

A large orange graphic element on the left side of the cover, consisting of a diagonal line from the top left to the middle, and a horizontal bar extending to the right from that point.

The logo for Power Basics, featuring a square icon with a grid pattern to the left of the text "POWER BASICS" in a bold, sans-serif font, with a registered trademark symbol (®) to the right.

School-to-Career

Nancy Lobb

Table of Contents

To the Student v

Unit 1: Looking to the Future

Lesson 1: Understanding Yourself 3
 Lesson 2: Identifying Your Abilities 8
 Lesson 3: Identifying Your Interests 18
 Lesson 4: Understanding Your Personality 24
 Lesson 5: Understanding Your Values 28
 Lesson 6: Exploring Career Goals 35

Unit 2: Getting a Job

Lesson 7: Using Resources to Find Job Openings 51
 Lesson 8: Applying for a Job 65
 Lesson 9: Interviewing for a Job 75

Unit 3: Doing Your Best Work

Lesson 10: Starting a New Job 89
 Lesson 11: Looking Right for the Job 93
 Lesson 12: Learning Your Job 97
 Lesson 13: Using Good Work Habits 101

Unit 4: Communicating at Work

Lesson 14: Speaking Effectively at Work 121
 Lesson 15: Listening for Success at Work 131
 Lesson 16: Communicating with Body Language 136
 Lesson 17: Using the Telephone 143
 Lesson 18: Dealing with Customers 150

Table of Contents, *continued*

Unit 5: Getting Along with Your Boss and Coworkers

Lesson 19: Getting Along with Your Boss	163
Lesson 20: Getting Along with Your Coworkers	169

Unit 6: Meeting Challenges at Work

Lesson 21: Being a Safe Worker	187
Lesson 22: Handling Problems on the Job	199

Unit 7: Getting Ahead at Work

Lesson 23: Getting Raises and Promotions	223
Lesson 24: Moving Ahead to Reach Your Career Goal	231

<i>Appendix</i>	242
<i>Glossary</i>	258
<i>Index</i>	271

UNIT 3

Doing Your Best Work



LESSON 10: Starting a New Job

GOAL: To know how to start a new job right

WORDS TO KNOW

advancement

coworkers

entry-level job

appropriate

employee handbook

unwritten rules

cooperate

Starting Off Right

The first day on a new job is always a challenge. It won't take long before you feel comfortable, but it is important to start off right. Knowing what to do can help you get along better with your boss and your **coworkers** (the people you work with).

A good way to start off right is to get to work on time. Of course, that's important every day, but on the first day it's doubly important.

Before your first day on the job, see how long it will take you to get to work. If you will be driving to work, take a test drive at the same time of day as you will report for work. If you will take the bus or subway, take a ride to your new workplace to see how long it takes.

IN REAL LIFE



Kim's career goal was to become a paralegal. Part of her career plan was to get a part-time job working in a law firm. She found a job as an office assistant in a law firm near her home. The pay was good for an **entry-level job** (a beginning job). When she finished her community college program, there was a chance for **advancement**, or promotion, to a full-time paralegal position. Kim was thrilled when she found out she'd been hired. She decided to start off right and work hard at her new job so she would meet her career goals.

Allow yourself plenty of time to get ready the morning of your first day. Plan to arrive at your job about five to ten minutes before you are expected.

You will have a lot of new people to meet on your first day. One of the most important of these people is your new boss. Smile and shake hands when you are introduced. It is a good idea to ask your boss what he or she would like to be called. You can say, “Should I call you Mrs. Barnes?” It is not a good idea to call your boss by his or her first name unless you have been told to do so.

You may have to introduce yourself to your new coworkers. When you do this, be pleasant and smile. Try hard to learn their names as soon as you can. Be friendly to all your coworkers. But don’t try to be “best friends” too fast. It’s better to get to know everyone a little better before you make friends. (We will talk about this more in Lesson 20.)

Your coworkers will probably offer to show you the ropes. Be sure to take advantage of this. **Cooperate**—work as part of the team. Ask questions about things you don’t understand, and listen carefully to what you are told. You may want to take notes. No one expects you to know what to do the first day. But employers do expect you to show a desire to learn.

No matter what jobs you are given, do your best. Show that you want to do the job right. Since you are new, you are likely to be given some simple tasks at first. Don’t complain. Do these jobs to the best of your ability. If you do well, you’ll be given other things to do later on.

TIP



It is hard work starting a new job. Be sure to take care of yourself so you’ll feel your best. Get plenty of rest and eat good meals. Things are sure to go better if you do.

You will probably be given an **employee handbook** on your first day of work. This is a set of written rules for what is expected of all employees. (We’ll talk about this more in Lesson 12.)

There are also **unwritten rules** in your workplace. These are the rules that “everybody knows,” but that no one has thought about writing in the

handbook. You will learn these rules by watching your coworkers and paying attention to what is going on around you. You will soon learn what type of clothing is **appropriate**, or suitable, by observing what the other workers are wearing. The men may be wearing suits and ties or just khaki pants and polo shirts. The women may be wearing nice dresses or just a blouse and pants. Maybe most of them are wearing uniforms.

You can also learn a lot about the tone of the workplace by observation. It may be very quiet, very noisy, or somewhere in between. Whatever the tone is, you will need to fit in.

By looking around you, you can see if all the workstations are perfectly orderly or if a few piles of paper on the desk are all right. You may even see that most of the desks are pretty messy.

Another thing you can pick up by observation is the general atmosphere of the workplace. In the lunchroom or break room the workers may keep to themselves. It may be very quiet and serious. There may be a friendly chatter or there may be a lot of joking around.

You may not find written rules about these things. But if you are observant your first days on the job, you will see how best to fit in with the other workers.

TIP



Give your new job (and yourself) a fair chance. Don't take the easy way out and quit if the going gets rough. There is always an adjustment period in any new job.

PRACTICE 17: Starting Out Right

Answer the following on a separate sheet of paper.

1. Why do you think you should not call your boss by his or her first name unless you are told to do so?
2. Why do you think it's a good idea to learn your coworkers' names as quickly as possible?
3. Why is it so important to be on time the first day?

4. Circle the letter of each statement that is an example of how you should act on your first day of work:
- a. If coworkers offer to show you how to do a task, tell them “no!” After all, you don’t want to look dumb.
 - b. If you aren’t sure if you can leave on your lunch hour, leave by the back door. Maybe no one will notice.
 - c. Call your boss and coworkers by their first names.
 - d. Don’t worry about learning anyone’s name. It’s not important.
 - e. Ask questions about any instructions that are not clear to you.
 - f. If you don’t understand how to do something, don’t worry about it. Just go ahead and do what you want.
 - g. Eat snacks and soft drinks at your desk if you feel like it; that is your right.
 - h. Invite your boss and coworkers to your place after work to celebrate your first day on the job.
 - i. Take a break whenever you get tired. There is no limit on rest breaks.
 - j. If your boss has a messy desk, don’t worry about picking up after yourself or keeping your things neat.
 - k. Don’t complain about the jobs you are given even if some of them seem boring.
 - l. Show that you are willing to learn how to do new things.

LESSON 11: Looking Right for the Job

GOAL: To know how to look right for a job

WORDS TO KNOW

clothing fads	employees	uniform
deodorant	employers	well-groomed
dress code	scent	

Dressing for a Job

Being **well-groomed** (neat and clean) and dressing appropriately for the job are two easy but important ways to keep your job. Many **employers** (bosses) feel that the appearance of their **employees** (workers) is a reflection on the company. Workers who are neat and attractive make the company look good. Workers who are sloppy give the impression that they will do sloppy work as well.

Looking and Smelling Clean

The most important part of good grooming is being clean. There is no substitute for that daily bath or shower followed by clean underwear and socks. Keep your hair washed and trimmed neatly. Your hands should be clean, and your nails trimmed to a reasonable length. Brushing your teeth regularly will give you clean teeth and fresh breath.

Smelling good is important. Using a deodorant after your shower will control body odor. A **deodorant** is a product that is used to eliminate odors. If you have a special **scent** (a perfume or an aftershave lotion) you like to wear, use only a little or none to avoid bothering your coworkers.

Dressing for the Job

It is important to most employers that their employees dress right for work. Dressing right for work shows that you think your job is important.

IN REAL LIFE



Juan and Joel were enrolled in business courses in a community college. Their career goal was to become department managers in a large building supply store in town. As part of their career plans, the two got part-time jobs as clerks at the building supply store. The store manager gave each boy two T-shirts with a store logo on the front. The boys were instructed to wear the shirts every day to work with clean jeans.

Juan washed his shirts after he had worn them to work once. He discovered that they didn't need ironing if he shook them out and hung them up after drying them.

Joel tossed his shirts on the floor after wearing them. He didn't worry about washing them. He didn't think the customers would notice if they were a bit dirty. He always wore plenty of body spray to cover up any unpleasant scent.

The building supply store let Joel go after a few customers complained. Joel couldn't believe his appearance had really cost him his job. Now he would have to rethink his career plan as well.

Some workers are asked to wear uniforms to work. A **uniform** is a special kind of clothing that identifies workers as part of a group. If you wear a uniform, you don't have to choose what to wear every morning, but you do need to keep your uniforms clean and pressed.

Most people don't wear uniforms to work. They have to choose what to wear to work every day. Different types of clothing are right for different jobs. Your company may have a dress code. A dress code is a list of written rules that state what clothing is to be worn for work.

If your company does not have a **dress code**, it is up to you to find out what is appropriate. Dress as your coworkers do, neither more casually nor

more dressy. Avoid wearing **clothing fads** to work. A fad is trendy clothing that will be in style only a short time. Avoid clothing with symbols or sayings on it. Instead, buy classic clothing of good fabric that will wash well and last a long time.

Choose clothing that fits well and is neither too tight nor too loose. Your clothing should be comfortable for you to work in.

Some clothing requires ironing before it can be worn to work. However, many items of clothing are wash and wear. Clothes that are made with a polyester and cotton blend often do not need ironing if you remove them promptly from the dryer. If left in the dryer, the clothes will be wrinkled. Ask a clerk in the clothing store to help you choose items that will be easy to wash and need no ironing.

Wear shoes that are comfortable all day long. If your job keeps you on your feet all day, make sure your shoes will feel good all day, too. Keep your shoes clean and polished.

If you wear jewelry, make sure it is simple. Don't wear a lot of chains, earrings, or bracelets.

TIP



Look at yourself in the mirror before you leave for work to make sure you look right for your job. Then answer the following questions about your appearance:

- Is your hair neat and trimmed? Is your body clean? Is your face shaved or facial hair trimmed? Is your makeup applied in good taste?
- Is your clothing appropriate? Is it clean, unwrinkled, and appealing?
- Are your shoes clean and polished? Are they comfortable to wear all day?
- Is your jewelry simple and not overdone?
- Overall, are you well-groomed?

■ PRACTICE 18: Grooming and Dressing for Success

Answer the following questions on a separate sheet of paper.

1. Why do you think a drugstore would lose customers if its pharmacy technicians were poorly groomed?
2. Why do you think a clothing salesperson will make fewer sales if he or she is poorly groomed?
3. Why do you think a receptionist who dresses in clothes that do not fit well or are wrinkled does not make the company look good?
4. Why do you think wearing strong perfume or aftershave is not a good idea at work?
5. Why do you think it would matter to a boss whether his or her employees are neat and clean?
6. How do you think having neat and clean workers could affect the overall sales of a company?
7. How do you react if a grocery store cashier who is helping you has dirty hands or clothing?
8. How do you think you can be sure to wear the right clothes to work?
9. Why do you think it is important to dress correctly for work?
10. Why do you think it might be a good idea to lay out your clothing for work the night before?
11. Why do you think your boss has the right to tell you what you can or cannot wear?
12. How could you know if an item of clothing you are thinking about buying for work would be easy to wash and need no ironing?

 **POWER BASICS**®

School-to-Career

Teacher's Guide

Table of Contents

<i>To the Teacher</i>	<i>iv</i>
<i>Classroom Management</i>	<i>vi</i>
<i>Application Activity Rubric</i>	<i>vii</i>
<i>Use Chart</i>	<i>viii</i>

Unit 1: Looking to the Future

Unit Overview	1
Suggested Activities	4

Unit 2: Getting a Job

Unit Overview	5
Suggested Activities	7

Unit 3: Doing Your Best Work

Unit Overview	8
Suggested Activities	10

Unit 4: Communicating at Work

Unit Overview	11
Suggested Activities	13

Unit 5: Getting Along with Your Boss and Coworkers

Unit Overview	15
Suggested Activities	16

Unit 6: Meeting Challenges at Work

Unit Overview	17
Suggested Activities	19

Unit 7: Getting Ahead at Work

Unit Overview	20
Suggested Activities	21

<i>Answer Key</i>	22
<i>Graphic Organizers</i>	34
<i>Student Book Appendix</i>	39
<i>Student Book Glossary</i>	51

Unit 3: Doing Your Best Work

This unit discusses how to do your best work once you have been hired for a job. In Lesson 10, students learn ways to start a new job on the right foot. Lesson 11 addresses the importance of good grooming and appropriate dress on the job. In Lesson 12, students learn how to obtain information they need on the job, including using the employee handbook and learning new skills. In Lesson 13, students review the attitudes and work habits that will help them keep their jobs.

Lesson 10—Starting a New Job

Goal: To know how to start a new job right

WORDS TO KNOW

advancement	a promotion to a better job
appropriate	suitable for a particular place or occasion
cooperate	to work with others to achieve a common goal
coworkers	the people with whom you work
employee handbook	a book that states company rules and benefits
entry-level job	a job for a person with little or no experience
unwritten rules	rules that have not been formally written down but that are commonly held to

Lesson 11—Looking Right for the Job

Goal: To know how to look right for a job

WORDS TO KNOW

clothing fads	trendy clothing that will only be in style a short time
deodorant	a product used to cover up body odors
dress code	written rules that state what clothing is to be worn to work
employees	workers
employers	bosses
scent	a perfume or other pleasant smell

uniform	a type of clothing that identifies a group of workers
well-groomed	appearing neat and clean

Lesson 12—Learning Your Job

Goal: To know how to learn more about your job

WORDS TO KNOW

fired	dismissed from a job for cause
on-the-job training	being trained for your job while you work
reprimand	a formal complaint against a worker
scan	to look something over quickly but systematically

Lesson 13—Using Good Work Habits

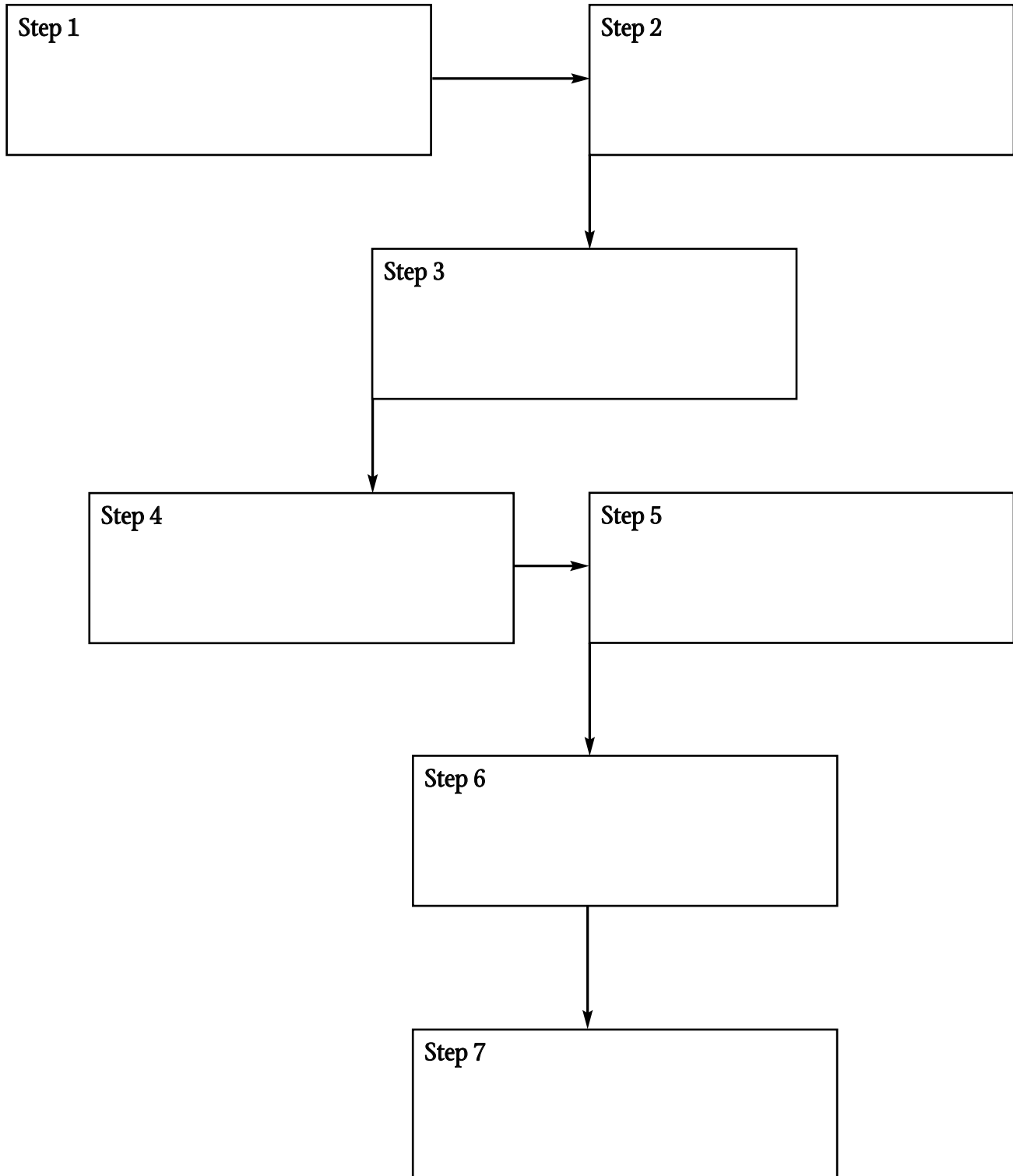
Goal: To know the work habits valued by employers

WORDS TO KNOW

attitude	a state of mind or point of view
communicate	to exchange ideas or information
correction	the pointing out of a mistake
deadline	a set time by which something must be done
goal	the purpose toward which one is working
gossip	talking about others and their personal business
interruptions	breaking in or stopping of something
orderly	neat, well-arranged
responsible	reliable; dependable
schedule	a list or timetable

Sequencing Chart

Write the first step or event in the first box. Write the other steps or events in order in the other boxes. Add or delete lines and boxes as needed.





School-to-Career

Workbook

Table of Contents

To the Student vii

Unit 1: Looking to the Future

Activity 1	
Pretest	1
Activity 2	
Making a Career Plan	2
Activity 3	
Ability/Career Match	3
Activity 4	
Matching Your Abilities to Careers	4
Activity 5	
What Are Your Interests?	5
Activity 6	
Personality/Career Match	6
Activity 7	
Values/Career Match	7
Activity 8	
Lifestyle Drawings	8
Activity 9	
What Are Your Dreams?	9
Activity 10	
Researching a Career	10
Activity 11	
Career Interview	11
Activity 12	
Putting It All Together	12
Activity 13	
Short Answers	13
Activity 14	
Vocabulary Matching	14

Unit 2: Getting a Job

Activity 15	
Reading the Help Wanted Ads	15
Activity 16	
Abbreviations in Ads	16
Activity 17	
Looking at Help Wanted Ads	17

Activity 18	
The State Employment Agency	18
Activity 19	
Reading a Private Employment Agency Ad	19
Activity 20	
The Private Employment Agency	20
Activity 21	
Using the Telephone Book to Find Job Openings	21
Activity 22	
Using Community Resources to Find Job Openings	22
Activity 23	
Proofreading a Résumé	23
Activity 24	
A Personal Fact Sheet	24
Activity 25	
A Job Application, Part 1	25
Activity 26	
A Job Application, Part 2	26
Activity 27	
Reasons People Are Not Hired	27
Activity 28	
Questions Often Asked in a Job Interview	28
Activity 29	
Vocabulary Matching	29

Unit 3: Doing Your Best Work

Activity 30	
School and Career Similarities and Differences	30
Activity 31	
Comparing a Job to School	31
Activity 32	
Dress Right for the Job	32
Activity 33	
Interviewing People Who Work	33
Activity 34	
Learning Your Job	34

Table of Contents, *continued*

Activity 35	The Employee Handbook 35	Activity 53	Nonverbal Communication in the Media 53
Activity 36	Suggestions for Being on Time 36	Activity 54	Thinking About Your Body Language 54
Activity 37	Being a Reliable Worker 37	Activity 55	Good Phone Manners 55
Activity 38	Taking Notes on the Job 38	Activity 56	Taking Messages in a Business 56
Activity 39	Using Your Time Well at Work 39	Activity 57	Treating Your Customers Right 57
Activity 40	Managing Your Time at Work 40	Activity 58	Dealing with Difficult Customers 58
Activity 41	Handling Criticism from Your Boss 41	Activity 59	Vocabulary Matching 59
Activity 42	The Company's Goals 42	Unit 5: Getting Along with Your Boss and Coworkers	
Activity 43	Quotations on Work 43	Activity 60	Can You Get Along with Your Boss? 60
Activity 44	Vocabulary Matching 44	Activity 61	Drawing a Cartoon 61
Unit 4: Communicating at Work		Activity 62	Write an Apology 62
Activity 45	What Do You Say? 45	Activity 63	Interviewing the Boss 63
Activity 46	Using "I" Messages 46	Activity 64	Getting Along with the Boss Checklist 64
Activity 47	Speak Positively 47	Activity 65	Worker Expectations 65
Activity 48	Speaking in a Group 48	Activity 66	Qualities in a Friend or Coworker 66
Activity 49	Giving a Speech 49	Activity 67	Getting Along with Coworkers Checklist 67
Activity 50	Listening or Hearing? 50	Activity 68	How Well Do You Fit In? 68
Activity 51	Using Your Listening Skills 51	Activity 69	Working on a Team 69
Activity 52	Do You Agree? 52	Activity 70	The Many Faces of Teamwork 70

Table of Contents, *continued*

Activity 71	Conflicting Points of View 71	Activity 86	What Would You Do? 86
Activity 72	Diversity in the Workplace 72	Activity 87	Vocabulary Matching 87
Activity 73	Vocabulary Matching 73	Unit 7: Getting Ahead at Work	
Unit 6: Meeting Challenges at Work		Activity 88	How Can You Earn an Employer's Trust? 88
Activity 74	Safety for Working Teens 74	Activity 89	Do You Deserve a Raise? 89
Activity 75	Basic Health and Safety Rights 75	Activity 90	Will You Get Promoted? 90
Activity 76	The Importance of Concentration 76	Activity 91	You're the Boss! 91
Activity 77	Safety Signs on the Job 77	Activity 92	The Interview for a Raise 92
Activity 78	Why Do Accidents Happen? 78	Activity 93	Who Would You Promote? 93
Activity 79	Researching Safety Issues 79	Activity 94	Job Questionnaire 94
Activity 80	Handling Stress 80	Activity 95	Would You Take This Promotion? 95
Activity 81	Stress on the Job 81	Activity 96	Which Job Is Best? 96
Activity 82	The Equal Employment Opportunity Commission 82	Activity 97	Changing Jobs 97
Activity 83	Agencies That Protect the Health and Safety of Workers 83	Activity 98	Is This a Good Reason to Change Jobs? 98
Activity 84	Do You Agree? 84	Activity 99	Vocabulary Matching 99
Activity 85	Top Ten Reasons Workers Get Fired 85	Activity 100	Posttest 100

