

Memorandum of Understanding
Workplace Education and Literacy

This Memorandum and Understanding (MOU) is entered into and between the following organizations
for the Workplace Education and Literacy Program:

ABC Adult Education Program
&
123 Restaurant

This MOU sets for the terms and understanding between *ABC Adult Education Program* and *123 Restaurant* to improve students' workplace communication skills.

Background

This Memorandum of Understand (MOU) is entered into and between the following organizations for Workplace Literacy: English Lessons for *123 Restaurant* employees. Both parties are committed to the success of Workplace Literacy: English Lessons for *123 Restaurant* and will work together to achieve the milestones set forth below.

Overview of the project, activities, and goals

This MOU will:

[Purpose]

ABC Adult Education Program will provide contextualized education for *123 Restaurant* employees ("students") to achieve established milestones and enhance their productivity and advancement opportunities.

[Goal(s) of partnership]

Students will be able to demonstrate Milestones 1 and 2 with 90% accuracy within 10 weeks of instruction.

[Milestones]

Milestone 1: The student will correctly use the words from the employee manual (Attachment A) with 90% accuracy in conversation during a practice scenario.

Milestone 2: The students will correctly use the conversational phrases from the employee manual (Attachment B) with 90% accuracy during a practice scenario.

[Action Plan]

ABC Adult Education program will:

- Collaborate with *123 Restaurant* to develop and deliver an English language class with agreed-upon milestones to improve students' workplace communication (i.e., speaking, listening, reading, and writing).
 - Curricular content will be designed to the specifications of the workplace
- Develop course goals and a formative tool to measure learner progress towards those goals.
- Complete intake and orientation with all interested potential students.
 - Intake includes a records release form. This form allows *123 Restaurant* and *ABC Adult Education Program* to share information including the NRS-approved assessment results and relevant educational information pertaining to the student.
- Provide test administrators and determine students' educational level(s) using an NRS-approved pretest.

- Pre-testing will take ~ 2 hours.
- If the students tested are shown to be at substantially different learning levels, the partners will discuss the possibility of holding more than one class.
- Provide a highly qualified instructor and supply all instructional materials and supplies.
- Ensure that the teacher leaves the classroom space in its original condition.
- Communicate with *123 Restaurant* over the duration of the course to ensure ongoing course relevance and students' progress towards established milestones.
- Assist *123 Restaurant* to feature *ABC Adult Education Program* and *123 Restaurant* partnership by providing text and photos as needed with learner consent.

***123 Restaurant* will:**

- Recruit *123 Restaurant* employees as potential students.
- Promote English language instruction as a positive tool for improving workplace communication and talent development, with short- and long-term benefits for participating employees and the business overall.
- Provide proof of insurance to cover *ABC Adult Education Program's* activities at *123 Restaurant*.
- Provide a contact person who will serve as the primary contact for *ABC Adult Education Program* and will communicate with *ABC Adult Education Program* to ensure ongoing course relevance.
- Arrange for *123 Restaurant* supervisors and trainers to meet with *ABC Adult Education Program* as needed to inform the content of curriculum with *123 Restaurant* workplace vocabulary, communication tools, and cultural expectations.
- Based on pretest results, identify at least 8 and up to 15 students for the class.
- Provide a selection of the following incentives to enable students' full participation in the course: schedule the class within their workday, pay students for their time in class, and consider these employees among *123 Restaurant's* promotional pools when looking to promote from within.
- Provide a classroom space to accommodate the size of the class with tables, chairs, whiteboard, and reasonable instructional technology in these classrooms (such as projectors, WiFi, or adequate internet access on desktop computers in the classroom, storage for computer carts).

Operating Schedule:

Classes will be held from August 1, 2023, to October 5, 2023, and will meet on Tuesdays and Thursdays from 1:30-3:30 p.m.

- Classes will not meet on state-observed holidays.
- In case of inclement weather, classes will close in alignment with *ABC Adult Education Program*. If *123 Restaurant* cancels its operations, classes will be cancelled.

Evaluation

Students will complete Milestone 1 by September 14, 2023. The *ABC Adult Education Program* will assess students' ability to use the words listed in the milestone in conversation with the instructor and with peers with an average of 90% accuracy.

Students will complete Milestone 2 by October 31, 2023. The *ABC Adult Education Program* will assess students' ability to use the questions listed in the milestone in conversation with the instructor and with peers with an average of 90% accuracy.

Funding

This MOU is not a commitment of funds to either party on behalf of the other party.

Non-Discrimination and Equal Opportunity

Insert employer's existing statement.

Modification and Termination

Term of MOU: August 1, 2023 – October 31, 2023

This MOU may be terminated by either party upon a 2-week written notice, in which notice shall be delivered by hand or by certified mail to the address listed below.

