following questions:

1. What issues do you have with the current uniforms?
2. How do employees feel about the uniform that they have now? Have they expressed any concerns?
3. What would be the perfect uniform?

I am meeting with the vendor on March 6th. If you are able to provide any input by March 5th, that would be greatly appreciated.

Thanks in advance,
Pratima



TEACHING
TIPS 1-3



Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

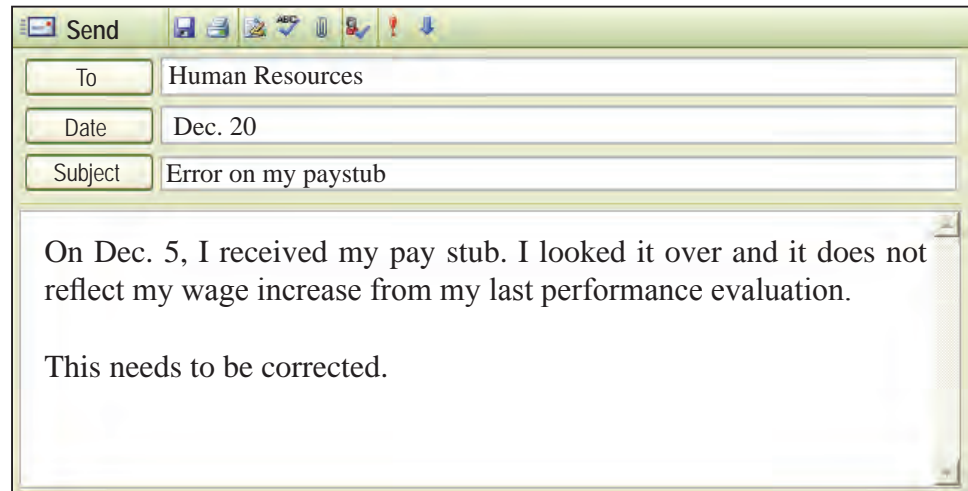
- 1.1 You are a Facilities Supervisor. A technician is scheduled to come in on Dec. 5 at 1:00 p.m. to repair the fountain in the casino entrance area. Send an email to Security to make arrangements for an escort.

Refer to the steps given in the previous section to help you complete

The image shows a screenshot of an email composition window. The title bar says "Send". Below the title bar is a toolbar with icons for undo, redo, bold, italic, underline, text color, background color, insert link, insert image, and a list icon. Below the toolbar are three input fields: "To", "Date", and "Subject". Below these fields is a large text area for the email body.

the email.

- 1.2 Nuo has written the following email and before pressing send, she decided to have a quick second look to see if she needed to do any re-writing.

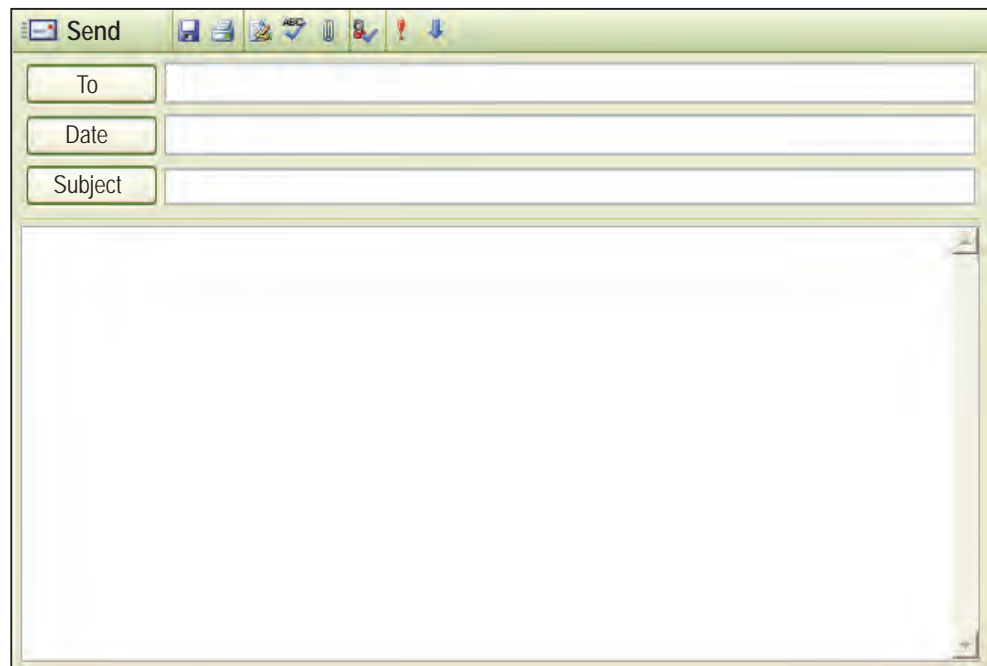


The screenshot shows an email composition window with a title bar labeled "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area contains three labeled text boxes: "To" with the value "Human Resources", "Date" with the value "Dec. 20", and "Subject" with the value "Error on my paystub". Below these is a large text area containing the following text:

On Dec. 5, I received my pay stub. I looked it over and it does not reflect my wage increase from my last performance evaluation.

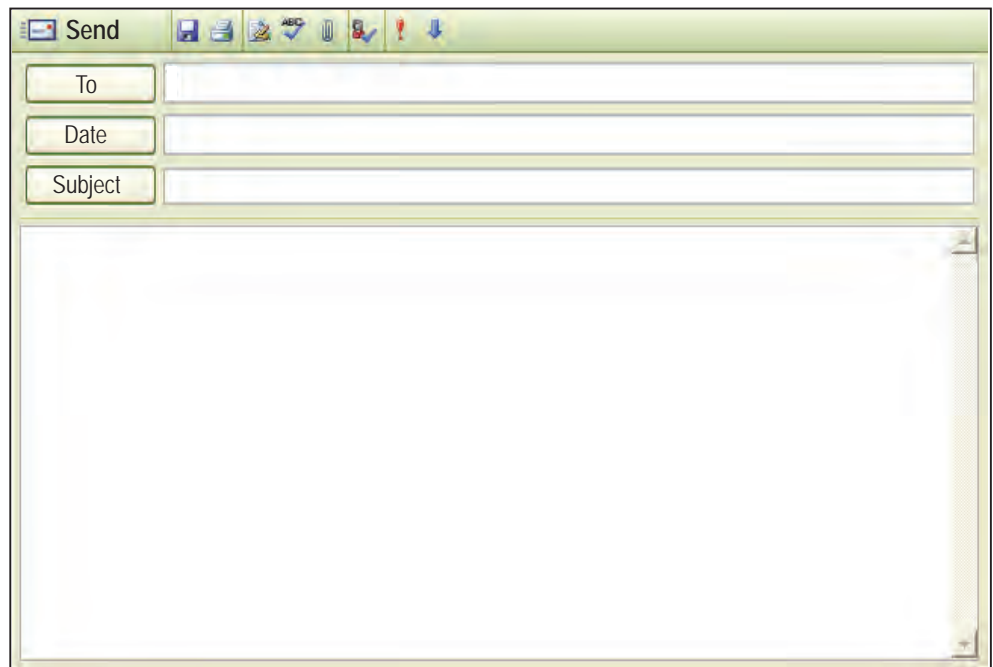
This needs to be corrected.

Make revisions to on Nuo's email and compare them to those suggested in the answer key.



The screenshot shows an empty email composition window with a title bar labeled "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area contains three labeled text boxes: "To", "Date", and "Subject", all of which are empty. Below these is a large empty text area.

- 1.3 You are a Maintenance Manager. You are going to write an email to explain the impact of a new policy. In this new policy, relatives of employees can no longer work in the same location in the city of Toronto. Write an email.

A screenshot of a classic email client's 'Send' window. The window has a title bar with the word 'Send' and several icons. Below the title bar, there are three input fields: 'To', 'Date', and 'Subject'. Each field has a small button to its left. Below these fields is a large, empty text area for writing the email body. The window has a standard Windows-style border.

Skill 2:

Choose an Appropriate Level of Formality and Detail of Content in Emails



Depending on each situation, emails should have the right balance of:

- Formality
- Background information
- Relevant information

Misunderstandings in emails are often easily avoided by considering:

- Subject line
- Greetings
- Correct number of topics
- Length of sentences and paragraphs in your email

The following two emails show the difference between formal and informal tone and sharing relevant information.

In this email, a Casino Host named Sandra is emailing Dan, the Executive Host, to request time off. The Executive Host is in a position of leadership over her, so she therefore uses a more polite tone.

Send	
To	Dan@cas.gov.kb.ca
Date	March 1
Subject	Request for time off
<p>Hi Dan,</p> <p>I was wondering if it would be possible to book time off from July 1st – 7th. If you could let me know, that would be greatly appreciated.</p> <p>Regards, Sandra</p>	

In this email, one Housekeeping Supervisor is writing to another Supervisor who works on the later shift. They are peers and they know each other well, but most of their communication about work is through writing emails. Notice the less formal tone used in writing. Because it's polite, it's still appropriate for the workplace.

Send	
To	Haptesh@dealercas.com
Date	July 1
Subject	Cleaning supplies
<p>Haptesh,</p> <p>We are almost out of window cleaning supplies. Can you order some today, please?</p> <p>Thanks. Worknesh</p>	

The following two emails show the difference between sticking to one topic and using greetings. Read the emails and then read the comments about each of them.

Email #1

The screenshot shows an email composition window titled "Send". The header fields are: To: John@manlot.com, Date: January 30, 2010, and Subject: Greetings. The body of the email contains three paragraphs: "Please attend the meeting on Feb. 14 at 2:00 in Oakroom.", "The meeting will cover budget, scheduling, and some future initiatives. Please come prepared with some suggestions.", and "ALSO, MARNIE PETERS NEEDS SOME VACATION TIME IN AUGUST. Can we talk about this the next time we see each other?". The email is signed "Premesh".

Callout boxes provide the following feedback:

- Pointing to the Subject line: "The subject line is not informative. It does not address the subject of the email."
- Pointing to the first paragraph: "There are no greetings. This email could be interpreted as unfriendly."
- Pointing to the second and third paragraphs: "There are two topics in this email that are completely unrelated, and therefore something may be missed."

Email # 2

The screenshot shows an email composition window titled "Send". The header fields are: To: John@manlot.com, Date: January 30, 2010, and Subject: Meeting – Feb. 14. The body of the email contains four paragraphs: "Hi John,", "Please attend the meeting on Feb.14 at 2:00 in Oakroom. The meeting will cover budget, scheduling, and some future initiatives.", "Please come prepared with some suggestions.", and "Regards, Premesh".

Callout boxes provide the following feedback:

- Pointing to the Subject line: "The subject line is directly related to the subject of the email."
- Pointing to the first and last paragraphs: "Greetings, both at the beginning and the end of the email, make the email appear friendly in nature."
- Pointing to the second and third paragraphs: "The email sticks to the topic found in the subject line."

TEACHING
TIP 4

Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 2.1 You are a Switchboard Operator in a gaming facility. It is April 1, and you have taken a message for Peter, who is a Facilities Supervisor. Maureen from a contracting company called "We Fixit" phoned to say that the repairs to the damaged carpeting will start on Monday instead of Friday. Write an email.

Send

To

Date

Subject

- 2.2 It is January 5, and a Casino Host named Garth is requesting time off to have some dental work done on January 27. He is sending an email to Agatha, the Executive Host. Write the email on the following page.

(Continue question on the next page)

A screenshot of a web-based email composition window titled "Send". The window has a light green header bar with a "Send" button and several icons. Below the header, there are three input fields: "To", "Date", and "Subject", each with a small button to its left. The "To" field is empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a title bar and a scroll bar on the right side of the text area.

- 2.3 It is May 1, and a Housekeeping Supervisor named Di-Anne has just found out that two Housekeeping Attendants are giving their two weeks notice. Di-Anne needs to send an email to Maureen in Human Resources and ask for job postings to be created. Write an email.

A screenshot of a web-based email composition window titled "Send". The window has a light green header bar with a "Send" button and several icons. Below the header, there are three input fields: "To", "Date", and "Subject", each with a small button to its left. The "To" field is empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a title bar and a scroll bar on the right side of the text area.



Compare your answers for the Let Me Try activities below. If you have gotten less than half of the answers correct, review the material and try the activities again.

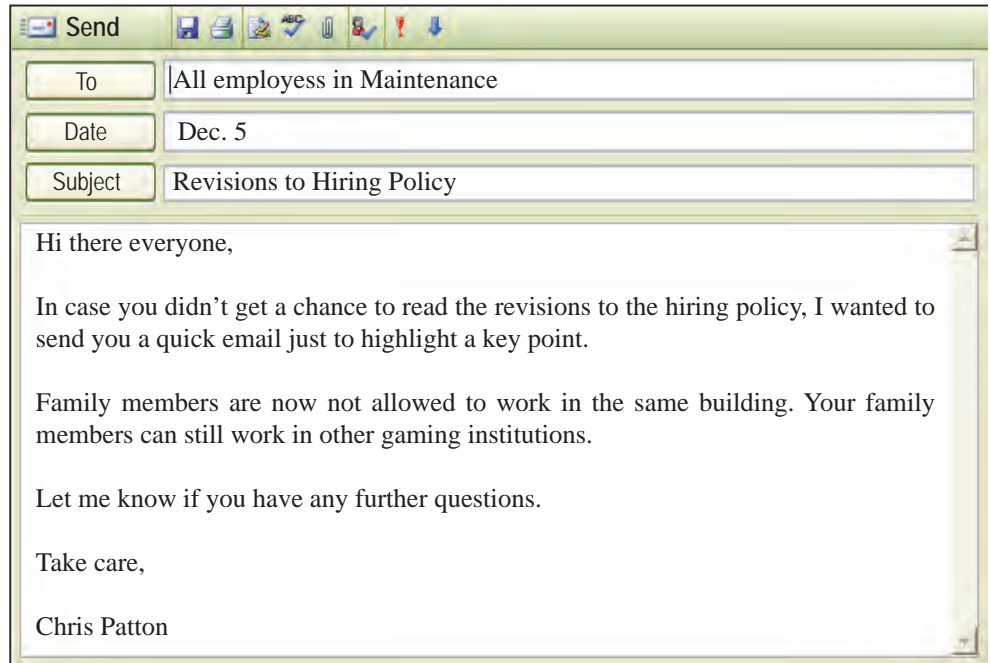
1.1 Did your email look something like this?

Send	
To	Security
Date	Dec. 1
Subject	Security escort request
<p>Hi there,</p> <p>At 1 p.m. on Dec 5th, someone is scheduled to come and repair the fountain in the casino entrance area. Can you please have an employee there to be an escort? Let me know if you have any questions.</p> <p>Thanks so much. Minnie</p>	

1.2 Nuo's first email could come across as rude. Compare your revisions with those suggested below.

Send	
To	Human Resources
Date	Dec. 20
Subject	Error on my paystub
<p>Hello,</p> <p>I am hoping that you can help me with a problem that I have. On Dec. 5, I received my pay stub. I looked it over and it does not reflect my wage increase from my last performance evaluation.</p> <p>I was wondering if someone in your department would have a moment to verify if I have been underpaid. I greatly appreciate your help in this matter.</p> <p>Warm regards,</p> <p>Nuo</p>	

1.3 Compare your email with the one below:



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'All employess in Maintenance', 'Date' with the value 'Dec. 5', and 'Subject' with the value 'Revisions to Hiring Policy'. The main body of the email contains the following text:

Hi there everyone,

In case you didn't get a chance to read the revisions to the hiring policy, I wanted to send you a quick email just to highlight a key point.

Family members are now not allowed to work in the same building. Your family members can still work in other gaming institutions.

Let me know if you have any further questions.

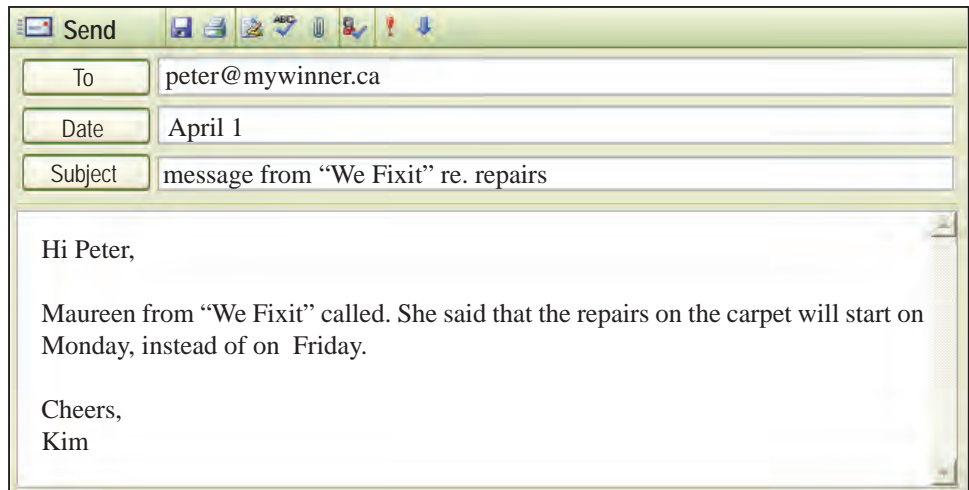
Take care,

Chris Patton

2.1 Look at your email. Ask yourself:

- ☐ Did you choose the correct level of formality?
- ☐ Did you include enough background information?
- ☐ Did you include enough relevant information?
- ☐ Did you include a pertinent subject line?
- ☐ Did you include greetings to ensure that the email is considered friendly?

You can compare your email with the sample below:



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'peter@mywinner.ca', 'Date' with the value 'April 1', and 'Subject' with the value 'message from "We Fixit" re. repairs'. The main body of the email contains the following text:

Hi Peter,

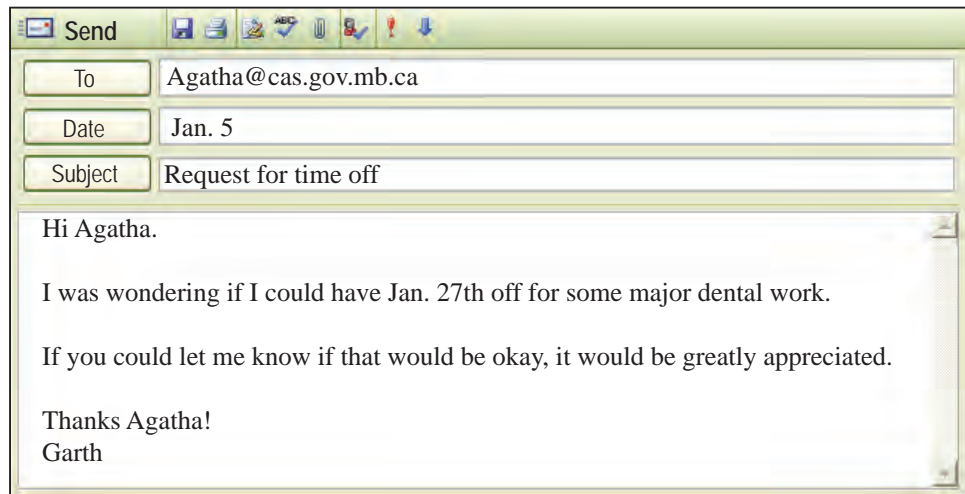
Maureen from "We Fixit" called. She said that the repairs on the carpet will start on Monday, instead of on Friday.

Cheers,
Kim

2.2 Look at your email. Ask yourself:

- ☐ Did you choose the correct level of formality?
- ☐ Did you include enough background information?
- ☐ Did you include enough relevant information?
- ☐ Did you include a pertinent subject line?
- ☐ Did you include greetings to ensure that the email is considered friendly?

You can compare your email with the sample below:



The screenshot shows an email client window with a title bar that says "Send". Below the title bar are several icons. The main area of the window is divided into three sections: "To", "Date", and "Subject". The "To" field contains "Agatha@cas.gov.mb.ca", the "Date" field contains "Jan. 5", and the "Subject" field contains "Request for time off". Below these fields is a large text area containing the following text:

Hi Agatha.

I was wondering if I could have Jan. 27th off for some major dental work.

If you could let me know if that would be okay, it would be greatly appreciated.

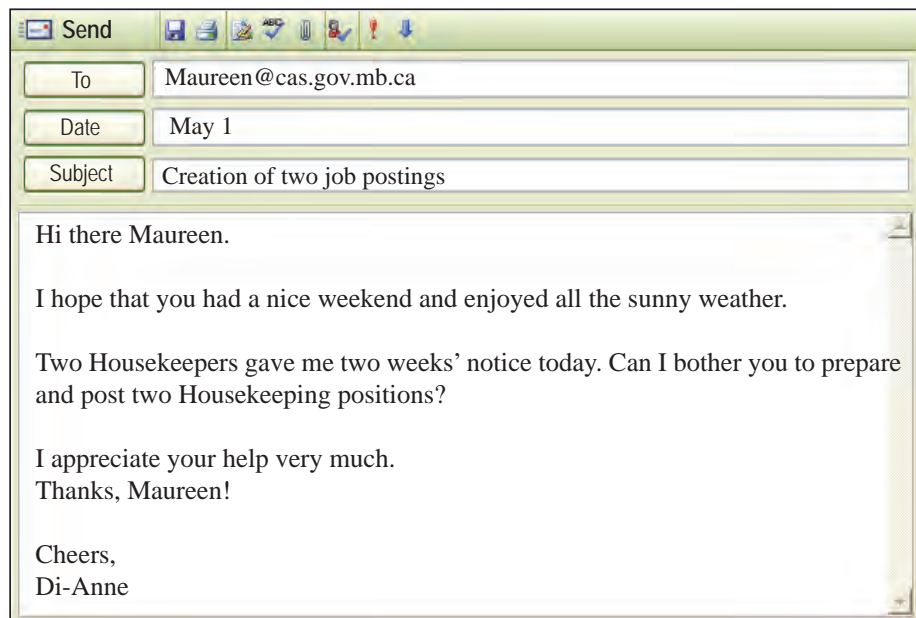
Thanks Agatha!

Garth

2.3 Look at your email. Ask yourself:

- ☐ Did you choose the correct level of formality?
- ☐ Did you include enough background information?
- ☐ Did you include enough relevant information?
- ☐ Did you include a pertinent subject line?
- ☐ Did you include greetings to ensure that the email is considered friendly?

You can compare your email with the sample below:



The screenshot shows an email client window with a title bar that says "Send". Below the title bar are several icons. The main area of the window is divided into three sections: "To", "Date", and "Subject". The "To" field contains "Maureen@cas.gov.mb.ca", the "Date" field contains "May 1", and the "Subject" field contains "Creation of two job postings". Below these fields is a large text area containing the following text:

Hi there Maureen.

I hope that you had a nice weekend and enjoyed all the sunny weather.

Two Housekeepers gave me two weeks' notice today. Can I bother you to prepare and post two Housekeeping positions?

I appreciate your help very much.

Thanks, Maureen!

Cheers,

Di-Anne

Recording Text in Daily Logs

An illustration of a hand holding a black and silver pen, poised to write on a document. The document consists of two overlapping forms. The top form is titled "Issued LCT Log" and contains columns for Date, Serial #'s, Bank Signature & Emp #, Amount \$, and Guest's name. It has handwritten entries for May 26/10, serial numbers 1285 through 1289, bank signatures, amounts of \$12000.00 and \$14500.00, and guest names JOE SCHMO and ANN SMITH. The bottom form is a "BILL JAMS" from "COUNT DATE: May 5/10" and "GAMING DATE: May 4/10". It features a grid for recording bets with denominations of \$100, \$50, and \$10, and a total section showing a balance of \$20.00. A machine number "100438" is also visible.

Teaching Tip

TEACHING TIP 1



Teaching Tip 1

Participants will benefit from seeing that the writing style for a log is often quite different from other documents, such as email or memos. Language used in logs is closer to spoken language. This is important in the workplace because writers do not have a lot of time to fill in logs, or to read what was recorded. Therefore, brief entries that are easy to understand at a glance are important.

Participants who speak English as a second language may find logs challenging. They will need to practice language that is brief and clear. They will benefit from learning phrases or expressions that are typical for the type of log they are writing in. Furthermore, they may come from a culture where written language is more typically formal, and may need to adjust to the fact that informal language is acceptable and expected in the workplace. Internet has helpful resources for English as an Additional Language (EAL) learners to practice business English.

Introduction

Some jobs that need these skills include:

Bank Senior Cashier
Bank Supervisor/Shift Manager
Banquet Supervisor/Shift Manager
Bartender
Beverage Server
Bingo Caller/Checker
Bingo Cashier
Bingo Supervisor
Bingo Volunteer Coordinator
Box Person (Craps)
Casino Bank Cashier/Clerk
Casino Gaming Technician
Casino Host/Player Services Representative
Chef
Cook
Countroom Cashier
Countroom Supervisor/Shift Manager
Dealer
Dining Room Cashier
Dining Room Supervisor/Shift Manager
Executive Host
Facility Supervisor/Shift Manager
Facility Technician
Food and Beverage Host
Guest Services Representative
Guest Services Supervisor/Shift Manager
Housekeeping Attendant
Housekeeping Supervisor/Shift Manager
Investigative Security Officer
Kitchen Helper
Maintenance Technician
Pit Manager/Pit Boss
Poker Manager
Promotions & Event Planner
Receiver
Retail Cashier
Retail Supervisor/Shift Manager
Security Officer
Security Supervisor/Shift Manager
Senior Clerk Typist
Server
Shuttle Bus Driver
Slot (Electronic Gaming) Floor Supervisor/Shift Manager
Slot Attendant/Electronic Gaming Attendant
Surveillance Supervisor/Shift Manager
Surveillance Technician
Switchboard Operator
Table Games Inspector
Table Games Supervisor/Shift Manager
Table Games Trainer
Technical Support Supervisor
Uniform Supervisor/Shift Manager
Uniform Technician
Valet Attendant
Warehouse Clerk
Warehouse Supervisor/Shift Manager

Recording notes in log books is one of the most common ways of communicating in writing in casinos. Many departments have logs, and employees are responsible for recording problems or incidents in them. They may also record what actions were taken in response to those events.

Recording accurate and clear information in logs is vital for ensuring that messages are passed on from employee to employee and from shift to shift.

In this section, you will learn how to:

- Choose what content goes into a log

Skill 1: Choose What Content Goes Into a Log



There are many types of logs in the gaming industry. This section will focus on logs that require the entry of text, which can be either words in sentences or parts of sentences.

Some logs are in a table format. For information on working with tables, see the Document Use Foundation document.

Depending on your job, you may have to enter factual information in short, past-tense phrases.

Examples: Two guests had a disagreement in a line up. Security resolved the situation.

 Needed to replace lighting in hallway—done at 5:00 p.m.

You may need to write about:

- Reasons: Why did a situation occur?
- Problems: What is the problem?
- Actions : What was done in the situation?



TEACHING
TIP 1



Gail is a Bartender. She maintains a bar log. On May 27, the straw supply started getting low, a guest got upset because someone was sitting in his regular spot, and service was denied to one guest who was highly intoxicated. On May 28, one guest tried to skip his bill and caused a scene.

Gail often writes in the past tense, particularly when she writes about an action being performed to solve a problem. Gail uses short complete or incomplete sentences.

Date	Problem or Action
May 27	Straw supply getting low.
May 27	Guest disturbance over his "regular spot" being taken.
May 27	Service denied to highly intoxicated guest.
May 28	One guest tried to skip bill and caused a scene.



Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 1.1 You are a Maintenance Supervisor and need to record some incidents in a log book Feb. 7. Using complete sentences is fine, but in some cases, incomplete sentences are used in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Compare your work with the answer key.
- a) All departments have been notified that the renovations to the bathrooms in the restaurant area will be starting on Feb 14.
 - b) An event evaluation report was completed on Feb. 6. Highlights, strengths, as well as areas for improvement have been included.
 - c) A technician has been notified that the fountain has stopped working. A guest added bubbles to the water and now the mechanism seems to be jammed up.

Date	Problem or Action

- 1.2 Gail is a Shuttle Bus Driver. She maintains a daily log. On May 27, the front left turn signal burned out, two guests had an argument on the bus, and a tire needed air. On May 28, the tank was filled.

Fill out the following Shuttle Bus Log. Compare your work with the answer key.

Date	Problem or Action

- 1.3 Murphy is a Table Games Inspector. He maintains a daily pit log including the number of players, average bets, big wins and notes on office supplies. On Jan. 3, the pen supply started getting low, a guest got upset because someone was sitting in his regular spot, and one player won \$1500.00. On Jan. 4, one guest tried to cheat at Craps and caused a scene.

Fill out the following Pit Log. Compare your work with the answer key.

Date	Problem or Action



Compare your answers for the Let Me Try activities below. If you have gotten less than half of the answers correct, review the material and try the activities again.

1.1 Does your log entry look something like this?

Date	Problem or Action
Feb. 7	All departments notified. Bathroom reno in restaurant starts Feb. 14.
Feb. 7	Evaluation report completed Feb. 6th. Included: Highlights, strengths, areas for improvement.
Feb. 7	Technician notified: fountain stopped working after bubbles added by guest.

1.2 Does your log entry look something like this?

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?

Date	Problem or Action
May 27	Front left turn signal burned out.
May 27	2 guests had argument on route.
May 27	Front right tire needed air.
May 28	Tank filled.

1.3 Does your log entry look something like this?

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?

Date	Problem or Action
Jan. 3	Pen supply getting low.
Jan. 3	Guest disturbance over his "regular spot" being taken.
Jan. 3	One player won \$1500.00.
Jan. 4	One guest tried to cheat and caused a scene.

Writing Reports

CASINO SHUTTLE BUS DEFECT REPORT

DATE _____
UNIT # _____

AT THE START OF THE BUSINESS DAY

	YES	NO
Check fuel		
Check all fluids		
Horn is operational		
Promotional equipment/fire extinguisher/first aid kit on hand		
The 2 way radio is in place and is functioning properly		
Fill out damage report on reverse side of the is page		
Review checklist (below) for A The Start Of Each Shift		

SHUTTLE SERVICING

	YES	NO
Fill up fuel		
Add oil		
Add other fluids (specify)		
Wash exterior of bus		

AT THE START OF EACH SHIFT

	YES	NO
Tires are properly inflated		
All dash and interior lights are optional		
Headlights are operational		
Mirrors are clean and in good working order		
Upholstery is clean and in good repair		
Doors are in good working order		
The interior of the shuttle is clean and presentable		

OPERATIONAL DAY

	YES	NO
Get parking lot turned off		

BE HANDLED IN AT THE END OF EACH BUSINESS DAY

Teaching Tips

TEACHING TIP 1



Teaching Tip 1

If you are instructing a group that is already writing reports, you can bring in samples of authentic reports that are reflective of the style and tone that is used in your organization.

Employees who are internationally educated professionals and who have written reports in other companies will have different perspectives on report writing. Levels of formality in report writing vary from workplace to workplace, even in Canada.

Also employees from other cultures may be experienced in writing less directly than would be expected in a lotteries environment. In cultures where “saving face” is an important value, reports may be written using a more “circular logic.” Employees from these environments need practice writing more directly.

TEACHING TIP 2



Teaching Tip 2

Each industry has its own jargon or special language. To be efficient at work, we often create a short-hand version of many names and titles, using either abbreviations or acronyms to stand for something longer.

An abbreviation is a short form of a word or words. Some abbreviations are universally familiar, such as “email” (short for electronic mail) and “Mr.” (Mister). An acronym is usually made up of the first letters of a group of words that makes a new word, such as “AIDS” (Acquired Immune Deficiency Syndrome). An acronym can also be shortening a group of words by using only their initial letters, such as the “CBC” (Canadian Broadcasting System).

When we’re talking to someone face to face and they don’t know what we’re talking about, they have the chance to ask us what we mean and get immediate clarification. Readers of what we write won’t have that luxury. Since time is money in the business world, it is important to express ourselves clearly so that the reader will understand our message the first time around.

While many insiders will know exactly what you mean if you write certain work-related abbreviations in a letter, outsiders and industry newcomers will not.

The first time you use an abbreviation or acronym in an email or a letter, and you're not 100% sure that your reader will know what you're talking about, follow this guideline: When in doubt, spell it out. After you write it out, put the abbreviation or acronym in parentheses next to it. Then, for the rest of the letter, you can use the short version. See the example below:

“I am writing on behalf of the Western Canada Lottery Corporation (WCLC). We here at the WCLC are excited to announce a new game.”

Together with your learners, brainstorm all the acronyms and abbreviations used within the organization. Be sure to spell each one out in full so that learners have a reference to check with. The acronyms and abbreviations can then be put into categories of related groups. Some acronyms will be familiar to the whole organization, while others will be only familiar to those within a certain department or area.

If workers need help remembering the full names of acronyms while they are at work, they can look on the Internet, in a dictionary or ask a co-worker for help.

Introduction

Some jobs that need these skills include:

Bank Senior Cashier
Bank Supervisor/Shift Manager
Banquet Supervisor/Shift Manager
Bartender
Beverage Server
Bingo Caller/Checker
Bingo Cashier
Bingo Supervisor
Bingo Volunteer Coordinator
Box Person (Craps)
Casino Bank Cashier/Clerk
Casino Gaming Technician
Casino Host/Player Services Representative
Chef
Cook
Countroom Cashier
Countroom Supervisor/Shift Manager
Dealer
Dining Room Cashier
Dining Room Supervisor/Shift Manager
Executive Host
Facility Supervisor/Shift Manager
Facility Technician
Food and Beverage Host
Guest Services Representative
Guest Services Supervisor/Shift Manager
Housekeeping Attendant
Housekeeping Supervisor/Shift Manager
Investigative Security Officer
Kitchen Helper
Maintenance Technician
Pit Manager/Pit Boss
Poker Manager
Promotions & Event Planner
Receiver
Retail Cashier
Retail Supervisor/Shift Manager
Security Officer
Security Supervisor/Shift Manager
Senior Clerk Typist
Server
Shuttle Bus Driver
Slot (Electronic Gaming) Floor Supervisor/Shift Manager
Slot Attendant/Electronic Gaming Attendant
Surveillance Supervisor/Shift Manager
Surveillance Technician
Switchboard Operator
Table Games Inspector
Table Games Supervisor/Shift Manager
Table Games Trainer
Technical Support Supervisor
Uniform Supervisor/Shift Manager
Uniform Technician
Valet Attendant
Warehouse Clerk
Warehouse Supervisor/Shift Manager

While a narrower range of employees actually write reports, the impact of their writing is far felt. Reports must be effectively and clearly written, so that there is no risk of a communication breakdown that can ultimately affect the guest experience.

You may need to write reports. In report writing, it is important to:

- Include the correct amount of information
- Ensure that the report is clear and easy to read
- Follow a process for writing a document, to ensure clear communication

In this section, you will learn how to:

- Use an effective process for writing reports
- Use acronyms and abbreviations clearly and appropriately

Skill 1:

Use an Effective Process for Writing Reports

TELL
ME



Reports serve different functions depending on the purpose of the report. Reports can:

- Serve as a permanent record of incidents
- Keep employees up to date on information
- Identify various needs such as for training or inventory
- Provide statistical information

Well-written reports aid in effective communication in your company. They also demonstrate that you are a professional.

What is a well-written report?

A well-written report:

- Has appropriate content
- Has good grammar and spelling
- Is well organized
- Does not have too many abbreviations
- Has been written using an effective process

A well-written report answers the questions raised by the 5-W's and 1-H: Who? What? Where? When? Why? And How?

Remember to give the information clearly, completely and concisely.

You may be asking yourself “What is an effective process for writing a report?

People who write often for their jobs usually have (and follow) their own process. If you are new to report writing, this is a good process to follow:

- Pre-write
- Write
- Re-write
- Edit
- Publish



Iris is a Bank Supervisor. Soon she will need to make revisions to the department's procedural manuals. She has decided to write a report outlining the concerns with the current manual.

1. She got out a piece of paper and started writing down all her thoughts.

Expectations for daily log
Current tracking system for
discrepancies
Process for recording weight of coin
bags
Cross-referencing of job evaluations
and log entries
Attendance
Detail included in accounting forms

2. Next, she prioritized what she had written down and created a rating system. The most important items got three stars, the next most important items got two stars and the least important items got one star.

(Continue the example on the next page.)

TEACHING TIP 1

Expectations for daily log ***

Current tracking system for discrepancies ***

Process for recording weight of coin bags *

Cross-referencing of job evaluations and log entries *

Attendance ***

Detail included in accounting forms*

3. Finally, Iris typed out a Table of Contents for her report. She decided to include all the items with two or three stars.
4. Iris wrote the first draft of her report “Recommendations for Revisions to Procedural Manuals.”
5. She decided to print the report so that she could edit it. She finds it easier to read it on paper (the hard copy) instead of on the computer screen.
6. Iris then returned to the computer and made revisions based on her edits.
7. She then emailed a copy of the report to her supervisor.



Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 1.1 Michelle, a Surveillance Technician, is writing a Human Resource report. Michelle needs to include appropriate content. Choose the topics that should be included in this report. Check the answer key.

- ☐ Deficiencies in employees that were addressed this week
- ☐ Scheduling issues that were addressed and resolved
- ☐ Repairs
- ☐ Vacation scheduling

- 1.2 It is important to write with good grammar and spelling. After writing a first draft, it is important to proofread the document and correct any errors that you find. If you're not confident with your editing skills, ask a trusted co-worker to proofread your report.

Read the following excerpt of a report and correct any errors. Check the answer key to see if you made all the corrections.

After they concert is finished this coming Saturday we have anticipated that there will be a busy periode in the Table Games area. The box person and supervisor work closely with all dealers to ensure that the flow of game is not interrupted Two extra dealer have been scheduled to ensure that there is not need to be any closures of tables.

1.3 What is the first step that you would take when you are starting to write a report?

1.4 You have been asked to mentor a new employee. How would you describe the process for writing a report?

Skill 2: Use Acronyms and Abbreviations Clearly and Appropriately



Each company and department develops its own acronyms, abbreviations and jargon (or special language). Since not all readers of reports will be familiar with this language, it's always important to write for clarity. This means you should be sure to write in such a way that the reader will not have to guess at what you mean.

In the process of writing a report, you may not notice the abbreviations or acronyms you've used until you are revising the report. As you are revising your document, put yourself in the shoes of the reader. Ask yourself if you're sure the reader will know what the abbreviations mean. There are times when you know for certain that the reader will know and understand your abbreviations and acronyms. However, if there is any doubt that a potential reader may not understand them, you should either avoid them or define them in the document.

Examples of abbreviations:

- et al: and other people
- e.g.: for example
- etc.: and so forth
- ca.: approximately

Examples of acronyms:

- WCLC: Western Canada Lottery Corporation
- OLG: Ontario Lottery and Gaming Corporation
- HRSDC: Human Resources and Skills Development Canada



In order to understand how difficult acronyms and abbreviations can be to understand in a report, read the following excerpt.

“Research conducted in this phase of the project suggests that the ES and the CLB do in fact overlap. In fact, in some of the higher CLB levels, some of the competencies described in the CLB document are particularly ES focused. The writer of this document still maintains that both frameworks provide a lens that is conducive for participants to prepare for employment in Canada. Some participants may already possess ESs in their L1, and as these ESs are introduced in the classroom, these learners will be able to more quickly transfer these competencies into their L2.”

Those who are immersed in this field will find this report easier to read, but there may be others who need to read the report who will not understand it. If this is the case, the writer could re-write the above paragraph. See the first sentence below as an example:

“Research conducted in this phase of the project suggest that the “Essential Skills”, (ES—skills needed for employment in Canada) and the Canadian Language Benchmarks (CLB—a scale for measuring English as a second or additional language, or ESL) do in fact, overlap.”



TEACHING
TIP 2



Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 2.1 It is always best to remove abbreviations from reports, emails and memos. Re-write the following portion of a report without using abbreviations. (If you don't know the full text for an abbreviation, then this should be a reminder of how important it is to not overuse abbreviations in writing.)

The guest was playing an LM and would have been a winner with the exception of the LD. She decided to REP in the next draw.



Compare your answers the Let Me Try activities below. If you have gotten less than half of the answers correct, review the material and try the activities again.

1.1 “Repairs” is the only topic that is not “Human Resources” related and therefore should go in a different report.

1.2 Did you find all these errors and correct them?

After the concert is finished this coming Saturday, we have anticipated that there will be a busy perio~~d~~e in the Table Games area. The box person and supervisor will work closely with all dealers to ensure that the flow of the games is not interrupted. Two extra dealers have been scheduled to ensure that there will not need to be any closures of tables.

1.3 For many people, it is helpful, to write down your initial points, prioritize them and organize them before you start typing at the computer.

1.4 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

2.1 How did you do? Note that sometimes it is appropriate to leave the abbreviation in with its definition in parentheses.

The guest was playing a LM (Lotto Max) and would have been a winner with the exception of the last digit. She decided to repeat that last number in the next draw.

Foundation Section

Writing Memos and Letters

Memo

DATE: March 21, 2008
TO: All Casino Staff
FROM: Ann Jones
SUBJECT: Cell phone and photographs Policy

We would like to remind all staff that guests are not allowed to use their cell phones in any gaming areas off the casino. They are more than welcome to use their phones in the non-gaming areas including the restaurant and lounges, as well as outside the front of the casino. If you see a guest answering their phone at one of the slot machines or at the table games, please remind them of this policy. If they do not comply, please contact your Manager/ Supervisor or a Security Officer immediately.

Also, guests are not allowed to take any photographs in the casino without prior written approval from our Communications Department. If you see a guest taking a photo with a camera or their cell phone, please contact Security immediately.

If you have any concern, please don't hesitate to contact your Manager and/or Supervisor on duty.

Thank you,

Ann Jones
Casino Manager

CC: All Departments and Management

Teaching Tip

TEACHING TIP 1



Teaching Tip 1

Each organization has its own preference for when different modes of communication are appropriate. Write down a number of scenarios on your white board, flip chart or Smart board. Ask learners to determine the best mode of communication for each item. Some examples could include: an HR announcement about upcoming holiday shut-downs, a notice about a new security measure, a phone message for an employee in the Table Games area, and a request for new uniforms.

Remind learners that they need not be limited by “writing” scenarios. Some scenarios are better communicated using Oral Communication, while others may require a combination of Written and Oral, such as face to face communication followed up by an email for documentation purposes. You may find that the norms vary from department to department. This could be acceptable, since each department may have its own organizational culture. If participants are not sure, they could benefit by checking with the supervisor or manager.

Introduction

Some jobs that need these skills include:

Bank Senior Cashier
Bank Supervisor/Shift Manager
Banquet Supervisor/Shift Manager
Bartender
Beverage Server
Bingo Caller/Checker
Bingo Cashier
Bingo Supervisor
Bingo Volunteer Coordinator
Box Person (Craps)
Casino Bank Cashier/Clerk
Casino Gaming Technician
Casino Host/Player Services Representative
Chef
Cook
Countroom Cashier
Countroom Supervisor/Shift Manager
Dealer
Dining Room Cashier
Dining Room Supervisor/Shift Manager
Executive Host
Facility Supervisor/Shift Manager
Facility Technician
Food and Beverage Host
Guest Services Representative
Guest Services Supervisor/Shift Manager
Housekeeping Attendant
Housekeeping Supervisor/Shift Manager
Investigative Security Officer
Kitchen Helper
Maintenance Technician
Pit Manager/Pit Boss
Poker Manager
Promotions & Event Planner
Receiver
Retail Cashier
Retail Supervisor/Shift Manager
Security Officer
Security Supervisor/Shift Manager
Senior Clerk Typist
Server
Shuttle Bus Driver
Slot (Electronic Gaming) Floor Supervisor/Shift Manager
Slot Attendant/Electronic Gaming Attendant
Surveillance Supervisor/Shift Manager
Surveillance Technician
Switchboard Operator
Table Games Inspector
Table Games Supervisor/Shift Manager
Table Games Trainer
Technical Support Supervisor
Uniform Supervisor/Shift Manager
Uniform Technician
Valet Attendant
Warehouse Clerk
Warehouse Supervisor/Shift Manager

When emails became common in the workplace, memos and letters became rare. However, there are still situations when a memo or a letter is the most appropriate form of written communication.

You may need to write memos or letters. In writing memos and letters, it is important to:

- Think about the target audience. Do they have easy access to email in the workplace? If no, then a memo or letter would be more appropriate to send.

In this section, you will learn how to:

- Use a template to write a letter or memo

Skill 1: Use a Template to Write a Letter or Memo



While much written communication now occurs electronically through email, there is still an important place for both letters and memos.

Letters and memos have some similar purposes:

- To ask for information
- To provide information
- To describe a problem
- To solve a problem

Memos usually follow this template:

MEMO	
To:	
From:	
Date:	
Subject:	_____

Remember that memos are brief notices. To write an efficient memo, follow this pattern:

- **First Sentence:** Write the reason for the memo
- **Second Sentence:** This is the main body, so include instructions or information
- **Closing Sentence:** Write what is required of the reader (for example: confirmation, answers or feedback)

Business letters usually follow this type of template:

Business Letter Template
Contact Information Your Name Your Address Your City, Province, Postal Code Your Phone Number (optional) Your Email Address (optional)
Date
Contact Information Name Title Company Address City, State, Zip Code
Salutation Dear Mr. / Ms. Last Name:
Body of Letter
Complimentary Close Respectfully yours,
Signature Handwritten Signature (for a mailed letter) Typed Signature

Sample Openers

The following are sample openers that can be used in memos or letters:

- I am writing to inquire about the status of the order.
- We have enclosed a copy of the incident report.
- I am writing to apply for the position of Pit Manager as posted on Feb. 16th.
- I am writing to convey my dissatisfaction with the deadlines that were not met on the repairs to the machines.
- I am enclosing the following information that you requested in regards to the audit.
- There are still two outstanding issues concerning maintenance in the kitchen area.
- Enclosed is an invoice for the work completed last June.

Body of letter

The following are guidelines that can be used in letters:

- The letter should be simple and the purpose of writing your letter should be clear.
- The first paragraph of your business letter should provide an introduction that states why you are writing.
- The next paragraph should provide more information and details.
- The final paragraph should reiterate the reason you are writing and thank the reader for reviewing your request.
- Single-space your letter and justify your margins to the left-hand side.
- Leave a blank line between each paragraph.



Here are the possible purposes for a memo. In this case, we are providing information.

- To ask for information
- To provide information
- To describe a problem
- To solve a problem

MEMO (Template)

To:

From:

Date:

Subject:

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblow sky

Date: March 27, 2011

Subject: **Deadline Change for
Monthly Financial Reports**

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

TEACHING
TIP 1

Now it's your turn. Try these practice activities to see how well you have learned this skill. See Check My Answers at the end of the section for the correct answers.

- 1.1 There are four major purposes for memos. What is the purpose of the following memo?

MEMO

To: All Employees at Sky Casino
From: Mat Growing
Date: June 1, 2009

Subject: Ticketmaster Procedure

In the past few weeks, there have been a few issues that have arisen with Ticketmaster tickets. In order to avoid errors, please read over the ticket information with the patron.

Thanks in advance for your attention to this matter.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

- 1.2 You work in the Restaurant. Write a memo to your department. On March 1, the Restaurant will be changing to different Point of Sale software. Training begins Feb. 15. Use the template below. Compare your memo with the memo in the answer key.

MEMO

To:

From:

Date:

Subject: _____

- 1.3 A Technical Support Supervisor is planning for a major renovation. He has determined that the renovation cannot be completed overnight, and therefore the banquet area will need to be roped off. How should he communicate this information to those who are affected? Choose the best answer:

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- d) By phone

- 1.4 A Promotions Event Planner at Bay Casino named Marg Peters is writing a thank you and congratulatory letter to Morris and Melinda Bell, a couple who were married and had their reception at the facility. Also, Marg is including two free tickets to a concert of their choice. Use the following template and write a letter. Compare your letter with the one in the answer key.

Letter Template

Your Contact Information

Date:

Contact Information

Salutation:

Body of Letter

Complimentary Close:

Signature:



Compare your answers with the activities below. If you have gotten less than half of the answers correct, review the material and try the activities again.

