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## Your story

You are starting your new job at Dandelands Vet and Wildlife Clinic.

You will be working with Alberto and Maggie.

On day one, you will work with Alberto on the front reception. You will be answering calls, booking animals for the vet and sending and answering emails.

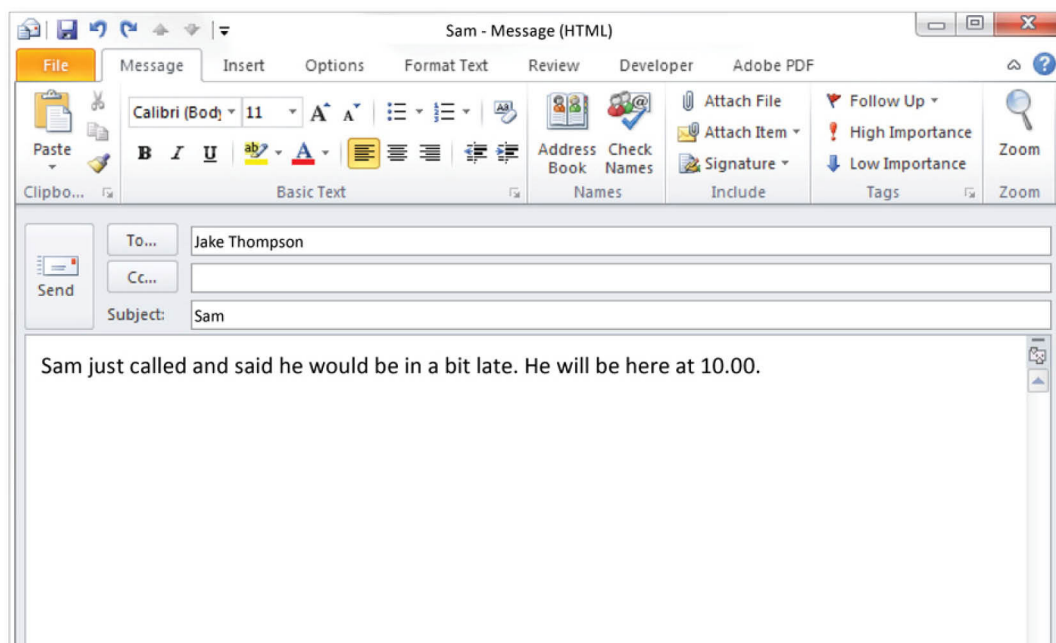
On day two, you will work with the vet, Maggie, in the clinic and animal pens. You will follow care plans when feeding the animals, as well as help clean and prepare for medical checks. You will need to check and order feed and other animal supplies.

## Communicating with email

Emails are an electronic way of sending or receiving information. You can send or receive information from other people inside or outside the workplace by email.

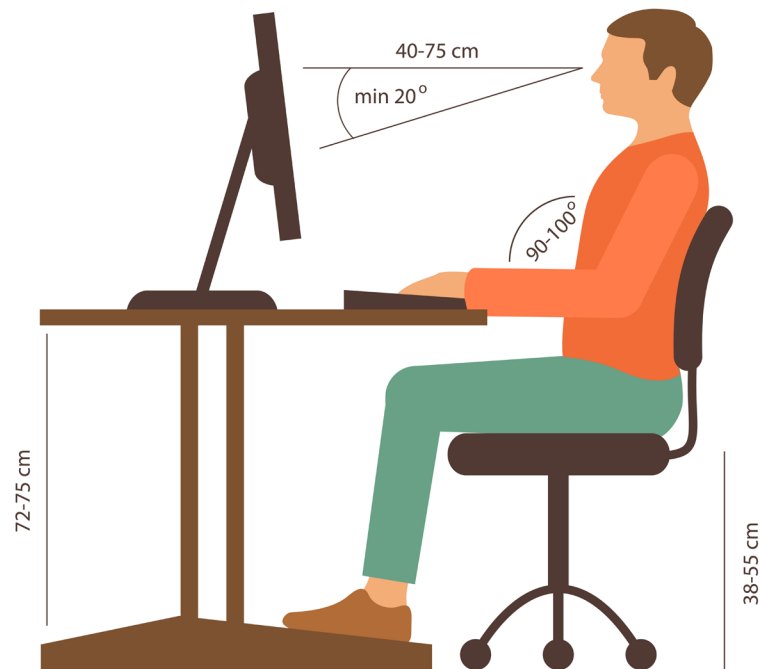
An email can hold a lot of information or a small amount of information, depending on its purpose.

Here is an example of sending a small amount of information in an email.



Alberto shows you and then tells you how to open emails and send emails to Maggie. You need to send an email to Maggie every time there is a phone call from a volunteer. There are a group of volunteers who look after animals at their homes for the clinic. You need to tell her who called, why they called and give their return phone number.

Alberto says it gets very busy with phone calls and emails. You need to answer emails from clients who have questions about their appointments too.



You need to make sure you take breaks between your tasks, or at least every 20 to 30 minutes. Workplaces often have morning and afternoon tea breaks. It is important to stand and stretch as often as you need to be safe and healthy.

Alberto says you need to include some rest time during your working day at the reception desk. He tells you to make sure you plan your day so you have breaks and stretch. At the clinic, all staff and volunteers have morning tea together and catch up. You are expected to participate in these daily activities to stay healthy at work.

As you work on each task, tick off the steps on the checklist.  
When you have completed each task, go back to the plan and update it.

Weekly Schedule Planner						Date:																								
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday																								
<b>Notes:</b> ..... ..... .....																														
<b>To-Do List:</b> <table border="0"> <tr> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> </tr> <tr> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> </tr> <tr> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> </tr> <tr> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> <td><input type="checkbox"/></td> <td>.....</td> </tr> </table>							<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....	<input type="checkbox"/>	.....
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## What has happened on Day 2

On your second day of work at Dandelands Vet and Wildlife Clinic, you have learned about:

- Planning a task
- Resources that support planning
- Strategies to plan and organise
- Using a planning checklist
- Analysing workplace tasks
- Seeking feedback
- Revising tasks

## What you have learned

Well done. Since you have started working at Dandelands Vet and Wildlife Clinic, you have learned about:

- Using a phone
- Communicating with email
- Serving customers
- Checking orders
- Completing bookings
- Planning meetings
- Working safely
- Working with documents
- Understanding, planning and organising tasks
- Following workplace procedures
- Planning a task
- Resources that support planning
- Strategies to plan and organise
- Using a planning checklist
- Analysing workplace tasks
- Seeking feedback
- Revising tasks

You are now ready for the final assessment.