

Level 1 Construction Fundamentals Study Guide

COMMUNICATION SKILLS

Effective Written Communication Skills

These are an essential skill in the construction industry. As technology and construction projects become more complex, and our work force more diversified, more companies are being taken to court for their poor writing correspondence, contracts and instructional materials. Therefore, all correspondence must be clear, accurate, and brief. This section will discuss the purpose and intent of formal business letters and memorandums.

There are two basic written forms of communication. They are the formal business letters and the memorandum. The business letter is utilized between individuals who work for different companies such as the Owner and Contractor or the Architect and the Contractor. The memorandum is used to correspondence within a company.

Memorandums

A *Memorandum* is a form of correspondence utilized with a company. This form of communications is usually a less formal type of communication. These are primarily utilized to advise people of procedures, procedural changes, a disciplinary issue or to clarify existing procedures. A memorandum contains the date, the To: the name of the primary receiver(s), the From: the person sending the memo, the intent of the correspondence with the Job number, and carbon copies. An example of a Memorandum is shown below.

MEMORANDUM

Date : August 19, 20 __ __
To : Jim Angelo, Project Manager Contractor, Inc
From : Jim Bow, Superintendent

Hello Steve:

I sent a letter to Steve Blume, the Architect with Brayton AEC concerning the concrete mix design submittal required from Western Concrete through their subcontractor LA Testing.

Mr. Blume stated that the concrete mix design must be based upon an Air Entrainment method. He also said that the design must be submitted before August 25, 20__ addressed to his attention. He will review and determine the adequacy of the design. We must have his approval prior to the pouring of any concrete.

cc : File

Level 1 Construction Fundamentals Study Guide

Business Letters

Business Letters are formal forms of communication which contain the date, name and address of the sender, the name and address of the receiver, the intent of the correspondence with the Job number, a formal introduction, a salutation and carbon copies. Below is an example of a formal business letter.

	Contractor, Inc	
12909 Royal Road	Big Rapids, MI 49307	(231) 591-2370

August 19, 20__

James Bow, Superintendent

Steve Blume, Architect
Brayton AEC
P.O. Box 224, 001 Maple Street
Big Rapids, MI 49307

RE: Jobsite, USA
Project Number 001

Dear Mr. Blume:

This is to confirm our telephone conversation on August 18, concerning the concrete mix design criteria that will be utilized on the Jobsite, USA project. You stated that the L.A. Testing company must submit a concrete mix design form based upon an Air Entrainment method before August 25, 20__ for your review and approval prior to the pouring of any concrete. I talked with Mike Lineman of L.A. Testing yesterday and he has agreed that the mix design will be submitted to you for your approval on or before August 21. Your response to the mix design prior to August 25, 20__ would be appreciated. If you have any question please contact me at (231) 555-2323.

Sincerely,

Jim Bow
Superintendent

cc: Mike Lineman, L.A. Testing
bc: Carl Walker, Western Concrete

Level 1 Construction Fundamentals Study Guide

Effective Meeting Skills

The purpose of an *Effective Meeting* is to bring together a group of people with a common interest that have relevant knowledge and expertise to accomplish some purpose or goal through a process of group interaction. Therefore, there are two essential steps in a productive meeting. First, we must carefully preplan the meeting. Second we must provide meeting leadership while conducting the meeting.

The pre planning of a meeting requires the leader to ask several basic questions to clarify the purpose of the meeting, the roles of the group members and the specific tasks that must be accomplished during the meeting. Answering the following questions prior to conducting the meeting will improve your chances of a productive and successful meeting.

