

### Rubric for Phone Courtesy Role-Play and Email Communication

Task Description: Students will:					
<ul style="list-style-type: none"> <li>• <i>Participate in phone courtesy scenarios</i></li> <li>• <i>Write email correspondence for hotel scenarios</i></li> </ul>					
Criteria	weight	Exemplary 4 Yes	Accomplished 3 Yes, but	Developing 2 No, but	Beginning 1 No
<b>Class Participation</b>	30%	<input type="checkbox"/> Exhibits cooperation and teamwork <input type="checkbox"/> Participates in classroom activities <input type="checkbox"/> Comes to class prepared <input type="checkbox"/> Utilizes class time for class work; always on task	<input type="checkbox"/> Usually exhibits cooperation and teamwork <input type="checkbox"/> Usually participates in classroom activities <input type="checkbox"/> Usually comes to class prepared <input type="checkbox"/> Usually utilizes class time for class work; usually on task	<input type="checkbox"/> Sometimes uncooperative; weak teamwork <input type="checkbox"/> Sometimes does not participate in classroom activities <input type="checkbox"/> Sometimes comes to class unprepared <input type="checkbox"/> Sometimes uses class time for something other than class work; sometimes off task	<input type="checkbox"/> Uncooperative; poor teamwork <input type="checkbox"/> Lacks participation in classroom activities <input type="checkbox"/> Often comes to class unprepared <input type="checkbox"/> Often uses class time for something other than class work; often off task
<b>Organization</b>	10%	<input type="checkbox"/> Good organization; points are logically ordered; sharp sense of beginning and end	<input type="checkbox"/> Organized; points are somewhat jumpy; sense of beginning and ending	<input type="checkbox"/> Some organization; points jump around; beginning and ending are unclear	<input type="checkbox"/> Poorly organized; no logical progression; beginning and ending are vague
<b>Quality of Information</b>	25%	<input type="checkbox"/> Supporting details specific to subject	<input type="checkbox"/> Some details are non-supporting to the subject	<input type="checkbox"/> Details are somewhat sketchy. Do not support topic	<input type="checkbox"/> Unable to find specific details
<b>Grammar, Usage, Mechanics, Spelling</b>	25%	<input type="checkbox"/> No errors	<input type="checkbox"/> Only one or two errors	<input type="checkbox"/> More than two errors	<input type="checkbox"/> Numerous errors distract from understanding
<b>Neatness</b>	10%	<input type="checkbox"/> Typed; clean; neatly bound in a report cover; illustrations provided	<input type="checkbox"/> Legible writing, well-formed characters; clean and neatly bound in a report cover	<input type="checkbox"/> Legible writing, some ill-formed letters, print too small or too large; papers stapled together	<input type="checkbox"/> Illegible writing; loose pages

Assignment Score \_\_\_\_\_ + Beyond/Bonus \_\_\_\_\_ = Final Score \_\_\_\_\_