

Chapter 8

On the Job

Lesson 8.1

Workplace Expectations

Lesson 8.2

What an Employer Expects of You

CAREER CLUSTER

You will explore careers in the Health Science career cluster.



What You'll Learn

- You will find out more about life in the workplace.
- You will learn what to expect on your first day at a new job.
- You will discover what an employer will expect of you.





Get Ready!

Try Something New

Gather together with a group of friends. Share your experiences of how you felt when you did something totally new for the first time, such as going to a new school or traveling alone. Write three words that describe those feelings on a piece of paper. Each person should add words to the paper after sharing.

Apply Review the words. What kinds of feelings might you have on the first day at a new job?

Workplace Expectations

Discover

- How to handle your first day at a job
- Ways you may be paid and benefits you may receive
- How you can expect to be treated at work

Why It's Important

What you learn about the workplace will help you prepare for your first full-time job.

KEY TERMS

- employee
- orientation
- supervisor
- coworkers
- mentor
- Form I-9
- W-4 Form
- corporate culture
- wages
- entry-level
- overtime
- salary
- commission
- benefits
- minimum wage

Where do you imagine yourself working someday? Do you picture yourself indoors or outdoors? Are you in an office building or a home office? Perhaps you work in a studio, a theater, or a lab. Maybe your work involves a lot of traveling. What you do, where you do it, how you do it—your options are as big as your imagination.

You may wonder, though, what being in the workplace will really be like. What can you expect as an **employee**, someone who works for a person or business for pay?

Your First Day on the Job

Remember that first day in a new class? How about the day you moved to a new home or neighborhood? As with anything new, you probably had mixed feelings. You may have felt excited, unsure, and nervous at the same time. You may have been very happy to be there one moment and scared or sad the next moment.

Jump on Board

When you go to work at a company, you become part of a team. *Why is it important to get to know people at work?*



On your first day at a job, you'll have many of the same feelings. Beginning a new job is an adventure like other new experiences. It can be stressful, but you can enjoy it—especially if you're prepared.

Getting Ready

There are several things you can do to make sure you have a good first day. Start by calling your employer a day or two before you begin work. Ask when you should arrive and where you should go first. If you're uncertain about how to dress, ask what you should wear. Find out if you need to bring any tools, supplies, or special equipment. Also ask what personal information you may need to supply the first day.

Decide what you're going to wear, and take some time to figure out how long it will take to get ready and get to work. On the big day, allow plenty of time so you won't have to hurry.

What to Expect From Orientation

While you're preparing to report to work, your employer will also be preparing—for you. Many companies provide orientation for new employees. An **orientation** introduces you to a company. It explains the company's policies and procedures, or ways of doing things.

As part of an orientation, you often get a tour of your new work environment. At a large company, you may receive an employee handbook at orientation. At a smaller company, your supervisor may meet with you and give you the information you need. Your **supervisor** is the person who assigns, checks, and evaluates your work. You also meet many of your **coworkers**, the people you will work with. Some companies assign a mentor to each new worker during orientation. A **mentor** is an experienced coworker who can answer your questions and offer you guidance.

You may also be required to fill out paperwork during your orientation. Employers usually ask new employees to bring their Social Security card and driver's license with them on the first day of work. The employer will make copies of each and keep them on record. If you are under 16, or under 18 in some states, you will also need to present a work permit.



Personal Information

Q: What kind of personal information will my employer want me to bring on my first day?

A: Your employer might want to see some of these items again on your first day:

- Photo ID
- Work permit
- Social Security card
- Emergency contact information

Remember though, it's a good idea to just call your employer and ask what information you need to bring on your first day.

Other forms that you will have to complete include the employment eligibility verification form (Form I-9) and the W-4 form. **Form I-9** is a form that verifies that you are legally qualified to work in the United States. On a **W-4 Form**, you tell your employer the amount of money to deduct from your paycheck for taxes.

For a part-time job such as baby-sitting, house-sitting, or doing yardwork, the orientation may be more informal. The person who hired you may quickly explain what you need to do. Then he or she may show you where to find keys, tools, and other supplies.

Whatever introduction you receive at a new job, pay close attention. Listen carefully, make notes, and take materials home to read.