1. What do I want to accomplish? You may have a general idea of what must be accomplished, but have you clearly stated your objective? Is the objective realistic and measurable? Are there too many objectives for the meeting and should some of these objectives be accomplished using an informal meeting with the individuals?
2. Are the members attending the meeting really necessary for its success? Many times people are invited as a matter of courtesy this is a waste of their time and their participation may disrupt the objectives of the meeting. Therefore, have you determined who should be there, what their interest is and how they will contribute to the objectives established?
3. What do I need from each person to accomplish the objectives of this meeting? You should know in advance the skills, expertise and knowledge of each person attending the meeting. Therefore, have you determined what expertise they will bring with them? How will this expertise contribute to the tasks or meeting objectives being discussed? Will there be any attitude or personality clashes and what effect will this have on the group decision making process?
4. Have I provided each group member with a descriptive working agenda far enough in advance? A working agenda provides a greater opportunity for the members to focus their attention on the meeting objectives, and to clearly develop ideas and solutions. Therefore to ensure the success of your meeting, have you discussed the topics prior to the meeting for initial input and commitment? Have you identified and discussed with each group member what information they need to have available? Is there any advance preparation the members should do? Can the objectives be met in the time allotted?

A successful meeting requires the leader to set specific, realistic and measurable objectives that can be used to provide satisfaction to the group members when they are accomplished and the ability to reassess their efforts when they are not accomplished.

Level 1 Construction Fundamentals Study Guide

Some of the most common purposes or goals of a task-oriented meeting are to: plan, make a decision, implement a plan, evaluate, solve a problem, identify a problem, inform, train, build cooperation and commitment or to provide involvement.

Working Agenda Content

The *Working Agenda* should include the following items. Who should attend? When and where should the meeting be held? What is the subject of the meeting? What is the purpose? What are the specific objectives? Have you described each topic in paragraph form outlining who should come prepared? Have you set time frames for each topic? Are the agenda items sequenced properly? The following working agenda will provide you with the format and content:

TO:	Jim, Carol, Ken, Vicki, Keith, Deb	
FROM:	Ed B.	
PROJECT:	Jobsite, USA	PROJECT NO. 001
SUBJECT:	Activities Planned for September 2 - 15	
DATE/TIME:	Wednesday, August 27 from 10:00 A.M. - 11:15 A.M.	
PLACE:	Jobsite, USA in the Conference Room 107	
PURPOSE:	To Identify Potential Problems with the Schedule	
SPECIFIC OBJECTIVES:	Review the Planned Activities Generate Ideas for the Material Delay and Sub Problems	
10:00 - 10:15	CONSTRUCTION ACTIVITIES THAT MUST BE COMPLETED Ed will discuss the completion dates of the activities for two weeks.	
10:15 - 10:30	MATERIAL DELAYS Carol says there will be a two week delay on CU #1 & ACCU #4. Jim will discuss the impact on the erection of the structural steel. Keith will discuss the impact on the electrical and HVAC. Vicki will discuss the impact on the process piping and instrumentation.	
10:30 - 10:45	INCREASE IN CREW SIZES AND AREA RESTRAINTS The structural concrete, steel erection and precast concrete erection are behind schedule. Carol, Deb, and Jim will discuss increasing crew sizes.	
10:45 - 11:00	DESIGN CHANGES We will discuss how these changes will be implemented. There has been a major footing design change to Pier F2. Ken will discuss the completion.	

Level 1 Construction Fundamentals Study Guide

Meeting Minutes Content

The *Meeting Minutes* should be recorded during the meeting. The minutes should include the Members in Attendance, Members Absent, Date/Time, Place, Agenda Topics, A Summary of the Topics Discussed, Action to be Taken, Names of the person(s) responsible for Implementing and a Time Limit for Completion. The Minutes should be distributed within 24 hours to provide immediate feedback. The following minutes will provide you with the format and content:

SUBJECT: MINUTES OF THE PLANNING MEETING
DATE/TIME: Wednesday, August 27 from 10:00 A.M. - 10:45 A.M.
PLACE: Jobsite, USA in the Conference Room 107

PRESENT: Carol, Ken, Vicki, Keith, Deb, Ed
ABSENT: Jim - Vacation
PROJECT: Jobsite, USA PROJECT NO. 001

CONSTRUCTION ACTIVITIES THAT MUST BE COMPLETED

Ed indicated that the redesigned Pier Footing F2 must be stripped by Sept. 6, all step footings by Sept. 8, and structural steel columns and beams by Sept. 12. Deb indicated that the South wall footing detail is needed. Ed said he would obtain a drawing by Aug. 28 at 10:00 A.M.

MATERIAL DELAYS

Carol indicated that the supplier said that Cooling Unit #1 (ACCU #1) will not arrive at the site until Sept. 27. Ken suggested that we leave an opening in the Roof to drop the unit through. Bob indicated that this will effect the Crane expected to leave the site on Sept. 15. Deb agreed to call and request that the date be extended to Sept. 17.

INCREASE IN CREW SIZES AND AREA RESTRAINTS

Deb and Ken agreed to increase their crew sizes on the structural concrete and steel erection. There will be 10 concrete workers and 6 ironworkers. Due to limited storage Keith and Carol will store their materials and equipment at the Maple Street Building.

DESIGN CHANGES

Carol asked for a Contract Change Order for drawing E3, Revision #7. Ken said that the footing design change to Pier F2 is expected to be complete by Sept. 2.

ADDITIONAL CONCERNS

Deb said that the unloading of deliveries has been extremely difficult, therefore we will implement a daily schedule of times for material arrivals. Ed said he would develop a sign-up sheet by Aug 28.

NEXT MEETING: Thursday September 6, at 3:45 PM in Conference Room 107

Level 1 Construction Fundamentals Study Guide

Pre-construction Meeting Content

Many times the General Requirements (01) state that the contractor must call a *Pre-construction Meeting* normally within 15 days of the Notice to Proceed. This meeting will be attended by the Owner's Representative, Architect, Contractor's Superintendent(s), Major Subcontractors and Suppliers. Therefore, the working agenda should follow the guidelines in the specifications. The working agenda should list the topics and describe the attendance and submittal requirements in paragraph form. The Pre-Construction meeting should cover topics such as List of contacts; Insurance certificates needed with amounts; Planned schedule with expected crew sizes; Material delivery requirements; Submittal dates for Shop-drawings, etc; Permits; Change order procedures; Progress payments; Warranties; Record drawings; Operation and Maintenance manuals; Safety program; Ordinances; Inspections; Site storage; Progress meeting attendance; Underground utilities; Collective bargaining and Prevailing wage requirements.

Meeting Leadership Skills

The *Meeting Leadership* needed to conduct a productive meeting requires the leader to provide group leadership skills in the following areas. The first area is that the leader must *Listen attentively*. One approach you might want to try is to paraphrase in a sentence or two, the major idea presented by the group member. This technique has two advantages. First, you will be better able to understand what others in the group are trying to communicate. Second, your example will encourage others to better understand the ideas presented in the meeting.

The leader must also *Respond constructively to ideas*. This can be done through a technique developed by William Gordon and George Prince, founders of Syntectics, Inc., called the Spectrum Approach. The *Spectrum Approach* is designed to encourage group members to build on the contributions of their peers by identifying and correcting noticeable weaknesses in ideas in a positive constructive manner. The Spectrum approach requires a leader to do the following after an idea has been expressed: 1) State what you like about the idea, 2) State what you think are its weaknesses, 3) Provide a suggestion for each weakness and always follow these in sequence. A third area the leader must be cognizant of is to *match their decision-making style to each situation*. Successful leaders make decisions for the group sometimes and other times allow the group to make the decision depending on the situation. The fourth area is the leader must ensure that they *solicit ideas from all group members* and resolve conflicts within the group. A leader must be constantly aware of silence and dominance within the group. This requires leaders to sometimes solicit ideas from the silent members or to politely intervene if one person is dominating the conversation.

Finally, in a meeting, people should be facing each other. All other arrangements have one person doing all of the talking. As a senior member who is relinquishing authority, you should be aware of the power positions in the room such as away from the door, near the blackboard, back to the window. You may want to avoid these positions since they can add immensely to the intimidation factor that you are trying to minimize.

Level 1 Construction Fundamentals Study Guide

David Hon in his book titled, *Meetings That Matter*, says that “In a Task-oriented meeting, the most important aspect of the meeting should be the productivity that is possible through a group mind” (p 21). He also states that for the group to achieve high productivity they must follow a six step mental sequence for each topic. The leaders responsibility, in a *Task-oriented Meeting*, is to ensure that all activities are covered thoroughly. The leader must also decide which activities to concentrate on with the group. An outline of Hon’s six mental activity sequence that should be taken into consideration, for each topic being discussed, is provided below (p 22).

Goal Setting

1. Set the boundaries of the meeting.
2. Solicit ideas from the group without direction.
3. Obtain the groups dedication to the project by letting:
 - a. The group feel capable of achieving the results.
 - b. Everyone feel they had a chance to shape the goals.

Information Gathering

1. Require that each subordinate have the information necessary to develop the ideas.
2. Summarize the facts, opinions and conclusions to one page and distribute the information to all group members before the meeting.
3. Ask questions such as: “Is there backup data on that?” or “How reliable have those been.”

Problem Solving

1. The leader coordinates the group to:
 - a. Identify the problem and sort out causes and effects.
 - b. Develop a range of solutions from the group.
 - c. Sort out best solutions agreed upon by the group.
 - d. Restate the best solutions and let someone write them on the board.

Decision Making

1. Inform the group of your decision as soon as possible and thank them for their help.
2. Delegate the activities according to closeness of a members ideas and let the group decide on how to complete the activities.

Action

1. Divide the activities up.
2. Commit to a schedule for each segment.
3. Estimate the materials and equipment required.
4. Sequence the activities.

Coordinating

1. Monitor the progress by establishing milestones and measurable results.

Level 1 Construction Fundamentals Study Guide

Effective Oral Communication Skills

Some people would say that managing people would require primarily leadership and motivational skills. These skills depend completely on *Effective Oral Communication Skills* because you cannot effectively lead or motivate someone that you cannot communicate with, therefore, managing people means communicating effectively. Communication is defined as the actual exchange of understanding so that the other person behaves in a manner which demonstrates understanding. Whenever contact is made communication occurs, but the meanings embedded in the conversation are in the people not in the words that are exchanged. This means that meanings cannot be transferred from one mind to another, only the words can be transferred. The difficulty is that words have multiple meanings . For example, studies have shown that the 500 most common words in construction have more than 14,000 definitions.

The actual exchange of understanding so that both the sender and receiver understand the message in exactly the same manner after stating it only once is not normal. Therefore, the sender must constantly analyze the situation to ensure that you are communicating effectively and that the message is being understood. Communicating makes up approximately 80% of your time and most of this is done verbally. According to some oral research studies, the research has proven that the *Retention Rate of the Listener (Receiver)* is:

10% of What they Hear

20% of What they Read

30% of What they See and

50% of What they Hear and See

What is even more impressive about the research is that the *Sender remembers*:

70% of What they Say and

90% of What they Say and Do.

This suggests that it is extremely valuable for you to have the listener restate in their own words what they have understood to be the message. In conclusion, if you want to effectively communicate with another person and find out what part of the communication they understood you must execute these things. First, ask open-ended questions and make the words come out of their mouth. Finally, if you are communicating procedures they must be in writing so that the receiver has something to refer to if they are unsure of the steps or the sequence.

Level 1 Construction Fundamentals Study Guide

Communication Skills Exercise

1. Which of the following documents is utilized for correspondence between the A/E or Owner and the Contractor?
 - A. Job Diary.
 - B. Memorandum.
 - C. Construction Report.
 - D. Formal Business Letter.

2. Which of the following documents is used for correspondence between the home office and the job site?
 - A. Job Diary.
 - B. Memorandum.
 - C. Construction Report.
 - D. Formal Business Letter.