Contact Information

ABC Adult Education Program
1212 School House Road
Anytown, VA 12323
Abcadulteducation@email.com
555-555-5555

123 Restaurant
2121 Anywhere Road
Anytown, VA 12323
123Restaurant@email.com
555-555-1111

Authorization

ABC Adult Education Program Authorized

Official Signature: _____

Printed Name: _____

Title: _____

Date: _____

123 Restaurant Authorized

Official Signature: _____

Printed Name: _____

Title: _____

Date: _____

Attachment A

Word list for Milestone 1

1. Left
2. Right
3. Through
4. Between
5. Front
6. Back
7. Up
8. Down
9. Under
10. Behind
11. Into
12. With
13. Without
14. Extra
15. Hold
16. Hot
17. Cold
18. Sweet
19. Sour
20. Spicy
21. Salty
22. Bitter
23. Ice
24. Water
25. Beverage/drink
26. Coffee
27. Menu
28. Fork
29. Knife
30. Spoon
31. Cup
32. Lid
33. Straw
34. Napkin
35. Salt
36. Pepper
37. Ketchup
38. Dressing
39. Table
40. Booth
41. Bar
42. Highchair
43. Booster seat
44. Reservation
45. Specials
46. Breakfast
47. Lunch
48. Dinner
49. Brunch
50. Entrée
51. Appetizer
52. Starter
53. Dessert
54. Bill
55. Check
56. Server
57. Host
58. Waiter
59. Waitress
60. Chef
61. Cook
62. Busboy
63. Grill
64. Fry/fried
65. Roast
66. Broil
67. Blacken
68. Boil
69. Scramble
70. Over easy
71. Sunnyside up
72. Soft
73. Hard
74. Rare
75. Medium
76. Well done
77. Thank you
78. You're welcome
79. My pleasure
80. Please

Attachment B

Conversation Phrases for Milestone 2

1. Do you have a reservation?
2. Would you like a table or a booth?
3. How is your day?
4. Would you like anything to drink besides water?
5. Here is our food menu, and here is our beverage menu.
6. Are there any allergens to be aware of?
7. Our specials for the day are _____.
8. Would you like to start with an appetizer?
9. Are you ready to place your order?
10. How would you like your eggs prepared?
11. What sides would you like?
12. Do you need anything other than ketchup?
13. How do you like your steak cooked?
14. What type of dressing would you like on your salad?
15. Here are some extra napkins.
16. Is your meal prepared to your liking?
17. Would you like dessert?
18. Here are some extra forks.
19. Would you like a cup of coffee?
 - a. Do you need cream or sugar?
 - b. Would you like that caffeinated or decaffeinated?
20. Are you ready for your check?
21. It has been a pleasure to have you dine with us; have a wonderful day.

Workplace Interaction Scenarios

Dear 123 Restaurant Manager,

ABC Adult Education Program will be teaching English to your team members. To help us customize classes, please describe common workplace interactions where you would like to see them communicate better (e.g., responding to requests, asking clarifying questions, reporting job progress, etc.). Feel free to frame your responses using the form below and to send us as many scenarios as you like. We thank you in advance!

For each example you provide, check off the type of communication, describe it, and indicate what employees need to say. For an example of what we’re looking for, see below.

EXAMPLE

Check one:	<input type="checkbox"/> Responding to requests	<input type="checkbox"/> Asking questions	<input checked="" type="checkbox"/> X	<input type="checkbox"/> Giving information		<input type="checkbox"/> Other
<i>Setting (where):</i> Server wait station						
<i>Problem (what):</i> Back-of-house (BOH) supervisor needs to communicate the day’s special to the servers—description of dish, price—and answer any questions (e.g., allergens, substitutions)						
<i>People involved (who):</i> BOH supervisor and servers						
<i>Speech needed (English expected):</i> “Today’s specials are _____.” “This dish contains _____. It’s not recommended for people with _____ allergies.”						
<i>What would a successful resolution look like?</i> BOH supervisor provides the name, price, and brief description of the dish so servers can describe it to customers. Comprehends server’s question (e.g., Any allergens to be aware of?) and answers question appropriately						
<i>In this scenario, what kinds of mistakes have you observed with your employees?</i> Sometimes pronunciation is hard to understand, and the description of the dish isn’t clear. Doesn’t feel comfortable asking someone to repeat the question						

Check one:	<input type="checkbox"/> Responding to requests	<input type="checkbox"/> Asking questions		<input type="checkbox"/> Giving information		<input type="checkbox"/> Other
<i>Setting (where):</i>						
<i>Problem (what):</i>						
<i>People involved (who):</i>						
<i>Speech needed (English expected):</i>						
<i>What would a successful resolution look like?</i>						
<i>In this scenario, what kinds of mistakes have you observed with your employees?</i>						