- 1.1 In this case, the purpose of the memo is to solve a problem (check numbers with patron).
- 1.2 Look at your memo. Check to see if you followed the memo template:
 - ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
 - ☐ Did you open with a sentence that states the reason for the memo?
 - ☐ Did you include a sentence that gives the main message of the memo?
 - ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: All Restaurant Employees
From: Scott Merkley
Date: Sept. 5, 2010

Subject: Change in Restaurant POS Software

I want to inform you that we will be changing our POS (Point of Sale) software.

The new system will go live on March 1st, 2011.

Training will begin on Feb. 15th.

Please let me know if you have any questions.

Cheers,
Scott

1.3 In this case, both face to face and either email or memo are appropriate forms of communication. Face to face may be the quickest way to get the information out. Email or memo documents when the communication has occurred.

1.4 Look at your letter.

- ☐ Did you include the date?
- ☐ Did you include contact information?
- ☐ Did you include a salutation?
- ☐ Is the purpose of your letter clear?
- ☐ Is your first paragraph an introduction, explaining the purpose of the letter?
- ☐ Do the following paragraphs provide information and details?
- ☐ Does the final paragraph repeat the purpose and thank the reader?
- ☐ Is there a blank line between each paragraph?
- ☐ Is there a closing?
- ☐ Is there space for you to sign?
- ☐ Is your name typed as well?

Compare your letter with the sample letter on the following page.

Marg Peters
123 Home Street
Pinehill, ON P3G 7F4

June 25, 2010

Morris and Melinda Bell
800 Ash Street
Emo, ON POT 1X0

Dear Morris and Melinda:

On behalf of all the staff at Bay Casino, please accept this letter as heartfelt congratulations on the event of your wedding.

We are honoured that you chose to spend your special day with us and hope that it exceeded your expectations. As a token of our thanks, we have included with the letter two tickets to the concert of your choice on our premises.

We look forward to seeing you at our facility in the future.

Sincerely,

M. Peters
Marg Peters

Essential Skills for the Gaming Industry

Job Family

Casino Writing Skills



Job Family Section

Bank



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Bank employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

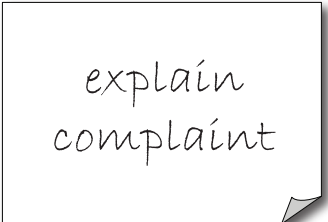
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

1.1 Some bank tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand it in the future? What kind of information should the note include?

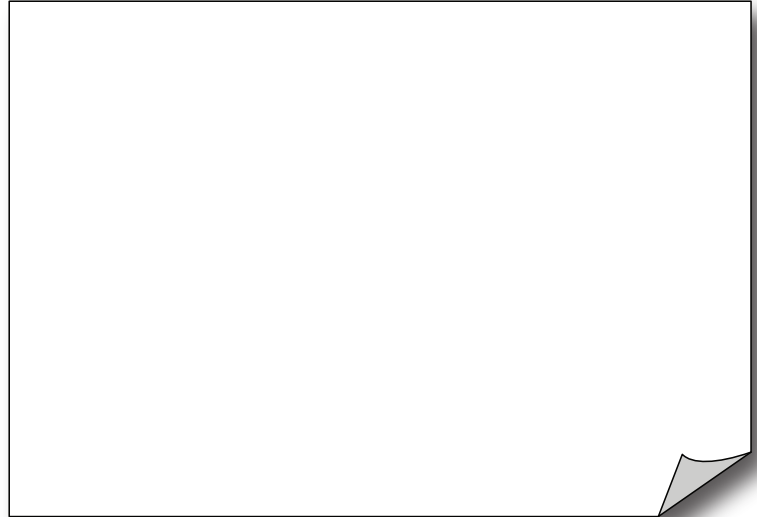
1.2 Katarina, a Bank Cashier, wrote this note to herself about something she needed to recall in the future. Is this an effective note to self? Why or why not?



explain
complaint


- 1.3 Pretima is a Bank Supervisor. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Eva, is hearing impaired and Pretima suggested writing a note in order to communicate. Eva was looking for her husband. Pretima made some phone calls and found out that Eva's husband was located in the Restaurant area and was waiting for her there. Pretima needs to write a note to communicate the information to Eva.

Write a sample note on behalf of Pretima and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Bank Supervisor who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. The cash counter is making a funny noise, and you are asking her to keep an eye on it.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

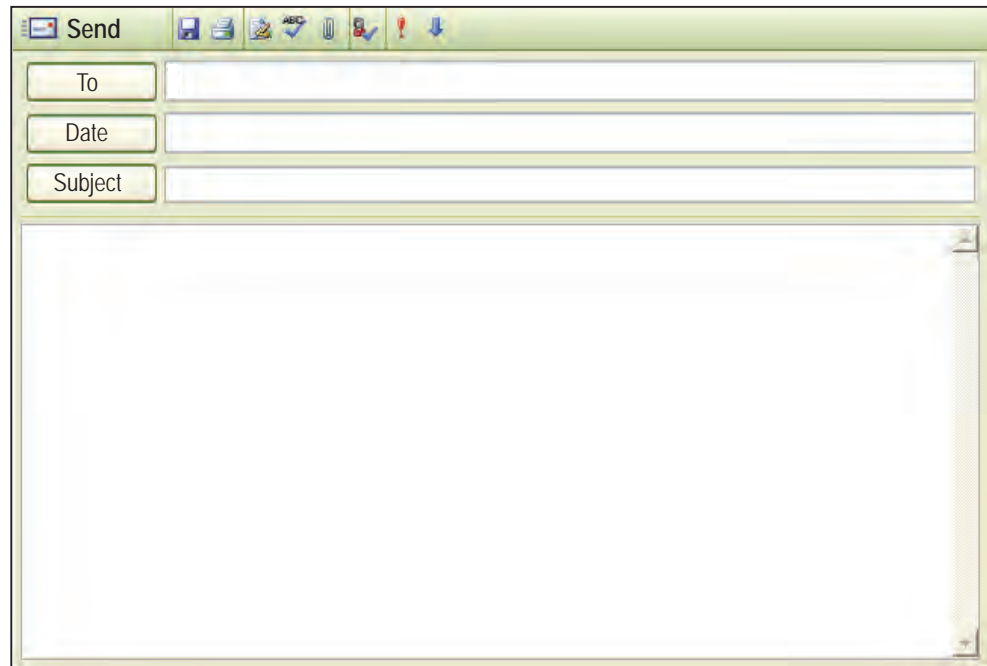
- Choosing an appropriate entry on the “subject” line
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Count Room Supervisor. You want to send an email to all departments to let them know that new bill counters will be installed in all areas as of July 1.

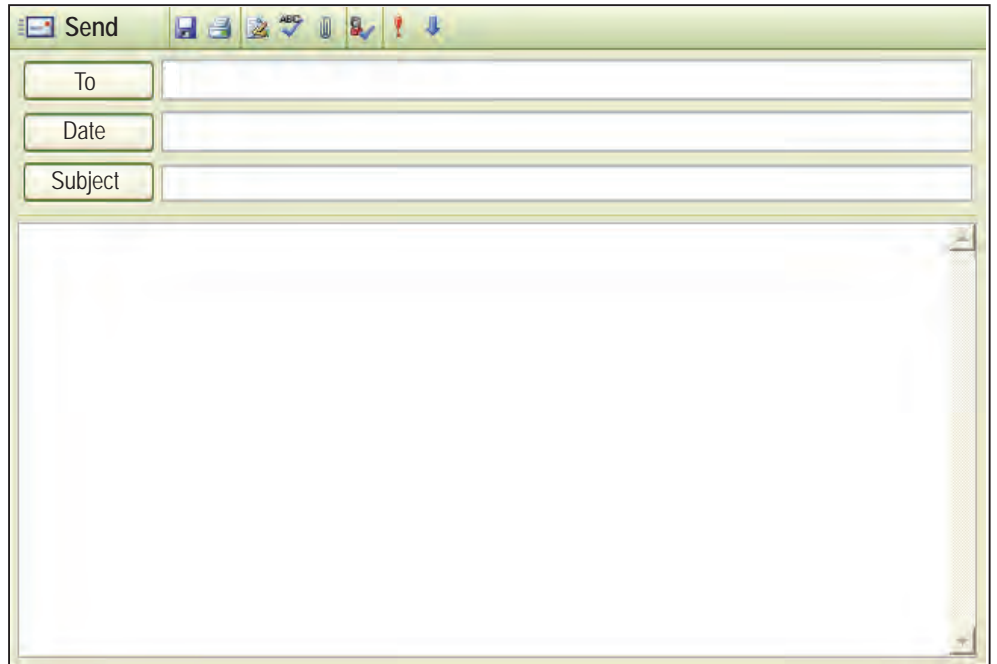
Write an email and compare it to the answer key.



- 2.2 Kate is a Senior Bank Cashier. She's requested to take a holiday. She arranged with her supervisor a good time to be away from work. Now Kate just needs to advise Human Resources of the vacation time to make it official. She decided to send an email to inform Jim Taylor in Human Resources of her vacation time in the last two weeks of August.

(Continue the question on the next page.)

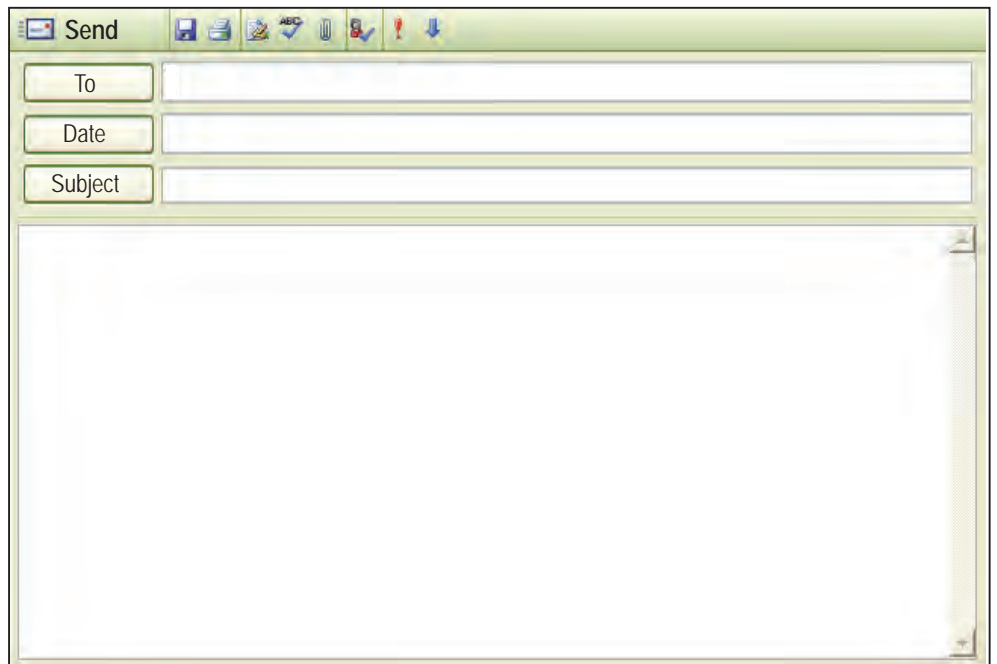
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

- 2.3 A Count Room Supervisor named Helen is coordinating an alternate route for pulls during the installation of carpet on May 27 from 8:00 a.m. to 10:00 p.m. on the regular route. She needs to inform all pertinent departments.

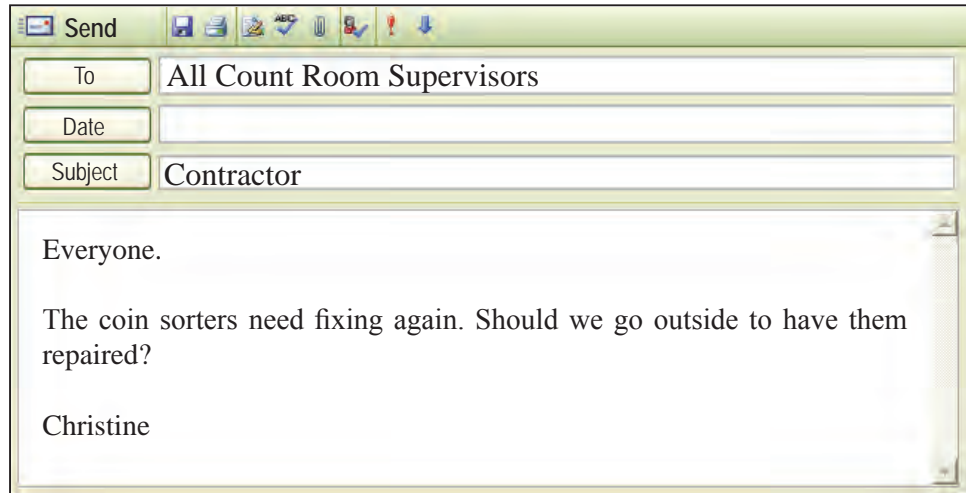
Write an email and compare it with the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

► Level 2

- 2.4 Christine is a Count Room Supervisor. She is writing an email to the other Count Room Supervisors who work the opposite shift. Read over her email.



Send

To: All Count Room Supervisors

Date:

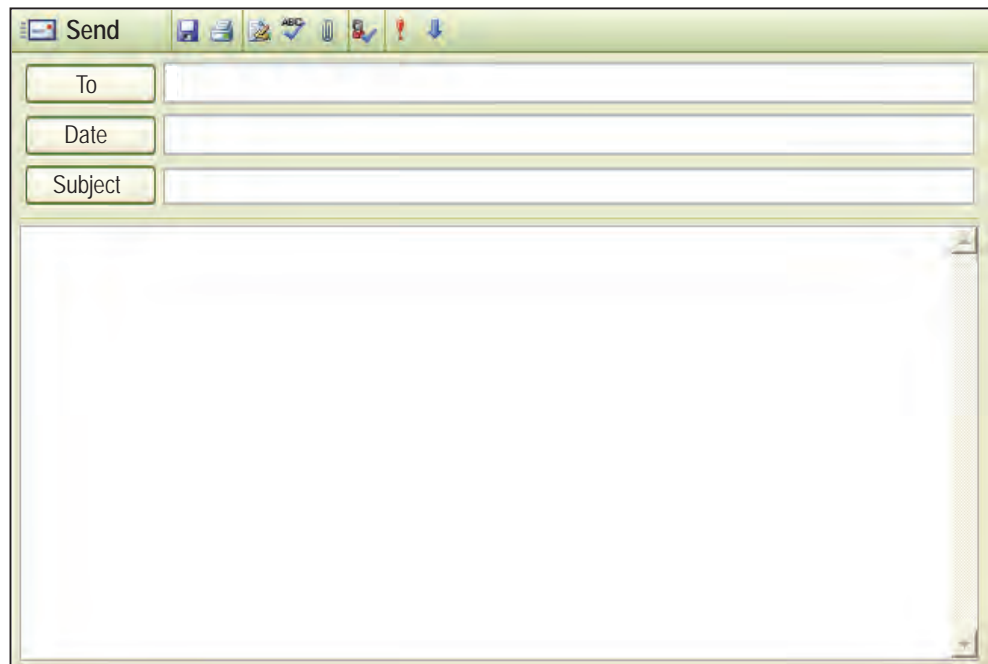
Subject: Contractor

Everyone.

The coin sorters need fixing again. Should we go outside to have them repaired?

Christine

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.



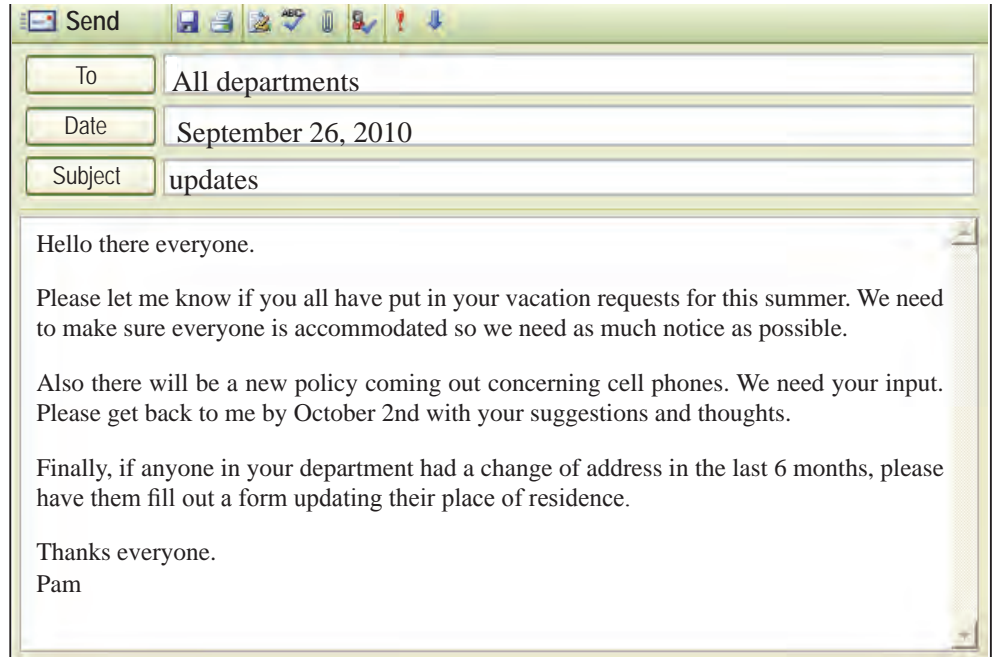
Send

To:

Date:

Subject:

You can also try re-writing the email to make it more effective.



The screenshot shows an email client window with a green title bar and a toolbar. The email is addressed to "All departments" with the date "September 26, 2010" and subject "updates". The body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by October 2nd with your suggestions and thoughts.

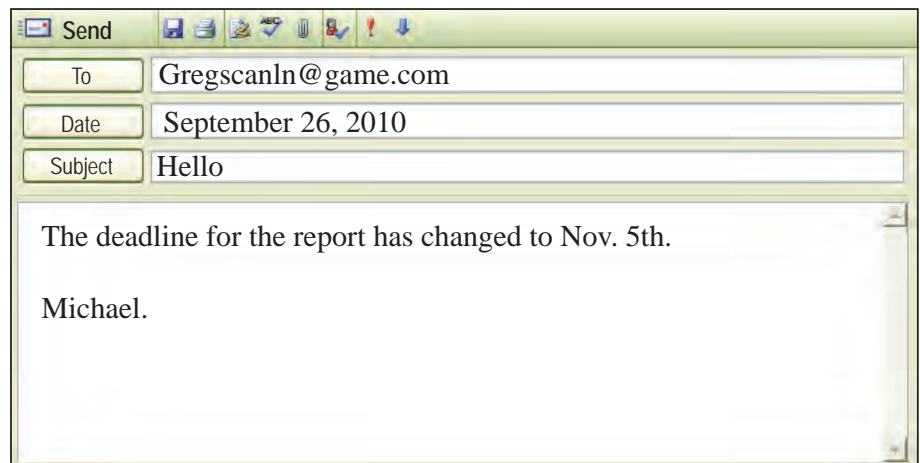
Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.5 Read the following email. Can you spot any areas for improvement?

2.6 Michael is a Bank Manager in a gaming facility. His supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



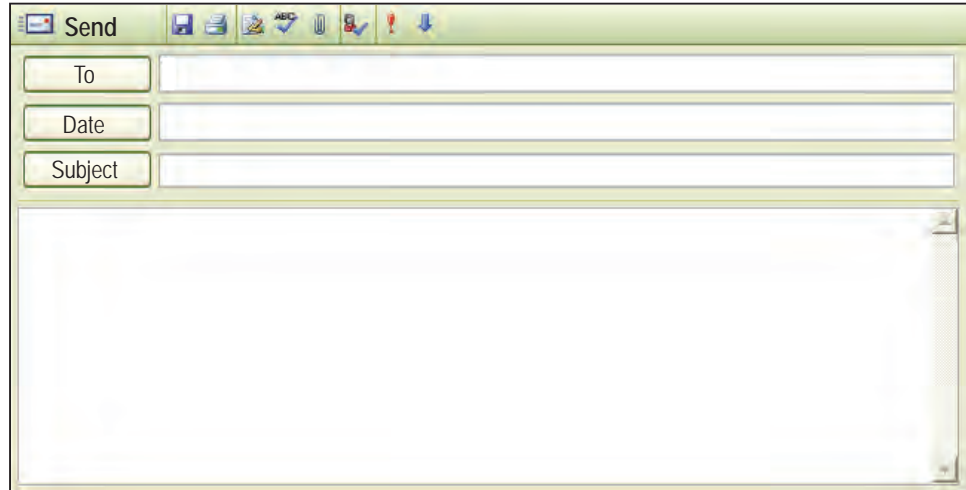
The screenshot shows an email client window with a green title bar and a toolbar. The email is addressed to "Gregscanln@game.com" with the date "September 26, 2010" and subject "Hello". The body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring someone who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Maria is a Bank Supervisor. She maintains a log of what happens during the day.

On May 27, a Bank Cashier named Mel was 15 minutes late, a guest got upset over the policy where the organization does not take \$50 bills, and a Cashier gave back the wrong change to a guest, so \$17 is now unaccounted for. On May 28, one guest tried to cash a bad cheque and security was called.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book for Feb. 7. Writing in complete sentences is fine, but in some cases, incomplete sentences are useful in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Use the blank log below to answer the question. Compare your work with the answer key.

- a) All departments have been notified that new cash box carts will be added starting on Feb 14.
- b) A discrepancy report was completed on. A description of errors, as well as how the errors themselves were tracked have been included.
- c) A technician has been notified concerning machine #17 in the West Wing. When money is entered into the machine, nothing happens.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Melenie, a Bank Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources activities that could apply to the new employees. Melenie needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

4.4 Mary-Ann is a casino Bank Cashier. She has to write a variance report. She was working in the first wicket and she thinks that around 2:30 p.m. she gave out \$200 instead of \$100.00. She was counting back change and she was interrupted by a question from another Bank Cashier and lost her concentration.

What should Mary-Ann write down in the variance report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor an employee who will need to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purpose. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the main purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are a Count Room Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Bank department. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



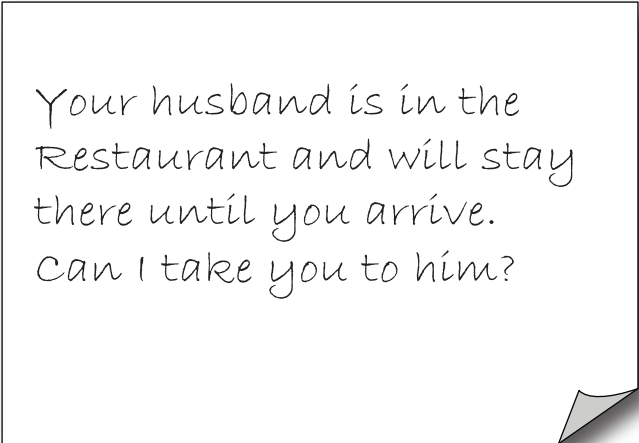
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the person's name who it belongs to.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

1.3 Does your note look something like this?

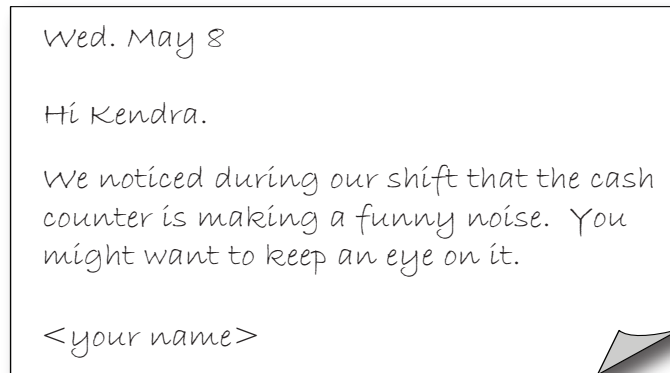


Your husband is in the
Restaurant and will stay
there until you arrive.
Can I take you to him?

1.4

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



Wed. May 8

Hi Kendra.

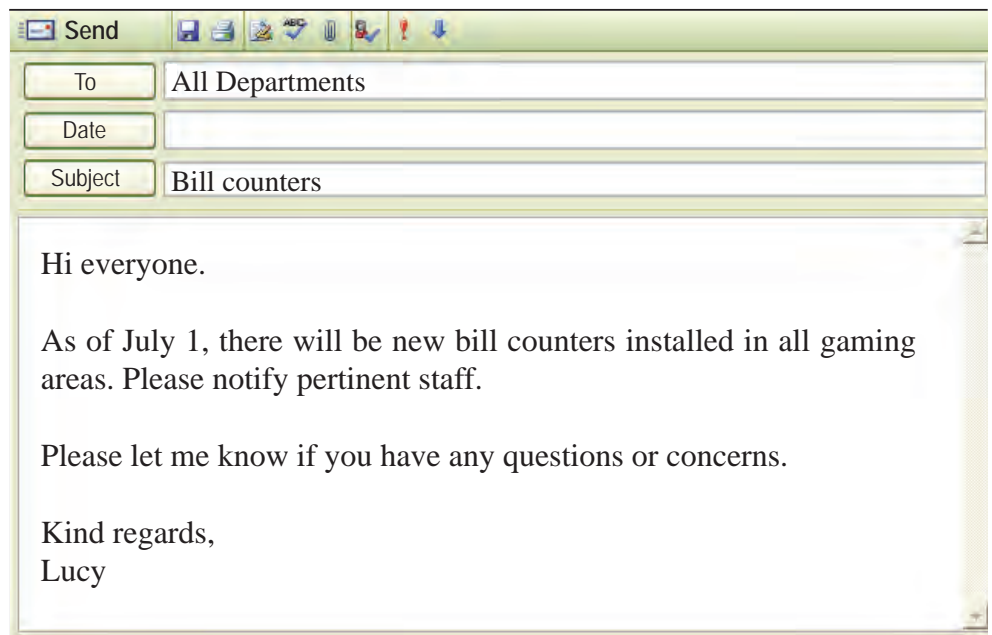
We noticed during our shift that the cash counter is making a funny noise. You might want to keep an eye on it.

<your name>

2.1

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

You can compare your note with the sample below:



Send

To: All Departments

Date:

Subject: Bill counters

Hi everyone.

As of July 1, there will be new bill counters installed in all gaming areas. Please notify pertinent staff.

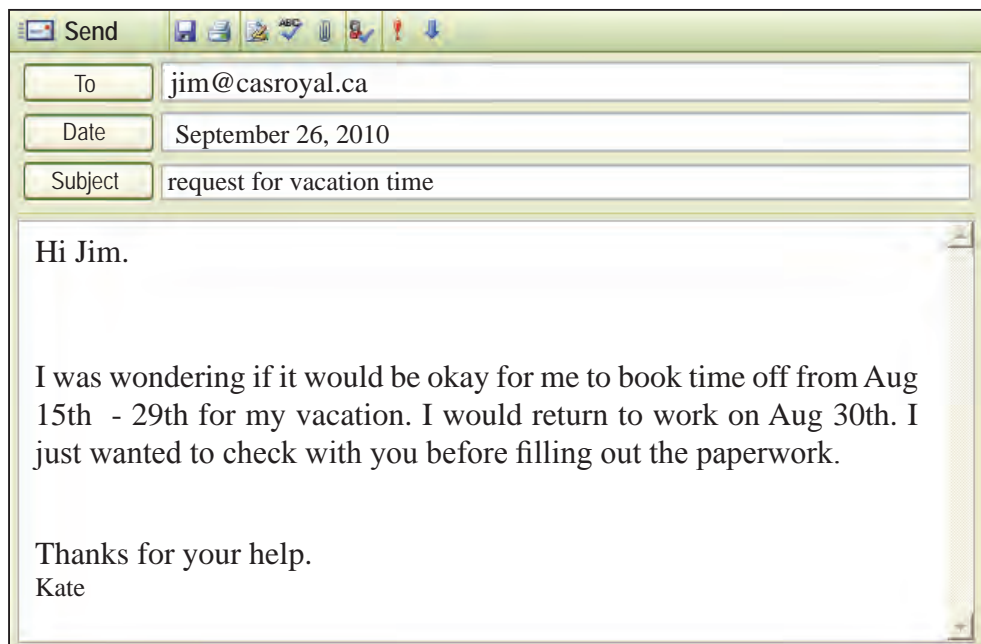
Please let me know if you have any questions or concerns.

Kind regards,
Lucy

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below.



The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body text is as follows:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

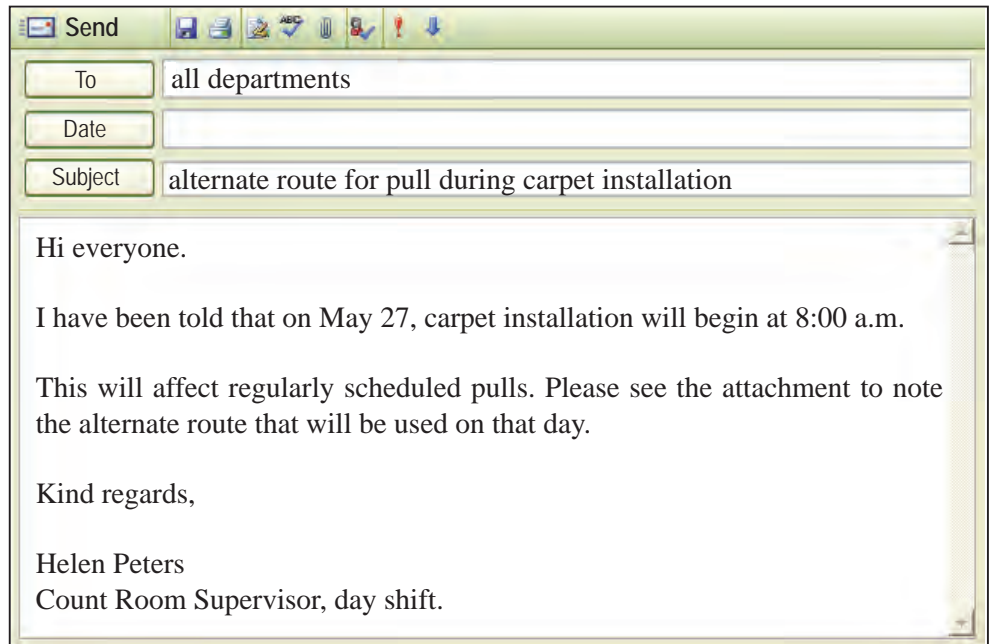
Thanks for your help.
Kate

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, her peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below:



The screenshot shows an email client's 'Send' window. The 'To' field is filled with 'all departments', the 'Date' field is empty, and the 'Subject' field is filled with 'alternate route for pull during carpet installation'. The email body contains the following text:

Hi everyone.

I have been told that on May 27, carpet installation will begin at 8:00 a.m.

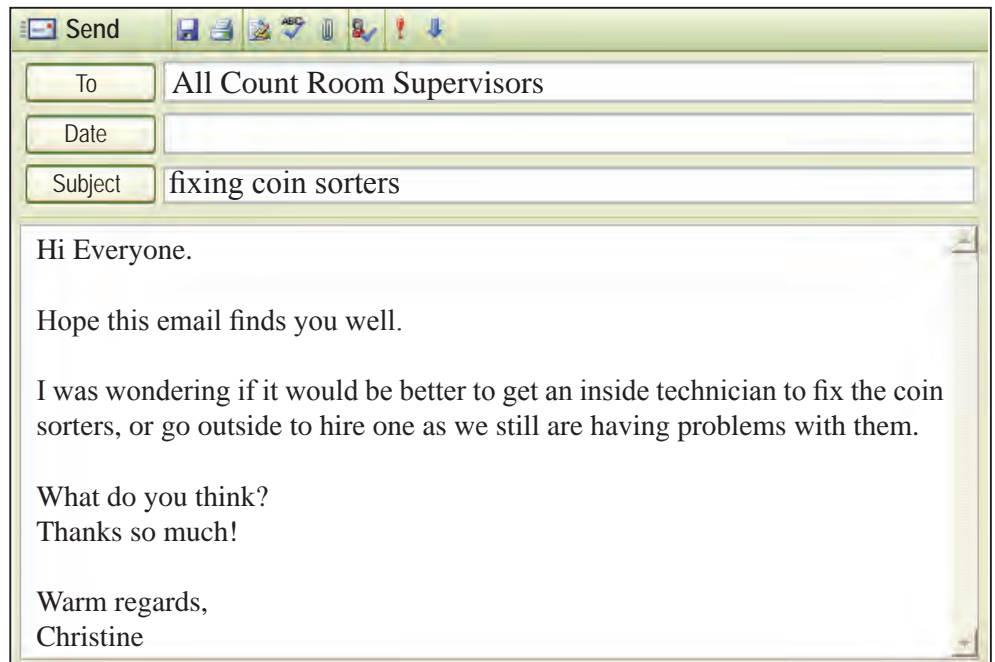
This will affect regularly scheduled pulls. Please see the attachment to note the alternate route that will be used on that day.

Kind regards,

Helen Peters
Count Room Supervisor, day shift.

2.4 It is likely that Christine's co-workers would find this email to be unfriendly.

Here is a sample of an email with a more appropriate tone.



The screenshot shows an email client's 'Send' window. The 'To' field is filled with 'All Count Room Supervisors', the 'Date' field is empty, and the 'Subject' field is filled with 'fixing coin sorters'. The email body contains the following text:

Hi Everyone.

Hope this email finds you well.

I was wondering if it would be better to get an inside technician to fix the coin sorters, or go outside to hire one as we still are having problems with them.

What do you think?
Thanks so much!

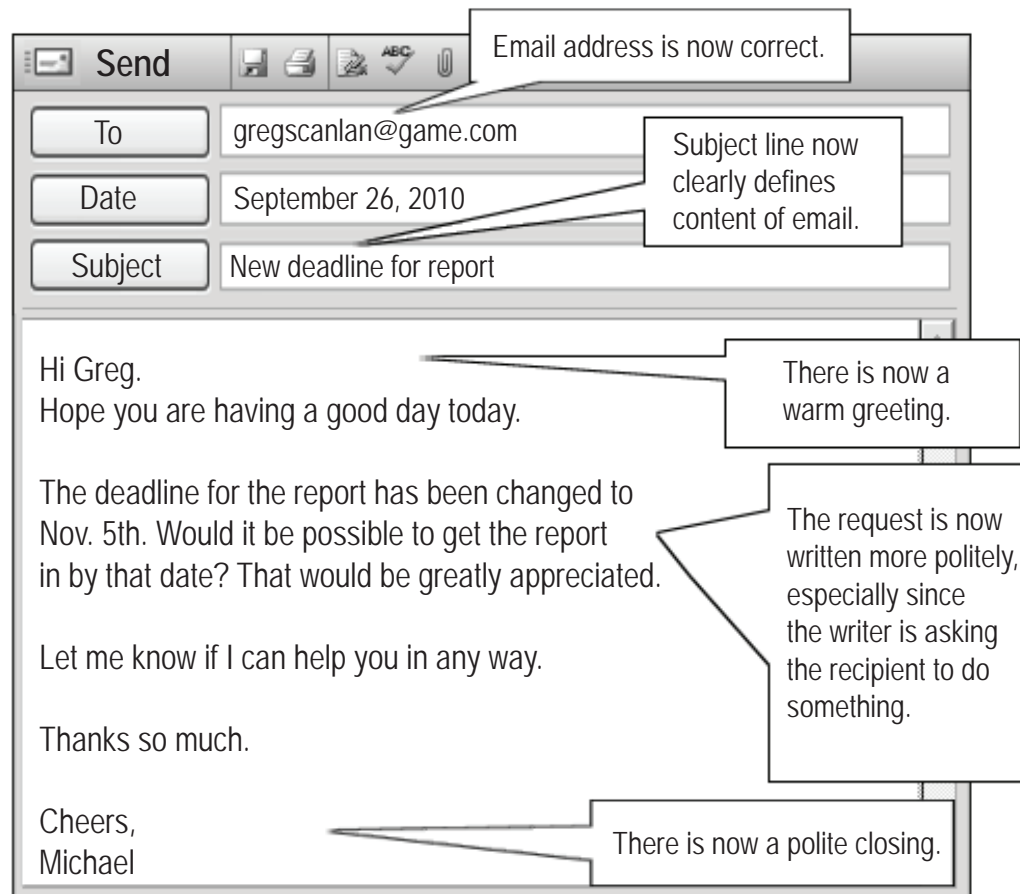
Warm regards,
Christine

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This email should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com.
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:



This email has now been revised and is ready to be sent.

2.7 It would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Use the checklist below to compare with your answer.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Mel was 15 minutes late.
May 27	Guest disturbance over \$50 bill policy.
May 27	Incorrect change given. Guest not tracked down. \$17 lost.
May 28	Guest attempted to cash a bad cheque. Security called.

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	All departments notified. New cash box carts Feb. 14.
Feb. 7	Discrepancy report completed. Included: description of errors and how errors were tracked
Feb. 7	Technician notified: machine #17 West Wing. When money entered, nothing happens.

4.1 Check to see if you found all the errors and corrected them.

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and therefore should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best option for their pre-writing process.

4.4 Did you make sure your message included the 5 Ws and 1 H (the who, what, where, when, why, and how)? Here is an example of what your message could look like:

- On wicket 1, at about 2:30 p.m., I think I gave out \$200 instead of \$100 to a guest. I was momentarily distracted by another Casino Bank Cashier and lost my train of thought.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.:

MEMO	
To:	all employees in the Count Room
From:	Scott Merkley
Date:	Sept. 5, 2010
Subject:	<u>Holiday Shut Down Days</u>
<p>The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.</p> <p>We must follow special shutdown protocol to prepare for these dates.</p> <p>Please let me know if you have any questions.</p>	

5.3

- b) The most appropriate means for sending information to other departments about Bank's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Customer Services/ Administration



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Customer Services and Administration employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

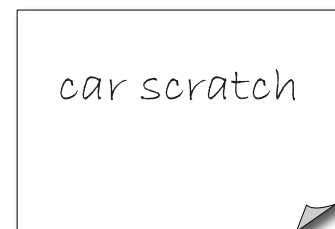
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

- 1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you be sure that you will understand the note in the future? What kind of information should the note include?

- 1.2 Katarina, a Valet Attendant, wrote this note to herself. Is this an effective note to self? Why or why not?



- 1.3 Kathy is a Valet Attendant. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy made some phone calls and found out that Hope's husband was located in the Restaurant and was waiting for her there. Kathy needs to write a note to communicate this information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Switchboard Operator who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low in the office and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

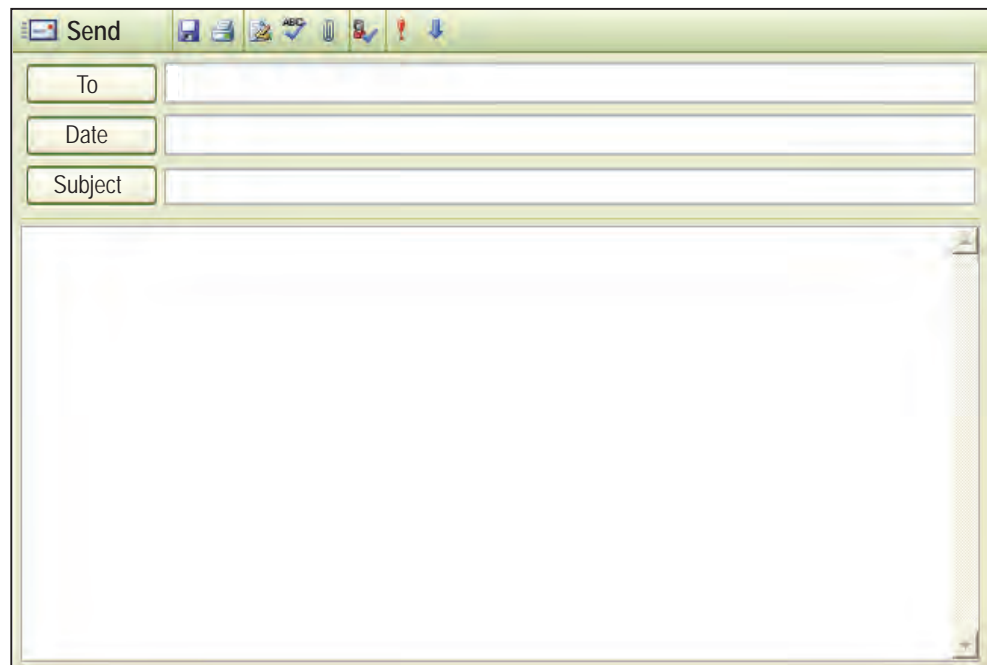
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Guest Services Supervisor and you are training a Guest Services Representative. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The title bar at the top is green and contains the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. The "To" field is currently empty. Below these fields is a large text area for the email body, which is also empty. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Customer Services Supervisor. He needs to send an email to Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

Write an email and compare it to the answer key.

The image shows a software window titled "Send" with a green header bar. Below the header is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area contains three input fields: "To", "Date", and "Subject", each with a small button to its left. Below these fields is a large, empty text area for the email body.

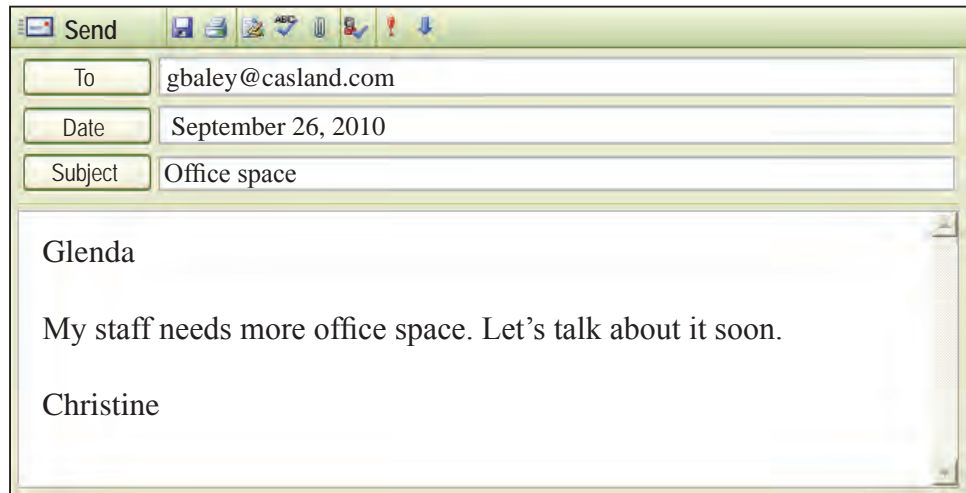
- 2.3 A Customer Services Shift Manager named Garth is requesting a major cleaning of the office area for Oct. 27 starting at midnight. He is sending an email to Shelley in Housekeeping.

Write an email and compare it to the answer key.

The image shows a software window titled "Send" with a green header bar. Below the header is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area contains three input fields: "To", "Date", and "Subject", each with a small button to its left. Below these fields is a large, empty text area for the email body.

► Level 2

2.4 Christine is a Customer Services Supervisor. She is writing an email to her manager. Read over her email.



The screenshot shows an email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, deleting, and other actions. The main area of the window is divided into three sections: "To", "Date", and "Subject". The "To" field contains the email address "gbaley@casland.com". The "Date" field contains "September 26, 2010". The "Subject" field contains "Office space". Below these fields is a large text area where the email body is written. The body text reads: "Glenda", "My staff needs more office space. Let's talk about it soon.", and "Christine".

To	gbaley@casland.com
Date	September 26, 2010
Subject	Office space

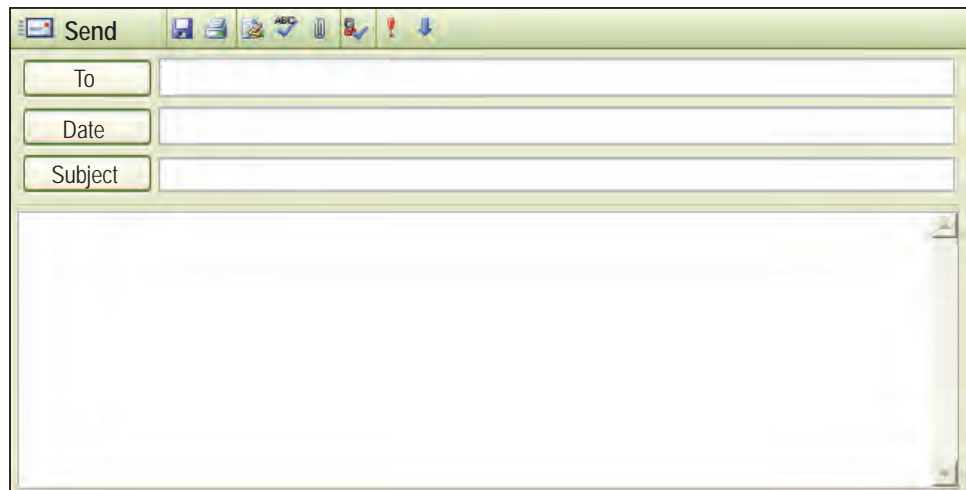
Glenda

My staff needs more office space. Let's talk about it soon.

Christine

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

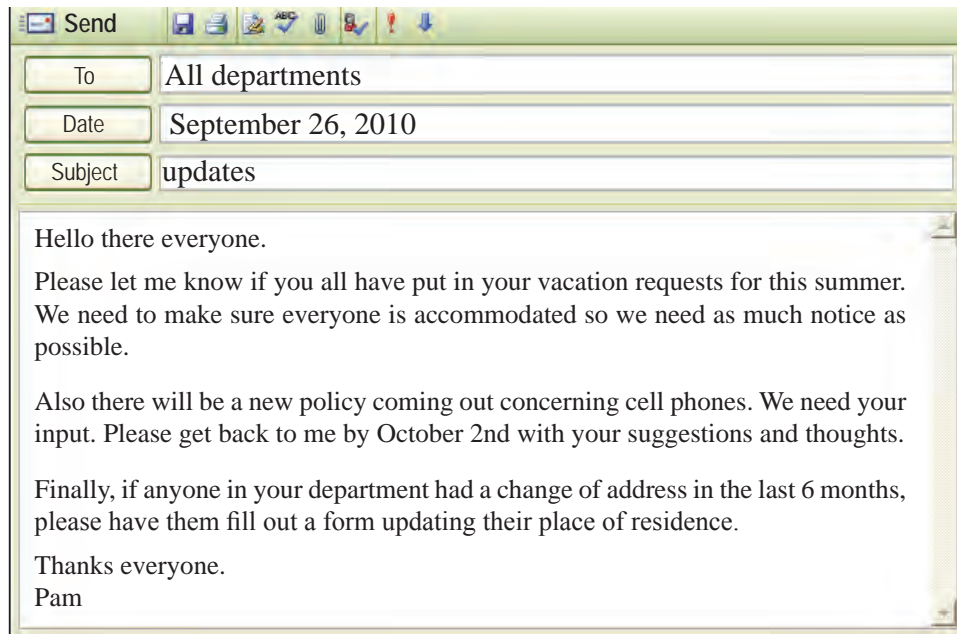
You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, deleting, and other actions. The main area of the window is divided into three sections: "To", "Date", and "Subject". All three fields are empty. Below these fields is a large text area where the email body can be re-written.

To	
Date	
Subject	

2.5 Read the following email. Can you find any areas for improvement?



The screenshot shows an email client window with a green header bar containing a 'Send' button and various icons. Below the header, there are three input fields: 'To' with the value 'All departments', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'updates'. The main body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

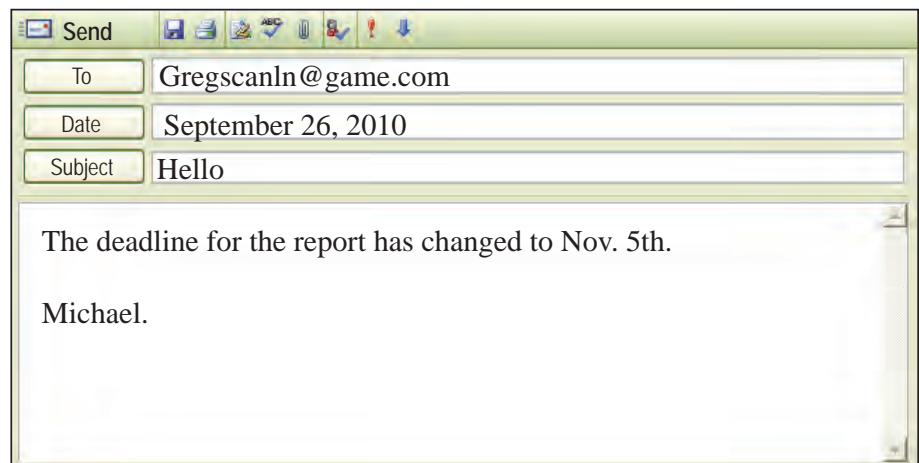
Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by October 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is an Administration Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5th. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



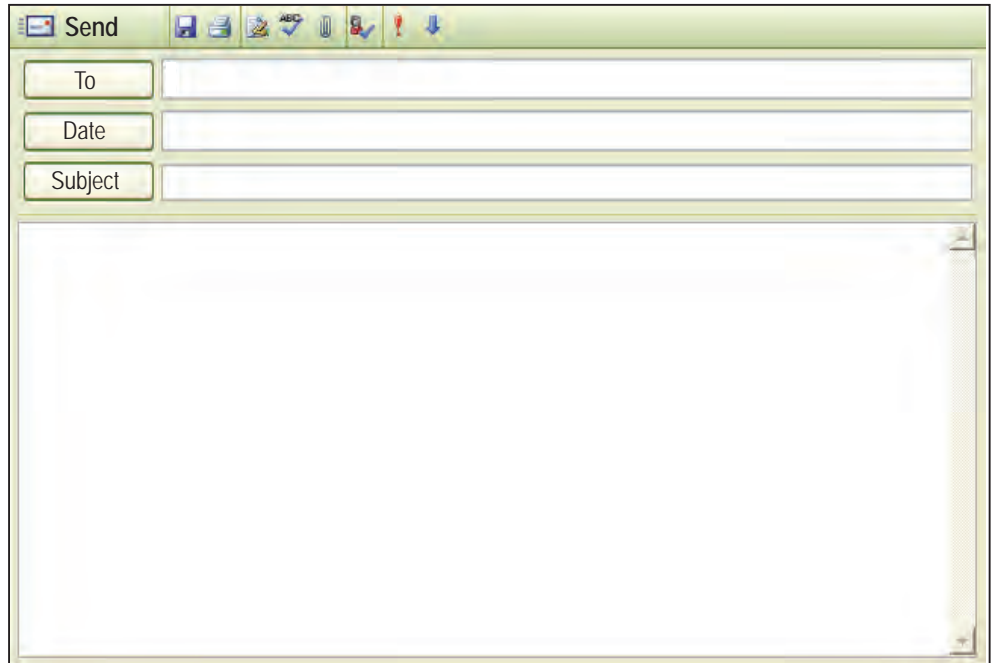
The screenshot shows an email client window with a green header bar containing a 'Send' button and various icons. Below the header, there are three input fields: 'To' with the value 'Gregscanln@game.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Hello'. The main body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Shuttle Bus Driver. She maintains a log of what happens during the day. On May 27, the front left turn signal burned out and maintenance was called; two guests had an argument on the bus without any action being taken; and a front tire was low on air so there was a stop at the gas station to fill it up. On May 28, the tank was filled.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book for Nov. 12. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) A guest came to me and asked if I had booster cables since her car would not start. I provided her with the booster cables, but declined to hook them up to avoid liability.
- b) A wheelchair was loaned out at 2:30 p.m. to Mrs. Dobrasky. She signed the waiver.
- c) It was noted that three young children were left in a van in the east parking lot. Security was notified so that the guardians could be paged.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content
- Organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Guest Services Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

► Level 3

4.4 You have been asked to mentor a new employee. How would you describe the process for writing a report?

Task 5:

Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo below.

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer(s):

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

5.2 You are a Manager in Customer Service. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template below.

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Customer Services department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone

► Level 3

- 5.4 A guest in the Casino where you work has recently had a big win. You are writing a congratulatory letter. Use the following template and write a letter.

Business Letter Template

Contact Information

Your Name

Your Address

Your City, Province, Postal Code

Your Phone Number (optional)

Your Email Address (optional)

Date

Contact Information

Name

Title

Company

Address

City, State, Zip Code

Salutation

Dear Mr. / Ms. Last Name:

Body of Letter

Complimentary Close

Respectfully yours,

Signature

Handwritten Signature (for a mailed letter)

Typed Signature

(Continue the question on the next page.)

Write your letter below:

Letter Template

Your Contact Information

Date:

Contact Information

Salutation:

Body of Letter

Complimentary Close:

Signatture:



Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name of the person it belongs to.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, information about the car and what she needs to do later on.

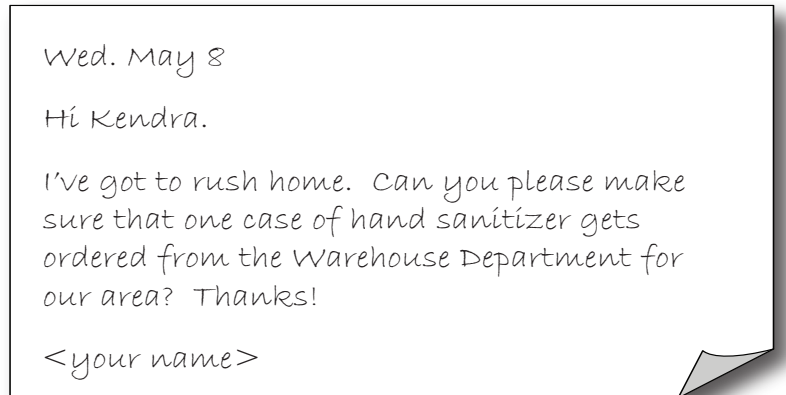
1.3 Does your note look something like this?

Your husband is in the
Restaurant and will stay
there until you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you provide enough detail like what Kendra needs to order and how much to order?
- ☐ Did you clearly sign your name at the bottom?

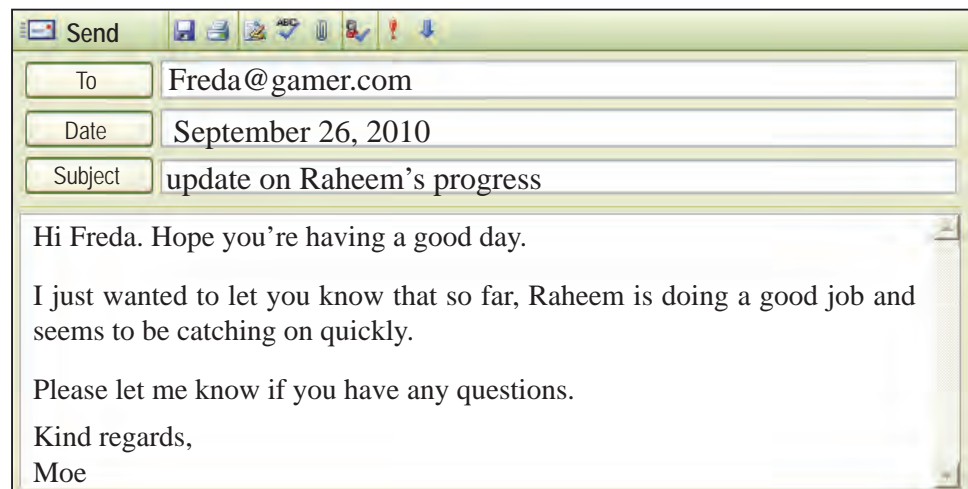
You can compare your note with the sample below:



2.1 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

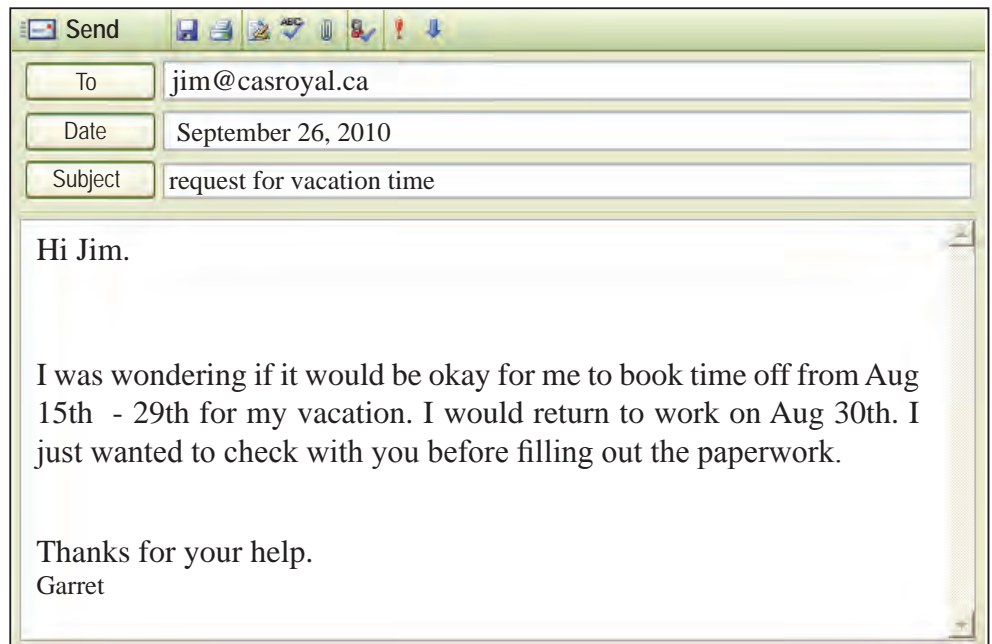
Now compare your answer with the sample below. How did you do?



2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information:

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body text is as follows:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

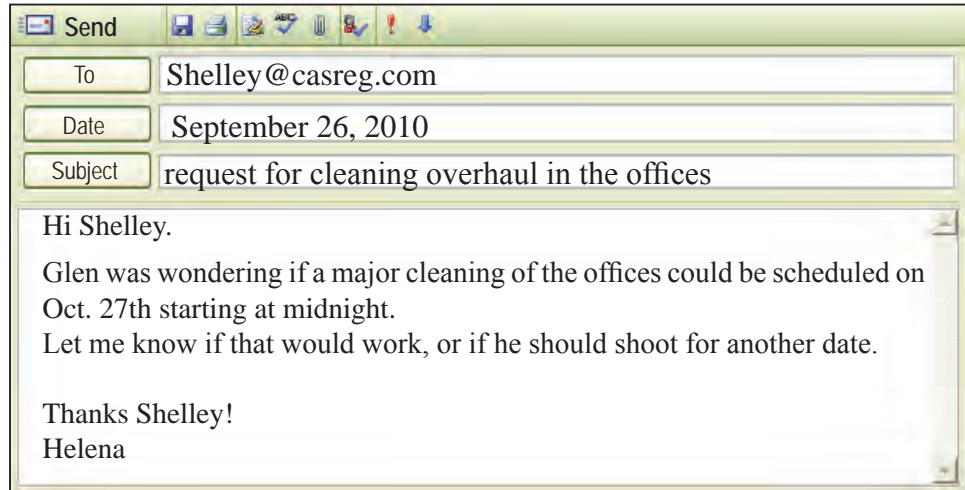
Thanks for your help.
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below:



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Shelley@casreg.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'request for cleaning overhaul in the offices'. The main body of the email contains the following text:

Hi Shelley.

Glen was wondering if a major cleaning of the offices could be scheduled on Oct. 27th starting at midnight.

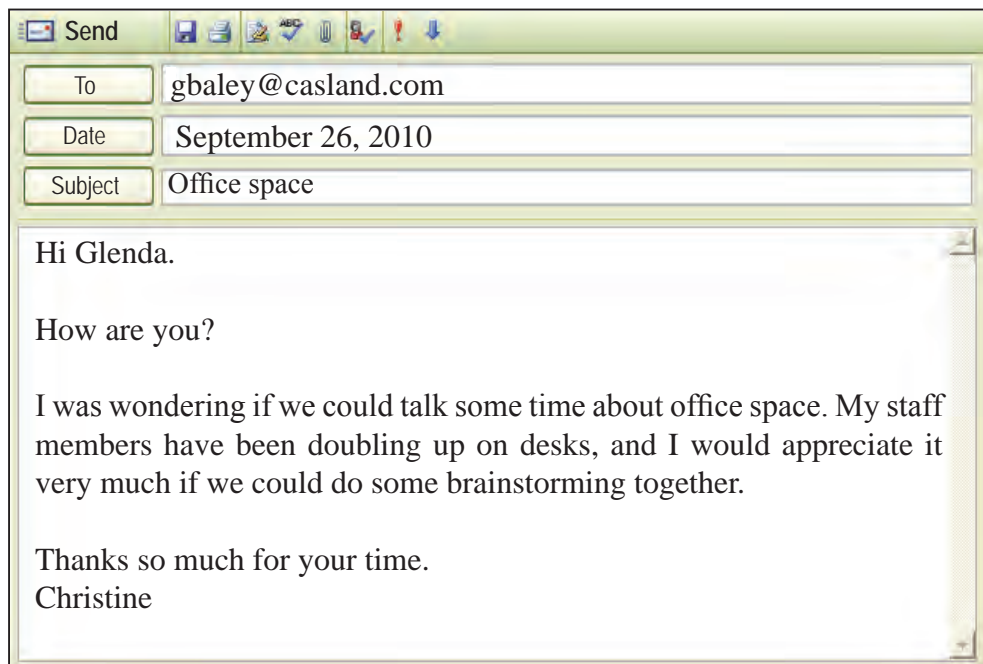
Let me know if that would work, or if he should shoot for another date.

Thanks Shelley!

Helena

- 2.4 It is likely that Christine's supervisor would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with more appropriate tone.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'gbaley@casland.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Office space'. The main body of the email contains the following text:

Hi Glenda.

How are you?

I was wondering if we could talk some time about office space. My staff members have been doubling up on desks, and I would appreciate it very much if we could do some brainstorming together.

Thanks so much for your time.

Christine

- 2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This email should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

Send [Icons: Print, Attach, ABC, Paperclip]

To: gregscanlan@game.com

Date: September 26, 2010

Subject: New deadline for report

Hi Greg.
Hope you are having a good day today.

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael

This email has now been revised and is ready to be sent.

2.7 If you are mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below:

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved, or what action was taken?

Date	Problem and Action
May 27	Front left turn signal burned out. Notified maintenance.
May 27	2 guests had argument on route. No action taken.
May 27	Front right tire needed air. Filled up at gas station.
May 28	Tank filled.

3.2 Does your log entry look something like this?

Date	Problem and Action
Nov. 12	Lent guest booster cables. Refused to connect them as per policy.
Nov. 12	2:30 p.m.: Wheelchair lent out to Mrs. Dobrasky. Waiver signed.
Nov. 12	Three children found in vehicle. Security notified to page guardians.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Customer Services and Administration

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days.
The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

5.4 Compare your letter with the sample letter.

- ☐ Did you include the date?
- ☐ Did you include contact information?
- ☐ Did you include a salutation?
- ☐ Is your purpose of your letter clear?
- ☐ Is your first paragraph an introduction, explaining the purpose of the letter?
- ☐ Do the following paragraphs provide information and details?
- ☐ Does the final paragraph repeat the purpose and thank the reader?
- ☐ Is there a blank line between each paragraph?
- ☐ Is there a close?
- ☐ Is there space for you to sign?
- ☐ Is your name typed as well?

Maggie Friesen
735 Waterford Ave.
Toronto, ON, P8R 9Y2

June 25, 2010

Judith Magnum
800 Main St.
Emo, ON, POT 1X0

Dear Ms. Magnum:

I am writing this letter to send my heartfelt congratulations on your recent win with our organization.

Your patronage through the years has been greatly appreciated and it is truly our pleasure that you were able to receive such a large cash out.

Once again, on behalf of all the staff at Monsoon Casino, we send you our sincerest congratulations. We hope to see you again in the near future.

Sincerely,



Maggie Friesen

Job Family Section

Food and Beverage Service



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Food and Beverage employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

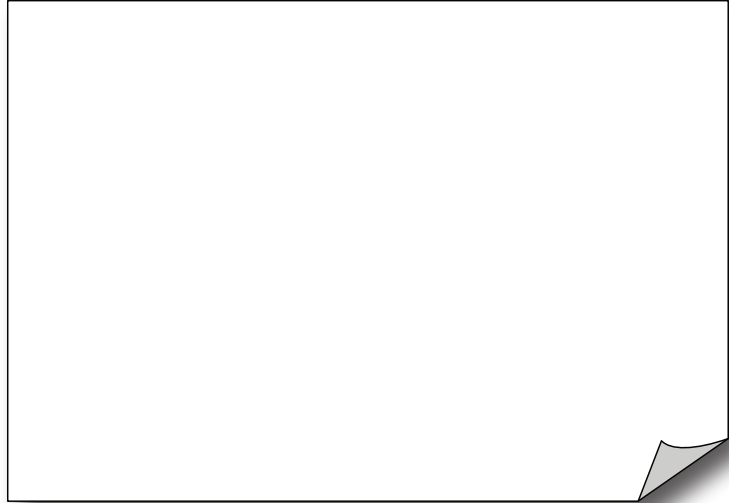
1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand the note in the future? What kind of information should the note include?

1.2 Katarina, a Bartender, wrote this note to herself. Is this an effective note to self? Why or why not?



- 1.3 Kathy is a Beverage Server. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy made some phone calls and found out that Hope's husband was located in the Restaurant and was waiting for her there. Kathy needs to write a note to communicate this information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Server who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

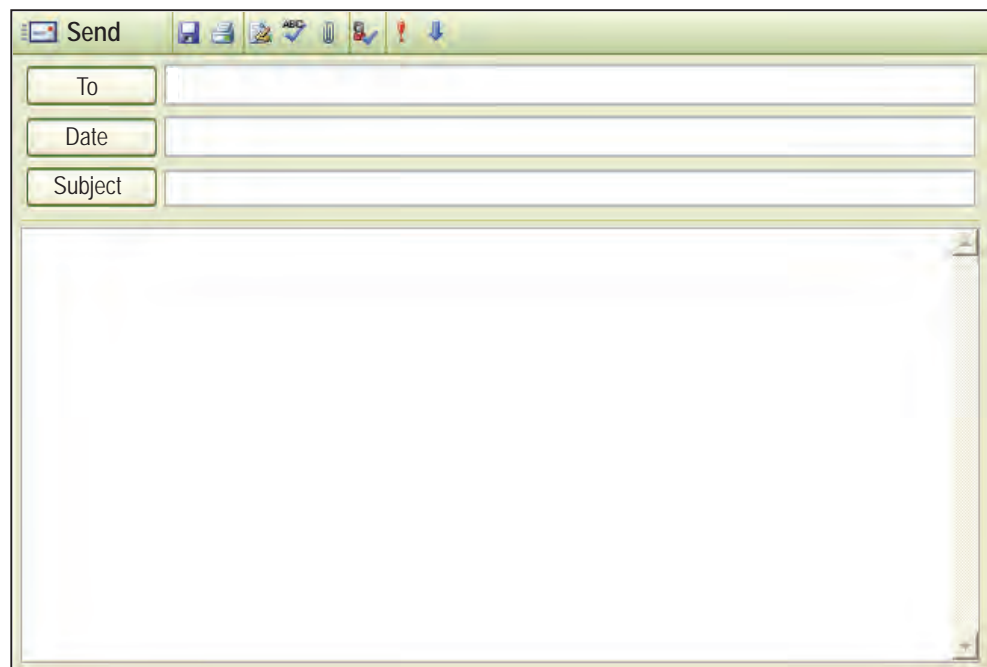
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Banquet Supervisor. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

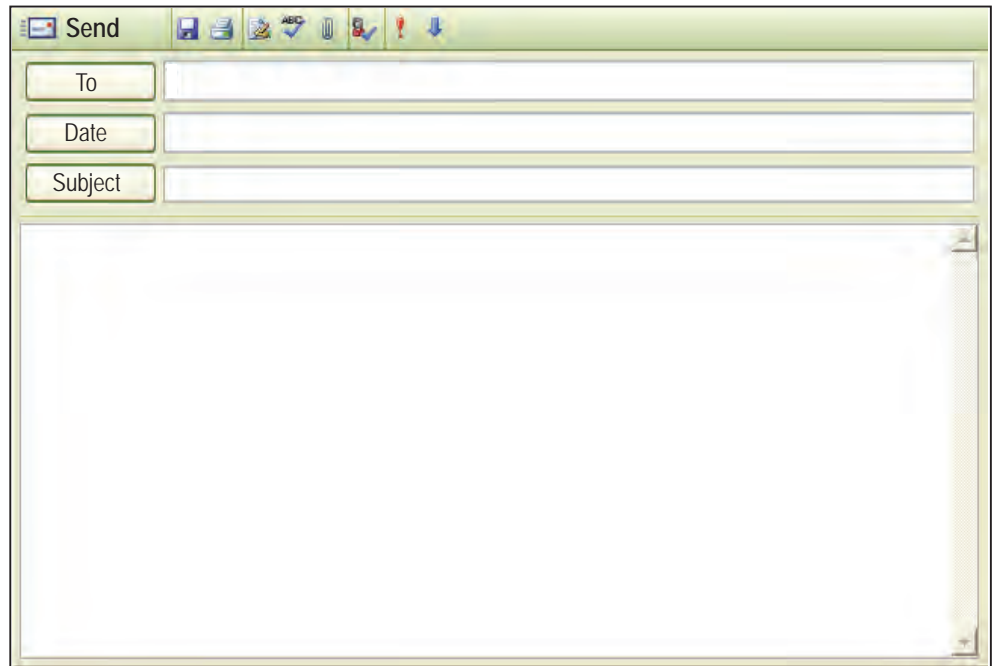
Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The title bar at the top is green and contains the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. The "To" field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Dining Room Supervisor. He needs to send an email to Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

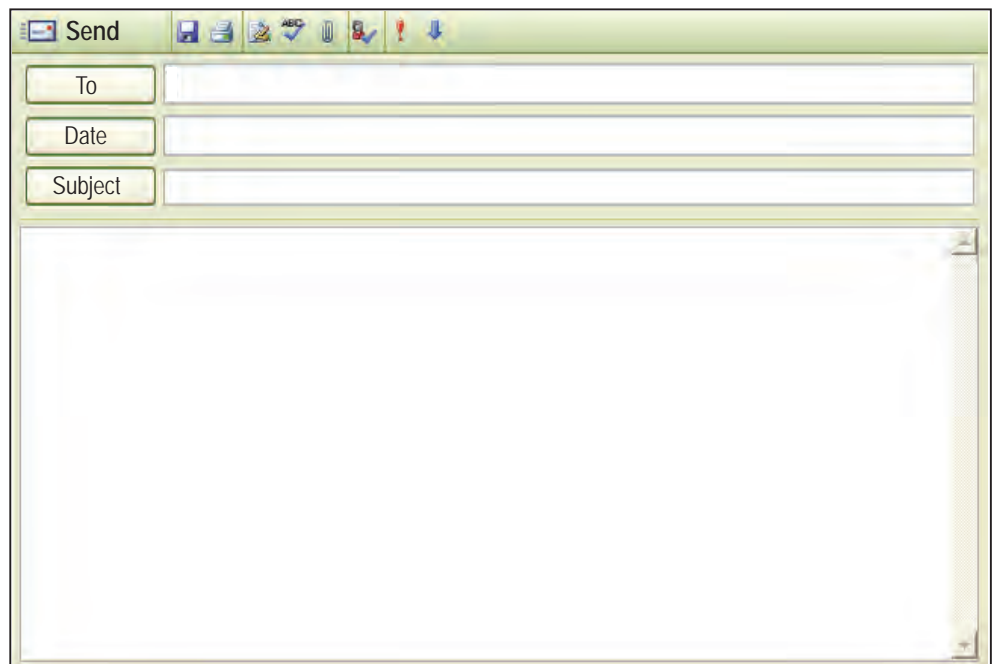
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: "To", "Date", and "Subject", each with a corresponding text input field. Below these fields is a large, empty text area for the email body. The window has a classic Windows-style border with a maximize button in the top right corner.

- 2.3 A Bartender named Dave is requesting a major cleaning of the bar area on Oct. 27 starting at midnight. He is sending an email to Shelley in Housekeeping.

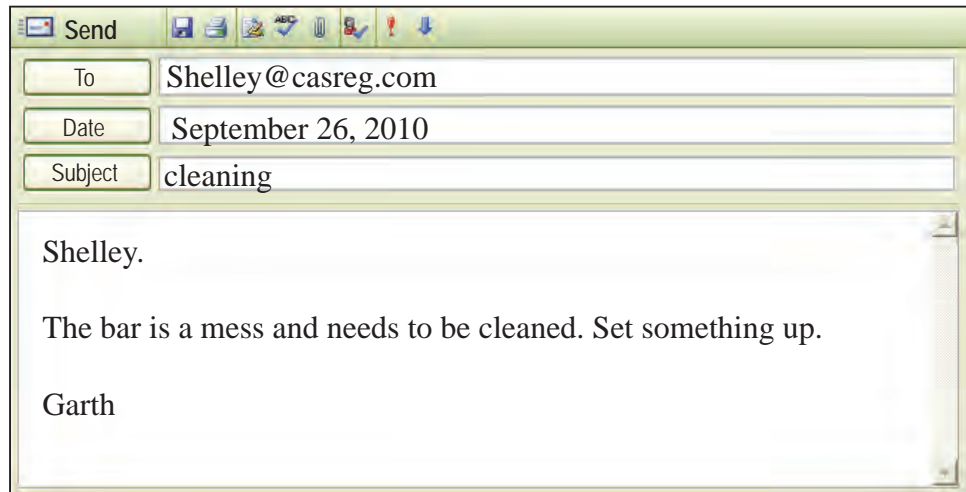
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: "To", "Date", and "Subject", each with a corresponding text input field. Below these fields is a large, empty text area for the email body. The window has a classic Windows-style border with a maximize button in the top right corner.

► Level 2

2.4 Garth, the Bartender, wrote this email to Shelley in Housekeeping. Read over his email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Shelley@casreg.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'cleaning'. The main body of the email contains the following text:

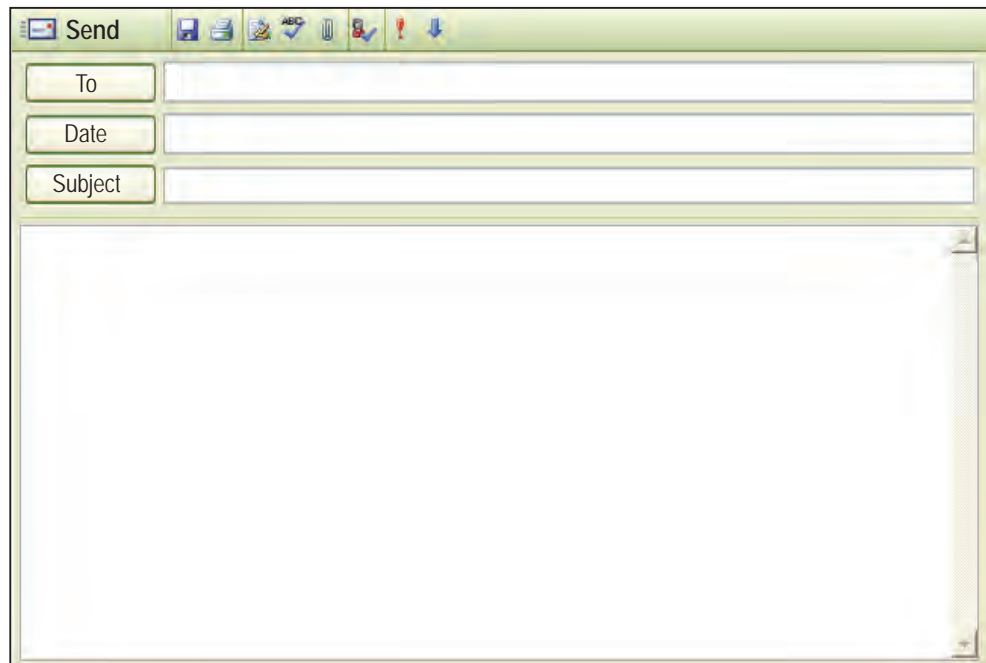
Shelley.

The bar is a mess and needs to be cleaned. Set something up.

Garth

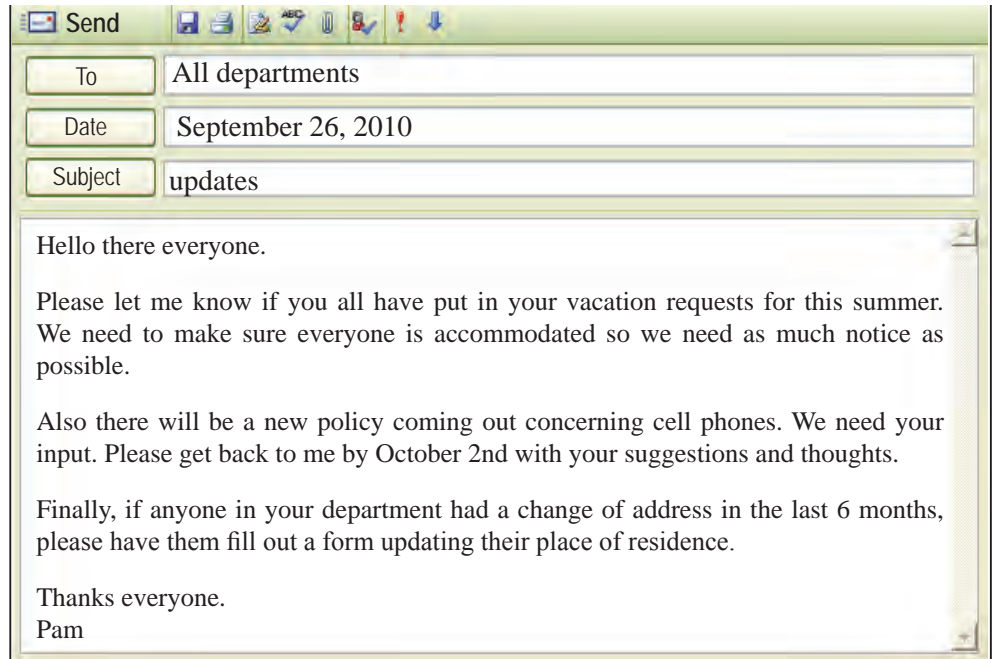
Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three empty input fields: 'To', 'Date', and 'Subject'. The main body of the email is a large, empty text area.

2.5 Read the following email. Can you find any areas for improvement?



Send

To: All departments

Date: September 26, 2010

Subject: updates

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

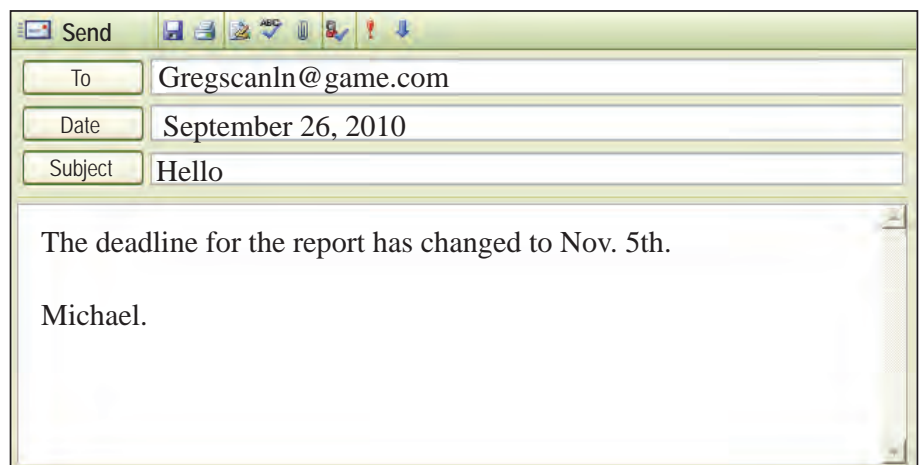
Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by October 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Food and Beverage Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



Send

To: Gregscanln@game.com

Date: September 26, 2010

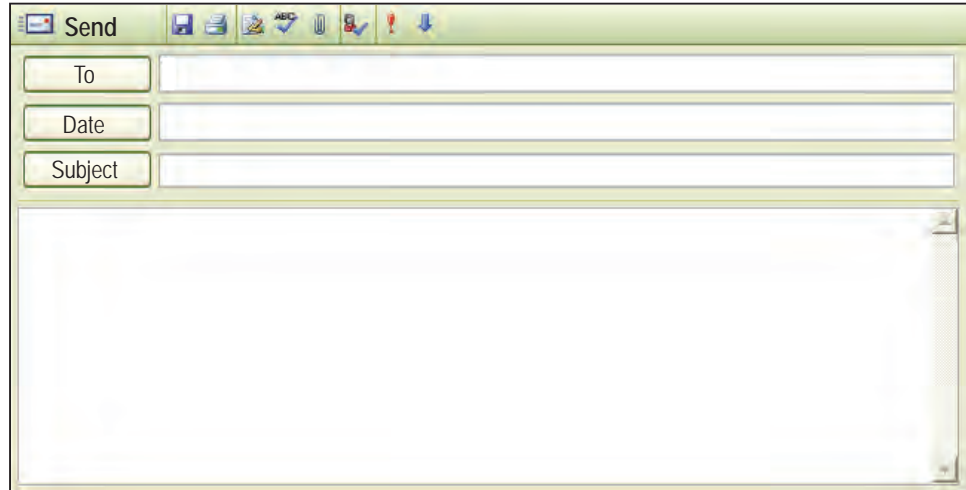
Subject: Hello

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who will need to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Bartender. She maintains a log of what happens during the day. On May 27, the straw supply started getting low so the Manager was informed; Security had to be called due to a guest getting upset because someone was sitting in his regular spot; and service was denied to one guest who was highly intoxicated. On May 28, one guest tried to skip his bill and caused a scene so Security was called.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book for Fed. 7. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) A guest was becoming increasingly aggressive and security was paged to deal with the situation.
- b) A guest found an alcoholic drink—the Chocolate Monkey—to be far too strong with standard ingredients. A new milder form of the drink was given to the guest for no charge.
- c) The storage area was reorganized so that items that are used most frequently are more easily accessed.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

- 4.2 Tara, a Dining Room Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to human resources. Help her choose the topics that should be included in this report.
- ☐ Attendance issues and policies
 - ☐ Employee Recognition program and how employees can participate
 - ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
 - ☐ Holiday party and committees
 - ☐ Contacts in HR that employees could go to for questions
- 4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.
- 4.4 Ken is a Bartender. He has to write an incident report. On May 15, he had an incident with a guest. The guest accused him of not adding enough alcohol to his Long Island Iced Tea cocktail. The guest became extremely agitated and after 15 minutes Ken had to call Security to have him removed. What should Ken write down in the incident report?

► Level 3

- 4.5 You have been asked to mentor a new employee. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are the Dining Room Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the next page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Food and Beverage department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



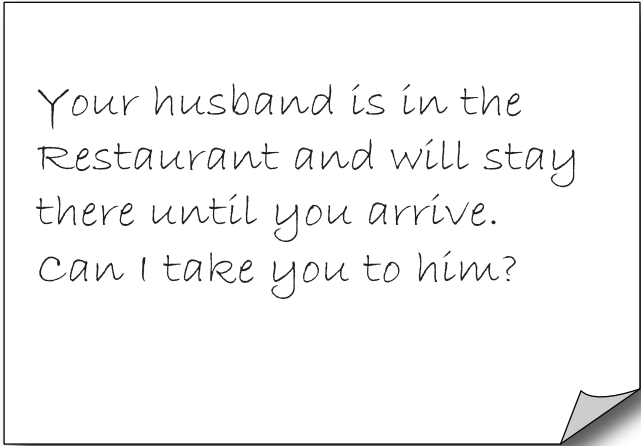
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 Here are some suggestions:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

1.3 Does your note look something like this?

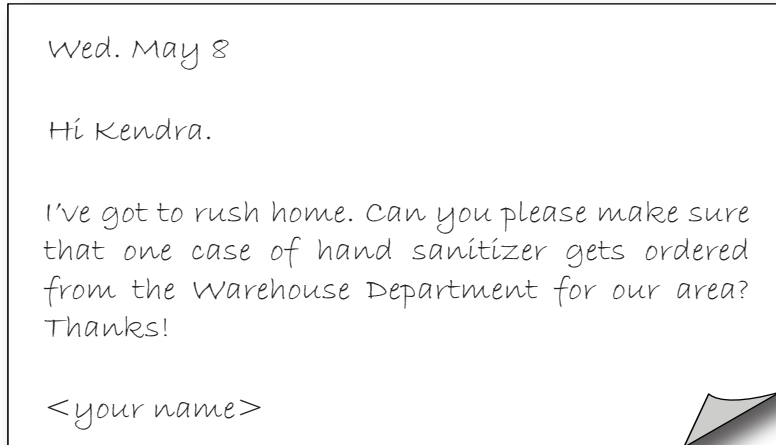


Your husband is in the
Restaurant and will stay
there until you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



Wed. May 8

Hi Kendra.

I've got to rush home. Can you please make sure that one case of hand sanitizer gets ordered from the Warehouse Department for our area?

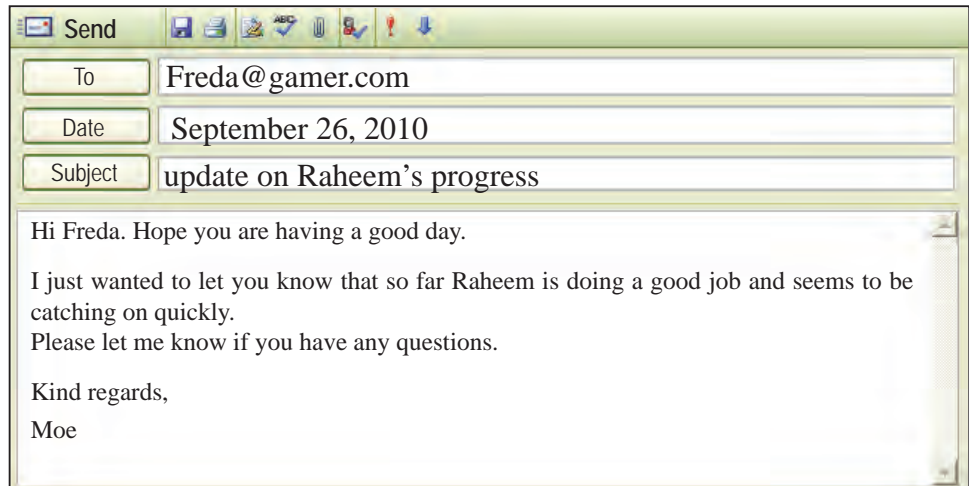
Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



Send

To: Freda@gamer.com

Date: September 26, 2010

Subject: update on Raheem's progress

Hi Freda. Hope you are having a good day.

I just wanted to let you know that so far Raheem is doing a good job and seems to be catching on quickly.

Please let me know if you have any questions.

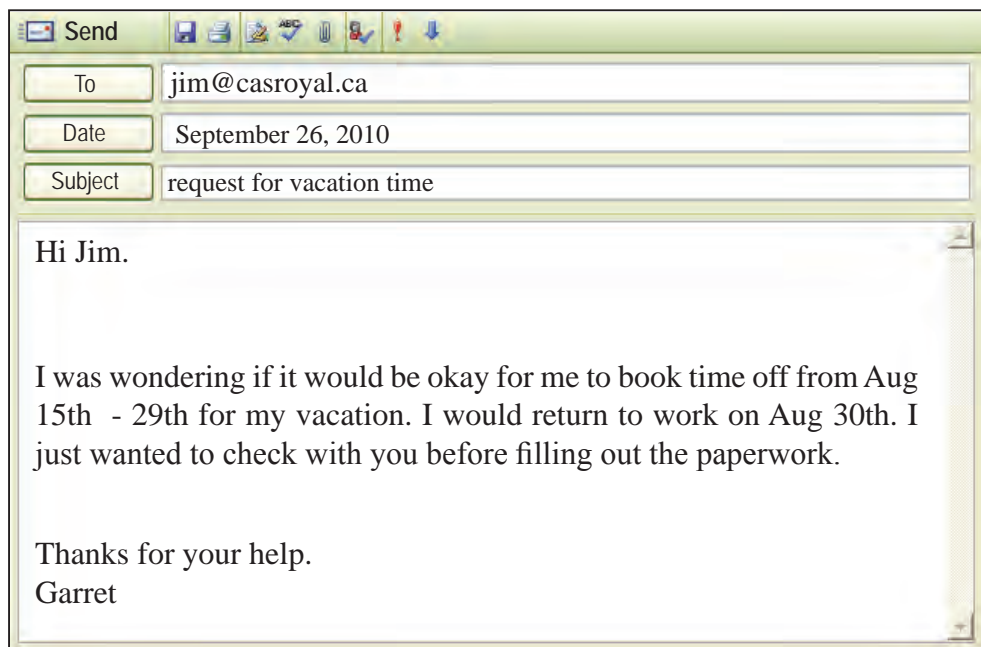
Kind regards,

Moe

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include an email subject that is clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body text is as follows:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

Thanks for your help.
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below:

Send

To: Shelley@casreg.com

Date: September 26, 2010

Subject: request for cleaning overhaul in bar are

Hi there Shelley.

I was wondering if a major cleaning of the bar area could be scheduled on Oct. 27th starting at midnight.

Let me know if that would work, or if we should shoot for another date.

Thanks Shelley!

Dave

- 2.4 It is likely that Shelley would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with more appropriate tone.

Send

To: Shelley@casreg.com

Date: September 26, 2010

Subject: cleaning

Hi Shelley.

I hope that this email finds you well. I was wondering if it would be possible to schedule a major cleaning of the bar area. Can we talk about a possible date?

You help is much appreciated.

Regards,
Garth

- 2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

Send [Icons: Attach, Print, Undo, Redo, ABC, Link]

To: gregscanlan@game.com (Email address is now correct.)

Date: September 26, 2010

Subject: New deadline for report (Subject line now clearly defines content of email.)

Hi Greg.
Hope you are having a good day today. (There is now a warm greeting.)

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated. (The request is now written more politely, especially since the writer is asking the recipient to do something.)

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael (There is now a polite closing.)

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly?”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Straw supply getting low. Notified manager.
May 27	Guest disturbance over his “regular spot” being taken. Called security.
May 27	Service denied to highly intoxicated guest.
May 28	One guest tried to skip bill and caused a scene. Called security.

3.2 Does your log entry look something like this?

Date	Problem and Action
Fed. 7	Security paged due to aggressive guest.
Fed. 7	New milder form of drink given to guest – no charge.
Fed. 7	Storage reorganized.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

On May 15th, a guest accused me of cheating him out of the standard amount of alcohol that goes in a standard Long Island Iced Tea. I assured him that this was the case, but the guest refused to calm down. After 15 minutes, I paged security and they removed the guest without further incident.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Look at the answer on the following page Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Food and Beverage Services

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

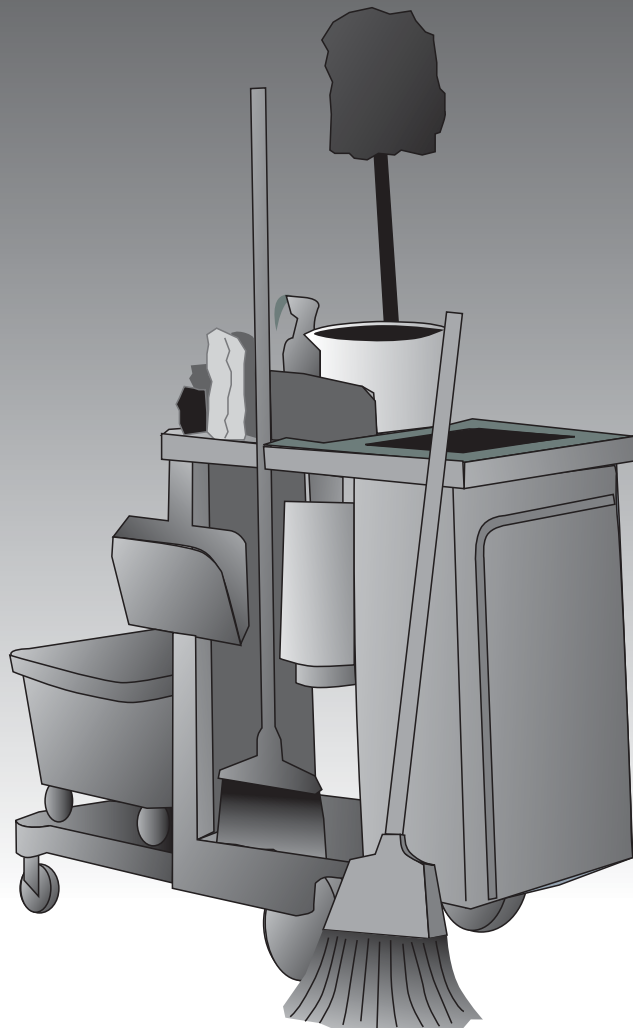
5.3

- b) The most appropriate means for sending information to other departments about Food and Beverage's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Housekeeping and Grounds



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Housekeeping and Grounds employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others


Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand the note in the future? What kind of information should the note include?

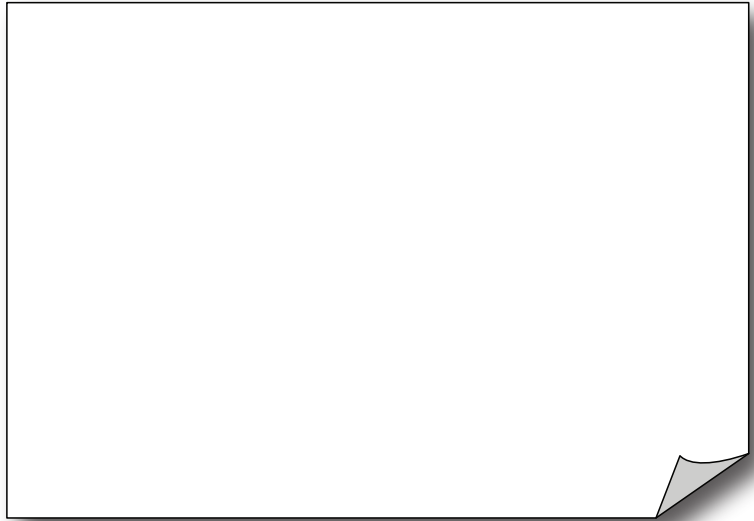
1.2 Katarina, a Housekeeping Attendant, wrote this note to herself about something that she needs to recall in the future. Is this an effective note to self? Why or why not?



Talk to
Supervisor

- 1.3 Kathy is a Housekeeping Attendant. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope can't remember her room number at the casino hotel. Kathy needs to write a note suggesting that she accompany Hope to the casino hotel front desk to find out her room number.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Housekeeping Attendant who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

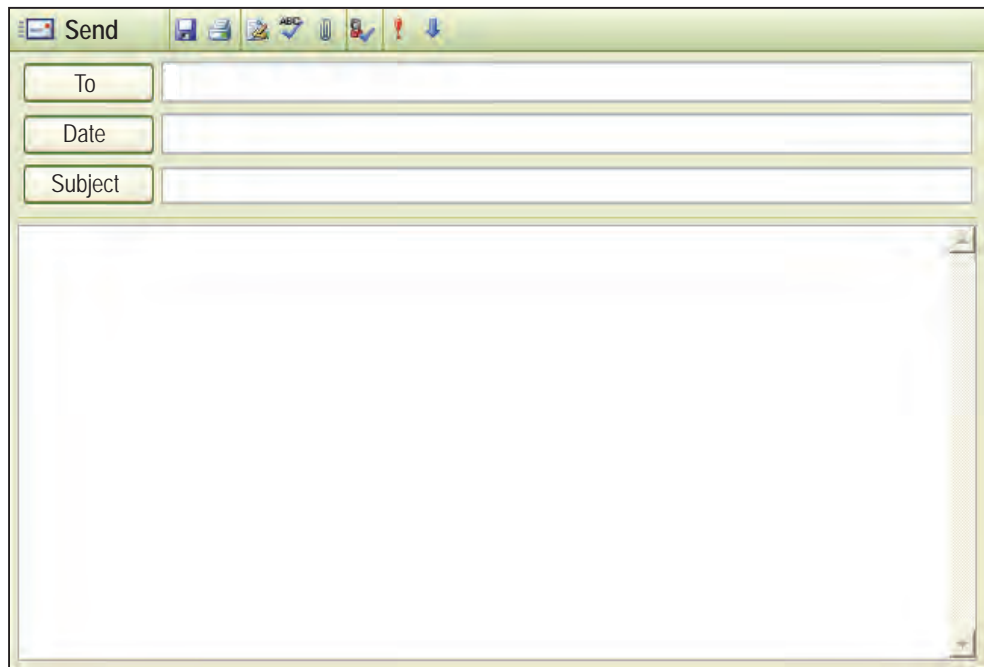
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Housekeeping Supervisor and you are training a Housekeeping Attendant. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

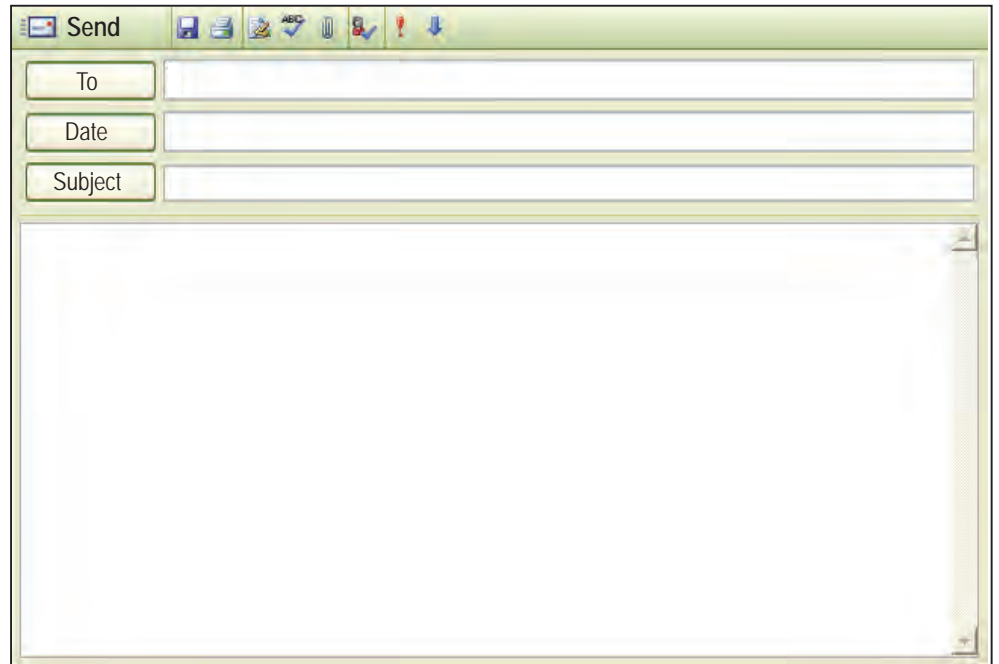
Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The title bar at the top is green and contains the word "Send" followed by several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. The "To" field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Housekeeping Supervisor. He decides to send an email to Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

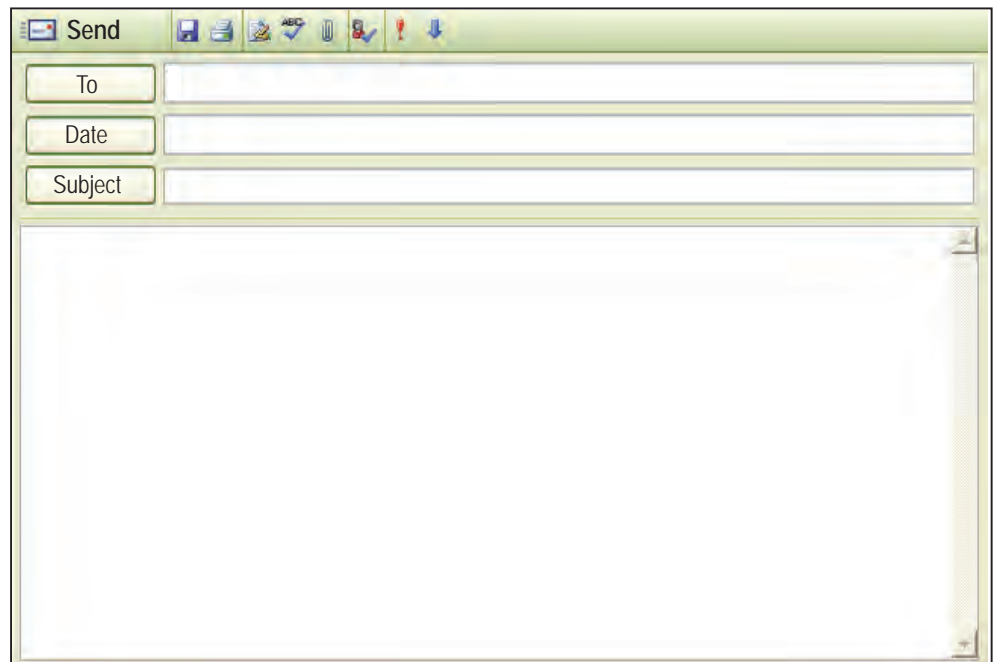
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. The 'To' field is currently empty. Below these fields is a large, empty text area for the email body.

- 2.3 A Housekeeping Supervisor named Garth is scheduling a major cleaning of the bar area on the night of Oct. 27 beginning at midnight. He is sending an email to Shelley in Food and Beverage.

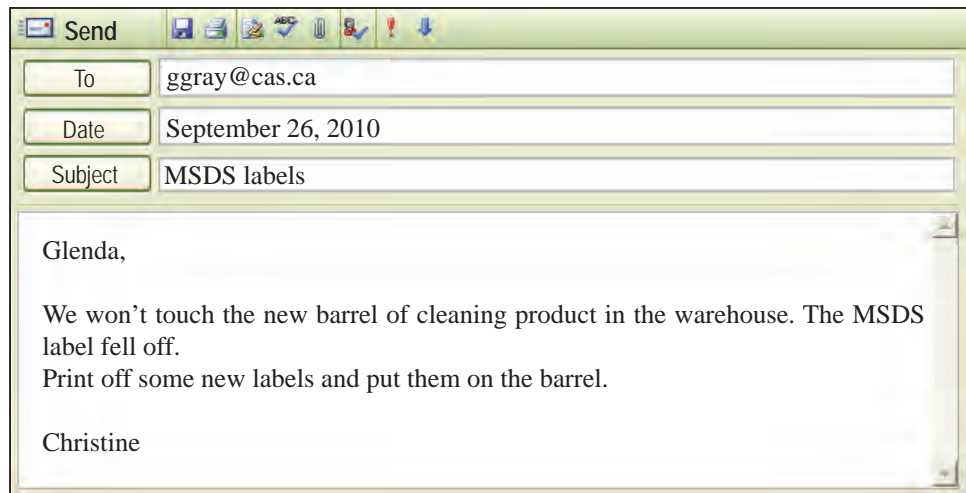
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. The 'To' field is currently empty. Below these fields is a large, empty text area for the email body.

► Level 2

2.4 Christine is a Housekeeping Supervisor. She is writing an email to her manager. Read over her email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'ggray@cas.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'MSDS labels'. The main body of the email contains the following text:

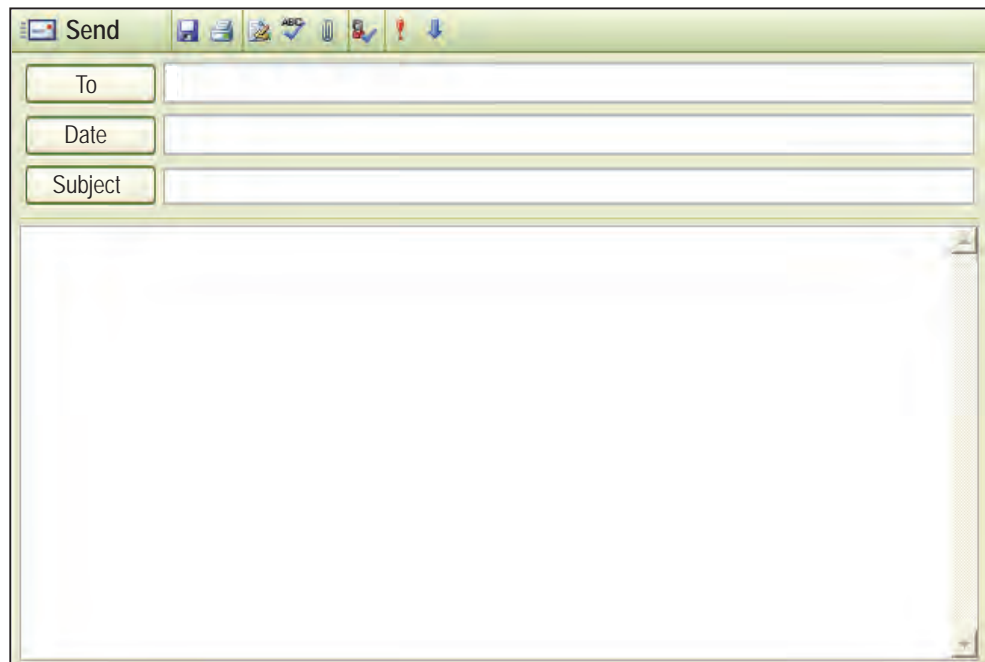
Glenda,

We won't touch the new barrel of cleaning product in the warehouse. The MSDS label fell off.
Print off some new labels and put them on the barrel.

Christine

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three empty input fields: 'To', 'Date', and 'Subject'. The main body of the email is a large, empty text area.

2.5 Read the following email. Can you find any areas for improvement?

Send	
To	All departments
Date	September 26, 2010
Subject	updates

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by October 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Housekeeping and Grounds Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanln@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.

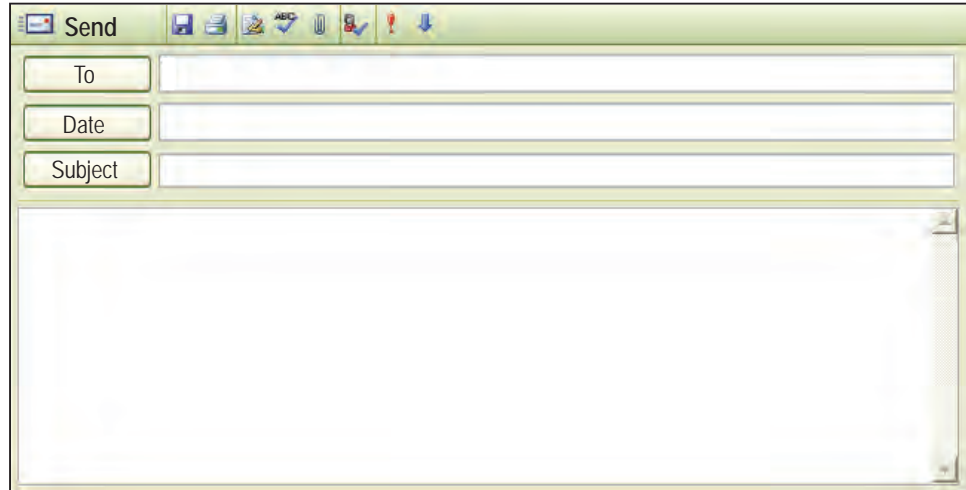
Send	
To	Gregscanln@game.com
Date	September 26, 2010
Subject	Hello

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who will need to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Housekeeping Supervisor. She maintains a log of what happens during the day. On May 27, the glass cleaning supplies started getting low so an order was placed for more; a guest got upset because the elevator was out of service so Maintenance was called; and some trim on a rail broke when it was being cleaned and was subsequently re-glued. On May 28, a housekeeper named Jennie was a no show so Human Resources was informed of the absence.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book Feb. 7. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) A guest was upset because she sat on gum that was on a chair. The chair was quickly cleaned.
- b) I asked Marcie to clean up some vomit in the South women's washroom. Marcie exhibited an excellent attitude for such an unpleasant task.
- c) MSDS labels were missing on a new cleaning product. I notified the manager and new labels are being created.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Housekeeping Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to human resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

4.4 Matt is a Grounds Technician. At approximately 7:00 p.m. he distributed sand on an icy walkway in front of the casino. Matt recorded this action in the logbook. A guest came through shortly after and slipped and fell, but was not seriously injured. Matt needs to write an incident report.

What should Matt write down in the incident report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor a new employee who needs to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are a Housekeeping Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for your department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 Katarina needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she wants to talk to the supervisor about.

1.3 Does your note look something like this?

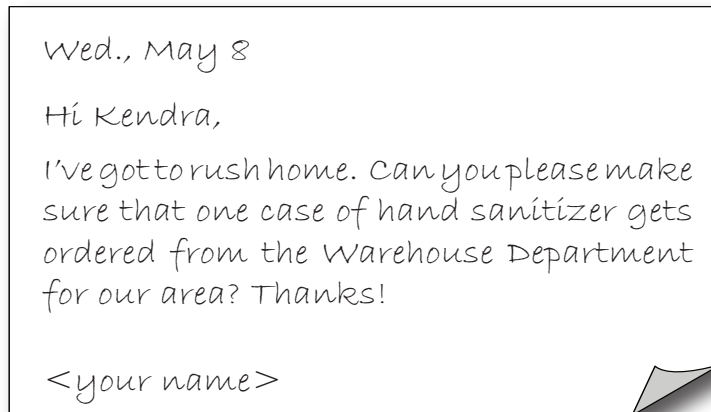
Hí Hope

Please go back to the hotel front desk and they will assist you with your room number there. I will walk back with you.

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



Wed., May 8

Hi Kendra,

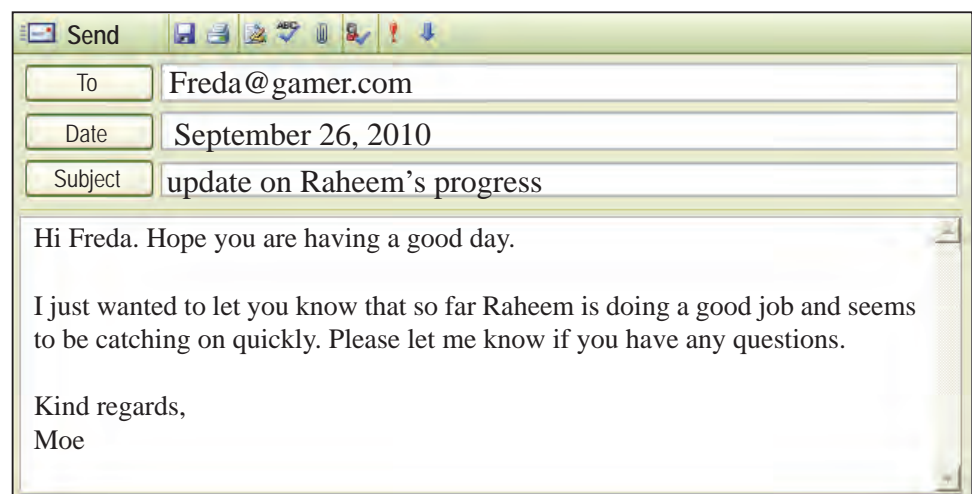
I've gotta rush home. Can you please make sure that one case of hand sanitizer gets ordered from the Warehouse Department for our area? Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



Send

To: Freda@gamer.com

Date: September 26, 2010

Subject: update on Raheem's progress

Hi Freda. Hope you are having a good day.

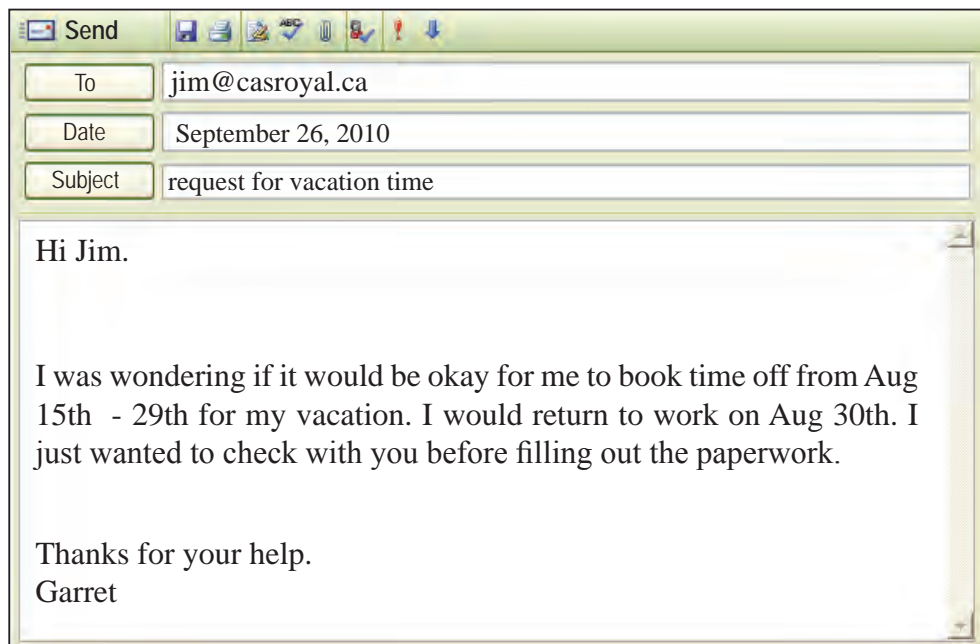
I just wanted to let you know that so far Raheem is doing a good job and seems to be catching on quickly. Please let me know if you have any questions.

Kind regards,
Moe

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". It has a toolbar with icons for file operations and a "Send" button. The email fields are filled with the following information:

- To: jim@casroyal.ca
- Date: September 26, 2010
- Subject: request for vacation time

The email body contains the following text:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

Thanks for your help.
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.

Send

To: Shelley@casreg.com

Date: September 26, 2010

Subject: request for cleaning overhaul in bar are

Hi there Shelley.

I was wondering if a major cleaning of the bar area could be scheduled on Oct. 27th starting at midnight.

Let me know if that would work, or if we should shoot for another date.

Thanks Shelley!

Garth

2.4 It is likely that Christine's co-workers would find this email to be unfriendly.

Here is a sample of an email with a more appropriate tone.

Send

To: Shelley@casreg.com

Date: September 26, 2010

Subject: cleaning

Hi Glenda.

I hope that this email finds you well. During our shift, we noticed that the barrel in the warehouse containing the new cleaning product does not have an MSDS label. Apparently it has fallen off.

Can I bother you to arrange for a new label to be put on the barrel before we handle it?

Thanks so much Glenda.

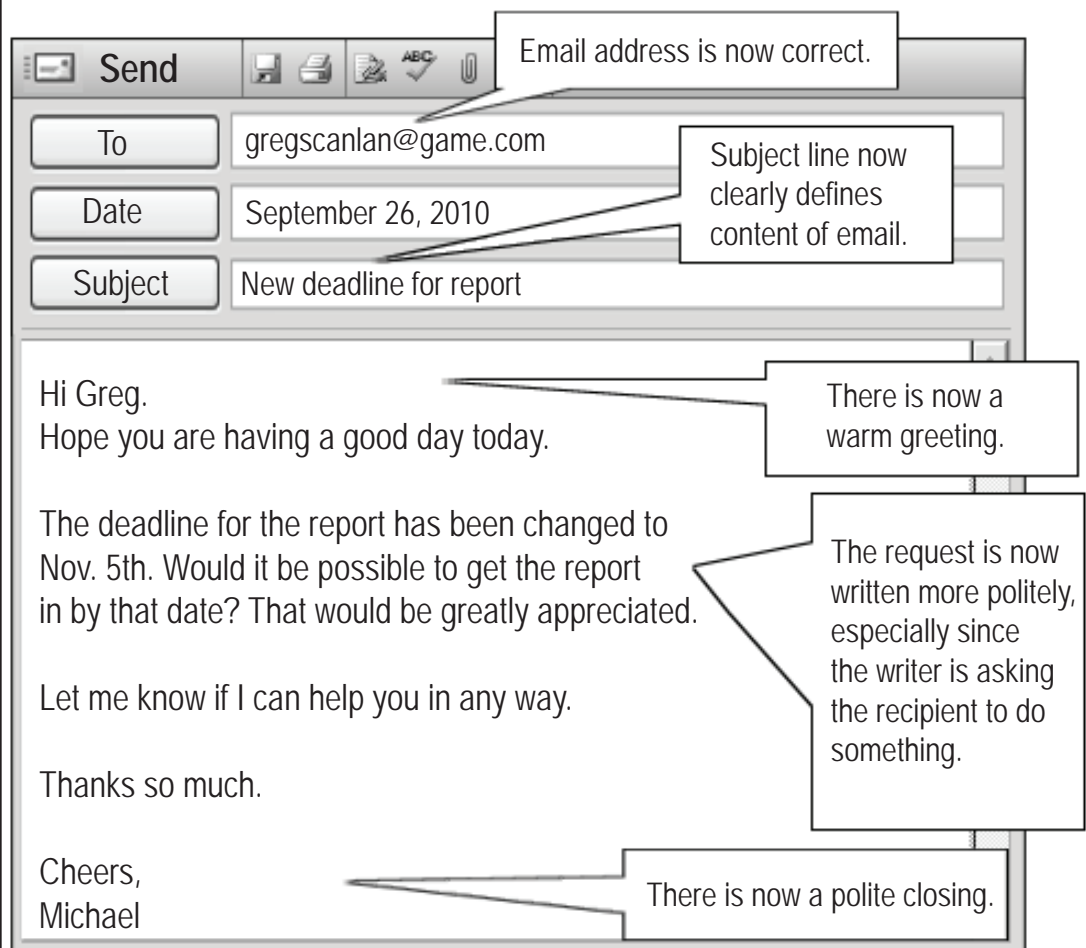
Take care, Christine

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:



This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Glass cleaning supply getting low. Ordered more.
May 27	Guest disturbance over broken elevator. Called Maintenance to repair.
May 27	Trim on rail broken during cleaning. Glued back on.
May 28	Jennie was no-show. Notified HR.

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	Guest sat on gum, was upset – gum on chair cleaned immediately.
Feb. 7	Marcie cleaned vomit – women’s south washroom – great attitude
Feb. 7	MSDS labels for new product being printed.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

At about 7:00 p.m., Matt he put sand down on the walkway in front of the casino. A few minutes later, a guest slipped and fell, but was not injured.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Housekeeping and Grounds

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days.
The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

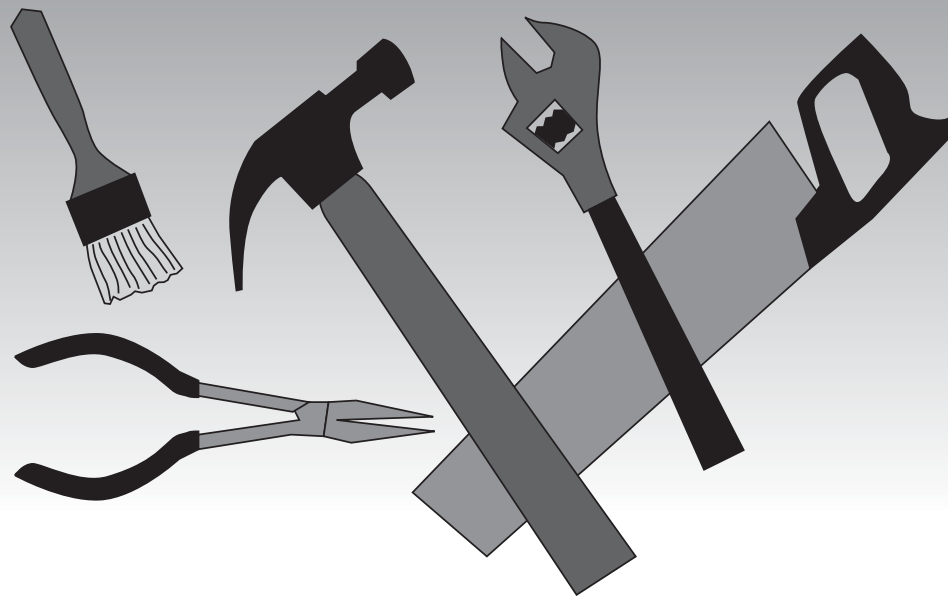
5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Maintenance and Facilities



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Maintenance and Facilities employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you be sure that you will understand the note in the future? What kind of information should the note include?

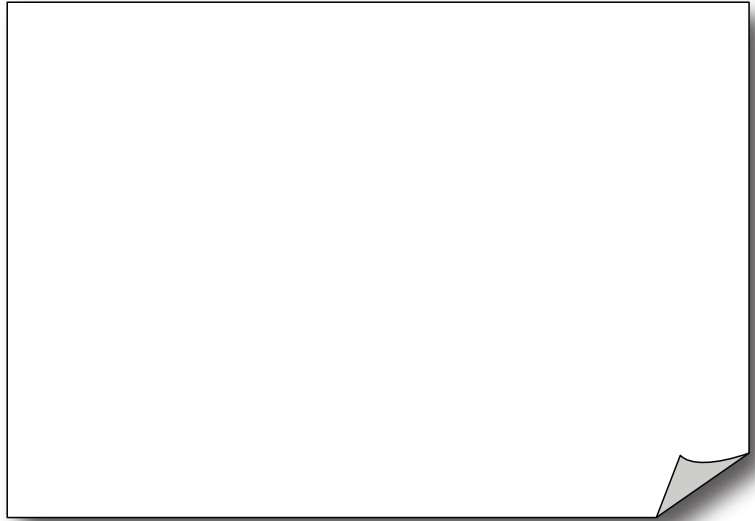
1.2 George, a Maintenance Technician, wrote this note to himself. Is this an effective note to self? Why or why not?



Place order.

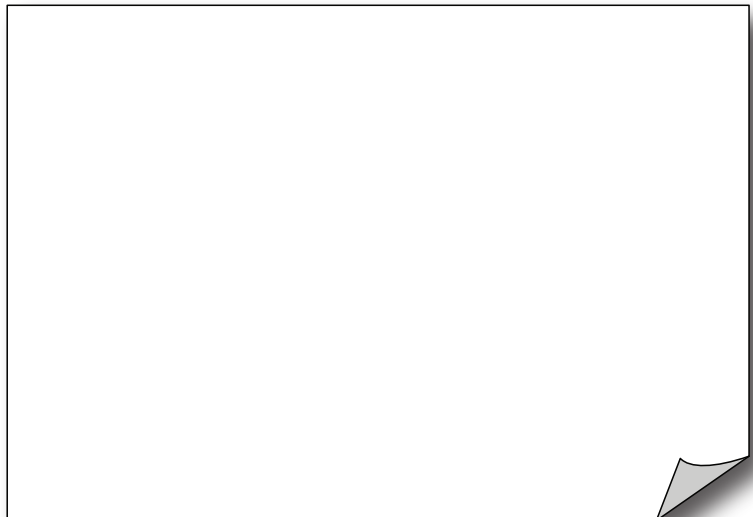
- 1.3 Kathy is a Facilities Technician. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy made some phone calls and found out that Hope's husband was located in the Restaurant and was waiting for her there. Kathy needs to write a note to communicate this information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Maintenance Technician who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

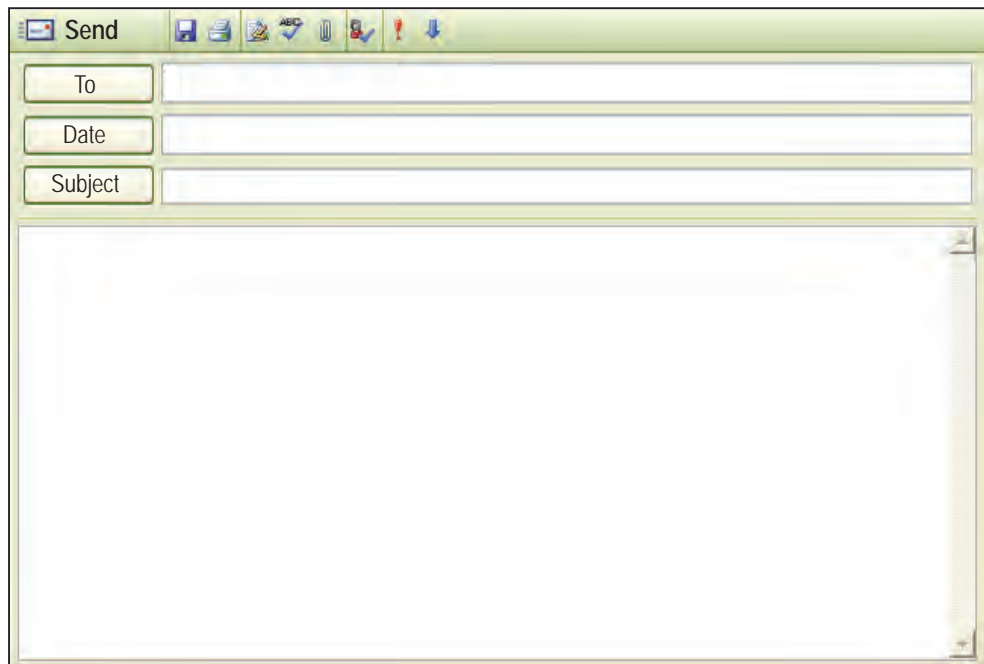
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Facilities Technician and you are mentoring a new technician. You need to send an email to your supervisor named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

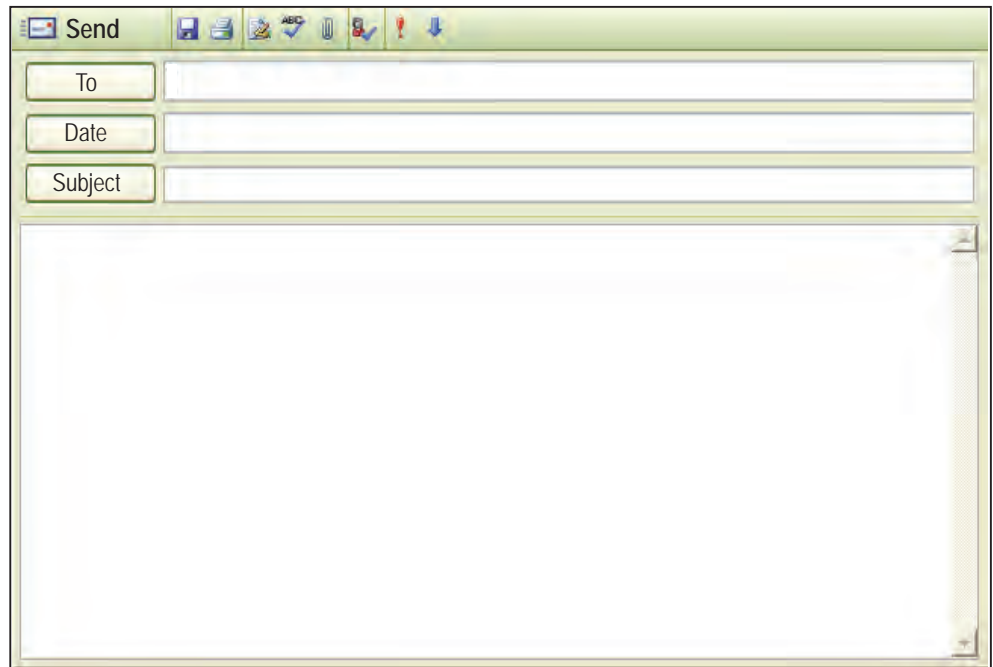
Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The title bar at the top is green and contains the word "Send" followed by several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. The "To" field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Facilities Supervisor. He needs to send an email to Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

Write an email and compare it to the answer key.

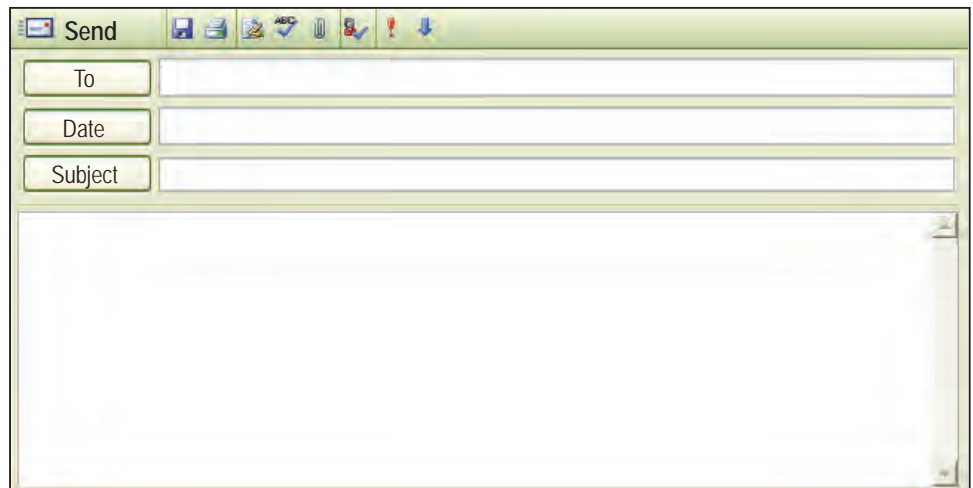


The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

- 2.3 A Facility Technician named Garth is sending out an email update on a project. He has been working to solve the problem of the Bingo area. The temperature has been too warm and the guests have been complaining.

- He has ordered new ducts to expand the cold air duct work into the Bingo area.
- As soon as supplies arrive, he will start the work.
- He anticipates that once the work begins, it will be finished in 48 hours.

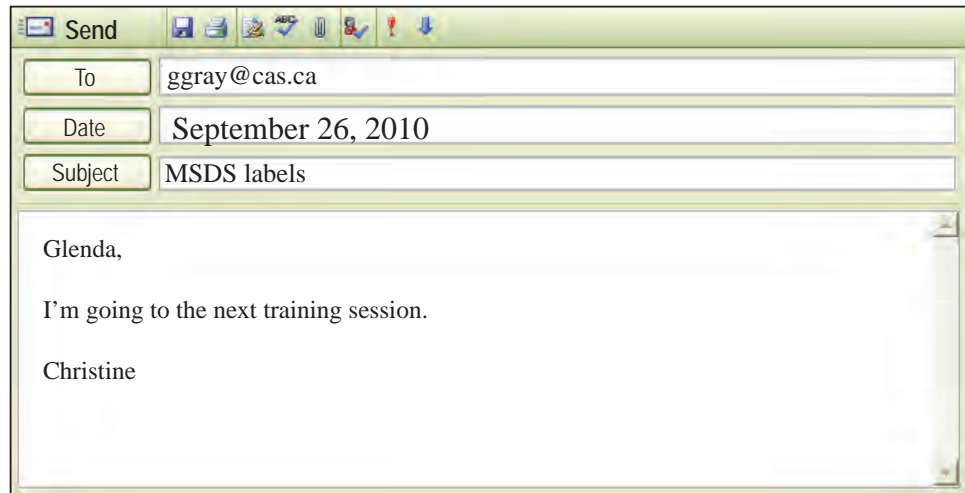
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

► Level 2

2.4 Christine is a casino employee. She is writing an email to the Maintenance Supervisor. Read over her email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three fields: 'To' with the value 'ggray@cas.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'MSDS labels'. The main body of the email contains the following text:

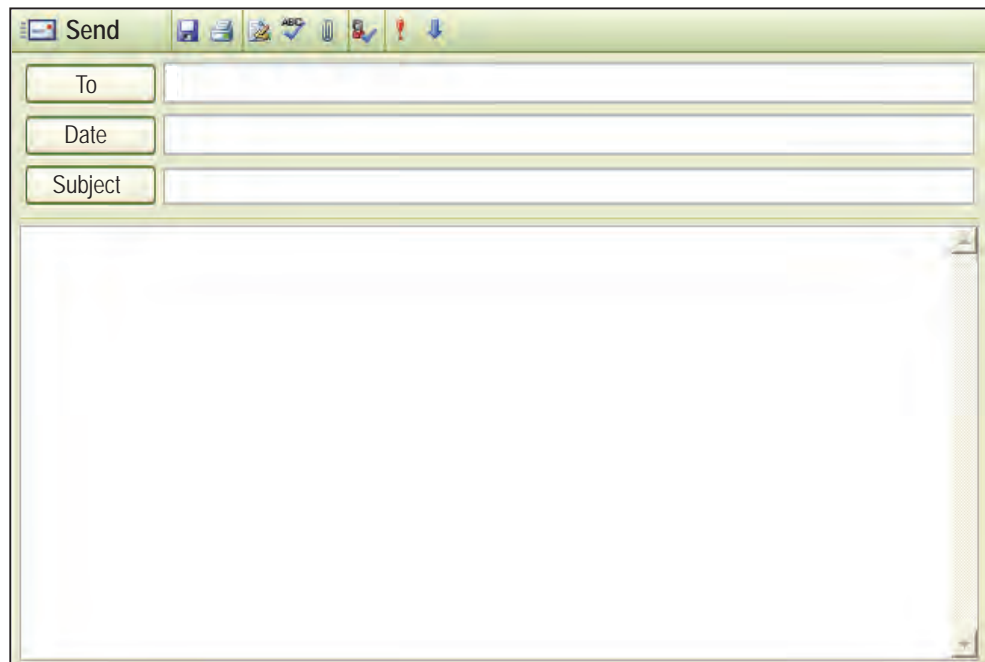
Glenda,

I'm going to the next training session.

Christine

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three empty fields: 'To', 'Date', and 'Subject'. The main body of the email is also empty, providing space for re-writing the email.

2.5 Read the following email. Can you find any areas for improvement?

Send [Icons: Save, Print, Undo, Redo, Reply, Reply All, Forward, Delete, Trash, Move, Copy, Paste, Address Book, Calendar, Mailbox, etc.]

To: All departments

Date: September 26, 2010

Subject: updates

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by Oct. 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Facilities Department Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.

Send [Icons: Save, Print, Undo, Redo, Reply, Reply All, Forward, Delete, Trash, Move, Copy, Paste, Address Book, Calendar, Mailbox, etc.]

To: Gregscanlan@game.com

Date: September 26, 2010

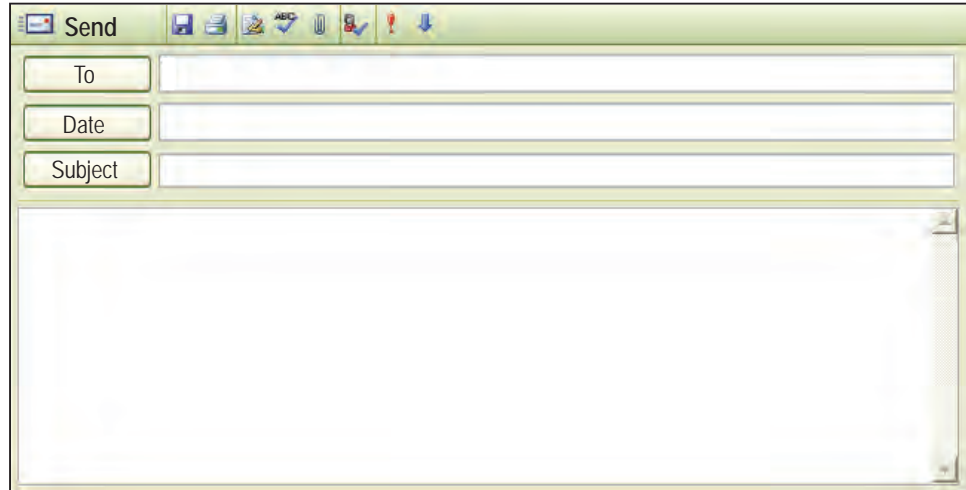
Subject: Hello

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Facilities Technician. She maintains a log of what happens during the day. On May 27, a mirror was replaced in the women's washroom at the main entrance; vacuum cleaner #5 was serviced; and some trim on a rail was repaired following a request from Housekeeping. On May 28, a technician named Jennie was a no show so Human Resources was notified of her absence.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) Night work was scheduled for June 5th. Security will ensure that staff has access to tools after midnight.
- b) Work in the balcony area was halted and cleaned up at 9:00 a.m. It will start again tomorrow at 2:00 a.m., after closing.
- c) Broken chairs were inspected by staff. Twelve chairs were discarded because it was considered cost prohibitive to repair them. Five chairs are being repaired.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

4.4 Gord is a Facility Technician. He has been replacing duct work, and he has to write a progress report. The deadline for the project is April 30, and it is now April 27. Some of the materials have not arrived from the supplier, and therefore the project will be going over schedule.

What should Gord write in the discrepancy report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor a new employee who needs to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5:

Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are Facility Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Maintenance and Facility department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



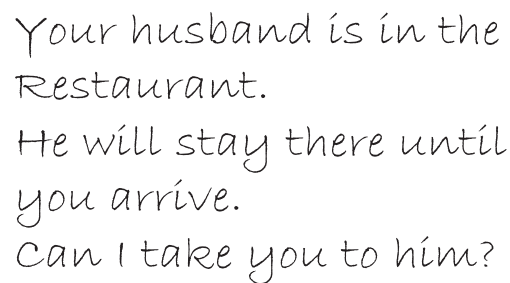
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When George wrote this note to himself, all the details were clear in his mind. However, as time passes, key details may be forgotten. He needs to include information such as the date and time when he wrote the note, maybe where he was at the time, what the order was for and what he needs to do later on.

1.3 Does your note look something like this?

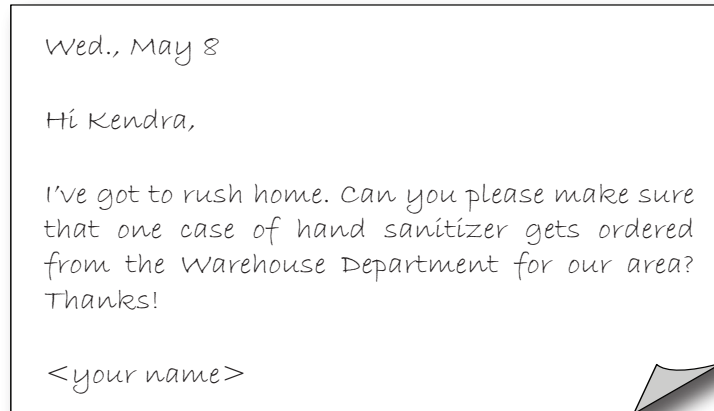


Your husband is in the
Restaurant.
He will stay there until
you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



Wed., May 8

Hi Kendra,

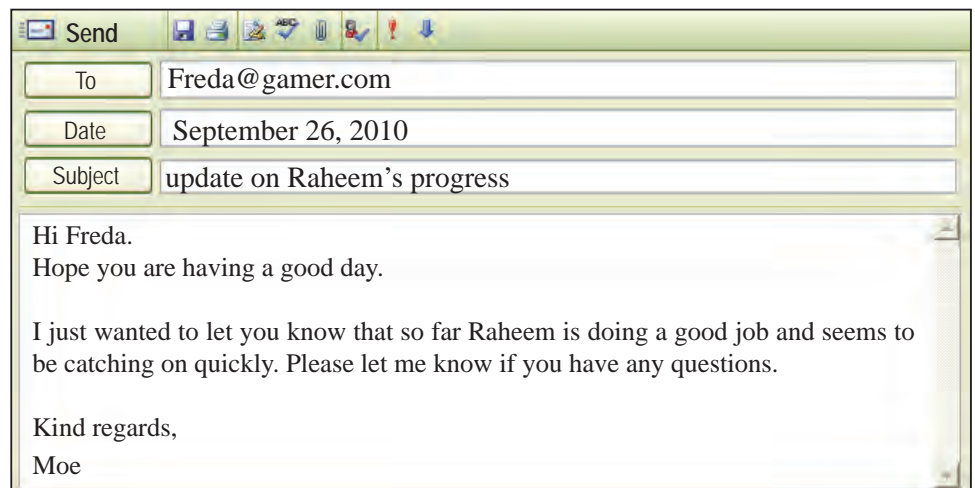
I've got to rush home. Can you please make sure that one case of hand sanitizer gets ordered from the Warehouse Department for our area? Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



Send

To Freda@gamer.com

Date September 26, 2010

Subject update on Raheem's progress

Hi Freda.
Hope you are having a good day.

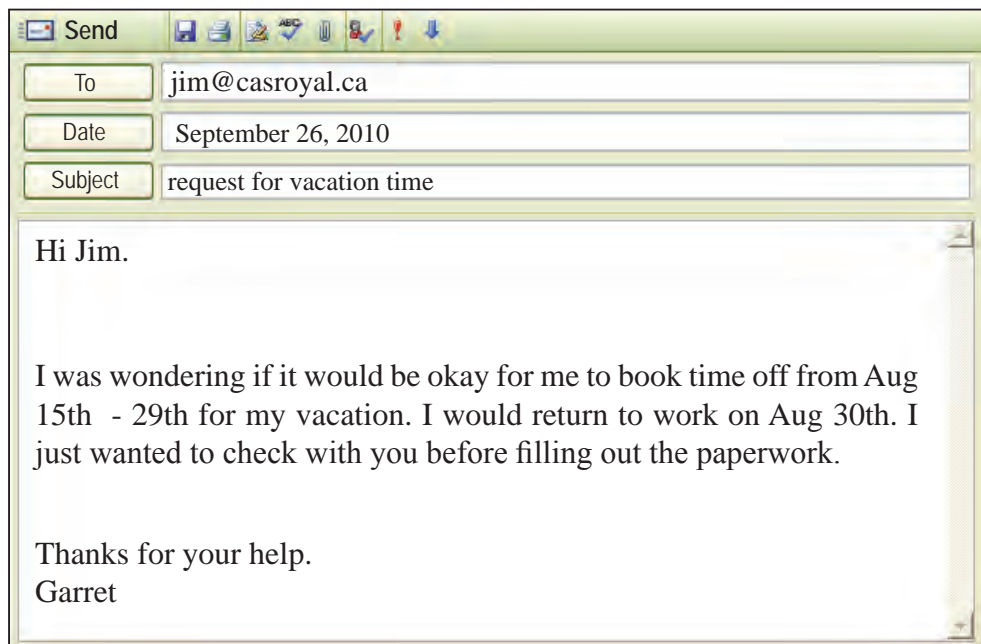
I just wanted to let you know that so far Raheem is doing a good job and seems to be catching on quickly. Please let me know if you have any questions.

Kind regards,
Moe

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that is clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body text is as follows:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

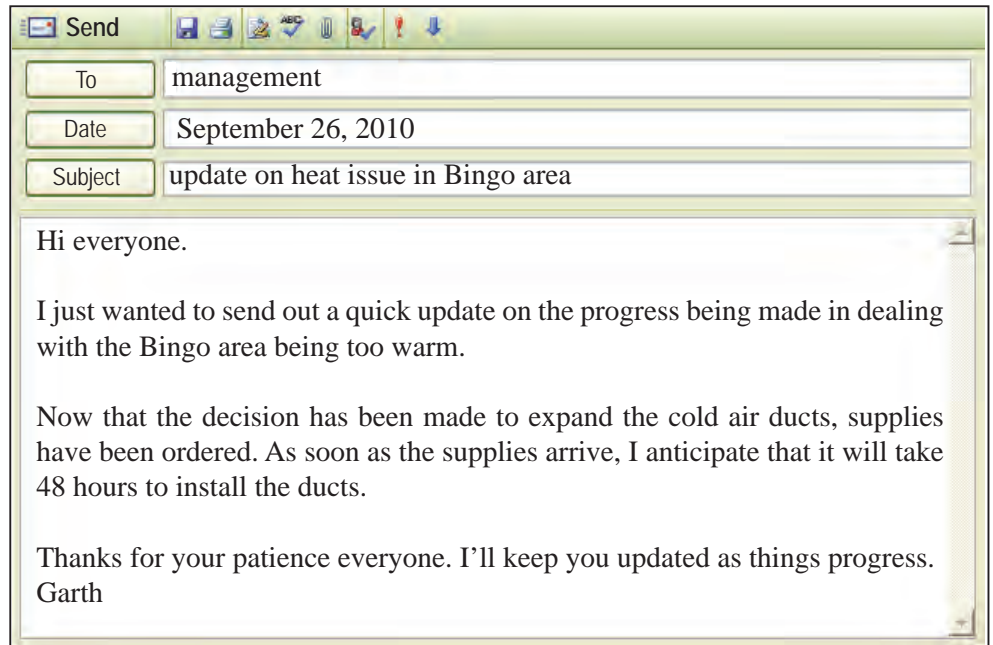
Thanks for your help.
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'management', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'update on heat issue in Bingo area'. The main body of the email contains the following text:

Hi everyone.

I just wanted to send out a quick update on the progress being made in dealing with the Bingo area being too warm.

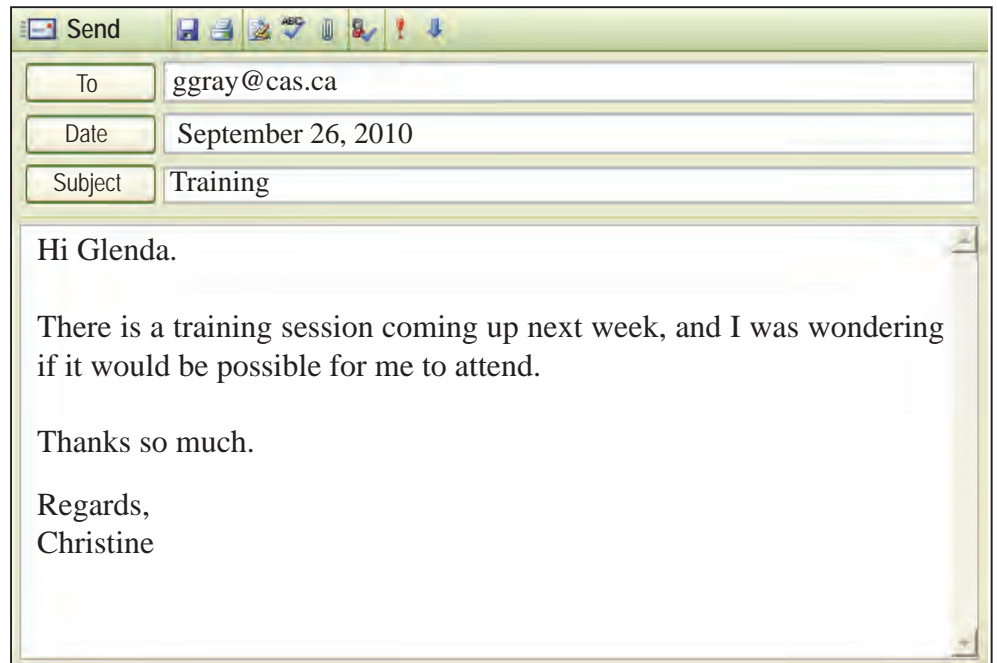
Now that the decision has been made to expand the cold air ducts, supplies have been ordered. As soon as the supplies arrive, I anticipate that it will take 48 hours to install the ducts.

Thanks for your patience everyone. I'll keep you updated as things progress.

Garth

2.4 It is likely that Christine's co-workers would find this email to be unfriendly.

Here is a sample of an email with a more appropriate tone.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'ggray@cas.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Training'. The main body of the email contains the following text:

Hi Glenda.

There is a training session coming up next week, and I was wondering if it would be possible for me to attend.

Thanks so much.

Regards,
Christine

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

Send [Attachment Icon] [Print Icon] [ABC Icon] [Paperclip Icon]

To: gregscanlan@game.com (Email address is now correct.)

Date: September 26, 2010

Subject: New deadline for report (Subject line now clearly defines content of email.)

Hi Greg.
Hope you are having a good day today. (There is now a warm greeting.)

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated. (The request is now written more politely, especially since the writer is asking the recipient to do something.)

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael (There is now a polite closing.)

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Mirror replaced in women's washroom near main entrance.
May 27	Vacuum cleaner #5 serviced.
May 27	Trim on rail repaired as per housekeeping request.
May 28	Jennie was no-show. Notified HR..

3.2 Does your log entry look something like this?

Date	Problem and Action
June 2	Night work – scheduled June 5 – security notified to open area with tools
June 2	Balcony – work halted and cleaned up – 0900 – will start again at 0200
June 2	12 chairs discarded – 5 chairs being repaired

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

The duct work is still moving at a steady pace. However because some supplies have not yet arrived, the deadline of April 30th will not be kept. Completion of the work is dependent on the arrival of these supplies.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Maintenance and Facilities

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Retail



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Retail employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others


Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

- 1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand it in the future? What kind of information should the note include?

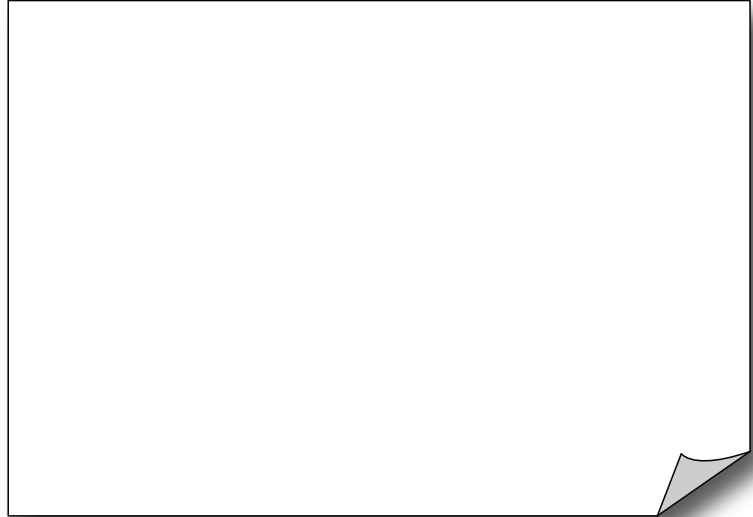
- 1.2 Katarina, a Retail Cashier, wrote this note to herself. Is this an effective note to self? Why or why not?



Fill out
comment
card.

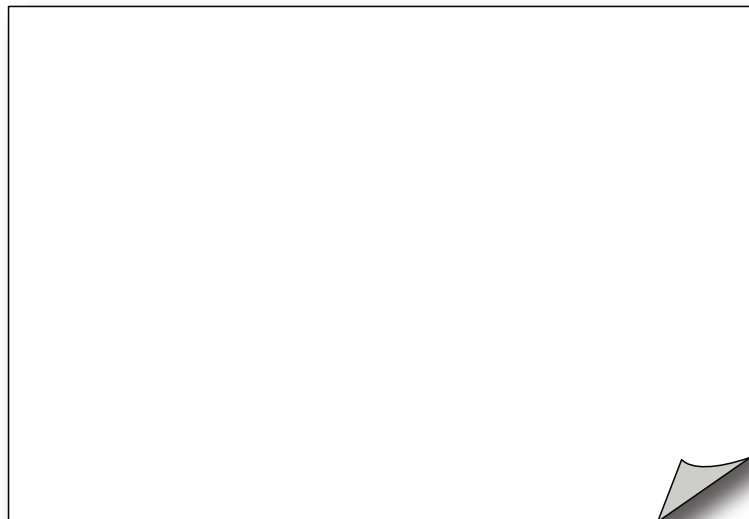
- 1.3 Kathy is a Retail Cashier. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy made some phone calls and found out that Hope's husband was located in the Restaurant and was waiting for her there. Kathy needs to write a note to communicate this information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Retail Cashier who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

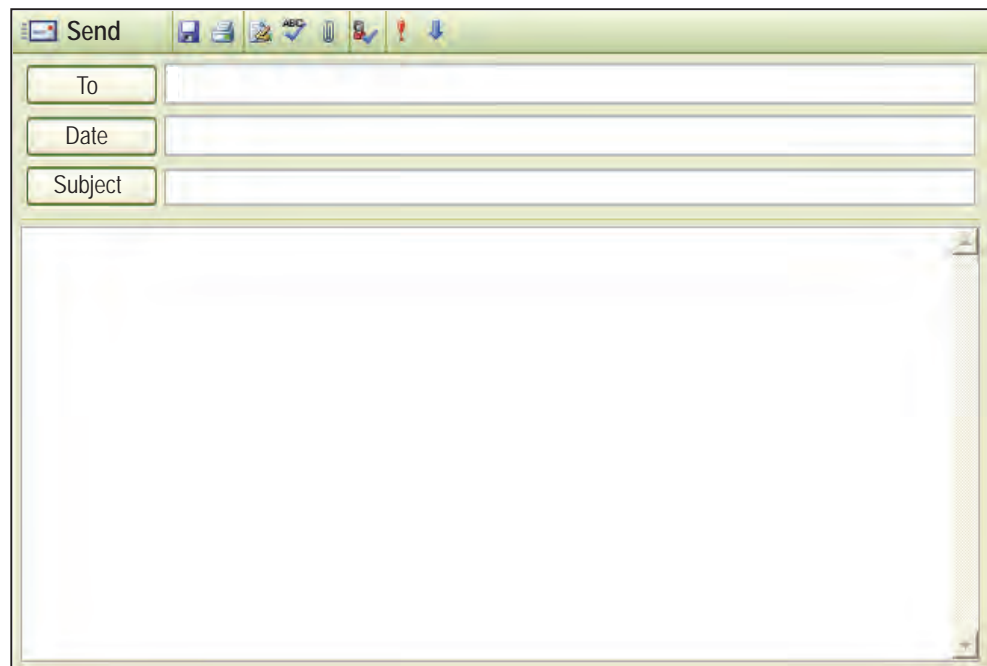
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you have written for future use.

You are a Retail Supervisor and you are training a cashier. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

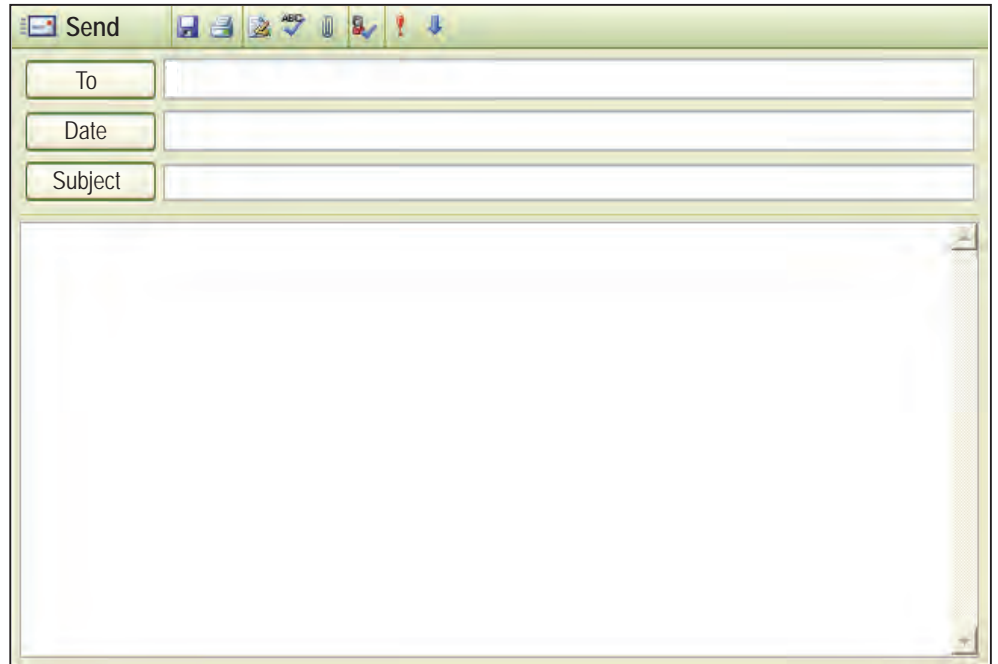
Write an email and compare it to the answer key.

A screenshot of an email composition window. The window has a title bar with the word "Send" and several icons. Below the title bar, there are three labeled input fields: "To", "Date", and "Subject". Each field has a corresponding empty text box to its right. Below these fields is a large, empty text area for the email body, with a vertical scrollbar on the right side.

- 2.2 Garret is a Retail Supervisor. He needs to send an email to inform Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

(Continue the question on the next page.)

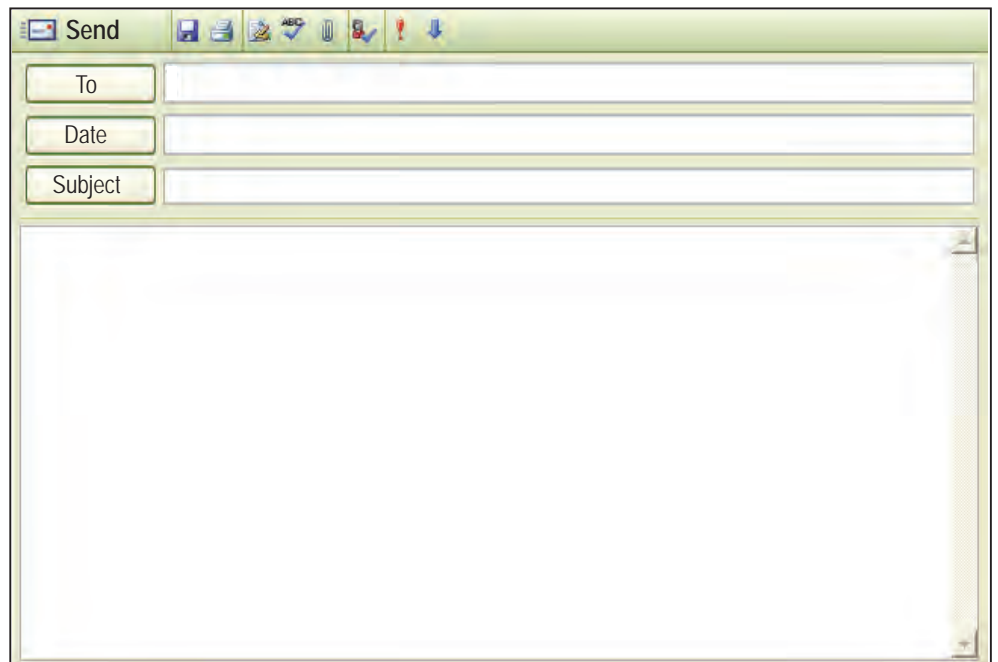
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, deleting, and other functions. The main area of the window is divided into three sections: "To", "Date", and "Subject", each with a corresponding text input field. Below these fields is a large, empty text area for the email body, with a vertical scrollbar on the right side.

- 2.3 Shelley, a Retail Supervisor, is sending an email to Claudette in Housekeeping to reschedule a major cleaning of the retail area. The cleaning was scheduled for October 17, but it needs to be rescheduled since Maintenance is doing some work in the retail area that night.

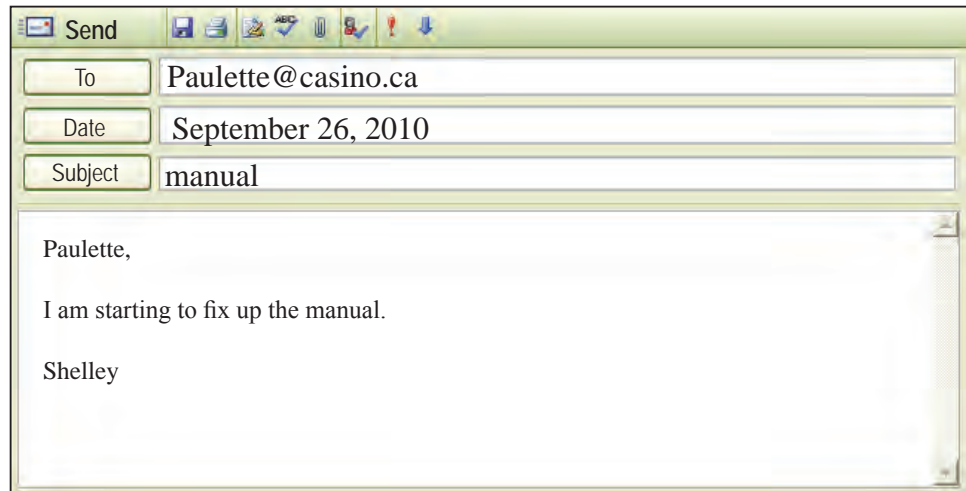
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar that says "Send". Below the title bar is a toolbar with icons for saving, printing, undo, redo, deleting, and other functions. The main area of the window is divided into three sections: "To", "Date", and "Subject", each with a corresponding text input field. Below these fields is a large, empty text area for the email body, with a vertical scrollbar on the right side.

► Level 2

- 2.4 Shelley has decided to make some additions to the current Procedures manual. She decided to send an email to her manager, Paulette, to let her know that she will start working on the revisions. She has written this email to her manager. Read over her email.



The screenshot shows an email client window titled "Send". The "To" field contains "Paulette@casino.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "manual". The email body text reads:

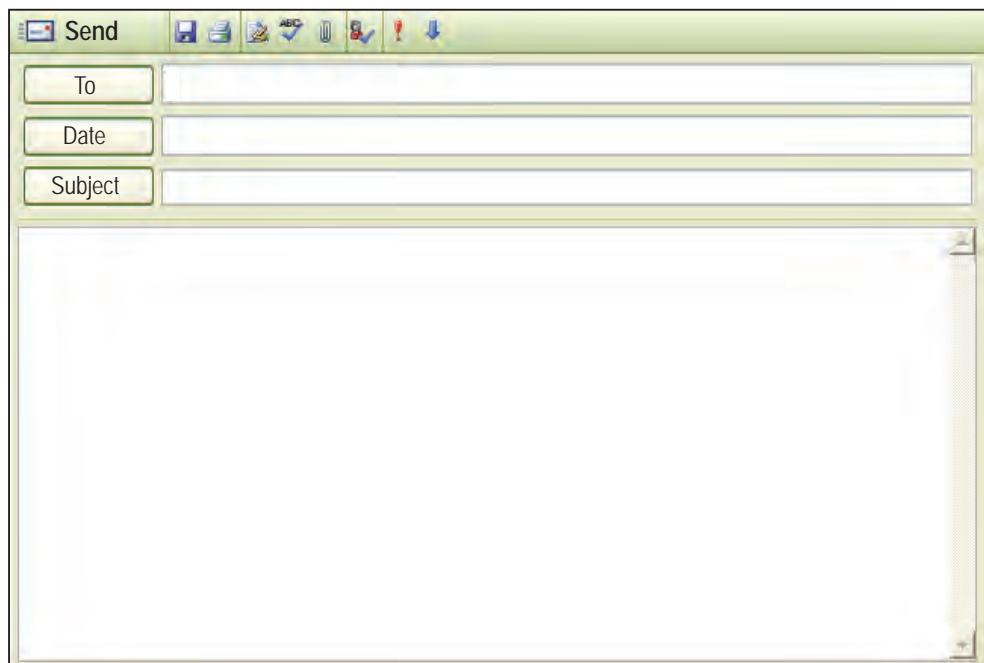
Paulette,

I am starting to fix up the manual.

Shelley

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window titled "Send". The "To", "Date", and "Subject" fields are empty. The email body is also empty, providing a space for re-writing the email.

2.5 Read the following email. Can you find any areas for improvement?

The screenshot shows an email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for file operations and communication. The email fields are as follows:

- To:** All departments
- Date:** September 26, 2010
- Subject:** updates

The body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by July 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.

Pam

2.6 Michael is a Retail Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.

The screenshot shows an email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for file operations and communication. The email fields are as follows:

- To:** Gregscanln@game.com
- Date:** September 26, 2010
- Subject:** Hello

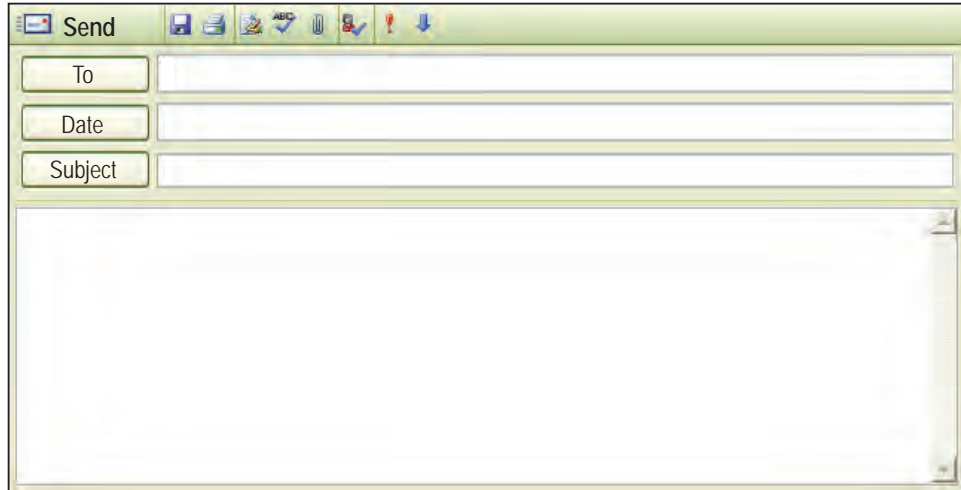
The body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Retail Supervisor. She maintains a log of what happens during the day. On May 27, the cash register tape started to get low, so a Cashier replaced it; a guest got upset because his regular Lotto ticket was out of stock; and some trim on a rail in the store was repaired by Maintenance. On May 28, a Cashier named Jennie was a no show so the scheduling chart was updated.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book for Feb. 7. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) At 2:30 p.m. I was explaining to a customer that she could not make an exchange without a receipt. The customer became irate. I remained calm and told her that this was a policy.
- b) POS crashed at 5:00 p.m. today. I called the hotline, and made manual entries until the technician arrived at 6:00 p.m.
- c) Guest accused me of short changing him at 3:30 p.m. I called my manager for support.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

- 4.2 Tara, a Retail Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.
- ☐ Attendance issues and policies
 - ☐ Employee Recognition program and how employees can participate
 - ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
 - ☐ Holiday party and committees
 - ☐ Contacts in HR that employees could go to for questions
- 4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.
- 4.4 Kelly is a Retail Cashier. She has to write a discrepancy report, citing possible reasons for an error that she made. After completing an inventory, she realizes that she is missing a lottery ticket. She thinks that perhaps two lottery tickets stuck together and she may have given a guest two tickets instead of one. She is not sure when this might have happened. What should Kelly write down in the discrepancy report?

► Level 3

- 4.5 You have been asked to mentor a new employee who needs to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are Retail Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblow sky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Retail department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



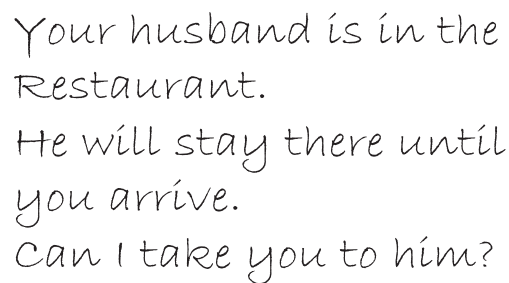
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, who it was for and what she needs to do later on.

1.3 Does your note look something like this?

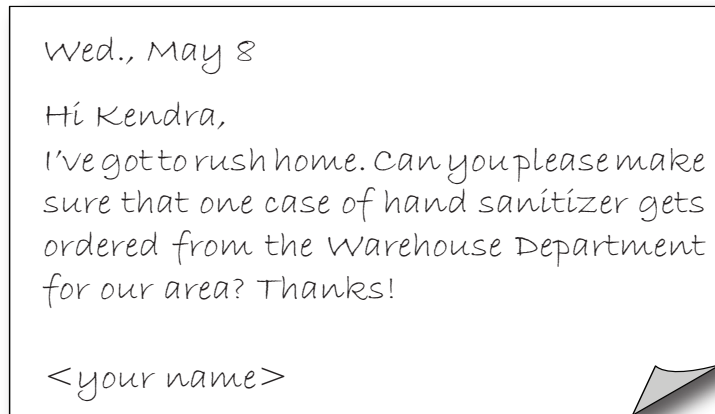


Your husband is in the
Restaurant.
He will stay there until
you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

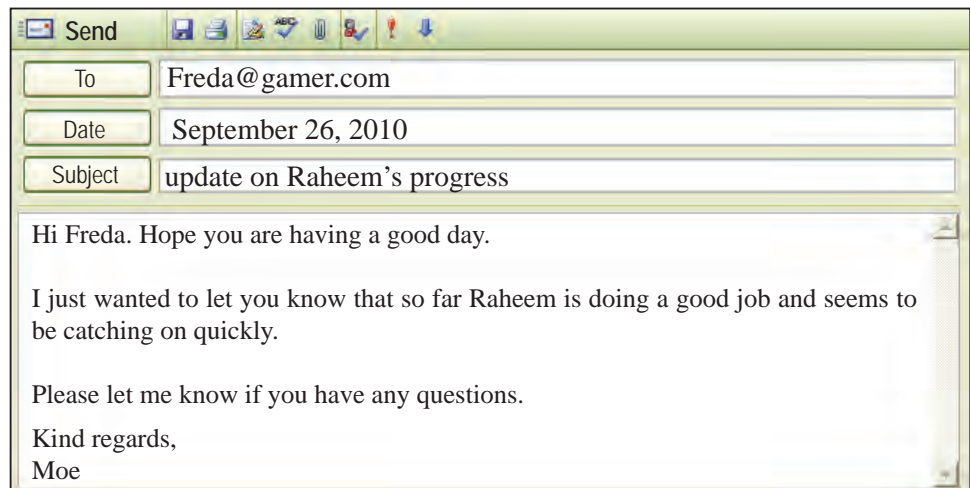
You can compare your note with the sample below:



2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that is clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:

Send

To: jim@casroyal.ca

Date: September 26, 2010

Subject: request for vacation time

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

Thanks for your help.
Kate

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.

The screenshot shows an email client window with a 'Send' button and several icons. The email fields are filled with the following information:

To	Claudette@casreg.com
Date	September 26, 2010
Subject	rescheduling of major cleaning in retail area

The body of the email contains the following text:

Hi there Claudette.

I was wondering if the major cleaning of the retail area on October 17th could be rescheduled. Maintenance has just let me know that they are coming in to do some work that night.

If you could get back to me with an alternate date, I would really appreciate it.

Thanks Claudette!

Shelley

- 2.4 It is likely that Shelley's supervisor would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with more appropriate tone.

The screenshot shows an email client window with a 'Send' button and several icons. The email fields are filled with the following information:

To	Paulette@casino.ca
Date	September 26, 2010
Subject	manual

The body of the email contains the following text:

Hi Paulette.

How are you today?

I've been thinking about some things that should be updated in the Procedures manual. I hope you don't mind if I start working on some suggested revisions.

Please let me know if you have any questions.

Thanks Paulette.

Shelley

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

Send [Icons: Save, Print, Spell Check, Attach]

To gregscanlan@game.com

Date September 26, 2010

Subject New deadline for report

Hi Greg.
Hope you are having a good day today.

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Cash register tape getting low. Got Cashier to refill register.
May 27	Guest upset – his regular Lotto sold out.
May 27	Trim on rail repaired by Maintenance.
May 28	Jennie was no-show. Updated scheduling charts.

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	2:30 – refused refund without receipt – customer not happy
Fed. 7	POS crash 5:00 – called hotline – did manual entries until 6:00 when techie arrived
Feb. 7	Accused of short changing – 3:30 – called manager for support

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

After doing inventory, I discovered that I am short one lottery ticket. It is possible that two lottery tickets stuck together, and I accidentally gave a guest two tickets instead of one ticket. I am not sure when this might have happened, since I was selling tickets all day.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO	
To:	all employees in Retail
From:	Scott Merkley
Date:	Sept. 5, 2010
Subject:	<u>Holiday Shut Down Days</u>
<p>The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.</p> <p>We must follow special shutdown protocol to prepare for these dates.</p> <p>Please let me know if you have any questions.</p>	

5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Security



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Security employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

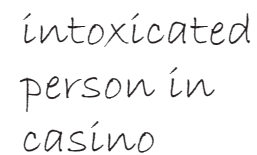
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

1.1 Some Security tasks could require you to be able to jot down a note in your notebook regarding events surrounding an incident. When writing a note to yourself, how can you be sure that you will understand the note in the future? What kind of information should the note include?

1.2 Katarina, a Security Officer, wrote this note in her notebook. Is this an effective note to self? Why or why not?



intoxicated
person in
casino


- 1.3 Kathy is a Security Officer. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy found out through communicating by two-way radio that Hope's husband was located in the Restaurant area and was waiting for her there. Kathy needs to write a note to communicate the information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Surveillance Technician who is just finishing a shift. You have to leave on time today and you need to leave a note for Kendra who is working the next shift. You've observed that a man at Table #3 has been acting out of the ordinary. He hasn't done anything wrong yet, but appears very anxious and you think that someone should be keeping an eye on him after you leave.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

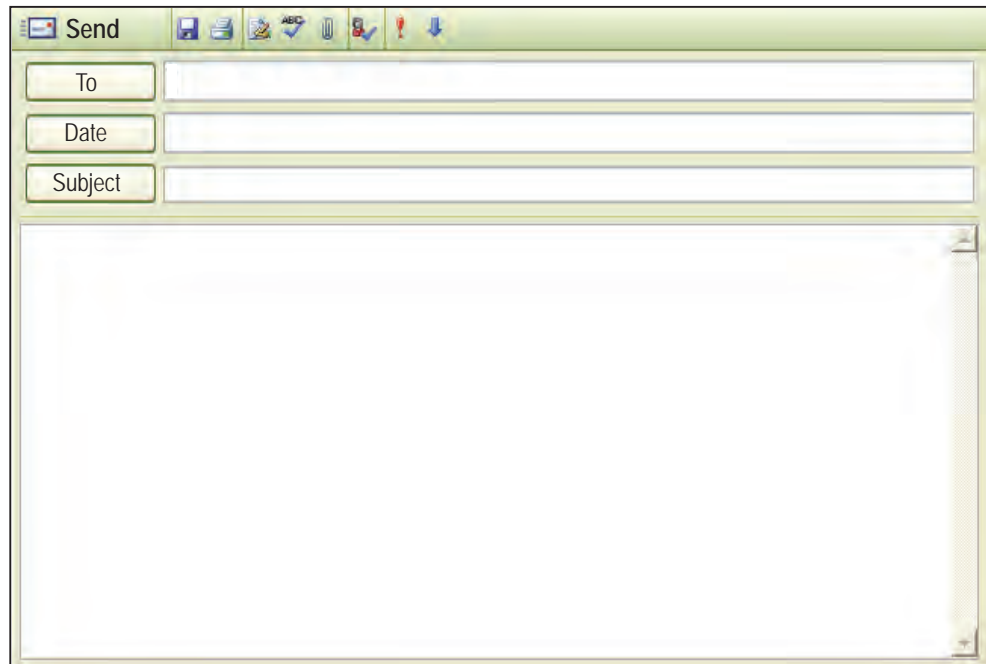
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you’ve written for future use.

You are a Security Supervisor and you are training a Security Officer. You need to send an email to the supervisor on the next shift named Freda. You want to let her know that the new employee, Raheem, is doing a good job so far.

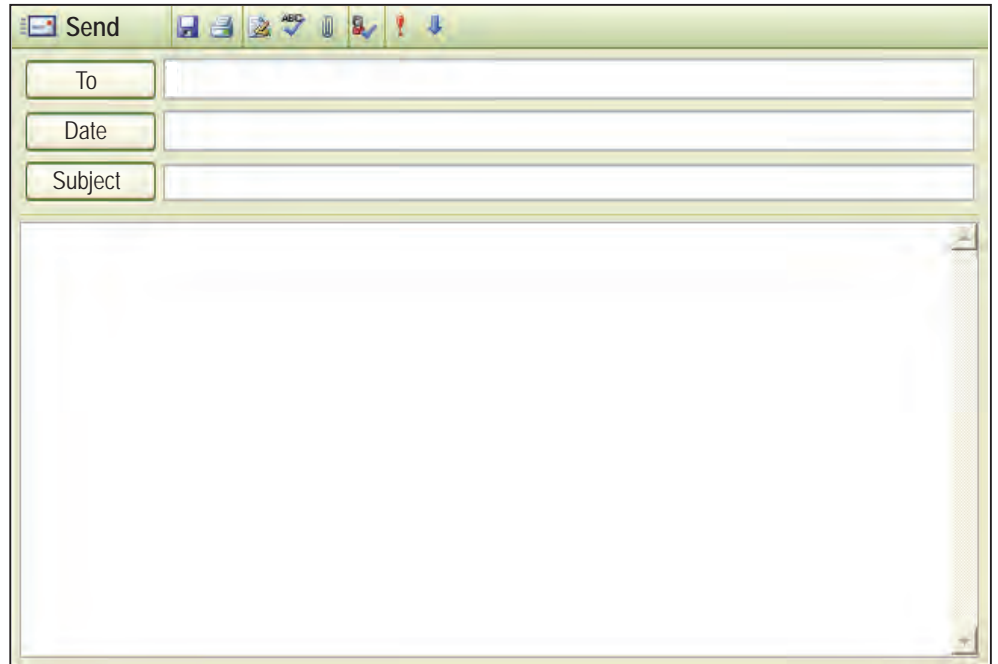
Write an email and compare it to the answer key.



- 2.2 Garret is a night Security Manager. He has a request from a Security Officer, Janet, who needs to come in late for her day shift the next day. Write an email to Floyd, the day shift manager, to let him know this information.

(Continue the question on the next page.)

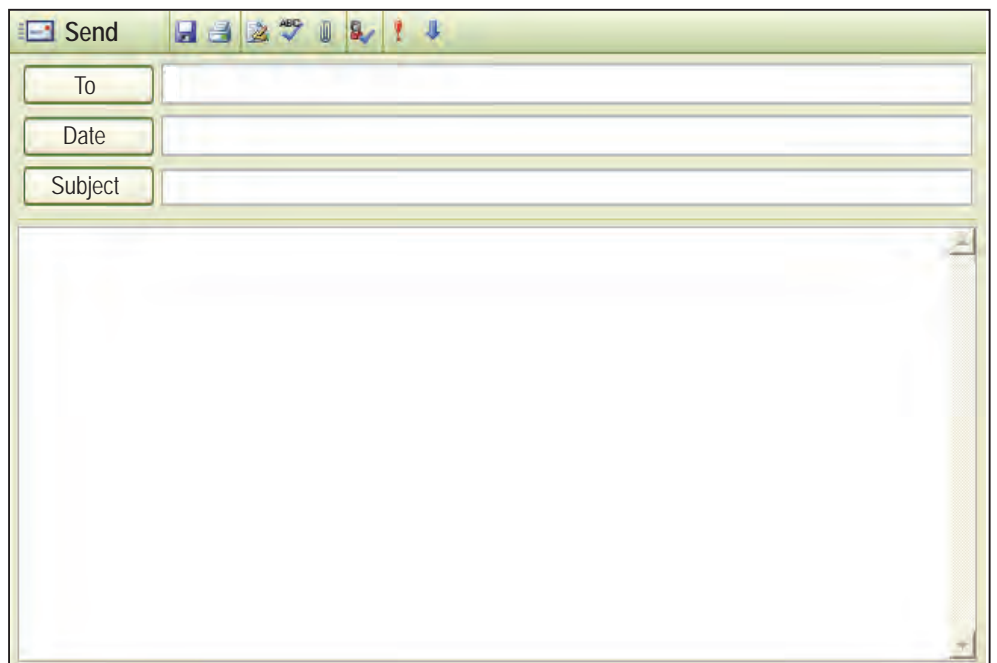
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

- 2.3 A Surveillance Technician named Garth is requesting a printout of confidential information. He is sending an email to the Security Shift Manager, Shelley. He has noted that a regular guest named Jon Smith has been causing some problems with the Banking staff. Jon spends a lot of time hanging around the banking staff and trying to engage them in long conversations. He wants to know if Jon has any prior incidents before deciding how to proceed.

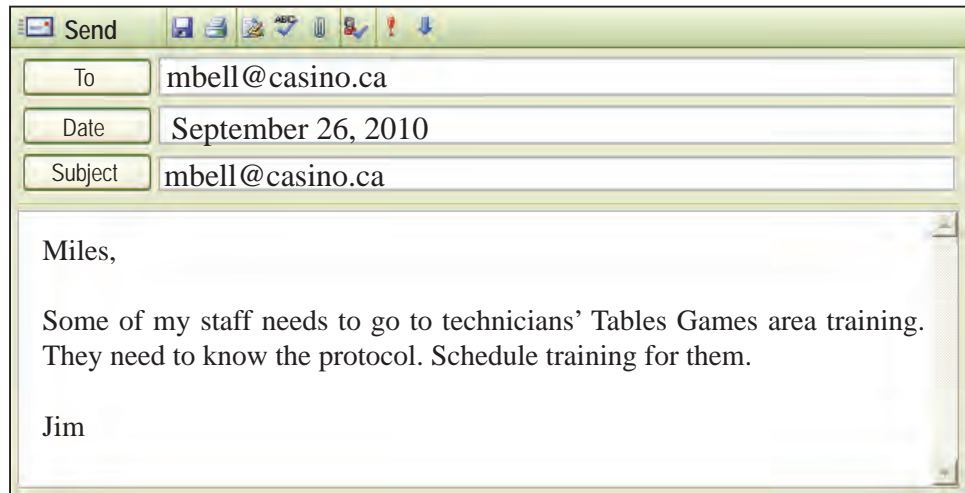
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

► Level 2

2.4 Jim is a Surveillance Supervisor. He is writing an email to Miles in the Training Department. Read over his email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'mbell@casino.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'mbell@casino.ca'. The main body of the email contains the following text:

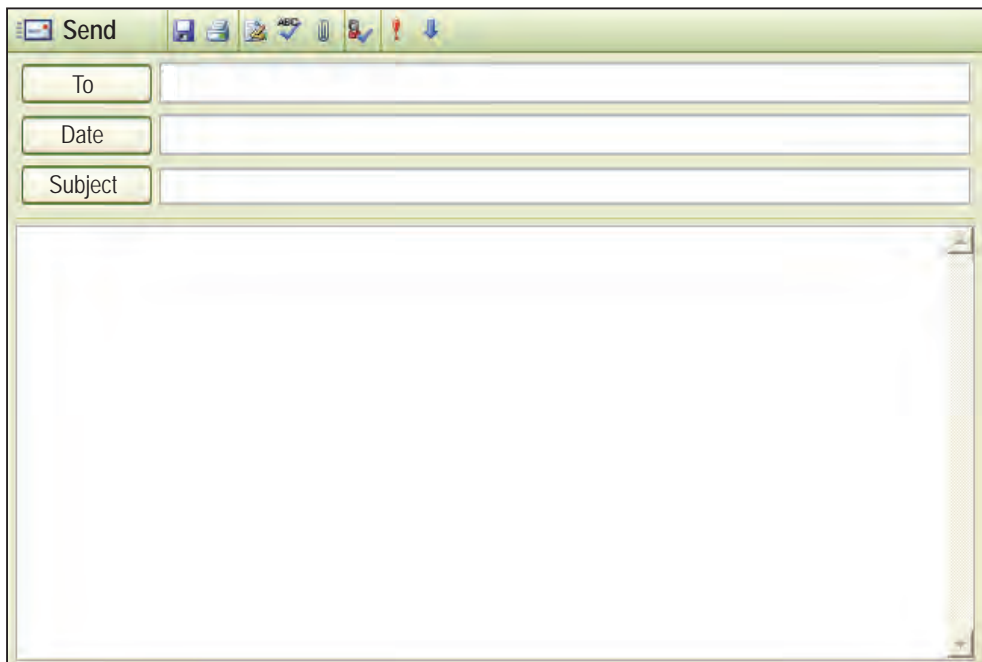
Miles,

Some of my staff needs to go to technicians' Tables Games area training. They need to know the protocol. Schedule training for them.

Jim

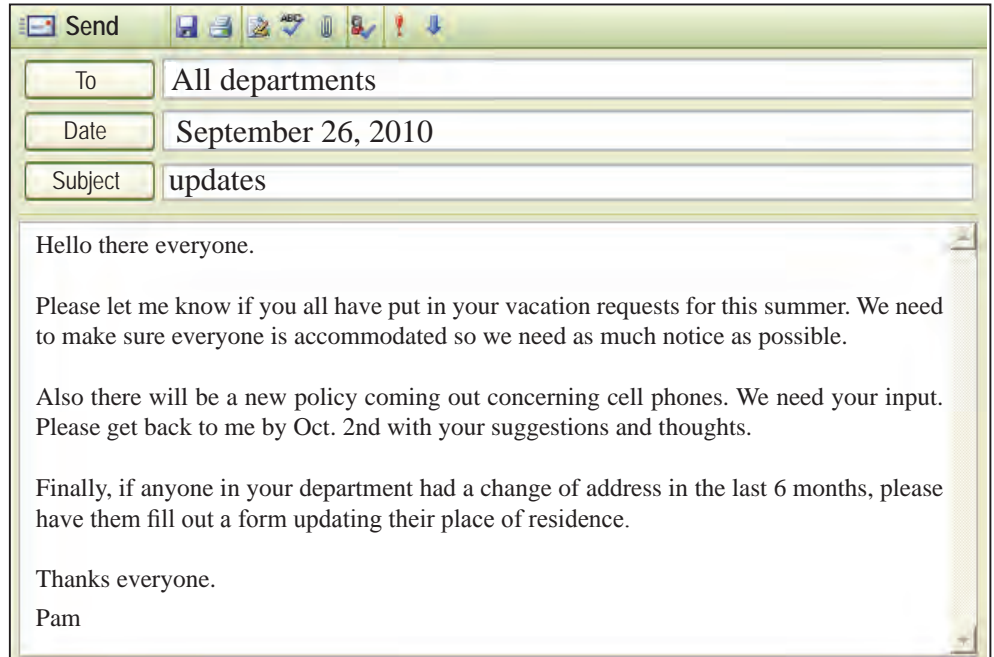
Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three empty input fields: 'To', 'Date', and 'Subject'. The main body of the email is a large, empty text area.

2.5 Read the following email. Can you find any areas for improvement?



The screenshot shows an email client window with a green header bar containing a 'Send' button and various icons. Below the header, there are three input fields: 'To' with the value 'All departments', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'updates'. The main body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by Oct. 2nd with your suggestions and thoughts.

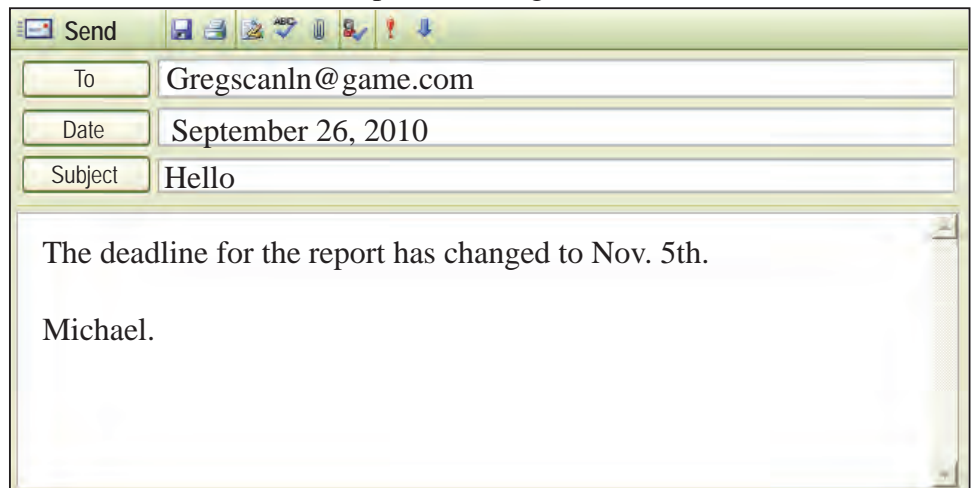
Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.

Pam

2.6 Michael is a Security Manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



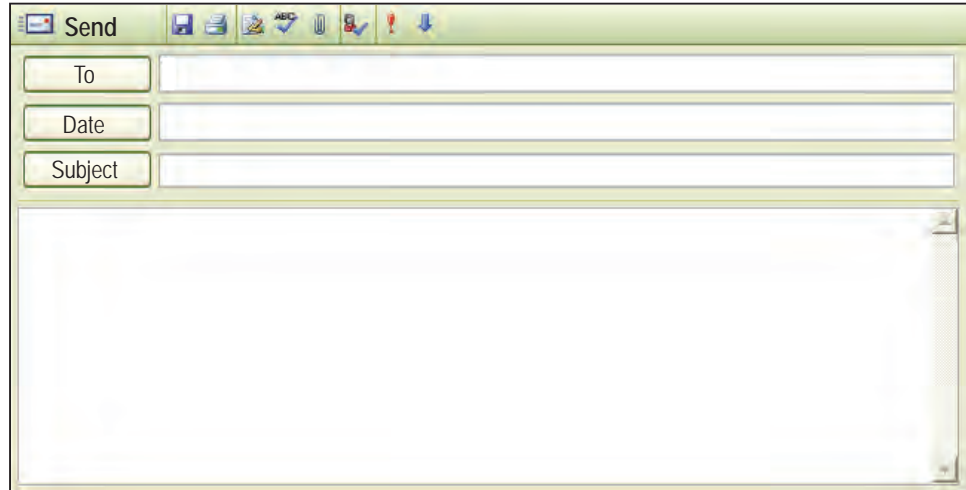
The screenshot shows an email client window with a green header bar containing a 'Send' button and various icons. Below the header, there are three input fields: 'To' with the value 'Gregscanln@game.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Hello'. The main body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Security Supervisor. She maintains a log of what happens during the day. On May 27, a guest slipped in the restaurant and was not hurt; a guest got upset because his regular Lotto ticket was out of stock so a Security officer was called; and a highly intoxicated guest was sent home in a taxi. On May 28, a security officer named Jeremy was a no show.

(Continue question on the following page)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) Ten chips were missing from table 3, and I did an investigation. See report for more information.
- b) I was approached by a female guest who was frantic. Her car keys were missing but we found them at the last slot machine where she was playing.
- c) Today I assigned Ronnie to watch a suspicious guest and record his actions.

Date	Problem and Action

► Level 2

- 3.3 Marcie is a Security Officer. She has to report on objects that are found in the casino and go unclaimed. On March 22 at 1:30 p.m., a guest found a purse in the woman's washroom at the front entrance and gave it to Marcie. Inside the purse, she found a wallet, a cell phone, some car keys, an address book and some loose change.

What should Marcia write down in the lost and found log? Write down your answer and compare it with the answer key.

Task 4: Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the excerpt of a report on the following page and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

(Continue the question on the next page.)

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Security Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

► Level 3

- 4.4 You have been asked to mentor a new employee who needs to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are a Security Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Security department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

1.3 Does your note look something like this?

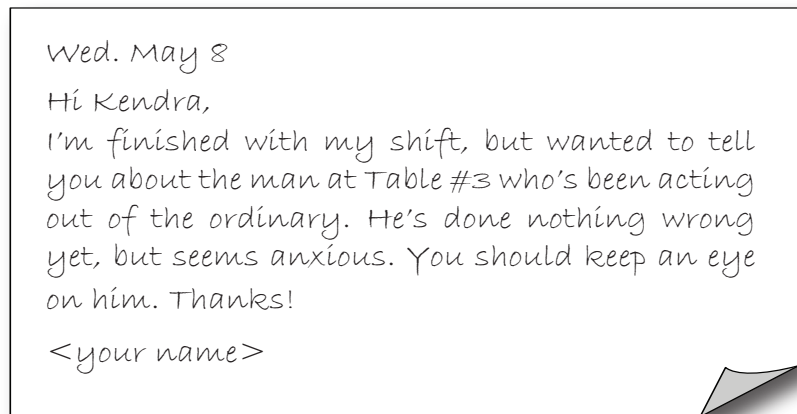
Your husband is in the
Restaurant. He will stay
there until you arrive.

can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the appropriate information necessary.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

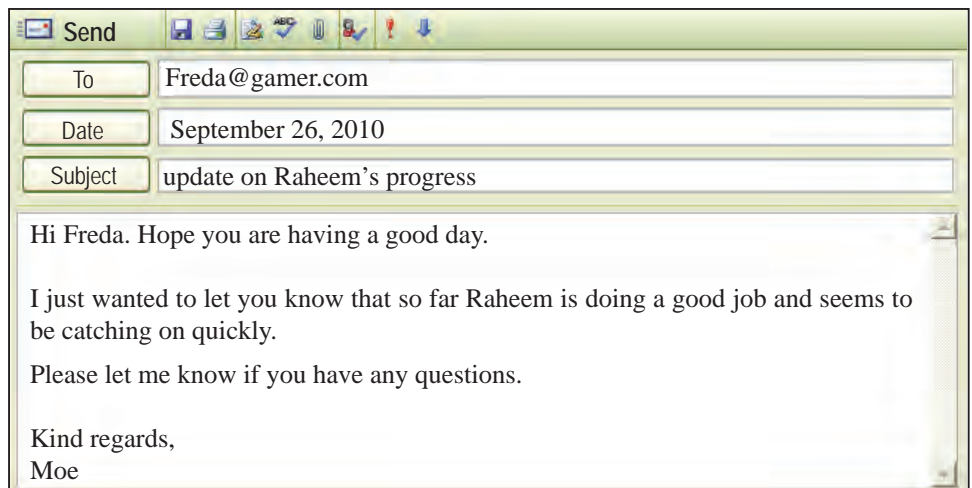
You can compare your note with the sample below:



2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

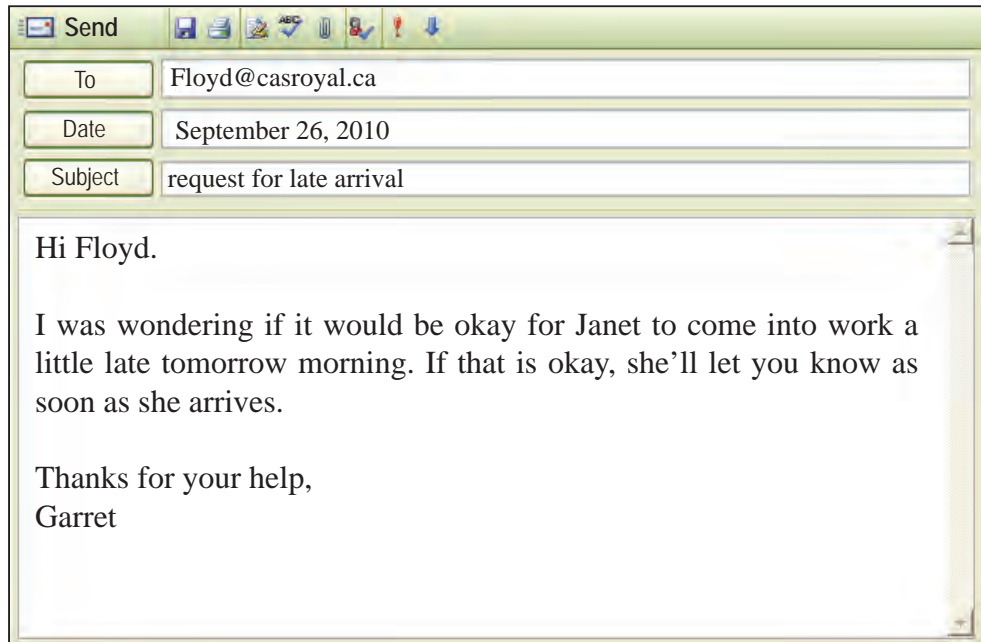
Now compare your answer with the sample below:



2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that is clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". The "To" field contains "Floyd@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for late arrival". The email body text is as follows:

Hi Floyd.

I was wondering if it would be okay for Janet to come into work a little late tomorrow morning. If that is okay, she'll let you know as soon as she arrives.

Thanks for your help,
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.

The screenshot shows an email client window titled "Send". The "To" field contains "Shelley@casreg.com", the "Date" field contains "September 26, 2010", and the "Subject" field contains "confidential information". The email body text reads: "Hi Shelley. There appears to be a situation on the floor with a guest named Jon Smith. Before I decide how to proceed, can you please send me down a print-out of the confidential information that you have on this guest. Thanks so much. Garth".

- 2.4 It is likely that Miles would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with a more appropriate tone.

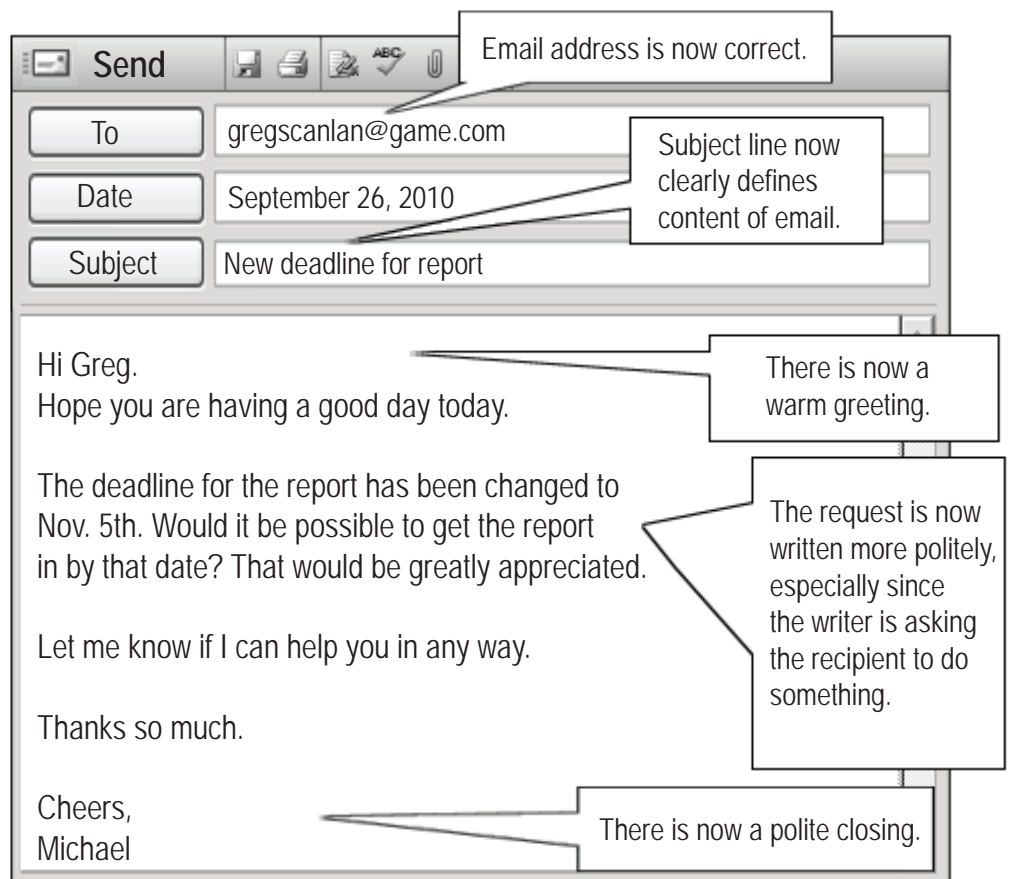
The screenshot shows an email client window titled "Send". The "To" field contains "mbell@casino.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "training for my staff". The email body text reads: "Hi Miles. How's it going? I have some newer staff members that are not very familiar with protocol in the gaming area. I think that they would greatly benefit from the technicians' dealer training. Would it be possible to schedule my staff to attend this training? Thanks in advance for any help that you can provide. Jim".

- 2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:



This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Guest slipped in Restaurant area—not hurt
May 27	Guest upset – his regular Lotto sold out – security officer addressed situation
May 27	Highly intoxicated guest sent in taxi
May 28	Jeremy was no-show

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	Table 3 – 10 chips missing. Did investigation. See report.
Feb. 7	Car keys missing - found in slot area—returned to guest.
Feb. 7	Ronnie – watched suspicious guest – recorded actions.

- 3.3 Did you make sure your message included the 5 Ws and 1 H (the who, what, where, when, why, and how)? Here is an example of what your message could look like:

On March 22, at 1:30 p.m., a guest found a purse in the woman's washroom at the front entrance. I have taken inventory of the purse and found it to contain a wallet, a cell phone, car keys, an address book and some change.

- 4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

- 4.2 "Repairs" is the only topic that is not "Human Resource" related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

- 4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

- 4.4 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

- 5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Security

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days.
The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

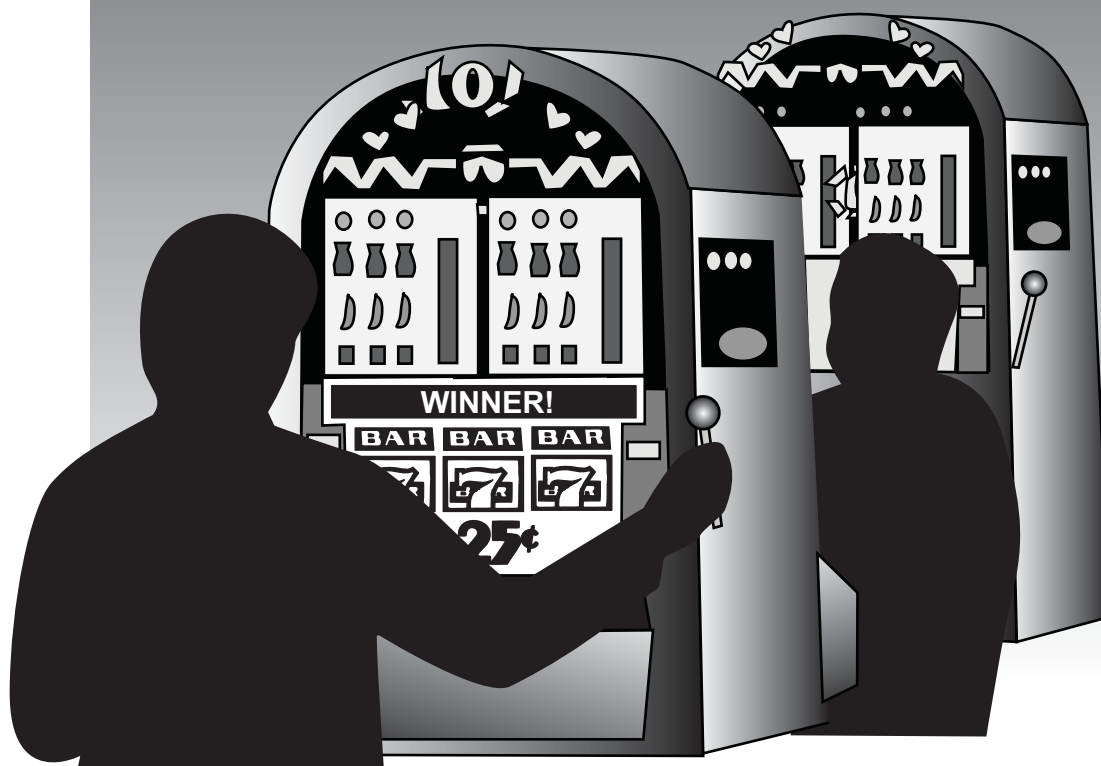
5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Slots/Electronic Gaming/Bingo



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Slots/Electronic Gaming/Bingo employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

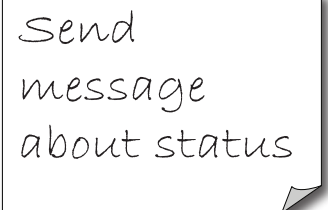
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

- 1.1 Some tasks could require you to be able to jot down a note and recall that information later. When writing a note to yourself, how can you ensure that you will understand it in the future? What kind of information should the note include?

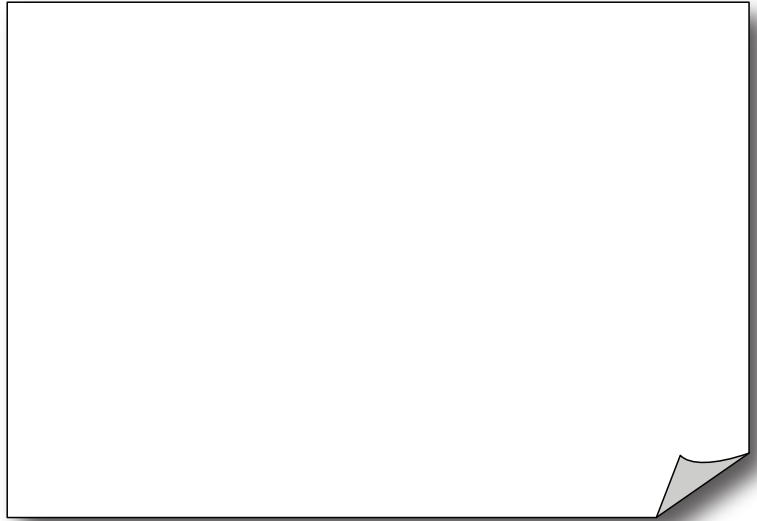
- 1.2 Katarina, a casino Gaming Technician, wrote this note to herself about something that she needed to recall in the future. Is this an effective note to self? Why or why not?



Send
message
about status

- 1.3 Mariam is a Bingo Caller/Checker. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Mariam suggested writing a note in order to communicate. Hope was looking for her husband. Mariam made some phone calls and found out that Hope's husband was located in the Restaurant and was waiting for her there. Mariam needs to write a note to communicate this information to Hope.

Write a sample note on behalf of Mariam and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Slot Attendant who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to order a case of hand sanitizer from the Warehouse department because your supply is getting low.

Write a note and compare it with the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

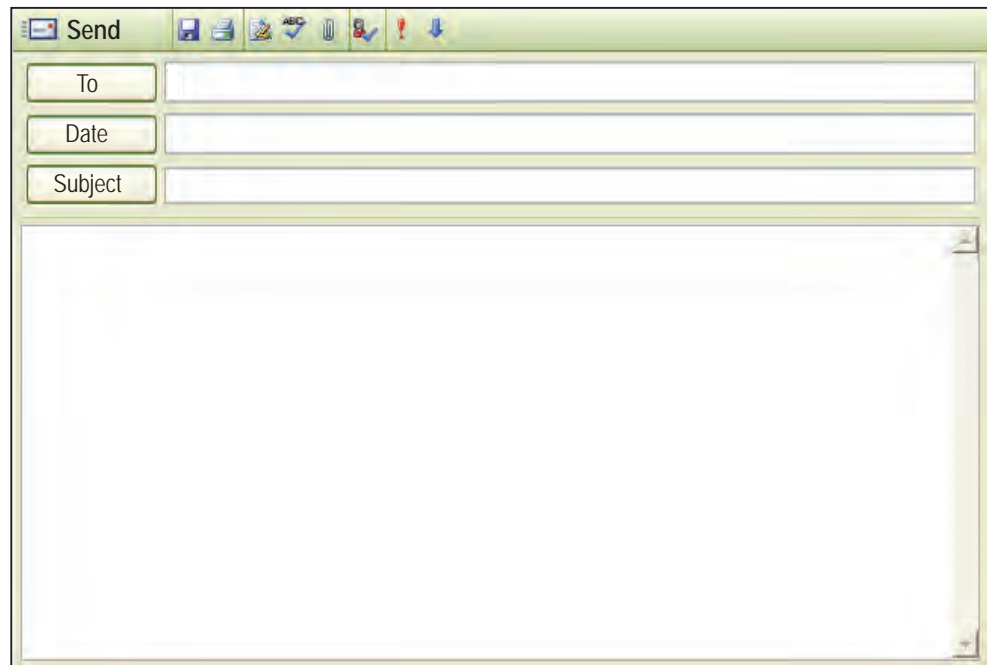
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you’ve written for future use.

You are a Casino Gaming Technician and need to tell all supervisors that the new slot machines will be operational by Feb. 16.

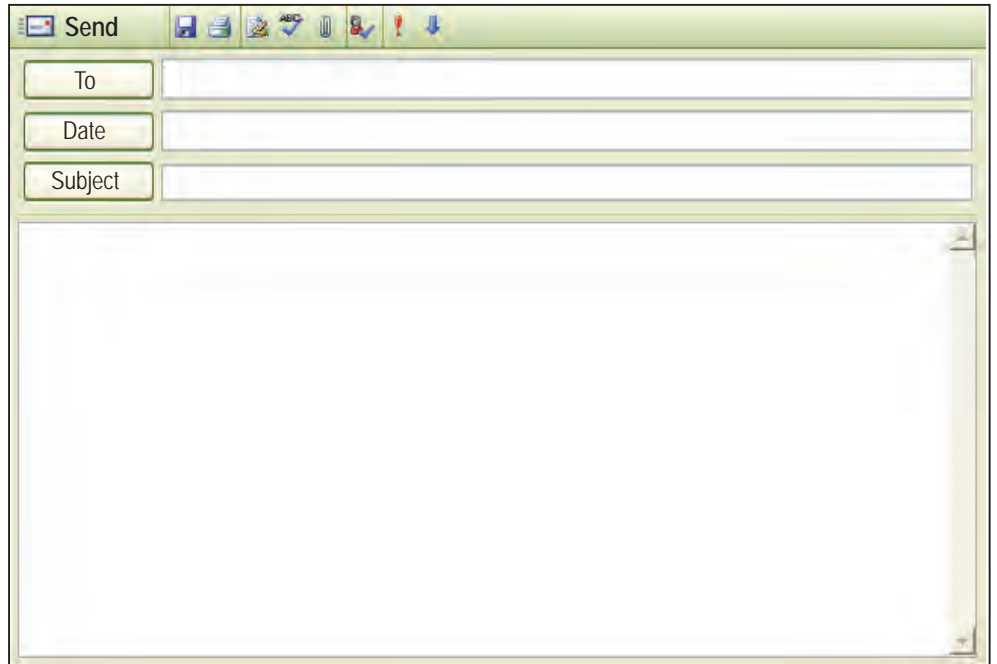
Write an email and compare it with the answer key.



- 2.2 Marg is an Electronic Gaming Supervisor. She’s requested and arranged with her supervisor an appropriate time to take her holidays. Now Marg just needs to advise Human Resources of her vacation time to make it official. She decided to send an email to inform Jim Taylor in Human Resources of her vacation time in the last two weeks of August.

(Continue the question on the next page.)

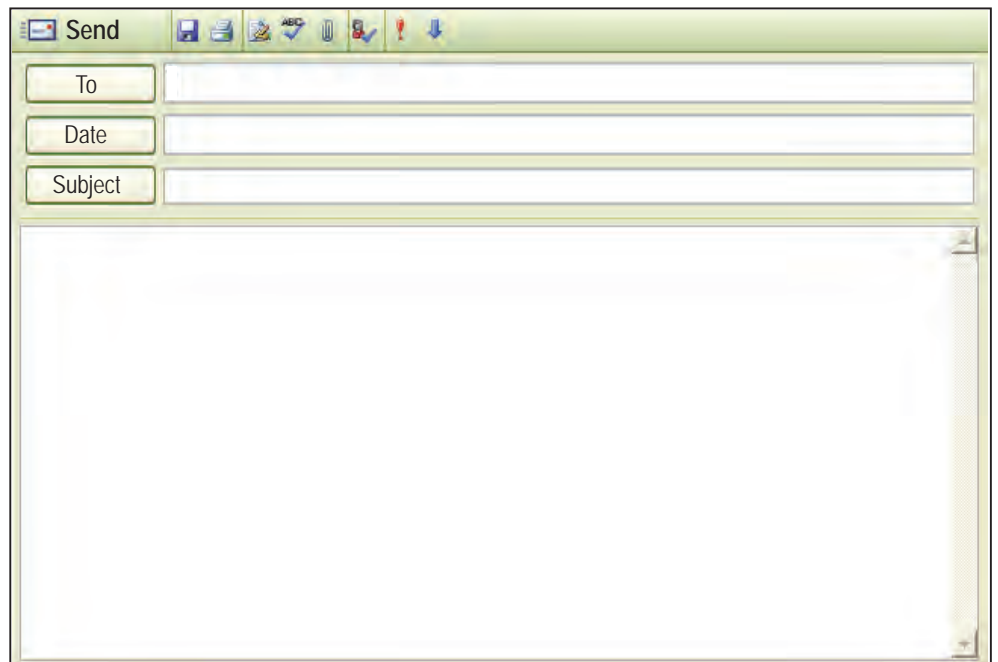
Write an email and compare it with the answer key.

A screenshot of an email composition window. The window has a title bar with the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. Below these fields is a large, empty text area for the email body. The window has a yellowish-green border.

2.3 A Technical Support Supervisor named Ramon is coordinating the replacement of some Bingo machines. He needs to inform all pertinent departments that:

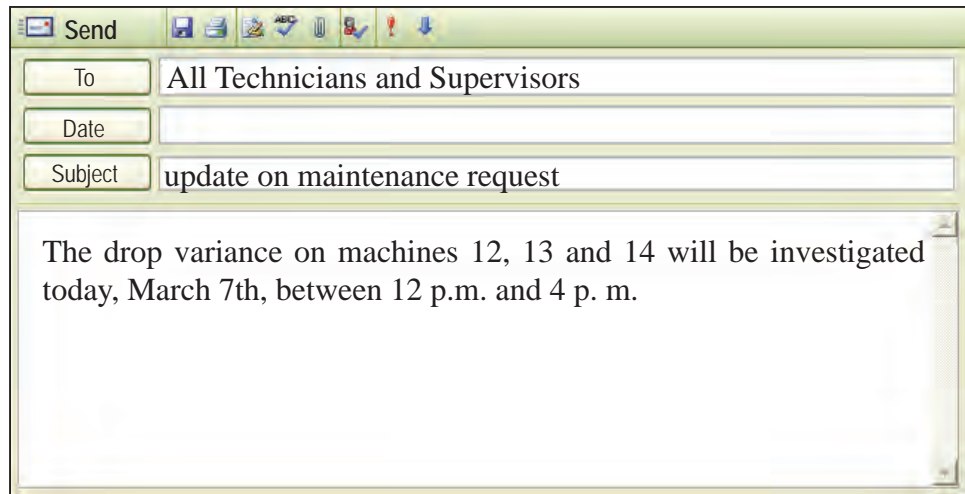
- The machines will be replaced on Jan. 27 starting at 11:00 a.m.
- The work will only interrupt business minimally

Write an email and compare it to the answer key.

A screenshot of an email composition window, identical to the one above. It has a title bar with "Send" and icons, followed by "To", "Date", and "Subject" input fields with buttons, and a large empty text area for the body. The window has a yellowish-green border.

► Level 2

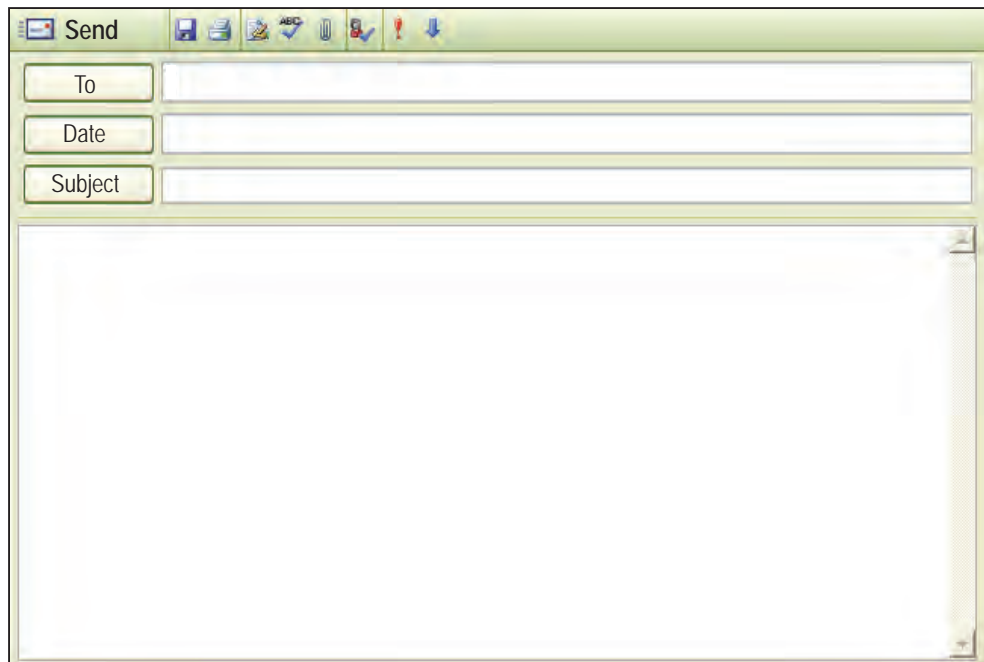
- 2.4 Christine is a Casino Gaming Technician. She is writing an email to all technicians and supervisors about an investigation. Read over her email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the text 'All Technicians and Supervisors', 'Date' which is empty, and 'Subject' with the text 'update on maintenance request'. The main body of the email contains the text: 'The drop variance on machines 12, 13 and 14 will be investigated today, March 7th, between 12 p.m. and 4 p. m.'

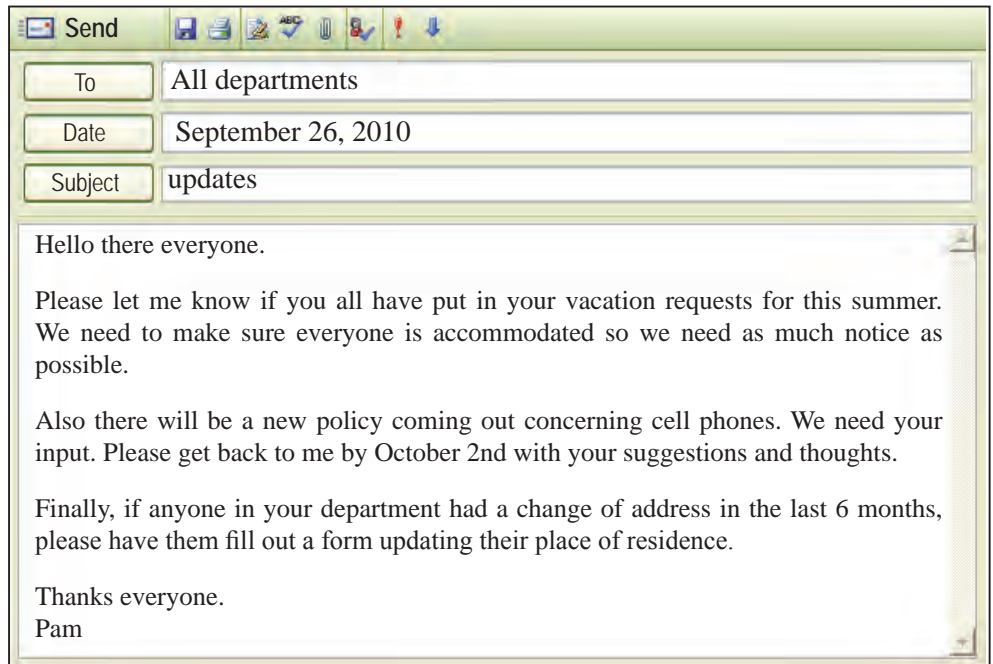
Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with the same green header bar and icons as the previous one. The 'To', 'Date', and 'Subject' fields are all empty, and the main body is also empty, providing space for re-writing the email.

2.5 Read the following email. Can you spot any areas for improvement?



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'All departments', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'updates'. The main body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

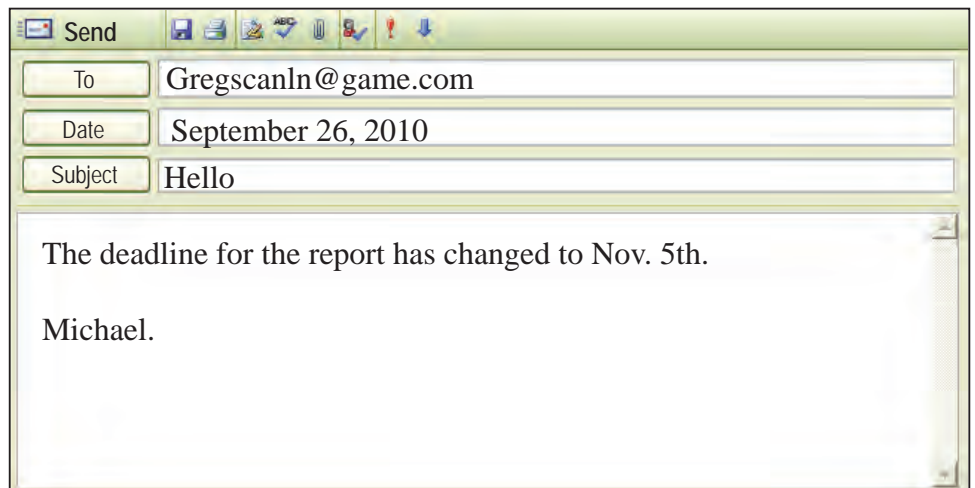
Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by October 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Slots Shift Manager in a gaming facility. His supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



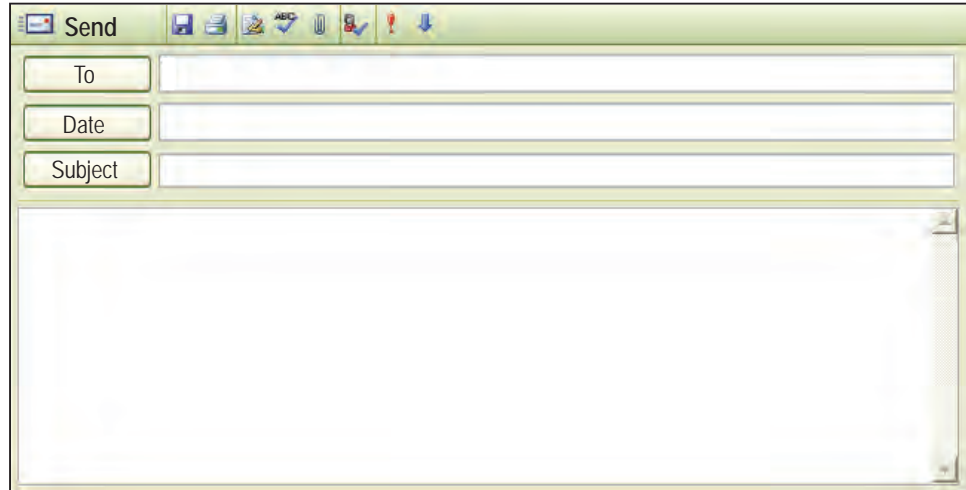
The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Gregscanln@game.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Hello'. The main body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring a new employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Corinne is a Slot Supervisor. She maintains a daily log to record incidents such as power outages, staffing changes and staffing issues. On May 27, a Slot Attendant named Glen was 15 minutes late; a guest became upset and complained because someone was sitting in his regular spot; and one Slot machine stopped working. On May 28, one guest tried to use counterfeit money in the slot machine and caused a scene.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book Feb. 7. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) There was a personal disagreement between Miles and Shannon. I listened to both sides of the story before sitting down with them together. The situation appears to be resolved.
- b) There was a power outage today at 10:16 p.m. My team tested all equipment and everything is running correctly.
- c) The testing of bulbs and buttons is scheduled to happen immediately after shut down tonight

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Bingo Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that new employees need to know. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper.

4.4 Kelly is a Slot Attendant. She has to write a variance report because her count was over by \$50.00. She remembers that around 2:00 p.m. she was dealing with a guest and was interrupted by another angry guest. She suspects that she made an error at that time.

What should Kelly write in the variance report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor a new employee who will need to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are the Bingo Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue question on the next page)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblow sky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new policy for the Electronic Gaming department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



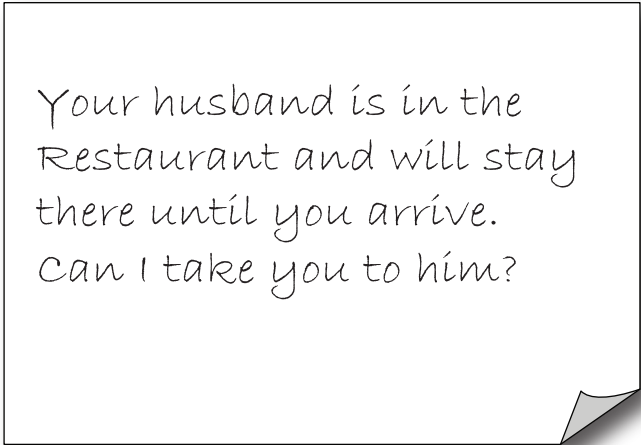
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure your writing is legible.
- Include the right amount of information. For example, if you are writing down a phone number, include the person's name.

1.2 Katarina should include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

1.3 Does your note look something like this?

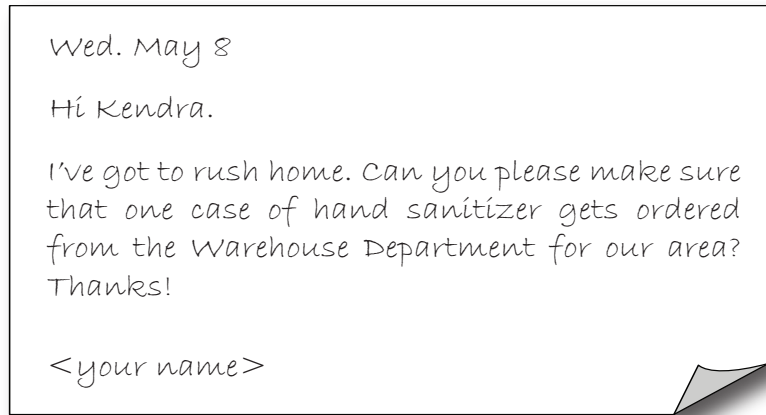


Your husband is in the
Restaurant and will stay
there until you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you provide enough detail like what Kendra needs to order and how much she needs to order?
- ☐ Did you sign your name clearly at the bottom?

You can compare your note with the sample below.

A sample note template with a light blue background and a folded corner effect. The text is written in a casual, handwritten style.

Wed. May 8

Hi Kendra.

I've got to rush home. Can you please make sure that one case of hand sanitizer gets ordered from the Warehouse Department for our area?

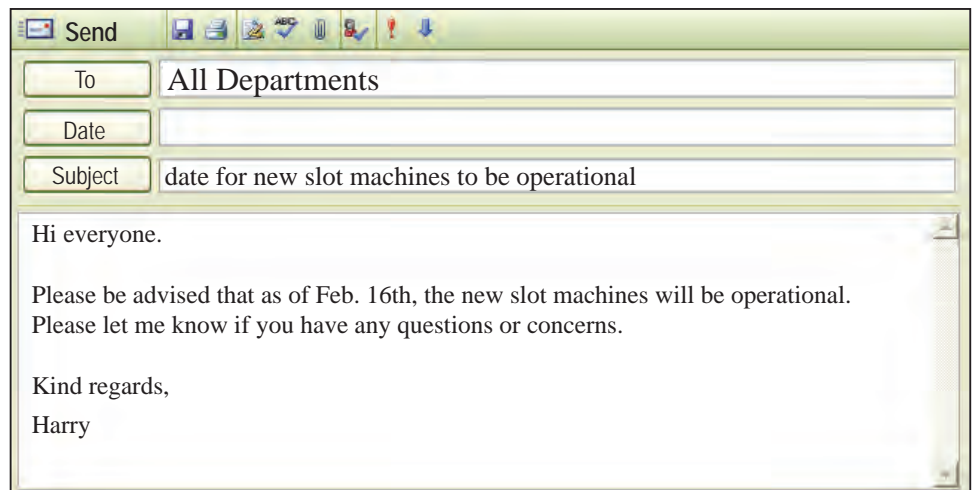
Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information:

- ☐ Does your subject line clearly state what the email is about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Is the tone of your writing friendly and not overly formal because you are writing to peers?

You can compare your note with the sample below:

A sample email template with a light green header and a white body. The text is written in a casual, handwritten style.

Send

To All Departments

Date

Subject date for new slot machines to be operational

Hi everyone.

Please be advised that as of Feb. 16th, the new slot machines will be operational. Please let me know if you have any questions or concerns.

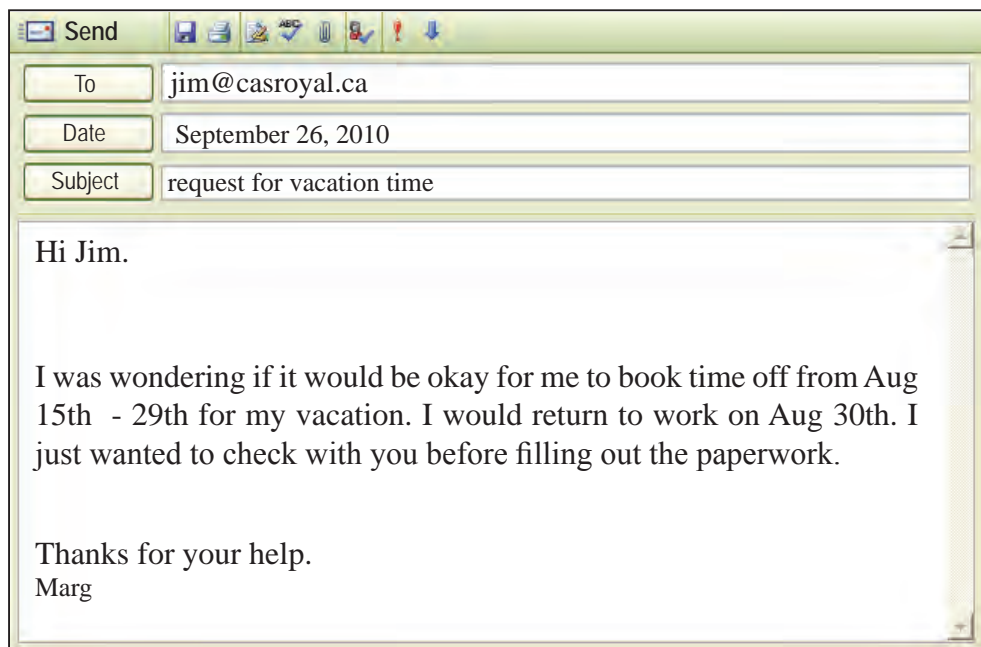
Kind regards,

Harry

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Does your subject line clearly state what the email is about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Does your subject line clearly state what the email is about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers)

(Continue with the answer on the next page.)

You can compare your answer with the sample below:

The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'all departments', 'Date' which is empty, and 'Subject' with the value 'Scheduled switching out of Bingo machines'. The main body of the email contains the following text:

Hi Everyone:

I just wanted to let you know that some of the Bingo machines are scheduled to be switched out on Jan. 27th at 11:00 a.m. The technicians will do their very best to keep business disruption to a minimum.

Don't hesitate to call me if you have any questions or concerns.

Ramom

- 2.4 It is likely that the readers would find Christine's email to be unfriendly.

Here is a sample of an email with a more appropriate, friendlier tone:

The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'All Technicians and Supervisors', 'Date' with the value 'March 7', and 'Subject' with the value 'update on maintenance request'. The main body of the email contains the following text:

Hi Everyone:

I just wanted to let you know that the drop variance on machines 12, 13 and 14 will be investigated today, March 7th, between 12 p.m. and 4 p.m.

Let me know if you have any questions.

Christine

- 2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. Pam should have split her message into three separate emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to check your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be sent to gregscanlan@game.com.
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

The image shows a screenshot of an email composition window titled "Send". The window has a toolbar with icons for saving, printing, undo, redo, and attaching files. Below the toolbar are three input fields: "To", "Date", and "Subject". The "To" field contains "gregscanlan@game.com", the "Date" field contains "September 26, 2010", and the "Subject" field contains "New deadline for report". Below these fields is the email body. The body contains the following text: "Hi Greg.", "Hope you are having a good day today.", "The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.", "Let me know if I can help you in any way.", "Thanks so much.", and "Cheers, Michael". There are five callout boxes with arrows pointing to specific parts of the email: 1. "Email address is now correct." points to the "To" field. 2. "Subject line now clearly defines content of email." points to the "Subject" field. 3. "There is now a warm greeting." points to the first two lines of the email body. 4. "The request is now written more politely, especially since the writer is asking the recipient to do something." points to the third line of the email body. 5. "There is now a polite closing." points to the last line of the email body.

Send

To: gregscanlan@game.com

Date: September 26, 2010

Subject: New deadline for report

Hi Greg.
Hope you are having a good day today.

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael

This email has now been revised and is ready to be sent.

2.7 If you are mentoring a new employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include too much information, it may be difficult for the reader to absorb and remember all of the details.
- The subject line should clearly describe the topic of the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Most emails will use a friendly closing.
- Always edit your email, check that you have the correct email address and have actually attached any attachments you have mentioned before you send the email.

3.1 Use the checklist below to check your answer:

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Glen was 15 minutes late.
May 27	Guest disturbance over his “regular spot” being taken.
May 27	One Slot machine down.
May 28	One guest tried to use counterfeit money and caused a scene.

3.2 Your log entries should look something like this:

Date	Problem and Action
Feb. 7	Personal disagreement between Miles and Shannon. Met one-on-one and together. Situation resolved.
Feb. 7	Outage at 10:16 a.m.– testing completed – everything now running.
Feb. 7	Testing bulbs and buttons – tonight after shut down.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and therefore should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea not to waste paper, for many people, writing down initial thoughts and then organizing them on paper helps them to write more effective messages. It is also an effective pre-writing process.

4.4 Did you make sure your message included the 5 Ws and 1 H? (who, what, where, when why, and how). Here is an example of what your message could look like:

At about 2:00 p.m., I was doing a financial transaction with one guest. I was interrupted by an angry guest and was distracted, and it is possible that I made an error at that time that led to the count being over by \$50.00.

4.5 You could recommend the following steps to people trying to improve their report writing.

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO

To: all employees in Slots/Electronic Gaming/Bingo

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates. Please let me know if you have any questions.

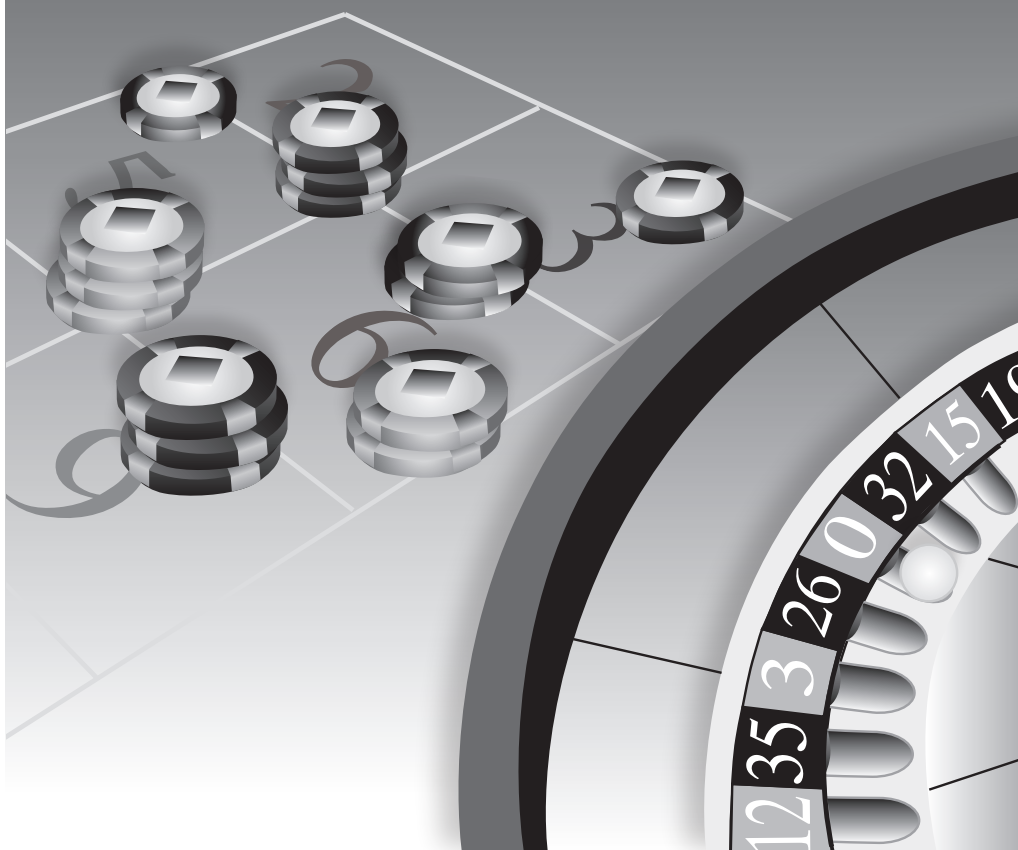
5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked and letters are usually intended for people outside of the organization. Face-to-face and phone conversations are not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Table Games



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Table Games employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

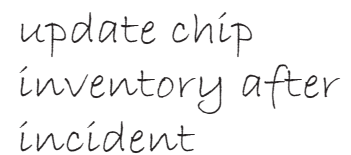
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand it in the future? What kind of information should the note include?

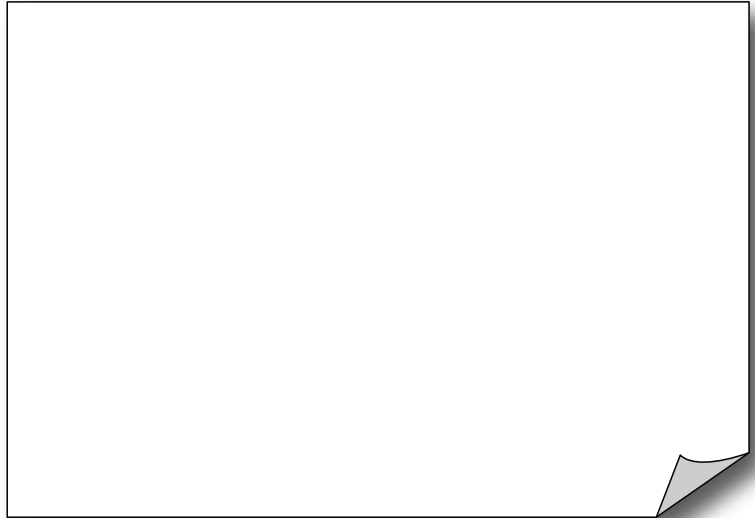
1.2 Katarina, a Table Games Inspector, wrote this note to herself. Is this an effective note to self? Why or why not?



update chip
inventory after
incident

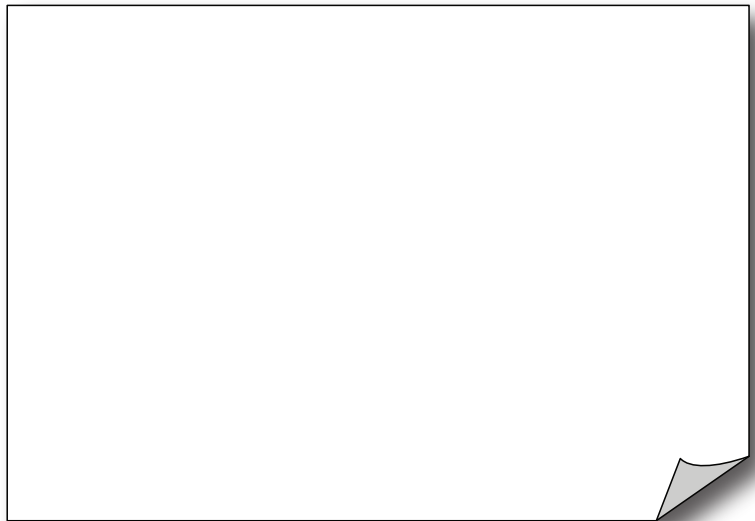
- 1.3 Kathy is a Box Person. She approached a customer who seemed anxious and asked if there was a problem that she could help with. The customer, Hope, is hearing impaired and Kathy suggested writing a note in order to communicate. Hope was looking for her husband. Kathy made some phone calls and found out that Hope's husband was located in the Restaurant area and was waiting for her there. Kathy needs to write a note to communicate the information to Hope.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Poker Manager who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

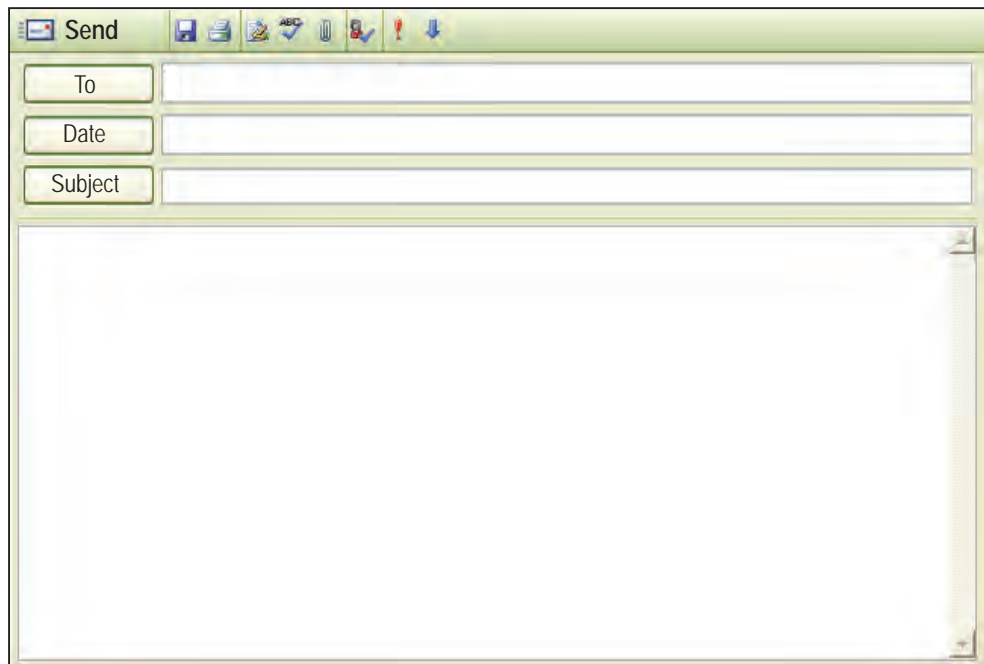
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you’ve written for future use.

You are a Table Games Trainer and you are training a Table Games Inspector. You need to send an email to the supervisor on the next shift named Freda. You want to let her know that the new employee, Raheem, is doing a good job so far.

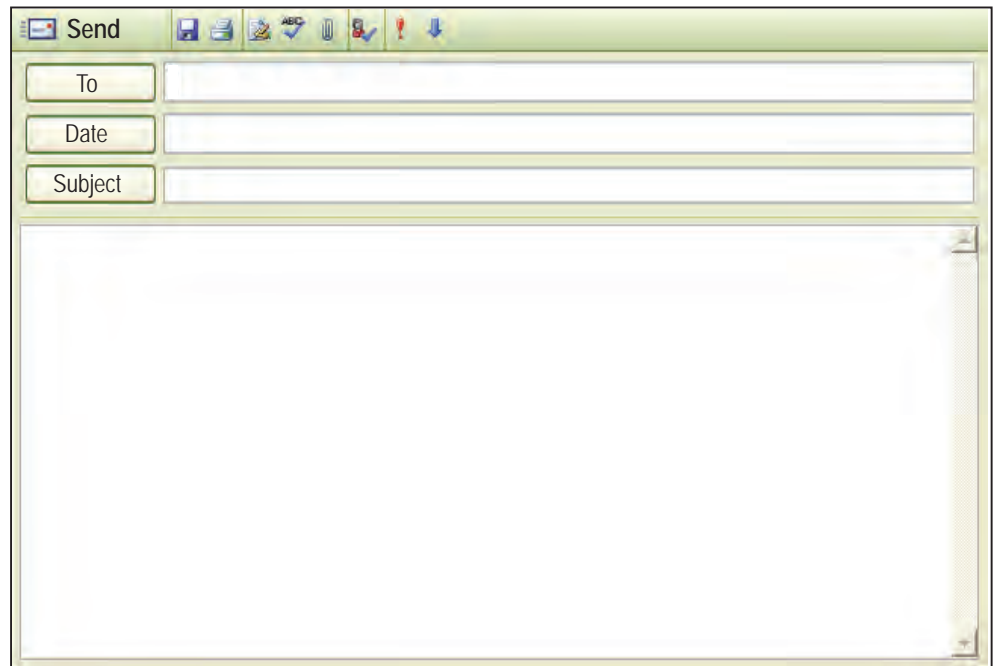
Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The window has a title bar with the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". The "To" field is currently empty. Below these fields is a large text area for the email body, which is also empty. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Table Games Supervisor. He needs to send an email to inform Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

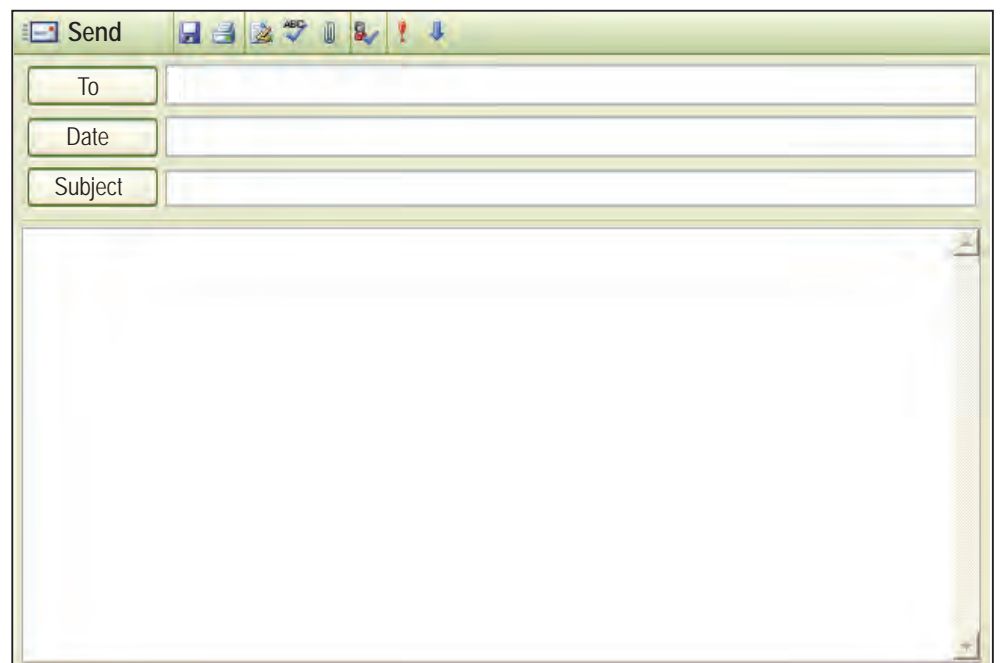
Write an email and compare it with the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. The 'To' field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a maximize button in the top right corner.

- 2.3 A Table Games Supervisor named Garth is requesting a major cleaning of the table games area for October 17 starting at midnight. He is sending an email to Shelley in Housekeeping:

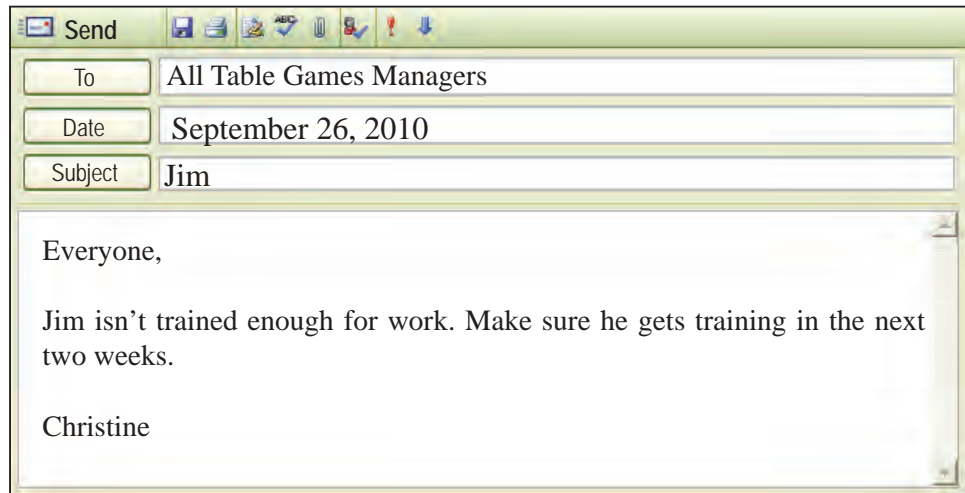
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. The 'To' field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a maximize button in the top right corner.

► Level 2

2.4 Christine is a Table Games Trainer. She is writing an email to all Table Games Managers. Read over her email.



The screenshot shows an email composition window with a green header bar containing a 'Send' button and several icons. Below the header, there are three labeled text boxes: 'To' with the value 'All Table Games Managers', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Jim'. The main body of the email contains the following text:

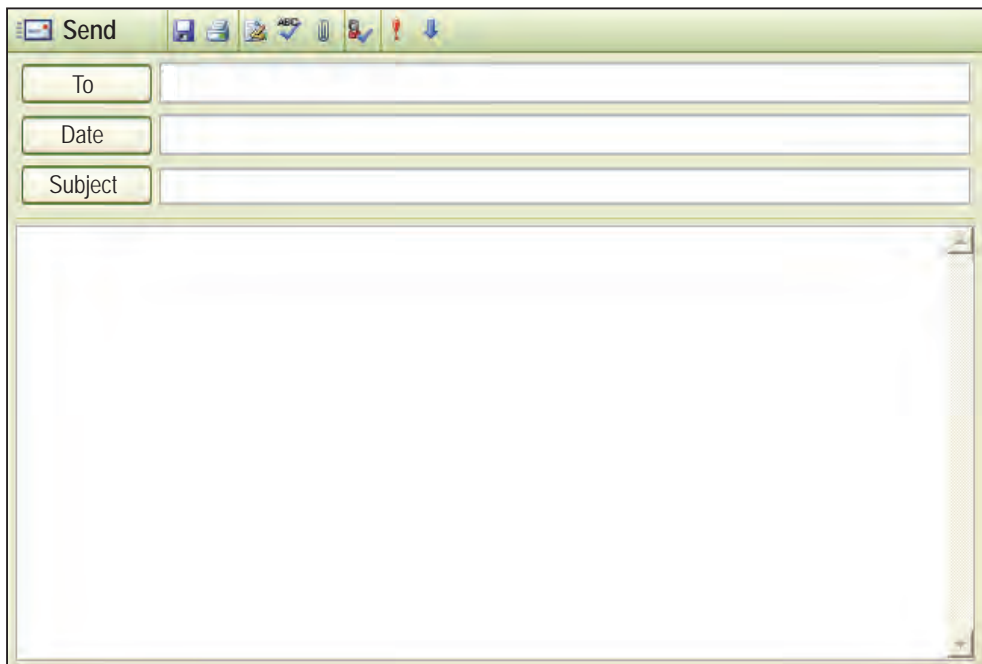
Everyone,

Jim isn't trained enough for work. Make sure he gets training in the next two weeks.

Christine

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email composition window with a green header bar containing a 'Send' button and several icons. Below the header, there are three labeled text boxes: 'To', 'Date', and 'Subject', all of which are empty. The main body of the email is also empty, providing space for re-writing the message.

2.5 Read the following email. Can you spot any areas for improvement?

Send [Icons: Save, Print, Reply, Reply All, Forward, Delete, Move, etc.]

To: All departments

Date: September 26, 2010

Subject: updates

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by Oct. 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Table Games Manager in a gaming facility and he has just written his first draft of an email to his supervisor. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.

Send [Icons: Save, Print, Reply, Reply All, Forward, Delete, Move, etc.]

To: Gregscanln@game.com

Date: September 26, 2010

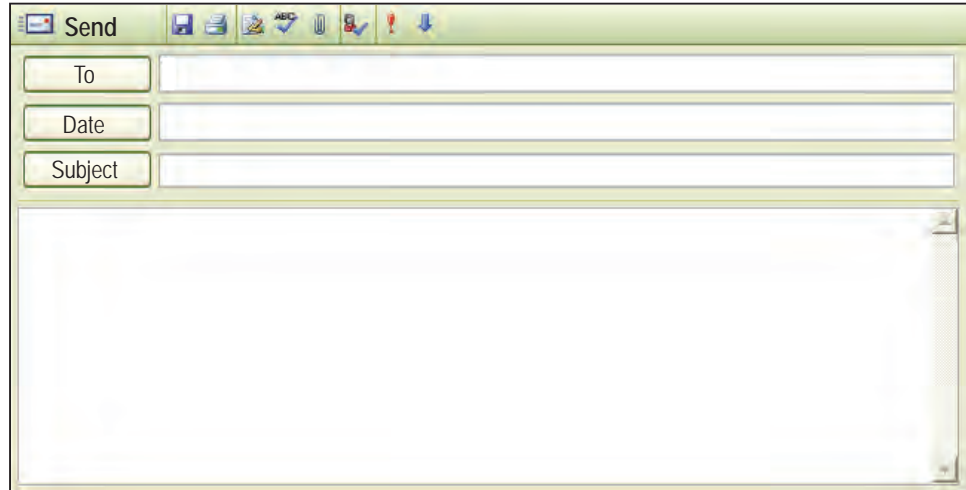
Subject: Hello

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring someone who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Table Games Inspector. She maintains a daily pit log including the number of players, average bidding, notes on office supplies and big wins. On May 27, the pen supply started getting low; and one player won \$1500.00. On May 28, one guest tried to cheat at Craps and caused a scene so Security was called.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Remember to write in the past tense. Compare your work with the answer key.

- a) Craig was moved to the slower side of the Table Gaming area, since he was struggling with the fast pace at the other end.
- b) Resolved guest issue. There was a discrepancy over a wager of \$25.00, and the amount was given to the guest.
- c) I consulted with the supervisor and the monitor room over a \$100.00 discrepancy. Tapes are currently being reviewed.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

grammar mistakes. Check the answer key to see if you made all the necessary corrections.

► Level 2

- 4.2 Tara, a Poker Manager, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.
- ☐ Attendance issues and policies
 - ☐ Employee Recognition program and how employees can participate
 - ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
 - ☐ Holiday party and committees
 - ☐ Contacts in HR that employees could go to for questions
- 4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper
- 4.4 Shelley is a Box Person. She has to write incident reports about once every three months. In the current report for April–June, she has to write about an employee named Mike Smith who has been consistently breaking policy by returning late from his breaks. What kind of details does Shelley need to include in the report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor a new employee who will eventually need to write reports as part of their job tasks. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer(s).

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are the Tables Games Supervisor. Write a memo to your department about dates they need to keep in mind for following Holiday shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)	MEMO (Sample)
To:	To: All Managers at CEW
From:	From: Marty Siblowsky
Date:	Date: March 27, 2011
Subject: _____	Subject: <u>Deadline Change for Monthly Financial Reports</u>
First Sentence: Reason for the memo	I am writing inform you of the new deadline for all monthly financial reports.
Second Sentence: Main Body - any instructions or information	As you are aware, previously all financial reports were due on the Tuesday following month-end. As of March 31st, all reports will now be due the Monday following month-end.
Closing Sentence: What is required of the reader (for example, confirmation, answers or feedback)	Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO
To:
From:
Date:
Subject: _____

5.3 There is a new policy for the Table Games department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

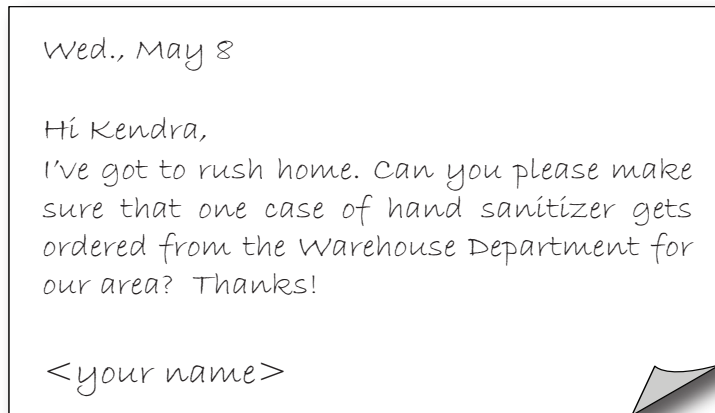
1.3 Does your note look something like this?

Your husband is in the
Restaurant.
He will stay there until
you arrive.
Can I take you to him?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

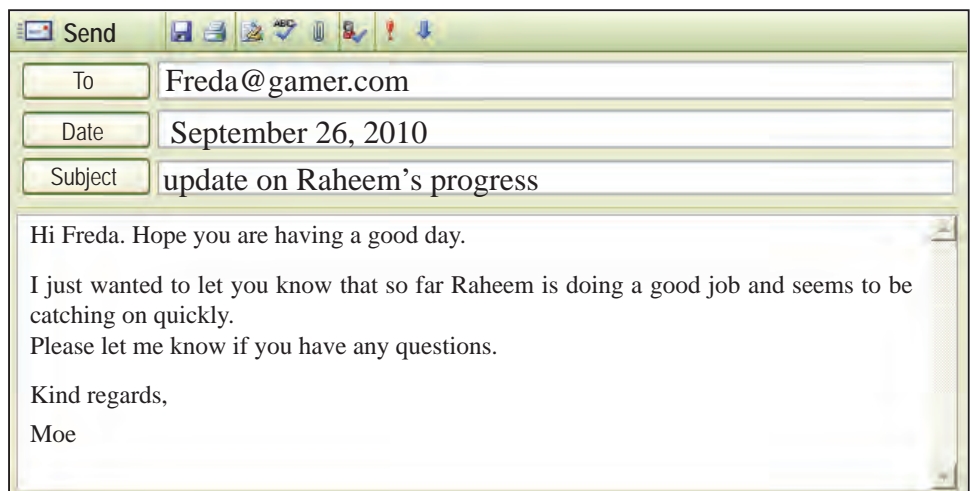
You can compare your note with the sample below:



2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

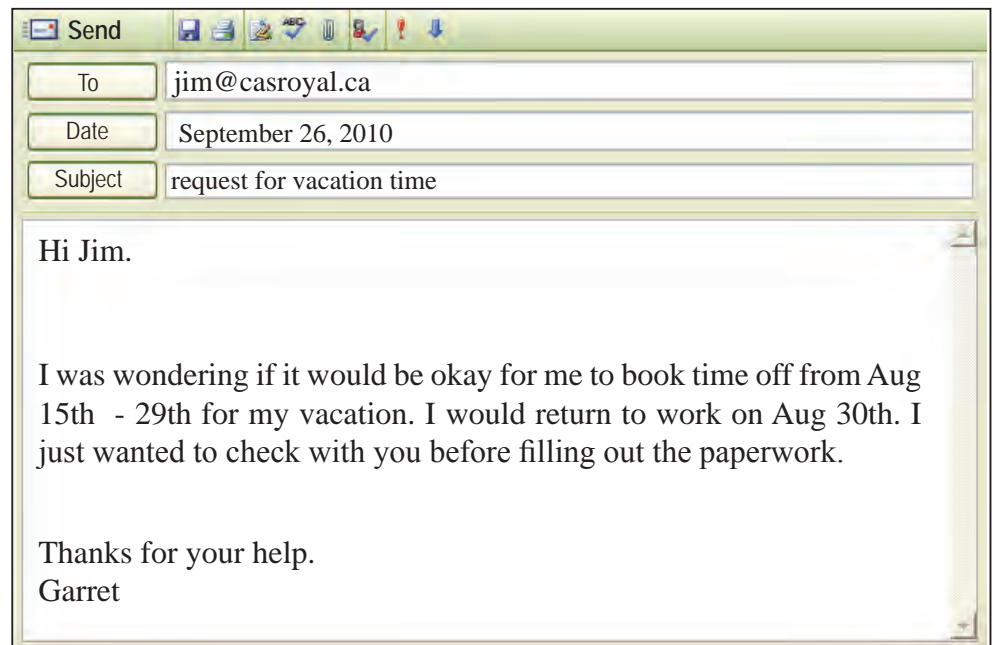
Now compare your answer with the sample below:



2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that is clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



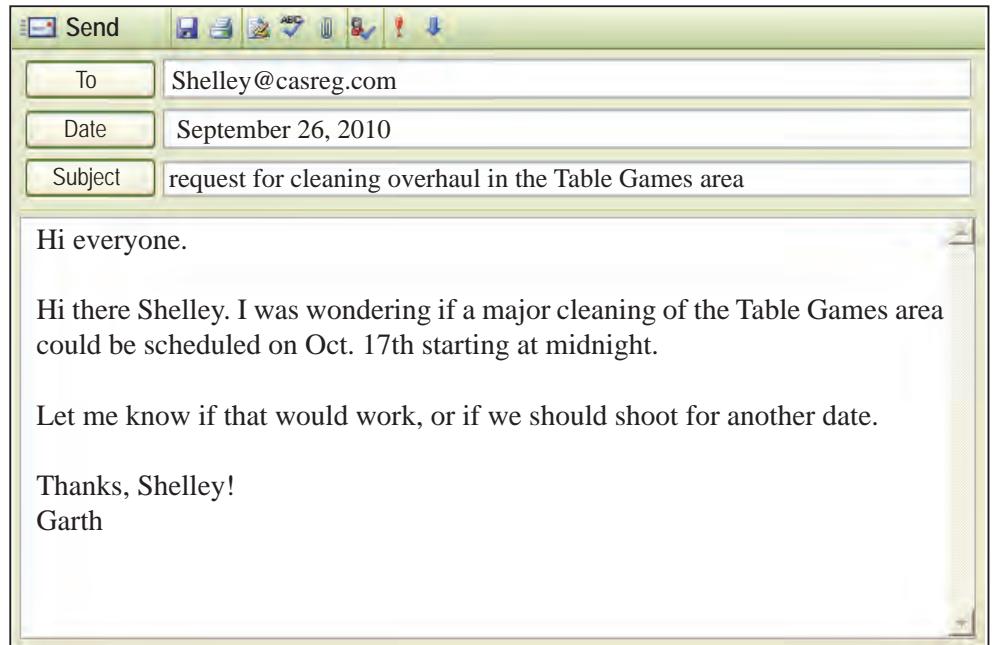
The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body starts with "Hi Jim." followed by a paragraph: "I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork." The email ends with "Thanks for your help." and the name "Garret".

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Shelley@casreg.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'request for cleaning overhaul in the Table Games area'. The main body of the email contains the following text:

Hi everyone.

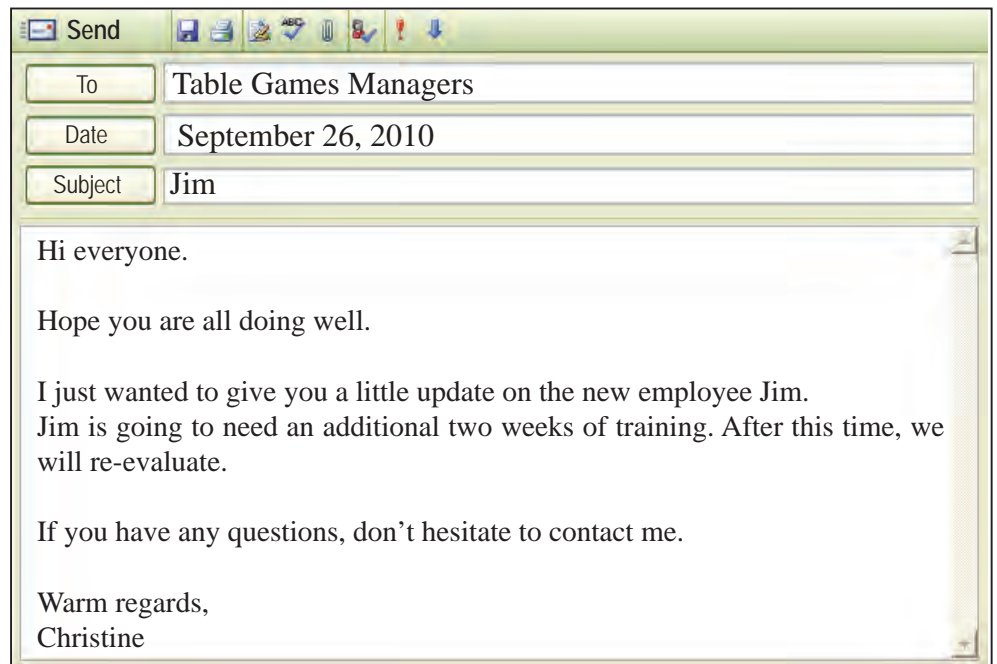
Hi there Shelley. I was wondering if a major cleaning of the Table Games area could be scheduled on Oct. 17th starting at midnight.

Let me know if that would work, or if we should shoot for another date.

Thanks, Shelley!
Garth

- 2.4 It is likely that the Table Games Managers would find this email to be unfriendly.

Here is a sample of an email with a more appropriate tone.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Table Games Managers', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Jim'. The main body of the email contains the following text:

Hi everyone.

Hope you are all doing well.

I just wanted to give you a little update on the new employee Jim. Jim is going to need an additional two weeks of training. After this time, we will re-evaluate.

If you have any questions, don't hesitate to contact me.

Warm regards,
Christine

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

The image shows a screenshot of an email composition window. At the top, there is a 'Send' button and several icons. Below this, there are fields for 'To', 'Date', and 'Subject'. The 'To' field contains 'gregscanlan@game.com', with a callout box stating 'Email address is now correct.' The 'Date' field contains 'September 26, 2010'. The 'Subject' field contains 'New deadline for report', with a callout box stating 'Subject line now clearly defines content of email.' Below these fields is the main body of the email. It starts with a greeting: 'Hi Greg. Hope you are having a good day today.' A callout box points to this line, stating 'There is now a warm greeting.' The body continues with: 'The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.' A callout box points to this paragraph, stating 'The request is now written more politely, especially since the writer is asking the recipient to do something.' This is followed by 'Let me know if I can help you in any way.' and 'Thanks so much.' The email ends with a closing: 'Cheers, Michael'. A callout box points to this line, stating 'There is now a polite closing.'

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	Pen supply getting low.
May 27	One player won \$1500.00.
May 28	One guest tried to cheat and caused a scene. Security called.

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	Craig struggling with speed and moved to slower end of the Tables area.
Feb. 7	\$25.00 discrepancy ruled in favour of guest.
Feb. 7	\$100.00 discrepancy – consulted with supervisor and monitor – tape is being reviewed.

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

- 4.1 Check to see if you found all the errors and corrected them:
- 4.2 “Repairs” is the only topic that is not “Human Resource” related and therefore should go in a different report. Reports should have topics that are all in the same category or are related to one another.
- 4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.
- 4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

Mike Smith has been noted to be lacking in compliance on different occasions during the months of April, May and June. He has been consistently breaking policy by returning late from his breaks.
- 4.5 You could recommend the following steps:
 - Pre-write
 - Write
 - Re-write
 - Edit
 - Publish
- 5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the

amount of information in a memo. They are short and need to inform readers quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

MEMO

To: all employees in the Table Games area

From: Scott Merkley

Date: Sept. 5, 2010

Subject: Holiday Shut Down Days

The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.

We must follow special shutdown protocol to prepare for these dates.

Please let me know if you have any questions.

Compare your memo with the sample memo.

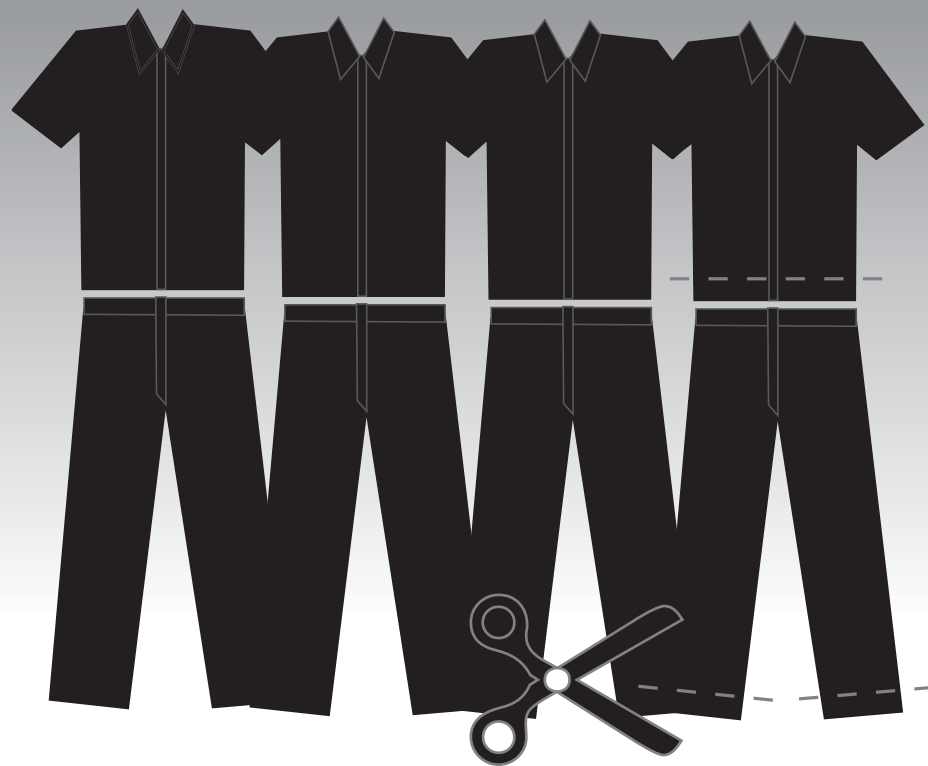
5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked. Letters are usually intended for people outside of the organization. Face to face and phone is not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Uniforms



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Uniform employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience.

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

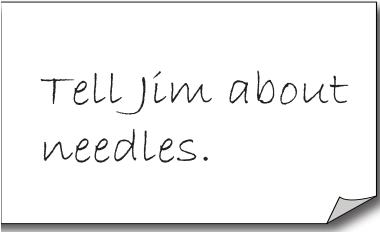
Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

- 1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you ensure that you will understand it in the future? What kind of information should the note include?

- 1.2 Katarina, a Uniforms Technician, wrote this note to herself. Is this an effective note to self? Why or why not?



Tell Jim about
needles.

- 1.3 Kathy is a Uniforms Technician. She is approached by an employee who seems anxious and is pointing to her vest. Kathy asks if there is a problem she can help with. Kathy notices that the employee's vest is missing two buttons. The employee, Hope, is hearing impaired. Kathy can sew the buttons on right away and suggests writing a note in order to communicate.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Uniforms Technician who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to let the Warehouse department know that the hand sanitizer is getting low in the Uniforms area and ask her to order one case.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

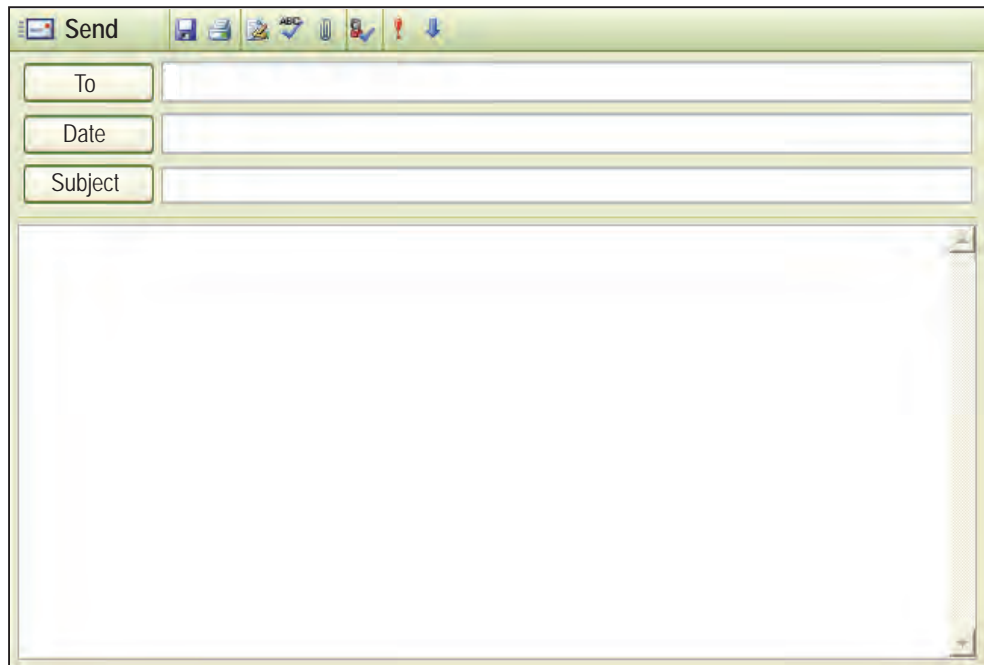
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you’ve written for future use.

You are a Uniforms Supervisor and you are training a Uniforms Technician. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The window has a title bar with the word "Send" and several icons. Below the title bar, there are three labeled text input fields: "To", "Date", and "Subject". The "To" field is currently empty. Below these fields is a large, empty text area for the email body. The window has a standard Windows-style border with a scroll bar on the right side of the body text area.

- 2.2 Garret is a Uniforms Supervisor. He needs to send an email to inform Jim Taylor in Human Resources requesting vacation time in the last two weeks of August. Write an email and compare it with the answer key.

Write an email and compare it with the answer key.

The image shows a screenshot of an email composition window. The title bar is green and contains the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. Below these fields is a large, empty text area for the email body. The window has a yellow border and a scroll bar on the right side of the text area.

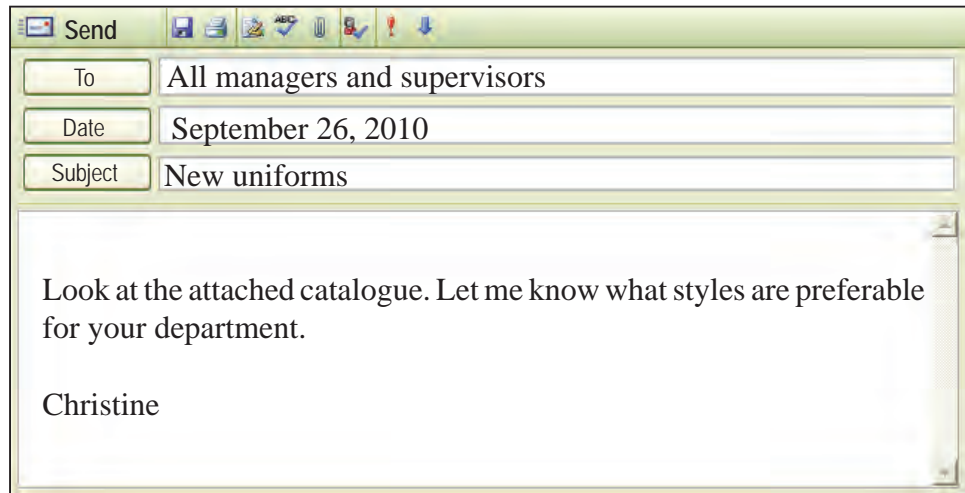
- 2.3 A Uniforms Supervisor named Garth is requesting a major cleaning of the Uniforms area on Oct. 27 starting at midnight. He is sending an email to Shelley in Housekeeping.

Write an email and compare it to the answer key.

The image shows a screenshot of an email composition window, identical to the one above. The title bar is green and contains the word "Send" and several icons. Below the title bar, there are three input fields: "To", "Date", and "Subject". Each field has a small button to its left. Below these fields is a large, empty text area for the email body. The window has a yellow border and a scroll bar on the right side of the text area.

► Level 2

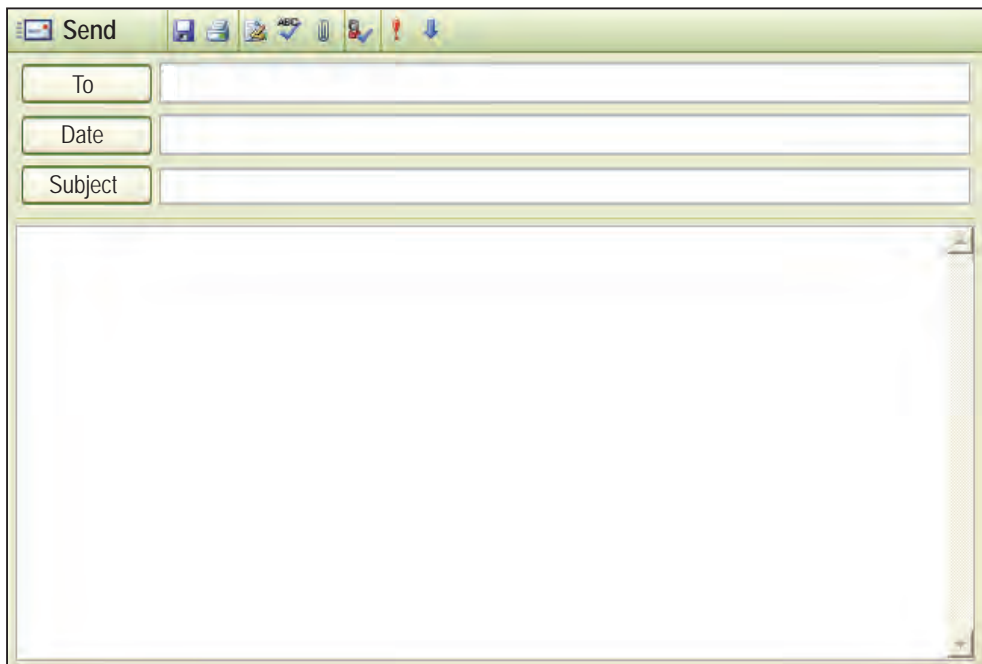
2.4 Christine is a Uniforms Supervisor. She is writing an email to all managers and supervisors. Read over her email.



The screenshot shows an email composition window with a green header bar containing a 'Send' button and various icons. Below the header, there are three labeled input fields: 'To' with the text 'All managers and supervisors', 'Date' with 'September 26, 2010', and 'Subject' with 'New uniforms'. The main body of the email contains the text: 'Look at the attached catalogue. Let me know what styles are preferable for your department.' followed by the signature 'Christine'.

Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email composition window with the same green header bar and icons as the first one. The 'To', 'Date', and 'Subject' fields are empty, and the main body is a large, empty text area for re-writing the email.

2.5 Read the following email. Can you spot any areas for improvement?

The screenshot shows an email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for file operations and email actions. The main area contains a form with the following fields:

- To:** All departments
- Date:** September 26, 2010
- Subject:** updates

The body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by Oct. 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.

Pam

2.6 Michael is a Uniform department manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.

The screenshot shows an email client window with a title bar that says "Send". Below the title bar is a toolbar with icons for file operations and email actions. The main area contains a form with the following fields:

- To:** Gregscanln@game.com
- Date:** September 26, 2010
- Subject:** Hello

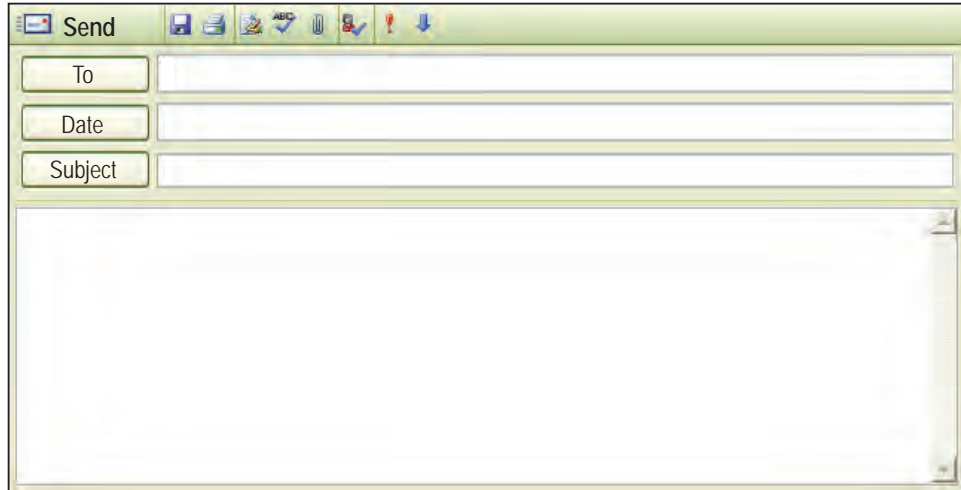
The body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring a new employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Uniforms Supervisor. She maintains a log of what happens during the day. On May 27, an order for new uniforms for security was placed; two employees had an argument and Gail talked to them both in a follow-up discussion afterward; and a dry cleaning machine broke so Maintenance was called. On May 28, a Uniforms Technician named Jeremy was a no show.

(Continue the question on the next page.)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Compare your work with the answer key.

- a) I talked to the vendor who is supplying new uniforms for the restaurant staff. I was able to negotiate a 10% discount.
- b) I have scheduled three extra staff for March 5th and 6th because the black pants are all being altered to the new style that weekend.
- c) I met with all staff to give them information on the new procedure.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Uniforms Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper

4.4 Craig is a Uniforms Technician. He has to write a report describing his side of the story concerning a staff dispute. He has been observing two other Uniform Attendants, Kerri and Patti, who have not been getting along for the last three months. They are now unwilling to work together in the same room and when they do work, they aren't really getting their jobs done.

What should Craig write in the report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor an employee. How would you describe the process for writing a report?

Task 5: Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are Uniforms Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end. As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new Uniform policy for your department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



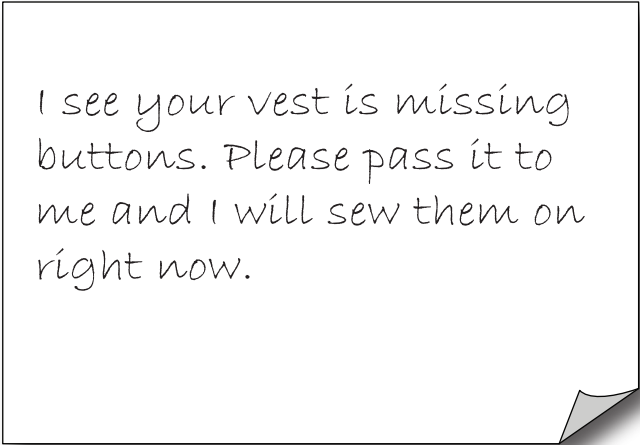
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what she needs to do later on.

1.3 Does your note look something like this?

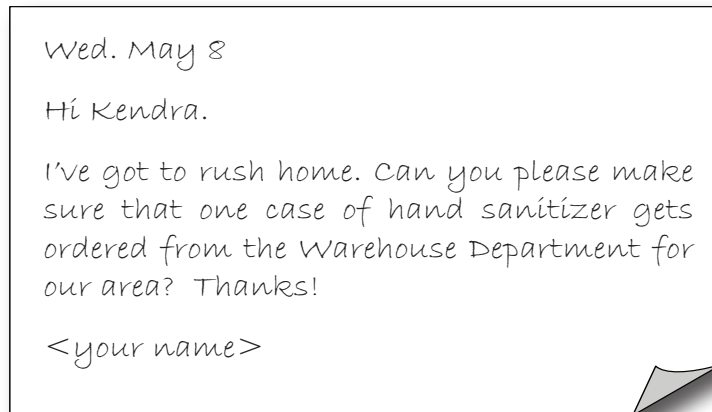


I see your vest is missing buttons. Please pass it to me and I will sew them on right now.

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



wed. May 8

Hi Kendra.

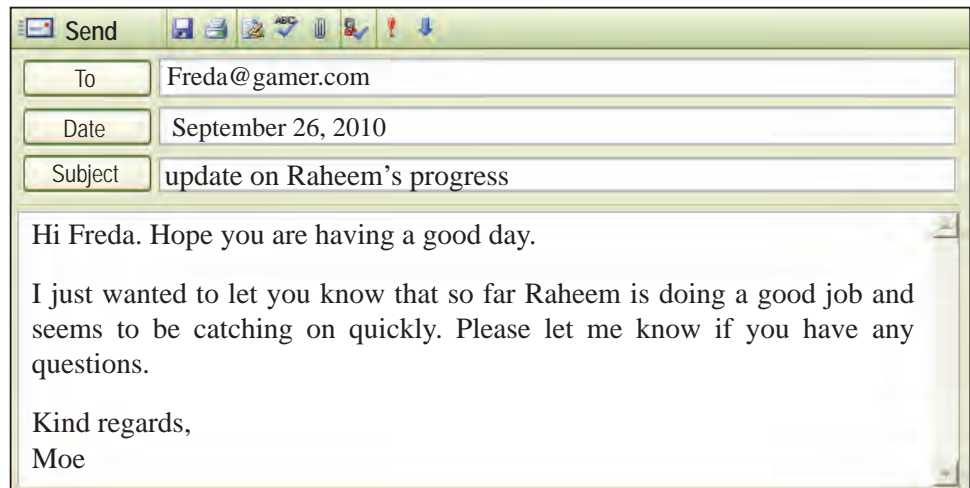
I've got to rush home. Can you please make sure that one case of hand sanitizer gets ordered from the Warehouse Department for our area? Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



Send

To Freda@gamer.com

Date September 26, 2010

Subject update on Raheem's progress

Hi Freda. Hope you are having a good day.

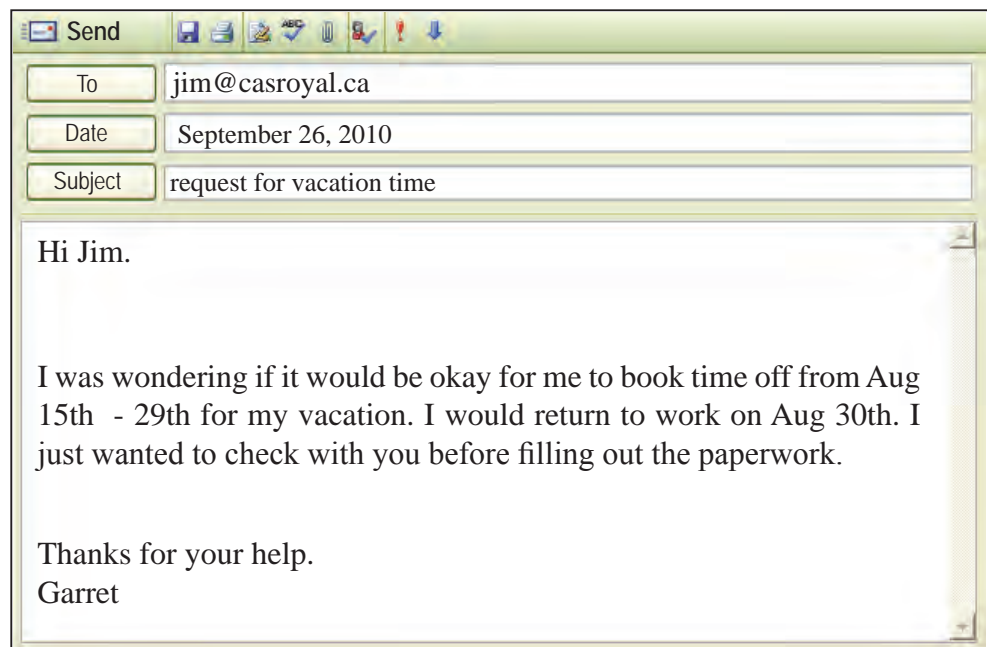
I just wanted to let you know that so far Raheem is doing a good job and seems to be catching on quickly. Please let me know if you have any questions.

Kind regards,
Moe

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window titled "Send". The "To" field contains "jim@casroyal.ca", the "Date" field contains "September 26, 2010", and the "Subject" field contains "request for vacation time". The email body text is as follows:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

Thanks for your help.
Garret

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.

The screenshot shows an email client window with a title bar that says "Send". Below the title bar are several icons. The email fields are as follows:

To	Shelley@casreg.com
Date	September 26, 2010
Subject	request for cleaning overhaul in the Uniforms Department

The body of the email contains the following text:

Hi there Shelley.

I was wondering if a major cleaning of the Uniforms department could be scheduled on Oct. 27th starting at midnight.

Let me know if that would work, or if we should shoot for another date.

Thanks, Shelley!

