

Spring First Packet

Work Experience Students Homework

Name _____

This packet is due by February 25. 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 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

Customer Service

Who is a customer?

A customer is a person or company that buys products and services from your store. The money that customers spend pay your wage and make your job possible. For a clothing store, customers are those who buy clothes. For an automotive repair shop, customers are those who need an automobile repaired. For an insurance company, customers are those who buy automobile insurance. For a recreation department, customers are people who live in the community.

How does good service make customers feel?

- 1) **Special** because they are greeted promptly and warmly.
- 2) **Pleased** because they get the information, help, or the problem solved with no stress.
- 3) **Educated** because they learn about products or services that are available to help them.
- 4) **Happy** because they feel emotionally better leaving the store than before entering.



How do you greet a customer?

The moment a customer enters a store, employees need to lay down the welcome mat by: a) making eye contact; b) smiling; and c) greeting the customer with a cheery “Good morning” or “Good afternoon,” or “Hello!” so that the customer feels right at home. Customers love to get attention. If you know the customer's name, add that to the greeting such as “Good morning Mr. Smith.” Customers feel special when you remember their name and use it. Every customer who enters the store needs to feel that they have arrived in a warm and friendly place. Follow the greeting with an additional helpful comment such as “Can I take your order?” or “How can I help you today?” or “What can I find for you?” If you are busy with another customer, be sure to say, “I’ll be with you in a minute after I help this customer.”

How do you sell something to a customer?

Are stores in business to sell products and services? From a salesperson's point of view, stores are in business to sell the *features and benefits of products and services* so that customers want to buy, and do buy, the product or service. A salesperson's job is to know and explain the features and benefits of the products so that customers can be convinced to buy. Therefore, study, know, and be able to explain every feature and benefit of the products and services you sell. The **features of the product** are the physical size, color, design, operation, and material from which it is made. The **benefits of the product** are what the product will do for the customer (such as a hands-free cell phone device will improve driver safety). Remember, **features tell . . . benefits sell.**

What do you do to close the sale?

When you see that the customer is enthusiastic about the features and benefits of the product, close the sale by taking the direct approach. You may say, “May I take this up to the cashier for you?” or “Do you prefer the walnut or oak wood for this entertainment center?” or “Do you want the computer chair delivered or will you take it today?” or “I understand that you have decided on this Chevy truck. You may arrange financing now, and we will detail the truck and have it ready for you within the hour.”

What else should be done?

The close of a sale allows you the opportunity to sell "add-on" products or services. Add-on sales are important for the following reasons: a) The store makes more money from the additional sales; b) You may earn a higher sales commission; and c) Add-ons give the ultimate in customer service since the customers may need these additional products and will not have to make another trip to the store to get them. To ask for add-on sales, you may say "Do you need Golden Wood Oil to maintain the beauty of this entertainment center wood?" or "Do need a chair for your new computer?"

How are customer problems handled?

A problem is the difference between what a customer wants to happen and what really happened. To solve a problem, follow these steps. **First:** Get all the fact; preferably write the facts down on paper. **Second:** Listen carefully to the problem without getting stressed. **Third:** Repeat the problem back to the customer and ask if you got it right. You show sympathy and understanding when you repeat back the problem to the customer. You will also diffuse any anger and negative feelings that the customer may have. If you are able to solve the customer's problem, do so immediately. If you cannot, find a supervisor, explain the situation, and let him or her solve the problem. Remember: **The real issue is not** what the customer's problem is. **The real issue is** the money the store will lose in the future if the customer should decide to make their purchases in another store. Over 80% of unhappy customers never purchase from the store again. If the complaint is solved, over 90% will return to the store to spend money again. It costs five times more in advertising to attract a new customer than it costs in advertising to keep an old one.



What do you say when the customer leaves the store?

"Thank you for shopping at Target" or "Please return soon. We have a new sale starting next Thursday" or "Would you like to sign up for our mailing list to receive coupons and be informed of future sales?" Make the customer feel happy as they leave your store.

QUICK CHECK:

1. a) Who is a customer? b) Who is the customer of a: 1) clothing store? 2) auto repair shop?
2. Describe 4 ways good service makes a customer feel.
3. List 3 ways employees lay down the welcome mat for customers entering the store.
4. When do customers feel special?
5. List examples of 2 additional comments you may add after greeting the customer.
6. a) From a salesperson's point of view, what are stores in business to sell? b) What is a salesperson's job?
7. a) Explain what "features" of a product are. b) Explain what "benefits" of a product are. c) What should you remember?
8. a) When should you close the sale? b) Give 2 examples of what to say to close the sale.
9. For what 3 reasons are add-on sales important?
10. Give one example of what you would say to ask for add-on sales.
11. a) What is a problem? b) List the 3 steps to use to understand and solve a customer's problem.
12. When do you diffuse the anger and hostility?
13. If you cannot solve a problem, what should you do?
14. What is: a) Not the real issue? b) The real issue?
15. What percent of unhappy customers never return to the store?
16. If it costs \$100 per year in advertising to keep an old customer, how much does it cost per year in advertising to attract a new customer?
17. Give an example of what you can say when the customer leaves the store.
18. How should you make the customer feel when leaving your store?