Getting Accustomed to a New Job

The first few days on a new job may seem overwhelming. The secret is to be patient. Take things one step at a time. For instance, don't worry if you forget people's names. You can't be expected to remember everyone's name at first. Just ask again. Repeat the name out loud as you're introduced. Then use the name again when talking to the person.

If you don't understand an employer's policies, ask your supervisor to explain them. If you're not sure what to do or how to do something, your supervisor or mentor can help.



Ask and Learn

Don't be afraid to ask questions when you're new to a job. *What should you do if you still do not understand something after receiving an answer?*

The Global Workplace

Vacation Time

Workers in the United States get about two weeks of paid vacation a year. If two weeks just isn't enough vacation time for you, then you might consider working in Europe, where workers enjoy the longest vacations in the world. Workers in Spain get 30 days of paid vacation per year. In France, employees get five weeks of vacation. Italian workers get 42 days of vacation.

Most Europeans take their vacations during July or August. In fact, so many workers in the cities of Rome and Paris go on vacation during August that both of these cities practically shut down. Visitors during this month will find many shops and businesses closed.

Internet Activity

Use Internet or library resources to find out how much vacation time workers have in Asia, South America, or the Middle East. At what times of the year do these workers take vacation? Go to the *Exploring Careers* Web site at exploring.glencoe.com for a list of Web sites to help you complete this activity.



Use your first few days on the job to get a clear idea of your job responsibilities. Ask your supervisor to explain exactly what is involved in your job. Just be friendly, and don't be afraid to ask questions.

Soon you'll feel like part of the group, and you'll know what you're doing. You'll also have a good sense of your company's corporate culture. **Corporate culture** is the characteristics and customs that make a company unique.

Forms of Payment

As you read in Chapter 2, one of the main reasons most people work is to earn money. Being paid for your hard work is a big part of having a job. The money you earn is called *wages*, *salary*, or *commission*.

Hourly Wages

Wages are a fixed amount of money paid for each hour worked. Many people with part-time jobs earn wages. If you baby-sit, for example, you probably receive wages. Say your wages for baby-sitting are \$7 an hour. If you work four hours, you earn \$28.

Wages are the form of payment for many **entry-level**, or lower-level, full-time jobs. At the end of each week, your employer will figure the number of hours you've worked. That number will be multiplied by the hourly wage rate for your job to determine your pay for the week.

Obviously, with hourly wages, the more hours you work, the more money you make. Many people who earn wages are also paid overtime. They receive **overtime** when they work more than 40 hours a week. Overtime pay is usually one and one-half times regular pay for each hour worked beyond the 40 scheduled hours. For example, if your regular wage is \$10 an hour, you would be paid \$15 an hour for overtime.

Try This Activity

Calculate Wage Earnings

Practice your math skills by calculating the answers to the following two wage scenarios:

Weekly Wage Earnings Jim Moore has a full-time job at a guitar shop in Lubbock, Texas. He works 40 hours a week and is paid \$6 an hour. How much does Jim earn each week?

Wages Plus Overtime One week a month, Jim Moore also works 4 hours on Saturdays for a total of 44 hours. That week he receives his regular pay for the first 40 hours. In addition, he earns \$36 for 4 hours of overtime. How does his employer arrive at \$36 for Jim's overtime pay? What are Jim's total earnings for the week?

Fixed Salaries

Unlike wage earners, most people on salary do not get paid overtime. They receive the same amount of pay no matter how many hours they work. A **salary** is a fixed amount of money paid for a certain period of time. Salaries are usually figured



Clock In, Clock Out

Many workers who earn wages must “clock in” at a time clock. *Why is it important for these workers to keep track of their work time?*

by the year and paid each month or every two weeks. For example, if your salary is \$52,000 a year, you earn \$1,000 a week, even if you work 60 hours a week.

Commissions

Some workers are paid a commission. The earnings of people who make a **commission** are based on how much they sell. Tamara Peterson is a salesperson in a clothing store. She receives a 10 percent commission on the clothing she sells. In other words, for every \$10 of clothing she sells, she earns \$1. “The more I sell,” Tamara explains, “the more I make.”

“There’s no limit to what I can earn on commission. That inspires me to get out there and make one sale after another.”

Kinds of Benefits

Whatever the job, whatever the form of payment, everyone looks forward to payday. The rewards for working aren’t limited to a paycheck, however. Many jobs come with benefits. **Benefits** are the “extras” an employer provides in addition to pay.

Can you think of any benefits you have at your part-time job? If you do yardwork for the family next door, maybe you

get to swim in their pool. If you work in a store, you might get a discount, or money off, what you buy there. As a baby-sitter, you may get to watch as much TV as you want after you've put the children to bed.

The kinds and value of benefits for full-time workers vary from employer to employer. **Figure 8.1** shows benefits many employers offer.

Figure 8.1

BENEFITS

For many people, benefits are an important reason for working.

Which benefits do you think will be most important to you in your first full-time job?

A



Health Insurance

Many workers consider health insurance the most valuable benefit. Health insurance helps pay doctor and hospital expenses. Workers often share the cost of health insurance with their employer.

B



Paid Time Off

A company may name holidays on which workers do not have to work. At many businesses, workers receive pay for these holidays. Employees may also receive pay for time off for illness and vacation.

C



Retirement Plan

To help workers save for when they no longer work, some employers set up a retirement fund. Usually workers contribute some of their pay to the fund. Employers may also contribute to the fund.

Your Workplace Rights

A paycheck, benefits—what more could you ask for? The answer is “much more.” You have rights in the workplace, too. Under the law, your employer must respect these rights.

You have a right to expect your employer to be honest. You should be paid the agreed wage or salary regularly and on time.

D



Child Care

Some people with families are lucky enough to work for companies that offer child care. Such child care is usually low-cost and convenient. Workers drop off their children at a company-run day-care center when they arrive for work. They may visit their children during lunch or break. At the end of the workday, they stop in to pick up their children.

E



Education Assistance

Your employer may be willing to help you pay for further education. Some employers, for instance, cover all or part of college or technical school costs if you are working toward a degree. Others cover the cost of classes or workshops that will help you learn to do your job better.

You must be paid at least the **minimum wage**—the lowest hourly wage an employer can legally pay for a worker’s services. You should receive all the benefits that were promised when you got the job. If your work situation changes, you should be told as soon as possible.

Fair Treatment

You also have a right to be treated fairly by your employer. Under the law, your employer cannot discriminate against you. That is, you cannot be treated unfairly because of your race or age. Your gender—whether you are male or female—cannot be used as a reason for unfair treatment. You must be treated the same as others—no matter what your religious beliefs or nationality (where you were born).

Your employer cannot treat you unfairly because of your physical appearance or disability. A *disability* is a condition such as a physical, mental, or behavioral impairment. The Americans With Disabilities Act requires employers to provide reasonable accommodation or adjustments to the workplace that allow qualified employees to do the basic functions of their job. Reasonable accommodation allows employees with disabilities to enjoy the same benefits and privileges of employment that employees without disabilities enjoy.

Many state and federal laws protect workers against unfair treatment and an intimidating, hostile, or offensive work environment. If you feel you have been treated unfairly, discuss it with your supervisor. Try to resolve the problem. If the company does not correct the problem, the next step is talk to the person above your supervisor or to file a complaint. To do that, you would contact the government agency that carries out the law. There are many organizations dedicated to helping employees resolve workplace problems.

A Diverse Workforce

Workplaces include individuals from different backgrounds.

What advantages does this bring to business?



Key Terms Review

- Write a two-page employee handbook that tells new employees what to expect on the job. Use each of the following terms in your handbook.

- employee
- orientation
- supervisor
- coworkers
- mentor
- Form I-9
- W-4 Form
- corporate culture
- wages
- entry-level
- overtime
- salary
- commission
- benefits
- minimum wage

Check Your Understanding

Choose the correct answer for each item. Write your answers on a separate sheet of paper.

- To make the first day on the job easier, you can _____.
 - bring a friend with you
 - prepare for it by calling ahead
 - show up a little late
- Employees have a right to _____.
 - honest and fair treatment
 - determine the hours they work
 - create job tasks

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

- Why is it a good idea to ask questions when you're new to a job?
- What kind of person might do well at a job that earns a commission?
- Why do you think laws to prevent discrimination have been passed?

Connecting to the Workplace

- Beginning a New Job** Tomorrow is your first day on the job as the weekend receptionist at an animal shelter. As the receptionist you will greet visitors, give them animal adoption forms, and answer their questions. You will also answer telephone calls. Make a list of the things you think your employer should go over with you during your orientation tomorrow. Compare your list with your classmates' lists.

Teamwork

- Prepare an Orientation Presentation** Team up with several classmates. Together, make up your own company. Then prepare an orientation program for your company's new employees. Your presentation should describe your company, tell about the benefits it offers, and explain its payment policies. Hold an orientation for your classmates.

What an Employer Expects of You

Discover

- Qualities employers look for in employees
- How to behave in the workplace
- How your work will be evaluated

Why It's Important

When you start working full-time, you'll want to fit in and do well. You can get ready now by developing certain qualities and learning the right ways to behave.

KEY TERMS

- cooperate
- social skills
- business etiquette
- discretion
- initiative
- self-motivation
- adaptability skills
- ethics
- performance reviews
- human resources

Do your teachers discuss their expectations of students at the beginning of the year? If so, listen carefully. You may pick up pointers that will help you be successful when you have a job. Many employers expect the same things of employees that teachers expect of students in the classroom.

What Employers Want

These days, employers have great expectations of their employees. It used to be that employers looked for workers with specific skills. As you know, though, the workplace is changing rapidly. Employers today aren't just looking for people with skills to do a particular job. They want people who can do many things well. They also want people who fit in and adapt to the changing workplace.

What can you do now to be the kind of employee employers are looking for? You can strengthen your basic skills—reading, writing, mathematics, speaking, and listening. You'll learn more about how to do that in Chapter 10. You can work on your thinking skills—reasoning, making decisions, and solving problems. You can also develop the personal qualities that employers value most.

Cooperate

You can show your willingness to cooperate by doing whatever task you're assigned. *What should you do if the task is boring?*



Cooperating

Employers prize employees who know how to cooperate. When you **cooperate**, you work with others on the job to reach a common goal. Cooperation skills are the key to successful teamwork.

You have many opportunities right now to learn how to cooperate with others. Here are just a few ways.

- Do tasks you don't like without complaining or trying to avoid them.
- Do your fair share of a job when working with others.
- Pitch in to help someone who has a tough job or has fallen behind.
- Volunteer to help others meet a deadline or reach a goal.

Getting Along With Others

Social skills are one of the top qualities employers look for in a job candidate. **Social skills** are the skills people use to interact with others. Workers with good social skills often become successful leaders.

Employers also value employees who have good business etiquette. **Business etiquette** is the rules of good workplace manners. Knowing the rules of etiquette will help you create a good impression. It will also help you avoid making embarrassing mistakes at work. An important part of business etiquette is **discretion**, or good judgment. People with discretion use good judgment when they act or when they speak so as not to offend others.

Following Directions

Think about it. How many times a day do you get directions for doing something? Almost every assignment at school comes with its own set of directions.

What is your strategy for or approach to following directions? Do you stop everything you're doing and listen carefully? Do you take notes? Do you ask questions when you don't understand what you're supposed to do? These are all excellent ways to make sure you get the directions right.

On the job, you'll be asked to do many things. To complete each task, you must first follow directions.

Attitude Counts

I Think I Can

You would probably choose teammates for school projects who are enthusiastic and have a positive attitude. Employers are the same. They want "can-do" people to work for them. Can-do people are usually able to come up with new ideas to complete a project. They're upbeat even when their projects are difficult or not so enjoyable. They work well in groups and ask for help when they need it.

Cooperative Learning Activity

- Working in a small group, brainstorm a list of fresh ways to improve one aspect of your school.
- Share your list of ideas with the class.

Doing What Needs to Be Done

Doing what you are told is important. Why stop there, though? Employers also value employees who show initiative. When you show **initiative**, you do what needs to be done without being told to do it. Self-motivated people show initiative. Your **self-motivation** is your drive to do something simply for the reward of feeling good and satisfied once you accomplish it.

Jolene Anderson showed initiative and self-motivation at her after-school job as a supermarket cashier. When she saw a customer accidentally drop a jar, she alerted the manager. Someone was able to clean up the broken glass and wet floor before anyone was hurt. “The manager said that I’ve got what it takes to be an assistant manager someday. What it takes is a lot of initiative,” explains Jolene.

Taking on More Responsibility

Responsibility is the willingness to accept a task, carry it out, and be accountable for it. Employers are on the lookout for people who are willing to take on more responsibility. Employees with this quality help make better products and provide better services.

How do you react to more responsibility? Would you rather stick with what’s familiar and easy? The next time your teacher asks for volunteers, raise your hand. It may seem scary at first, but then you’ll be pleasantly surprised. The more responsibility you take on, the more confident you’ll feel. The more confident you are, the better job you’ll do.

Above and Beyond
People with initiative look for work that needs to be done.
How have you shown initiative this week?



Continuing to Learn and Adapt

Have you ever heard someone say, “You learn something new every day.” Do you? If you don’t, start to right now. Learning makes all of life more interesting. Be curious and look to learn something from everything you do.

No matter what your job is, your duties won’t stay the same. Your duties will change as new procedures and technologies are developed. That’s why it’s important to have **adaptability skills**, or the ability to change when you need to fit new circumstances. Adaptability skills are especially important with technology because it changes so quickly.

Employees who have good learning skills are valuable in today’s changing workplace. Survey after survey has shown that employers want one thing more than anything else. They want employees who are willing to learn.

Working by the Rules

It’s not enough to have skills and personal qualities. Employers also expect their employees to have ethics. **Ethics** are the rules of behavior that govern a group or society.

Right Ways to Behave

Employees who behave ethically do not lie, cheat, or steal. They are honest and fair in their dealings with others. They can be trusted. **Figure 8.2** on page 164 shows different areas and examples of ethical and unethical behavior on the job.

The Importance of Ethics

Employees who act ethically build a good reputation, or name, for themselves. They are known to be dependable and trustworthy. They also contribute to their employer’s or company’s reputation.

A single unethical act can do a lot of damage. Here’s just one example. Jill baby-sat all day on weekends for a young boy across the street. She was paid the usual hourly wages for baby-sitters in her neighborhood. The boy’s mother also left \$20 spending money for expenses during the day. She trusted Jill to use it wisely.



After a few weekends, Jill felt that she was not paid enough for taking care of the little boy. She was afraid to ask for higher wages, though. Her neighbor might get a different baby-sitter. Instead, Jill began to take \$10 a week for herself from the spending money. After all, her employer never asked how she used the money.

Figure 8.2

WORKPLACE ETHICS

Area of Concern	Ethical Behavior	Unethical Behavior
Time	Arriving to work on time and working the hours you say you will	Taking longer breaks than allowed, coming to work late or leaving early, talking on the telephone with friends and family members while at work, doing personal business during company time
Money	Using company money wisely and only for company business	Taking money from a cash register, taking goods from a store without paying for them, using company money to pay for personal items or entertainment on a business trip
Company Property	Using company property carefully and only for company business	Taking office supplies home, copying company software for your own use, using the company copy machine to make photocopies for personal use, making personal long-distance phone calls on office telephones
Information	Keeping company information secret from people outside the company	Giving people who do not work for the company confidential information about new products or services, expansion plans, and ongoing projects; sharing private information about employees and customers with people outside the company
Treatment of Others	Treating your employer, coworkers and customers fairly, openly, and with honesty	Having a negative attitude toward people of different backgrounds, calling people names, making racist or sexist comments, making generalizations about groups of people

The Right Actions When you behave ethically, you do the right thing in every situation. *How do you learn ethical behavior?*

Jill's employer did notice that the spending money was being used, though. She asked her son where Jill and he had gone during the day. He told her they never left the house. Then the boy's mother asked Jill how she used the money. Jill lied to cover up what she had done. Her employer knew she was lying. She told Jill she was going to look for another baby-sitter. She also told other parents in the neighborhood what had happened. No one would hire Jill because she had been dishonest.

Ethics and You

How will you know the right way to behave on a job? Even if you haven't held a job yet, you've got experience with ethical problems. Like everyone else, you face ethical decisions every day. You decide how to behave in many difficult situations.


You may also observe ethical problems that do not involve you. Even if you are not directly involved in an unethical situation, you still have an ethical choice to make. Acting ethically also means that you do not ignore unethical behavior. Many times ethical problems can be cleared up by a calm and open discussion with those involved.

You don't have to wait until you have a job. You have many opportunities to behave ethically every day. Do the right thing when faced with a decision or when you witness ethical problems. The ethics you practice in areas of your life now will carry over to the workplace.

Interview Employers About Ethics

Interview two or more employers about the importance of ethics in the workplace. Ask permission to tape record the interviews, or take notes during the interviews. Ask each employer about the importance of ethical behaviors such as honesty, confidentiality, dependability, promptness, getting along with others, and respecting other people's property.

Write a Report Write a report explaining the importance of productive work habits and attitudes. In your report, summarize the employers' opinions on the importance of various types of ethical behavior in the workplace.



Try This Activity

Performance Reviews

Progress reports, report cards, test scores, conferences—all tell you how you are doing in school. Each is a way of evaluating your work. Your work at a job will also be evaluated. Many companies schedule performance reviews on a regular basis. **Performance reviews** are meetings between you and your supervisor to evaluate how well you're doing your job.

Reviews are important to both you and your employer. They let you know how you're doing and help you become better at what you do. They also help you build your career. Performance reviews also help employers keep track of workers' growth and progress. Your company's human resources department will keep your performance reviews in your permanent employee file. **Human resources** is the department that recruits employees, administers company policies, develops employee training programs, and manages employee records.

A performance review is a good time for you and your employer to set goals. Your employer may set some for you. You should also set some for yourself. You may discuss your future with the company. Your review may lead to a pay increase and new responsibilities.

Career

Opportunities

Health Science

If you are interested in helping people feel better, the Health Science career cluster may be for you. Workers in this cluster include doctors, dentists, nurses, technicians, and even the workers who keep hospitals clean and functional.

Critical Thinking

Why do you think a health maintenance organization (HMO) would employ a health educator?

HEALTH EDUCATOR

HMO seeks educator to plan, organize, and lead classes on how to quit smoking, weight loss, and diabetes management. Must be knowledgeable about health issues and comfortable speaking in front of groups.

Prepare for a Performance Review

Imagine that your performance review for your part-time cashier's job is scheduled for tomorrow. Make a list of your accomplishments. What could you do better? What are your goals?

Plan a Positive Response Write down responses to two potential constructive criticisms. Plan how you will respond positively. Explain how you can take your supervisor's criticism as an opportunity to advance in your career.

How should you get feedback if you work for a company that does not hold performance reviews? Your work at a part-time or volunteer job may not be evaluated. Your teachers may give you nothing more than a grade. If that's the case, schedule a meeting to discuss your performance. There's nothing wrong with asking how you're doing. It will show that you take an interest in your work. In addition, you'll get useful ideas that will help you improve your performance.

It's also a good idea to take time now and then to evaluate yourself. Evaluate yourself as a member of your family. Evaluate yourself as a friend. Look at your performance at school and in other activities. What do you do well? What could you do better? What would you like to do that you're not doing?

Before you know it, self-evaluation will be a habit. It will be a good habit, too. Why? Evaluation by yourself and others will help you grow—whether you're at home, at school, or on the job.

Performance Evaluation

Some employers evaluate workers informally. *Which type of evaluation—formal or informal—do you think you would prefer? Why?*



Key Terms Review

1. Pretend you own a company. You want to write a welcome letter for new employees that describes the qualities you seek in employees. Use each of the key terms below.

- cooperate
- social skills
- business etiquette
- discretion
- initiative
- self-motivation
- adaptability
- skills
- ethics
- performance reviews
- human resources

Check Your Understanding

Tell whether each statement is true or false. Rewrite any false statement to make it true. Write your answers on a separate sheet of paper.

2. Employers want employees who can cooperate and follow directions.
3. Employers don't have the right to expect employees to act ethically.

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

4. What are two ways you can show initiative at home? At school?
5. Why are performance reviews as important to workers as to their employers?

6. How can self-evaluation help you grow?

Character Building

7. **Ethics** You work at Lots-a-Flavors ice cream parlor. Lots-a-Flavors employees can eat as much free ice cream as they want during their breaks. They also get a 50 percent discount on any ice cream they take home. Payments for take home purchases are taken out of weekly paychecks. Last week you took home an ice cream cake for your friend's birthday party, however, your weekly paycheck didn't show a deduction for this cake. What should you do?



Community Involvement

8. **Community Service Project** With a group of friends, identify something that you can do to improve or help your community. Together, figure out how you can provide this service. You might want to volunteer at an existing organization or create your own project, such as removing litter around your school. Report what you did to the class. Tell about the qualities you needed for the project. Explain how these qualities are similar to those that employers look for in employees.



Investigating Career Clusters



HEALTH SCIENCE

Health Science • The science of maintaining and improving human health

Job Title	Work Description
Dental Hygienist	Cleans teeth and provides other dental care
Dentist	Diagnoses, prevents, and treats problems of the teeth and tissues of the mouth
Home Health Aide	Helps elderly, disabled, and ill persons live in their own homes instead of in a health facility
Optometrist	Examines people's eyes to diagnose vision problems and eye diseases
Pharmacist	Fills drug prescriptions and provides drug use information to patients
Physical Therapist	Improves mobility and relieves pain for patients suffering from injury or disease
Physician	Diagnoses illnesses and prescribes and administers treatment for people suffering from injuries or disease
Radiologic Technologist	Produces X-ray films of parts of the human body for use in diagnosing medical problems
Registered Nurse	Cares for the sick and injured and helps people stay well

Exploration Activity

Health Science Use library and Internet resources to research a career in the Health Science career cluster. Write a report on your findings. Include information about the kinds of work, the skills required, the working conditions, the training and education required, and the career outlook.

Cooperative Learning Interview a classmate about the career he or she researched. Find out as much information about that career as you can during the interview. Then have your classmate interview you about the career you researched. Afterward, share what you learned with the class.

Chapter Highlights

Lesson 8.1 Many companies provide new employees with an orientation on the company's policies. Employees are paid wages, salary, or commission. They may also receive benefits, such as health insurance and paid time off.

Lesson 8.2 Employers want employees who cooperate, get along with others, follow directions, show initiative, take on responsibility, continue learning, and act ethically. Employers evaluate employee performance on a regular basis.

Key Concept Review

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

1. Why do companies provide orientation for new employees?
2. How do wages differ from a salary?
3. What is initiative?
4. What are three areas of ethical behavior in the workplace?
5. What is the purpose of a performance review?

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

6. What do you think will be the main thing on your mind the first day at a new job? Explain.
7. Why do you think benefits are important to many workers?

8. Why are honesty and fairness important in the workplace?

Skill Building

9. Thinking—Knowing How to Learn

Think of a part-time job you'd like to have. With a partner, role-play a phone conversation in which the employer has called to answer questions you have about your first day. What questions would you ask? Switch roles, and role-play a second conversation.

10. Personal—Sociability

Make a list of ways to get to know coworkers. Keep writing until you've run out of ideas. Compare lists with a classmate. How many ways of getting acquainted have the two of you identified?

Academic Applications

11. Health Science



Make a collage with words and pictures that celebrates the services that at least three health science careers provide. Review “Investigating Career Clusters” on page 169 for ideas of careers to include. Cut pictures and words out of magazines or newspapers. You can also make your own drawings and labels. Display your collage in class.

12. Mathematics



Tamika has just completed her first month in television advertising sales. The monthly base salary is \$2,400. In addition to the salary, Tamika makes a commission of 15 percent on what she sells. Tamika worked hard and sold \$8,000 worth of advertising this month. How much is her commission? What are her total earnings for the month?



Create Job Search Correspondence

- **Use** library and Internet resources to research various forms of job search correspondence.
- **Write** a cover letter tailored to a job for which you would like to apply. Review **Figure 7.3** on page 132 for an example of a cover letter.
- **Title** the document *Cover Letter* and file it in your Personal Career Portfolio.
- **Write** a thank-you letter that you can customize for each interview you have. Review **Figure 7.5** on page 142 for an example of a thank-you letter.
- **Title** the document *Thank-You Letter* and file it in your Personal Career Portfolio.
- **Update** your job search correspondence as you identify other jobs you would like to pursue. File updated versions in your Personal Career Portfolio.
- **List** your portfolio entries on your Personal Career Portfolio contents page.