Garth

- 2.4 It is likely that the managers and supervisors would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with a more appropriate tone:

The screenshot shows an email client window with a title bar that says "Send". Below the title bar are several icons. The email fields are as follows:

To	All Managers and Supervisors
Date	September 26, 2010
Subject	New uniforms

The body of the email contains the following text:

Hi everyone. Hope you are enjoying your shift so far.

As you all know, we are in the process of choosing new uniforms for the whole building. I have attached the catalogue.

Please take a look and let me know which styles would work the best for your area.

Your help is greatly appreciated.

Kind regards,
Christine

- 2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

The image shows a screenshot of an email composition window. The window has a 'Send' button and several icons. The 'To' field contains 'gregscanlan@game.com', the 'Date' field contains 'September 26, 2010', and the 'Subject' field contains 'New deadline for report'. The body of the email contains the following text:

Hi Greg.
Hope you are having a good day today.

The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.

Let me know if I can help you in any way.

Thanks so much.

Cheers,
Michael

Callouts point to specific parts of the email:

- 'Email address is now correct.' points to the 'To' field.
- 'Subject line now clearly defines content of email.' points to the 'Subject' field.
- 'There is now a warm greeting.' points to the first two lines of the body.
- 'The request is now written more politely, especially since the writer is asking the recipient to do something.' points to the paragraph about the deadline.
- 'There is now a polite closing.' points to the signature.

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	New uniforms for security arrived.
May 27	Two employees had argument. Had follow-up discussion.
May 27	Dry cleaning machine broke. Notified maintenance.
May 28	Jeremy was no-show.

3.2 Does your log entry look something like this?

Date	Problem and Action
Feb. 7	Talked to vendor supplying new restaurant uniforms; negotiated 10% discount.
Feb. 7	3 extra staff scheduled Mar.5th-6th to alter pants to new style.
Feb. 7	Met with all staff re: new procedure.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

Kerri and Patti have been fighting more and more with each passing shift. It has now gotten to the point where they will not work in the same room. Productivity has slowed down dramatically. This has been going on now for at least three months and there seems to be little chance that they will sort things out on their own.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO	
To:	all employees in Uniforms
From:	Scott Merkley
Date:	Sept. 5, 2010
Subject:	<u>Holiday Shut Down Days</u>
<p>The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.</p> <p>We must follow special shutdown protocol to prepare for these dates.</p> <p>Please let me know if you have any questions.</p>	

5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked. Letters are usually intended for people outside of the organization. Face to face and phone is not efficient or consistent when you need to get information out to a larger number of people.

Job Family Section

Warehouse



Introduction

This section deals with the Writing skills (for writing notes, letters, emails and memos) that Warehouse employees need to know. Employees working in this area must write legibly and include the appropriate amount of information. They must follow a process of writing, editing and re-writing in order to ensure that content and grammar are accurate and the tone of the writing is appropriate. They must choose the appropriate form of written communication depending on the situation. Effective Writing skills affect the gaming industry overall, and ultimately the guest experience. .

In this section, you will practice how to:

- Write effective notes to self and others
- Write emails
- Fill in daily logs
- Write reports
- Write memos and letters

Now it's your turn. Try these activities to practice the writing tasks you need to perform in your job. To get the most out of these activities, take the time to write down your answers. See Check My Answers at the end of the section for the correct answers.

If you have trouble with any of these activities, review the Foundation Section: Writing.

Task 1:

Write Effective Notes to Self and Others

Performing this task involves the following types of Writing:

- Writing legibly
- Including the right amount of information

► Level 1

- 1.1 Some tasks could require you to be able to jot down a note and recall that information later on. When writing a note to yourself, how can you be sure that you will understand the note in the future? What kind of information should the note include?

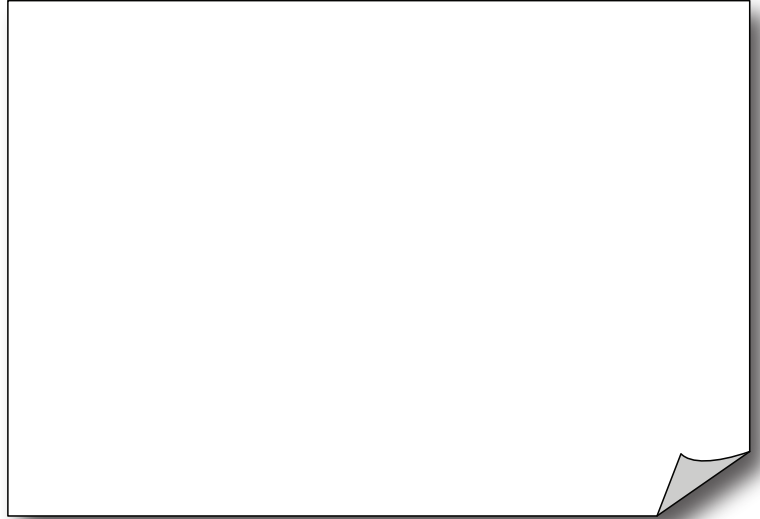
- 1.2 Katarina, a Warehouse Clerk, wrote this note to herself. Is this an effective note to self? Why or why not?



$5 \frac{3}{4} \times 8 \frac{1}{2}$

- 1.3 Kathy is a Warehouse Clerk. She is receiving a delivery from a driver named Ken. Kathy notices that the shipment is short two boxes of goods and wants to find out when she can expect to receive the rest of the shipment. Ken is hearing impaired and Kathy suggests writing a note to Ken to communicate.

Write a sample note on behalf of Kathy and compare it to the answer key.



- 1.4 It is Wednesday, May 8. You are a Warehouse Clerk who is just finishing a shift. You have to leave right on time today and you need to leave a note for Kendra who is working the next shift. You are asking Kendra to supply a box of hand sanitizer to the Cage in the main slot room.

Write a note and compare it to the answer key.



Task 2:

Write Emails

Performing this task involves the following types of Writing:

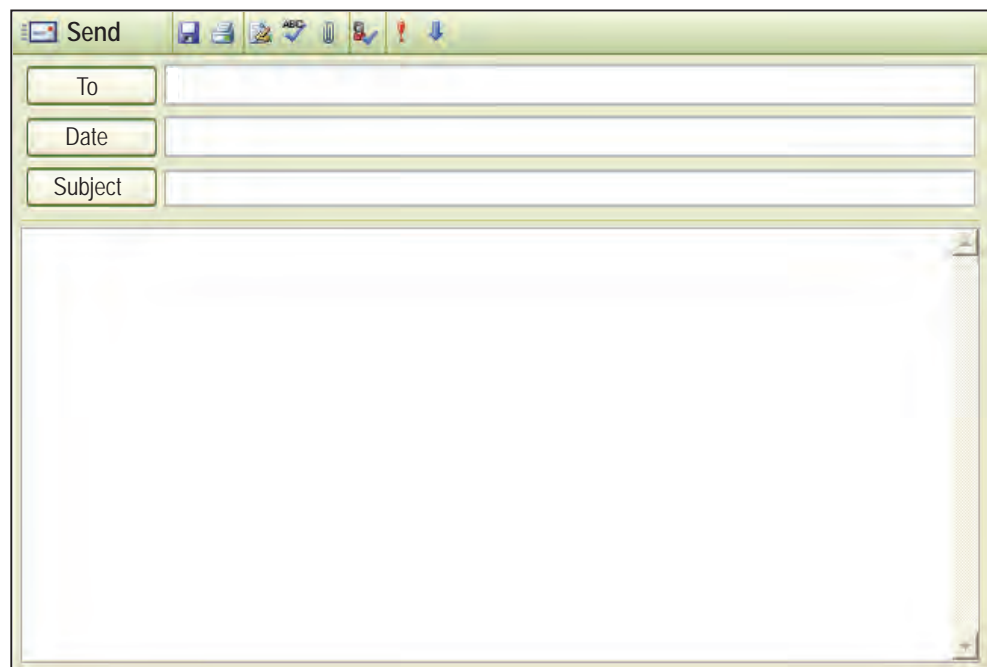
- Choosing an appropriate entry on the “subject line”
- Using the correct level of formality depending on the audience
- Including the appropriate amount of background information
- Including the appropriate amount of topics
- Using the appropriate length of paragraphs

► Level 1

- 2.1 Emails serve as a way to provide written information to others in the company and allow you to keep a copy of what you’ve written for future use.

You are a Warehouse Supervisor and you are training a Warehouse Clerk. You need to send an email to the supervisor on the next shift named Freda. You need to let her know that the new employee, Raheem, is doing a good job so far.

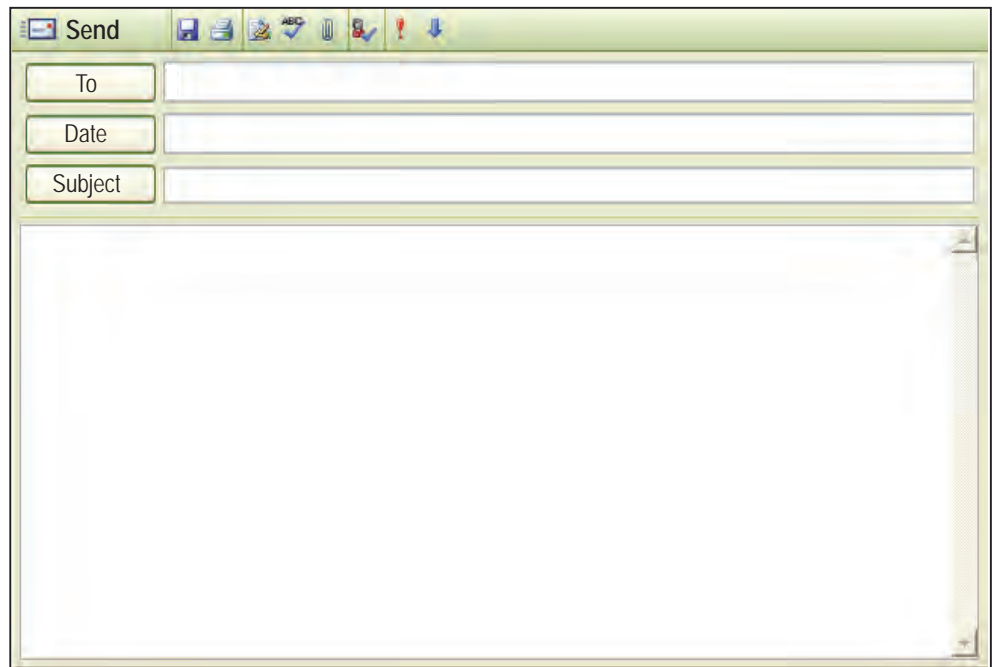
Write an email and compare it to the answer key.



The image shows a screenshot of an email composition window. The window has a title bar with the word "Send" and several icons. Below the title bar, there are three input fields labeled "To", "Date", and "Subject". The "To" field is currently empty. Below these fields is a large text area for the email body, which is also empty. The window has a standard Windows-style border with a scroll bar on the right side of the text area.

- 2.2 Garret is a Warehouse Supervisor. He needs to send an email to inform Jim Taylor in Human Resources requesting vacation time in the last two weeks of August.

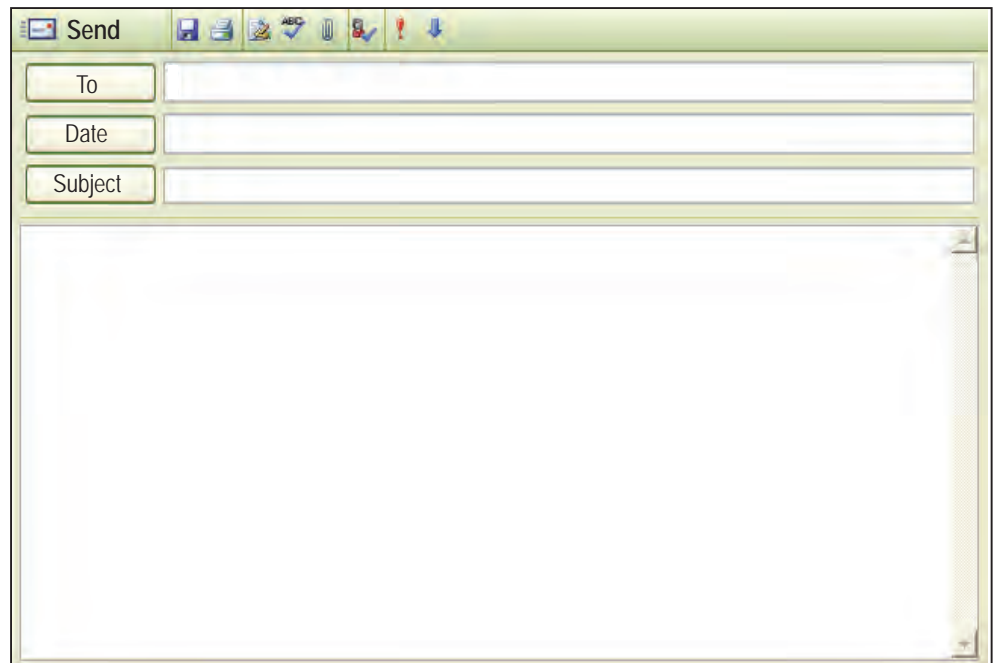
Write an email and compare it with the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

- 2.3 A Warehouse Supervisor named Garth is requesting a major cleaning of the Warehouse on Oct. 27 starting at midnight. He is sending an email to Shelley in Housekeeping.

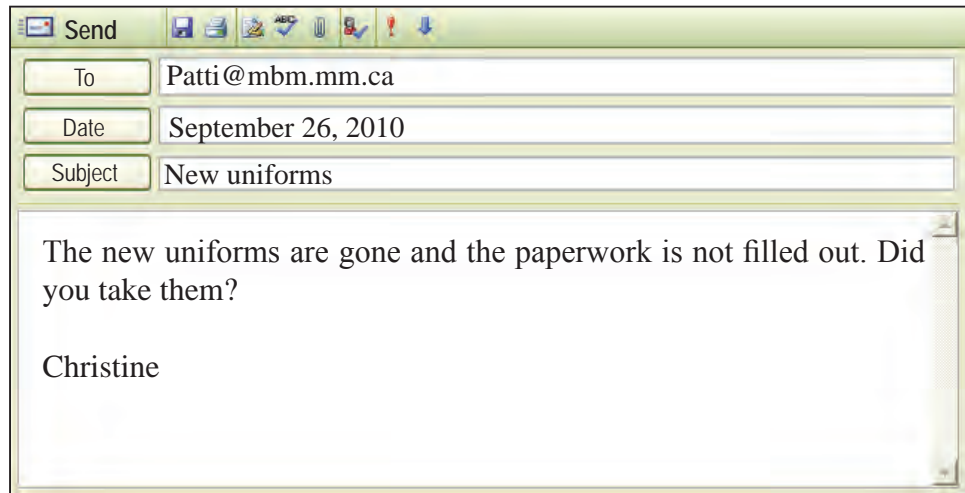
Write an email and compare it to the answer key.



The screenshot shows an email composition window with a title bar labeled 'Send'. Below the title bar is a toolbar with icons for saving, printing, undo, redo, and other functions. The main area of the window is divided into three sections: 'To', 'Date', and 'Subject', each with a corresponding text input field. Below these fields is a large, empty text area for the email body.

► Level 2

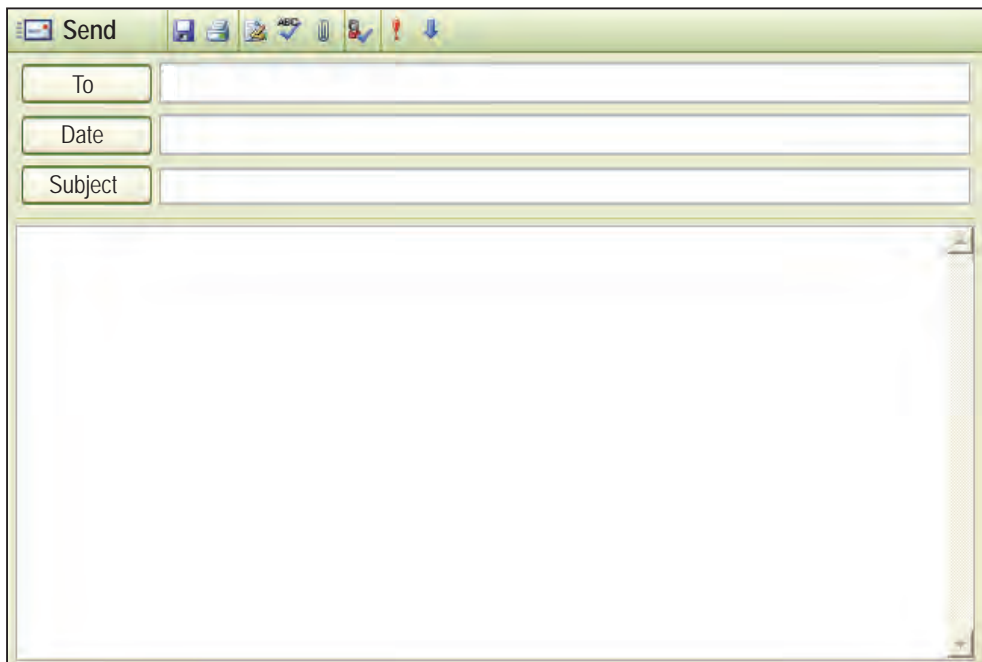
2.4 Christine is a Warehouse Supervisor. She is writing an email to Patti, the Uniforms Supervisor. Read over her email.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Patti@mbm.mm.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'New uniforms'. The main body of the email contains the text: 'The new uniforms are gone and the paperwork is not filled out. Did you take them?' followed by 'Christine' on a new line.

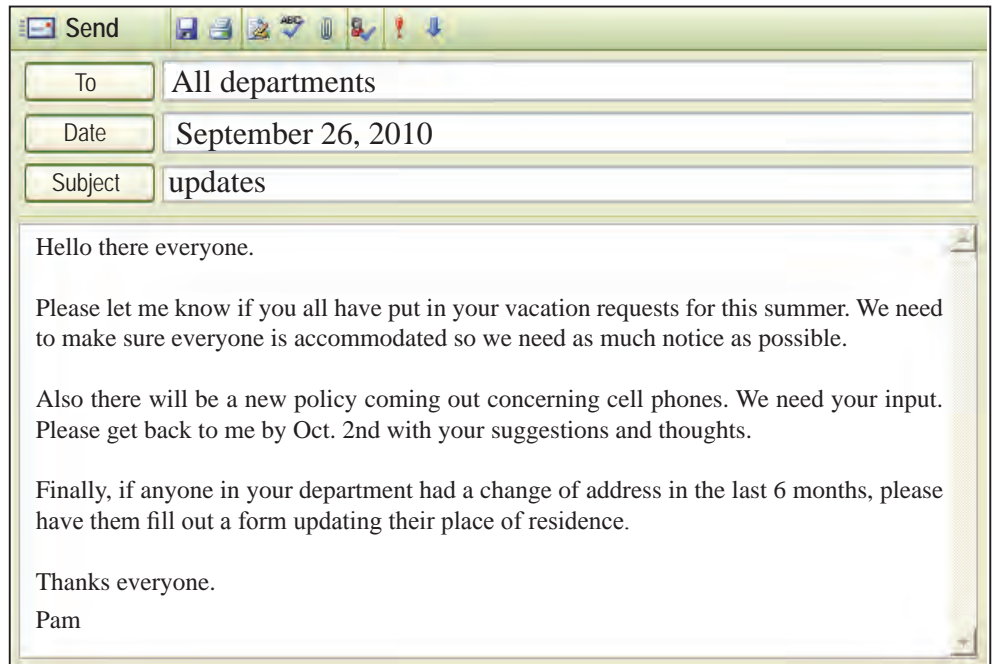
Is this email appropriate? Why or why not? Write down your answer and compare it with the answer key.

You can also try re-writing the email to make it more effective.



The screenshot shows an empty email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three empty input fields: 'To', 'Date', and 'Subject'. The main body of the email is a large, empty text area.

2.5 Read the following email. Can you spot any areas for improvement?



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'All departments', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'updates'. The main body of the email contains the following text:

Hello there everyone.

Please let me know if you all have put in your vacation requests for this summer. We need to make sure everyone is accommodated so we need as much notice as possible.

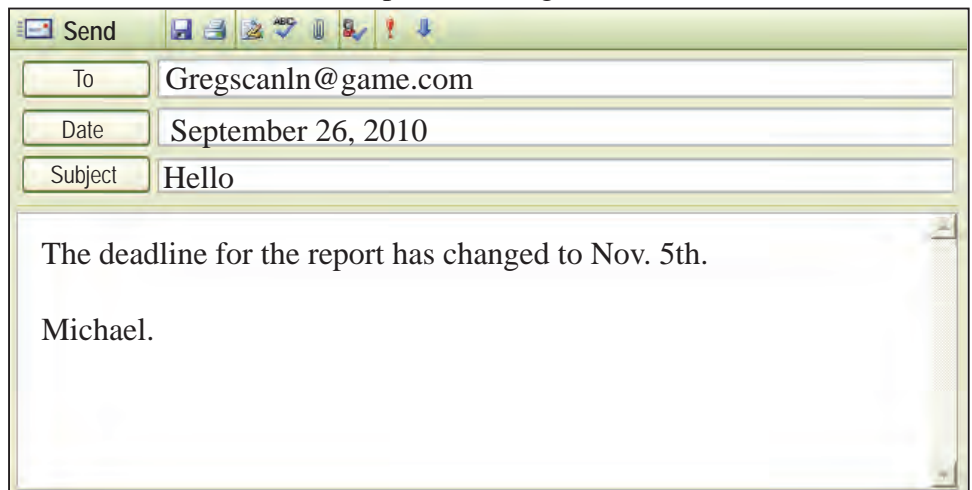
Also there will be a new policy coming out concerning cell phones. We need your input. Please get back to me by Oct. 2nd with your suggestions and thoughts.

Finally, if anyone in your department had a change of address in the last 6 months, please have them fill out a form updating their place of residence.

Thanks everyone.
Pam

2.6 Michael is a Warehouse department manager in a gaming facility and he has just written his first draft of an email to a supervisor who reports to him. The supervisor has a deadline coming up for a report he is writing and Michael has written an email to inform him that the deadline has been moved up to November 5. Before he presses send, he needs to edit his email using the following criteria:

- Check to see that the email message below is addressed to the correct person. In this case, the email should be written to gregscanlan@game.com.
- The subject line should clearly describe the content of the email.
- There should be a greeting.
- There should only be one subject in the email.
- The email should be written in a polite manner.
- There should be a polite closing.



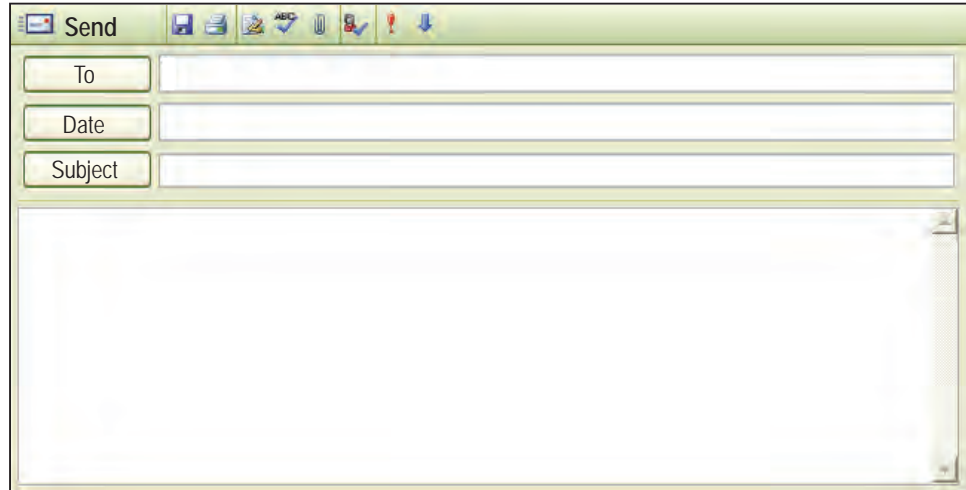
The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Gregscanlan@game.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'Hello'. The main body of the email contains the following text:

The deadline for the report has changed to Nov. 5th.

Michael.

(Continue the question on the next page.)

Make the appropriate revisions to Michael's email.



► Level 3

- 2.7 If you were mentoring an employee who needs to use email to communicate information to co-workers on a regular basis, what could you tell him or her about writing effective emails?

Task 3: Fill in Daily Logs

Performing this task involves the following types of Writing:

- Determining the purpose of the log entry
- Using the appropriate sentence structure

► Level 1

- 3.1 Gail is a Warehouse Supervisor. She maintains a log of what happens during the day. On May 27, an order for new security uniforms arrived two employees had an argument and Gail talked to them both in a follow-up discussion afterward; and Forklift #3 broke so Maintenance was called. On May 28, a Warehouse Clerk named Jeremy was a no show so Human Resources was notified of his absence.

(Continue question on the following page)

Using the information from the previous page, fill out the following log.

Date	Problem and Action

3.2 You need to record some incidents in a log book March 15. Writing in complete sentences is fine, but in some cases, incomplete sentences are good in log books because they save time and space. Reduce the following statements to incomplete sentences without losing the message. Compare your work with the answer key.

- a) The new dishes finally arrived. Staff delivered new dishes to kitchen today.
- b) I have decided to allow Gary to train to run the new fork lift. He seems to have a particular ability to catch on to new technology quickly.
- c) Roman asked for two weeks' vacation in July for his daughter's wedding in Europe. I told him that this will most likely be approved.

Date	Problem and Action

Task 4:

Write Reports

Performing this task involves the following types of Writing:

- Including appropriate content and organizing information effectively in the message
- Writing with good grammar and spelling
- Using few abbreviations
- Writing with a process (pre-write, write, re-write, edit, publish)

► Level 1

- 4.1 For reports, it is important to write with good grammar and spelling because you need to communicate information clearly and correctly. Mistakes in reports may lead those reading the report to interpret something other than what you want to be communicating. These mistakes can be costly to the organization. After writing a first draft, it is important to proofread the document and correct any errors.

Read the following excerpt of a report and correct any spelling or grammar mistakes. Check the answer key to see if you made all the necessary corrections.

The Cell Phone Policy updated on May 23rd. A memo was sended out to all department, and in the memo, manigers and supervisors were asked to pass this info to all employees. On the day of the launch of the policy a Total of 23 guest was politely ask to refrain from using their cell phones in gaming areas All incidents were recording in log books on that day. staff have been diligent in enforce this new and important policy.

► Level 2

4.2 Tara, a Warehouse Supervisor, is writing a report to new employees in her department. She wants to inform them about the various Human Resources Activities that could apply to the new employees. Tara needs to write only about appropriate content related to Human Resources. Help her choose the topics that should be included in this report.

- ☐ Attendance issues and policies
- ☐ Employee Recognition program and how employees can participate
- ☐ Repairs to equipment and who is in charge of making repairs (process for repairs)
- ☐ Holiday party and committees
- ☐ Contacts in HR that employees could go to for questions

4.3 True or False: It is best to start writing a report directly on the computer to avoid wasting paper

4.4 Curtis is a Warehouse Supervisor. He has to write an incidence report. At 3:30 p.m., Mike, a Warehouse Clerk, was driving a forklift and bumped a box of toilet paper and hundreds of rolls of toilet paper spilled onto the floor. Luckily no one was injured and the spilled boxes were cleaned up.

What should Curtis write in the incidence report? Write down your answer and compare it with the answer key.

► Level 3

- 4.5 You have been asked to mentor an employee. How would you describe the process for writing a report?

Task 5:

Write Memos and Letters

Performing this task involves the following types of Writing:

- Using a template for writing memos
- Including appropriate content
- Writing with good grammar and spelling
- Using good organization
- Avoiding too many abbreviations
- Writing with a process (re-write, write, re-write, edit, publish)

► Level 1

- 5.1 There are four major purposes for memos. These are to:

- Ask for information
- Provide information
- Describe a problem
- Solve a problem

A single memo should focus on achieving a single main purposes. If you add too much information to a memo, you may confuse the message. Take a look at the memo on the following page.

(Continue the question on the next page.)

MEMO

To: All Employees at Sky Casino

From: Mat Growing

Date: April 2, 2009

Subject: SMOKING AREAS

This memo is just a friendly reminder to use designated smoking areas.

Unfortunately, some guests have complained about staff smoking in the valet parking area. In order to ensure a quality guest experience, please only smoke in the areas designated for smoking.

Thanks in advance for your attention to this matter.

What is the purpose of this memo? Choose the best answer.

- ☐ To ask for information
- ☐ To provide information
- ☐ To describe a problem
- ☐ To solve a problem

► Level 2

- 5.2 You are the Warehouse Supervisor. Write a memo to your department about dates they need to keep in mind for following special shutdown protocol. For this year, 2010 holiday shut down days are Dec. 24, 25, 26 and Jan 1. Follow the template on the following page.

(Continue the question on the next page.)

MEMO (Template)

To:

From:

Date:

Subject: _____

First Sentence: Reason for the memo

Second Sentence:

Main Body - any instructions or information

Closing Sentence:

What is required of the reader (for example, confirmation, answers or feedback)

MEMO (Sample)

To: All Managers at CEW

From: Marty Siblowsky

Date: March 27, 2011

Subject: Deadline Change for
Monthly Financial Reports

I am writing inform you of the new deadline for all monthly financial reports.

As you are aware, previously all financial reports were due on the Tuesday following month-end.

As of March 31st, all reports will now be due the Monday following month-end.

Please contact me if you have questions about the deadline change.

Write your memo below:

MEMO

To:

From:

Date:

Subject: _____

5.3 There is a new Warehouse policy for your department that will affect other areas of casino operation. You need to let managers in other departments know about the change. What is the most appropriate means of sending out this information to make sure you communicate the information effectively? Why?

- a) By email
- b) By memo
- c) By letter
- d) Face to face
- e) By phone



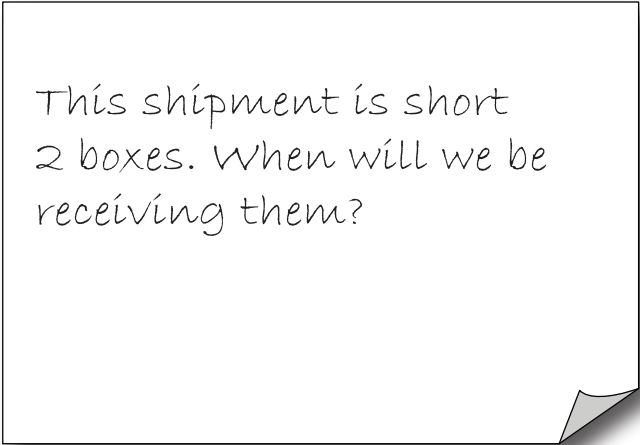
Compare your answers with the answers below. If you have gotten less than half of the answers correct, review the material in the related Foundations sections and try the activities again.

1.1 When writing a note to yourself:

- Make sure that you are writing legibly.
- Include the right amount of information. For example, if you are writing down a phone number, include the name.

1.2 When Katarina wrote this note to herself, all the details were clear in her mind. However, as time passes, key details may be forgotten. She needs to include information such as the date and time when she wrote the note, maybe where she was at the time, and what the measurement is for and what she needs to do with it later on.

1.3 Does your note look something like this?

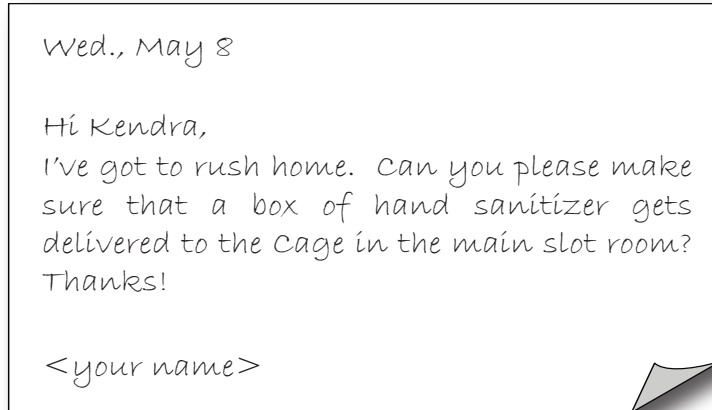


This shipment is short
2 boxes. When will we be
receiving them?

1.4 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include the date at the top of the note?
- ☐ Did you write Kendra's name at the beginning of the note?
- ☐ Did you clearly make your request?
- ☐ Did you clearly sign your name at the bottom?

You can compare your note with the sample below:



Wed., May 8

Hi Kendra,

I've got to rush home. Can you please make sure that a box of hand sanitizer gets delivered to the cage in the main slot room?

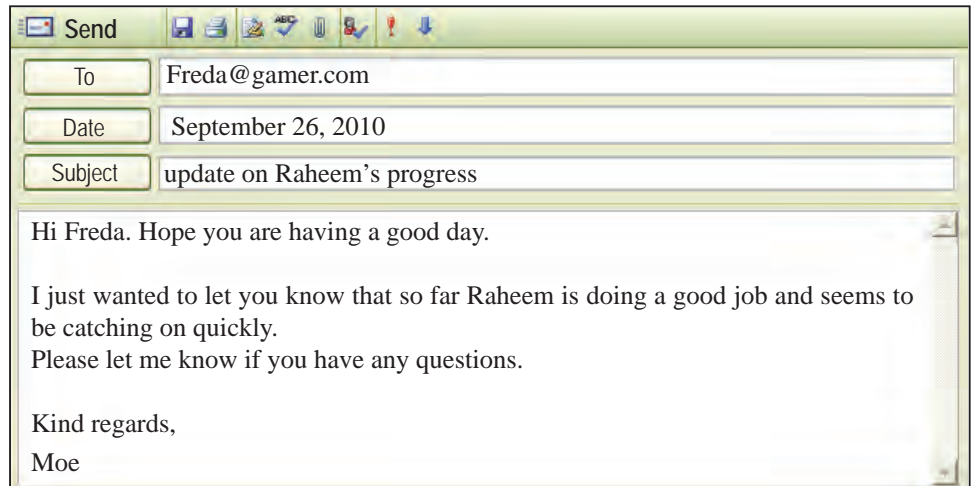
Thanks!

<your name>

2.1 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Since the people that you are writing to are your peers, did you write in a tone that is friendly and not overly formal?

Now compare your answer with the sample below:



Send

To: Freda@gamer.com

Date: September 26, 2010

Subject: update on Raheem's progress

Hi Freda. Hope you are having a good day.

I just wanted to let you know that so far Raheem is doing a good job and seems to be catching on quickly.

Please let me know if you have any questions.

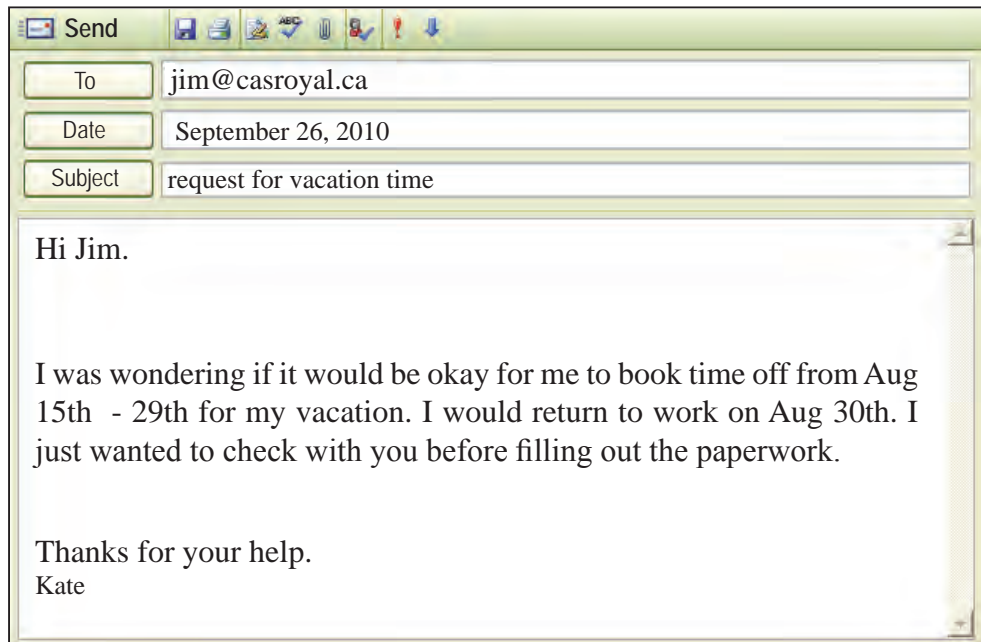
Kind regards,

Moe

2.2 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you use modals, such as “may I” or “can I possibly,” since you are making a request?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you write a little more formally than you would to your peers at work?

You can compare your note with the sample below:



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'jim@casroyal.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'request for vacation time'. The main body of the email contains the following text:

Hi Jim.

I was wondering if it would be okay for me to book time off from Aug 15th - 29th for my vacation. I would return to work on Aug 30th. I just wanted to check with you before filling out the paperwork.

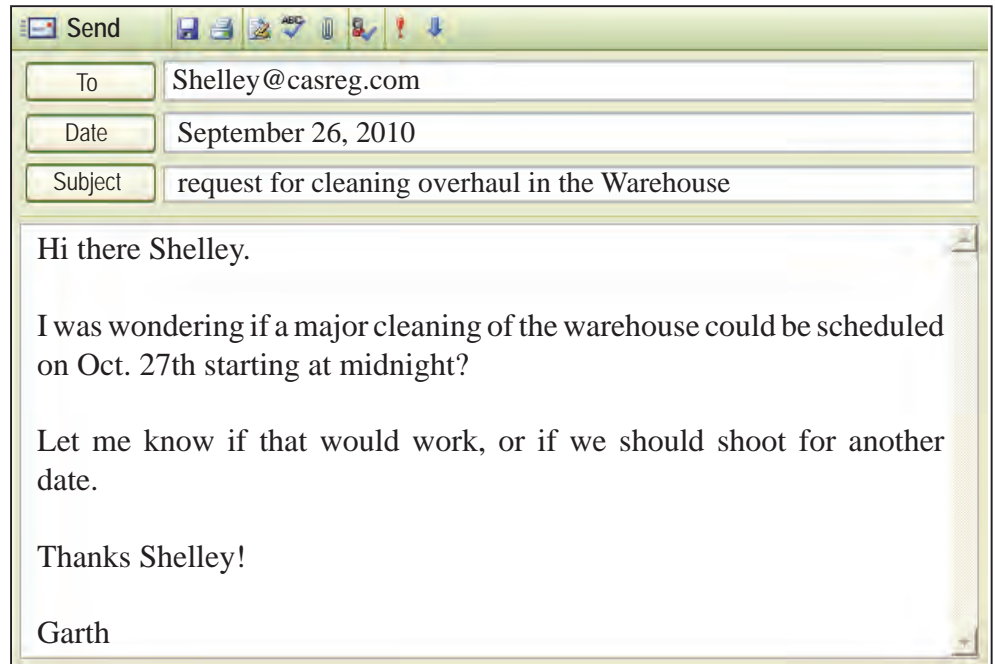
Thanks for your help.
Kate

2.3 Take a look at your answer. Use the checklist below to make sure your answer has the necessary information.

- ☐ Did you include an email subject that clearly states what the email will be about?
- ☐ Did you include a greeting?
- ☐ Did you clearly and briefly present the new information?
- ☐ Did you include a friendly closing?
- ☐ Did you include your name?
- ☐ Did you use a level of formality that reflects the relationship that you have with the readers? (In this case, peers.)

(Continue the answer on the next page.)

You can compare your answer with the sample below.



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Shelley@casreg.com', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'request for cleaning overhaul in the Warehouse'. The main body of the email contains the following text:

Hi there Shelley.

I was wondering if a major cleaning of the warehouse could be scheduled on Oct. 27th starting at midnight?

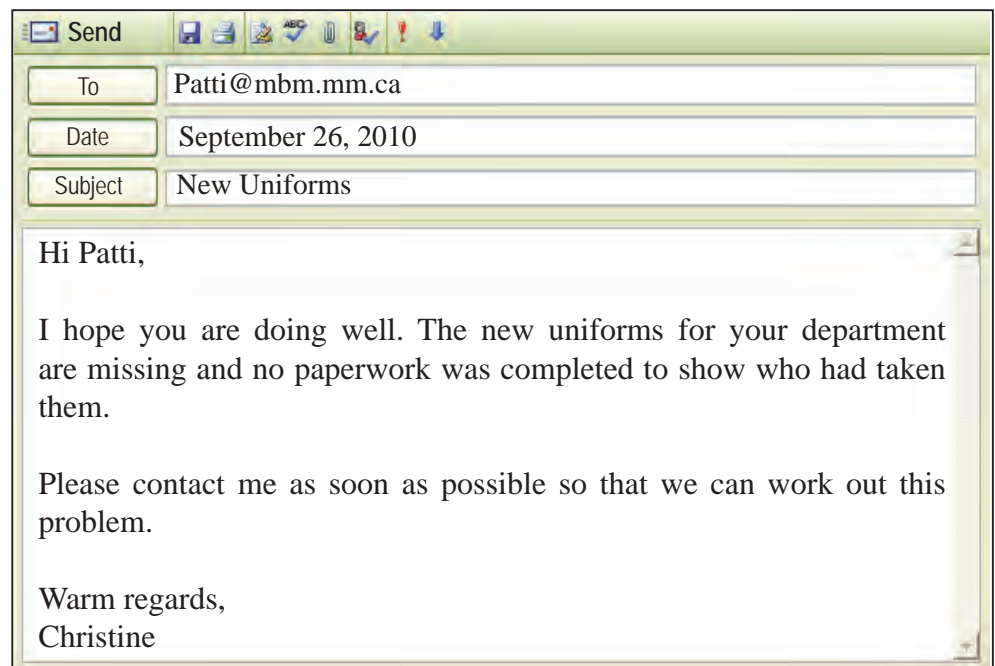
Let me know if that would work, or if we should shoot for another date.

Thanks Shelley!

Garth

2.4 It is likely that Patti would be offended by this email. It might come across as unfriendly.

Here is a sample of an email with more appropriate tone..



The screenshot shows an email client window with a green header bar containing a 'Send' button and several icons. Below the header, there are three input fields: 'To' with the value 'Patti@mbm.mm.ca', 'Date' with the value 'September 26, 2010', and 'Subject' with the value 'New Uniforms'. The main body of the email contains the following text:

Hi Patti,

I hope you are doing well. The new uniforms for your department are missing and no paperwork was completed to show who had taken them.

Please contact me as soon as possible so that we can work out this problem.

Warm regards,
Christine

2.5 Because most people only notice one subject in an email, it is unlikely that Pam will get back all of the information that she needs. This should have been split up into three different emails. Also, make sure that the subject line of an email clearly describes what the email will be about.

2.6 Use the following checklist to compare with your answer:

- ☐ Did you check to see that the email is addressed to the correct person? In this case, the email should be written to gregscanlan@game.com?
- ☐ Does the subject line clearly describe the content of the email?
- ☐ Is there a greeting?
- ☐ Is there only one subject in the email?
- ☐ Is the email written in a polite manner?
- ☐ Is there a polite closing?

Example of how this email can be revised:

The image shows a screenshot of an email composition window. The window has a 'Send' button and several icons. The 'To' field contains 'gregscanlan@game.com', the 'Date' field contains 'September 26, 2010', and the 'Subject' field contains 'New deadline for report'. The email body contains the following text: 'Hi Greg. Hope you are having a good day today. The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated. Let me know if I can help you in any way. Thanks so much. Cheers, Michael'. There are five callout boxes with arrows pointing to specific parts of the email: 1. 'Email address is now correct.' points to the 'To' field. 2. 'Subject line now clearly defines content of email.' points to the 'Subject' field. 3. 'There is now a warm greeting.' points to the first line of the email body. 4. 'The request is now written more politely, especially since the writer is asking the recipient to do something.' points to the sentence 'Would it be possible to get the report in by that date? That would be greatly appreciated.'. 5. 'There is now a polite closing.' points to the closing 'Cheers, Michael'.

Send	gregscanlan@game.com	Email address is now correct.
To	gregscanlan@game.com	
Date	September 26, 2010	Subject line now clearly defines content of email.
Subject	New deadline for report	
Hi Greg. Hope you are having a good day today.		
The deadline for the report has been changed to Nov. 5th. Would it be possible to get the report in by that date? That would be greatly appreciated.		
Let me know if I can help you in any way.		
Thanks so much.		
Cheers, Michael		
There is now a polite closing.		

This email has now been revised and is ready to be sent.

2.7 If you were mentoring an employee, it would be helpful to tell the employee that:

- Emails should only have one topic. If you include more than one topic, it is likely that information will be missed or forgotten.
- The subject line should clearly describe what is in the email.
- There should always be a greeting, so that the email will not appear terse or rude.
- The tone of the email should always be polite.
- If you are asking someone to do something, you should include modals such as “Could you?” or “Can you possibly.”
- Emails should always have a friendly closing.
- Emails should always be edited before they are sent out.

3.1 Compare your log with the log below.

- ☐ Did you write in the past tense?
- ☐ Did you use short sentences?
- ☐ Did you record the problem and if possible, how it was resolved or what action was taken?

Date	Problem and Action
May 27	New uniforms for security arrived.
May 27	Two employees had argument. Had follow-up discussion.
May 27	Forklift #3 broke. Notified maintenance.
May 28	Jeremy was no-show. Called HR.

3.2 Does your log entry look something like this?

Date	Problem and Action
March 15	Dishes delivered to kitchen.
March 15	Gary will train on new fork lift.
March 15	Roman requested 2 weeks in July for a trip to Europe – told him will likely be approved.

4.1 Check to see if you found all the errors and corrected them:

The Cell Phone Policy **was** updated on May 23rd. A memo was **sent** out to all **departments**, and in the memo, **managers** and supervisors were asked to pass this **information** to all employees. On the day of the launch of the **policy** a **total** of 23 **guest were** politely **asked** to refrain from using their cell phones in gaming **areas**. All incidents were **recorded** in log books on that day. **Staff** **has** been diligent in **enforcing** this new and important **policy**.

4.2 “Repairs” is the only topic that is not “Human Resource” related and, therefore, should go in a different report. Reports should have topics that are all in the same category or are related to one another.

4.3 False. While it is a good idea to not waste paper, for many people, writing down initial thoughts and then organizing them on paper is the best pre-writing option.

4.4 Did you make sure your message included the 5 Ws and 1 H (who, what, where, when why, and how)? Here is an example of what your message could look like:

At about 3:30 p.m., Mike, the Warehouse Clerk, was driving the fork lift and accidentally knocked over a large box and hundreds of rolls of toilet paper spilled on the floor. No one was injured and the mess was cleaned up.

4.5 You could recommend the following steps:

- Pre-write
- Write
- Re-write
- Edit
- Publish

5.1 In this case, the main purpose of the memo is to solve the problem of people smoking in non-designated areas. Make sure to limit the amount of information in a memo so that it is short and allows readers to identify the information quickly.

5.2 Check to see if you followed the memo template:

- ☐ Did you fill in the top part of the memo?
 - To:
 - From:
 - Date:
 - Subject:
- ☐ Did you open with a sentence that states the reason for the memo?
- ☐ Did you include a sentence that gives the main message of the memo?
- ☐ Did you include a closing sentence?

Compare your memo with the sample memo.

MEMO	
To:	all employees in Warehouse
From:	Scott Merkley
Date:	Sept. 5, 2010
Subject:	<u>Holiday Shut Down Days</u>
<p>The purpose of this memo is let you know about holiday shut down days. The casino will be shut down Dec. 24th, 25th, 26th and Jan. 1st.</p> <p>We must follow special shutdown protocol to prepare for these dates.</p> <p>Please let me know if you have any questions.</p>	

5.3

- b) The most appropriate means for sending information to other departments about your department's policy change is by memo.

This method ensures that the same information is given to all concerned. A policy change communicated by email might be overlooked. Letters are usually intended for people outside of the organization. Face to face and phone is not efficient or consistent when you need to get information out to a larger number of people.