How To Make Introductions

When you are in the work world, you will be expected to know business etiquette. The word etiquette means rules of behavior based on tradition (what has been done in the past), efficiency (best way to do things), and logic (making sense). Another word for etiquette is manners.

Business etiquette affects how supervisors in the work world see you. Having good job skills is not all there is to being a successful employee. Getting along with others, using good manners, and tact (making others feel comfortable by saying and doing the right thing) are also important. Supervisors are more likely to promote employees who have both — good job skills and a good understanding of business etiquette to help make people feel comfortable and help the company to operate smoothly.

In business situations, failing to make an introduction is a faux pas (popular French word for a social blunder or mistake in manners. Pronounced "foh paw."). Why are introductions important? Introductions make others feel comfortable, and make the introducer appear important.

For example, have you ever stood in a group of people you did not know while a friend chats with other people in the group? If it seems that everyone else knows each other, you may feel awkward and embarrassed. Your friend may have assumed that you already know the members of the group, have forgotten to introduce you, or didn't know how to introduce you to the group. A person who has not been introduced may feel socially invisible. In addition, members of the group will be unsure how to talk to the person if they do not know who he or she is. Introductions make everyone feel comfortable. The person who makes the introductions takes control of the situation (exercises the power of politeness) because introductions allow people to feel comfortable and help things move along smoothly. The basic overall rule of introductions is to keep it simple and respectful.

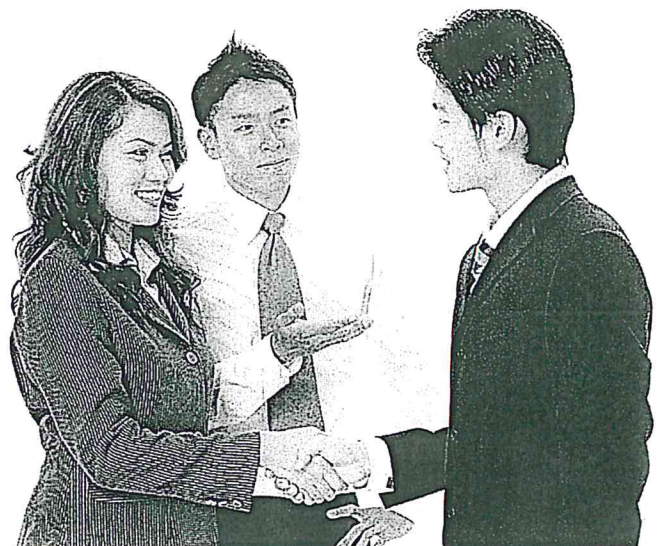
HOW TO MAKE INTRODUCTIONS. Follow these four easy steps:

1. Use the name of the most important person first.

The most important person is usually the person with the higher level job. Use a person's title such as Mr., Mrs., Ms (pronounced Miz), Miss, Doctor, Professor, Captain, or other title before the person's last name unless you are asked to use first names or know that first names are acceptable in your company. In some companies, people use first and last names such as Joe Smith instead of Mr. Smith or Joe. **Listen** to the way people are introduced at your company so that you will know which way is best.

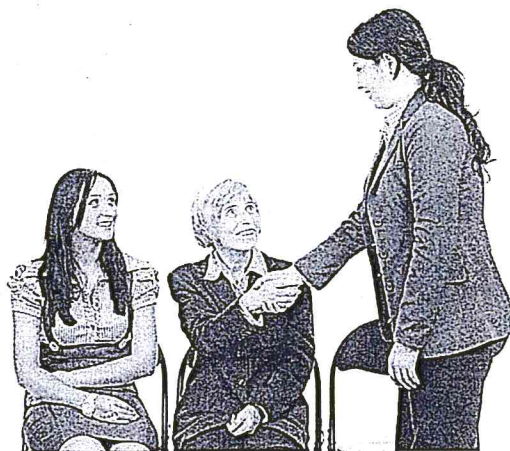
When in doubt, it is always safe to use the person's title and last name during introductions and let the person being introduced invite others to use his or her first name if they wish to do so.

EXAMPLE: "Doctor Jones, I'd like you to meet Mr. Smith."



There is one exception to this rule. A customer (or client) is an important person because they bring money into the company. Therefore, when introducing a customer, use his or her name to start the introduction. EXAMPLE: "Mrs. Johnson, I'd like you to meet my manager, Mr. Brown." (Mrs. Johnson is the customer.) If you do not know who has the higher level job and neither person is a customer or client, use the name of the person you wish to compliment or show respect to first. Or, to show respect for age, you may use the name of the older person first. EXAMPLE: "Mr. Green, I'd like you to meet my friend, Tom Brown." (Mr. Green is 50 years old, and Tom is 23 years old.)

2. **Establish eye contact with the person to whom you are talking. Smile and look pleasant.**
3. **Say each person's name clearly.**
4. **If you have time, add information about a person during the introduction.** EXAMPLE: "Mrs. Johnson, I'd like you to meet Mr. Smith. He is the manager of the Steaks and Seafood Restaurant." Or, "Mr. Green, I'd like you to meet my friend, Tom Brown. Tom is in my drafting class at Careerville High School."



When adding information about the person introduced, be sure the information is right for the situation, and be sure the information is positive about the person.

The introduction show something about you, too. It shows that you have business social skills, can add information that will make others feel comfortable, and have social skills to keep the conversation flowing in a positive direction. Making introductions is a skill that you need to start practicing now so that this skill will be a natural and comfortable part of your personality in a future career.

QUICK CHECK:

1. On what 3 things are rules of behavior based?
2. What is another word for etiquette?
3. a) Besides job skills, what 3 other things are important for successful employees?
b) Define "tact."
4. a) Supervisors are more likely to promote employees who have what 2 things? b) To help in what 2 things.
5. What does "faux pas" mean?
6. Why are introductions important?
7. Give 3 reasons why a friend may not introduce you to a group.
8. What is the overall rule of introductions?
9. Whose name should you introduce first?
10. a) When may you use first names? b) What is the safe thing to do?
11. Why is a customer's name used first?
12. a) When you do not know who has the higher level job, who should you introduce first?
b) How can you show respect for age?
13. What are steps #2 and #3 for introductions?
14. If you have time, what may you add?
15. When adding information about the person, about what 2 things should you be sure?
16. What 3 things does the introduction show about you?
17. a) When should you start practicing the skill of making introductions? b) Why?
18. Homework: Watch others to see how introductions are made. Practice introducing people whenever you have the opportunity.

Attitude for Success

WHAT IS AN ATTITUDE?

An attitude is defined as a state of mind about a person, thing, or situation. Your thoughts and feelings about this person, thing, or situation make up your attitude. Attitudes, feelings, and thoughts are displayed to others by your facial expressions, body language, voice, and actions. Other words for attitude include: viewpoint and opinion.



WHY ARE ATTITUDES CALLED POSITIVE OR NEGATIVE?

In math, positive means a number more than zero. **Attitudes are said to be positive** because they are valuable, thoughts of worth, that add to the good in people, things, and situations. People enjoy being around positive thinkers. In math, negative means a number below zero. **Attitudes are said to be negative** (below zero or worthless) because negative thoughts focus on the bad and subtract from the good in people, things, and situations.

HOW CAN YOUR ATTITUDE HELP OR HURT YOU?

Negative thoughts **harm the thinker**: a) physically raises the stress on the body such as blood pressure and heart beat speed; b) mentally causes worry that then blocks creativity and successful problem solving skills; and c) socially damages friendships because people are offended by negative attitudes towards them or others. Positive thoughts **improve the thinker**: a) physically allows the body to operate at a healthy pace for peak performance; b) mentally creates happy thoughts that allows the brain to produce creativity and successful ideas; and c) socially draws friends, raises, and job promotions to the positive thinker. Positive attitudes create experiences that are good — friendships, love, better health, new jobs, promotions, raises, success, and happiness. Negative attitudes create experiences that are bad — fear, rejection, enemies, poorer health, termination (fired from jobs), failure, and unhappiness.

HOW CAN YOU CREATE A POSITIVE OR NEGATIVE ATTITUDE?

You create a positive attitude by starting each day with the good thoughts in your mind: It's going to be a good day. I'm going to get that project done. I'm going to learn something. I'm going to say something that will help someone else have a good day. I will enjoy life today. If you wake up with these thoughts, a positive attitude will show in: a) Your facial expressions (smiles). b) Your posture (correct way you sit, stand, and walk). c) Your voice (pleasing to hear).



You create a negative attitude by starting the day with worrisome thoughts: Another lousy day. I'm going to put off that project until tomorrow. I don't want to learn that software the boss wants us to learn. I wish I could tell Joe what I really think of him. Life's a bummer. If you wake up with these thoughts, a negative attitude will show in your facial expressions (frowns), your posture (slouched and defiant), and your voice (harsh and angry).

WHY ARE POSITIVE ATTITUDES IMPORTANT TO EMPLOYERS?

Your attitude is important to employers because **you are part of the team** that needs to produce work so that the company earns money. And, your attitude is important to employers because **you come in contact with customers** who buy the product or service so that the company earns money. It is as simple as this: Your positive attitude will earn money for the employer; and your negative attitude will lose money.

WHAT ATTITUDES DO EMPLOYERS CONSIDER POSITIVE OR NEGATIVE?

Positive Attitudes

Creates humor in a situation in a way that does not offend anyone or anything; healthy humor.

Willing to learn a new job

Friendly to everyone

Says kind, positive words to others

Happy with the job duties

Tries to do the best job possible

Learns on the job without being told

Shows up for work on time

Uses the power of a smile

Enjoys working with others

Dresses to fit the job

Says "please" and "thank you"

Does not let negative people create unhappiness

Makes the best of unexpected situations

Works as a team, sharing and helping



Negative Attitudes

Think he/she knows it all

Does the job fast just to get it done

Learns only when necessary

Slips in late and leaves early

Wants to boss others without permission

Does not trust coworkers

Does not care what others think

Jealous of others job duties

Will not share and/or dishonest

Talks bad about the job, company, coworkers, and/or employer in person or on FaceBook and Twitter

Uses sarcasm (use of words that mean the opposite of what the person really wants to say to irritate, insult, or try to be funny); then say, "Just kidding."

Nothing can stop the person with the right mental attitude from achieving a goal; nothing on earth can help the person with the wrong mental attitude.

—W. W. Zieger

Attitudes are contagious. Is yours worth catching?

—Dennis Mannerling

Attitude is a little thing that makes a big difference.

—Winston Churchill

Wherever you go, no matter the weather, always bring your own sunshine.

—Anthony D'Angelo

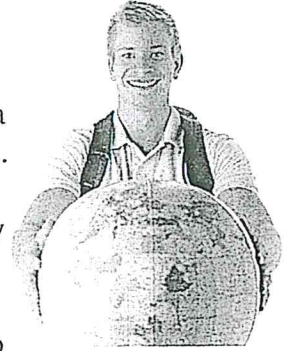
QUICK CHECK:

1. a) Define attitude. b) What 2 things make up your attitude?
2. In what 4 ways are attitudes displayed to others?
3. Why are attitudes said to be: a) positive? b) negative?
4. a) List 3 ways that negative thoughts harm the thinker. b) List 3 ways that positive thoughts improve the thinker.
5. Write down one thought that will help create a: a) positive attitude. b) negative attitude.
6. Explain the difference between a positive and negative attitude in: a) Your facial expressions. b) Your posture. c) Your voice.
7. a) List 2 reasons why positive attitudes are important to employers. b) It's as simple as what?
8. List 5 examples of positive attitudes.
9. List 5 examples of negative attitudes.
10. a) Do you think that employers have a right to judge an applicant's attitude when hiring? b) Give a reason for your answer.
11. a) Do you think that employers have a right to judge a worker's attitude: a) To give raises and promotions? b) To fire workers? c) Give a reason for your answers.
12. According to Zieger, what can help the person with the wrong mental attitude?
13. D'Angelo: What should you always bring?

After High School Choices

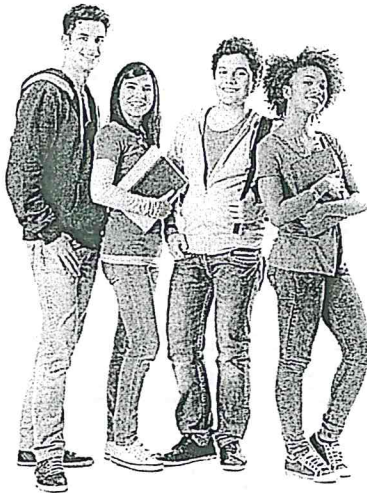
Gap Year

One year break taken by a student after leaving high school and before entering college to work, travel, or volunteer (such as in a foreign country). Advantages of a gap year: 1) You will learn new skills. 2) You will meet new and interesting people. 3) It is a break from traditional education. 4) You may become more mature because you will have to take care of yourself. 5) If you work, you can save money for college. Disadvantages of a gap year: 1) You will be a year behind in college. 2) Volunteer work in a foreign country may be risky and stressful. 3) A gap year can be expensive since volunteer work does not pay. 4) If you do not plan your gap year, it can be a waste of time. 5) Your social life may suffer since you will be on a different path than your friends. 6) Your college admission process may be difficult after a gap year.



College (Full Time or Part Time)

Attend college: 1) To earn a Certificate (for a job such as welder or hair stylist); 2) To earn an Associate Degree (2 years of college) in a job area (such as Police Science) or to transfer to a 4-year college; 3) To earn a Bachelor degree (4 years of college). When you attend college, you may apply for an internship program for one semester or more. An internship program: 1) Places you in a temporary job that teaches on-the-job skills needed for the career area. 2) Provides you with paid or unpaid work experience. 3) Provides you with references (people who will say you are a good worker) to place on your resume and job applications. If you attend college part time while working, you will eventually earn a certificate or degree that will provide you opportunities for a better job with higher pay. For example, an Associate degree normally requires 16 college classes (general education and major). If you worked and completed 2 classes per semester, how long would it take for you to graduate?



Occupational Adult School or Trade & Technical Center

Many cities have Adult Schools or Trade & Technical Centers that offer you: a) low-cost training, and b) provide training for a Certificate or License for a job (such as carpenter, mechanic, computer technician, and medical assistant). To find these low-cost training centers, talk to a local high school counselor or visit the website CareerOneStop.org (and click on “Find Training” and “Find Local Help”). You do not need to enroll in private school training that will cost thousands of dollars and place you in debt for many years! Take the time and effort to find low-cost training sites. It is best to start a career debt free.



Work

You may want to work after high school. Find the best job possible with a career path that will lead to higher pay. For example, fast food restaurants, grocery stores, and retail stores often promote outstanding entry-level workers to supervisory positions, and eventually store manager. Become an outstanding worker so that you will earn pay raises and promotions! Do not settle for a “dead-end” job — job that does not offer a career path for good workers. To find jobs, visit the website CareerOneStop.org. Click “Job Search.” Click “Find Local Help” to find an office near you.

You may also find job openings on internet sites such as Monster.com and CareerBuilder.com, or specialty job boards such as Dice.com (technology), HealthECareers.com, CareerBank.com (financial), and TalentZoo.com (design).

Apprenticeship Program

Apprenticeship programs are job-training programs that certify workers for high-level skill jobs (such as electrician or machinist) with work experience and classroom instruction. Apprenticeship programs are sponsored by employers, JATC (Joint Apprenticeship & Training Centers), industries (such as manufacturing), and unions. Graduates are called Journeymen or Journeywomen and earn high pay. Visit MyNextMove.org and click "Registered Apprenticeship" button to discover apprenticeship programs near you. After you apply, it may take one year or more wait for an opening. Keep yourself busy during this time by improving your English skills, math skills, and work skills.



Volunteer

Find volunteer openings by visiting the website VolunteerMatch.org. You may also volunteer (or apply for a paid job) in a national park (visit website NPS.gov). If you are low income, you may join the Job Corps for education and job training (visit website JobCorps.gov). In addition, you may visit your community's City Hall, hospital, police department, fire department, or library to ask about local volunteer opportunities.

Start a Business

Use your skills to create a business such as store window painting, pet care, lawn service, mobile car wash, swimming pool maintenance, house cleaning, or other. To help you, visit the website BusinessUSA.gov.

Join the Military

The military offers excellent job training and money for college after you serve. Be aware that military service includes dangerous and risky duties. To read more, visit the website TodaysMilitary.com.

QUICK CHECK:

1. a) Define gap year. b) List 5 advantages of a gap year. c) List 6 disadvantages of a gap year.
2. a) List 3 things you can earn in college.
3. List 3 things an internship program does for you.
4. a) How many classes does an Associate degree normally require? b) If completed 2 college classes per semester, how long would it take for you to graduate? (There are 2 semesters in one year.) c) If you started at age 18, how old would you be when you earned an Associate?
5. List 2 things that Adult Schools or Trade & Technical Centers offer you. b) What website can you visit to find this low-cost training? c) List 2 reasons you may not want to enroll in private school training. d) What is best?
6. a) List 3 examples of businesses that may eventually promote entry-level workers to store manager. b) Why should you become an outstanding worker? c) What is a dead-end job? d) List 5 website you may visit to find jobs.
7. a) What are apprenticeship programs? b) List 4 sponsors of apprenticeship programs. c) What are graduates called? d) What do you do to find apprenticeship programs near you? e) List 3 things you can do to keep yourself busy while waiting.
8. List 4 ways you can find volunteer openings.
9. a) List 3 types of businesses you may use your skills to start. b) Design a business card for a business you may want to start.
10. a) What does military service offer? b) Of what should you be aware? c) To read more, what website may you visit?

Tattoos & Body Piercings

What are tattoos and body piercings (body art)?

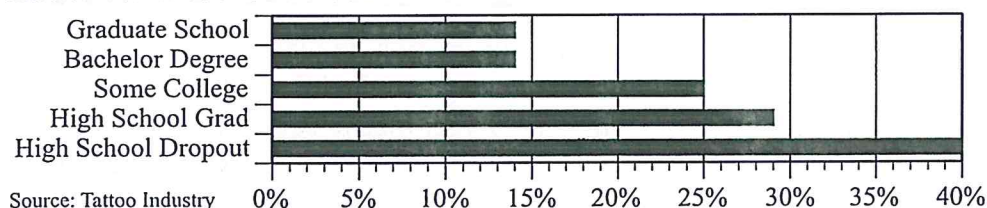
According to the Mayo Medical Clinic, a tattoo is a permanent skin design made with color pigments inserted through pricks into your skin. The tattoo machine is like a hand-held sewing machine with several needles piercing the skin repeatedly to insert ink droplets. The process causes bleeding and slight to much pain. **Risks of the tattoo process** includes allergic reactions to the dyes; skin infections, bumps (called granulomas) around the tattoo; raised skin areas (called keloids or scar tissue) around the tattoo; blood diseases (tetanus, hepatitis B, hepatitis C) from unclean tattoo equipment; and interference with MRI exams (for example, permanent tattoo eyeliner causing incorrect MRI images for eye problems). **Body piercing** is the practice of puncturing or cutting a part of the human body (such as ear, nose, or tongue) to create an opening in which jewelry may be worn.

Does an employer have a right to reject a job applicant because of a tattoo or body piercing?

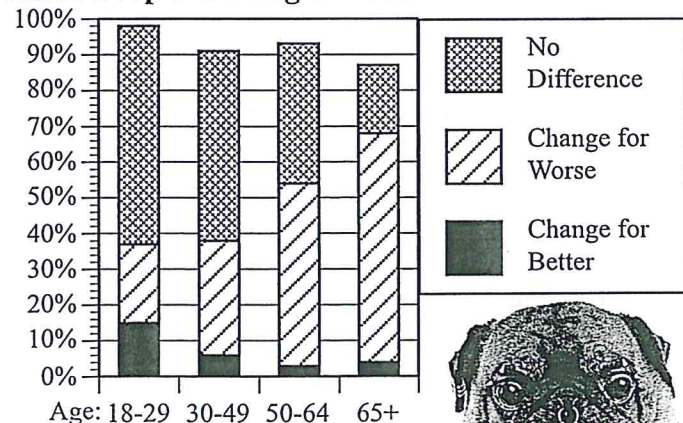
Yes. Employers have a right to set dress rules as long as the employer does not discriminate against a person's race, color, religion, age, national origin, disability, genetic information, or gender. Tattoos and body piercings are not listed as First Amendment rights. Dress codes are legal that require short hair for men (and allow long hair for women); and no visible body piercings (and allow women to wear earrings). Employers may discriminate against visible body art if the employer fears that employees with body art might harm the professional image of the company. Over 75% of employers consider body art unprofessional. A survey by CareerBuilder found the following personal traits prevent workers from promotions: Piercings (37%); Bad breath (34%); Visible tattoo (31%); Wrinkled clothes (31%); Messy hair (29%); Dress too casual (28%); Too much perfume or cologne (26%); Too much makeup (22%); Chewed fingernails (10%); Too suntanned (4%).



Education Level of Persons With One or More Tattoos

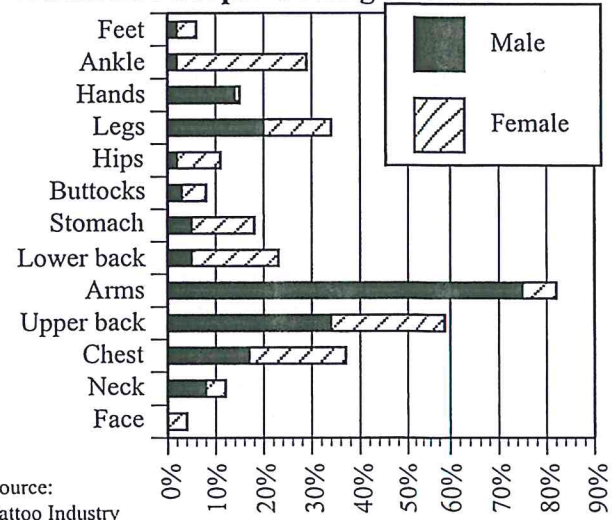


More People Getting Tattoos Has Been . . .



Source: Pew Research

Where Are People Getting Tattoos?



What types of jobs are body art friendly?

A fancy hotel may not hire a job applicant for concierge (personal assistant for hotel guests) with a tattoo of skulls and crossbones on the back of the hand, but the same hotel may hire a job applicant with the tattoo for a dishwasher in the kitchen. Some employers (such as Subway, WalMart, Google, Amazon) may allow visible body art depending upon the hiring manager's opinion. Other employers (such as airlines and hospitals) may have strict rules that say, "Do not hire applicants with visible body art." Employer body art policies vary by state, type of employer, and manager's opinion of body art. To find out if an employer hires applicants with body art, visit the work site and look at the employees who work there to find out if body art is acceptable. After hire, will workers with body art receive promotions to management jobs? The answer in today's work world is often "no." Employers' opinions may change in the future to become more body art friendly.



Why do people decide to try to remove tattoos?

According to a survey: 58% just decide to remove it; 57% suffer embarrassment; 38% had lower body image because of the tattoo; 38% wanted a new job or career; 37% had a problem with clothes; 25% experienced stigma (negative image view by others).

How are tattoos removed?

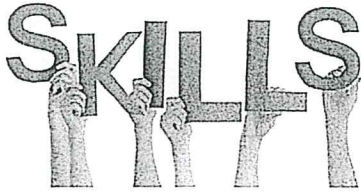


Tattoo removal is very difficult. Common removal procedures include: 1) Laser surgery (Q-switch lasers release powerful pulses of energy to heat and shatter the tattoo ink; multicolor tattoos require different laser wavelengths; repeated sessions are necessary and may never erase the tattoo completely). 2) Dermabrasion (tattoo skin is sanded down with high-speed rotary device that has an abrasion wheel; allows tattoo ink to leach out of the skin; tattoo may not completely erase). 3) Surgical removal (tattoo is removed with a scalpel and edges of the skin are stitched together; surgical removal leaves a scar and may be used for small tattoos only.)

QUICK CHECK:

1. a) What is a tattoo machine like? b) How does it work? c) What does the process cause?
2. List 6 risks of the tattoo process.
3. What is body piercing?
4. What do employers have a right to set?
5. An employer may not discriminate against what 8 things?
6. Is body art a First Amendment right?
7. What percent of employers consider body art unprofessional?
8. List the top 5 personal traits that prevent workers from promotions.
9. Graph: a) Which education level of persons get most tattoos? b) Which level is second?
10. What percent think tattoos have been a change for the worse: a) 18-29 year olds? b) 50-65 year olds? c) Persons 65+ years old?
11. a) In your opinion, in which age group are most of the managers who hire job applicants? b) As the 18-29 year olds become hiring managers, do you think the work world views of body art will change? c) Give a reason for your answer.
12. Which body part gets the most tattoos: a) For males? b) For females?
13. In what job may a fancy hotel allow body art?
14. Which employers may allow body art?
15. Which employers may not allow body art?
16. How do you find out if body art is allowed?
17. a) Are workers with body art promoted to management? b) What may happen in the future?
18. List the top 4 reasons tattoos are removed.
19. Describe how tattoos are removed by: a) Laser. b) Dermabrasion. c) Surgery.
20. a) Do you think that body art should be allowed in all jobs? b) Give 3 reasons for your answer.

Work Ethic Skills



Foundation Work Skills

Foundation is the floor on which a house is built. "Foundation work skills" are the skills on which a career is built. Without a solid foundation, a house will fall down. In the same way, without foundation work skills a career will fail. Foundation work skills are skills that transfer to all jobs. Ten examples of foundation work skills are: attendance, character, teamwork, appearance, attitude, productivity, organization, communication, cooperation, and respect. Foundation work skills are important in any career — from airline pilot to zookeeper. For example, if a test pilot is an excellent pilot but does not get to work on time, the test pilot will be fired as a result of a poor foundation work skills — the skill of showing up to work on time.

Work Ethic

What is another term that employers use instead of "foundation work skills"? Employers use the term "work ethic" or "work ethic skills" to say the same thing. For example, if the test pilot does not get to work on time, the employer would say, "Our test pilot does not have a good work ethic."

Work Ethic + Willingness to Learn New Skills = Career Success

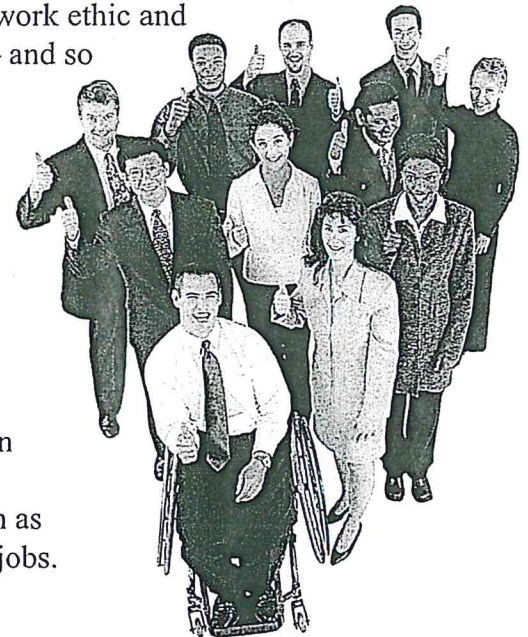
Workers who have a good work ethic and willingness to learn new skills are rewarded by employers with more job responsibility, promotions, and raises. The "process" of earning more responsibility, promotions, and raises throughout your career is called "climbing the career ladder."

Work Ethic + Climbing the Career Ladder = Career Success

Step #1 on your career ladder is your first job. If you keep a good work ethic and willingness to learn new skills, you will be promoted to Step #2. Then, if you keep a good work ethic and willingness to learn new skills, you will be promoted to Step #3 — and so on until you reach the top of the career ladder. What may be the top job of your career ladder? It may be a high paying job as a supervisor or manager.

Work Ethic = Transferable Skills

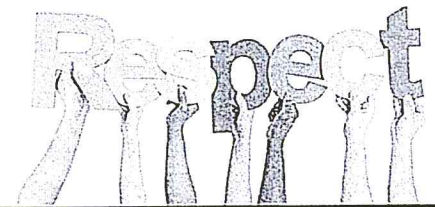
Why should you try to earn promotions and raises (climb the career ladder) in every job you hold? Because past promotions and raises at a job prove that you have skills that will transfer to a future job. When you interview for a new job, you may be offered a better position and higher starting salary because you have proven that: 1) you have work experience; 2) a good work ethic; and 3) willingness to learn new skills. Work ethic skills are also known as "transferable skills" — skills that can be transferred to all types of jobs.



Ten Work Ethic Skills You Need

1) **Attendance:** Report to work every day. Report to work on time and ready to work the minute the work shift starts. If you need time off, notify the employer in advance so that another can be scheduled for your work shift. When sick, call the employer as soon as possible so that another can be found to work your shift. Take the correct time for rest breaks and meal periods. Work overtime if needed.

- 2) **Character** is the qualities in your personality that make you the person that you are. Another word for character is reputation. Qualities that make up your character include:
- Loyal** (speaking well of the company, products, and workers).
 - Trustworthy** (honest with company property and information).
 - Reliable** (continue to work even when not supervised).
 - Shows initiative** (does what needs doing without waiting to be told and always looking for more work to do and doing it).
 - Self-disciplined** (ability to control one's feelings and overcome one's weaknesses in order to do or say the right thing).
- 3) **Teamwork:** Works as a team member with coworkers and managers to meet the company's goals and to serve customers.
- 4) **Appearance:** Wears appropriate clothing and hair style for the job — clean, neat, and teeth brushed.
- 5) **Positive Attitude:** Thoughts, feelings, and words about the company are good. Not a complainer.
- 6) **Productivity:** Works while at work. Completes each tasks accurately. Follows rules and procedures.
- 7) **Organization:** Organizes tasks, tools, equipment, and work flow so that tasks are completed smoothly and quickly. Manages work time wisely.
- 8) **Communication:** Speech and writing are clear, to the point, kind, and professional.
- 9) **Cooperation:** Develops good working relationships with others. Handles criticism, complaints, and conflicts with calmness, politeness, and poise (turning bad feelings, like anger, into cool self-control).
- 10) **Respect.** Treats coworkers, managers, and customers as important people and with empathy (understanding and respect for another's feelings).



QUICK CHECK:

- What are "foundation work skills"?
- a) What will happen to a career without foundation work skills? b) List 10 words that describe foundational work skills.
- a) What is another term for foundational work skills? b) What may an employer say about a test pilot that does not get to work on time?
- a) What 2 things added together equal "Career Success"? b) What other 2 things added together equal "Career Success"?
- a) A good work ethic and willingness to learn are rewarded by employers with what 3 things? b) What is the process of earning responsibility, promotions, and raises is called?
- What may the top job of your career ladder?
- Why should you try to climb the career ladder in every job you hold?
- When you interview for a new job, you may be offered a better position and higher starting salary because you have proven what 3 things?
- a) Work ethic skills are also know as what? b) To what types of jobs may these skills be transferred?
- List the 10 work ethic skills you need.
- a) What is character? b) What is another word for "character"?
- List the 5 qualities that make up your character or work world reputation.
- Define "self-disciplined."
- a) With whom do you work as a team member? b) To do what?
- Describe a positive attitude.
- a) List 3 ways you are to handle criticism, complaints, and conflicts. b) Define "poise."
- Define "empathy."
- It is excellent to start learning work ethic skills while in school. Write down the 10 work ethic skills with each work ethic skill on a separate line. After each work ethic skill, briefly describe how you can demonstrate this skill in your classes at school.
- a) Do you have a good work ethic? b) Give a reason for your answer.