

# Spring Second Packet

## Work Experience Students Homework

Name \_\_\_\_\_

This packet is due by April 15. Turning it in after that will result in losing half credit. Get it done early, turn it in early and relax. Turn it in Early. Late papers must be turned in to Mr. Riche' personally. It is impossible to pass this class without completing the entire packet and turning it in. Turn it in, you need the half credits to pass the class.

In the packet are assignments. Some of these assignments require more than just filling out the papers, they may require you to write a letter or find out information at work. Go through them thoroughly. Failure to complete every assignment will mean you get zero credits. Full packet must be completed!!!! If any assignments are missing, the entire packet is incomplete and will not be accepted.

**Answers to the packet must be completed on a separate piece of paper and all answers must be completed in complete sentences.**

**Timesheets must be turned in every Friday. The timesheet should cover the week prior!!! Continue doing them even during the holidays.**

- ✓ 45% of your grade is timesheets, 45% homework packet, 10% class participation
- ✓ Mr. Riche' is at MHS Mondays, Wednesday and Fridays. MSHS Tuesday and Thursday. Come see me at Break!!! I do not write passes to class. Best way of contacting me is [timriche@maderausd.org](mailto:timriche@maderausd.org) or call 675-4469.

It is important you withdraw from Work Experience with a passing grade so do not get behind in your work. Any problems come see Mr. Riche' ASAP. Monday Wednesday are blue days. Tuesday Thursday are purple. Friday is split

## Labor Organizations

- Instructions:
1. Read the following pages carefully.
  2. Answer the questions at the end. You may refer back to the text if you need to.

### Structure of the Labor Union

Although labor organizations throughout the years have included many different structures, today in the United States the labor structure is divided primarily into two factions—industrial unions and craft unions.

#### Industrial Unions

Industrial unions, which are found chiefly in large industrial concerns, include the majority of workers in all career fields who are working for a single employer or industrial concern. For instance, a large steel mill, employing ten thousand workers, will include craftsmen in the foundry, welding, electrical, and assembly sections. These workers, grouped together, will more than likely belong to an industrial union.

#### Craft Unions

Craft unions may be defined as groups of organized individuals who practice one trade, or related trades, but for different employers. Large cities will contain both industrial and craft unions, and most small towns will support several segments or “locals” of a number of craft unions. Two examples of local craft unions are the International Brotherhood of Carpenters and Joiners of America for those in the building trades.

### Labor Union Administration

The organization of a labor union is usually considered to exist at two levels—the national level and the local level; although a state or district level in between may exist, it usually has very little power since most policies are handled either at the local or national level.

The local union is probably the most important level to the ordinary workingman because here he attends meetings, pays his dues, uses his voting privileges, and elects local and national leaders. Delegates are elected at the local level and are sent to national conventions to represent local membership. The local elects a president and a business agent to handle local affairs. The business agent is paid a salary by the local union and usually works full-time. In small local groups, the president and business agent may be the same person. The main committee of the union is the executive board, which is usually elected by the local membership. All the locals in a craft or in a particular industry join together under the national organization and are governed by a single constitution.

### Labor Union Objectives

#### Collective Bargaining

The term COLLECTIVE BARGAINING sums up what a union is. This activity brings together a group of workers in a like craft or industry to give them collective strength in bargaining with management. Through collective bargaining, labor and management draw up a contract that is mutually satisfying to both parties and that is binding for both.



### Self-Improvement

Through the objective of self-improvement, the worker gains status and importance it would be impossible to gain as an individual. Activities within the union allow the worker to improve himself through educational programs, election to offices or as a delegate, recreation programs, or voting with his fellow worker to improve job conditions or wages.

### Representation

Although representation would be involved in the collective bargaining process, this particular objective focuses on representation for the workers in community affairs, before government agencies or boards, and before legislative bodies through lobbyists. Other labor representation might include civil defense, special honorary occasions, or citizen's advisory boards.

