Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Office Professional Topics**

**Workplace Scenario – Chapter 2-1**

*Objective: Develop the topic thoroughly by selecting the most significant and relevant facts, extended definitions, concrete details, quotations, or other information and examples*

**Read the following scenario and answer the questions thoroughly.**

Behaving like a professional Jose Garcia was hired six months ago in an entry-level sales position. Although Jose is interested in sales, he would eventually like to move into a management position. For the most part, Jose feels that he is getting along well with his sales team and his supervisor.

Jose shares an office with Alex Franklin, one of his team members. Alex has made all his monthly sales quotas. His work habits, though, are not very professional. Jose notices that Alex arrives exactly at 8 a.m. and leaves immediately at 5 p.m. when the workday is over.

He takes a coffee break at 10:15 and leaves for lunch exactly at noon, regardless of his workload. Last week when the phone rang at 11:50, Alex didn’t answer because he had plans for lunch. When Alex was scheduled to attend a meeting on a Saturday morning, he called in “sick” the following Monday.

Jose has also noticed that in the last few weeks Alex has starting complaining about everything. He has made several negative comments about the required job duties. Last week Jose overheard Alex on the phone talking negatively about his supervisor. Jose has also noticed that people have started to avoid him when he is with Alex. In fact, yesterday when they walked into the break room, everyone left.

Next week, Alex has an interview in the marketing department with Eduardo Sanchez, the vice president for marketing. Alex has told Jose that he really wants this job and has asked Jose for help. Jose believes that Alex has great potential in sales and could be an effective employee with a little guidance. He agrees to meet Alex for dinner tomorrow to talk about the interview.

What tips can Jose give Alex for making a good first impression? What suggestions can Jose give Alex for showing a more positive attitude? What changes can Alex make to his work ethic that would help him present a more professional image? Think about both the advice Jose should give and the way he should give it. Jose wants to maintain his good working relationship with Alex and his professional image.

1. **Suggestions for positive attitude**

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|  | 3 | 2 | 1 | 0 |
| Relevant Facts | explanations in own words using 3 facts from text | explanations in own words using 2 facts from text  | Explanation mostly copied or no facts from text | No facts  |
| Details/Relationships/ExamplesRelate to self/text/other situations | There are a minimum of 3 specific details and/or relationships and/or examples | There are a minimum of 2 specific details and/or relationships and/or examples | There are a minimum of 1specific details and/or relationships and/or examples | There are no details/relationships and/or examples |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |

1. **Changes in work-ethic for professional image**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Relevant Facts | explanations in own words using 3 facts from  | explanations in own words using 2 facts from text  | Explanation mostly copied or no facts from text | No facts  |
| Details/Relationships/ExamplesRelate to self/text/other situations | There are a minimum of 3 specific details and/or relationships and/or examples | There are a minimum of 2 specific details and/or relationships and/or examples | There are a minimum of 1specific details and/or relationships and/or examples | There are no details/relationships and/or examples |
| Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |

1. **How should Jose give advice (to maintain a positive working-relationship with Alex)?**

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|  | 3 | 2 | 1 | 0 |
| Relevant Facts | explanations in own words using 3 facts from  | explanations in own words using 2 facts from text  | Explanation mostly copied or no facts from text | No facts  |
| Details/Relationships/ExamplesRelate to self/text/other situations | There are a minimum of 3 specific details and/or relationships and/or examples | There are a minimum of 2 specific details and/or relationships and/or examples | There are a minimum of 1specific details and/or relationships and/or examples | There are no details/relationships and/or examples |
| Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |