Important! Download and save this fillable PDF on to your computer, and then complete the task using the PDF that you saved on your computer.

**Speaking Progress Check**

**Rubric**

Read the information in the rubric. It explains what you need to focus on in this activity. Complete the speaking task with your instructor or a classmate. Pay attention to the expectations in the rubric.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Chapter 4: Speaking Progress Check** | | | | |
|  Topic: Workplace communication   Task: Dealing with a complaint | | | | **Name:**  **Date:** |
|  | **All** | **Almost** | **No** | **What can you do better next time?** |
| Confirm that you  understand the situation. |  |  |  |  |
| Apologize and  sympathize with the  “customer”. |  |  |  |  |
| Explain the action you are going to take. |  |  |  |  |
| Thank the customer for  the feedback and business. |  |  |  |  |
| Maintain appropriate eye  contact throughout the interaction. |  |  |  |  |

**In the Workplace**

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