3. What is the best time to distribute the Working Agenda to the Participants?
 - A. As a follow-up to the meeting.
 - B. At the beginning of the meeting.
 - C. About one day after the meeting.
 - D. About one day prior to the meeting.

4. Which document describes the Suggested Agenda for the Preconstruction Meeting?
 - A. General Conditions
 - B. General Requirements
 - C. Technical Specifications
 - D. Supplementary Conditions

5. What is the best time to distribute the Meeting Minutes to the Participants?
 - A. At the beginning of the meeting.
 - B. About one day after the meeting.
 - C. About one hour prior to the meeting.
 - D. About one day prior to the meeting.

Level 1 Construction Fundamentals Study Guide

Communication Skills Exercise

6. Which of the following descriptions are the primary content items for the meeting minutes?
- A. To, from, project, date, time place and subject.
 - B. Purpose, specific objectives, time frame, topical headings with paragraph, role.
 - C. Objective clear and measurable, attendance, role of each person, their expertise.
 - D. Attendance, topical headings with paragraph stating person assigned, completion.
7. Which of the following descriptions are the content items for the working agenda?
- A. Plan with goals and specific activities, priority, time needed, scheduled events.
 - B. Purpose, specific objectives, time frame, topical headings with paragraph, role.
 - C. Activity description, days, information needed crew size, material & equipment.
 - D. Attendance, topical headings with paragraph stating person assigned, completion.
8. What is the name of the approach designed to encourage group members to build on the contributions of their peers when responding to an idea in a meeting?
- A. Spectrum Approach.
 - B. Task-oriented Approach.
 - C. Decision Making Approach.
 - D. Listening Attentively Approach.
9. What are the mental activities that must be taken into consideration for each topic during the planning phase of a meeting?
- A. Coordinating, Listening Attentively, Responding Critically, and Soliciting Ideas.
 - B. Planning, Timing, Coordinating, Probing, Responding Critically, and Follow-up.
 - C. Goals, Gathering, Problem Solving, Decision Making, Action Plan & Monitoring.
 - D. Goals, Planning, Scheduling, Priorities, Analyzing, Delegating, and Monitoring.
10. What are the leadership skills needed to conduct a productive meeting?
- A. Planning, Probing Questions, Responding Critically, and Decision Making.
 - B. Planning, Timing, Coordinating, Probing, Responding Critically, and Followup.
 - C. Listening Attentively, Responding Constructively, Soliciting All Ideas, and Matching Decision Making to the Situation.
 - D. Coordinating, Listening Selectively, Responding Critically, Soliciting supportive Ideas and Adjusting Decision Making to the situation.

Level 1 Construction Fundamentals Study Guide

Communication Skills Exercise

11. Which one of the following is transferred from one mind to another?
- A. Words.
 - B. Meaning.
 - C. Information.
 - D. Understanding.
12. What is the retention percentage of a listener in an oral conversation?
- A. 10
 - B. 20
 - C. 50
 - D. 90
13. What percentage of a conversation does the sender remember of what they say and do?
- A. 10
 - B. 50
 - C. 70
 - D. 90
14. Which of the following communication methods is the most effective in knowing that the communication has been understood?
- A. You the sender should ask closed ended-questions and tell them twice.
 - B. You the sender should ask open-ended questions and make them speak.
 - C. You the sender should ask how they feel and their attitude toward the activity.
 - D. You the sender should tell them what to do and get them back to work quickly.
15. Which of the following is the best example of an open-ended question?
- A. Do you understand what work is suppose to be completed?
 - B. Please go to the tool shed and get me a shovel.
 - C. What steps are you going to take to complete the activity?
 - D. How do you feel about completing the activities assigned?

Level 1 Construction Fundamentals Study Guide

Evaluation Criteria for a Memorandum

Effective business writing requires the writer to be precise in their word use, clear in purpose, accurate in stating the facts, and always aware of the legal implications of what is being written and recorded. It should be understood that all writing including post-it notes, graphics, or electronic transmissions are considered a business document and every document has the potential to become a public document which is permanent.

A *Memo*, whether they are in paper or electronic form, is used to transmit information within an organization or company, therefore, they must be accurate, correct, and complete. The evaluation criteria for a complete memorandum is shown below.

The Memorandum Format:

- Used correct format with the internal address including the
(To: From: Date: Subject);
- Contained your initials next to your typed name in paper memos to demonstrate that you have personally reviewed the contents;
- Skipped a line between paragraphs;
- Informed the proper party in a positive light.

The Memorandum Structure:

- Started with a brief statement giving the background and purpose;
- Identified the main points quickly but completely and the memo should include recommendations and rationales.
- Concluded by describing the next step including the people you have contacted, the expected completion date and the person the task has been assigned to.
- Offered to provide follow up or help with implementation.

Finally, The Memorandum must be:

- Proofread and run through spell check and grammar check.

Level 1 Construction Fundamentals Study Guide

Evaluation Criteria for a Business Letter and E-mail

The *Business Letter* whether they are in paper or electronic form, is used to transmit information to professionals in other companies. Therefore, they must be accurate, correct, and complete. The evaluation criteria for a complete business letter is shown below.

The Business Letter Format:

- Contained the correct date, proper addresses, project address, tracking number, project name/number, salutation, closing, signature and title, cc, bc, enclosure.

The Business Letter Content:

- Contained a professional tone which was complete and correctly stated.
- Referenced the complete scope content items.
- Created and developed a detailed explanation of the individual items and the total impact.
- Referenced all other documents which may impact the decision.
- Requested confirmation and provided numerous contact options.
- Stated acceptance time required to proceed.

The Business Letter Style:

- Used a professional tone.
- Used advanced and correct grammar with sophisticated punctuation, compound and complex sentence structure and proper page design.

The E-mail Format:

- Adopted the same high standards of communication as a business letter.
- Followed the evaluation criteria stated above and proofread your work.

Level 1 Construction Fundamentals Study Guide

Project Writing Situations Communication Skill Instructions

All of these case incidents utilize this general information concerning the Taggart Building project and the construction company. This is Project Number: 234

Client	Architect	Project Manager
Offices International	Pro Design	Ruse Construction
Keith Corbeil, Owner Rep	Mary Bockstahler, AIA	Ernest Meyer, CPC
676 Bell Street	775 Riverfront ST.	345 Michigan Avenue
Big Rapids, MI 49307	Cadillac, MI 49601	Mount Pleasant, MI 48858
(231) 796-6122	(231) 594-3100	(517) 485- 8535
corbeilk@officesint.com	bocckstahler@prodesign.com	Ernie@ruse.com

The superintendent at the job site is Rick Fornsorg. The phone number at the Taggart job site is (517) 555-1213. Rick's cell phone number is (231) 250- 5555 and his e-mail address is rick@ruse.com. The job site is located seventy five miles from the home office.

ORGANIZATION - Four employees report directly to Ruse: Jeff Skala, Chief Financial Officer; Ernest Meyer, V.P., Estimating/Project Management; Carol Pery, Office Manager; and John Fryberger, General Superintendent.

OFFICERS - Bruce Ruse, President; Jeff Skala, Chief Financial Officer and Treasurer; Ernest Meyer, Vice President; Carol Percy, Office Manager and Secretary.

BOARD OF DIRECTORS - Bruce Ruse, Chairperson; Jeff Skala; Ernest Meyer; John Fryberger, Harley Wallace, Attorney; and Claude Cook, President of Commercial Bank.

PROPERTY - The company owns an office building located outside Manton, Michigan. Ruse Construction also owns a yard where all company equipment is stored. The yard is located across the street from the office. Finally, the company owns or leases considerable equipment including four office trailers for use by its field employees.

Given the Gimpy Case Communication Exercise and the Design Omission Case Communication Exercise, and that these incidents all occurred on the same day at the job site, complete the correspondence appropriate for the incidents described on the following pages. Your written correspondence will be evaluated using the evaluation criteria provided.

Level 1 Construction Fundamentals Study Guide

Communication Skill Instructions for the Gimpy Case

Case: Gimpy

Participants: Roy Stokes, Laborer (Gimpy)
Stan Jackson, Carpenter
Mike Wards, Carpenter Foreman

Your Position: Job Superintendent - Rick Fornsorg

It's Wednesday August 13 at 10:45 A.M. and everything had been going great until you heard the clatter of shattering glass. You ran to the door to see what had happened. Roy saw you just as you spotted him, and he slowly dropped his raised arm. But he knew you had seen him, and he also knew that you hadn't missed noticing that the front window on the truck was smashed. You didn't even have to tell him to come to the trailer, but as he entered the door his first words were, "It's all Stan Jackson's fault." So you went back to the door and called Stan to come into the trailer.

Almost as soon as Jackson joined you and Roy Stokes, Roy launched into his tale of woe. "I just can't take it any more, Rick. Sure, I threw the rock at Jackson, but a man can just take so much. Everybody's got a breaking point. He won't leave me alone. Gimpy this, Gimpy that. Gotcha, Gimpy. Hey, Gimpy the eighth dwarf, where's Snow White? I mean, he just doesn't let up."

Before you could get a word out, Stan piped up with his side, "Hey, can't a guy kid a pal? He takes everything so serious. He can't even take a joke. He's getting dangerous! Hell, if I got mad at everybody that kidded me, I'd..."

Additional Information:

1. Roy Stokes hurt his leg in an auto accident about two years ago and ever since has had a noticeable limp.
2. The above incident represents the first time company equipment has been broken as a result of a fight.
3. Neither Stokes nor Jackson have been involved in any fights on the job before.
4. The company has a written policy which says that employees who engage in fighting are subject to dismissal.

Level 1 Construction Fundamentals Study Guide

Project Writing Exercise for the Gimpy Case

Correspondence

Instructions: Given the Gimpy Case information provided, if anyone else must be informed about this incident, write a brief memo outlining the incident and what action you have taken.

CASE NAME Gimpy

MEMORANDUM

TO: _____

PROJECT NAME _____

FROM: _____

PROJECT NUMBER _____

SUBJECT: _____

DATE: _____

Level 1 Construction Fundamentals Study Guide

Communication Skill Instructions for the Design Omission Case

Case: Design Omission

Participants: John Fryberger, General Superintendent
Sidewalk Subcontractor

Your Position Job Superintendent - Rick Fornsorg

Last week you called the surveying firm to set the grade stakes for the curb and gutter. It's Wednesday August 13 at 12:30 P.M. and you have just instructed the sidewalk, curb, and gutter subcontractor on what needs to be done when you notice that the building entrance is about 10 feet higher than the curb and gutter grade. The building is set back from the road about ten feet, therefore a retaining wall is required. You make a note to yourself to check the plans for a retaining wall. You arrive at the job trailer at 1:12 P.M. and you review the plans and find that none of the drawings indicate a retaining wall. You also realize that a retaining wall is along a state business route and it will be required with this much of a change in elevation. Plans for a retaining wall will have to be submitted based upon their standard plan details to the Michigan Department of Transportation (MDOT) and shop drawings must be submitted and approved by MDOT before installation begins. The preliminary design for the retaining wall indicates it will be 12 feet high, 15 inches thick and 100 feet long, with #4 rebar horizontally and vertically. You expected to attain your occupancy permit by next Monday.

As you turn to walk away the curb and gutter subcontractor calls you over and he says "Look at these grade stakes, the slope of the road on each side is different," and you indicate that the surveying firm must have staked the road wrong.

Level 1 Construction Fundamentals Study Guide

Project Writing Exercise for the Design Omission Case

Correspondence

Instructions:

Given the Design Omission Case information provided, write a formal business letter to the Architect on the page provided below. The formal letter is to inform the Architect of this design omission and any impact it may have on the project.

BUSINESS LETTER