

Succeeding on the Job

Unit Preview

Unit 3 is about doing well at your job. You will learn what to expect when you start a new job. You will learn about pay and benefits, or extras that go with the job. You will find out about safety laws and rules that will protect you from getting hurt on the job. You will also improve your skills at getting along with others, communicating, and showing good character. These skills will help you move ahead in your career.



Reading Preview

These are the topics in this unit. What do you know about them now?

Chapter 9

Your First Days on the Job

- Getting Off to a Good Start
- Your Pay and Benefits

Chapter 10

Job Safety

- Safety Basics
- Working Safely

Chapter 11

Getting Along With Others

- Working Well With Others
- Communicating Well

Chapter 12

Being a Valuable Employee

- Employability Skills
- Moving Ahead in Your Career

Chapter 9

Your First Days on the Job

You Already Know...

- how to find job leads
- how to apply for a job
- how to interview for a job
- how to make a good impression on an employer

You Will Learn...

- how to evaluate a job offer
- what you will do on your first day
- which forms you will fill out on your first day, and why
- the different ways workers are paid
- what benefits you can expect at your job

Personal Career Portfolio Preview

For your portfolio, you will describe how to prepare for your first day of work. As you read, think about everything you will do on your first day and how you will prepare.





Before You Read

Set a Purpose for Reading

Why do you need to know what will happen on your first day at a new job?

Discuss this question with a classmate. Write your answer in a short paragraph.

Section 9.1

Getting Off to a Good Start

Ready, Set, Read

Key Terms

terms
negotiate
dress code
uniform
supervisor
orientation
Form I-9
Social Security
number
work permit

Main Idea

Your first day on a new job will be busy and maybe a little confusing. You will get new directions, meet new people, learn about the workplace, and fill out forms.

Thought Organizer

Copy the chart below. As you read, fill in each of the ovals with one thing you will do on your first day of work.



You're Hired!

The interview is over. What happens now? If your interview went well, the employer may call you. You may receive a job offer. A *job offer* is an offer by an employer to hire you for a certain job.

The employer might say, "I would like to offer you the job," or, "Come work for us." This is great news!

Find Out the Terms of the Job Offer

What do you do when you receive a job offer? First find out the terms of the job offer. **Terms** are the details of an offer.

terms ■ The details of an offer.

Terms Include Job Title and Pay Important terms of a job offer include job title, pay, and any extras that go with the job. Terms also include how many hours a week you will work, when you will start the job, and how long the job will last. Other terms may include the times of day you start and finish work.

Imagine that an employer offers to hire you as a teacher's aide. The terms may include that you work 40 hours per week at \$12.00 per hour.

You may ask to have the terms of the job offer written down. That way you and the employer are both sure that you understand one another.

Decide Whether You Want the Job

You do not have to accept a job offer. You can reject a job offer if the job is not right for you.

Why would you reject a job offer? Maybe you think the job is not a good match for you. Maybe you have another job offer that is better. Maybe you think the terms are not good. For example, you may think the pay is too low. The job may not offer the benefits or hours you need.

If the job is not right for you, call and tell the employer. Thank the employer for his or her time and effort. Write a thank-you letter. Say positive things about the company.

You May Try to Negotiate If you do not like one of the terms of a job offer, you could negotiate. To **negotiate** means to try to get better terms. You might try to negotiate slightly higher pay. You might ask for benefits or overtime. You might ask to work more hours per week.

For example, you might ask, "I am very interested in this job. However, I was hoping to work 30 hours per week. Is this possible?" If the employer says no, you might ask whether it is possible in the future.

Be polite when you ask. The employer does not owe you anything. The employer will not hire you if you seem unhappy with the job offer.

While You Read

Connect Would you ever turn down a job offer?

negotiate ■ To try to get better terms.

Study Tip

Being prepared is an important skill at school and at work. Gather your supplies before class. Gather your thoughts, too. Arrive ready and focused.

dress code ■ A description of the clothes that are appropriate for work.

Your First Day of Work Will Be a Busy Day

Congratulations! It is the first day of your new job. You have done a lot of work to get this job. What do you need to do on your first day? You will do and learn many things during your first days. Here are some things to expect.

You Will Dress Appropriately for the Job

The first thing to do for your new job is to dress appropriately. Do you know what to wear to work?

Many workers follow a dress code. A **dress code** is a description of the clothes that are appropriate for work.

You might call a day ahead and ask about the dress code. For example, you could say, “Could you please tell me about the dress code?”

While You Read

Question What is one safety reason for avoiding casual clothing?

uniform ■ An outfit that shows you work for a certain company

Avoid Casual Clothing Most dress codes do not allow casual clothes. Casual clothes include shorts, short skirts, jeans, tank tops, and T-shirts. Casual clothes can look sloppy. Very loose clothes can even get caught in machines and cause accidents.

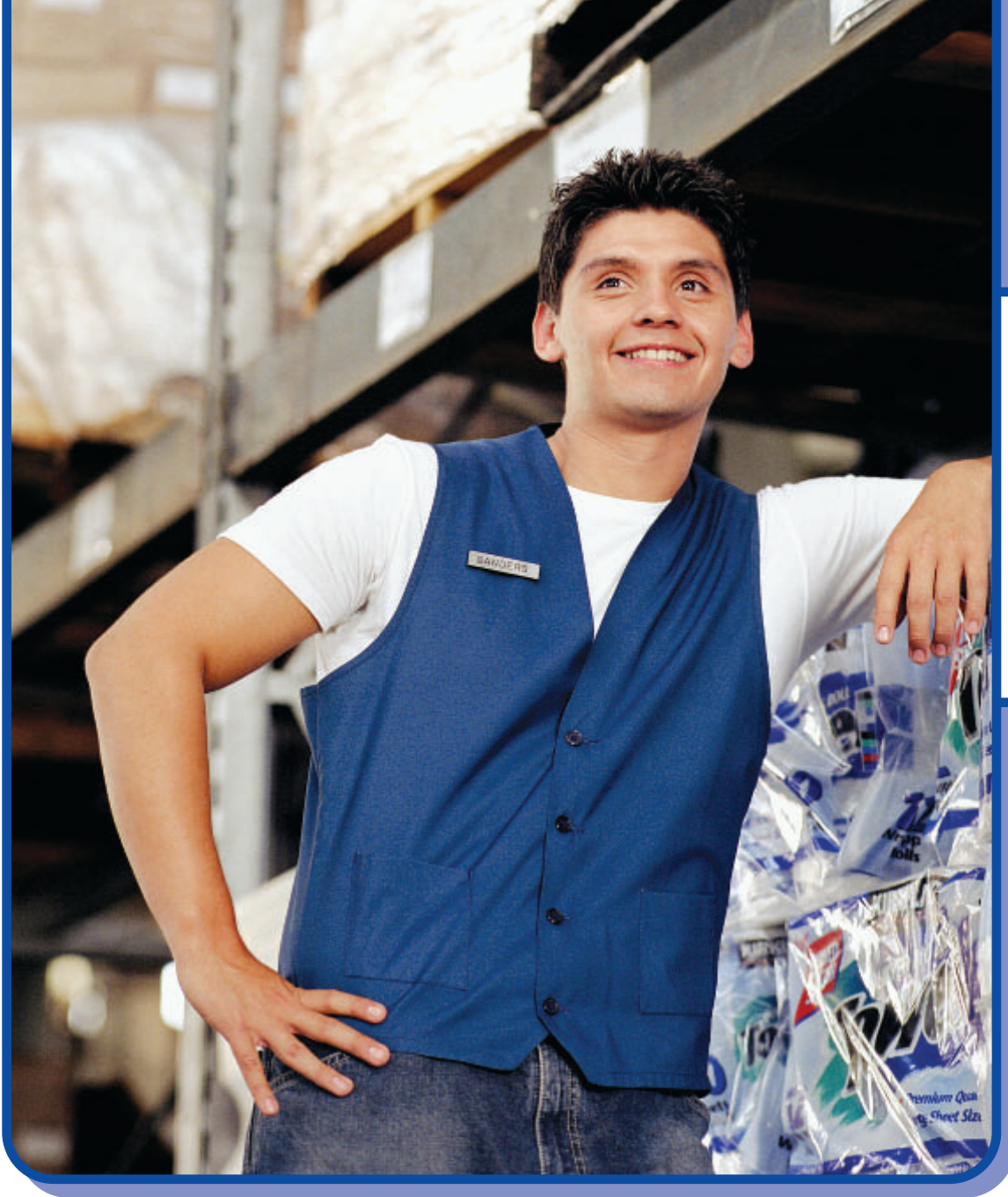
Many dress codes do not allow sandals or tennis shoes. These shoes might not be safe. Sandals and sneakers do not protect your feet if something heavy falls on them.

Find Out Whether You Need a Uniform

For some jobs, you will need a uniform. A **uniform** is an outfit that shows that you work for a certain company.

Some workers wear uniforms marked with the name of their company. Will your employer require you to wear a uniform with the company name? If so, he or she must pay for the uniform.

Other workers have a very simple uniform. For example, some workers wear black pants and a white button-down shirt. They can wear pants and shirts they already have.



Learn the Dress

Code Your company may have a dress code. You may need to wear a uniform. **Why do you think some employers ask their employees to wear uniforms?**

Workers at Clothing Stores Often Wear Clothes Their Store Sells Workers at clothing stores often wear clothes the store sells. They get a discount to buy these clothes. They can also wear clothes that look similar to the clothes their store sells.

Some retail stores give employees money to buy clothes from the store. Workers at clothing stores are not allowed to wear clothes that show the names of other stores.

You Will Get Directions from Your Supervisor

supervisor ■ A boss or manager.

Find your supervisor as soon as you get to work. Your **supervisor** is your boss or manager. You probably met your supervisor at your job interview.

Ask your supervisor for directions. Directions tell you what to do and how to do it. Listen carefully. If you do not understand something, ask about it.

Follow your directions exactly. You may not understand why something is done. But as a beginner, just do it. After you have worked for a while, you will understand why things are done this way.

You May Start to Work Right Away Some workers do not receive a lot of directions. They have to figure things out on their own. Do not be surprised if this happens to you.

Your new workplace may be very busy. You may have to start working right away. Look around where you work. You may see things that need to be done. Ask your boss if you should do them. Soon you will know which things you can do. Do not wait to be told that you should start working. Just start!

Learn to Do Each Task Properly It is important to do your job well. You may want to keep your job for a long time. If you quit, you will need a recommendation from your employer. So do your very best. Learn how to do each task properly.

While You Read

Visualize Imagine that you work at a store and the cash register stops working. What do you do?

Ask for Help When You Need It You will probably need help to learn your job. This is normal. Ask for help if you need it. If you do not know how to do something, ask your supervisor. If your supervisor is busy, ask an experienced worker. Other workers are often glad to help a beginner.

Ask questions about things you do not understand. It is better to ask than to be confused. Try not to worry. No one expects a new worker to know everything.

You Will Have an Orientation

Your supervisor will probably give you a basic orientation. **Orientation** is a program that introduces new employees to a company. You will learn how things work at your company. You will learn the company rules.

If you work for a large company, you may have a group orientation. You may get information to read. Take the information home and read it carefully.

orientation ■ A program that introduces new employees to a company.

Point of View



Be a Self-Starter

Brenna Moor moved to New York City when she graduated from high school. She found a job as an assistant to a project manager in a fashion design firm.

“Everyone was so busy my first day.” Brenna says. “No one had time to train me.” Brenna knew it was up to her to make herself useful. “I shadowed the project manager. I took notes. I noticed some things that I could do to help her.

By the second day, I knew some things I could do to be helpful. If I had any questions, I asked.”

Within six months, Brenna received a raise and words of praise from her boss. “She said she could count on me.”

It's Your Turn For the next three days, look around your home and school. What needs to be done that you could do without being asked? For some things, you need to ask an adult if you can do them. Make a list of what you did in the three days.

For ideas on completing this activity, go to ewow.glencoe.com/tips and select the *Smart Tip* for Chapter 9 *Point of View*.



Study Tip

Listening is an important part of teamwork. Listen to other people's words. Respect their opinions. You might learn something new, even if you do not agree with them.

You Will Meet Your Coworkers

During the first days on the job you will meet some of the people in the company. You will be working together. You will want to make a good impression on them. You want to get along well.

Your boss may introduce you to your coworkers. If the boss does not introduce you, sometimes one of the other workers will. Say, "Nice to meet you" plus the person's name. Many people also shake hands.

While You Read

Connect Name three people you call by their last names.

Learn Your Coworkers' Names Your supervisor and coworkers may ask you to call them by their first names. If they do not ask you to call them by their first names, use their last names. Use "Mr." or "Ms." (pronounced *miz*) plus each person's last name.

Greet your coworkers when you see them again. Use their names. For example, say, "Hi, Rebecca" or "Hello, Mr. Farhadi." Repeating people's names helps you remember them. It also makes people feel good about you.

Greet Your Coworkers

Getting along with coworkers is very important. Your coworkers will make your job easier and more fun. Try to make a good impression on them.

What should you do if no one introduces you to your coworkers?



You May Need to Introduce Yourself Sometimes no one makes the introductions. Then you will need to introduce yourself.

Smile, say hello, and give your name. For example, you might say, “Hello. My name is Shawn. I am the new receptionist. What is your name?”

After you exchange names, you can ask a question or two. Once you start talking, you will feel more at ease.

While You Read

Question Why is it important to know where all the exits are?

You Will Tour Your Work Area

On your first day, you will probably tour your work area. A supervisor or a coworker may show you around.

Explore your workplace. Learn about the building. Find out where the restroom is. Find out where the elevator, stairs, and exits are. Make sure you know how to get out if there is an emergency.

Find Out Where to Put Your Things You will also want to know where you can put your things, such as your keys and lunch. If you work in an office, you will probably have a desk where you can put your things. If you work in a store or factory, you may have a locker.

Find Out Where You Can Go During Breaks Do you know where you can sit during your breaks? Do you know where you can eat lunch?

Some workplaces have a *lunchroom* where you can sit and eat. The lunchroom may have a water cooler, a coffee maker, a refrigerator, and a microwave. Make sure that you are allowed to use these things. Always clean up after yourself when you use the lunchroom.

You Will Do Paperwork on Your First Day

You will do some paperwork on your first day. Paperwork is work with printed forms and records. Be prepared. Bring your personal fact sheet.

You will need to fill out a Form I-9. **Form I-9** is a form showing that you are allowed to work in the United States. **Figure 9.1** on page 220 shows a Form I-9.

Form I-9 ■ A form showing that you are allowed to work in the United States.

You Will Need a Social Security Number

Social Security number

A nine-digit number that helps the government keep a record of your earnings.

Form I-9 asks for your Social Security number. A **Social Security number** is a nine-digit number that helps the government keep a record of your earnings. All workers need a Social Security number. You need a Social Security number to get a paycheck. Contact the Social Security Administration (SSA) to get a Social Security number if you do not have one.

Bring Proof That You Are Allowed to Work You need to prove that you are allowed to work in the United States. Bring an identification (ID) card with a photograph and a birth certificate or a Social Security card.

If you are a U.S. citizen, bring your U.S. passport, your Certificate of Naturalization, or your Certificate of U.S. Citizenship.

If you are a permanent resident of the United States, bring your green card. A green card is an identification card that shows that you are allowed to live and work in the United States.

Figure 9.1

Form I-9

U.S. Department of Justice
Immigration and Naturalization Service

OMB No. 1115-0136

Employment Eligibility Verification

Please read instructions carefully before completing this form. The instructions must be available during completion of this form. **ANTI-DISCRIMINATION NOTICE:** It is illegal to discriminate against work eligible individuals. Employers **CANNOT** specify which document(s) they will accept from an employee. The refusal to hire an individual because of a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Verification. To be completed and signed by employee at the time employment begins.

Print Name: Last <i>Agvado</i>	First <i>Marc</i>	Middle Initial	Maiden Name <i>N/A</i>
Address (Street Name and Number) <i>113 Sutter Pl.</i>		Apt. #	Date of Birth (month/day/year) <i>03/09/92</i>
City <i>Somerville</i>	State <i>NJ</i>	Zip Code <i>08876</i>	Social Security # <i>899-00-2987</i>
I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.		I attest, under penalty of perjury, that I am (check one of the following): <input checked="" type="checkbox"/> A citizen or national of the United States <input type="checkbox"/> A Lawful Permanent Resident (Alien # A) <input type="checkbox"/> An alien authorized to work until ___/___/___ (Alien # or Admission #)	
Employee's Signature <i>Marc Agvado</i>		Date (month/day/year) <i>6/19/2008</i>	

Form I-9 Form I-9 shows that you are allowed to work in the United States. **What is the purpose of a Social Security number?**

Making Good Choices

Standing Up for Your Rights

You and your coworkers work at a small printing office. You spend a lot of time talking to customers on the phone or taking orders. None of you have scheduled breaks. You know that state law says that every employee gets two 10-minute breaks and a half-hour for lunch each day. Sometimes, however, a lot of customer calls come in at once. There is more work than people can handle. No one is allowed to take a break or a lunch when this happens. Workers who do take breaks are told they are not working hard enough. They lose some of their tasks and responsibilities. How do you bring this up with your supervisor?

You Make the Call Do you think it is okay for supervisors to expect employees to work without a break or without taking a lunch? Work with another student. One of you take the side of the employees. The other take the side of the employer. Discuss the issue. Switch sides and have the same discussion.

For help in answering this question, visit ewow.glencoe.com/tips and find the *Smart Tip* for the Chapter 9 *Making Good Choices*.

Bring Your Work Permit If you are not a U.S. citizen or a permanent resident, you will need to bring your work permit on your first day. A **work permit** is a card showing that you are allowed to work in the United States.

You also need a work permit if you are below legal working age. This is a different kind of work permit. Most states only allow people 16 and over to work. If you are under 16, you need a work permit. You can usually obtain a work permit through your school. Ask a teacher or counselor for help.

work permit ■ A card showing that you are allowed to work in the United States.



Section 9.1

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 9.1 Review.

After You Read

Recall

1. Summarize the section titled “You May Start to Work Right Away.” Use your own words.
2. Explain what to call your supervisor and coworkers. Should you call them by their first name or last name? Why?

Think Critically

3. Your work dress code says that jeans are not allowed. However, many of your coworkers wear jeans. Do you think it is okay for you to wear jeans, too? Why or why not?

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

Calculating Pay

You are offered two jobs. One pays \$6.00 an hour for 30 hours a week. Another pays \$4.50 an hour for 37 hours, plus \$50.00 a month for a clothing allowance. Which terms are better? Use 1 month = 4 weeks to calculate your answer.

Step 1

Calculate your monthly wage for the first job.
 $\$6.00 \times 30 \times 4 = \720

Step 2

Calculate your monthly wage for the second job.
 $\$4.50 \times 37 \times 4 = \666

Step 3

Add \$50 to the monthly wages for the second job.
 $\$666 + \$50 = \$716$

Result

The terms for the first job are better.

Figure It Out

You take a job that pays \$5.00 per hour for a one-week, 20-hour orientation. Upon completion, you will earn \$6.00 an hour for 20 hours each week. You will also receive a monthly clothing allowance of \$50.00 a month. What is your total compensation for the first month?



Section 9.2

Your Pay and Benefits

Ready, Set, Read

Key Terms

wages
overtime
salary
tip
commission
benefits

Main Idea

You can receive pay in several ways: wages, salary, tips, and commissions. You may also receive benefits, or extras.

Thought Organizer

Copy the chart below. As you read, make a list of all the benefits you would like to get on a job.

Benefits I Would Like to Have on a Job

health insurance

Get Ready for Your First Payday

You have started your job. Your first payday is coming soon. Do you know how you will be paid?

Different workers are paid in different ways. You may receive an hourly wage or a salary. You may also receive tips or a commission.

