

# WORKPLACE ROLE PLAYS

- 1.** You and a coworker are on your lunch break. Two other coworkers sit down with you and begin gossiping about another coworker. They encourage you to gossip with them. What do you do?
- 2.** You're stocking shelves with someone who is new on the job. The new person doesn't know that the shelves are stocked alphabetically, so he is stocking them according to size. The individual is proud of the artistic job he is doing. What do you do?
- 3.** You and your coworkers at the restaurant where you work have just spent 45 minutes cleaning the kitchen. Your boss comes in and asks in an irritated voice why the kitchen is such a mess. The sink has dishes in it, and the counters need to be wiped. What do you do?
- 4.** You and a coworker both applied for a promotion. You are both good workers, but your colleague has been on the job for about six months longer than you have, so he gets the promotion. What do you say to your coworker?
- 5.** You have completed all of your tasks for your shift. You are about to ask your boss if you can leave a few minutes early. Then, a coworker comes to you to ask for your help. Your colleague has six tasks to do before her shift ends, and she is not sure they can all be finished. What do you do?
- 6.** You are working at an ice cream parlor near your house. A mother with five young children comes in and places a very complicated order. You observe that a newly hired coworker fills the difficult order correctly and with a pleasant smile. What do you do?

# WRITING FOR THE WORKPLACE

Characteristic	Explanation	Example
Starting point	Think about the need your letter addresses.	I'm writing to apply... As you requested...
Purpose	You'll be solving problems, completing work, or asking for action through sharing ideas and information.	A possible solution to the problem is...  We may need to modify our procedures for...
Audience	Think about your reader. Know your reader's position, needs, and knowledge. Craft the message accordingly.	The staff at Three Oaks Day Camp appreciated the honor of the mayor's presence at our benefit dinner last week.  On behalf of the Hawks Little League team, I wish to thank you for the tickets you sent. We had a great time at the Lakers game.
Form	Most workplace writing has a standard format: (1) three-part structure explaining purpose, giving details, and suggesting action, and (2) data, including strategies, numbers, and visuals.	I'm writing for information about your new photocopier machine. Our company is small but makes at least 100 copies per day. Please call (969) 555-1756 Monday through Thursday and ask for me, Julio Vaca.  We offer the following services: <ul style="list-style-type: none"> <li>• Window washing</li> <li>• Carpet cleaning</li> <li>• Floor waxing</li> </ul>
Voice	Be conversational but direct. Do not be too formal or too personal.	We welcome you to the Pasadena business community.  I could set up a news conference that will give us good publicity.

# WHOOOPS

1. That was a cool presentation.
2. I don't mean to rock the boat.
3. Our product will appeal to the lower class.
4. All persons employed by this company should make certain to schedule their commutes to ensure that their arrivals are in compliance with their agreed-upon start times.
5. Our department will have to go back to square one.
6. Ms. Herman is burned out, so I suggested she take her vacation early.
7. Contractor may not assign or delegate their duties hereunder.
8. Chicks will be allowed to play on the company softball team.
9. I put the stuff you asked for in this envelope.
10. In consideration of your payment of \$1,000.00, receipt is hereby acknowledged.

# TO DO

**The following is a list of tasks that you must complete by the end of your shift at the clothing shop. Each task has an estimated amount of time that it will take to complete. You are working for a total of four hours. Pay close attention to the description of each task. Order these tasks so they can all be accomplished.**

## To Do List:

Task	Time It Will Take
<input type="checkbox"/> Vacuum. This must be done at the end of the shift, just after the store closes.	(45 minutes)
<input type="checkbox"/> Clean mirrors. This must be done just before the vacuuming.	(20 minutes)
<input type="checkbox"/> Record items moved from stock to shelves.	(50 minutes)
<input type="checkbox"/> Wipe down counters with damp cloth. This must be done at the end of the shift.	(15 minutes)
<input type="checkbox"/> Empty dressing rooms and put clothes back on hangers. This must be done throughout the shift, not necessarily for 45 consecutive minutes.	(45 minutes)
<input type="checkbox"/> Water plants.	(10 minutes)
<input type="checkbox"/> Create signs for a big sale.	(45 minutes)
<input type="checkbox"/> Refold clothes on shelves. This must be done throughout the shift and at the end, not necessarily for 45 consecutive minutes.	(45 minutes)

How will I get these tasks completed?

# GLOSSARY

**accountable:** responsible for; required to account for one's conduct.

**company policy:** the standards and procedures set by a business organization to influence and determine decisions and actions.

**credibility:** the quality of being trusted and believed in.

**demeanor:** 1. the way in which a person behaves. 2. the attitude with which one carries oneself.

**ethical behavior:** behaving in accordance with the accepted principles of right and wrong that govern the conduct of a person or the members of a profession.

**jeopardize:** to expose to loss or injury.

**legible:** possible to read or figure out; clear.

**mandatory:** required; necessary.

**notation:** a brief note or summary used for convenience.

**personal ethics:** a person's own set of principles of conduct.

**recommendation:** a favorable statement concerning a person's character or qualifications.

**slang:** a kind of language occurring mainly in casual or playful speech.

**verify:** to determine or test the truth or accuracy of something.

**work ethic:** a set of principles of conduct that involve respect for the rules of the workplace.