

# ELL 5: Reading Test Practice Packet

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## PLEASE ...

- DO NOT WRITE IN THIS PACKET.
- RETURN THE PACKET TO YOUR TEACHER AT THE END OF CLASS.

## Occupational Safety and Health Administration

OSHA conducts safety inspections of workplaces in the U.S. OSHA's expert inspectors are highly trained. Their inspection will give your company a full evaluation of federal and state regulations. OSHA offers a customized evaluation of your company's safety needs including safety devices, safety regulations and possible hazards. OSHA's top priority is to make your workplace safer through on-site inspections.

### OSHA

#### Government Working for your Safety !

1. What is OSHA's main purpose?
  - A. To train safety inspectors.
  - B. To evaluate company workplace programs.
  - C. To make company workplaces safe.
  - D. To offer safety devices.
2. How does OSHA decide if companies are following government safety rules?
  - A. OSHA asks dissatisfied customers.
  - B. OSHA inspects company worksites.
  - C. OSHA asks employees.
  - D. OSHA offers safety training.

| Dial Anywhere Calling Plan |                                 |
|----------------------------|---------------------------------|
| Calling Plan               | Anywhere Minutes<br>(per month) |
| \$17.99 per month          | 100                             |
| \$31.99 per month          | 350                             |
| \$42.99 per month          | 700                             |

1. How many anywhere minutes do you get with the \$42.99 calling plan?
  - F 100
  - G 350
  - H 500
  - J 700
2. How many fewer anywhere minutes do you get with the \$17.99 calling plan than with the \$42.99 calling plan?
  - A 600
  - B 350
  - C 800
  - D 375

## School Policy on Alcohol

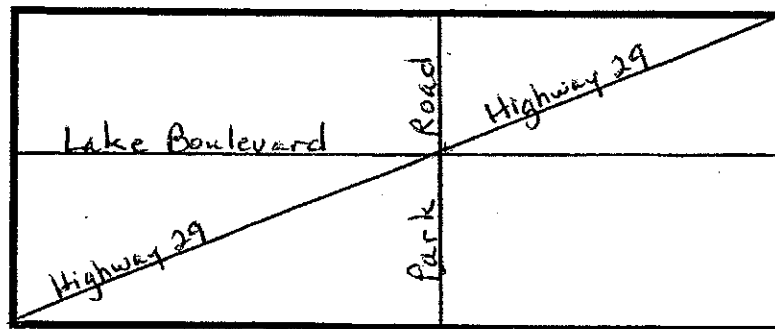
Alcohol is not allowed on school property because it is harmful to student health. There is no designated area for alcohol consumption even though you are adults. Alcohol is prohibited on our outdoor patio. A violation of this regulation will result in your termination as a student.

1. How does the school try to control alcohol use?
  - A. It restricts students from drinking on the outdoor patio.
  - B. It specifies who can drink alcohol.
  - C. It limits who can drink alcohol.
  - D. It prohibits drinking everywhere in the school.
  
2. What is the school's main purpose in writing an alcohol policy?
  - A. To improve students' grades.
  - B. To protect students from unhealthy use of alcohol.
  - C. To improve the school's buildings.
  - D. To control the use of alcohol on the school areas.

## Low Cost Food

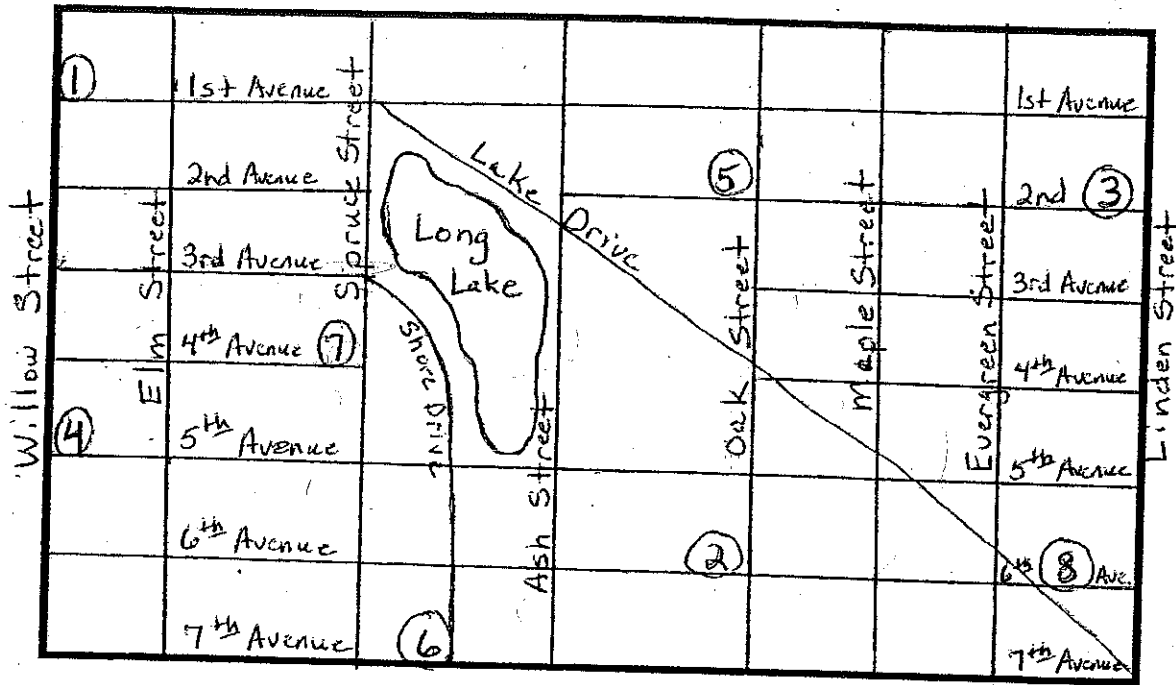
Ramsey County provides food stamps to people who can't pay for their own food. Food stamps are given to people who aren't able to buy food. Food stamps are a way to pay for food when people need assistance from the government. Many community organizations benefit from food stamps including grocery stores and farmers. Food stamps aid people who wouldn't be able to provide food for their families.

1. Who can get food stamps?
  - A. People who don't have enough money to buy food.
  - B. People who are able to work.
  - C. People who sick.
  - D. People who can't pay for a car.
  
2. Which government organization makes the regulations for the food stamp program and provides low cost assistance to its residents?
  - A. The City of St. Paul
  - B. The City of Minneapolis
  - C. Ramsey County
  - D. Hennepin County



1. Label this map North, South, East, West, NE, NW, SE and SW.
2. Park Road runs \_\_\_\_\_ to \_\_\_\_\_.
3. Lake Boulevard runs \_\_\_\_\_ to \_\_\_\_\_.
4. State Highway 29 runs \_\_\_\_\_ to \_\_\_\_\_.

# Street Map



Using left, right and other direction words ...

1. explain the route you would take from point 1 to point 2. \_\_\_\_\_

2. explain the route you would take from point 8 to point 4. \_\_\_\_\_

3. explain the route you would take from point 6 to point 1. \_\_\_\_\_

4. explain the route you would take from point 6 to point 3. \_\_\_\_\_

5. What streets do you cross when you go from point 8 to point 6? \_\_\_\_\_

6. Now, explain the directions to get FROM the Hubbs Center to your home. \_\_\_\_\_

Maxine Allright  
Display Best Stuff CO.  
1001 Youngtown Ave  
Midland, MN 53660

Dear Ms. Allright,

I'd like to recommend a Ms. Sarah Wang for a position as a chief design technician with your company. She has worked in this Department store as a Store Associate for almost a year now. She first started work as a food display case designer in the food deli. Then she came into the Housewares department to help with the displays during the holiday season. She is now the main designer for the whole floor.

We have benefited greatly from Ms. Wang's abilities to design attractive displays. She chooses fabrics and colors wisely and is prompt in her set ups. I am positive she will contribute a lot to your company.

Sincerely,  
Jes Kiddin, Manager  
Whatsthat Store

1. What is Jes's opinion of Sarah?

- A. She shouldn't work in a food store
- B. She is a capable employee.
- C. She is an excellent food preparer
- D. She knows too much about fabric

2. Which one is an example of Sarah's work?

- A. She is very capable.
- B. She sets up displays
- C. She cooks food in the deli
- D. She supports the Housewares Dept.

## RED DEMON LYE

### FIRST AID

**Skin:** Flush with water for 15 minutes.

**Eyes:** Immediately hold face under running water for 20 minutes with eyes open, by force if necessary.

**In mouth or if swallowed:** Clear mouth. Do not induce vomiting. Give [drink] large quantities of water or milk. Give at least 2 ounces to maximum of one pint equal parts of vinegar and water, followed by olive oil or cooking oil (by teaspoon). Transport victim to nearest medical facility or call physician immediately.

3. If Lulu spills the Red Demon Lye on her skin by mistake, what should she do?

- A. Wipe it off with a wash cloth
- B. Drive to the hospital immediately
- C. Wait 20 minutes to see if there is a rash
- D. Wash the skin right away.

4. If Lulu swallows the Lye, what should she do right after she has to drink the water and vinegar?

- A. Drive to the nearest clinic
- B. Drink some milk
- C. Swallow some oil
- D. Call The doctor

Part Five: Test-Taking Practice Exercises

Read each piece of information carefully and choose the BEST answer for the questions which follow.

Larson's Eye Appointment  
NO APPOINTMENT needed M-TH  
By Appointment Only- Fridays  
Call 651-555-2678

Joe wants to go to the Eye Doctor. He wants to go on Friday. What should he do?

- A. He doesn't have to make an appointment
- B. He needs to go on M-Th
- C. He needs to make an appointment
- D. He needs to make an appointment on Saturday.

Course Description  
Century College

Nursing Assistant Course #100

Prerequisite: Course #99

Course Length: Two Semesters

Start Date: Sept. 15, 2008

Time: TWTH 7:00-9:00 PM

Tuition: \$350 per semester; books are free.

Room: 203 and 208

Students will study the necessary information to pass the MN State Exam for Nursing Assistants. They will study for two semesters. This course provides hospital experience for two months. This course fills quickly so it's necessary to enroll quickly. The course is on a first come, first serve basis. This class meets three times a week and attendance is mandatory. If a student has more than 1 unexcused absence the student will be terminated. There will be three hospital on-site evaluations.

MANDATORY BUS DRIVER  
RULES

If you violate these rules, your job may be terminated.

Drivers:

- A. Must attend training sessions
- B. Adhere to safety rules
- C. Put buses back in their proper place
- D. Transport passengers on time

Question: What will happen to a driver if he or she does not follow these rules?

- A. He/She will go back to school.
- B. He/She could lose his/her job.
- C. He/She could become a passenger.
- D. He/She could lose a bus.

1. How often does the course meet?

- a. Twice a week
- b. Every semester
- c. Once a week
- d. Three times a week

2. Why should students enroll as soon as possible?

- a. They need to get class books immediately.
- b. Whoever applies first gets free books.
- c. The course is for two semesters.
- d. The students that apply first get into the course first.

3. How long will a student get on-the-job, on-site training?

- a. Two semesters
- b. Three times a week
- c. Two months
- d. One semester

### INSTRUCTIONS

1. Take out the screw that holds down the cover. Lift off the cover.
2. Pull out the filter and discard it. Put in a new filter.
3. Replace the cover and fasten it with the screw.

What do you do after you put in a new filter?

- A. take the cover off
- B. pull the filter out
- C. remove the screw
- D. put the cover back on

### TeleHealth Service

Now you can obtain health information 24 hours a day directly from your home telephone. Call in to our toll-free number and choose one of over 200 recorded messages that give you information on everything from common diseases to immunizations to lowering cholesterol.

What does TeleHealth offer?

- A. home health care
- B. information on health
- C. a 24-hour appointment line
- D. direct access to medical staff

### ICELAND POPPY

*Papaver nudicale*

#### FULL SUN

Orange, yellow or pink flowers on hairy, upright stems with hairy, blue green leaves. Tender perennial that likes poor, well-draining soil. Regular to moderate water. Blooms spring to early summer. Excellent cut flowers. Self-sows readily.

- Dig hole twice the width and height of the container.
- Set top of root ball at ground level.
- Prepare a soil mix of equal parts potting soil and soil conditioner and add some small pebbles or pieces of gravel for drainage.
- Place soil mix around root ball and water so soil settles.
- Add a 2-inch layer of mulch to maintain even soil temperature.
- Water thoroughly.

What is the purpose of the information above?

- A. to compare types of flowers and requirements for their care
- B. to give directions on planting a garden
- C. to explain how to plant flowers
- D. to describe different techniques for preparing soil

**Curry-Seasoned Chicken  
w/Vegetables**

Directions:

1. Brown the cut up chicken in a frying pan with the 2 Tablespoons of oil
2. Gradually add the bag of frozen vegetables with  $\frac{1}{2}$  cup of water into the pan of browned chicken. Stir in the curry flavored packet
3. Heat to boiling and then reduce heat. Simmer for 15 minutes or until the chicken absorbs all of the flavoring.

Question: When do you add the curry seasoning to the mixture?

- A. before you add the vegetables
- B. after you add the vegetables
- C. while the chicken is browned
- D. after the mixture is simmered



Handy Hardware store is a small, family-owned business that has managed to survive despite the fact that there are several large chain hardware stores throughout East City. Handy's has a loyal customer base and they do a good business. Many people go to Handy's because of the friendly service and fair prices. It is located not far from a residential area, so many people can walk there. The owner, Ed Handy, knows many of his customers and they like and trust him.

Ed has heard that a large chain store, Home Helper, is opening a new store not far from Handy's, and he is very concerned that he won't be able to compete. His prices are reasonable, but because his store is small, he doesn't have the huge volume of merchandise and the many selections that Home Helper has. His store cannot carry large items such as lumber and appliances, and it doesn't have nursery or gardening supplies either. Ed realizes it is convenient for shoppers to be able to buy many things in one store.

4. According to the situation described, what is Mr. Handy's concern?
  - a. He may not be able to maintain his prices.
  - b. He will lose customers to the larger store.
  - c. His store may not be able to carry many large items.
  - d. The larger store will buy up all the merchandise.
  
5. What is one reason people shop at Handy Hardware?
  - a. The store is owned by someone they know.
  - b. The store has a very large volume of sales.
  - c. The store sells many products besides hardware.
  - d. The store has many locations in East City.

DIRECTIONS: Use the labels to answer the questions.

**FLAMMABLE:** Contents under pressure. Do not use near fire, spark, or flame. Do not puncture or throw container into fire.

1. What does the label mean?

- A. Break the can open before throwing it away.
- B. Don't break the can open before throwing it away.
- C. Cook with pressure.
- D. Keep container over flame.

**Dosage:** 2 capsules every 4 hours, not to exceed 8 capsules in 24 hours.

2. What does the label mean?

- A. Take 8 capsules in 4 hours.
- B. Take 2 capsules an hour for 4 hours.
- C. Do not take 8 capsules in 24 hours.
- D. Take no more than 8 capsules in 24 hours.

**SOUTH MAIN HOSPITAL**

No. 7738829

Date: 6/10/89 Dr. Tomas

For Jane Ryder

Take 2 capsules every 8 hours until all tablets are used.

**SULFADIAZINE 100 mg**

Exp. 12/89

5569 So. Main St. 547-8000

3. When should Jane Ryder stop taking the capsules?

- A. When she feels well.
- B. When the capsules are used up.
- C. On 12/89.
- D. After eight hours.

4. When was the prescription prepared?

- A. June 10
- B. October 6
- C. December '89
- D. Every 8 hours

**Category: Labels (Medicine)**

**Home Town Pharmacy** 952-943-4642

Rx 690758 Dr. D. Johnson

Joe Hurting

1 TABLET DAILY

VIOXX 25 MG TABLET

NDC# 00005-0990-00

MERCK C.

CJE/JF

09/24/04

#30 EA

12 Refills by 09/24/05

**AVOID ALCOHOLIC BEVERAGES.**

Do not take other medicines without checking with your doctor.

**TAKE WITH FOOD.**

1. Who will be taking this medicine? \_\_\_\_\_
2. What is the name of the medication? \_\_\_\_\_
3. Is Rx the same as the number of the medication? \_\_\_\_\_ If you needed to refill this medicine, what prescription number would you give the pharmacist? \_\_\_\_\_
4. How many tablets should the person take each day? \_\_\_\_\_
5. When did the individual have this prescription filled? \_\_\_\_\_
6. How many times can this prescription be re-filled? \_\_\_\_\_
7. Can VIOXX be purchased without a prescription? \_\_\_\_\_
8. What is the name of the doctor that prescribed this medicine? \_\_\_\_\_
9. How many pills are in this bottle? \_\_\_\_\_
10. What should you avoid when taking this medicine? \_\_\_\_\_

**Exercise D:** Test-Taking Practice

Use the information to answer the multiple choice questions which follow.

| <b>FITNESS TODAY<br/>MEMBERSHIP FEES</b>                                |                         |                                 |
|---|-------------------------|---------------------------------|
| <b>MEMBERSHIP<br/>CATEGORY</b>  | <b>DUE UPON JOINING</b> |                                 |
|   | <b>Monthly</b>          | <b>One Time<br/>Joiners Fee</b> |
| Adult   | \$36                    | \$100                           |
| Family*   | \$51                    | \$150                           |
| Single Parent Family**  | \$42                    | \$100                           |
| Senior Adult (60+ yrs.)   | \$30                    | \$100                           |
| Student (18-22 yrs.)***   | \$23                    |                                 |
| * Includes 2 adults and all children under 18 within the same household |                         |                                 |
| ** Includes 1 adult and all children under 18 within the same household |                         |                                 |
| *** Full-time student with ID   |                         |                                 |

1. What is the monthly fee for a family with one adult and two young children living in the same residence?
  - a. \$ 51.00
  - b. \$ 42.00
  - c. \$ 150.00
  - d. \$ 100.00
2. What would be the total cost to start a membership for a 47 year-old single woman?
  - a. \$ 36.00
  - b. \$ 100.00
  - c. \$ 136.00
  - d. \$ 130.00

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**City Health Services** announces a new project to educate young people on maintaining good health. CHS will coordinate with local schools to reach out to teens identified as having potential health issues. Teens aged 13 to 18 will receive a complete health appraisal. Training topics will include nutrition, exercise, and healthy weight-loss strategies. The focus will be on self-image, fitness, and food. Participants will identify healthy meals, develop exercise plans, and examine lifestyle choices.

3. What is the purpose of this new project?
  - a. to teach young people how to stay healthy
  - b. to identify schools with unhealthy conditions
  - c. to provide nutritious meals for young people
  - d. to interest teenagers in health care careers

## Heat Stroke

The effects of exposure to excessive heat may be either **heat exhaustion** or **heat stroke (sometimes called sunstroke)**. Both of these conditions are caused by being in high temperatures. However the signs and symptoms are quite different. Notice the treatment for both conditions.

### Signs and Symptoms

| Heat Exhaustion   | Heat Stroke   |
|---|---|
| Headache, Dizziness, Nausea, Vomiting and occasionally Abdominal Cramps | Occurs suddenly but may follow untreated exhaustion                   |
| Unconsciousness follows   | Unconsciousness rapid but may come after headache                     |
| Face is pale and pulse becomes weak                                     | Pulse is full and bounding. Face becomes flushed. Skin is hot and dry |
| Temperature Normal or slightly high                                     | Temperature rises rapidly, sometimes more than 107 degrees Fahrenheit |
| Symptoms of shock   | Death may occur if temperature is not controlled                      |

**Treatment:**

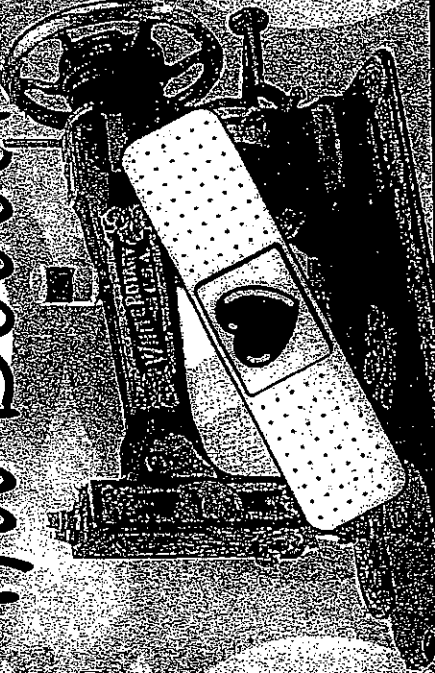
**Heat Stroke:** Seek immediate treatment from your doctor if symptoms develop for Heat Stroke. The high body temperature needs to be lowered ASAP.

**Heat Exhaustion:** Drink plenty of water and try to find a cool place. Lie down but don't get too cold. Seek medical attention if there is excessive dehydration and vomiting.

Answer the following questions:

1. Which illness should be reported immediately to your doctor?
2. Which illness has another name for its condition? What is the name?
3. What is one symptom that can occur in both illnesses?
4. What should you do to avoid getting Heat Stroke (Sunstroke) or Heat Exhaustion?

# All Better!



## SEWING MACHINE SERVICE

**CLEAN • OIL • ADJUST**  
Your Sewing Machine or Serger

For Only

# \$48.95

Save  
**20 Dollars!!**

*With coupon only  
One week only*

## TWO GREAT LOCATIONS

**1st Sewing Center**  
14350 Burleigh Drive  
Burnsville, MN 55306  
952-435-8400

**Lu's Sewing Center**  
Birch Run Shopping Station  
1739 Bear Avenue  
Maplewood, MN 55109  
651-636-2524

1. What is the purpose of this advertisement?

- A. to teach you how to clean your sewing machine.
- B. to show you how to save money by sewing your own clothes.
- C. to encourage you to bring in your sewing machine for service.
- D. to inform you about sewing lessons in Burnsville & Maplewood.

2. Which of the following statements is true according to this advertisement?

- A. Lu's Sewing Center is located in Burnsville.
- B. 1<sup>st</sup> Sewing Center is on Bravelorn Drive.
- C. With this coupon, you can have your sewing machine cleaned for \$48.95.
- D. This coupon for sewing machine service is valid for two weeks.

3. Where can you have your sewing machine cleaned for under \$50.00?

- A. In Burnsville.
- B. In Burnsville and Maplewood.
- C. \$20.00
- D. \$48.95

4. Why does this advertisement have a bandaid in the picture?

- A. You can make all kinds of bandaids with your sewing machine.
- B. You should put the bandaid on your sewing machine.
- C. Bandaids can save you money.
- D. The bandaid suggests that you can make your sewing machine work well if you have it cleaned by a sewing machine service center.

5. When will this coupon expire?

- A. If you use this coupon, you will save \$20.00.
- B. in one week.
- C. at 9:00 tonight
- D. at Birch Run Shopping Station

# FAST SERVICE

Family owned and operated since 1931

## SNELLING

HEATING • COOLING • ELECTRICAL

- Same Day Service - All Brands
- 100% Satisfaction Guaranteed
- Emergency Replacement **LENNOX**

# 651-222-3622

# \$20<sup>00</sup> OFF

YOUR FIRST  
SERVICE CALL

1. What is the name of the company in this advertisement?

- A. FAST SERVICE
- B. LENNOX
- C. SNELLING
- D. EMERGENCY REPLACEMENT

2. Why should you choose this company for service?

- A. You will get a job.
- B. You will receive fast service.
- C. You will pay \$20.00 less for your first repair visit.
- D. B and C

3. What service does this company provide?

- A. It employs people who can fix your heating problems.
- B. It has specialists who can repair your electrical problems.
- C. It has employees who can repair your air conditioner.
- D. All of the above.

4. How long has this company existed?

- A. for 76 years.
- B. since 1931.
- C. B and C
- D. A and B

5. If you call this company, how soon will someone help you?

- A. You will have to wait for an emergency.
- B. You will be 100% satisfied with this service.
- C.

## *Tired of Clutter and Disorganization?*

Many people waste time and resources and increase their risk of accidents when their home environments are cluttered and disorganized! Improve your efficiency and mental health by getting your home more organized. You don't have to take on this task alone. *The Organizers* can help by offering these services at reasonable rates:

### \* Home Assessment:

Our highly trained staff will make a thorough assessment of your home environment, the existing storage capacity and the goods you need to maintain. After the assessment, you will receive an evaluation including our recommendations for organizing your home.

### \* Storage Design and Equipment:

*The Organizers* offers a full line of storage design services and equipment which can be customized for your home, your family and your storage needs.

### \* Installation and Follow-Up Services:

Let *The Organizers* help you install the Storage equipment made specifically for your home organization needs and give you helpful tips for keeping your home orderly. We will give you and your family the peace of mind in knowing your living space is safer and well utilized!

***Put an end to clutter and disorganization!  
Call now for a low-cost home assessment.***

1-800-674-2649  
***The Organizers***

1. Who is this brochure's main audience?
  - a. children
  - b. business owners
  - c. home owners
  - d. home or apartment renters
  
2. How does this company identify a family's needs?
  - a. They show them their storage equipment.
  - b. They conduct a review of the home.
  - c. They train the family on how to stay organized.
  - d. They give the family a test.
  
3. What is the main purpose of the brochure?
  - a. to sell the services and products of the company
  - b. to help people get their homes more organized
  - c. to assess people's homes and their organization
  - d. to design home storage equipment



Part Two: Test Taking Practice

Directions: Review the advertisement about computer classes.  
Then choose the best answer to the questions which follow.

*-Advertisement-*

*Want to learn more about computers?*  
**Register now for Beginning Computer Class**  
**Offered by St. Paul Technical Trainers, Inc.**

|         |                          |                   |           |  |
|---------|--------------------------|-------------------|-----------|--|
| Class 1 | Computer Hardware        | Saturday, 9/15/07 | 9:00 A.M. | Learn all the parts of the computer and their functions...             |
| Class 2 | Computer Software        | Saturday, 9/22/07 | 9:00 A.M. | Learn all different software programs for your computer...             |
| Class 3 | Computer Word Processing | Saturday, 9/29/07 | 9:00 A.M. | Learn how to make, save and print different types of word documents... |
| Class 4 | Computer Networking      | Saturday, 10/6/07 | 9:00 A.M. | Learn how to navigate the Internet and send e-mails....                |

**Register now** by calling 800-555-5555.

**Class size limited** to first 25 students

**Class location:** 222 West University Street, St. Paul

1. How many days does this computer class meet?  
 a. one  
 b. two  
 c. three  
 d. four
2. Which session would teach students how to type a formal letter?  
 a. Class 1  
 b. Class 2  
 c. Class 3  
 d. Class 4
3. Which session would teach students how to find an address on the Internet?  
 a. Class 1  
 b. Class 2  
 c. Class 3  
 d. Class 4
4. Why should students interested in the class call the school?  
 a. Because the class is about computers  
 b. Because they need to register and reserve a seat  
 c. Because they need to get the location of the school  
 d. Because they need to know when the classes start

COURSE CATALOG

**Health 1006 - Basic CPR\* Red Cross  
Fall Semester (F)**

**Dates:** 10/10 - 10/11    **Days:** W Th.    **Time:** 4:00 P.M - 8:00 P.M.  
          10/13 - 10/13                    Sa.                    8:00 A.M -12:00 P.M.

**Enrollment Limit:** 25  
**Credits:** 1.0  
**Level:** Undergraduate  
**Prerequisites:** None

**Tuition:** \$132.08  
**Fees:** 14.91

**Course Description:** A study of first responder principles in areas of choking, and respiratory and cardiac arrests. This is a lab course involving adult, child, and infant situations. Upon successful completion, students will receive American Red Cross certification in Standard First Aid and Adult CPR plus Infant and Child CPR

This class is repeated in the spring **(S)** and summer sessions **(SS)**

**\*Cardiopulmonary Resuscitation**

Directions: Choose the correct answer for each of the questions below about the Ridgeland Community College course information.

1. What is the total number of hours you will need to spend in this class to complete it?

- A. 4
- B. 8
- C. 10
- D. 12

2. What is the total cost of this class?

- A. \$145.99
- B. \$132.08
- C. \$14.91
- D. none of the above

3. How many times a year is this class offered?

- A. 1
- B. 2
- C. 3
- D. 4

4. Following successful completion of this course, the student will receive Red Cross certification in which of these areas?

- A. Standard First Aid
- B. Adult CPR
- C. Infant and Child CPR
- D. All of the above

## Car Maintenance Bill

### Joe's Garage

|   |  |  |
|---|--|--|
| Customer No. 6.53042  | Mechanic Jason Moe   | Invoice Date 6-13-05                                     |
| Janet Brown<br>699 South 4 <sup>th</sup> Street<br>Hopkins, MN55305 | License No. JMF220<br><br>Year, Make, Model<br>04/Buick/Rendezvous | Color: Black<br><br>Vehicle I.D. No.<br>2F6HA23E45622889 |
| Telephone: 763-448-9121   |  |  |
| <b>Labor and Parts</b>  |  |  |
| Job #: 1 255L8809      3000 mile service      11.25                 |  |  |
| <u>Parts</u>  | Lube, Oil, Filter  | 12.70  |
|   | Motor Oil  | ****   |
|   | Oil, Filter  | ****   |
|   | Chassis Grease   | ****   |
|   | Job #: 1 255L8809 <b>Total Labor and Parts</b>                     | <b>\$23.95</b>   |
| <u>Misc.</u>  | Shop Supplies  | 1.09   |
|   | Hazardous Waste Disposal Fee                                       | 0.75   |
|   | KeyTag Oil Change Discount   | - 3.00   |
|   | <b>Total Misc.</b>   | <b>\$1.16</b>  |
|   | <b>Total Invoice</b>   | <b>\$23.62</b>   |
| <i>Thank you for your business.</i>                                 |  |  |

*Answer the questions about the bill.*

1. What is the name of the automotive shop? \_\_\_\_\_
2. When was the car serviced? \_\_\_\_\_
3. Why was the car at Joe's Garage? \_\_\_\_\_
4. What cost \$.75? \_\_\_\_\_
5. How much is the total bill? \_\_\_\_\_
6. What kind of car was being serviced? \_\_\_\_\_
7. What is the vehicle's I.D. number? \_\_\_\_\_

## LAW and Courts: Plaintiffs and Defendants

Jeff and Marcus asked Sam to be their room mate. They asked him to help pay for the rent and the utilities. Sam signed the lease that stated he'd pay the rent and a 1/3 of the utilities at the end of each month. He paid the rent for two months but then he started to fall behind in his payments.

Sam gave a lot of excuses but not any money. It was six months into the lease when Sam pulled a fast one. He left in the middle of the night with all of his belongings. Jeff and Marcus were furious when they found out that he had moved out and owed money for four months rent and utilities. The total amount that he owed was close to \$2000.

Jeff and Marcus decided to bring Sam to small claims court. They wanted to get back the money that was owed to them. They had a summons brought to Sam's new place. They didn't see Sam until the date of the court appearance. They weren't too happy when they saw him, but they sure liked that the judge decided in favor of the plaintiffs.

1. Who is the **Defendant**? \_\_\_\_\_
  2. Who is the **Plaintiff**? \_\_\_\_\_
  3. What is a **summons**? \_\_\_\_\_
- 

1 Which of the following statements is true according to the story?

- A. Sam thinks that Jeff and Marcus should pay for the rent and utilities.
- B. Jeff and Marcus think that Sam should pay for the rent and utilities.
- C. Small Claims Court thinks that the plaintiffs broke the law.

2 What is the purpose of giving someone a summons?

- A. To understand the meaning of the court rules
- B. To hear what the plaintiff has to say
- C. To request that someone appear in court

## EVICCTIONS

- If you are being evicted call legal aid right away.
- Your landlord can file an eviction if you don't pay the rent on time, if you break the lease, or if you stay in the apartment after you were given proper notice to leave.
- You must get the court papers at least 7 days before the hearing.
- Go to court and be on time, or you will lose by default. Go to court even if all you want is more time to move out.
- If you lose, the most time the court can give you to move out is 7 days.
- If you owe rent money and late fees, you must bring them to court. If you pay all of this money in court, you will not be evicted. The court papers may list the amount of the landlord's filing fee. If not, call the court to find out. You must pay the filing fee also, but you can ask for up to 7 days to pay.
- If you withheld rent because of repair problems, you must bring all the money to court. You will not need the late fees or filing fees, but you **will** need to pay all of the rent into court and prove that your landlord failed to make repairs.

Source: <http://www.lawhelp.org/MN>

- 1 Which one below is not a cause for eviction?
  - a. don't pay rent on time
  - b. break the lease
  - c. stay too long after proper notice of leave
  - d. having a party at midnight
- 2 What is the first thing you should do if your landlord files an eviction notice?
  - a. Find a new place to live
  - b. call the court
  - c. contact legal aid
  - d. bring all of your money to the landlord
- 3 What can a tenant do in court if he/she withheld rent to try to force the landlord to make repairs?
  - a. prove the landlord failed to make repairs.
  - b. bring all your money to court
  - c. pay all of the rent into court
  - d. all of the above

## The Summons:

The summons is a written notice informing the defendant that a court action has been started and that the case will be heard on a specific day. It also directs the defendant whether he wishes to contest the action or to offer further explanation, he must appear in court at the time specified.

Once the complaint has been completed and the filing fee has been paid, the court will prepare a summons and sufficient copies for the defendant(s) and the plaintiff.  
[http://www.co.dakota.mn.us/courts/unlawful\\_detainer.htm](http://www.co.dakota.mn.us/courts/unlawful_detainer.htm)

### Summons

Civil Court of the City of Minneapolis  
Hennepin County, Minnesota

|                         |           |
|-------------------------|-----------|
| Sunrise Apartments, Inc | Plaintiff |
| versus                  |           |
| Jane Somebody           | Defendant |

#### COMPLAINT

Collect \$350 for damages to  
kitchen cabinets.

Attorney for Plaintiff

5  
Joe Smith, Attorney  
102 West Main Street  
Sunshine, MN 54212

*Answer the questions about the Summons.*

1. A \_\_\_\_\_ is the person who is bringing a case to court.
2. A \_\_\_\_\_ is the person who is being sued or accused.
3. For whom is the attorney working? \_\_\_\_\_
4. How much money is Sunrise Apartments, Inc. asking to collect? \_\_\_\_\_
5. Who is the attorney for the plaintiff? \_\_\_\_\_
6. Who is suing? \_\_\_\_\_ Who is being sued? \_\_\_\_\_

## Hennepin County Directory

|  |              |
|--|--------------|
| Birth and Death Certificates.....            | 612-676-5120 |
| Caregiver and Support Program .....          | 612-874-2324 |
| County Attorney.....                         | 612-348-5550 |
| Courts.....                                  | 612-348-5550 |
| <b>Department of Training and Employment</b> |              |
| Assistance.....                              | 612-348-7432 |
| <b>Hearing Impaired</b>                      |              |
| TTY Numbers General Information.....         | 612-348-6646 |
| Human Services First Call For Help.....      | 612-335-5000 |
| Libraries.....                               | 612-830-4900 |
| License Information.....                     | 612-348-8241 |
| Parks.....                                   | 612-559-9000 |
| Traffic Violations.....                      | 612-348-2040 |

*Source: Plymouth, New Hope, Medicine Lake Verizon Sun  
Directory*

*Answer the following questions. Refer to the Hennepin County Directory.*

1. Your child is starting kindergarten this year. You need a copy of his/her birth certificate. Call \_\_\_\_\_
2. What is the closest library to your residence and what are the hours it is open? Call \_\_\_\_\_
3. You are hearing impaired and want to know what assistance is available. Call \_\_\_\_\_
4. You received a speeding ticket when you were driving to work last week. Call \_\_\_\_\_
5. You need to make an appointment to take the driver's test, because you have recently moved to Minneapolis. Call \_\_\_\_\_



## Community Service Numbers

Source: DEX Official Directory Minneapolis

**Dial 211. In most areas of the state if an individual dials 211, he/she will be connected with the United Way First Call For Help. The service is a free 24-hour information and referral to community services.**

*Please note: Only the numbers for Hennepin County are given on this page. Six metropolitan counties are actually included in the Minneapolis phone book. This list is a sampling of numbers that can be found in this section.*

|   |                |
|---|----------------|
| <b>Adult Protection</b> .....                   | 612-348-8526   |
| <b>Animal Control</b> .....                     | 612-348-4250   |
| <b>Child Abuse/Protection</b> .....             | 612-348-3552   |
| <b>Crisis Intervention</b> .....                | 763-591-0100   |
| <b>Disabled Services</b>                        |                |
| Epilepsy Foundation.....                        | 651-646-8675   |
| Hennepin County Services to the Disabled.....   | 612-348-4500   |
| Metropolitan Center for Independent Living..... | 651-646-8342   |
| Minnesota Council on Disability.....            | 651-296-6785   |
| <b>Food Shelves</b>                             |                |
| Emergency Foodshelf Network Hennepin County..   | 952-925-6265   |
| <b>Gambling</b>                                 |                |
| Compulsive Gambling Hotline.....                | 1-800-437-3641 |
| <b>Health Care</b>                              |                |
| American Cancer Society.....                    | 1-800-227-2345 |
| Minnesota Aids Line.....                        | 612-373-2437   |
| Minnesota Care.....                             | 651-297-3862   |
| <b>Human Rights</b>                             |                |
| Minneapolis Department of Civil Rights.....     | 612-673-3012   |
| Minnesota Department of Human Rights.....       | 651-296-5663   |
| <b>Legal Assistance</b>                         |                |
| Legal Aid Society.....                          | 612-334-5970   |
| <b>Mental Health</b>                            |                |
| Crisis Connection (24 Hour).....                | 612-379-6363   |
| Hennepin County Mental Health Center.....       | 612-331-6840   |
| <b>School Information</b> .....                 | 651-582-8200   |
| <b>Social Security Administration</b> .....     | 1-800-772-1213 |
| <b>Social Services, Hennepin County</b> .....   | 612-348-3000   |
| <b>Substance Abuse</b>                          |                |
| Al-Anon/Alateen Information Services.....       | 952-920-3961   |
| Alcoholics Anonymous Central Office.....        | 952-922-0880   |
| <b>Transportation</b>                           |                |
| Metro Transit Information.....                  | 612-341-0140   |

## Questions – Community Service Numbers

1. You have a child with epilepsy. You want to get information that will help you understand the disability better. Call \_\_\_\_\_
2. Your spouse has been going to casinos regularly and suddenly you are finding that the grocery money has already been spent. What number will you call? \_\_\_\_\_
3. You have tried to rent an apartment. You think you have been unable to rent the apartment because of your ethnic background. You will call \_\_\_\_\_ to get help.
4. You moved from Rochester to Minneapolis and need to register your child for school. You don't know where the new school is located. You will call \_\_\_\_\_ for assistance.
5. You have decided to take a bus to work because parking is so expensive. You need to know where to get on the bus and the bus schedule. Call \_\_\_\_\_
6. You are running out of food and you do not have any money. What number should you call? \_\_\_\_\_
7. Which group has a number that says it is a hotline? \_\_\_\_\_  
\_\_\_\_\_ What is a hotline and why would this group have a hotline number? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. There is a stray dog running in your front yard. You are worried that the dog will bite someone. Who will you call? \_\_\_\_\_  
\_\_\_\_\_
9. You can't afford health care insurance. Your job does not include benefits. You are worried that someone will get sick. Who will you call? \_\_\_\_\_

# WHEELER WAREHOUSE

## Employee Extensions

| EXT | FIRST     | LAST NAME | DEPT        | EXT | FIRST    | LAST NAME   | DEPT        |
|-----|-----------|-----------|-------------|-----|----------|-------------|-------------|
| 330 | Adam      | Duffy     | Office Mgr. | 317 | Michael  | Holroyd     | Supervisor  |
| 352 | Adam      | Pasteur   | Human Res.  | 412 | Michael  | Rattan      | Contract    |
| 430 | Alfred    | Wang      | Engineering | 322 | Michelle | Laflame     | Human Res.  |
| 431 | Carl      | West      | Engineering | 480 | Mohammed | Ahmed       | Admin.      |
| 340 | Chris     | O'Connor  | Admin.      | 413 | Nagy     | Ali         | Engineering |
| 311 | Christine | Chad      | Human Res.  | 490 | Olive    | Cheung      | Partner     |
| 350 | Debbie    | Arendse   | Partner     | 415 | Paul     | Singleton   | Contract    |
| 307 | Elsbeth   | Buchanan  | Engineering | 313 | Paula    | Dean        | Supervisor  |
| 308 | Florence  | Crandall  | Associate   | 314 | Pearl    | Chang       | Associate   |
| 326 | Ibrahim   | Khan      | Supervisor  | 426 | Pierre   | Tripp       | Associate   |
| 360 | John      | Koffman   | Student     | 427 | Ray      | Fitzpatrick | Contract    |
| 424 | Josef     | Johannsen | Partner     | 323 | Reanne   | Dixon       | Admin.      |
| 309 | Juan      | Alvarez   | Contract    | 312 | Sandra   | Jones       | Engineering |
| 422 | Katerina  | Arturo    | Human Res.  | 315 | Simon    | Chang       | Contract    |
| 310 | Katherine | Stevenson | Supervisor  | 370 | Sonia    | Micek       | Student     |
| 420 | Kevin     | Ellis     | Associate   | 428 | Terrence | Shipman     | Contract    |
| 327 | Khalil    | Parre     | Admin.      | 324 | Terri    | Holroyd     | Partner     |
| 470 | Kyle      | Simons    | Partner     | 416 | Tibor    | Kokal       | Supervisor  |
| 419 | Lauren    | Bergman   | Engineering | 316 | Tracy    | Hoffman     | Human Res.  |
| 328 | Mary      | Firenze   | Contract    | 325 | Victoria | Luna        | Reception   |
| 418 | Matthew   | Smith     | Engineering | 417 | Zia      | Yacoub      | Admin.      |
| 329 | Maurizio  | Zucco     | Associate   | 429 | Zu       | Tong        | Associate   |

Cell #  
 Joe Fellini 416-555-6459  
 Pierre Monet 416-555-8221  
 Paul Tiscio 416-555-3200

Internet: [wheeler@truepath.com](mailto:wheeler@truepath.com)

## ACTIVITY

### Employee Extension Directory

Instructions: Read the Employee Extension directory and answer the questions below.

1. Who uses the list?

---

2. How is the list organized?

---

3. What is Mary Firenze's extension number?

---

4. Which department does Nagy Ali work in?

---

5. What is Pierre Monet's cell phone number?

---

6. How many students are on the list?

---

7. What do all the extension numbers have in common?

---

8. Why do you think the list is organized the way it is?

---

# FOSTER'S DEPARTMENT STORE

## Departments and Services

| HOME, LEISURE & AUTOMOTIVE |                          | APPAREL AND ACCESSORIES |                         |
|----------------------------|--------------------------|-------------------------|-------------------------|
| CODE                       | DEPT/SERVICE             | CODE                    | DEPT/SERVICE            |
| 24                         | Automotive Repair        | 01                      | Lingerie & Loungewear   |
| 04                         | Automotive, Tires        | 27                      | Jewelry                 |
| 23                         | Bed & Bath               | 19                      | Ladies' Sportswear      |
| 34                         | Furniture/Area Rugs      | 05                      | Hosiery & Personal Care |
| 56                         | Hardware                 | 26                      | Girls' Wear             |
| 07                         | Home Electronics         | 55                      | Handbags & Accessories  |
| 02                         | Home Improvements        | 84                      | Men's Footwear          |
| 03                         | Lawn, Garden & Patio     | 14                      | Specialty Sizes         |
| 54                         | Paint & Wallpaper        | 40                      | Men's Dress Wear        |
| 11                         | Refrigerators & Freezers | 32                      | Boys' Wear              |
| 12                         | Sewing/Floor Care        | 77                      | Ladies' Coats & Suits   |
| 45                         | Sporting Goods/Toys      | 13                      | Cosmetics & Fragrances  |
| 31                         | Stoves, Microwaves       | 16                      | Luggage                 |
| 18                         | Travel                   | 22                      | Stationery              |
| 09                         | Window Coverings         | 67                      | Books                   |
|                            |                          | 35                      | Infants & Toddlers      |
|                            |                          |                         |                         |
| 671                        | Human Resources          | 349                     | Maintenance             |
| 202                        | Shipping & Receiving     | 790                     | Cafeteria               |

## ACTIVITY

### Store Directory

Instructions: Read the Department Store directory and answer the questions below.

1. How many departments are listed under the heading "Home, Leisure & Automotive"?

---

2. What short form is used for the word "department"?

---

3. At the bottom of the list are four departments. What is different about their codes compared with codes in the upper section of the directory?

---

4. What is the department code for "Infants and Toddlers"?

---

5. Which department has the code "04"?

---

6. Which of the departments listed under "Home, Leisure and Automotive" would apply to "Leisure"?

---

7. In which department would you find men's suits?

---

8. In which department would you find towels?

---

Review the information on the message below and choose the BEST answer to the questions.

**WHILE YOU WERE OUT**

Date: 9/28 Time: 2:00  
To: Charles O'Neal  
From: Cathy Porter  
Of: Dellwood Advertising  
Phone: 651-271-8961

Telephoned       Returned your call  
 Please call       Will call again

Urgent

Message: Pick up the new brochures at her office before 4:00 today.

Taken by: Jim

1. Who filled out this form?

- a. Charles
- b. Ms. Porter
- c. Jim
- d. Dellwood Advertising

3. How does Cathy feel about this message?

- a. it is important
- b. it is unnecessary
- c. it is useless
- d. it is insignificant

2. What does Charles need to do?

- a. return a phone call
- b. pick up brochures
- c. talk to Cathy
- d. call Jim

4. What should happen to this form after it is filled out?

- a. Jim should give it to Cathy.
- b. Charles should give it to Jim.
- c. Cathy should give it to Charles.
- d. Jim should give it to Charles.

## WHEELER WAREHOUSE

**To: All Employees**  
**Re: Tape/Gloves/Safety Glasses**  
**Date: February 20, 2002**

**To receive new gloves or safety glasses or tape measures, you must hand in your old ones.**

**You will not receive anything new unless you have broken or unusable items to exchange.**

**Thank you,  
Equipment Department**

- 
1. What does a Wheeler Warehouse employee need to do before he/she is issued new gloves or safety glasses?
    - A. The employee must turn in his/her tape measures.
    - B. He/She must contact the Equipment Department.
    - C. The employee needs to obtain new gloves by February 20, 2002.
    - D. None of the above
    - E.
  
  2. What are the conditions for receiving new equipment at Wheeler Warehouse?
    - A. Employees must pay for all equipment they break on the job.
    - B. New equipment will be given to any employee at any time.
    - C. The employee must return unusable or broken equipment before he/she will receive new equipment.
    - D. Employees must read all handouts about new equipment.



## ISSUING OF TOOLS AND TOOL REPLACEMENT AGREEMENT

Brenda Manley has been issued one tool box containing the following tools.

- 1 hammer
- 1 pair vice grips
- 1 pair pliers
- 1 wire brush
- 1 square
- 1 3/8" Allen key
- 1 adjustable wrench

If tools wear out, Dolmin agrees to replace the tools above.

If the tools are lost or broken, Dolmin will replace the tool but the cost will be deducted from the employee's paycheque.

If the employee leaves Dolmin for any reason, he/she must return the tool box complete with all tools.

I have read, understood and agree to the above conditions.

Brenda Manley

Employee Signature

April 14/2002

Date

- 
1. What does the employee's signature mean on this document?
- A. The signature means the employee was at work on April 14, 2002.
  - B. The employee's signature means she understands the rules for returning her tools or receiving replacement tools.
  - C. Ms. Manley's signature means she has completed her toolbox evaluation.

**Joint Health And Safety Committee**

**Memo**

June 26, 2002 .

To: All Staff

Mr Lowitz and I are pleased to announce the appointments of Sally Jullet, Carlos Feira and Christian Pilak to the Joint Health and Safety Committee. Sally and Carlos both have a strong knowledge of safety in the workplace and, as such, both are certified by the Province of Ontario. Christian joins the Committee with a strong knowledge of fire safety. All three will be an asset to the Committee and I look forward to working with them.

Safety is everyone's responsibility. If you see a situation or condition you feel is a potential hazard and you cannot resolve it, complete a Hazard Reporting form that is available in the showcase in the west staircase and give it to your Department Manager. It is the Department Manager's responsibility to correct the situation, or contact a member of the Joint Health and Safety Committee if they require assistance.

Pietro Candusso, Chair  
Joint Health & Safety Committee

## Activity

### Health and Safety Committee Memo

Directions: Review the questions on this page. Then read the Joint Health and Safety Committee memo and answer the questions.

1. What position does Pietro Candusso hold on the Hardware Plus Health and Safety Committee?

---

2. The memo serves two purposes. Identify these two purposes.

---

---

3. What skills and knowledge do Sally Juliet and Carlos Feira bring to the committee?

---

4. What unique knowledge does Christian bring to the committee?

---

5. What should an employee of Hardware Plus do if he or she identifies a potential hazard in the workplace?

---

6. What is the Department Manager's role in dealing with workplace hazards at Hardware Plus?

---

\* Note the use of "Joint" in Hardware Plus' Health and Safety Committee, meaning that participants in the committee include representatives from the employee or union group and the management or supervisory group.

# Crenshaw Distribution Center

## NOTICE TO ALL SHIPPING AND RECEIVING EMPLOYEES

Due to the increasing number of damaged items being delivered to our warehouse, the procedures for receiving deliveries of merchandise have been changed. These procedures are outlined below:

### Previous Procedures

#### 1. Inspection

When the merchandise delivered has been unloaded, check to be certain that the entire order has arrived and check for damage.

#### 2. Damaged Merchandise

Make a note of any damaged containers on the delivery log sheet.

#### 3. Storage of Merchandise

Store all newly delivered containers.

### New Procedures

#### 1. Inspection

When the merchandise has been unloaded, check to be certain that the entire order has arrived.

Check all sides of all boxes to be certain there is no damage to any containers.

#### 2. Damaged Merchandise

If any container is damaged, describe the damage in detail on the delivery log sheet.

Open the damaged container and inspect the contents.

Report damaged merchandise to the team leader.

#### 3. Storage of Merchandise

Store all the newly delivered items, with the exception of those in damaged containers.

1. What is the reason for the change in procedures?

- to increase the speed of the delivery system
- to inspect and improve the delivery system
- to repair the containers that are damaged
- to better identify damaged merchandise

2. What is the main problem the company is trying to eliminate?

- Containers are not getting counted.
- Damaged goods are being delivered.
- Delivery of goods is too slow.
- Too many containers are being stored.

3. Which statement best summarizes the change in procedures meant to help solve the problem?

- Checking for damage is now done at inspection.
- Information about damaged containers is noted.
- Damaged containers are opened and inspected.
- Fewer containers are being stored.

4. When should containers in the delivery be counted?

- at the time of arrival
- at the time of inspection
- after damaged containers have been identified
- just prior to the storage of the containers

# Speedy Delivery Company

## Vehicle Safety and Maintenance Checklist

All drivers must conduct a vehicle inspection weekly.

Delivery Vehicle ID # 5128

Driver: Hamid Karzai

Date: 10-12-08

| Meets Safety Standard               | Inspection Areas   | Meets Safety Standard               | Inspection Areas   |
|-------------------------------------|--|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <b>Battery:</b> Fluid level; leaks; fit of caps          | <input checked="" type="checkbox"/> | <b>Engine Oil:</b> oil level   |
| <input checked="" type="checkbox"/> | <b>Belts:</b> tension; holes, cracks, damage             | <input checked="" type="checkbox"/> | <b>Hoses:</b> cracks, fraying, holes   |
| <input checked="" type="checkbox"/> | <b>Coolant:</b> fluid levels in reservoir/radiator       | <input type="checkbox"/>            | <b>Lights:</b> operation of high beams, turn indicator, brake lights; warning flashers                 |
| <input checked="" type="checkbox"/> | <b>Electrical:</b> loose connections; damaged insulation | <input checked="" type="checkbox"/> | <b>Tires/Wheels:</b> tire pressure; valve leaks & cracks; worn or cracked tread; missing or loose nuts |

Driver Comments: High beams and brake lights don't work

Supervisor Follow-Up: Headlights and brake lights replaced

Eduardo Cordero 10-14-08

1. What is the **primary purpose** of this checklist?
  - a. It shows what should be inspected on the vehicle.
  - b. It tells where to get the vehicle serviced.
  - c. It indicates which parts need to be ordered.
  - d. It shows how the driver is taking care of the vehicle.
2. Which of the statements below **best** tells why a company would have a weekly inspection process like this?
  - a. It indicates who the better drivers in the company are.
  - b. It shows how the driver is taking care of the vehicle.
  - c. It helps the company keep its vehicles in safe driving condition.
  - d. It helps the company which vehicle parts to keep in stock.
3. What does the check mark at "**Belts**" indicate?
  - a. The vehicle has belts.
  - b. The belts are in good condition.
  - c. The belts have holes and cracks.
  - d. The belts are damaged but do not need to be replaced.

Part Three: Test-Taking Practice

**A. Reading about Workplace Safety Rules**

Directions: Look over the information outlined in the workplace safety rules. Then answer the questions.

Workplace Safety Rules

For the safety and protection of all employees, adherence to these safety rules is mandatory. Any violations of these rules will be documented in the employee's records. Violations could result in termination of employment.

**A. Employees**

1. All hair must be kept covered. No facial hair is allowed.
2. No jewelry of any kind is allowed.
3. Carry nothing in pockets above the waist.
4. No food or drink is allowed in the production areas.

**B. Storage of Chemicals**

1. All chemicals in jugs must be clearly labeled, no matter how temporarily they are used.
2. All chemical jugs must be returned to their proper storage place when not in use.
3. Use only jugs to store or transport chemicals.

**C. Parts Cleaning and Storage**

1. All parts need to be put away following cleaning.
2. Leave no liquids on the floor – wipe up all excess.
3. Hang brooms, mops and other cleaning devices after use.
4. Place all used cleaning towels in laundry area.

1. What could happen if an employee doesn't follow these rules?
  - a. They will be transferred to a different department.
  - b. They will have to document the rules.
  - c. The violation may be documented in their records.
  - d. They may lose their job.
2. What do you think is the reason hair must be covered and no jewelry is allowed in the production area?
  - a. This is probably a food packaging company.
  - b. The employees probably work with machines with moving parts.
  - c. Jewelry and hair could get damaged in this workplace.
  - d. The employer doesn't want any competition among the employees.
3. What should a worker do after using a jug of chemicals?
  - a. refill it
  - b. put it back
  - c. give it a new label
  - d. keep it out temporarily

# STANDARD SHEET METAL PRODUCTS

Nov 21 to Dec 4  
Welding Schedule

| DAYS<br>7:00 a.m. to 7:00 p.m.   |           |           |           | NIGHTS<br>7:00 p.m. to 7:00 a.m.   |           |           |           |
|--|-----------|-----------|-----------|--|-----------|-----------|-----------|
| NAME   | AREA<br>A | AREA<br>B | AREA<br>C | NAME   | AREA<br>A | AREA<br>B | AREA<br>C |
| Ian  | ■         |           |           | Mike   | ■         |           |           |
| John W.  | ■         |           |           | Warren   | ■         |           |           |
| Michael  |           | ■         |           | Leslie   |           | ■         |           |
| Joshua   |           | ■         |           | Vince  |           | ■         |           |
| Alice  |           |           | ■         | Parker   |           |           | ■         |
| Paulo  |           |           | ■         | John R.  |           |           | ■         |
| Breaks:<br>½ hour lunch: 12:30 to 1:00<br>15 min. a.m. : 9:00 to 9:15<br>15 min. p.m. : 3:30 to 3:45 |           |           |           | Breaks:<br>½ hour lunch: 12:30 to 1:00<br>15 min. p.m. : 9:00 to 9:15<br>15 min. a.m. : 3:30 to 3:45 |           |           |           |

Directions: Answer the questions below about the welding schedule.

1. How many shifts are there in one day?
2. How many workers are listed on the entire schedule?
3. Which shift does Warren work?
4. What area does Alice work in?
5. Who is scheduled to work the night shift in Area C?
6. Who is scheduled to work the day shift in Area B?
7. What time does the morning break begin for the day shift workers?
8. How long is the lunch period for the night shift workers?

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# Graphics Etc.

| DEPARTMENT: Finishing        |         |        |        |        |        |        |        |       |
|------------------------------|---------|--------|--------|--------|--------|--------|--------|-------|
| Period Ending March 11, 2002 |         |        |        |        |        |        |        |       |
| Employee                     | SUN     | MON    | TUES   | WED    | THUR   | FRI    | SAT    | Hours |
| Jane Milton                  | 11-4    |        |        | 4-9:30 |        |        |        |       |
| Alex Bochmann                |         | 9-6    | 9-6    | 1-9    | 1-9    | 8-4    |        |       |
| Anna Ong                     | 11-5    |        | 11-3   | 12-6   | 4-9:30 | 4-9:30 | 12-6   |       |
| George Dongas                |         |        | 11-3   |        | 12-6   |        | 1-9    |       |
| Greg Davis                   | 12-5:30 | 1-9:30 |        | 8-4    | 8-4    |        | 1-9:30 |       |
| Arlene Craig                 |         | 1-9:00 | 1-9:30 |        |        |        | 10-6   |       |
| Sonia Hayden                 |         |        | 8-4    | 12-6   |        |        |        |       |
| Joseph Cerqua                |         | 8-4    | 8-4    |        |        | 8-4    | 8-4    |       |
| Valerie Martin               | 10-5    |        |        |        |        |        | 8-5    |       |

Directions: Answer the questions below about the Graphics Etc. employee schedule.

1. How many employees are listed on the schedule?
2. What time does the earliest shift begin?
3. What time does the latest shift end?
4. Which employee works only on the weekends?
5. How many shifts does Greg Davis have scheduled this week?
6. What time does Anna Ong start work on Thursdays?
7. Who works the latest on Tuesdays?
8. How many employees are scheduled to work on Wednesdays?

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Pao Lee is currently a master carpenter at Stinson Cabinet Makers and Home Remodeling Company. He plans to apply for a job at another company and needs to produce a resume. He started thinking about what he has done that prepared and qualifies him for the new job. He made a list and organized the information starting with the most recent:

| <u>Date</u>       | <u>Training / Work Experience</u>                                   |
|-------------------|---|
| 1. 9/07 – 3/08    | Advanced Cabinetry<br>Westwood Hills Community College              |
| 2. 3/06 – Present | Master Carpenter<br>Stinson Cabinet Makers and Home Remodeling Co.  |
| 3. 4/05 – 3/06    | Carpenter I<br>Stinson Cabinet Makers and Home Remodeling Co.       |
| 4. 8/03 – 3/05    | Apprentice II Carpenter<br>Nunn Brothers Cabinetry                  |
| 5. 2/03 – 8/03    | Apprentice I Carpenter<br>Nunn Brothers Cabinetry                   |
| 6. 9/01 – 12/02   | Carpentry, Level 2<br>Southwest Area Vocational-Technical Institute |
| 7. 9/00 – 8/01    | Carpentry, Level 1<br>Southwest Area Vocational-Technical Institute |

- What was Pao's first position with Nunn Brothers?
  - Master Carpenter
  - Carpenter I
  - Apprentice I
  - Apprentice II
- Which of the points Pao listed are related to specific job skills training?
  - 6, 7 only
  - 3, 4, 5 only
  - 3, 6, 7 only
  - 1, 6, 7 only
- What classes prepared Pao to get his first job in carpentry?
  - Carpentry Level 1
  - Carpentry Level 2
  - Carpentry Level 1, 2
  - Master Carpenter
- How many different levels of carpentry Experience has Pao had?
  - four
  - three
  - two
  - more than four



Bright ideas  
*Innovations in lighting*

Temporary Position Posting

Date Posted: March 30, 2010  
Date to be Removed: April 15, 2010  
Name of Position: Summer Internship Project (for Students)  
Number of Vacancies: 2

The candidate must be a full-time student enrolled in a recognized university or college and have successfully completed at least one year.

Chosen applicants will be assigned to a special internship project for the summer.

If you know anyone who would qualify for this position, please have them forward their resume to the Human Resources Department on or before the removal date stated above.

Donna Reisman-Chang  
General Manager

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Directions: Answer the questions below about the posting.

1. How many summer internship positions does Bright Ideas have available? \_\_\_\_\_
  2. What will the students do while employed at Bright Ideas? \_\_\_\_\_
  3. What should applicants submit to the Human Resources Department? \_\_\_\_\_
  4. What is the last date for applicants to submit an application? \_\_\_\_\_
  5. Why has Bright Ideas put up this notice in its building? \_\_\_\_\_
-

MEMO

To: All Employees  
From: Owen Castlemere  
Date: July 12, 2010  
Subject: Training Course

The Production Control department is offering an opportunity for you to learn how to drive a forklift truck. The class will run Thursday afternoons from 4:00 – 6:30 for ten weeks. Please indicate your interest to participate in this class by forwarding your name, employee number, department and shift to me in an email as soon as possible.

Please note that the class will be held after your work hours, and you will not be paid for the time required to participate in the class. Additionally, participation in the class does not result in a forklift license being issued to you, nor does it guarantee you a future forklift driver's job.

Participants will be chosen based upon work record, previous experience and seniority.

Directions: Answer the questions below about the memo.

1. What type of training is the company offering? \_\_\_\_\_
2. When will the class be held? \_\_\_\_\_
3. What is the total number of hours of class time for the training? \_\_\_\_\_
4. How do employees sign up for the training? \_\_\_\_\_
5. John Alvarez, an employee of Graphics Etc., is interested in taking the training. Read the following statements and answer true or false according to the information in the memo.
  - a. John will not receive a training allowance for taking the class. T F
  - b. John will receive a forklift license once the course is complete. T F
  - c. John will receive first consideration for future forklift driver positions at Graphics Etc. T F
  - d. John's application must be considered by Graphics Etc. before he is accepted to the training. T F
6. Which three factors will be considered when the company selects participants for the training?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_

## DOLMIN STEEL

## JOB OPPORTUNITY

Job Title: FORKLIFT DRIVER  
2 Vacancies

Date of posting: February 2, 2002

Shift Work:  YES  NO  
 days  afternoons  nights

Probation Period: 90 days worked

### JOB DESCRIPTION: (major responsibilities, duties, activities)

- Ship and receive materials as required ensuring all paperwork is accurate.
- Ensure shipments depart in a timely and efficient manner.
- Service production line with packaging and product when required.
- Utilize and maintain Neurtlinger system.
- Participate in monthly inventory count.
- Participate in designing warehouse layouts and efficient warehouse movements.
- Ensure lift trucks are in good operating repair and promptly report any problems to the departmental supervisor or manager.
- Other warehouse duties as assigned.

### QUALIFICATIONS: (education, experience, skills required to do the job)

- Ontario Secondary School Diploma or equivalent.
- Forklift and warehouse experience in a busy manufacturing environment.
- Valid forklift Safety Training Certificate (or enrolled in the Dolmin training course)
- Knowledge of Ontario Safety Laws
- Demonstrated excellent work habits and attendance
- Excellent written and verbal communication skills
- Experience in radio frequency/bar coding inventory control.
- Computer experience or knowledge would be an asset.

### DEADLINE FOR APPLICATIONS: February 8, 2002

Interested candidates should submit resume or job opportunity application form to:

Human Resource Department

Attention: Carla Klouse

## ACTIVITY

### Dolmin Steel Job Posting

Instructions: Read the Dolmin Steel job posting and answer the following questions.

1. What type of job is available?

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2. How many positions are available?

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3. What is the last date for submitting an application?

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4. Who is Carla Klouse?

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5. Read the "Job Description" section of the posting, then compare it to the list below. Check those items on the list that match the responsibilities included in the Job Description.

- Keep accurate records of materials shipped and received
- Work on production line when required
- Keep an accurate count of stock on a monthly basis
- Repair forklifts when problems arise
- Ship materials on time
- Contribute ideas on how to improve efficiency in warehouse
- Any other duty assigned by supervisor

**Employee Performance Evaluation**

Employee Name : *Leyla Farcen*

Date: *3/14/07*

Position: *Customer Service Assistant*

**Please rate overall job performance:**

5 = Excellent 4 = Above average 3 = Average 2 = Need improvement 1 = Poor

  3   Technical skills

  4   Communication skills

  4   Quality of work

  4   Organization skills

  4   Meets deadlines

**Comments:**

*Leyla's is an excellent employee. She has a great attitude and customers love her! She often takes a leadership role in solving problems on her team. She is dedicated and hardworking. She will need some training to improve her computer skills.*

**Goals for Current Year:**

1. *Improve computer skills.*
2. *Get a promotion.*

Immediate Supervisor: *Hank Johnson*

Date: *3/14/07*

Directions: Choose the correct answer for each of the questions below about the Employee Performance Evaluation.

1. What is the purpose of this form?
  - A. to assess the employee's performance
  - B. to establish the employee's work schedule
  - C. to confirm that this employee has been hired
  - D. to reprimand the employee for poor performance
  
2. In what areas does this employee need to improve?
  - A. solving problems
  - B. using computers
  - C. meeting deadlines
  - D. friendliness to customers
  
3. In the supervisor's comments about Leyla, what words could be used instead of positive attitude?
  - A. unhappy demeanor
  - B. rude manner
  - C. good way of thinking
  - D. excellent math skills

## B. Reading an Employee Performance Evaluation

Directions: Look over the information outlined in the performance evaluation. Then answer the questions.

### Annual Employee Performance Evaluation

**Employee Name:** Ben Okomo

**Title:** Sales Associate

**Department:** Men's Shoes

**Employee Number:** 12885

**Part 1:** Evaluate the employee's work performance as it relates to the requirements on the job. Write the number that best describes the employee's performance since the last evaluation. Rate Skills from 1 – 5.

5 = Excellent    4 = Exceeds Expectation    3 = Meets Expectation    2 = Needs Improvement    1 = Unsatisfactory

- |                                 |  |   |
|---------------------------------|--|---|
| A. <b>Dependability:</b>        | The employee is on time and follows the rules for breaks and attendance.                   | 4 |
| B. <b>Behavior:</b>             | The employee is polite and cooperative on the job.   | 5 |
| C. <b>Creativity:</b>           | The employee suggests ideas and better ways of accomplishing goals.                        | 3 |
| D. <b>Reliability:</b>          | The employee can be relied upon to effectively and efficiently complete an objective.      | 4 |
| E. <b>Independence:</b>         | The employee accomplishes work with little or no supervision                               | 4 |
| F. <b>Initiative:</b>           | The employee looks for new tasks and expands abilities professionally.                     | 3 |
| G. <b>Interpersonal Skills:</b> | The employee is willing and able to communicate with coworkers, supervisors and customers. | 5 |
| H. <b>Job Skills:</b>           | The employee has the appropriate skills set to do the job competently.                     | 4 |

**Overall Rating:** 4

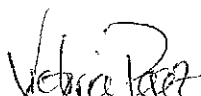
**Salary Increase Approved:**   
(Overall rating must be 4 or above.)

### Part 2: Supervisor Comments on Job Performance

Ben has been under my immediate supervision for the past year. He is a very dedicated, hard-working and dependable employee. His interpersonal skills are excellent, and he gets along well with co-workers and customers alike. He is also reliable and rather independent. While they are not necessarily problem areas, the two areas in which some improvement would be helpful are in creativity and initiative. I would like to see him make more suggestions about how to conduct our business better, and showing more initiative and starting projects on his own is also expected in the future. Overall, Victor is doing very well on the job and continues to exhibit management potential.

Goal's

Ben's goals for the next year are 1): learn management skills on the job; 2): continue working on his two-year degree; and 3): get some direct team-lead experience.

  
Victoria Perez, Supervisor

3-12-09  
Date



1. What does "immediate supervision" mean?
  - a. Supervision is done quickly.
  - b. Supervision is constant.
  - c. She was his previous supervisor.
  - d. She was his direct supervisor.
  
2. How does Ben qualify for a raise.
  - a. He has completed one year of employment.
  - b. His overall evaluation rating met the guidelines.
  - c. His goal is to move into management.
  - d. Victoria Perez is Ben's aunt.
  
3. Which of these would be the best summary of Ben's performance as an employee?
  - a. He's a hard worker and reliable, but he's not necessarily personable and polite.
  - b. He's friendly and likeable but doesn't often come up with ideas for improvement.
  - c. He's a satisfactory employee, but he doesn't qualify for a salary increase.
  - d. He's a good employee, but he doesn't seem to want to make a long-term career in this field.