



MICHIGAN  
ADULT  
EDUCATION



# Preparing Workers for 21st Century Employment

WRITTEN COMMUNICATION IN THE WORKPLACE

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# To The Michigan Adult Education Student

## Overview

This is your writing workbook for Preparing Workers for 21st Century Employment. The scenarios in “Written Communication in the Workplace” were written for you. Each selection includes a quote from a Michigan employer. Each quote is a message aimed directly at you!

Read each selection with the idea that you are the person in the problem. There are many different kinds of writing issues covered in the book. Michigan employers gave the writers ideas for the scenarios. When you complete them you will be more ready to be a good employee.

## Organization of the Scenarios

**Quote:** This is a message directly from a Michigan employer to you. The quote is there to make you think about the kinds of writing skills you will need to be a good employee. Think about the quote to get an idea of what kind of writing employers expect.

**Vocabulary:** Words that will help you understand the scenario are listed under the quote. Be sure you can say the words and understand the meaning before you start. The Glossary in the back of the book will help. Words have many meanings. The definition in the Glossary is as close as possible to how the word was used in the scenario.

**EFF Work Readiness Profile Tasks:** This is a list of the kinds of tasks you might have to do at work. The scenarios in this book refer to a national list of skills workers need. There are four units in the workbook. Each unit focuses on particular work readiness skills.

**Think About It!:** The questions ask you to think of the best way to handle the situation. Your answers can be based on an understanding of how you might handle the problem. Often you will have to look at a writing sample to figure the situation out.

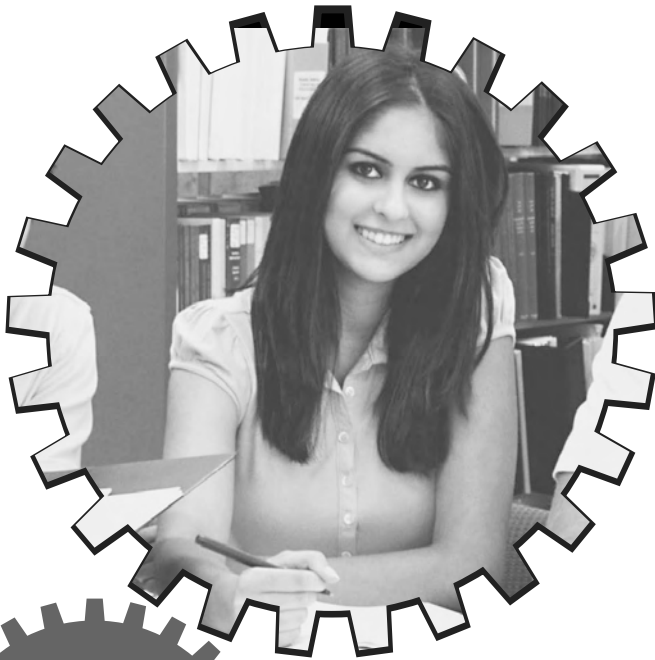
## Getting Help

Your teacher will have ways to help you understand the scenarios. Ask for help if you need it. There are many ways you will be expected to use writing at work. We all understand that in today’s workplace writing has become more important than ever.

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# Unit

## Work with Others and Serve Clients



- Address customer comments, questions, and concerns with direct, accurate, and timely responses.
- Be respectful and open to the thoughts, opinions, and contributions of others.
- Verify customer or client identification to provide services or carry out procedures.
- Work as a team to develop and achieve mutual goals and objectives.



“When I read this, the first thing that came to mind was that they will both have to write accident reports when incidents occur. Such reports must contain enough detailed information to satisfy their company as well as the insurance company and possibly law enforcement.”

*Linda Moskal, Bank Officer and Branch Manager  
Oxford Bank, Ortonville, MI (2009)*




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## Vocabulary

Assignments • Conversation • Customers • Employee • Essay  
Opportunity • Require • Transit • Transportation

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### Scenario 1.1: *Writing in the Workplace — Len and KeShaun*

Len and KeShaun have just been hired by the Detroit Transit and Transportation Company. They are excited about their new jobs. They will be driving brand new taxis to and from the airport. Both Len and KeShaun love driving and enjoy talking to customers. The new job is a great opportunity for them.

Len and KeShaun first met each other at the local adult education center. They attended the same program and both earned their GED diploma at the same time. Although they enjoyed going to class, Len and KeShaun are glad that they will not have to write essays anymore. They really disliked the writing assignments that they had to do for their teacher. In fact, Len states that he is never, ever going to have to write again.

Len and KeShaun’s new boss, Simon, overhears their conversation. Simon looks at both young men and smiles. He tells them that they will be writing every day for the rest of their lives. Len and KeShaun are puzzled. Why would they need to write if they are not attending school any longer?

## EFF Work Readiness Profile Task

**Work With Others:**  
Address customer comments, questions and concerns with direct, accurate and timely responses.

**Know How to Learn:**  
Accept help from supervisors and coworkers.

*(Continued on next page...)*





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### **Think About It!**

1. What do you think Simon meant when he said Len and KeShaun would have to write every day?
2. What types of writing would be required of a taxi driver?
3. How did you use writing this past week in your daily life and at your job?
4. Can you think of a job that does not require an employee to write? Why or why not?

“The importance of written communication skills at work cannot be emphasized enough. Misspelled words, improper sentence structure, or inability to convey thoughts and ideas clearly, reflects right back to the writer, and leaves an unfavorable impression on co-workers, customers and management, and could possibly prevent further success on the job.”

*Laura Mitchell, Human Resources Manager  
Wayne Wire Cloth Products, Inc., Traverse City, MI (2009)*



**EFF Work Readiness Profile Task**

**Work With Others:**  
Be respectful and open to the thoughts, opinions and contributions of others.

**Acquire and Use Information:**  
Acquire, use, and share information accurately and in a timely manner in order to respond to internal and external customers.

**Vocabulary**

Apology • Appreciate • Convenience • Frustrated • Shift

**Scenario 1.2: Writing Workplace Notes: The Beginning and the End — Cindi**

Cindi works at a local convenience store. She is the night manager. Last evening, Cindi had some problems at the store. The coffee maker quit working. Cindi knows that coffee is a large part of the store’s morning sales. Therefore, the coffee machine needs to be working. Cindi feels rushed to close the store for the night. Because Cindi cannot fix the machine, she leaves the following note for the morning manager:

bruce, the coffee machine is not working it needs to be fixed before the morning rush arrives i have tried fixing it but I can't get it to work i am so frustrated i know that John has fixed it in the past please make sure that this is the first thing that John does in the morning before he begins his regular shift i hope that this works for you will you please give me a call to let me know that John was able to fix the machin i would very much appreciate it i am so sorry that I had to leave you with this problem you are always a great help to me thank you  
Cindi

(Continued on next page...)

When Cindi began her next shift, Bruce asked to speak with her. He told Cindi that he was upset with the note she had left. When Cindi apologized for not fixing the coffee pot, Bruce stopped her. He told her it wasn't the coffee pot, but rather the uncaring way she had written the note. Cindi was confused. She thought she had written a note of apology.

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**Think About It!**

1. Why was Bruce upset regarding the note that Cindi left him?
2. Is it easy to tell where Cindi's ideas begin and end? Why?
3. What grammar rules does Cindi need to know in order to write a clearer note at her workplace?
4. If Cindi sent this note as an email or text message, how might that change how it would be written?

“When hiring someone it’s about the ability to do the job. That includes filling out paperwork, such as time sheets, fully and correctly. In a library you are expected also to shelve materials in their proper place, conduct yourself respectfully in a library environment and be alert to what needs to be done to make the workplace better.”

*Mary Murphy, Assistant Director, Hackley Public Library  
Muskegon, MI (2009)*



## Vocabulary

Comma • Computerized • Interior design • Linoleum  
Processing • Shift

### Scenario 1.3: *Is That What They Really Wanted?* — Edgar

Edgar works the evening shift at the J. J. Interior Design Company. Edgar’s job is to input all of the orders received into the company’s computer system. These computerized orders are then printed out by the shipping department. Edgar enjoys processing all of the orders. He works hard to make sure that he accurately inputs the orders into the system. If he does not type the order correctly, it means that people receive the wrong products.

Tonight, Edgar is having difficulty with one of the orders. The company has many different products. Edgar wants to make sure the customer gets the right products or samples, but he just can’t figure out what the customer really wants. He has read the letter repeatedly, but it just doesn’t make sense. Does the customer want samples of glass tile or samples of both glass and tile? Does the customer want samples of carpet pads or the many different kinds of carpet and padding that the company stocks? Edgar really has no idea what the customer wants.

J. J. Interior Design Company  
345 South Fairfield Avenue  
Flint, MI 48501

To Whom It May Concern:

Please send samples of the following items to our work site at 687 Jackson Road. Our customers would like to see samples of glass tile carpet pads linoleum, and indoor paint colors. We will pick up the samples on Friday.

Thank you for your continued great service!

Deal Breaker Builders

## EFF Work Readiness Profile Task

Work with Others/Serve  
Clients:

Verify customer or client  
identification to provide  
services or carry out  
procedures.

Acquire and Use  
Information:

Read and understand  
information presented in  
written form well enough  
to get the job done.

*(Continued on next page...)*

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**Think About It!**

1. What problem is Edgar having with the order request?
2. What should Edgar do?
3. How do you use commas to make your personal writing clearer?

“CEO survey respondents on new employee deficiencies indicate that a lack of professionalism is immediately behind a lack of written communication skills. These two proficiencies are closely linked. The ability to present both factual data and your thoughts and ideas professionally in written form is a key hiring point.”

*Debbie Hansen, Assistant VP and Branch Manager  
Oxford Bank, Clarkston, MI (2009)*



**Vocabulary**

Answering service • Errand • Message • Panel • Solar

**Scenario 1.4: It’s Not Quite Complete — Todd and Darvella**

Todd has just begun working for the Solar Energy Company in Hinsdale. Todd walks into the front office to sign out for the day. He notices that Darvella, the receptionist, is not at her desk. Darvella has left a note saying that she will return in fifteen minutes. As Todd signs out, the telephone begins to ring. No one is around to answer the call. Todd picks up the phone and takes a message. He leaves the message on Darvella’s desk and leaves for the day.

Darvella returns from running her errand. She sees the note on her desk. Darvella is confused by what Todd has written. What job was cancelled? Should she cancel all upcoming orders for solar panels? Darvella guessed she needed to call Todd for more information. She wished Todd had just let the answering service take the call. Darvella always makes sure that the answering service is available when she needs to leave her desk.

**EFF Work Readiness Profile Task**

**Work with Others:**

Address customer comments, questions, concerns and objections with direct, accurate and timely responses.

**Acquire and Use Information:**

Acquire, use, and share information accurately and in a timely manner in order to get work done.

**Monitor and Correct Performance:**

Accept and use constructive criticism for continuous improvement of own job performance.

**WHILE YOU WERE OUT**

FOR: DARVELLA DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

M. \_\_\_\_\_ OF: \_\_\_\_\_

Message: DELL CALLED. BEGIN WORK TOMORROW AT 10. BECAUSE JOB WAS CANCELLED. ADDITIONAL SOLAR PANELS NOT NEEDED.  
TODD

Please Call     Will Call Back     Returned Call     Urgent

(Continued on next page...)

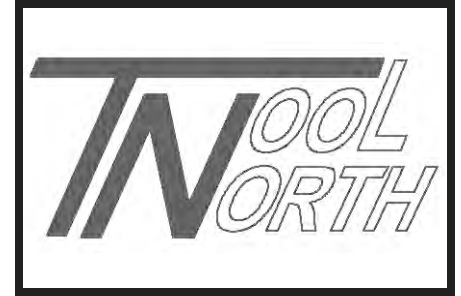
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**Think About It!**

1. Why is Darvella having difficulty reading Todd's note?
2. What information should Todd have included in his note for Darvella?
3. What could happen because of Todd's note?
4. Why are answering services used in the workplace?

“Since our product and services are primarily, ‘design and build to order,’ the ability to effectively communicate technical proposals, concepts and solutions in writing to our customers and vendors is essential for documenting the assumptions for which the proposal is based upon—what we are proposing and what we are not providing.”

*Tim Berg, Vice President of Operations  
Tool North, Traverse City, MI (2009)*




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## Vocabulary

Blistering • Concise • Exterior • Fascia • Mask • Primer/Prime • Tarps

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### Scenario 1.5: Writing Directions — Eli

Eli works for the Hansen Exterior Painting Company. The company has recently hired some new employees. Eli has been asked to write the steps that should be followed when painting the homes in a new development. Eli has been a house painter for many years and has always been rewarded for quality work. As Eli begins to write out the different steps, he takes time to see each step in his mind and what is needed. He wants the directions to be clear, but also to be very concise. Eli spends considerable time on his directions. He is proud of what he has written. The following directions are what Eli shares with his boss, Mr. Hansen.

#### Steps to Take When Painting the Exterior of a House

1. Plan for the job by figuring how much paint you will need. Add the total of all of the individual walls together to get your grand total in area or in square feet.
2. Request the materials that you will need – paint, brushes, scrapers, tarps, high-pressure water sprayer, filler, drop cloths.
3. Remove any old paint that is cracked, chipped, or blistering.
4. Patch all holes with filler and let it dry.
5. Sand all glossy and rough surfaces.
6. Put down drop cloths and mask the fixtures you won't be painting.
7. Remove screens on the windows.

*(Continued on next page...)*

#### EFF Work Readiness Profile Task

##### Work With Others:

Work as part of a team to develop and achieve mutual goals and objectives.

##### Responsibility:

Show initiative in carrying out work assignments.



8. Use a primer to cover any stains and always prime the entire surface if it is a new house.
9. Apply the paint starting at the top of the house and working down. Begin with the fascia and under the eaves. Next paint the gutters, then the walls, and finally the down pipes, doors, and windows
10. Apply at least two coats of paint. Make sure to let each coat dry between paintings.
11. Clean up the work site and make sure to clean all equipment.

Eli's boss is very pleased with the directions. Mr. Hansen knows that when a supervisor's position comes open, Eli will be his choice.

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**Think About It!**

1. What makes Eli's directions easy to read?
2. What words does Eli use to tell the reader what steps should be taken next?
3. Why does this type of writing make Eli a valuable employee to Mr. Hansen?
4. How do you write directions at home or in your job?

“Informal style, humor and sarcasm do not translate very well in business writing. Without seeing facial expressions, gestures etc., it is easy to misunderstand intent.”

*Andrea Rothney, Adult Education Instructor  
Traverse City, MI (2009)*



## Vocabulary

Alert • Assistant • Commands • Informal • Formal • Veterinarian

### Scenario 1.6: Informal Writing Doesn't Belong in the Workplace — Shay

Shay enjoys his job at the veterinarian clinic. As a veterinarian assistant, Shay gets to work with animals. Shay also helps to train the animals so that they learn how to follow commands. Shay is a good trainer. He seems to have a natural way about himself. The animals that Shay trains always follow the commands he has taught them.

When Shay works with the pets' owners, he helps them to learn to use the same commands. To help the pets' owners, Shay writes the commands down in a notebook. A command notebook goes home with each pet.

Yesterday, Dr. Glenn called Shay into his office. He praised Shay for being an excellent employee. Dr. Glenn told Shay he was one of the best veterinarian assistants he has ever hired. However, Dr. Glenn shares with Shay that some of the pet's owners did not like the command notebook. They were upset with the way Shay wrote the commands. Dr. Glenn told Shay that he needed to write more formally. Dr. Glenn explained that it was alright to use informal language when you talked with friends. However, Dr. Glenn told Shay he needed to write his directions using formal language.

Shay looked at the notebook he was writing. He saw what Dr. Glenn was talking about. He was writing like he talked with his friends. Shay knew exactly what to do.

*(Continued on next page...)*

### EFF Work Readiness Profile Task

**Work with Others:**  
Address customer comments, questions, concerns and objections with direct, accurate and timely responses.

**Acquire and Use Information:**  
Acquire, use, and share information accurately and in a timely manner in order to get work done.

**Monitor and Correct Performance:**  
Accept and use constructive criticism for continuous improvement of own job performance.

*This here book will help you with commands for your pet. Like I told you during training, try and work more harder in the morning. Being that your pet is more alert, you gonna be more successful in training your pet.*

---

**Think About It!**

1. How is the way you talk with your friends different from the way you speak with your boss?
2. How would you describe formal writing?
3. What informal expressions did Shay use when writing directions? How could Shay have written his directions using formal speech?

“Not only do co-workers, customers, suppliers, friends of the organization, and other readers make judgments about your writing, but at the same time they are making judgments about you. Your writing speaks loudly about who you are. Make sure it’s saying the right things. The expression ‘How you write speaks so loudly, I can’t understand what you say’ is so true.”

*Joe Singer, LACKS Enterprises, Grand Rapids, MI (2009)*




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## Vocabulary

Apologize • Cancelled • Complaint • Customer service • Delay  
Inconvenience • Personal • Reference • Representative • Voucher

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### Scenario 1.7: Customer Service – Answering Complaints — Cecil

Cecil is in charge of customer service for Triple A Airlines. Bad weather during the past month has caused many delays in flights. Cecil has received many more letters of complaint than usual. Although there is nothing he can do about the weather, Cecil responds to each complaint. He has written a sample customer service response letter. The sample letter helps Cecil to address the customer’s complaints. Cecil changes the letter so that it sounds personal.

Cecil’s boss, Ms. DeHarde, is very pleased with the good job that Cecil is doing. Ms. DeHarde knows that customer complaints are handled very well by Cecil. Cecil shows Ms. DeHarde his sample letter. Ms. DeHarde can see why customers are pleased with the service they receive from Cecil. Ms. DeHarde praises Cecil for his hard work. She asks whether Cecil will train other customer service representatives. Ms. DeHarde tells Cecil that she will request a raise for him because of his excellent work.

### EFF Work Readiness Profile Task

#### Serve Clients:

Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.

Verify customer or client identification to provide services or carry out procedures.

*(Continued on next page...)*

Name and Address of Customer

Date

Reference

Dear \_\_\_\_\_:

I am writing with reference to your (letter/email/telephone call) on (date). First, I wish to apologize on behalf of Triple A Airlines for any inconvenience that you experienced. We take great care to make sure that our customers are safe. This sometimes means that flights are delayed or cancelled. Because of the delay you experienced, Triple A Airlines is providing you with a voucher. We hope that this is acceptable to you. I will contact you in the next week to check that this meets with your approval.

As a valued customer, your satisfaction is very important to us. Please contact me if you have any questions or concerns.

Sincerely,

Cecil Yard  
Customer Service

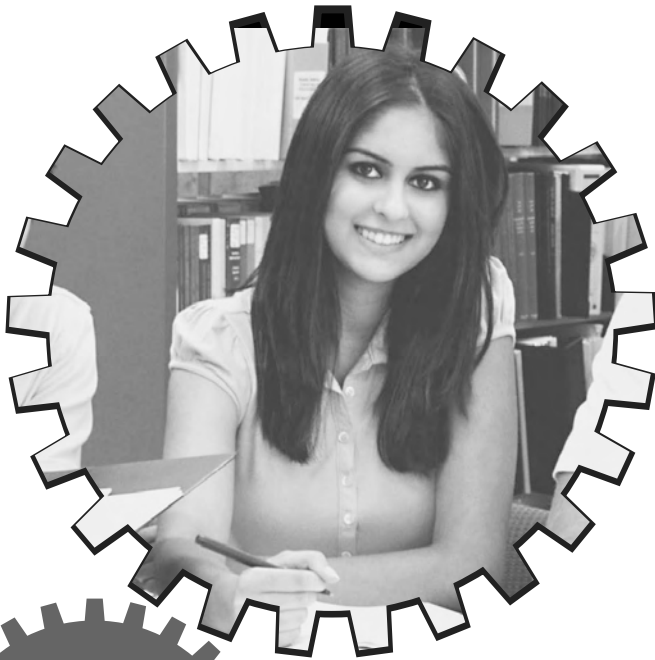
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### Think About It!

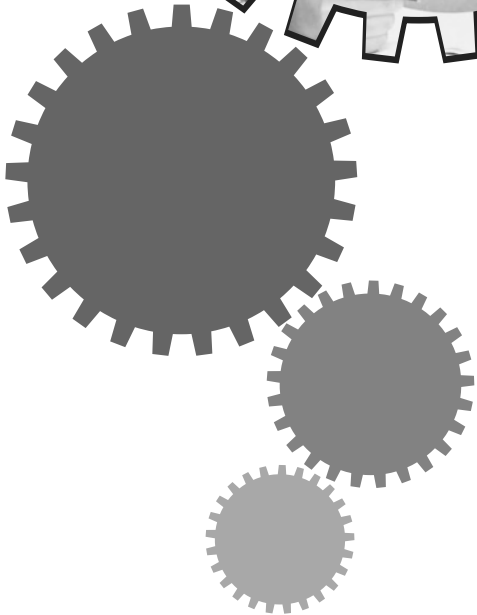
1. What is excellent customer service? What is poor customer service?
2. How do you think an angry customer would respond to Cecil's letter? Why?
3. What skills did Cecil use when dealing with customer complaints?
4. Why should workplace employees respond to complaints from customers?

# Unit

## Responsibility



- Take responsibility for completing one's own assignments on time, accurately and to a high standard of quality.
- Show initiative in carrying out work assignments.





“Our customers set the all the standards for us (including written communication). The employer interprets those standards and communicates the standards to the employee so all meet customer expectations.”

*John Workman, Eagle Alloy, Muskegon, MI (2009)*



### Vocabulary

Advertisements • Copywriter • Definitely • Graphics  
Homophone • Misused • Published

### Scenario 2.1: They May Sound the Same, But They Don't Have the Same Meaning — Sally

Sally is a copywriter for the local newspaper in Albion. Her job is to review all of the advertisements that will be printed in the weekly paper. Sally enjoys adding the different graphics to the advertisements and making sure that all of the words used are correct. Sally's employer says that she is one of the best proofreaders on staff. When Sally sees an advertisement in the newspaper that she has edited, she is very proud of the fact that it looks good because of her hard work.

When Sally first gets an advertising draft, she sometimes laughs to herself about how it is written. It's a good thing that she learned about homophones in her writing class. Sally never thought that she would ever use her list of commonly misused words. Boy, was she wrong! She looks at the new ad that has been placed on her desk. The advertisement definitely needs some work. Sally cannot believe that the business has made seven errors in such a short advertisement. It's a good thing that she will edit the ad before it is published.

### EFF Work Readiness Profile Task Responsibility:

Take responsibility for completing one's own work assignments on time, accurately and to a high standard of quality.

Serve Clients:  
Verify customer information to provide services or carry out procedures.

**Want two save money on  
you're next NEW CAR?**

**Come to the close-out sail at  
D.C. DRIVES,  
where everybody drives!**

**Know reasonable offer will be refused.  
Its to good too pass up!**

**Come down today!  
D.C. DRIVES  
110 Park Street**

*(Continued on next page...)*



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**Think About It!**

1. Why is Sally's position at the local newspaper so important?
2. How could a poorly written advertisement be harmful to a business?
3. What is a company image? Why is image important in the workplace?
4. Is it ever correct to purposely spell incorrectly or make other grammatical errors in an advertisement? Give examples.