### Self-Preservation

Because unions have had some problems in the past with employers either trying to keep a union faction from forming or breaking up a union in their midst, the objective of self-preservation was added as a reminder that self-preservation was imperative if collective bargaining was to take place. Since many employers would rather deal with the individual than with a union, the union must keep in mind that its existence is dependent upon its ability to stay alive.

### Welfare

The objective of welfare covers a variety of different activities and includes insurance, credit unions, cooperative buying or housing, and education. Education under this objective does not conflict with the objective of self-improvement. Under the welfare objective, help would be given to allow the worker to attend classes.

## **Management and Labor Relations**

Most people outside unions only hear about union clashes with management, not the cooperation that takes place between these two factions. A person entering the world of work must decide whether he wants to work inside or outside a labor union, and the decision must be his alone.

### Cooperation

Many topics arise during collective bargaining where both labor and management recognize the problem and the need for cooperation. Some areas that have been successfully dealt with are safety, retirement, insurance, working hours, and overtime.

### Problems

Because of news coverage, most conflicts between labor and management are blown out of proportion and the general public is hard pressed to gain a complete picture of any issue. Conflicts do arise, and sometimes they are very stormy. One side may be completely in the wrong, a lack of communication may exist, or perhaps both sides are partly wrong. The largest single conflict is usually over wages: labor wants more money and management says they cannot pay it. When conflicts do arise, company and union representatives meet together to try to reconcile differences. In most cases, compromises are made by each side until a mutual agreement is reached where both sides have been fair in their negotiations.

### Intervention by an Arbitrator

When the two parties simply cannot work out their differences because the problems are too complicated or too charged with emotion to be easily solved, an arbitrator is called in. Both parties

(intervention by and Arbitrator cont.)

involved sign an agreement to stand by any decision the arbitrator will make. Both sides call witnesses; written evidence, such as account books, payrolls, and contracts, are studied; and a decision is made, written up, and given to both parties concerned.

Management-Labor Contracts

A collective agreement between labor and management is drawn up in a contract and signed by both sides. Sometimes the contract is quite lengthy—especially when it involves many people or many different crafts. A local union drawing up a contract with a small concern may need only a few pages in the agreement. A contract usually contains agreements on wage, hours, and work conditions; work rules; coverage and time-span; renewal means; means of recognition; reinforcement; special problems; and fringe benefits.

**Questions – Short Answer** (use dictionary or other sources)

1. Briefly describe the term “collective bargaining.”

---

---

---

---

2. Define the term “union lobbyist.”

---

---

---

3. What is the function of an arbitrator?

---

---

---

---

4. Name at least five items normally covered in a management-labor contract:

---

---

---

---

---

5. In your own words, describe your parents' feelings regarding labor unions. Cover such questions as: Are they for unions or against them, and why?

---

---

---

---

---

**Questions – Fill in the blanks**

1. There are two basic types of unions: \_\_\_\_\_ unions and \_\_\_\_\_ unions.
2. A member of a craft union works at \_\_\_\_\_ trade for \_\_\_\_\_ different employers.
3. Members of industrial unions typically work for \_\_\_\_\_ employer or industrial concern.
4. A worker in the foundry of a large steel mill would probably belong to an \_\_\_\_\_ union.
5. A carpenter on a local housing project probably belongs to a \_\_\_\_\_ union.
6. There are two levels of union administration: \_\_\_\_\_ and \_\_\_\_\_.
7. To the average working person, the \_\_\_\_\_ level is most important because that is where dues are paid and benefits gained.
8. The person who handles local affairs on a salaried basis is called a \_\_\_\_\_.
9. A union's desire to stay in existence is called \_\_\_\_\_.
10. The union objective covering such things as insurance and cooperative buying is called \_\_\_\_\_.



## Grooming

“No one has a second chance to make a first impression.”

\*\*The first thing that makes an impression on the interviewer is your appearance. HINT: The type of clothes you wear for the interview depends upon the kind of job you are applying for. If it is a factory or construction job, clean, unwrinkled work clothes are appropriate. If you are a guy looking for a sales or office job, you should wear a shirt and tie with a suit or spots coat. A girl’s clothes should be conservative, not faddish. They need not be expensive, but they should be clean and unwrinkled. Make sure your clothes are in good taste. Colors should match and not be overly bright or loud. If your working qualifications are about the same, the interviewer will hire the one that makes the best appearance.

\*\*Grooming must be immaculate:

### Guys

- Hair . . . . . Clean, trimmed  
HINT: More boys have probably lost jobs because they were in need of a haircut than for any other reason.
- Face and Beard . . . . . Clean, trimmed  
HINT: Some businesses will accept long sideburns, mustaches, but will not accept a beard. So check the other employees before your interview.
- Teeth . . . . . Carefully brushed, use a mouthwash
- Hands . . . . . Clean, smooth, nails clean and trimmed
- Cleanliness . . . . . Bath and deodorant and clean underwear
- Suit . . . . . Conservative, clean, pressed, brushed
- Shirt . . . . . Freshly laundered, matching color with suit
- Tie . . . . . Clean, matching color with suit and shirt
- Socks . . . . . Clean, matching color with suite or shirt, no holes, not white
- Shoes . . . . . Polished and shined, no run-over heels, leather shoes preferred to tennis shoes
- Posture . . . . . Stand tall, head erect, back straight, no hands in pockets

### Girls

- Hair . . . . . clean, well rushed, brush hair from your shoulders after combing
- Face . . . . . Moderate make-up
- Teeth . . . . . Carefully brushed, use mouthwash
- Hands . . . . . Clean and smooth, nails clean and short, polished, not chipped
- Cleanliness . . . . . Bath and deodorant and clean underwear. Remove underarm hair
- Dress or Suit . . . . . Conservative, clean, pressed, no odor, and hemline even. No slip showing.
- Nylons . . . . . Clean, no runs, no visible hair on legs
- Shoes . . . . . Cleaned, polished, medium heel, not run-over
- Posture . . . . . Stank tall, head erect, back straight

## Questions on Grooming

Fill in the blanks:

1. A prospective employee's hair should always be \_\_\_\_\_, trimmed, and \_\_\_\_\_.
2. In most cases, a job applicant \_\_\_\_\_ a beard has a better chance of getting a job than one who has a beard.
3. Teeth should always be \_\_\_\_\_, and the use of \_\_\_\_\_ is highly recommended.
4. A guy's socks should be color matched with his \_\_\_\_\_ or \_\_\_\_\_.
5. It is important to wear clean underwear every day because failure to do this results in a bad \_\_\_\_\_.
6. A guy or girl should go for a job interview dressed in a conservative fashion. Give five (5) points that indicate conservative dress:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  - e. \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_

## But You Never Showed Me!

Remarks like “But you never showed me” or “I’ve never heard that” are defensive statements that shift the blame from you to someone else, usually your boss.

Joyce had worked as a cashier at Riddle’s Department Store for over two years. She was hired before its grand opening during her senior year in high school and now is looked upon as somewhat of an authority by her fellow cashiers, most of who have been hired within the past ten months.

This year Joyce was entitled to a two-week vacation. While she was on vacation, the store converted from the old-style cash registers to a new National Cash Register Computer-connected system that controls both price and inventory. When Joyce returned and was faced with a new cash register that was different from her old one, she decided to figure out how to use it on her own rather than ask one of the “new” people to show her. After all, this register had labels on all the keys; and a few of the keys obviously and nothing to do with ringing up the sales. In no time at all, Joyce was able to get the cash drawer open and ring out receipts.

All was going well until the manager called her in two days later to explain a shortage of \$386. After a few minutes of discussion, it became apparent that Joyce was ringing up her sales wrong, and the shortage was the least of her problems. It seems the inventory was thrown off, and it would require several hours of someone’s overtime to clear it up. When the manager asked Joyce why this happened, she answered, “I did my best.” “When I came back to work Monday, nobody showed me how to run the new register.”

**Directions:** Answer each of the following questions about Joyce’s problems.

1. Did Joyce really do her best? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2. What should Joyce have done to avoid the problems? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What do you think the store manager will say to Joyce? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What would you do? Who would you talk to? \_\_\_\_\_

\_\_\_\_\_



## Do I Like My Job?

**Directions:** This exercise will help you think about your present job. Read each sentence carefully. Circle “yes” or “no” to show your opinion of your job.

- |   |     |    |
|---|-----|----|
| 1. I find the work itself enjoyable.  | Yes | No |
| 2. I am paid a fair salary for the type of work I do.                                     | Yes | No |
| 3. I feel there is opportunity for advancement.   | Yes | No |
| 4. The people I work with have respect for me as a person                                 | Yes | No |
| 5. My work is too hard physically.  | Yes | No |
| 6. I am satisfied with the pay.   | Yes | No |
| 7. I am treated well by the people I work for (supervisors, foremen, etc.)                | Yes | No |
| 8. There is enough variety in the type of work I do.                                      | Yes | No |
| 9. I have the chance to see the results of my work or efforts.                            | Yes | No |
| 10. There is enough opportunity for me to be with other people.                           | Yes | No |
| 11. I find the working hours convenient.  | Yes | No |
| 12. The work is dull and boring.  | Yes | No |
| 13. There is opportunity for me to learn new skills                                       | Yes | No |
| 14. I get recognition or credit for the work I do well.                                   | Yes | No |
| 15. The job pays enough for me to have most of the things I want.                         | Yes | No |
| 16. On the job I am in contact with people whom I like.                                   | Yes | No |
| 17. The type of work I do gives me respect from people at home or in the community        | Yes | No |
| 18. I can work at my own speed, as fast or slow as I wish.                                | Yes | No |
| 19. I have job security for the future.   | Yes | No |
| 20. I find the physical surroundings pleasant.  | Yes | No |
| 21. I have enough freedom to do the job in my own way.                                    | Yes | No |
| 22. I have good “fringe benefits” with the job (health insurance, retirement plant, etc.) | Yes | No |
| 23. When I am not satisfied with something, I can get “action” from my supervisor.        | Yes | No |
| 24. I am interested in the work I do.   | Yes | No |
| 25. I have to spend too much time traveling to my job.                                    | Yes | No |

On the back of this sheet paper, write a paragraph explaining why you like or dislike your job.

Name \_\_\_\_\_ Date \_\_\_\_\_

## What Employers Want

It is very satisfying to be chosen from a group of applicants for a job. It is proof that your training, past record, appearance and the way you handle yourself have stood the test.

Every worker wants to be successful in a new job. Knowing what the employer expects is an important part of being able to do an efficient job. The following ideas will help you do a better job for your employer.

1. Be sure to report on time. Make sure your transportation is reliable. Use the time clock correctly.
2. Be fit and alert, ready for a full day of work, and get to work quickly.
3. Avoid unnecessary absence and overly long break periods.
4. Keep a learning attitude. Be sure to watch closely and adapt to the methods used on your job. Use common sense, ask questions, and take notes if necessary. Try to understand what part your job plays in the company and always try to do your job the boss's way. That is what you were hired to do.
5. Try to work smoothly with others. Be cooperative and do not gossip about fellow workers.
6. Respect your fellow workers. Their jobs and ideas are important to you and the company.
7. Be loyal. Support the group of people you work with. Try to be as helpful as possible.
8. Show strength of character—take responsibility for your errors. Be patient and perform your work with dignity even though the conditions at work or at home may be distressing.
9. Develop the positive traits:
  - a. Be enthusiastic—genuine interest in a task will make work more enjoyable.
  - b. Be responsible—do your work on schedule, carrying it out without constant supervision. It will make you a trusted employee.
  - c. Use good judgment—get all the facts, study them, and use them in the best interest of the firm.
10. Eliminate negative traits:
  - a. Do not be a know-it-all.
  - b. Do not indulge in self-pity.
  - c. Do not be lazy or indifferent.
  - d. Do not flaunt your knowledge.
  - e. Do not argue.
11. Communicate clearly; use memos to make sure that people remember your request.
12. Be neat and orderly; it will help you to be productive and to do accurate work.
13. Concentrate on your work; your boss is depending on you to do your best. Show initiative and follow through on your assignments. This will encourage your employer to trust you.

14. Eliminate time losers like:
  - a. Arriving late and leaving early.
  - b. Applying make-up on the job.
  - c. Needless conversation—personal telephone calls, unless they are necessary.
  - d. Family office visits.
  - e. Smoking in the office.
15. Do not be careless—poor work causes waste. Following instructions will maintain office standards. Remember to care for office machinery properly and use office supplies only when they are necessary.
16. Use your imagination to discover ways to do your job better each time. It will improve your work and make it more satisfying.
17. If it is necessary to perform extra duties during a rush period, do all that you can to make the work go smoothly and quickly. A valuable employee can be counted on in a pinch.
18. Self-control in stressful situations is a valuable trait if you can remain calm. Being a self-starter is also an area of self-control. If you can work through a job independently, your employer will appreciate the fact that you are able to work without constant supervision.

Answer the following questions:

1. List character qualities that you have that help you to do a good job:

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

2. Give an example of a situation in which you were complimented on your work.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. List negative traits that might cause you to have trouble at work:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Can you improve your work by resolving to try change your negative habits? Give an example below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Name \_\_\_\_\_ Date \_\_\_\_\_ Period \_\_\_\_\_

## Five Minutes Late—So What?

How many times have you heard a fellow employee say something like the following?

- “I was five minutes late --- so what?”
- “It was only five minutes.”
- “Don’t hassle me about five minutes --- it’s no big deal!”

Just how big a deal is give minutes?

Assume that John is five minutes late for work each day. He makes \$6.75 an hour and works 255 days a year. Overhead cost is figured at two times the hourly rate. How much would John cost his employer in production dollars? Let’s base our answer on a formula generally accepted in the world of work.

Production Loss	=	Overhead Cost	x	Hours Lost	x	Days Worked	x	Number of Employees Late
--------------------	---	------------------	---	---------------	---	----------------	---	--------------------------------

We know the following information about John:

- Overhead cost is \$6.75 (hourly rate) x 2 or \$13.50.
- Hours lost in 5 minutes 5/60 or 1/12 (.083) of an hour.
- Days worked is 255.
- Number of employees is one.

Using the above formula, we can calculate that John cost his employer \$286.88 in production.

If 50 employees all making \$6.75 an hour were five minutes late for 255 days, using the above formula, we find out that they would cost the employer \$14,344.00 in production.

$$\underline{\$13.50 \times 1/12 \times 255 \times 50 = \$14,344.00}$$

On the top of page 2 of this activity is a chart based on the above formula that calculates the production loss in dollars for employees who are five minutes late.

## Production Loss in Dollars Chart

Hourly Rate	Number of Employees Five Minutes Late for 255 Working Days						
	1	5	10	25	50	100	500
\$6.75	286.88	1434.40	2868.80	7172.00	14344.00	28688.00	143440.00
\$7.00	296.31	1481.55	2963.10	7407.75	14815.50	29631.00	148155.00
\$7.25	306.90	1534.50	3069.00	7672.50	15345.00	30690.00	153450.00
\$7.50	317.48	1587.40	3174.80	7937.00	15874.00	31748.00	158740.00
\$8.00	338.64	1693.20	3386.40	8466.00	16932.00	33864.00	169320.00
\$9.00	381.00	1905.00	3810.00	9525.00	19050.00	38100.00	190500.00

**Directions:** Using the above chart, when necessary, answer the following questions regarding the cost of being late:

1. If Ruth, who makes \$7.00 an hour, is five minutes late for 255 working days a year, how many dollars has she cost her employer in production? \$\_\_\_\_\_
2. If 10 employees, who make \$8.00 an hour each, are five minutes late for 255 working days, how many dollars in production would they cost the employer? \$\_\_\_\_\_
3. If you and four of your fellow employees, who make \$8.50 an hour, are five minutes late each day for 255 working days, do you think you are going to get a Christmas bonus?

YES NO

Why? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Do you think you would get a raise? YES NO

Why? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_