Wages Are Pay for Each Hour You Work

Wages are an amount of money you receive for every hour you work. Most part-time jobs and entry-level jobs also pay hourly wages.

Some companies pay wages every week. Some companies pay wages every two weeks.

Your pay equals your wage times the number of hours worked. Let's say that you earn \$7.50 an hour. You are paid each week. Last week you worked 24 hours. Your total pay will be $\$7.50 \times 24$, or \$180.00.

wages ■ An amount of money you receive for every hour you work.

Study Tip

Working with numbers in your head is an important skill. Here is a good way to practice. When you go shopping, add prices of items as you put them in your cart. Practice calculating sale prices and sales tax. Check your receipt to see if you added correctly.

overtime ■ Extra pay that you get when you work more than 40 hours in a week.

Employers Must Pay at Least the Minimum Wage

Your employer must pay you at least the minimum wage. The *minimum wage* is the least an employer is allowed to pay a worker per hour.

The U.S. government sets the minimum wage. In 2003 the minimum wage was \$5.15. Some states and cities have higher minimum wages. If you work in Illinois, for example, your employer must pay you at least \$6.00 an hour.

Overtime Is Extra Pay for Working More Than 40 Hours in a Week

If you earn wages and work over 40 hours in a week, you receive overtime pay.

Overtime is extra pay that you get when you work more than 40 hours in a week. You may also receive extra pay if you work on holidays, such as New Year's Day.

Overtime pay is usually one and one-half times your regular wage. Let's say that you make \$8.00 per hour. Your overtime is one and one-half times your normal pay. Your overtime pay will be \$8.00 times 1.5, or \$12.00 per hour.

While You Read

Question What is the difference between wages and a salary?

salary ■ An amount of pay for each month or year you work.

tip ■ Money that a worker receives from a customer for doing a good job.

A Salary Is Monthly or Yearly Pay

Many full-time jobs pay a salary. A **salary** is an amount of pay for each month or year you work.

If you earn a salary, you will probably get paid twice a month. You receive the same amount of money each time. You will not receive overtime pay, even if you work more than 40 hours per week.

Imagine that your salary is \$24,000 per year. You are paid twice a month. Each time you are paid, you will get \$1,000.

Tips Are a Reward for Good Service

Some workers receive tips. A **tip** is money that a worker receives from a customer for doing a good job.

Many service workers receive tips. You will probably get tips if you work as a server or food delivery worker. You will get tips if you work as a bellhop, a hairstylist, valet parker, or washroom attendant.

Wages and Tips Must Add Up to the Minimum Wage

If you receive tips, you may get a low wage. Some workers make more in tips than they do in wages.

The law says that your wages and tips must add up to at least the minimum wage. Let's say that your hourly wage is \$2.15, for example. The minimum wage is \$5.15. You earn \$3.00 less than the minimum wage. That means you must earn at least \$3.00 in tips each hour. What if you do not get at least \$3.00 in tips? Then your employer must give you a higher wage.

Commissions Are a Portion of Sales

If you work in sales, you may get a commission. A **commission** is pay based on how much you sell. You may earn wages plus commission or a salary plus commission.

Imagine that you work in a clothing store. You receive a 10 percent commission. If a customer spends \$200 on clothing, you will receive a \$20 commission.

commission ■ Pay based on how much you sell.



Tips Reward Good Service Customers give workers tips when they give good service. A positive attitude is part of good service. **What is good delivery service? What is poor delivery service? Explain.**

You May Need to Fill Out a Time Sheet

Your employer may pay you by the hour. You may need to record how much you worked each day.

Some employers ask workers to write their hours on time sheets. A *time sheet* is a form that shows how many hours you worked each day. You may need to fill out a time sheet each week. **Figure 9.2** shows a time sheet.

Most employees are not paid for their lunch break. However, most employees are paid for two 15-minute breaks each eight-hour day.

Figure 9.2

Time Sheet

Weekly Time Sheet								
Employee: <u>Natalie Kim</u>								
Department: <u>sales</u> Supervisor: <u>Todd Reyes</u>								
Day	Morning		Afternoon		Overtime		Totals	
	In	Out	In	Out	In	Out	Regular	Overtime
Monday	7:45	11:00	12:00	4:45			8	0
Tuesday	8:00	11:00	12:00	6:00	6:00	7:00	8	2
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								
Approved by: _____ Date: _____								

Day by Day You will need a supervisor to sign and approve your time sheet. Your company will add up the hours you worked and figure out your pay. **Why do you think this time sheet has different areas for morning and afternoon hours?**



Clocking In A time clock makes it easy to keep track of your hours. You must remember to clock in when you start work and clock out when you leave.

Why would employers use a time clock instead of a time sheet?

You May Need to Use a Time Clock

Some employers use time clocks instead of time sheets. A *time clock* is a clock that stamps the time onto a card, called a *time card*. You put your time card in the clock to get a time stamp.

You “clock in” when you come to work. You “clock out” when you leave work. You clock in and out at lunch, too. You are paid for the amount of hours on your time card. For example, say that you clock in to work at 8:00. You clock out for lunch at 11:00. You clock back in at 12:00. You clock out for the day at 5:00. You will be paid for eight hours.

benefits ■ Extras that workers receive on a job.

Benefits Are Extras That Go With a Job

Benefits are extras that workers receive on a job. The most common benefits are:

- paid health insurance
- paid holiday days
- paid sick days
- paid vacation days

Benefits can be worth a lot of money. Imagine that your company pays for your health insurance. This will save you hundreds of dollars each month.

Each Company Offers Different Benefits

There are many different kinds of benefits. Not all companies offer the same benefits. Some workers get a discount on goods their company sells. Some workers get money to help pay for postsecondary education.

Some workers have a *pension*, or a savings plan for retirement. *Retirement* is when you stop working, usually around age 65. When workers put money in their pension, the company puts money in, too.

While You Read

Question Which types of workers receive benefits? Which do not?

Will You Receive Benefits?

Most full-time salaried workers receive benefits. However, most part-time workers do not receive benefits. Most temporary workers do not receive benefits. Most workers who earn wages get only a few benefits.

Will you receive benefits? Ask your supervisor before you accept a job offer.

Some Benefits Start on Your First Day of Work If you get benefits, when do they start? Some benefits start right away. For example, paid sick time and paid holidays usually start on your first day. Imagine that there is a holiday during your first week. A holiday is a major day such as Thanksgiving, New Year's Day, or Labor Day. You will be paid for a day of work, but you will not have to work.

Some Benefits Start After a Few Months Some benefits do not start right away. They start after you have been on the job for a while. For example, paid health insurance and paid vacation often start after about three months.

You Will Learn the Details of Your Benefits at Orientation You will learn all about your benefits at your orientation. Make sure you understand your benefits. If you do not understand, ask. It is better to know than to guess.

While You Read

Connect Have you ever received benefits at a job?

Real-World Connection



Taking Time Off

Always ask your supervisor for time off several weeks in advance. Write down the dates you need to be gone. Add a second and third choice. Give your supervisor the dates. Remember that you may not get your first choice.

Ask your supervisor about company policies for vacation time and personal time. A policy is a rule or guideline. You must usually work at a new job for several weeks before you can take time off. You may need to find a coworker who can cover for you while you are gone. Some companies have forms you must fill out to ask for time off.

Take the Next Step Partner with another student. One of you be the supervisor. The other person be the employee who wants time off. Together write a short role play where the employee asks the supervisor for time off.

For help doing this activity, go to ewow.glencoe.com/tips and find the *Smart Tip* for the Chapter 9 *Real-World Connection*.



Section 9.2

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 9.2 Review.

After You Read

Retell

1. List six different types of benefits that workers can receive.
2. Explain why workers who receive tips may make a low hourly wage.

Think Critically

3. Name two types of benefits that start after a few months on the job. Why do you think these benefits do not start on the first day?

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

Hourly Wages vs. Salary

One employer offers you an hourly wage of \$8.00 an hour for 40 hours a week. A second offers a weekly salary of \$300.00 for 40 hours. Which is the better rate of pay? Use 1 month = 4 weeks to calculate your answer.

Step 1

Figure out how much you would earn per month for the first job.

$$\$8 \times 40 \times 4 = \$1,280$$

Step 2

Figure out how much you would earn per month for the second job.

$$\$300 \times 4 = \$1,200$$

Result

The hourly wage is the better rate of pay.

Figure It Out

Alpha Messenger Service offers you a weekly salary of \$250.00 for 30 hours. Speedy Couriers will pay you a wage of \$5.00 per hour for 40 hours a week. Which job offers the better rate of pay?



Hotel Employee

Dan Pineda

Oregon



Career Cluster:
Hospitality and Tourism



What does a hotel worker do?

“I work at a hotel in Grande Ronde, Oregon. I work with customers.”

Why did you choose a career in hotel services?

“I applied for a job in the hotel, but I was turned down because I’m deaf. I did get a job at the hotel as a valet. I worked as a valet for a year. The hotel gave me a chance to take the classes to work at the different jobs. I took them and passed.”

What obstacles have you overcome?

“I have to prove myself to people. People don’t think I can do things because I’m deaf. I have to navigate through the communication barrier.”

What advice do you have for students?

“It’s important to be assertive, to learn how to communicate, and get out there. Face your fears. Be good in school so you have the ability to deal with different situations.”

Hotel Employee

Training

Hotel workers need a high school diploma. Some hotels provide specific training.

Skills and Talents

Hospitality and tourism workers need excellent people skills, communication skills, and customer service skills.

Career Outlook

Employment in hospitality and tourism should grow faster than average through 2012.

Learn More About It

Work with one or more students. Make a book of hospitality and tourism. Brainstorm to make a list of at least 12 different categories of hospitality and tourism. You could include such areas as hotels or travel. Make a page for each category. Include a description of each category and an illustration. Arrange the pages in alphabetical order. Add a cover for your book, and fasten the pages together. Display the books around the room.

For help with this activity, visit ewow.glencoe.com/tips.



Chapter 9 Review and Activities



Go to ewow.glencoe.com to find online games and activities for Chapter 9.

Key Term Review

terms (p. 212)	work permit (p. 221)
negotiate (p. 213)	wages (p. 223)
dress code (p. 214)	overtime (p. 224)
uniform (p. 214)	salary (p. 224)
supervisor (p. 216)	tip (p. 224)
orientation (p. 217)	commission (p. 225)
Form I-9 (p. 219)	benefits (p. 228)
Social Security number (p. 220)	

Check Your Understanding

1. Explain what to do when you receive a job offer.
2. List six things you will do on your first day at a new job.
3. Name the two forms you will fill out on your first day of a new job. Explain the purpose of each.
4. Describe four different ways that workers are paid.
5. Define benefits and list four benefits that a full-time worker might receive.

Write About It

6. **Comment on Benefits** Most part-time workers do not receive benefits. For example, they do not receive health insurance. Some workers who are paid by the hour also do not receive benefits. Why do you think this is so? Do you think that employers should have to give all workers benefits? Why or why not? Write a page with your ideas. Present your arguments to the class.



Role Play

- 7. Meet Your Coworkers** Work with a partner. One person is a new employee. The other person is a coworker. As the new employee, introduce yourself to the coworker. Ask two or three polite questions. Switch roles with your partner.

Teamwork Challenge

- 8. Interview Workers About Benefits** Each member of your team will interview two workers about their job benefits. Interview some workers who earn wages and some workers who earn a salary. Write down all the benefits that each worker receives. Collect your results. Make a bar graph of your information. For example, your graph could show the number of workers who receive health insurance.

Computer Lab



Fill Out a Form I-9 Online Visit the Web site of the U.S. Citizenship and Immigration Services and find the online I-9. Read the instructions and fill out the I-9 online. Print the form, sign it, and date it. Write a short paragraph describing the process.

Personal Career Portfolio

Make a To-Do List Describe what you can do to prepare for your first day of work. First make a list of everything you will do. Write one sentence saying how you can prepare. For example, you can prepare for filling out Form I-9 by locating your passport, a photo ID card, or your birth certificate.

Go to ewow.glencoe.com/portfolio for help.