“A problem occurred with a group who rented a room at the high school. Our custodians needed to clearly and accurately communicate, via email, the incident and what steps were taken to resolve the issue. Written communication is very important.”

*Bob Steeb, Novi Community School District  
Novi MI (2009)*




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## Vocabulary

Assigned • Audience • Comfortable • Confident • Numerous  
Purpose • Responding

---

## Scenario 2.2: Writing with a Purpose in Mind — Toni (Part One)

Toni works at the front desk of the Bayside Inn. She enjoys greeting the guests and making sure that their stay is comfortable. This afternoon, Toni’s boss asks her to write a letter responding to one of their guests. Toni has never felt confident as a writer. Toni wanted to tell her boss that she would rather not write the letter, but she didn’t want to turn down the request.

Toni thinks about her assigned task. She knows that first she must figure out why she is writing the letter. Toni knows that this is called the purpose. Toni also wants to know to whom she is writing. She knows that it is important to know who will be reading what she has written.

Toni’s boss has given her the information she needs to write this letter. Toni is to write a letter to an important guest who has stayed repeatedly at their hotel. This guest has also referred numerous people to the hotel. Toni has determined her purpose for writing. Toni also knows the guest. She’s ready for the next step!

## EFF Work Readiness Profile Task

### Responsibility:

Show initiative in carrying out work assignments.

### Acquire and Use

### Information:

Communicate in English well enough to get the job done.

*(Continued on next page...)*

---

**Think About It!**

1. What is the purpose of the letter that Toni is being asked to write? What information supports your answer?
2. Who is Toni's audience? Why is it important to know who your audience is before you begin writing?
3. Why do people write workplace documents such as letters, memos, or emails?
4. Who do you communicate with at home or in the workplace?

“What you say, do, or write is a direct reflection on the company. If you write something, *anything* to a customer, what will that customer think about the quality and character of our company?”

*John Workman, Eagle Alloy, Muskegon, MI (2009)*

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## Vocabulary

Form • Impression • Positive • Staff

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### Scenario 2.3: *What Form Do I Use? — Toni (Part Two)*

Toni’s boss often tells her staff that “You never get a second chance to make a first impression.” That is why it is so important that Toni says what she really wants to say. Toni understands that her writing will make an impression on the guest. Toni wants to make sure that it is a positive impression of both her and the hotel in which she works.

It’s easy for Toni to talk to her guests face-to-face. She enjoys making them feel welcomed and seeing them smile. Toni wants to create that same feeling in her letter. Although her boss has told her to write a letter, Toni thinks about the other different types of writing she uses. Maybe an email or card would be a good idea. Toni has lots of different cards at home that she could send. People enjoy getting pretty cards. Maybe she should write a short memo since the guest works at a very large company.

It’s quite difficult trying to figure out how best to communicate with this very important guest. Toni isn’t quite sure what form of writing she should use.

---

### Think About It!

1. What is Toni’s purpose in writing to the guest?
2. What would be the best form of writing for Toni to use to express the hotel’s appreciation to this important guest?
3. What different forms of writing do you use in your personal life or in the workplace?
4. How do you decide what form to use when writing in the workplace?



### EFF Work Readiness Profile Task

#### Responsibility:

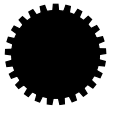
Show initiative in carrying out work assignments.

#### Serve Clients:

Address customer comments, questions, concerns and objections with direct, timely and accurate responses.

#### Understand Systems:

Pay attention to company guidelines regarding personal and professional interactions.



“We need to teach our students to write and communicate in a variety of situations. I receive a large number of written communications every day, and I believe that style and tone is very important. When the first time I meet someone is in writing that is how I form my first impressions of that person. I once had an intern who introduced himself to me in a very informal email message. He turned out to do a fine job, but we had a conversation about my first impression of him from that email.”

*Doug Wood, Director, Orchard View Community Education  
Muskegon, MI (2009)*

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## Vocabulary

Appreciation • Completes • Customer satisfaction • Edit • Effective  
Nervously • Patronage • Thorough

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### Scenario 2.4: *Writing a Letter of Customer Appreciation* — *Toni (Part Three)*

Toni has finished writing the letter of appreciation. Before she gives it to her boss, she completes a thorough review. She checks that the letter uses complete sentences, correct capitalization and punctuation, and words that correctly describe what she wanted to say.

Finally, Toni has Tom, one of her fellow workers read the letter. Tom is a good writer. He always has great ideas on how to say things better. Tom reads Toni’s letter. He tells Toni that she has really done a great job.

Toni takes the letter to her boss’s office and places it on the desk. She looks at it one last time. Toni hopes that it is what her boss wanted. She nervously looks at the letter one last time and returns to the front desk.

That afternoon, Toni’s boss comes up to the front desk. She puts the letter in front of Toni. Toni can hardly breathe. She is worried that her writing skills were not good enough. However, Toni’s boss smiles and says that it is one of the best letters she has read. Toni’s boss thanks her for taking the time to write such an effective letter. Toni smiles to herself. Although writing the letter took time and effort, it was worth it!

*(Continued on next page...)*



**EFF Work Readiness Profile Task**  
**Responsibility:**  
Take responsibility for completing one’s own work assignments, accurately, on time, and to a high standard of quality.

Bayside Inn  
1111 Bay Street  
Traverse City, MI

July 4, 2009

Mr. Hector Janssen  
784 Miracle Way  
Kalamazoo, MI 49001

Dear Mr. Janssen:

We would like to thank you for your kind letter of appreciation. As a company that prides itself on customer satisfaction, we are honored to be selected as your hotel of choice when you visit Traverse City.

Your business is much appreciated, and we will do our very best to continue to meet your travel needs. Your continued patronage and suggestions are a vital part of our hotel's growth. We appreciate your trust, and we'll do our very best to continue to provide the level of service that you have come to expect from the Bayside Inn.

Thank you again for your kind words and for continuing to provide us with the opportunity to serve both you and your business associates. If there is anything that we can do to make your stay more enjoyable, please let us know.

Sincerely,  
Rai Sellars  
Executive Manager

---

### Think About It!

1. What steps did Toni take before she gave the letter to her boss? Why?
2. Why do you think that Toni used a business letter format?
3. How did writing the letter help Toni in becoming a more effective writer?

“Being able to write opens up opportunities in all fields. Employers want people who can explain their ideas clearly and share their knowledge with others.”

*Steve Smith, “Opinion Page” Editor, Battle Creek Enquirer, Battle Creek MI (2009)*




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## Vocabulary

Computer program • Customer • Mistake • Threatening

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### Scenario 2.5: *I Can't Believe I Did That!* — Fay

Fay can't believe that she made such a mistake. She looks at the letter from one of the company's best customers. Fay billed the customer \$12,300.00 instead of \$123.00. The customer is very upset. In fact, he is threatening to take his business elsewhere.

Fay thinks about how she is going to explain the problem to her boss Mr. Ahmed. Fay doesn't know what to do. She thinks about what happened. It has to be the new computer program. She is not used to it yet. Of course, maybe she just didn't check the invoice before she sent it. Fay doesn't know what to tell Mr. Ahmed. Maybe the customer won't tell Mr. Ahmed what happened.

---

## Think About It!

1. What do you think Fay should do about the mistake that she made?
2. Why does Fay hope that the customer will not contact Mr. Ahmed?
3. What should Mr. Ahmed do about Fay's mistake? Why?
4. What steps can Fay take to make sure that this type of mistake doesn't happen in the future?

### EFF Work Readiness Profile Task

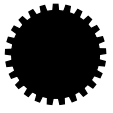
#### Responsibility:

Take responsibility for completing one's own work assignments, accurately, on time, and to a high standard of quality.

#### Integrity:

Demonstrate integrity.





“**W**hy is there never enough time to do it right the first time? However, we do have lots of time to correct it! Read and re-read your email. Does it make sense to you? If in doubt read it aloud. Be sure to include please, thank you, you’re welcome, etc. Remember your manners! Manners can help with tone.”

*Shirley A. Kautman-Jones, Country Home Creations, Inc.  
Goodrich, MI (2009)*




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## Vocabulary

Construction • Draft • Email • System • Turbine • Wind energy

---

### Scenario 2.6: *Where Did It Go? — Clive (Part One)*

Clive is pleased to be working in the office of New Green Energy, Inc. He has worked hard to build his skills. He knows all about wind energy. It’s exciting to see the wind turbines outside his office. Now, if only he could figure out the new email system.

Clive’s boss, Mr. Reynolds, needs him to draft an email to J. J. Construction. Mr. Reynolds wants to see the email before Clive sends it.

J. J. Construction is a new company that is building turbines in the Upper Peninsula. Clive writes an email telling J. J. Construction that New Green Energy, Inc. will be requesting more turbines be built. Clive is careful as he writes the email. This is an important message for Mr. Reynolds to send. However, before he is done, Clive sees that he has somehow hit the “send” key. How could that have happened? Even worse, Clive sees that he has sent the message to J. J. Construction, rather than Mr. Reynolds. What should he do now?

---

## Think About It

1. What do you think Clive should do about the email that was sent?
2. What steps can Clive take to make sure that this type of mistake doesn’t happen in the future?
3. Why is email important in the workplace?

## EFF Work Readiness Profile Task

### Responsibility:

Take responsibility for completing one’s own work assignments, accurately, on time, and to a high standard of quality.

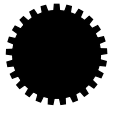
### Acquire and Use

#### Information:

Communicate in English well enough to get the job done.

### Integrity:

Demonstrate integrity.



“Email has changed the business world! Being able to contact someone in South America, Europe, or Asia has really simplified our jobs. However, incomplete or poorly written emails can be devastating for a company.”

*Marianne Nickels, Hazel Park Adult Education and Past Co-Owner of Nickels Boat Works, Inc., Fenton, MI (2009)*




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## Vocabulary

Approval • Communicate • Errors • Requested • Wondering

---

### Scenario 2.7: *Where Did It Go? Not to the Boss — Clive (Part Two)*

Clive sits at his desk wondering what to do next. He has sent an email to J. J. Construction without getting Mr. Reynolds’ approval. Clive doesn’t know how he could have hit the “send” key. Even worse, Clive did not make sure that Mr. Reynolds’ email address was in the “To” box of the email. Clive knows that is the first thing to check when writing an email.

Clive looks at what was sent. At least, he had edited the email. There are no errors in it. Clive prints the email that he has sent and knocks on Mr. Reynolds’ door. Clive tells Mr. Reynolds that he has written the email that was requested. Clive then tells Mr. Reynolds that he did not check to whom the email was addressed. Because of his mistake, the email was sent to the company without Mr. Reynolds’ approval. Clive gives Mr. Reynolds the email that was sent. Mr. Reynolds reads the email carefully. He tells Clive that he has done a great job at writing the email. Mr. Reynolds thanks Clive for his honesty. The important thing is to communicate when things happen. Clive is relieved that he has such an understanding boss.

---

## Think About It

1. What steps did Clive take when he realized his mistake?
2. Why did Mr. Reynolds respond positively to Clive in the meeting?
3. What workplace lessons did Clive learn from his experience?

## EFF Work Readiness Profile Task

### Responsibility:

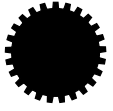
Take responsibility for completing one’s own work assignments, accurately, on time, and to a high standard of quality.

### Acquire and Use Information:

Communicate in English well enough to get the job done.