NAME: _____



UNIT 3 • ACTIVITY 30

School and Career Similarities and Differences

Answer each question briefly on the lines provided.

1. Name two ways a career and school are alike.

2. Name two ways a career and school are different.

3. Why is it your responsibility to learn to do your job well?

4. Why is it your responsibility to learn to get along with your boss and coworkers on a job, even if some of them are not very likable?

5. What do you think are the most important things you can do to succeed on a new job?

6. What do you think will happen if a new worker does not do his or her job or fit in with the other workers? Why?



NAME: _____



UNIT 3 • ACTIVITY 31

Comparing a Job to School

Write what you think might happen in each situation below.

1. You put off your schoolwork until the last minute.

2. You put off a job your boss asks you to do until the last minute.

3. You make mistakes on a school assignment.

4. You make mistakes with a job your boss assigns you.

5. You are late to school.

6. You are late to work.

7. You and your teacher do not get along well.

8. You and your boss do not get along well.

9. You do your best on your schoolwork.

10. You do your best on any assignment you are given at work.



**UNIT 3 • ACTIVITY 32****Dress Right for the Job**

Write *yes* on the line in front of each statement that describes an appropriate way to dress for work. Write *no* on the line in front of each statement that describes a poor way to dress for work. If you answer *no*, tell what the person should have done.

- _____ 1. Latoya's clothes were clean and pressed, but her shoes were dirty and scuffed.

- _____ 2. Sharon noticed that all the other nurse's aides wore uniforms to work. She wanted to stand out, so she wore dressy clothes.

- _____ 3. Martin was hired to work in a men's fine clothing store. He wanted to look "cool" so he wore old jeans and a baggy shirt.

- _____ 4. Jill's blouse was dirty, but she did not have time to iron another one. So, she just hoped no one would notice.

- _____ 5. Greg hated to iron. So, he just washed everything in hot water and hoped for the best. Sometimes, his clothes were pretty wrinkled.

- _____ 6. Bill worked as an office assistant. He did not work directly with any customers, so he did not worry about how he looked. Usually, he wore whatever jeans and T-shirt were on top of his dresser.

- _____ 7. Raj worked in a drugstore. He delivered prescriptions and medicine to customers' homes. Since his boss rarely saw him, Raj felt free to wear his oldest, most comfortable clothes.

NAME: _____



UNIT 3 • ACTIVITY 33

Interviewing People Who Work

Interview three people who work in a career that interests you. Write what kind of clothes they wear on the job. Tell what kinds of clothing they avoid.

Person 1

Job: _____

Types of clothing worn: _____

Types of clothing avoided: _____

Person 2

Job: _____

Types of clothing worn: _____

Types of clothing avoided: _____

Person 3

Job: _____

Types of clothing worn: _____

Types of clothing avoided: _____



**UNIT 3 • ACTIVITY 34****Learning Your Job**

Sam had to learn safety rules at work, so he made a plan. Tell why each part of Sam's plan would be a good way to learn new information.

Sam had been hired as a carpenter's assistant. Before he could begin work, the company required that he pass a safety test. Sam's boss gave him some information to study. The packet was twenty pages long. Sam was worried that he would not be able to pass the test. He did not want to lose his job.

1. Sam made a list of the words he did not know. He looked up the meaning of each word in a dictionary and wrote it down in his own words.

2. Sam made flashcards with some of the rules he was having trouble remembering. Then he reviewed the cards each time he had a few minutes of free time.

3. Sam asked a friend to quiz him on the rules.

4. There were a few rules that did not make sense to Sam. He asked his boss to explain those to him at a convenient time.

5. Sam got a good night's sleep the night before the test. Then he got up in time to eat breakfast the morning of the test.

**UNIT 3 • ACTIVITY 35**
The Employee Handbook

Scan this index from an employee handbook. Write the number of the page that has the answer to each question below.

campus police, 5	holidays, 12	overtime, 25
conduct, 5	hours of work, 13	parking, 26
death in family, 6	ID badges, 14	pay and raises, 26
educational leave, 7	inclement weather policy, 15	personal leave, 7
exit interview, 27	lost and found, 17	resignation, 27
family leave, 7	lunch break, 13	sick leave, 8
firearms policy, 9	medical leave, 8	smoking policy, 9
harassment policy, 11	military leave, 8	voting, 22

On which page would you find

- _____ 1. what to do in case of bad weather?
- _____ 2. what to do if you are sick?
- _____ 3. where to park?
- _____ 4. whether you can take college classes during work hours?
- _____ 5. whether you can take leave if your uncle dies?
- _____ 6. where to report a theft?
- _____ 7. how long you can take for lunch?
- _____ 8. what would happen if you bring a gun to work?
- _____ 9. whether you get Veteran's Day off?
- _____ 10. whether it is all right to smoke on the job?
- _____ 11. whether you can take time off work to vote?
- _____ 12. whether you get paid extra for overtime?





School-to-Career

Test Pack

Table of Contents

To the Teacher	v
Testing Students Who Do Not Test Well	vi
Test-Taking Strategies for <i>Power Basics</i>	vii
Pretest	1
Unit 1 Test: Looking to the Future	9
Unit 2 Test: Getting a Job	13
Unit 3 Test: Doing Your Best Work	17
Unit 4 Test: Communicating at Work	21
Unit 5 Test: Getting Along with Your Boss and Coworkers	25
Unit 6 Test: Meeting Challenges at Work	29
Unit 7 Test: Getting Ahead at Work	33
Posttest	37
Answer Key	45
Student Record-Keeping Form	47
Strategies for Standardized Testing	48



SCHOOL-TO-CAREER • PRETEST

Circle the letter of the best answer to each of the following questions.

1. What is a career?
 - a. a person's first job
 - b. the kind of work a person does throughout life
 - c. what a person studies in college
 - d. a person's abilities, interests, wants, and needs

2. Which of the following people would need strong social skills?
 - a. a salesperson
 - b. a locksmith
 - c. an editor
 - d. all of the above

3. What is an interest inventory?
 - a. a test that asks about what you like to do
 - b. a count of all the things you do
 - c. a record of the things you don't like to do
 - d. a service that tells you what you should do

4. A person who values creativity should do which of the following?
 - a. find a job that involves a great deal of repetition
 - b. find a job that allows different ways to do things
 - c. work in an environment in which everything is very structured
 - d. all of the above

5. Why can interviewing a person who does the type of work you're interested in be beneficial?
 - a. You can learn about his or her personal feelings concerning the job.
 - b. You can find someone to get you a job.
 - c. You can find out secret information about the company you want to work for.
 - d. all of the above

6. What should you do when you see a job you want in the classified ads?
- Read the ad carefully, and then apply right away.
 - Wait for a couple of days before applying.
 - Call the number of the company to ask about the salary.
 - none of the above
-

7. What is a résumé?
- a place to call when looking for a job
 - a list of available jobs
 - a sheet of paper listing your experience and education
 - book of advice about finding a job
-

8. What is a state employment agency?
- a group of people who travel around the state and look for jobs
 - an agency that employers pay to help them find employees to fill open positions
 - an agency funded by the government that can help you find work
 - a state agency that charges you to come in and look through their job databases
-

9. What is the difference between a state employment agency and a private employment agency?
- A state employment agency helps you find a job, and a private employment agency does not.
 - If a private employment agency finds you a job, you must pay them.
 - You meet with a job counselor at a private employment agency, and at a state employment agency, you do not.
 - all of the above
-

10. What is another name for the personnel office?
- the employment agency
 - the production department
 - the public relations department
 - the human resources office

UNIT 3 TEST • DOING YOUR BEST WORK

Circle the letter of the correct answer to each of the following questions.

1. At what time should you arrive on your first day of work?
 - a. exactly on time
 - b. 5 to 10 minutes or so before expected
 - c. an hour early
 - d. none of the above

2. What should you do when you are introduced to your boss?
 - a. Smile and shake hands.
 - b. Ask what time you will get a break for lunch.
 - c. Ask, "So, how do I get your job?"
 - d. Ask as many questions as you can think of right away so he or she knows you want to learn.

3. What are some unwritten rules you might learn about in the workplace?
 - a. what type of clothing is appropriate
 - b. the tone of the workplace
 - c. cleanliness of workstations
 - d. all of the above

4. Why would your employer want you to be properly groomed and dressed?
 - a. Workers who are neat and attractive make the company look good.
 - b. Your employer wouldn't want you to have an odor.
 - c. Dressing right for work shows you think your job is important.
 - d. all of the above

5. Which of the following should you NOT wear to work?
 - a. clothing that is neither too loose nor too tight
 - b. clothing that is a fad
 - c. clothing that is neatly pressed
 - d. clothing that is comfortable for you to work in

6. What should you do when you scan the employee handbook?
- Only pay attention to the information relating to break times.
 - Read every word.
 - Look for the main idea of each section of the handbook.
 - Ask someone who has been working there for a while to summarize it for you.
-

7. What is explained in an employee handbook?
- what to do when you're sick
 - your work hours
 - what to do when you need to take time off for a doctor's appointment
 - all of the above
-

8. What could happen if you don't follow the rules stated in the employee handbook?
- You could be reprimanded.
 - You could be fired.
 - either *a* or *b*
 - neither *a* nor *b*
-

9. What is on-the-job training?
- being trained to do your job before you start working
 - being trained to do your job while you are at work
 - staying late and being trained after work
 - none of the above
-

10. What are some ways that you can continue to learn on the job?
- Ask your boss if you can learn a new skill.
 - Take workshops and training courses.
 - Take classes at a local community college.
 - all of the above

11. Why is willingness to learn sometimes more valuable than specific skills?
- It shows that the employee did well in school.
 - The employee will not have skills to use at another company.
 - The employee can be trained in the way the company wants the job done.
 - It shows that the employee is smarter than the other employees.
-

12. Which of the following is NOT something that bosses like?
- following directions
 - being late to work
 - being orderly
 - all of the above
-

13. How can you be sure to be on time for work?
- Get an alarm clock with battery backup.
 - Pick out your clothes the night before work.
 - Know how long it takes you to get to work.
 - all of the above
-

14. Which of the following is NOT a characteristic of a reliable worker?
- Others can count on you to get your job done.
 - You get to work on time.
 - You call in sick a lot.
 - all of the above
-

15. What does having a neat and orderly workplace say about you?
- that you take pride in your work
 - that you spent a lot of time cleaning
 - that you lose a lot of your important papers
 - all of the above

-
16. What is the best way to follow directions?
- Pay full attention to the person giving the directions.
 - Take notes as you are listening to the directions.
 - Ask questions if you don't understand what you're supposed to do.
 - all of the above
-
17. What can you do to manage your time well?
- Perform tasks even if you don't understand the directions you were given.
 - Set up a schedule for your day.
 - Take a break from your work to make personal phone calls.
 - all of the above
-
18. What should you do if your boss tells you that you made a mistake?
- Explain why your way is better.
 - Apologize, and say you will do better next time.
 - Ask your boss to do the job while you watch.
 - Explain why you did the job that way.
-
19. Which of the following is an example of not being honest at work?
- making a mistake on paperwork
 - calling in sick when you have a fever
 - using break time to make a phone call
 - taking a long lunch hour
-
20. What should be the goal of each employee in a company?
- to help the company reach its goal
 - to use as much of the company's resources as possible
 - to distract others so that they can't get their work done
 - all of the above

SCHOOL-TO-CAREER • POSTTEST

Circle the letter of the correct answer to each of the following questions.

1. What is the difference between a job and a career?
 - a. A job is work done to earn a living, and a career is work done part-time.
 - b. A job is any work done without pay, and a career is done for pay.
 - c. A job is any work done for pay, and a career is work done to earn a living.
 - d. A job is work done to for pay, and a career is work done without pay.

2. Which of the following people would need strong manual skills?
 - a. a scientist
 - b. a carpenter
 - c. a teacher
 - d. all of the above

3. Which of the following describes a tactful person?
 - a. a person who has a lot of energy
 - b. a person who can speak or act without offending others
 - c. a person who is clean and organized
 - d. a person who is pleasant, happy, and in good spirits

4. A person who values intellectual stimulation should do which of the following?
 - a. find a job in which he or she can solve and investigate problems
 - b. find a job in which he or she can find the answers to questions
 - c. find a job in which he or she is challenged
 - d. all of the above

5. What is the *Occupational Outlook Handbook*?
 - a. a handbook that tells you what kind of jobs you would be good at
 - b. a list of thousands of different jobs, which gives you information about each job
 - c. a book that tells you which companies are most popular in the country
 - d. both *a* and *b*

-
6. Where are the help wanted ads always located in a newspaper?
- at the front of the newspaper
 - in the classified ads
 - near the obituaries
 - in the business section
-
7. Why should you check the on-line listings of job at the state employment agency often?
- The list is updated frequently.
 - You might meet someone who works in the field you are interested in.
 - You will see jobs listed before anyone else does.
 - It is only fair, since the job counselor took the time to interview you.
-
8. Why does a private employment agency ask you to pay a fee?
- This is how they get paid.
 - They have to pay the government.
 - They have to pay the employer who hires you.
 - all of the above
-
9. Which of the following statements about a résumé is NOT true?
- It should be easy to read.
 - It should be neatly typed.
 - It should be more than one page.
 - It should list skills and activities related to the job you want.
-
10. How many paragraphs should a cover letter have?
- two
 - three
 - four
 - five