Chapter 1

Directions: Match the Reason to Work with the correct definition.

<table>
<thead>
<tr>
<th></th>
<th>a) Prestige</th>
<th>b) Earn Money</th>
<th>c) Personal Development</th>
<th>d) Positive Feelings</th>
</tr>
</thead>
<tbody>
<tr>
<td>e)</td>
<td>Contributions to Health</td>
<td>f) Social Satisfaction</td>
<td>g) Self-Expression</td>
<td></td>
</tr>
</tbody>
</table>

1. To have the admiration of people and society.
2. A person’s desire to improve themselves.
3. To improve physical and mental well-being.
4. To express our talents, interests, and abilities.
5. To have the ability to purchase wants and needs.
6. To give people a chance to be with others and make friends.
7. For the satisfaction people receive from work.

Directions: Fill out the chart below to illustrate the relationship between Work, Jobs, and Occupations.

8. Work

9. Job

10. Occupation

Directions: Match the term with the most appropriate definition.

<table>
<thead>
<tr>
<th>a) Career Guidance</th>
<th>b) Cooperative Career Education</th>
<th>c) Occupational Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>d) Training Agreement</td>
<td>e) Training Station</td>
<td>f) Work Experience Education</td>
</tr>
</tbody>
</table>

11. An approved place of employment for students.
12. Assisting students in career planning and decision making.
13. A program developed to help young people prepare for work.
14. A program where a school employee manages a student work program.
15. Skills needed to perform tasks or duties.
16. A component of cooperative education that outlines responsibilities of employers and employees.
Chapter 7
Directions: Match the Employeer Expectation with the correct definition.

<table>
<thead>
<tr>
<th>a) Cooperation</th>
<th>b) Enthusiasm</th>
<th>c) Honesty</th>
<th>d) Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>e) Judgment</td>
<td>f) Loyalty</td>
<td>g) Productivity</td>
<td>h) Punctuality</td>
</tr>
</tbody>
</table>

17. A worker’s output.
18. Making the right decision about a specific problem.
19. Consistently showing up to work on time.
20. Getting along with others at work.
21. A feeling of excitement and involvement.
22. Eagerness or strong interest in work.
23. The refusal to lie, steal, or mislead.
24. Believing in or being devoted to work.

Directions: Explain the performance evaluation process.

25. 

Chapter 8
Directions: Match the term, act, or law with the correct definition.

<table>
<thead>
<tr>
<th>a) Affirmative Action</th>
<th>b) Civil Rights Act of 1964</th>
<th>c) Discrimination</th>
</tr>
</thead>
<tbody>
<tr>
<td>g) Family Medical Leave Act</td>
<td>h) Minimum Wage</td>
<td>i) OSHA</td>
</tr>
<tr>
<td>j) Overtime</td>
<td>k) Safe Working Conditions</td>
<td>l) Training Wage</td>
</tr>
</tbody>
</table>

26. An employer’s responsibility to follow health and safety standards.
27. The manners and methods employers deal with employees.
28. The lowest hourly wage that can be paid to employees.
29. The ability to pay employees under the age of 20 a lower rate of pay.
30. A higher rate that must be paid to employees who work over 40 hours.
31. Favoring one person or group over another.
32. A part of the Civil Rights Act that prevents employers from discrimination.
33. A set of policies designed to correct past discrimination based on race or gender.
34. A law that regulates wages, hours, and pay of companies operating in many states.
35. Legislation passed to prevent discrimination in the workplace.
36. Law passed that requires employers to grant unpaid leave to workers.
37. Government agency that enforces standards for a safe and healthy workplace.
Chapter 8
Directions: Fill in the blank with the correct number or amount.

38. A person must be at least _____ years old to work in a dangerous occupation. 38. ______
39. The minimum wage rate in 1938. 39. ______
40. The percentage of minimum wage that employers are allowed to pay for training wage. 40. ______
41. The length of a standard work week. 41. ______
42. The amount of overtime employees are paid for working over the standard work week. 42. ______

Chapter 9
Directions: Match the term with the correct definition.

| a) Clients | b) Goodwill | c) Human Relations | d) Interpersonal Attraction |
| e) Patients | f) Patrons | g) Seniority | h) Territorial Rights |

43. Necessary interactions among people. 43. ____________
44. Being drawn to another person due to similar preferences. 44. ____________
45. The length of time a worker has worked for a specific company. 45. ____________
46. Unwritten rules concerning the property and space of others. 46. ____________
47. The business customers of a worker. 47. ____________
48. People under the medical care of another person. 48. ____________
49. Customers of a service business or institution. 49. ____________
50. Acts of kindness, consideration, or assistance demonstrated by a business. 50. ____________

Chapter 15
Directions: Find the term that is best described by each statement.