### Integrity:

Demonstrate integrity.



“Catering orders are unique at Opa. Every order is custom built for our customers. There is a process that we utilize to ensure that all orders are executed without flaw. The most important factor is how the order is documented. Instructions need to be written clearly with step by step details. This may entail many aspects such as number of units, directions for delivery, time of delivery, credit card information, cooking guidelines, and follow up.”

*Paul Barbas, Opa! Coney and Grill, Traverse City, MI (2009)*



### EFF Work Readiness Profile Task

#### Responsibility:

Take responsibility for completing one's own work assignments, accurately, on time, and to a high standard of quality.

#### Solve Problems:

Accept new or changed work responsibilities with a positive attitude.

## Vocabulary

Automatically • Bleachers • Hazardous • Literature • Lockable  
Precaution • Production demonstrations \* Sanitizing

### Scenario 2.8: *Developing a Chart to Help with a Decision* — Jorge

Jorge is the head custodian for a small college in Benton Harbor. The administration of his college has required that he explore the pros and cons of changing the products he was using to clean the basketball arena — with special emphasis on not just cleaning, but sanitizing against diseases like MRSA and Swine Flu.

Jorge gathers all the sales literature, and attends the product demonstrations presented by the local suppliers. He narrows his choice to one product. Now he must compare this product to the one he is currently using.

Jorge lays out a table with the following information:

	Current	Proposed
Is the dilution automatically controlled?	NO	YES
Is the system secure (lockable)?	NO	YES
Is the system easy to understand (Bilingual)?	YES	YES
Is it safe for his custodians to use?	NO	YES
Are there safety precautions custodians need to use?	YES	YES
Is the product hazardous to use?	YES	NO
Is it safe to use on bleachers (where fans sit)?	YES	YES
Is it safe for the washroom fixtures (toilets, faucets, etc.)?	NO	YES
Does it sanitize against disease?	NO	YES

*(Continued on next page...)*

Jorge knows he can make the decision to change companies; however, he still wants the administration to decide because he has noted that the cost for the proposed system is 7.8¢ per quart, and the current cost is 4.2¢ per quart. Jorge reports his findings to the administration, so they can make the choice.

---

**Think About It!**

1. Which product do you think the administration should buy?
2. How did the table help Jorge compare the two products?
3. Are there other ways to compare and contrast two items to see how they are different?
4. Why do you think Jorge did not want to make the final decision?

“The importance in maintaining a stern process of written communication is what creates success. If a team member fails to follow the process, the company has a higher percentage possibility of incurring a loss in profits & customer base.”

*Paul Barbas, Opa! Coney and Grill, Traverse City, MI (2009)*




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## Vocabulary

Booking • Confirmation • Correspondence • E-ticket  
Reservations • Specialize • Suite

---

### Scenario 2.9: *Making Notes of Customer Requests* — *Laura*

Laura works in the travel department of a large company. She specializes in booking business trips. Most of the requests are made by e-mail. Many reservations are made at the last minute. Laura works on each message as soon it comes. She brags that she doesn't write down special requests because she finishes each reservation as soon as she gets it.

Two of her regular travelers are brothers who have names that are similar; Waleed Bhushan and Walad Bhushan. Waleed has e-mailed Laura to book him a Wednesday morning flight from Detroit to Grand Rapids. He will need a rental car and hotel room at the Sheraton. Walad also requested a Wednesday plane reservation. He is going to Traverse City and will need rental car and a hotel room. Walad requests a smoking room. Laura immediately makes the reservations for Waleed and Walad. She emails them their e-tickets and confirmation numbers for the rental cars and hotels.

Two days later Waleed is registering at the hotel. His reservation is for a smoking room. He calls Laura and tells her she needs to take care of this now! She calls the hotel and is told there are no more non-smoking regular rooms available. However, the hotel does have a non-smoking suite. She books the suite for Waleed and knows she will hear about this. Laura also wondered if Walad was booked for a non-smoking room!

Laura is angry with herself. She also knows she has lost Waleed's trust.

#### EFF Work Readiness Profile Task

##### Responsibility:

Take responsibility for completing one's own work assignments accurately, on time, and to a high standard of quality.

##### Work With Others:

Address customer comments, questions, and concerns with direct, accurate, and timely responses.

*(Continued on next page...)*



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**Think About It!**

1. Why should we make notes and check our work to meet customer requests? How can we be sure the notes are clear and organized?
2. How did overconfidence lead Laura to decide she didn't have to write down specific instructions?
3. Why do you think Laura will lose Waleed's confidence?
4. Name some ways Laura can keep a record of specific requests by travelers?

“Employees who move up in the organization are expected to be more skillful with the written word. Those who want to be promoted need training for those skills. Some people fall down in the area of email. They tend to struggle with understanding the things you should and shouldn’t do through email. We must help them be more effective email communicators. A four hour email etiquette workshop is one answer (for LACKS Enterprises).”

*Joe Singer, LACKS Enterprises  
Grand Rapids, MI (2009)*



#### **EFF Work Readiness Profile Task**

##### **Responsibility:**

**Take Responsibility for completing one’s own work assignments accurately and to a high standard of quality.**

##### **Acquire and Use Information:**

**Communicate in English well enough to get the job done.**

##### **Monitor and Correct Performance:**

**Monitor the quality of your own work.**

---

### **Vocabulary**

Confirmation • Frame • Lenses • Measurements • Optometrist  
Primary • Reminder • Specifications

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### **Scenario 2.10: Email Etiquette — Lela and Annabelle (Part One)**

Lela works for a large optometry office. Her primary job is to email the prescriptions and eye frame measurements to the “Let Me See” company which will manufacture the eyeglass lenses for her office.

Lela usually sends an email to “Let Me See” with the specifications and receives a confirmation in a short amount of time.

It is late on Friday and she has not received a confirmation from an order she sent two hours ago. She emails a friendly reminder that she needs a confirmation because her office is closing in 30 minutes. This is the reply she received from Annabelle:

From: Annabelle.letmese@express.com  
Sent: Friday, November 1, 2008 4:45 PM  
To: Lela@eyecare.com  
Subject: Order

---

2 BZ – ASAP 2 moro.

Annabelle

Lela is surprised by the email she received. She replies to the email and also sends a copy to her office manager, Judy.

*(Continued on next page...)*

From: Lela@eyecare.com  
Sent: Friday, November 1, 2008 4:50 PM  
To: Annabelle.letmesee@express.com  
CC: Judy@eyecare.com  
Subject: Order

---

Please send the confirmation number for our records today. We are not in the office again until Monday.

Lela

---

### Think About It

1. Why would Lela be surprised about the return email?
2. Is it appropriate for Lela to send a copy of the email to her manager?
3. Think of some reasons why someone would respond using abbreviations in the workplace. Is this an acceptable way of responding in business?

“All of our clients that we work with require that everyone is able to read, write and speak English. Most of the companies also require client specific testing which involves computer based training to test for knowledge of grammar and spelling. Knowing what to say and how to say it is essential for successful placement.”

*Michelle Hoke, Customer Service Manager, Employment Group  
Battle Creek, MI (2009)*



## Vocabulary

Attention • Correspondence • Furious • Long-standing • Notifies

### Scenario 2.11: *Email Etiquette — Lela and Annabelle (Part Two)*

Monday, Lela checks her email for the confirmation number. She notifies Judy, the manager, that she did not receive a reply. Judy emails the supervisor of “Let Me See”. She includes the correspondence between Lela and Annabelle from last Friday.

From: Judy@eyecare.com  
Sent: Monday, November 4, 2008 8:04 AM  
To: Nicholas.letmeseesee@express.com  
Subject: Confirmation of Order

We have enjoyed a long-standing relationship, but if your company continues to avoid giving us the needed confirmation of an order in a timely manner, we will look for another company to do business with in the future. I would appreciate your attention to this matter.

Judy McNamara  
Eyecare Inc.

Nicholas is furious with Annabelle’s email and failure to respond. He tells her that her email was embarrassing. Annabelle is shocked that Nicholas and Eyecare Inc. are upset. She tells Nicholas that she was extremely busy and did not have time last Friday, but Eyecare is first on her list for today. Nicholas tells her to email Eyecare immediately with the confirmation number and an apology and to make sure she copies him. She shrugs and says sure.

*(Continued on next page...)*

#### EFF Work Readiness Profile Task

##### Responsibility:

Take Responsibility for completing one’s own work assignments accurately and to a high standard of quality.

##### Self-Management:

Manage stressful situations effectively to display responsible behaviors at work.

##### Serve Clients:

Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.



From: Annabelle.letmese@express.com  
Sent: Monday, November 4, 2008 8:24 AM  
To: Lela@eyecare.com  
CC: Nicholas.letmese@express.com  
Subject: Confirmation Number

---

Confirmation number: 21589. SORRY.

Annabelle

Nicholas speaks to Annabelle again to tell her she is on probation.

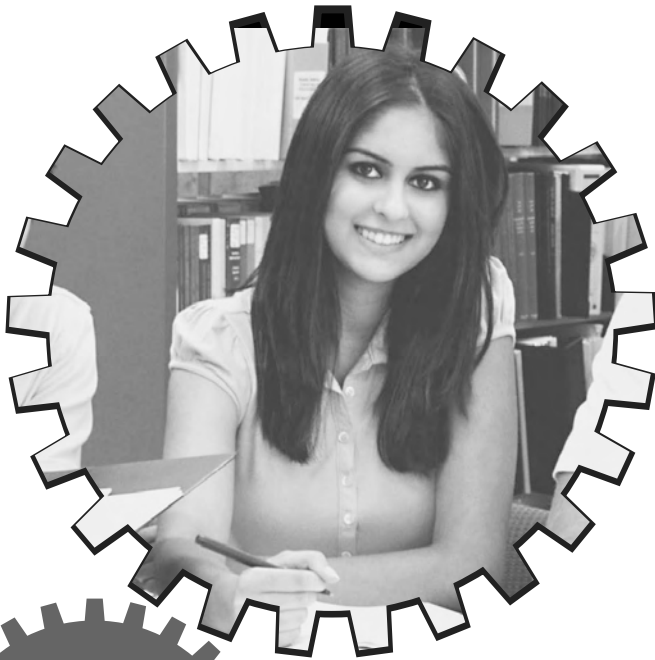
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### **Think About It**

1. Why would a manager be upset about not receiving requested information from another company in a timely manner?
2. What do you think of Annabelle as an employee after reading this email exchange?
3. Why would a supervisor be embarrassed by an email that an employee wrote?
4. Why would Annabelle be put on probation after the supervisor saw her reply to Eyecare Inc.?

# Unit

## Monitor and Correct Performance



- Accept and use constructive criticism for continuous improvement of own job performance.
- Monitor the quality of your own work.
- Keep track of changes within the organization and adapt to them.

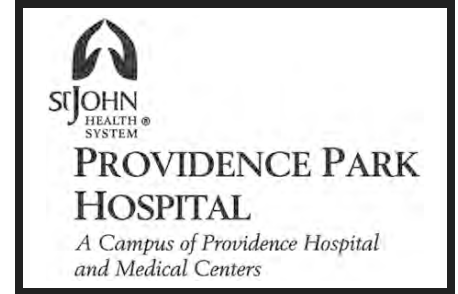


“Written communication is the basis for the delivery of quality patient care and subsequent reimbursement. Clear and concise writing helps ensure patient safety, quality, and satisfaction.”

*Frank Svecota, Providence Park Hospital, Novi, MI (2009)*

**Vocabulary**

Assistants • Facility • Paragraph • Receive • Residents  
Run-On Sentence • Schedule



**Scenario 3.1: Writing Complete Ideas That Don't Go On Forever! — Rory**

Rory is a nurse who works in a health-care facility in Muskegon. An important part of her job is to supervise the nursing assistants. She takes pride in the quality of care that the residents receive. Rory tries to take time out of her busy schedule to help her nursing assistants improve their skills. She knows that better trained workers provide better care.

This morning Rory was reading the residents' charts. Rory noticed that Angela, the new nursing assistant, had written a long paragraph about Mrs. Ellis. Rory was concerned that Mrs. Ellis may have had problems during the night. Rory began to read Angela's notes.

Rory shook her head. Angela needed some help with her writing skills. Angela was using long run-on sentences. This made the chart difficult to read. It was time to help Angela learn how to write more clearly.

**EFF Work Readiness Profile Task**

**Monitor and Correct Performance:**  
Accept and use constructive criticism for continuous improvement of own job performance.

**Know How to Learn:**  
Learn new/additional skills related to your job.

NAME: <i>Anne Ellis</i>	INSURANCE #: <i>XYZ1234567</i>
DOB/AGE: <i>09/09/1942 67 yrs</i>	CONTACT INFO:
VITAL SIGNS:	
	<i>Mrs. Ellis was awake at 3:00 in the morning because she was thirsty so I filled her water pitcher and gave her a glass of water which she drank and then Mrs. Ellis wanted a blanket because the room was cold so I got her a blanket from the nurse's storage room because there weren't any blankets in the room and then I checked her vital signs before I left her room and her vital signs were normal and I logged them into the front of the chart. I checked on Mrs. Ellis again at 4:00 a.m. and found her sleeping soundly and Mrs. Ellis awoke at 6:30 a.m.</i>

*(Continued on next page...)*



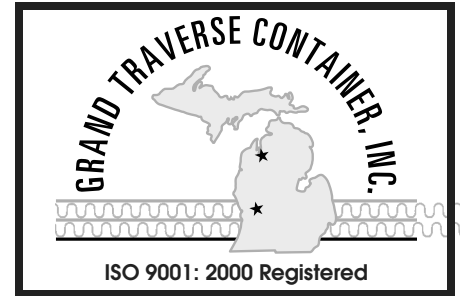
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**Think About It!**

1. Why is Rory having difficulty reading Angela's charting?
2. Why might Angela have used run-on sentences?
3. What are some things Rory should remember when talking to Angela about her writing?

“As an HR manager, I understand the importance of good writing skills and what that means for our company. It’s a skill that cuts across all segments of our workforce, from customer service to machine operations. When you work in a team environment such as we do, you have to make sure that the information you’re conveying to a co-worker is clear and understandable. A lot of time is lost on the job when a message has to be clarified because of poor writing skills.”

*Karyn Oncu, Grand Traverse Container  
Traverse City, MI (2009)*




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## Vocabulary

Advisor • Corporate • Memo (memorandum) • Numerous  
Receptionist

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### Scenario 3.2: *Don't Forget the Five W's — Sharmila*

Sharmila is a receptionist for Data Investments. Ms. Lou, the office manager, asks Sharmila to send out a memo to all of the sales advisors. The memo is to remind everyone of the monthly sales meeting. Sharmila sends out the following memo.

## MEMORANDUM

**TO:** All Data Investment Sales Advisors  
**FROM:** Camilo Lou, Office Manager  
**DATE:** 5/29/2009  
**RE:** Monthly Meeting

The monthly sales meeting will be held on Friday at the corporate office. It is important that everyone attend the meeting. Important new information on investments will be shared. Please be on time.

After Sharmila sends out the memo, she receives numerous calls from the sales advisors. Sharmila reads the memo that she sent. She sees that she has not included some very important information.

*(Continued on next page...)*

## EFF Work Readiness Profile Task

### Monitor and Correct

Performance:

Monitor the quality of your own work.

Acquire and Use Information:

Communicate in English well enough to get the job done.

---

**Think About It!**

1. What important information did Sharmila leave out of the memo?
2. What do you think happened at the monthly sales meeting?
3. What do you think Ms. Lou, Sharmila's boss, should say to Sharmila?
4. How would you rewrite the memo to be more complete?

“Working in our public library, our staff sees people come into the library every day who are unable to format a resume, spell correctly, or write a confident cover letter emphasizing what they have to offer.”

*Mary Murphy, Assistant Director, Hackley Public Library  
Muskegon, MI (2009)*



## Vocabulary

Application • Asset • Creative • Department • Employees  
Formal • Informal • Marketing • Supervisory

### Scenario 3.3: Putting Your Best Foot Forward — Mr. Dean, Sharon, and Celia (Part One)

Mr. Dean has a new opening in his marketing department. It is a supervisory job. Mr. Dean has many great employees. He is very pleased that two of his best employees have applied for the new job. Mr. Dean reads through both employees' letters of application. He knows that both employees are excellent at their jobs. They are always on time and do excellent work. Both employees are also very creative. Mr. Dean considers both to be outstanding employees. However, he is quite puzzled. Celia's letter is not what he expected.

Peter Dean, Human Resources Director  
J. P. Marketing  
202 East Main Street  
Ypsilanti, MI

Dear Mr. Dean:

I wish to apply for the new supervisory job at J. P. Marketing. I have worked in the marketing department for the past six years. During that time, I have successfully created many different advertisements and brochures. I also enjoy working as part of a team. I know that my skills will be an asset to the new position.

I look forward to scheduling an interview to talk with you more about this exciting new position.

Sincerely,  
Sharon Greene

Hey Peter,  
Saw d nu job post. L%ks gr8! Wn2 apply.  
nd 2 set ^ intRvs.  
C U l8er. Thx!  
Celia

**EFF Work Readiness Profile Task**  
**Monitor and Correct Performance:**  
Monitor the quality of your own work. Keep track of changes within the organization and adapt to them.

**Acquire and Use Information:**  
Acquire, use and share information accurately in order to respond to internal and external customers.

**Communicate in English well enough to get the job done.**

(Continued on next page...)



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**Think About It!**

1. Why was Mr. Dean puzzled about Celia's letter?
2. Should Celia have used text messaging in her letter of application? Why or why not?
3. What would you do if you were Mr. Dean?

“Writing for business and technology is not so much a matter of writing to be understood. It’s writing so that you cannot be misunderstood.”

*Joe Singer, LACKS Enterprises  
Grand Rapids, MI (2009)*




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## Vocabulary

Application • Candidate • Decision • Interview

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### **Scenario 3.4: Putting Your Best Foot Forward...Selecting the Right Person for the Job — Mr. Dean, Sharon, and Celia (Part Two)**

Mr. Dean set up interviews with Sharon and Celia. He wanted to make sure that he hired the best person for the job. Mr. Dean interviewed both employees. As he expected, Sharon and Celia both had great responses to his questions. It was going to be a difficult decision. However, Mr. Dean was concerned about Celia’s letter of application. It was not the professional look that he wanted to see. After the interview, Sharon wrote a thank-you letter. Celia, however, simply thanked him as they walked down the hall at the end of the workday.

After thinking about it, Mr. Dean offered the job to Sharon. Sharon was thrilled that she had been chosen for the job. Mr. Dean complimented Sharon on her writing skills. Mr. Dean told Sharon that it was her letter of application and her thank-you note that set her apart from other candidates. Sharon was very pleased that she had written a formal letter. Since she knew Mr. Dean, she had thought about just sending an email. Sharon was glad that her decision to write a business letter was a good one.

---

## Think About It!

1. Would you have made the same choice for the new job as Mr. Dean? Why or why not?
2. What should Mr. Dean tell Celia regarding her not being selected for the job?
3. Why does it make a difference how one communicates at the workplace

### **EFF Work Readiness Profile Task**

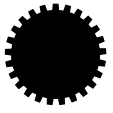
#### Monitor and Correct

#### Performance:

Monitor the quality of your own work.

#### Responsibility:

Show initiative in carrying out work assignments.



“To perform at the necessary level at Strata Design in every position you must have the ability to read and write. Entry level workers must have the ability to read work instructions and product labels. Without this, quality becomes an issue and performance will suffer. Workers are part of contributing toward process improvements in their positions, and the next step is to rewrite and develop new work instructions to incorporate their new ideas.”

*Tyler Cerny, Strata Design, Traverse City, MI (2009)*



#### EFF Work Readiness Profile Task

**Monitor and Correct Performance:**  
Monitor quality of own work.

**Acquire and Use Information:**  
Communicate in English well enough to get the job done.

---

### Vocabulary

Application • Critical • Current • Properties • Experience  
Interview • Landscaping

---

### Scenario 3.5: *Picking the Right Person for the Job* — *Kaycee*

Kaycee is in charge of all landscaping activities at a very large nursing home near Ann Arbor. Recently, her two top assistant positions became open. The assistants who left became supervisors at other properties owned by the same company. She knows she can promote one of her current employees to one open position. However, now she has to advertise for the other assistant position.

Kaycee has to find someone bilingual who speaks and writes English well. The assistant supervises many Spanish speaking employees. This person also writes reports for the Board about what is needed on the property. Background experience in landscaping is critical.

After interviewing all the applicants, Kaycee was undecided between Miguel and Jose. On the application, Kaycee asked the applicants to write about their experience working in landscaping. After reading about their experience, Kaycee knew who she would hire.

*(Continued on next page...)*



This is what was written on each of the applications:

*My name is Miguel Hernandez Rodriguez. I have been a supervisor for three years ago when I worked for a golf company in landscaping. I have also studied horticulture at the university in my home country for two years when I was in school there. I feel that I am a good worker with a lot of talent and I am creative with my designs and have won awards and now I would do a good job.*

**My name is Jose Gomez Veracruz. I have worked in landscaping for five years. I helped to landscape five housing developments. My job was to follow the landscape design. I had to plant the correct trees in the correct place. One year ago I was promoted. My last job was to find out the best price for the plants. I then organized how they would be planted.**

---

### Think About It!

1. Which one would you hire after reading about their landscaping experience? Why?
2. What makes one note easier to understand? Why?
3. What makes the other note more confusing?
4. How could the first note be rewritten to make it more effective?

“Written communication in the 21st century workforce will be their link to the past and future; it will reflect their beliefs and values on which they will be forever known and judged.”

*Susan Buckley, Management and Program Analyst  
Defense Logistics Information Service, Battle Creek Federal Center  
School Board Member, Battle Creek Schools  
Battle Creek,, MI (2009)*



## Vocabulary

Advance • Court • Explanations • Pantry Cook • Processing

### Scenario 3.6: A Note to a Supervisor — Shona

Shona works in the cafeteria at the local newspaper processing plant. She has been the assistant pantry cook for the last two months. She wants to go to school so she can be promoted to the head pantry cook. The head pantry cook orders all of the food and supplies for the kitchen. She needs to make more money because she is now divorced. She has one child.

The company requires a written excuse for a planned absence stating the time and day it will occur. Shona must go to court tomorrow because her ex-husband is not paying child support. Shona writes a note to Mrs. Striker, her supervisor.

Dear Mrs. Stiker,

I won't be at work tomorrow.  
Coz I got to show up to court  
for my baby daddy is making  
me go. Hes very mad at me.  
I go to bring papers. This is  
hard. I think he has no job  
now.

Shona

Mrs. Striker likes Shona and knows she is an excellent worker. Mrs. Striker wants to help her advance in her job. However, when she reads the note, she knows Shona will need some help before she can be promoted.

*(Continued on next page...)*

### EFF Work Readiness Profile Task

#### Monitor and Correct

#### Performance:

Monitor Quality of one's own work.

#### Responsibility:

Take responsibility for completing one's own work assignments, accurately, on time, and to a high standard of quality.

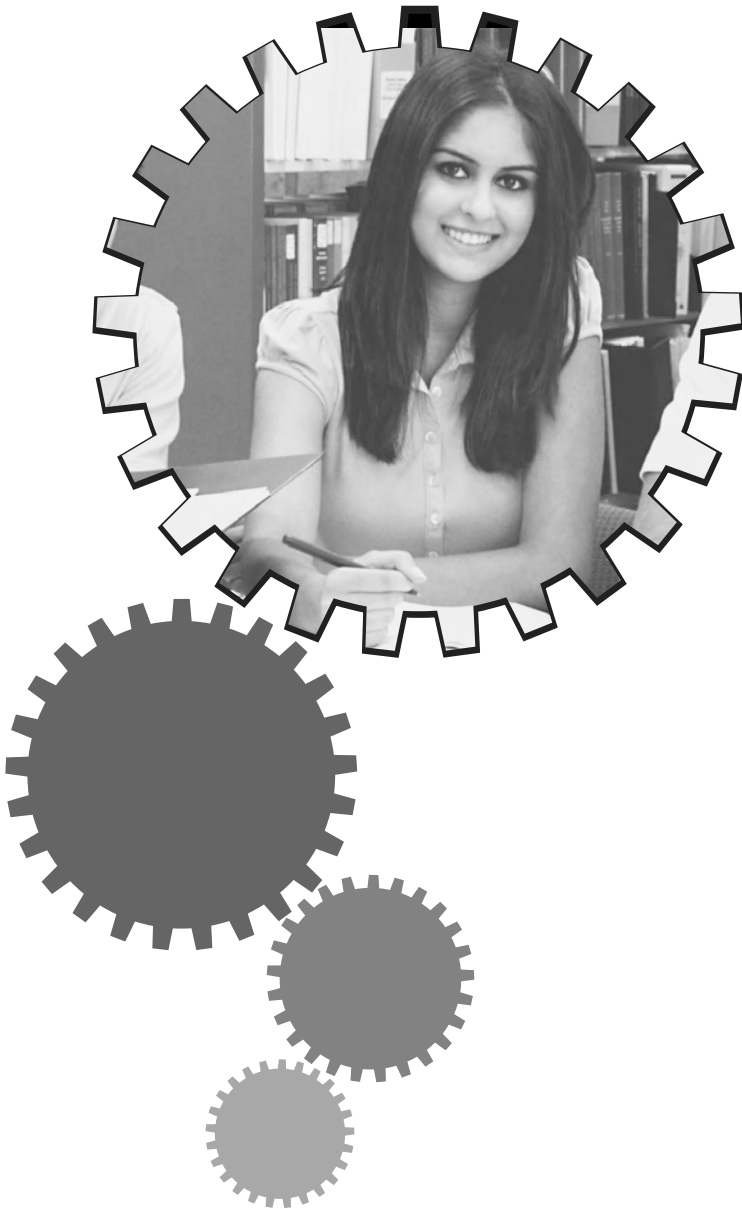
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**Think About It!**

1. What would make Mrs. Striker think Shona will need some help if she wants to be promoted?
2. What suggestions do you think Mrs. Striker will give to Shona? How should Mrs. Striker talk to Shona so she has hope of a promotion.
3. Explain the difference between the use of formal and informal language (spoken or written) at work.
4. What has Shona added in the note that is not necessary?

# Unit **4**

## Integrity, Solve Problems, Use Technology, Use Systems



- Maintain confidentiality as appropriate about matters encountered in the work setting.
- Cope with work situations or tasks that change frequently.
- Identify actual or potential problems related to one's own work and help fix them.
- Learn how to use appropriate computer-based technology to get the job done most efficiently.



“Writing is perhaps the most challenging, but also most critical skill. With so much of our work information being electronic written communications, it has as much, if not more, impact than any other workplace skill. Written forms of communication must be accurate to have a positive effect. Ineffective written communication leads to mistakes and also tends to reflect poorly on the person who is communicating ineffectively.”

*Andrew Brower, Executive Director  
The Source, Grand Rapids, MI (2009)*

## The SOURCE

*Leveraging Resources  
Creating Opportunities  
Keeping Promises*

### Vocabulary

Justice • Security • Shift • Tone

### Scenario 4.1: Be Careful of What You Say and How You Say It — Theo and Mr. James

Theo is a security guard at Huntington Computers. He usually works the daytime shift. Theo likes to work this shift so that he has time in the evenings to go out with his friends. When workers take time off for vacation, the security guards often have to change their shifts. It's important to have security 24 hours a day.

Theo has a fun weekend planned. He is going out with some of his friends from work. This morning, Theo is told that he will have to work the evening shift for the weekend. Theo thinks this is unfair. He feels that he always gets the shifts that no one else wants. Theo is angry when he emails his friends about the change in plans.

One of Theo's friends prints out the email. He leaves it on his desk. Theo's boss, Mr. James, sees the email. Mr. James calls Theo into his office. Mr. James is very upset.

### EFF Work Readiness Profile Task

#### Integrity:

Maintain confidentiality, as appropriate, about matters encountered in the work setting.

#### Responsibility:

Demonstrate a willingness to work.

#### Self Management:

Display responsible behaviors at work.

From: theo@huntcompX.com  
Subject: weekend  
Date: September 9, 2009, 9:25:56 AM EDT  
To: jake@ huntcompX.com

Yo,  
Can't meet to go out this weekend. The head honcho's ripping me off again. He's making me work the late shift. It's a real bummer. Maybe he should do it himself. That would be justice.  
Later  
Theo

(Continued on next page...)

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**Think About It!**

1. Who was the intended reader for Theo's email?
2. Why is Mr. James upset?
3. How should have Theo responded to having to work the evening shift?
4. What do you think will happen to Theo?
5. Why is a person's tone and choice of words important when writing?

“In the insurance agency world, good written communication skills are imperative. Accuracy is an absolute must in our environment.”

*Sandy Feys, C&M Insurance Services  
Traverse City, MI (2009)*



## Vocabulary

Advertisement • Italian • Restaurant • Service • Successful

### Scenario 4.2: Advertising Your Product — Sergio

Sergio has always wanted to open his own restaurant. A month ago, Sergio found the perfect location for his family restaurant. Sergio knows that successful restaurants serve great food and have great service. That is why Sergio plans on using many of his grandmother’s recipes. She always made the very best Italian food in the neighborhood.

Sergio is almost ready to open up his neighborhood restaurant. He is pleased with how the restaurant looks and knows that everyone will love his food. All he has to do is get people to try his great Italian recipes.

Sergio decides he will advertise in the local newspaper. He spends time thinking about the right words to use. Sergio wants people to know that it is a family place that serves great food at a reasonable price. Finally, he has his idea. He is sure that his ad will bring people into his restaurant.

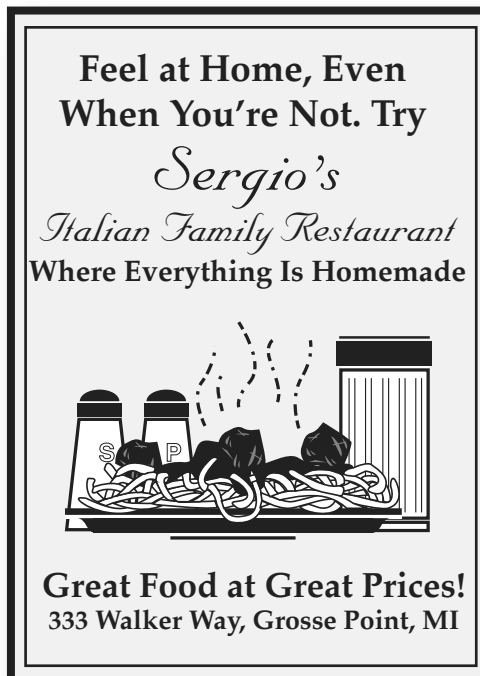
#### EFF Work Readiness Profile Task

Solve Problems:

Cope with work situations or tasks that change frequently.

Allocate Resources:

Make sure that materials, tools, and equipment are available to do the job effectively.



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**Think About It!**

1. What is the first thing that you noticed about Sergio's advertisement?
2. What words did Sergio use to make people want to come to his restaurant?
3. Why is good advertising important in the workplace?
4. What else could Sergio do to advertise his new restaurant?

“We see many customers who are opening new accounts who print their name on the signature card. It seems they have never practiced a cursive signature and don’t understand how important a signature is for financial transactions.”

*Debbie Hansen, Assistant VP and Branch Manager, Oxford Bank  
Clarkston, MI (2009)*



## Vocabulary

Boldface • Processed • Proofread • Timely

### Scenario 4.3: Filling Out Forms — Aji

Aji works for the Building Department in Flint. He is responsible for processing the forms for the building inspectors. Aji’s job is to make sure that the forms are completed correctly. If the forms are incorrect or incomplete, Aji must contact the builder. The builder then must fill out a new form. Aji knows that this can delay a building from being inspected in a timely manner. Aji thinks about why the forms are often incomplete. Although there are directions for each section, the form does not have general directions. Aji writes the following set of directions for correctly completing the form.

#### Inspection Request Form Directions

1. Please read the entire form before completing. Pay special attention to any section you are not required to complete. Those sections are shaded and marked “For Office Use Only.”
2. Read all directions carefully. Directions are printed in boldface.
3. Please print. Use only blue ink. Do not use pencil.
4. Answer everything. If a section does not apply to you, write N/A (not applicable) in the space. Do not leave any sections blank.
5. Please proofread carefully. Correct any errors by using correction fluid. Do not scratch out mistakes or write over a mistake.
6. Sign and date the form in blue ink.
7. Make copies for your own records.
8. Deliver the form to the Building Inspection Department, Attention: Aji Dean, either in person or by mail. Forms will be processed within five business days.
9. Incomplete forms will be returned.

*(Continued on next page...)*

#### EFF Work Readiness Profile Task

##### Solve Problems:

Identify actual or potential problems related to one’s own work and help to fix them.

##### Acquire and Use Information:

Communicate in English well enough to get the job done.

##### Serve Clients:

Verify customer or client information to validate forms, provide services or carry out procedures.

Aji takes the directions to the lead building inspector. The building inspector congratulates Aji on a job well done. He tells Aji to add the directions to all of the forms and have new forms printed.

Aji is pleased that his supervisor liked his idea.

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**Think About It!**

1. Why was the lead building inspector pleased with Aji?
2. How will the directions help Aji and his department?
3. Why is it important to be able to write clear directions in the workplace?

“My adult education students are often terrified of writing anything. As a teacher, I try to help them understand that writing can be another form of talking. I usually ask them to tell me a story about themselves and as they talk I write the story, then I show them that they are writers, just as they are talkers!”

*Courtney Schaub-Olsen, Basic Skills Instructor  
Orchard View Adult Education, Muskegon, MI (2009)*




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## Vocabulary

Appreciates • Clarify • Clerical errors • Mistakes • Responsible

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### Scenario 4.4: Writing Clearly — James

James is the delivery driver for a small plumbing supply company. James is responsible for making sure that each customer receives exactly what they ordered.

The first thing that James does every morning is to check each order, take the items from stock and load his truck. This first step is important because Susan, the customer service clerk, often makes clerical errors about the items to be delivered and specific delivery instructions.

James is proud that he has been attending Adult Education classes to improve his reading and writing. He wants to get his GED. He has become more aware of how written mistakes cost both his employer and the customer time and money. He also realizes Susan does not write very clearly. He likes Susan and does not want her to lose her job, so he corrects her errors. He does sometimes, however, have to check with the company owner to clarify an order that Susan has written.

James is often told that the owner appreciates his efforts and that customers sometimes call to say that James leaves very simple, clear and polite notes when no one is available to accept delivery. James feels good that he has made the effort to learn to write better, and he knows that he will be next in line for a raise.

### EFF Work Readiness Profile Task

#### Solve Problems:

Identify actual or potential problems related to one's own work and help to fix them.

#### Acquire and Use Information:

Communicate in English well enough to get the job done.

#### Responsibility:

Show initiative in carrying out work assignments.

*(Continued on next page...)*

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**Think About It!**

1. Why do you think James is sure he will be next in line for a raise?
2. Write a short note for a missed delivery from James. What information would you make sure to have in that note.
3. What information is given on the form left by UPS, FedEx or the Post Office when a package or item can't be delivered?
4. How should James handle Susan's written errors?

“Consider automatic order processing. When we get electronic orders from the customer, we have to spend time back and forth to get the order straight. If we send the wrong order, the customer doesn’t understand there was a communication problem. They only understand they didn’t get the parts they want. If we want to get paid accurately, if we want to stay out of trouble with the customer in terms of making delivery schedules, it is absolutely critical that we get the electronic written communication right.”

*Joe Singer, LACKS Enterprises, Grand Rapids, MI (2009)*



#### EFF Work Readiness Profile Task

##### Solve Problems:

Identify actual or potential problems related to one’s own work.

##### Responsibility:

Take responsibility for completing one’s own work assignments accurately, on time, and to a high standard of quality.

##### Use technology:

Learn how to use appropriate computer-based technology to get the job done most efficiently.

### Vocabulary

Arrival • Congestion • Delivery receipts • Detailed log • Estimated Rig • Track

### Scenario 4.5: Keeping a Written Log — Len

Len is a truck driver who owns his own rig. He is hired by companies to make deliveries of frozen foods.

Over the last year, Len has learned it is important to keep a detailed, written log. He keeps track of miles traveled, fuel he bought and time schedules. He records the cargo, weight and estimated time of delivery of the goods. He keeps detailed records of delivery receipts and files them by date. He also keeps notes about the place and time of road construction, accidents, traffic congestion and makes notes about good and bad weather.

Date	Deliver to	Cargo	Weight	Delivery Time (Est.)	Delivery Time (Actual)	Notes:

Len has found he keeps the companies that hire him happy because of his detailed log. If he is later than the estimated time of arrival, he can note the time and place of the delay. The next time he can plan to meet the schedule.

Next week, Len is meeting with a small business consultant. He wants the consultant to help him put his log on a computer. Companies like doing business with Len.

*(Continued on next page...)*

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**Think About It!**

1. What may have happened to give Len the idea he needed to keep a detailed log?
2. How does a log help to account for your time?
3. How can a log make you more productive?
4. What will a computerized log do better than Len's written one?

“Opa utilizes a communication manual. This tool is used to assist our team in many situations. The book includes topics such as, reservations, comp meals, sign –in sheets, void log, and misc. The manual creates an anchor to keep our staff in sync with each other.”

*Paul Barbas, Opa! Coney and Grill, Traverse City, MI (2009)*



## Vocabulary

Experience • Procedure • Requested • Scheduled • Section

### Scenario 4.6: *Planning Ahead, Following Procedure* — *Namatra*

Working at Sears has been good experience for Namatra. She has worked as a sales clerk in the children’s section for two months. She thinks working will help her become more organized and be able to plan ahead better. Two weeks ago, she bought a ticket for a concert for Thursday the 11th. She knows that she is always scheduled to work on Thursday’s. Two days ago she requested to have the day off by leaving a voicemail message for her supervisor. The new work schedule was posted. The schedule has Namatra scheduled to work on Thursday.

Namatra speaks to the floor manager, Mr. Aroa. He tells Namatra she must give at least a one week notice in writing to request a schedule change. He tells her she should read her employee handbook again to know the correct procedure.

Mr. Aroa suggests she post a note on the employee bulletin board to “trade her shift.” He explains that employees do this all the time. Namatra thinks that is a great idea. She posts the following note:

**HELP!**  
**I need to change my shift.**  
**I am scheduled to work on**  
**Thursday the 12th. I am willing**  
**to work Friday or Saturday.**

**Please call:**  
**Namatra – 555-5409**

#### EFF Work Readiness Profile Task

**Solve Problems:**  
Identify actual or potential problems related to one’s own work and help to fix them.

**Use Systems:**  
Comply with organizational policies and procedures in a consistent manner.

**Monitor and Correct Performance:**  
Keep track of changes within the organization and adapt to them.

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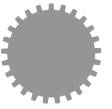


It is now Wednesday and Namatra is disappointed no one has called. She knows she will have to work tomorrow so she gives her ticket to her sister. Namatra does not understand why no one wanted to exchange shifts.

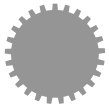
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**Think About It!**

1. Why do you think no one called Namatra to offer to take her shift?
2. What details did Namatra leave off the note she posted that may have helped?
3. What are some steps Namatra can take to become more organized in all her business?
4. How would you have handled this situation if you were Namatra?



- advance:** *əd-van(t)s*, v. — to raise to a higher rank or position [was advanced from clerk to assistant manager].
- advertisement:** *əd-vər-tīz-mənt*, n. — public notice; especially published in a magazine or newspaper or broadcast on radio or television.
- advertisements:** *əd-vər-tīz-mənts*, n. — public notices; especially published in a magazine or newspaper or broadcast on radio or television.
- advisor:** *əd-vī-zər*, n. — one who gives advice or direction.
- alert:** *ə-lərt*, adj. — 1. being watchful and ready to meet danger; 2. quick to understand and act.
- answering service:** *an(t)s-(ə)-rɪŋ sər-vəs*, n. — a company that answers the telephone, records messages when the owner is not available.
- apologize:** *ə-päl-ə-jīz*, v. — to make an expression of regret (as for a mistake or a discourtesy).
- apology:** *ə-pŏl ə-jee*, n. — an expression of regret (as for a mistake or a discourtesy).
- application:** *ap-lə-kā-shən*, n. — 1. a request made personally or in writing [an application for a job]; 2. a form used for making a request [fill out a job application].
- appreciate:** *ə-prē-shē-āt*, v. — to be grateful.
- appreciates:** *ə-prē-shē-āts*, v. — is grateful.
- appreciation:** *ə-prē-shē-ā-shən*, n.—gratefulness, thankfulness.
- approval:** *ə-prü-vəl*, n. — acceptance as satisfactory; an act or instance of approving.
- arrival:** *ə-rī-vəl*, n. — reaching the place one started out for.
- asset:** *as-et*, n. — a quality or thing that can be used to advantage [a real asset to the team].
- assigned:** *ə-sīnd*, v. — picked for a specific use or job [assigned them to work in the kitchen].
- assignments:** *ə-sīn-mənts*, n. — specified tasks or amounts of work (undertaken, as if assigned by authority).
- assistant:** *ə-sīs-těnt*, n. — a person who aids or helps at a job or task.
- assistants:** *ə-sīs-těnts*, n. — persons who aid or help at a job or task.
- attention:** *ə-ten-chən*, n. — consideration with the idea of taking action [a problem that needs prompt attention].
- audience:** *awd-ē-ən(t)s*, n. — those who give attention to something said, done, or written.
- automatically:** *awt-ə-mat-i-k(ə)-lē*, adv. — having devices or mechanisms (as timers) that permit operation without help from a person [automatic washer].
- bleachers:** *blē-chərs*, n. — usually open stand of benches arranged like steps for people to watch from (as at a game).



# Glossary

**blistering:** *blis-tər-riŋ*, v. — developing a raised spot (as in paint) resembling a blister.

**boldface:** *bōl(d)-fās*, n. — a type having thick dark lines.

**booking:** *bu-kiŋ*, v. — making travel arrangements.

**cancelled:** *kān-səld*, v. — to destroy the force or effectiveness of [cancel an order] [cancel an appointment].

**candidate:** *kan-də-dāt*, n. — one who runs in an election contest or is proposed for an office, an honor, or a position/job.

**clarify:** *klar-ə-fī*, v. — to make or become easier to understand [clarify a statement].

**clerical errors:** *kler-i-kəl er-ərs*, n. — mistakes made by a clerk or office worker.

**comfortable:** *kəm(p)(f)-tə(r)-bəl*, adj. — enjoying comfort; at ease [are you comfortable?].

**comma:** *kām-ə*, n. — a punctuation mark, used chiefly to show separation of words or word groups within a sentence.

**commands:** *kə-mands*, n. — orders given [obeying commands].

**communicate:** *kə-myü-nə-kāt*, v. — to transmit information, thought, or feeling so that it is satisfactorily received or understood [the pilot communicated with the airport].

**complaint:** *kəm-plānt*, n. — a cause or reason for complaining, an expression of grief, pain, or resentment.

**completes:** *kəm-pleets*, v. — to bring to an end; accomplish or achieve fully.

**computer program:** *kəm-pyoo-tər prō-gram*, n. — a set of step-by-step instructions that tell a computer to do something with data.

**computerized:** *kəm-pyüt-ə-rīzd*, v. — 1. to store in a computer; 2. to put into a form that a computer can use.

**concise:** *kən-sīs*, adj. — being brief and to the point [a concise summary].

**confident:** *kän-fəd-ənt*, adj. — having a feeling of certainty.

**confirmation:** *kän-fər-mā-shən*, n. — an act or process of confirming, verifying.

**congestion:** *kən-jes-chən*, n. — an excessive accumulation that restricts or delays movement, a clog.

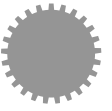
**construction:** *kən-strük-shən*, n. — the act or business of building.

**convenience:** *kən-vēn-yəns*, n. — 1. personal comfort, freedom from trouble; 2. a convenient time.

**conversation:** *kän-vər-sā-shən*, n. — talking or a talk between two or more people.

**copywriter:** *käp-ē-rīt-ər*, n. — a writer of advertising or publicity copy.

**corporate:** *kawr-pər-ət*, adj. — relating to, or being a corporation, relating to, or being a corporation.



**correspondence:** *kawr-ə-spän-dən(t)s*, n. 1. communication by letters; 2. the letters exchanged.

**court:** *kaw(ə)rt*, n. — a building or room where legal cases are heard.

**creative:** *krē-āt-iv*, adj. — 1. able to create especially new and original things; 2. showing or requiring imagination [creative writing].

**critical:** *krit-i-kəl*, adj. — absolutely necessary, of first importance.

**customer:** *kūs-tə-mər*, n. — one who buys a product or a service.

**customer satisfaction:** *kūs-tə-mər sat-əs-fak-shən*, n. — meeting the needs of one who buys a product or a service.

**customer service:** *kūs-tə-mər sər-vəs*, n. — a department or person responsible for addressing the needs of the customer.

**customers:** *kūs-tə-mərs*, n. — those who buy a product or a service.

**current:** *kə-rənt*, adj. — occurring in or belonging to the present time [current events].

**decision:** *di-sizh-ən*, n. — the act of making a choice or judgment.

**definitely:** *def-ə-nət-lee*, adv. — clearly, unquestionably.

**delay:** *di-lā*, n. — the time during which something is delayed, stopped, detained, or hindered [the storm caused a delay in the flight].

**delivery receipts:** *di-liv-ə-rē ri-sēts*, n. — written statements saying that money or goods have been received/delivered.

**department:** *dī-pärt-mənt*, n. — a subdivision of a larger organization or system, such as a government or business.

**detailed log:** *dē-tāld lawg*, n. — an exact and clear record of performance, events, or day-to-day activities.

**draft:** *draft*, v. — to put into written form [draft an essay].

**e-ticket:** *ē-tik-ət*, n. — an electronic document, generated by a computer, showing that a fare or admission fee has been paid.

