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Day 1

After showing you around the flower shop, Millie takes you to her office. Millie shows you some workplace forms that you will need to use when you work there. Workplace forms are papers you need to write information on.

Each form that you will use at Millie's Flower Shop has a purpose and an audience.

In a small business, these forms are needed by the owner or supervisor. Millie is the owner and supervisor at Millie's Flower Shop, so the audience is Millie.

In a large business, these forms are needed by the human resources department. This is the department that records information about your job at Millie's Flower Shop. This department is sometimes called the HR department, or just HR.

Staff details form

Millie asks you to fill out the staff details form. A staff details form contains personal information. Personal information is information that is about you. Millie needs this information for tax purposes, to pay staff and to contact staff members about changes in the workplace, such as a change in shift times.

Some forms have a 'FOR OFFICE USE ONLY' section. This section is not for you to fill in. It is to be filled in by a manager or supervisor.

Here is an example of personal information on Millie's staff details form.

Staff Details Form	
First name: Millie	
Last name: Smith	
Start date: 05/06/2012	
Position title: Manager	
Gender: Female	Date of birth: 02/07/1980
Address: 15 First Street	
Suburb: Ocean Bay	
State: Victoria	Postcode: 3288
Home phone: 55553210	Mobile phone: 0433 212 345
Email address: milliesmith@cloudstream.com.au	
Tax File No: 279 426 347	

Vocabulary

The words you use are part of your vocabulary. If you know a lot of different words, you have a big vocabulary.

When you are writing workplace documents, it is important to use words the audience will understand. Sometimes these will be everyday words. Sometimes you need to use vocabulary that relates to your work.

Some words and phrases (groups of words) you will find in many workplaces are:

- Health and safety
- Evacuation
- Incident
- Workload
- Supervisor
- Manager
- Client
- Customer
- Supplier

Records

Records contain information. Electronic records are stored on a computer or device. Hard-copy records may be stored in a filing cabinet. It is very important that the information you record is accurate.

Here are examples of records that are used at Millie's Flower Shop.

Customer details
Customer details provide information about the customer, including: <ul style="list-style-type: none">• First name• Last name• Phone number• Postal address• Email address
Supplier details
Supplier details provide information about the company that you buy products from to use or sell. Supplier details include: <ul style="list-style-type: none">• Company name• Phone number• Postal address• Email address• Website
Customer complaints
Sometimes customers are unhappy with the products they buy or the service they receive. Records of customer complaints include: <ul style="list-style-type: none">• First and last name• Complaint• Phone number• Email

Checking the draft

After you write the draft, you need to check it. Sometimes the rough draft of a document is called a proof. When you read what you have written in a rough draft to find mistakes, it is called proofreading.

A checklist will help you self-assess your text. Self-assess means to check your own work.

Here is an example of a checklist for checking your draft.

Draft checklist		Yes	No
Spelling	Are the words spelled correctly?		
Text	Can I understand the text?		
Punctuation	Have I used the right punctuation?		
Capital letters	Have I used capital letters where I need to?		
Audience	Is the text suitable for the audience?		
Information	Is there any information missing?		
Structure	Is the information in the right order?		
Purpose	Does the text achieve its purpose?		
Layout	Is the text set out correctly?		

What has happened on Day 3

On your third day of work at Millie's Flower Shop you have learned about:

- Different types of workplace texts
- Features and structure of different types of workplace texts
- How to plan, draft and finalise workplace texts
- Performance reviews
- Job applications