

Lesson 1

1



Benefits of a Tobacco-Free Workplace

For the employees

- A tobacco-free environment helps create a safer, healthier workplace.
- Workers who are bothered by smoke will not be exposed to it at work.
- Tobacco users who want to quit may have more of a reason to do so.
- Those who use tobacco may appreciate a clear company policy about tobacco use at work.
- Managers are relieved when there is a clearly defined process for dealing with tobacco in the workplace.

For the employer

- A tobacco-free environment helps create a safer, healthier workplace.
- Direct health care costs to the company may be reduced.
- A clear plan that is carefully put into action by the employer to lower employees' exposure to secondhand smoke shows the company cares.
- Employees may be less likely to miss work due to tobacco-related illnesses.
- Maintenance costs go down when tobacco, smoke, matches, and cigarette butts are taken out of work facilities.
- Office equipment, carpets, and furniture last longer.

a. Which word *does not* mean the same as the underlined word bothered?

- A. concerned
- B. worried
- C. troubled
- D. relaxed

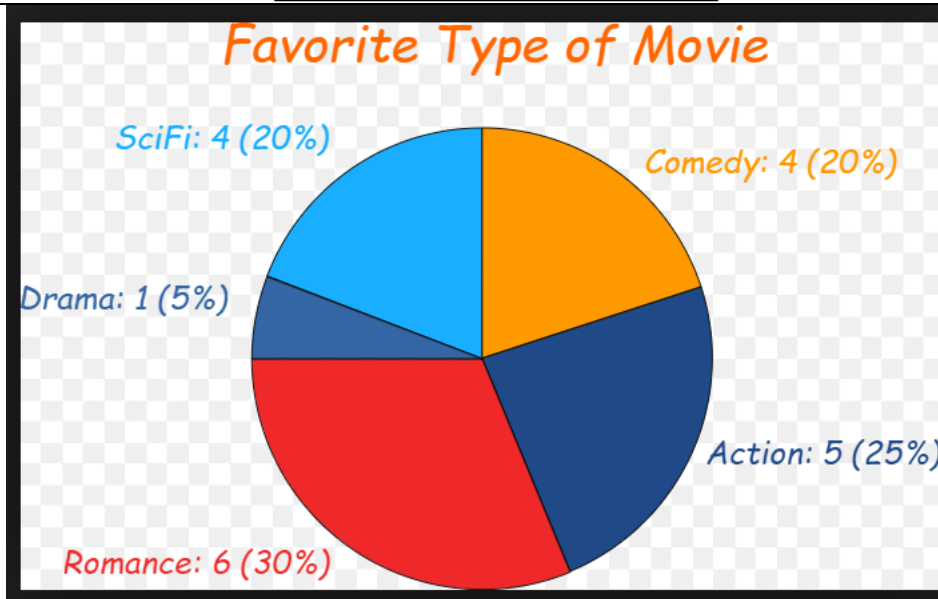
b. Which word can *best* replace the word reason:

- A. prevention
- B. motivation
- C. barrier
- D. disincentive

c. Which statement *best* summarizes this announcement?

- A. There are many advantages to a smoke-free workplace for employees and employers.
- B. Smoking is a healthy habit for employees.
- C. Exposure to secondhand smoke will increase with a tobacco-free policy.
- D. The cost to take care of work facilities will increase for employers who have a smoke-free policy.

2

Pie Chart from *Math is Fun!*

a. Which statement is true?

- A. Only six people responded in total.
- B. The most favorite type of movies are Romance movies.
- C. 4% of the people prefer SciFi movies
- D. Action movies are the least favorite type of movie.

b. What percentage say that their favorite type of movies are Comedies and Dramas combined?

- A. 30%
- B. 45%
- C. 25%
- D. 35%


c. The picture above is called a "pie chart". Based on its name, which is correct?

- A. It tells what type of pie people like to eat.
- B. It tells how many pies are available to buy.
- C. It is a circular graph set up like pieces of a pie to compare and analyze information.
- D. It tells who sold the most pies.

d. The tone of most Comedy movies is:

- A. sad
- B. funny
- C. angry
- D. serious

3

 Happy Day Department 45000 Pleasant Street Concord, NH 03301		Phone: 333-333-3333 Fax: 333-333-3333 E-mail: someone@example.com				
Invoice <small>887x</small> Desk and Chair School District 12345 Pencil Way		Invoice #: 21000 Invoice Date: 12/31/2011				
NAME: John Doe SASID# 1234567899						
Begin Service Date	End Service Date	Description	Quantity/UNITs	Unit Price	Total	
10/01/2011	12/29/2011	Tuition for John Doe	9.00	500.00	4,500.00	
10/01/2011	12/29/2011	Speech Pathology-Ind.	15.00	250.00	3,750.00	
*If appropriate, please indicate 'Individual' or 'Group'.					TOTAL INVOICE AMOUNT Payment/Credit Applied TOTAL	8,250.00 8,250.00
SAMPLE						
<small>19</small>						

a. John Doe's tuition charge is for the following period:

- A. May-July, 2011
- B. January-March, 2011
- C. October-December, 2011
- D. September-November, 2011

d. The total invoice amount is:

- A. \$4,500
- B. \$8,250
- C. \$3,750
- D. \$750

b. An *invoice* is not:

- A. A written statement of what a customer owes for products or services
- B. A list of services that the customer needs to pay for
- C. The details of services received and the total cost
- D. A list of all of the payments made by the customer

c. The invoice date is:

- A. 11/1/2011
- B. 10/1/2011
- C. 12/31/2011
- D. 12/29/2011

e. The invoice is from:

- A. John Doe
- B. Desk and Chair School District
- C. Happy Day Department
- D. Unknown

4



BAKING SODA FRESH. GENTLE ON SKIN.

- Dermatologist tested, hypoallergenic and preservative free
- Laundry detergent specially formulated for sensitive skin
- Clean rinse with low-suds formula
- Free of perfumes and dyes
- Works in standard and High Efficiency (HE) models

WARNING: HARMFUL IF PUT IN MOUTH OR SWALLOWED. EYE IRRITANT. KEEP OUT OF REACH OF CHILDREN.



Trust the power of Tide to keep your clothes clean and looking great.

Choosing the right laundry detergent is important because fabrics are in constant contact with sensitive skin. Tide Free & Gentle is dermatologist tested and clinically designed with a formula free of dyes and perfumes.

For (HE) machines. HE stands for high efficiency, the next generation of washers that save water and energy. Since HE washers work differently, they require a specially designed detergent.

Warning: EYE IRRITANT. HARMFUL IF SWALLOWED. KEEP OUT OF REACH OF CHILDREN.

a. A comparison between Arm & Hammer and Tide shows that both products _____.

- A. Cost the same
- B. Will not protect your skin
- C. Contain no dyes and perfumes
- D. Contain baking soda

b. Which statement is most likely true?

- A. The 50-ounce bottle of Arm & Hammer will be enough for over 50 loads of laundry.
- B. Both detergents are not designed for High Efficiency (HE) washers.
- C. Both detergents are harmful if swallowed.
- D. Both detergents have a very strong smell.

c. Which statement from the labels is an opinion?

- A. Dermatologist tested, hypoallergenic and preservative free
- B. Trust the power of Tide to keep your clothes clean and looking great.
- C. High Efficiency (HE) washers work differently and require a specially designed detergent.
- D. **Warning: EYE IRRITANT. HARMFUL IF SWALLOWED. KEEP OUT OF REACH OF CHILDREN.**

JUL 11, 2019 | 7:17 PM

Fix the Planet: Plant a Tree

If you're frustrated by the lack of progress to stop global warming, there is something everyone can do about it.

You might not be able to close our country's coal mines or get everyone to recycle.

But you can plant a tree.

According to a study in the journal *Science*, planting a trillion trees globally could be the cheapest and single most effective way to fight climate change.

Because trees absorb carbon dioxide, which contributes to global warming, a worldwide planting program could remove emissions from the atmosphere.

Connecticut could lead the way by starting a statewide tree-planting program that other states could emulate. Nature conservancy groups like Knox and The Connecticut Federation of Garden Clubs are already working to enhance greenescapes* in local communities, but perhaps they would be willing to lead a more ambitious statewide initiative.

What are we waiting for? This summer, grab a shovel and plant a tree, or two or three.

(Adapted from a Letter to the Editor to the Hartford Courant by R.M.Wall, West Hartford)

*greenescapes: mostly green natural land or countryside with trees and shrubs.

a) The Letter to the Editor implies that:

- A. We can't do anything about the environment.
- B. We can all do something to help the environment such as planting a tree.
- C. Other states are already doing more than the state of Connecticut with their tree-planting programs.
- D. Planting a tree won't help to fix the planet.

b) Which word means the same as the word frustrated?

- A. happy
- B. upset
- C. glad
- D. joyful

c) Which word *cannot* replace the word emulate?

- A. copy
- B. follow
- C. imitate
- D. lead

Directions: Look at Maria's evaluation below and answer the questions on page 7.

Employee Performance Evaluation

Evaluation Date: June 30, 2019

Ratings Defined:

Employee: Maria Stevens

Very Good – Often exceeds standards

Start Date: January 2, 2019

Satisfactory – Fully meets standards

Evaluation Period: Jan.-June, 2019

Fair – Needs improvement; more is expected

Supervisor: Betty Jones

Unsatisfactory – Never meets standards

Performance Standards	Very Good	Satisfactory	Fair	Unsatisfactory
Customer Service				
- Greets customers in a polite, friendly and respectful manner.	X			
- Puts service above any personal interests or activities while on duty.		X		
- Follows policies and procedures.		X		
Personal Skills			X	
- Adapts to change.			X	
- Takes responsibility for learning new procedures.		X		
- Communicates clearly and honestly.		X		
- Shows team spirit and helps co-workers.	X			
- Takes initiative.		X		
Specific Job Standards (knowledge & job skills)		X		
- Plans own time to meet project deadlines.		X		
- Able to perform all requirements of the job.		X		
- Pays attention to detail and is accurate.			X	

COMMENTS

Maria is new in her job. She has done a satisfactory job in most areas. She needs to be more comfortable dealing with change. She also needs to avoid making mistakes on her reports. With more experience, I am confident that Maria will improve in these areas.

Supervisor:

Betty Jones

Date:

7-15-19

Employee:

Maria Stevens

Date:

7-15-19

Lesson 1 continued

6a) What is the purpose of this form?

- A. To evaluate the employee's performance on the job
- B. To apply for a job at the company
- C. To evaluate the supervisor's performance on the job
- D. To evaluate the company's performance

6b) Which sentence best describes areas where Maria needs improvement:

- A. Maria needs to work on following policies and procedures.
- B. Maria needs to be friendlier and help her co-workers.
- C. Maria needs to be more accurate and improve her ability to deal with change.
- D. Maria needs to improve her communication skills.

6c) What is the tone of Betty's comments?

- A. She is angry with Maria.
- B. She is being funny.
- C. She is sad about the performance evaluation.
- D. She is positive and believes that Maria will improve with more experience.

6d) What is the meaning of requirements?

- A. Duties that are optional
- B. Tasks that must be done
- C. Tasks that don't need to be done
- D. Duties that are elective

6e) In the Comments section, Betty *most likely* wrote, "Maria is new in her job" because _____.

- A. Betty does not know how to write a performance evaluation.
- B. Betty is also new to her job.
- C. Betty knows that Maria is still learning the job and hasn't fully met all of the standards yet.
- D. Maria has a lot of experience in the job and is able to exceed all standards.

Lesson 2

 Send	To...	All Staff
	Cc...	
	Bcc...	
Subject	Building Renovations	

The property management company let us know that there will be renovations made to our building starting on Monday, August 1st. The renovations will include the installation of new windows, a new front door and a new elevator. These renovations will happen in phases:

- August 1-7: windows
- August 8-9: front door
- August 10-13: elevator

During the renovations, please park in the parking lot next door. It's a nicer parking lot. We apologize for the inconvenience.

1. Which word means the same as renovation in this email?

- A. Repairs
- B. Damage
- C. Destruction
- D. Neglect

2. The main purpose of the email is to _____:

- A. To tell employees that the management company will install new window starting on August 10th.
- B. To let employees know that there will be construction and they need to park in a different place.
- C. To tell employees that the renovations will include new doors and painting.
- D. To tell employees that all of the renovations will happen at the same time.

3. What are the phases of the renovation?

- A. First windows, then front door, then elevator
- B. First elevator, then windows, then front door
- C. First windows, then elevator, then front door
- D. First front door, then elevator, then windows

4. Which statement is this email is an opinion?

- A. During the renovations, please park in the parking lot next door.
- B. We apologize for the inconvenience.
- C. These renovations will happen in phases.
- D. It's a nicer parking lot.

Lesson 2, Continued

Send	To...	ABC Company Employees
	Cc...	
	Bcc...	
Subject	Recycling	

To all employees:

There are two recycling bins in our office. A blue box is located in the kitchen for cans and bottles. A second green box is in the supply room to recycle paper products.

Please make an effort to use both bins to reduce waste in our office.

Your cooperation is greatly appreciated.

1. Which statement *best* summarizes this email?

- A. The management wants employees to use both recycling bins to reduce waste in the office.
- B. Employees only need to use the blue recycling bin.
- C. Yellow and orange bins are in the cafeteria for recycling paper and bottles.
- D. The company does not appreciate it if employees cooperate.

2. Which word best replaces the word cooperation?

- A. disagreement
- B. help
- C. conflict
- D. refusal

3. _____ means the same as the words make an effort:

- A. try
- B. forget
- C. neglect
- D. fail

4. Which statement is *probably true* about the ABC Company?

- A. They are concerned about the environment.
- B. They want to make things difficult for their employees.
- C. They don't care if employees recycle cans, bottles and paper products.
- D. They have no procedures for recycling.

5. Which statement would make the *best* conclusion to this email?

- A. Please contact the ABC Company management if you have any questions or concerns.
- B. You can ignore everything stated above.
- C. Most companies don't care about recycling.
- D. Remember to put cans and bottles in the green recycling box.

Lesson 2, Continued

Directions: Read the email below and answer the questions on page 11.

 Send	To...	XYZ Company Employees
	Cc...	
	Bcc...	
	Subject	New Attendance Policy

The XYZ Company prides itself on providing exceptional service to our customers and creating a fair, positive work environment for everyone. We are introducing a new attendance policy. Please review the policy below.

If you have any questions, please contact your Human Resources Representative.

XYZ Company Employee Attendance Policy

1. Attendance Policy Overview

The XYZ Company expects employees to be present for work, on time, every day. Regular attendance and punctuality are important to keep your team and the company running smoothly. Arriving late or absent from work causes disruptions and burdens colleagues.

2. Calculation of Attendance Violations

- Absent with a call ahead of shift: 1 point.
- Absent, no call: 2 points.
- Tardy: ½ point.

Employees will have a five-minute grace period at the start and end of each shift, for breaks and for lunch.

3. Disciplinary Action for Attendance Violations

Attendance issues will result in the following actions up to and including termination based on the following point system:

- 3 points: Verbal warning.
- 4 points: Written warning.
- 5 points: Meeting with manager/supervisor.
- 6 points: Employee is subject to termination.

After three or more consecutive days, an employee is required to provide an excuse for the absence, such as a doctor's note.

If an employee is a "no call-no show" for three or more consecutive days, the absence will be considered a job abandonment or termination without notice.

4. Attendance Policy Exceptions

Please see your Human Resources Representative to discuss important exceptions to this policy.

1. What is the reason for this email?

- A. To describe why an attendance policy isn't a good idea for employees.
- B. To ask employees for their opinion about the new attendance policy.
- C. To explain the details of the new attendance policy.
- D. To describe the company's vacation policy.

2. What can you conclude about the company's attitude about customers?

- A. The company believes that it's very important to take care of its customers.
- B. The company does not pay attention to its customers.
- C. The company is not concerned about its customers.
- D. The company doesn't have any customers yet.

3. What is the main idea of #1, Attendance Policy Overview?

- A. To explain that poor attendance will not cause work interruptions.
- B. To explain that the attendance policy is a burden to employees.
- C. To explain that being on time and having consistent attendance will keep things running smoothly.
- D. To explain that the company doesn't expect employees to be present at work or punctual.

4. Which phrase means the same as violation in the policy?

- A. Following the rules
- B. Obeying the rules
- C. Breaking the rules
- D. Conforming to the rules


5. Which word means the same as tardy in #2, Calculation of Attendance Violations?

- A. On time
- B. Early
- C. Absent
- D. Late

6. If someone doesn't call and doesn't show up, then he or she will:

- A. Get a second chance
- B. Be let go or fired
- C. Receive a verbal warning only
- D. Receive a written warning

Lesson 2, Continued

 Send	To...	All Tenants
	Cc...	
	Bcc...	
	Subject	Noise Levels

During the last month, there have been numerous complaints about the noise levels at Hillside Apartments. Some tenants are playing loud music and creating a lot of noise that is upsetting to their neighbors.

As property manager, I want to remind all tenants that it's your responsibility to keep noise levels down, especially before 8am and after 9pm, as described in your lease. |

Please be a respectful neighbor! Hillside Apartments is a wonderful place to live. We want to keep it that way!

=====

1. What is the tone of this email?

- A. sad
- B. direct
- C. funny
- D. anxious

2. Which statement is most likely true:

- A. Only one person complained about the noise.
- B. There is no problem with the noise level at the apartments.
- C. The noise is loud and it bothers some of the tenants.
- D. Tenants didn't sign a lease to live at Hillside Apartments.

3. Which statement from the email is an opinion?

- A. Hillside Apartments is a wonderful place to live.
- B. Please be a respectful neighbor!
- C. During the last month, there have been numerous complaints about the noise levels at Hillside Apartments.
- D. Some tenants are playing loud music.