**edit:** *ed-ət*, v. — to correct, revise, and prepare for publication.

**effective:** *i-fek-tiv*, adj. — producing or able to produce a desired effect.

**email:** *ē-māl*, n. — 1. a system for sending messages between computers; 2. messages sent through an e-mail system [receives a lot of e-mail]; 3. an e-mail message [sent him an e-mail].

**employee(s):** *ēm-ploi-ē*, n. — one who works for another person, business, organization or company.

**estimated:** *es-tə-māt-ed*, v. — judged the approximate value, size, or cost of on the basis of experience or observation rather than actual measurement [estimated the distance] [estimated a painting job].

**errand:** *er-ənd*, n. — a short trip taken to do or get something especially for someone else.



# Glossary

**errors:** *er-ərs*, n. — unintentional departure from truth, accuracy, or a goal [made an error in my adding].

**essay:** *es-ā*, n. — a usually short written work giving a personal view or opinion on a subject.

**experience:** *ik-spir-ē-an(t)s*, n. — skill or knowledge gained by actually doing or feeling a thing [a job that requires someone with experience].

**explanations:** *ek-splə-nā-shəns*, n. — statements that make something clear.

**exterior:** *ek-stir-ē-ər*, adj. — 1. situated on the outside; 2. suitable for use on outside surfaces [exterior paint].

**facility:** *fā-sil-ət-ē*, n. — something (such as a hospital) that is put up for a particular purpose.

**fascia:** *fā-sh(ē)ə*, n. — a horizontal piece (as a board) covering the joint between the top of a wall and the projecting eaves.

**form:** *form*, n., — an established manner of doing or saying something.

**formal:** *for-məl*, adj. — following or agreeing with established form, custom, or rule.

**frame:** *frām*, n. — the part of a pair of glasses that holds the lenses.

**frustrated:** *frūs-trāt-əd*, v. — unable to carry out a purpose or task.

**furious:** *fyûr-ē-əs*, adj. — very angry.

**graphics:** *graf-ix*, n. — 1. pictures, maps, or graphs used for illustration; 2. displays (as of pictures or graphs) generated by a computer on a screen, printer, or plotter.

**hazardous:** *haz-ərd-əs*, adj. — able or likely to cause injury [hazardous chemicals].

**homophone:** *hō-mə-fōn*, n. — one of two or more words pronounced alike but different in meaning, origin, or spelling.

**impression:** *im-presh-ən*, n. — something that impresses or is impressed on one's mind [those words made a strong impression] [the candidate made a good impression].

**inconvenience:** *in-kən-vē-nyən(t)s*, n. — something that causes difficulty, discomfort, or annoyance [a delayed flight causes an inconvenience for the passengers].

**informal:** *in-for-məl*, adj. — 1. not formal [an informal party]; 2. suited for ordinary or everyday use [informal clothes, informal language].

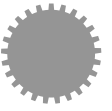
**Italian:** *ə-tal-yən*, n. — a person born or living in Italy; a person of Italian ancestry.

**interior design:** *in-tir-ē-ər di-zīn*, n. — the art of decorating and furnishing the interior of a building.

**interview:** *int-ər-vyü*, n. — a meeting usually face to face especially for the purpose of talking or consulting [an interview to evaluate a prospective employee's qualifications].

**justice:** *jəs-təs*, n. — the quality of being fair or just, being deserved.

**landscaping:** *land-skāp-in*, v. — improving the natural beauties of a piece of land by grading, clearing, or gardening.



**lenses:** *lenz-əs*, n. — clear curved pieces of material (as glass) used to bend rays of light to form an image especially to correct vision or magnify an object.

**linoleum:** *lə-nō-lē-əm*, n.— a floor covering with a canvas back and a surface of hardened linseed oil and usually cork dust.

**literature:** *lit-ə-rə-chû(ə)r*, n. — written material.

**lockable:** *læk-ə-bəl*, adj. — can be shut in or out or made secure by means of a lock.

**long-standing:** *lawŋ-stan-diŋ*, adj. — of long duration, having lasted a long time.

**marketing:** *mār-kæt-iŋ*, n. — the process or technique of promoting, selling, and distributing a product or service.

**mask:** *mask*, v. — to cover for protection.

**measurements:** *mezh-ər-mənts*, n. — figures, extent, or amounts obtained by measuring.

**memo/memorandum:** *mem-ō / mem-ə-ran-dəm*, n. — a brief written reminder.

**message:** *mēs-ij*, n. — a communication in writing, in speech, or by signals.

**mistake(s):** *mə-stāk*, n. — wrong action or statement.

**misused:** *mis-yüzd*, v. — used incorrectly.

**nervously:** *nər-və-slee*, adv.— with uncomfortable feelings.

**notifies:** *nōt-ə-fīz*, v. — gives a warning or indication of something; lets someone know.

**numerous:** *n(y)üm-(ə-)rs*, adj. — consisting of great numbers [numerous friends].

**opportunity:** *öp-ər-t(y)ü-nət-ē*, n. — 1. a favorable combination of circumstances, time, and place; 2. a chance to better oneself.

**optometrist:** *öp-täm-ə-trəst*, n. — a specialist licensed to examine the eyesight and prescribing corrective lenses or eye exercises to improve vision and to diagnose and sometimes treat diseases of the eye.

**panel:** *pan-əl*, n. — a separate or different part of a surface; usually a rectangular and sunken or raised section of a door, wall, ceiling or roof.

**pantry cook:** *pan-trē kūk*, n. — one who prepares food in a small room in which food and dishes are kept; not the main cook.

**paragraph:** *par-ə-graf*, n. — 1. a part of a writing or speech that develops in an organized manner one point of a subject or gives the words of one speaker; 2. a short written article (as in a newspaper) complete in one section.

**patronage:** *pā- trə-nij*, n. — business or activity provided by customers.

**personal:** *pərs-ən-əl*, adj. — proceeding from or directed to a single person; carried on between individuals directly.



# Glossary

**positive:** *pāz-ət-iv*, adj. — showing acceptance or approval; filled with confidence.

**precaution:** *pri-kaw-shən*, n. — a measure taken beforehand to prevent harm or to bring about a good result [take precautions against fire].

**primary:** *pri-mer-ē*, adj. — of first rank, importance, or value [our primary duties].

**prime:** *pīrm*, v. — to put a first color or coating on (an unpainted surface).

**primer:** *pri-m-ər*, n. — a paint-like material used in preparing a surface for painting.

**procedure:** *prə-sē-jər*, n. — a manner or method in which a business or action is carried on.

**processed:** *präs-sessed*, v. — taken care of according to a routine.

**processing:** *präs-e-sing*, v. — taking care of according to a routine.

**product demonstrations:** *präd-əkt dem-ən-strā-shəns*, n. — showing or using of a product for sale to display its good points.

**proofread:** *prü-frēd*, v. — to read over and fix mistakes.

**properties:** *pröp-ər-tēs*, n. — pieces of real estate [business properties].

**published:** *pəb-lishd*, v. — produced or released for publication.

**purpose:** *pər-pəs*, n. — an end to be attained, a reason to do something.

**receive:** *rī-sēv*, v. — to take or get something that is given.

**receptionist:** *rī-sēp-shən-ist*, n. — an office worker who greets callers, answers questions, and arranges appointments.

**reference:** *ref-(ə-)rən(t)s*, n. — a remark referring to something.

**reminder:** *ri-mīn-dər*, n. — a message or note that will cause someone to remember.

**representative:** *rep-ri-zent-ət-iv*, n. — one who serves as an example or instance of something or someone.

**requested:** *ri-kwest-əd*, v. — asked for.

**require:** *ri-kwī(ə)r*, v. — to have a need for [a game that requires skill] [the law requires that everyone pay the tax].

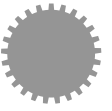
**reservations:** *rěz-ər-vā-shəns*, n. — arrangements to have something (as a motel room or a seat on a plane) held for one's use.

**residents:** *rez-əd-ən(t)s*, n. — people who reside or live in a place.

**responding:** *ri-spānd-ij*, v. — saying or writing something in return; answering.

**responsible:** *rī-spōn-sə-bəl*, adj. — being the one who must answer or account for something (the committee responsible for the job).

**restaurant:** *rěz-tər-rānt*, n. — a business place where meals or refreshments may be bought.



**rig:** *rig*, n. — a tractor-trailer combination used by truckers.

**run-on sentence:** *rən-awn sent-ən(t)s*, n. — a sentence formed from two or more sentences improperly joined (“I didn’t see the red light, officer, I was looking the other way”).

**sanitizing:** *san-ə-tīz-ɪŋ*, v. — freeing from filth, infection, or dangers to health.

**schedule:** *skěj-ool*, n. — a plan of what is to occur, and at what time it is to occur.

**scheduled:** *skěj-ooled*, v. — placed on a written or printed list of times and dates.

**section:** *sek-shən*, n. — a part of a store that specializes in one kind of merchandise [the children’s section].

**security:** *si-kyûr-ət-ē*, n. — something that secures; protection.

**service:** *sər-vəs*, n. — work or action performed by one that serves [gives good service].

**shift:** *shift*, n. — the period of time during which employees work.

**solar:** *sō-lər*, adj. — 1. produced or operated by the action of the sun’s light or heat [solar energy]; 2. using the sun’s rays especially to produce heat or electricity [a solar house].

**specialize:** *spesh-ə-līz*, v. — to limit one’s attention or energy to one business, subject, or study.

**specifications:** *spes-(ə-)fə-kā-shəns*, n. — a description of work to be done or materials to be used; usually used in plural [the architect’s specifications for a new building].

**staff:** *staf*, n. — a group of persons serving as assistants to or employees under a chief [a hospital staff].

**successful:** *sək-sēs-fūl*, adj. — having good results.

**suite:** *swēt*, n. — a group of rooms occupied as a unit.

**supervisory:** *sü-pər-vīz-(ə-)rē*, adj. — involving supervision, being in charge of a unit or an operation of a business, government, or school.

**system:** *sis-təm*, n. — a group of objects or units combined to form a whole and to move or work together [the railroad system] [a park system].

**tarps:** *tarps*, n. — pieces of material (as waterproof canvas) used for protecting exposed objects.

**thorough:** *thər-ō*, adj. — careful about detail [a thorough worker].

**threatening:** *thret-ən-ɪŋ*, v. — announcing as intended or possible [the workers are threatening to go on strike].

**timely:** *tīm-lē*, adj. — coming early or at the right time.

**tone:** *tōn*, n. — accent or pitch of the voice especially when used to express an emotion or a change in meaning [spoke in a sharp tone].

**track:** *trak*, v. — awareness of things or the order in which things happen or ideas come [lose track of the time] [keep track of expenses].





## Glossary

**transit:** *tran(t)s-ət*, n. — local transportation of people in public vehicles; also: the vehicles or system used in such transportation.

**transportation:** *tran(t)s-pər-tā-shən*, n. — the public transporting of passengers or goods usually for a price.

**turbine:** *tər-bən, -bīn*, n. — an engine whose central driving shaft is fitted with a series of blades spun around by the pressure of a fluid (as water, steam, or air).

**veterinarian:** *ve-trən-er-ē-ən*, n. — a person who is qualified and has been given the authority to treat diseases and injuries of animals.

**voucher:** *vaŭ-čər*, n. — a paper that records a business dealing (as payment of a bill or credit for a future purchase).

**wind energy:** *wind en-ər-jē*, n. — natural, usable power (heat or electricity) generated by the movement of air.

**wondering:** *wən-dər-rɪŋ*, v. — having curiosity or doubt.

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