The four causes of poor listening:

51. When a person anticipates and tries to answer what the speaker is about to say. 51. ____________
52. When a listener picks and chooses the words or phrases they want to hear. 52. ____________
53. When a listener focuses on something else while listening to a speaker. 53. ____________
54. When a listener is too excited about speaking and fails to continue listening. 54. ____________

Elements of effective speaking:

55. The set of rules about correct speaking and writing. 55. ____________
56. Method best used to communication short messages. 56. ____________
57. The way a word is spoken. 57. ____________
58. The usual form of language used by most Americans. 58. ____________
59. How distinctly or clearly you speak. 59. ____________
Chapter 15
Directions: Match the statement with the most appropriate form of business communication.

<table>
<thead>
<tr>
<th></th>
<th>a) Business Letter</th>
<th>b) Electronic Mail</th>
<th>c) Memorandum</th>
</tr>
</thead>
<tbody>
<tr>
<td>60.</td>
<td>An attractive, formal business communication.</td>
<td>60.</td>
<td></td>
</tr>
<tr>
<td>61.</td>
<td>The preferred method of business communication.</td>
<td>61.</td>
<td></td>
</tr>
<tr>
<td>62.</td>
<td>Main form of written communication within a business.</td>
<td>62.</td>
<td></td>
</tr>
<tr>
<td>63.</td>
<td>Generally brief, informal, and easy to save and store.</td>
<td>63.</td>
<td></td>
</tr>
<tr>
<td>64.</td>
<td>Usually addresses one main topic.</td>
<td>64.</td>
<td></td>
</tr>
<tr>
<td>65.</td>
<td>Should follow a specific format.</td>
<td>65.</td>
<td></td>
</tr>
</tbody>
</table>

Chapter 19
Directions: Fill in the blanks in the chart below in regards to the computer process then two examples of each.

# 66 - 68
# 69 - 71
# 72 - 74

75. Define computer hardware and list two examples: __________________________________________ 
___________________________________________________________________________________

76. Define computer software and list two examples: __________________________________________ 
___________________________________________________________________________________

77. Explain the relationship between the World Wide Web and the Internet: ____________________
__________________________________________________________________________________

Microsoft Outlook
Directions: Use the MS Office book to review the following principles of Microsoft Outlook.

<table>
<thead>
<tr>
<th></th>
<th>a) Inbox Pane</th>
<th>b) Menu Bar</th>
<th>c) Navigation Pane</th>
</tr>
</thead>
<tbody>
<tr>
<td>d)</td>
<td>Reading Pane</td>
<td>e) Standard Toolbar</td>
<td>f) To-Do Bar</td>
</tr>
</tbody>
</table>

Match the items from the Outlook main screen with the most appropriate description.

78. A horizontal listing of menu topics. 78. ______________
79. A listing of Outlook categories. 79. ______________
80. Frame that allows quick previews of messages. 80. ______________
81. Frame that displays full content of messages. 81. ______________
82. Provides shortcuts of various Outlook functions. 82. ______________
83. Tracks tasks and appointments in calendar format. 83. ______________
Microsoft Outlook

Directions: Use the MS Office book to review the following principles of Microsoft Outlook.

84. Briefly explain the process of adding attachments: ___________________________________________
____________________________________________________________________________________

85. Briefly summarize the following message setting:
   a. Importance:

   b. Sensitivity:

   c. Delivery Options:

   d. Add a flag:

86. Briefly explain how to do the following:
   a. Create a signature:

   b. Request a Delivery Receipt:

   c. Encrypt a message:

   d. Add an appointment to the calendar:

   e. Send a meeting request:

   f. Add a resource to a meeting:

   g. Accept a meeting response:

   h. View multiple calendars:

   i. Create a task:

   j. Assign, Delegate, Accept a task: