

**Michigan Adult Education
Preparing Workers for 21st Century Employment
Reading Fluency Development
Student Reading Practice Card**

Reading Selection 1.1 Alyssa

[Audio CD Track #1]

12 Alyssa just started working as a receptionist for a law firm. The
25 law firm has many cases each year. It has a good reputation for
34 being very professional. However, the lawyers and their clients
39 are a little old-fashioned.
52 Alyssa is a smart young woman. She has a great voice on the
64 phone. She makes people feel good. She is very good at setting
73 up appointments. She always makes sure that phone messages
75 are correct.
84 Alyssa rides motorcycles on the weekends. Her friends have
96 been trying to talk her into getting a tattoo and piercing her
108 eyebrow. Alyssa likes the idea and is thinking about it. She thinks
112 tattoos are really cool.
122 Alyssa told her friend Nancy that she was thinking about
133 getting a tattoo and piercing her eyebrow. Nancy said that she
145 should think about how it might affect her job. Alyssa loves her
159 job and hopes to stay with the firm. She is going to school at
166 night studying to be a legal assistant.

Vocabulary _____

Receptionist: *rĭ-sĕp'shən-ĭst*, n. – An office worker who greets callers, answers questions, and arranges appointments.

Reputation: *rĕp'yā-tā'shən*, n. – Overall quality or character as seen or judged by people in general.

Professional: *prə-fĕsh'ə-nəl*, adj. – Showing a courteous, conscientious and generally businesslike manner in the workplace.

Appointments: *ə-pōint'mĕnts*, n. – Scheduled meetings with one person or a group of people.

Think About It!

1. What should Alyssa do? Why? State the likely result of each choice.
 - a. Get the tattoo and body-piercing. It's her body and her business.
 - b. Get the tattoo, but forget the body-piercing. She can cover up the tattoo.
 - c. Forget about both.
 - d. Ask her boss what he thinks.
 - e. Other ideas:

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Reading Selection 1.2 *Jeremiah and Claude*

[Audio CD Track #2]

10 Jeremiah and Claude work for a trucking company in Muskegon.
22 They have been on the job for three months. They pick up
31 and deliver supplies to thirty businesses across Michigan. On
41 Wednesday, their boss told them that the company is losing
53 money because of high costs. He also told them that some people
66 in the company may be laid off to help cut costs. Jeremiah and
78 Claude are new employees. They are afraid they will be laid off if
87 they can't do something to help cut costs.
98 Jeremiah and Claude use the same route as the old delivery
109 team. They think that the route could be better. They haven't
119 said anything to anyone because they are new employees. They
128 think they can save money by changing the route.
133 The following is their schedule:

Monday	Tuesday	Wednesday	Thursday	Friday
Grand Rapids	Novi	Lansing	Saginaw	Gaylord
Kalamazoo	Warren	Ann Arbor	Traverse City	Lansing
Dearborn	Detroit	Grand Rapids	Mt. Pleasant	Flint

Vocabulary _____

Deliver: *dī-liv'er*, v. – To bring to the proper place.

Route: *'rūt,raut*, n. – A territory to be gone over regularly.

Think About It!

1. What should Jeremiah and Claude do?
2. What information should they put together before talking to the boss?
3. How could they change the schedule to help reduce cost?

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Reading Selection 1.3 Roy and Employees

[Audio CD Track #3]

8 Roy manages a small construction company. Recently, the
19 company has started to grow. It is now getting more business
31 than Roy's employees can handle. Roy is glad to see the business
42 grow. Based on his budget, Roy can hire three new employees.
54 Two will need to work in the office. The other employee will
59 work on the job sites.
71 Roy's office is small, but he can't afford to rent more space.
83 Roy has worked out a plan that would let everyone have some
95 space in the office. However, it means that the whole office will
108 have to be changed. Nita will have to share space with one of
121 the new employees. Jason will have to move from his spot by the
132 window. Terrell and Candace will have to share a work space.
142 All of the old employees are upset about the changes.

Vocabulary _____

Construction: *kən-strŭk'shən*, n. – The act or business of building.

Business: *bĭz'nĭs*, . – A commercial or industrial activity or organization.

Think About It!

1. What should Roy do? Why?
 - a. Nothing, he is the boss and can do what he wants.
 - b. Tell the old employees to get over it.
 - c. Explain to the employees how the changes will reduce their work load.
 - d. Other ideas:

2. What can Roy say to Nita, Terrell and Candace to include them in the new plan for the office space?

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Reading Selection 1.4 Tyrone

[Audio CD Track #4]

9 Tyrone works for an office supply company. The company
20 provides supplies to small businesses in the area. Tyrone has a
33 big job. He takes all of the phone orders. He keeps track of
44 supplies at the warehouse. He takes orders to the businesses. He
52 knows the customers well. They all like him.
62 The company hired an assistant for Tyrone. This gives Tyrone
73 more time to answer the phones and track inventory. Now the
81 assistant makes the deliveries. Yesterday, two customers called
90 and cancelled their orders. This morning one customer called.
102 He said that if Tyrone didn't make the deliveries, he would look
105 for another supplier.

Think About It!

1. What do you think the problem is?
2. What should Tyrone do?
3. How can Tyrone help the assistant?

Vocabulary _____

Inventory: *in'væn-tōr'ē*, n. – A detailed list of all products and materials in stock.

Cancelled: *kän'sæld*, v. – Took away, made null and void.

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Reading Selection 1.5 *Mary and Elena*

[Audio CD Track #5]

11 DeAnna's Fashion Shop is getting ready to open a third store
22 in Lansing. The other two stores have been very successful. The
36 new store is close to the university. It is sure to bring in many
38 new customers.
49 Mary must stock the store for the grand opening. The grand
60 opening is in three hours. Mary unpacks the boxes and finds
73 that one of the best selling outfits is not there. She checks all
85 of the boxes, but can't find the shorts and shirts that everyone
97 likes. She knows that the shorts and shirts will be advertised in
99 tomorrow's paper.
109 Mary's friend, Elena, works in one of DeAnna's other stores.
121 Elena says they have plenty of shorts and shirts at their store.
133 Mary knows the manager will be upset if they don't have the
140 shorts and shirts ready to sell tomorrow.

Think About It!

1. What should Mary do? Why?
 - a. Forget about it and get ready for the grand opening.
 - b. Finish unpacking everything and worry about it later.
 - c. Call the manager and ask her what to do.
 - d. Ask Elena to bring some of the shorts and shirts to the store before the grand opening.
 - e. Other ideas:

Vocabulary _____

Successful: *sək-sēs'fūl*, adj. – Having good results.

Advertised: *əd'və r-tīsd*, v. – Announced publicly especially by a printed notice or a broadcast.

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Reading Selection 1.6 Lisa

[Audio CD Track #6]

12 Lisa is the head housekeeper for the Davenport Hotel. It is Lisa's
24 job to schedule the housekeepers. She also has to make sure that
38 they have all of the supplies they need to do their jobs. At the
51 end of each day, Lisa checks rooms to make sure they are okay.
62 Business travelers like the hotel because it is close to where
72 they hold meetings. Lately, they have been complaining to the
82 manager. They have told the manager that their rooms were
95 not cleaned well. They also told him that they have had to wait
106 too long to check in because their rooms weren't ready. Some
114 business travelers have even stopped making reservations. The
123 manager is really upset with Lisa and the staff.
133 Lisa decided to meet with the housekeeping staff. She asked
144 them why the rooms aren't being cleaned on time. They said
156 they need more housekeepers to keep up with all of the work.
167 Lisa said she would need more information before going to the
173 manager to ask for more help.

Vocabulary _____

Complaining: *kəm-plān'ing*, v. – Expressing displeasure or unhappiness.

Reservations: *rəz'ər-vā'shən*, n. - An arrangement to have something (as a motel room or a seat on a plane) held for one's use.

Think About It!

1. What kind of information does Lisa need?
2. How can she get more information from the housekeeping staff?
3. What will she need to do with the information?

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Reading Selection 2.1 Oscar

[Audio CD Track #7]

10 Oscar needs more employees. He runs an auto parts store.
22 Business is going well for him, and he needs to hire another
35 clerk. Oscar's store has a large inventory. Last year, he had a new
45 computer system put into the store. The computer keeps track
57 of what Oscar buys and sells. The system helps Oscar to find
68 what his customers want when they come to his store. Customer
75 service is very important to Oscar's business.
85 Oscar is interviewing two people for the job opening. Neither
98 Dan nor Bill has ever worked in an auto parts store. Oscar likes
108 both people. Both are very friendly and willing to learn.
119 Dan has taken a beginning computer class. He knows how to
130 use the computer keyboard and mouse. Dan has also worked at
142 a restaurant. He used a computer to place food orders. He also
151 printed receipts. Dan plans on taking more computer classes.
162 Bill has worked in a warehouse. He is very organized. He
174 tells Oscar he can learn anything. Bill really needs a job right
175 away.
185 Oscar needs someone to start right away. Oscar selects Dan
188 for the job.

Vocabulary _____

Inventory: *in'væn-tōr'ē*, n. – A detailed list of all products and materials in stock.

Computer: *kəm-pyoo'tar*, n. – An electronic device used to store, sort, correlate, and make calculations on data at high speeds.

Customers: *kūs'tə-mərs*, n. – Those who buy a product or a service.

Employees: *ēm-ploi'ēz*, n. – Those who work for another person, business, organization or company.

Receipts: *rī-sēts'*, n. – Written statements saying that money or goods have been received.

Think About It!

1. What are Dan's strengths?
2. What are Bill's strengths?
3. Who would you have selected for the job? Why?
4. Why are technology skills important in today's workplace?

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Reading Selection 2.2 Dale

[Audio CD Track #8]

10 Dale works at the Michigan Tool Plant. The plant makes
20 carpentry tools. Dale runs the large equipment. He makes sure
32 that it works well. He is proud of his work. The equipment
43 seldom breaks down. Dale enjoys what he does. He wants to
54 work another five years. Then he will be able to retire.

65 Last month, the plant put in a new computer system. The
75 computer will run the equipment. The computer will check if
86 everything is working well. Dale is very upset about the change.
99 He has been doing this job for the last twenty-five years. He
108 does not want a computer to do his job.

121 Dale's boss talks with him. Dale is told that he will have a
133 new job. He will supervise the production line. Dale will need to
145 learn to run the computer. He will also have to program changes
157 when needed. Dale's job will be to make sure that more tools
168 are built. The computer will make that possible. This means the
178 company will make more money for the owner. More money
184 will mean raises for the workers.

198 Dale is not sure that he can learn the new job. He has only
210 worked with large equipment. He knows he is one of the best
220 workers in the plant. However, he is frustrated that computers
225 are taking over his job.

Vocabulary _____

Carpentry: *kär'pən-trē*, n. – The art of shaping and assembling structural woodwork, woodworking.

Equipment: *ī-kwīp'mənt*, n. – Tools needed to complete a task or job.

Supervise: *soo'pər-vīz'*, v. – To direct and inspect the work of others.

Think About It!

1. Why is technology important in businesses?
2. Why would a manufacturing company use computers?
3. What choices does Dale have?
4. What can you do to prepare for changes in your job that may happen because of new technology?

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Reading Selection 2.3 Paul and David

[Audio CD Track #9]

11 Paul and David are good friends. They went to high school
20 together. Throughout high school, they planned to start their
27 own business. They enjoyed working with computers.

37 When they graduated from high school, they both got jobs
47 at Computer Repair, Inc. Computer Repair, Inc. is a large
57 company that fixes computers. Both Paul and David are good
67 workers. They can repair more computers faster than the other
68 employees.

79 Paul and David are also now starting their own business. They
88 want to design websites for companies. During their workday,
99 Paul and David spend time working on websites for their own
100 customers.

110 Josh, another employee, sees Paul and David working at the
122 computer. He complains to his boss that Paul and David are not
132 doing their job. Instead, they are using the company's computer
136 for their personal business.

147 The supervisor calls Paul and David into his office. Paul and
158 David tell their supervisor that they fix as many computers as
170 other employees. They do not think it is fair that they should
181 have to do more work than the other employees. Paul and
193 David do not understand why they shouldn't be able to use the
199 company's computers in their free time.

Vocabulary _____

Computers: *kəm-pyoo'tarz*, n. – An electronic device used to store, sort, correlate, and make calculations on data at high speeds.

Employees: *ēm-ploi'ēz*, n. – Those who work for another person, business, organization or company.

Complains: *kəm-plāns'*, v. – Expresses displeasure or unhappiness.

Supervisor: *soo'pər-vī'zər*, n. – A person who directs and inspects the work of others.

Think About It!

1. Since Paul and David might quit if they are disciplined, should the supervisor ignore the complaint? (He knows they are his best technicians!)

2. Should people be able to do personal business at their job if they have completed their work?

3. Do fellow workers have the right to complain about someone who is completing personal business at the job site if it does not impact them?

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Reading Selection 3.1 Jeremy

[Audio CD Track #10]

10 Jeremy went camping with his friends last weekend. When he
23 woke up on Monday, he had a fever and a bad stomach ache.
36 Jeremy likes his new job at the auto body shop, but needed to call
47 in sick. As it turned out, staying home Monday wasn't enough.
57 Jeremy was still sick on Tuesday and Wednesday. On Thursday,
70 he still didn't feel well. Jeremy figured he had better get back to
82 work. His coworkers had been doing their job and his all week.
87 Jeremy knew this wasn't fair.
97 By Monday, Jeremy felt good again. His boss and coworkers
111 are glad that he is feeling better. Jeremy tells them about all of the
125 fun he had on his camping trip. In fact, the camping trip is all
138 he can talk about. He forgets that his coworkers had to do their
149 work and his work too. Soon Jeremy notices that his coworkers
160 are not very friendly. His boss also seems to be angry.

Think About It!

1. Why are Jeremy's coworkers unfriendly?
2. Explain the difference between being sick and not feeling well.
3. Is there anything wrong with being absent when you first start a job?

Vocabulary _____

"As it turned out": *ăz یت tûrnd out*, adv. – What resulted from an action or event.

Camping: *kămping*, n. – Living outdoors in a tent or trailer while on vacation or as a recreational activity.

Coworker: *kō'wûrk'ər*, n. – Fellow worker. Person employed at the same place or business.

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Reading Selection 3.2 Victor and Tricia [Audio CD Track #11]

Think About It!

13 Victor owns a child-care center. He is proud of the good care
23 that the children receive. When someone calls in sick, Victor
35 must find someone else to care for the children. This is hard
47 to do. Victor tells his workers how important they are to the
48 children.

59 On Monday at 6 a.m., Beatrice calls Victor. She has a
68 headache, runny nose, and upset stomach. Beatrice tells Victor
80 she has the flu and cannot work today. She apologizes for having
92 to miss work. Beatrice tells Victor she will let him know this
104 afternoon how she is feeling. She does not want to leave Victor
118 without a teacher for two days in a row. Victor tells her that she
130 should take care of herself. Victor plans to care for the children
133 in Beatrice's classroom.

145 At 10 a.m., Victor gets a phone call from Tricia. Tricia was
158 supposed to be in her classroom at 8. Tricia says that her alarm
172 did not go off. She is not sure whether she will come to work.
186 She tells Victor that she will just use one of her sick days. Tricia
197 tells Victor she will try to wake up on time tomorrow.

207 Victor must now try to find another substitute day care
221 worker. He was counting on Tricia to be at work and do her job.
235 He is very upset with Tricia. She did not have a good reason for
246 not coming to work. That's the bottom line. Even though she
260 is a good worker, Tricia is not always on time. This is the fifth
271 time Tricia has not come to work this month. Victor wonders
277 whether or not to fire Tricia.

1. Why should you call your workplace if you cannot go to work for the day?
2. What are good reasons not to go to work?
3. Why does Victor feel differently about Beatrice and Tricia? What should Victor do?
4. What are some reasons people lose jobs?

Vocabulary _____

Apologizes: ə-pŏl'ə-jīz's, v. – Expresses regret. Says he/she is sorry.

Receive: rī-sēv', v. – To take or get something that is given.

Substitute: sŭb'stī-toot', n. – A person who takes the place of another.

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Reading Selection 3.3 Jan and Simon

[Audio CD Track #12]

12 Jan is a chef. She works at a restaurant downtown. The restaurant's
22 kitchen has lots of equipment. It is important that everything
34 works well. Safety is very important in Jan's job. She is proud
43 that she has not had an accident at work.
53 All new workers must attend a safety class. The restaurant
64 trains new workers to use the equipment. There are special rules
75 to follow. Workers in the kitchen must wear uniforms and hair
87 nets. They learn how to follow the safety rules. They are given
97 a manual. The manual has the rules written down. Workers
110 learn what to do if they have an accident. The restaurant has an
120 emergency number to call. It is on the bulletin board.
132 Simon is a new cook. Jan asks Simon to fry the potatoes.
145 Simon tosses the potatoes in the oil. He does not look at the
156 temperature. It is too hot! The oil spatters and burns Simon.
168 Jan takes Simon to the hospital to have the burns treated. Jan
180 is worried that the accident will look bad to her supervisor. The
192 restaurant is proud to have had no accidents in the past year.
203 Last year, Jan's supervisor gave everyone a bonus for being safe
216 on the job. Jan wants to make sure she gets another bonus this
217 year.

Vocabulary _____

Chef: *shĕf*, n. – A cook.

Manual: *măn'yoo-əl*, n. – A book of instructions, a handbook.

To spatter: *tu spăt'ər*, v. – To scatter in drops or small splashes.

Think About It!

1. What should Jan do?
Why?
 - a. Not report the accident to her supervisor.
 - b. Report the accident and fire Simon.
 - c. Report the accident and have Simon retake the safety class.
 - d. Other ideas:
2. What other types of work accidents can happen at a restaurant?
3. Name some safety rules at places you have worked?
Why are the rules important?

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Reading Selection 3.4 Tina

[Audio CD Track #13]

11 Tina is a physical therapist. She works with patients at the
22 hospital. Today, Tina has a busy schedule. She must see eight
33 patients. In her job, Tina uses different types of equipment. After
44 each patient, Tina must clean the equipment. She then must put
57 it in the cabinet. Tina is tired at the end of the day. She forgets
64 to put away a mat.

74 The next morning, Tina's supervisor, Jean calls her into the
86 office. The supervisor tells Tina that she did not follow the rules.
99 A mat was left on the floor. The equipment was not cleaned well.
106 The supervisor reviews the rules with Tina.

117 Tina becomes angry. She says that she did not leave the mat
130 out and says it wasn't her fault. She blames a coworker. The
140 supervisor is unhappy. She wants Tina to be responsible. Jean
153 tells Tina that it is difficult to accept when one is wrong. She
164 wants Tina to think about what has happened. Jean will meet
172 with Tina tomorrow. Tina leaves the room angry.

Vocabulary _____

Equipment: *ĩ-kwĩp'mənt*, n. – Tools needed to complete a task or job.

Responsible: *rĩ-spõn'sə-bəl*, adj. – Dependable, reliable, trustworthy.

Physical Therapist: *fĩz'ĩ-kəl thěr'ə-pĩst*, n. – A person who is trained to treat disease or injury by use of exercise, heat, light, and massage.

Think About It!

1. People often receive criticism on the job. Which of the following is a positive way to deal with criticism? Why?
 - a. Blame yourself for the problem and tell the supervisor it will never happen again.
 - b. Listen to the criticism and think about how to fix the problem.
 - c. Deny what has happened and think of who you can blame.
2. Why is it important to use criticism to improve on the job?
3. What do you think Tina will do tomorrow? Why?
 - a. Accept the criticism and make sure that her job is always completed.
 - b. Turn in her resignation.
 - c. Stay angry and tell her boss that it is not her fault.

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Reading Selection 4.1 *Lydia and Larry*

[Audio CD Track #14]

12 Lydia is a cashier at the local hardware store. She has worked
26 there a long time. She knows a lot of people who come to the
34 store. Sometimes there are long conversations between Lydia
47 and a customer. She tries to be helpful and cheerful at her job.
60 When a customer has items that need to be carried to the car
74 she calls for help. The store has five people who are to help load
80 up a customer's car or truck.
92 Today Lydia calls for help. Larry comes to get the lumber that
104 needs to be carried to the customer's car. Lydia and the customer
115 are talking. Larry is waiting. Larry is getting mad. Why should
128 he be waiting around? He needs to work on his other jobs too.
140 He says to Lydia unkindly, "I'm leaving now. Don't call me again.
152 Nobody wants to come and help you. You talk too much." Larry
163 turns around and walks away. Lydia doesn't know what to say.
175 The customer says to Lydia that Larry should not have talked to
178 Lydia that way.

Think About It!

1. What can/should Lydia say to the customer?
2. Lydia's feelings are hurt. What should she do next?
3. Does Larry have a point? How might he have handled this better?

Vocabulary _____

Cashier: *kă-shîr'*, n. – An employee of a store or restaurant who receives and records payments made by customers.

Hardware store: *hărd'wâr' stôr*, n. – A place where metal goods and utensils are sold.

Conversations: *kôn'vər-să'shənz*, n. – Talks between two or more people.

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Reading Selection 4.2 Natalya and Nena

[Audio CD Track #15]

- 11 Natalya works at a discount clothing store in the store room.
22 She came from Russia last year and is learning English. Natalya
35 bought four outfits at the store. One outfit was on sale. She also
46 receives an employee discount for items she can wear to work.
53 She buys her things and goes home.
65 Natalya returns to the store later that evening. She goes up to
78 Nena and tells her in broken English that she did not charge her
100 the correct price for the sale outfit. The outfit cost \$49.99 and
114 was on sale for \$35.99. She has to repeat it several times so Nena
124 can understand. Natalya talks loudly. She signals she wants her
126 money now!
138 Nena does not like how Natalya is acting. She looks at the
150 receipt. She sees the four items that Natalya bought. She sees the
159 employee discount under the subtotal. Nena then sees \$10.00,
171 subtracted at the bottom of the receipt. She knows it should be
172 \$14.00.
183 Nena does not like that Natalya is right. Natalya should not
195 come up to her and demand the money. Nena pushes the receipt
210 out of the way. She tells Natalya to go to someone else to fix it.

Think About It!

1. Why do you think Natalya used loud talk with Nena? Was she right to do so?
2. Why will it be hard for Nena and Natalya to understand each other?
3. Are there times when both people in a conflict need to change? How can the manager make it easier for Nena and Natalya to work well together?

Vocabulary _____

Discount: *dīs'kount'*, n. – A reduction from the full price.

Outfit: *out'fit*, n. – A set of clothing.

Receipt: *rī-sēt'*, n. – A written statement saying that money or goods have been received.

Signals: *sig'nəlz*, v. – To make signs or gestures.

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Reading Selection 4.3 Roberto, Josh, and Boss (Part I)

[Audio CD Track #16]

13 Roberto just got hired at a very busy supermarket as a stock clerk.
25 He is excited about getting the job. Roberto knows he does not
39 speak English well. He wants this to be a good job for him. He
51 meets the other stock clerk, Josh. Josh wants to get a promotion.
63 The boss gives Josh a chance to help Roberto. Josh will show
74 Roberto the job. Roberto is happy. Now he has someone who
82 will help him if he does not understand.
94 The first job is to make a food display in the produce
104 department. Roberto starts to work. Josh is just standing around.
116 Roberto asks Josh to help. Josh snaps and says “What? I can’t
126 understand you.” Josh does not like putting up displays. They
130 are too much work.
139 Roberto starts to work again. Roberto is disappointed. He
152 wants Josh to help him. Then he realizes that he does not have
164 all the parts. He doesn’t know where to look. Josh sees that
174 Roberto is having a problem. Instead of helping Roberto, Josh
180 walks away and takes a break.

Think About It!

1. What should Roberto do?
2. What could Josh have done to prove he should get a promotion?
3. Why do you think Josh is acting this way?

Vocabulary _____

Stock clerk: *stök klûrk*, n. – A person who keeps records of the materials and supplies at a store or business.

Promotion: *prə-mō’shən*, n. – An improvement in one’s position.

Display: *dī-splā’*, n. – Objects or merchandise set out for viewing by the public.

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Reading Selection 4.4 Roberto, Josh, and Boss (Part II)

[Audio CD Track #17]

- 11** Roberto looks around. He finds some new parts. He puts together
23 the display. It looks really good. Roberto is happy with it. Josh
36 sees the display. He tells Roberto that the boss will be mad. He
49 says the boss will make him change it. Roberto is not sure what
58 to do. He wants to do a good job.
- 71** The boss sees the display. He likes it. He wants to know who
85 did it. He likes that it was finished fast! Roberto says he did it.
97 Roberto is happy that the boss likes the work. Josh gets angry.
109 Josh says he doesn't want to work with Roberto because he speaks
116 Spanish and he can not understand him.
- 128** The boss does not know why Josh acted like that. He knows
142 that Josh wants to get a better job in the store. However, the boss
155 is not sure Josh can get along with people. The boss also wonders
161 if Josh can do the work.

Think About It!

1. What made the boss think Josh can not get along with people?
2. Describe your view of Josh as a team player.
3. How does Roberto show he is a good worker?
4. What would you do now if you were the boss?

Vocabulary _____

Change: *chānj*, v. – To make different; to give a different appearance to something.

Understand: *ün'dər-ständ'*, v. – To get the meaning of.

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Reading Selection 4.5 Allison

[Audio CD Track #18]

10 Allison is the supervisor of a manufacturing plant. The plant
21 makes computer chips for cars. The work is very precise. There
32 is no room for mistakes. Allison takes pride that her group
45 does a good job. Three new people have just been hired. She is
57 trying to train them. Allison takes them to the training room. At
65 lunchtime, Allison goes to talk to her boss.
77 Allison is very upset. She wants one of the new people to
90 be fired. She is concerned that he does not listen to her. Every
105 time she tries to talk to him, he looks down. If she asks him a
119 question, he will answer, but will not look at her. It is driving her
133 nuts. She has asked the new trainee to look at her when he talks.
146 She tells him, "That way I know you are listening." She tells her
158 boss the new trainee says he does not want to disrespect her.

Vocabulary _____

Supervisor: *soo'pər-vī'zər*, n. – A person who directs and inspects the work of others.

Manufacturing plant: *mǎn'yə-fāk'chər-īng plānt*, n. – A factory that makes or processes things from raw materials using machinery.

Computer chip: *kəm-pyoo'tər chīp*, n. – A very small slice of silicon containing electronic circuits used in a computer.

Precise: *pri-sīs'*, adj. – Agreeing exactly with a rule or standard.

Trainee: *trā-nē'*, n. – A person who is being trained for a job.

Disrespect: *dīs'rī-spěkt'*, v. – To show or express lack of regard or dislike of a person or thing.

Think About It!

1. Why is Allison so upset? Why might a new employee act this way?
2. Can this situation be solved without firing the new person? How?
3. Is there an easy solution to problems such as this problem? Why or why not?

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Reading Selection 4.6 Loretta and Carmela

[Audio CD Track #19]

12 Loretta is the night manager for a gas station. The gas station
25 is also a convenience store. It has an intercom system to talk to
35 customers who are pumping gas. She has two employees who
47 work the night shift. She has noticed on the night Carmela works,
60 gas sales are down. She wants to know why. She asks Carmela if
70 she knows. Carmela says she doesn't. Loretta decides she needs
81 to be near Carmela when she works. She likes Carmela. Carmela
89 is really helpful with customers in the store.

100 On Tuesday evening, Loretta stays in front of the store. She
112 usually is in the back office doing the bookkeeping at this time.

123 Loretta hears a customer with a heavy accent calling from the
134 gas pump over the intercom. The customer is asking a question
143 about pumping the gas. Carmela answers coldly saying "Read
153 the directions!" The customer tries again to say something is
164 wrong. Carmela again says "If you just read the directions, there
173 would not be a problem." The customer drives away.

182 Loretta says, "Why didn't you help them?" Carmela says,
193 "These people who can't read the directions are just stupid. I
199 can't waste my time on them."

Vocabulary _____

Convenience store: *kən-vēn'yəns stōr*, n. – A small market that is open many hours.

Noticed: *nō'tīsd*, v. – Observed, saw.

Intercom system: *in'tər-kōm'sīs'təm*, n. – A two-way communication system with microphone and loudspeaker at each end.

Shift: *shift*, n. – The period of time during which employees work.

Think About It!

1. Why did the customer drive away?
2. Why do you think Carmela talked to the customer like that?
3. What would you say to Carmela if you were Loretta?

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Reading Selection 4.7 Luke and Mark (Part I)

[Audio CD Track #20]

13 Luke has worked around cars all his life. He loves to fix them
27 up. Last week he got a job as a mechanic at a car dealership.
40 There are lots of cars that have to be fixed everyday. Mark, his
52 team boss, told Luke he would have to work fast. Luke knows
54 he can.
64 Mark yells at the other coworkers when he wants something
75 done. This has surprised Luke. He has not been around someone
86 who yells. It makes Luke nervous. Luke has been working quietly
98 when Mark comes up and yells, "Hurry up. Just fix the problem."
111 "What do you think; we have all the time in the world?" Luke
124 tries to tell him he found another problem that also needs to be
137 fixed. Mark yells, "We only fix the problem they came in for. We
149 don't try to find other problems." Luke feels bad. He knows the
163 car will not be fixed right. He wants to say something, but he is
170 not going to talk to Mark again.

Vocabulary _____

Dealership: *dē'lār-shīp'*, n. – A place of business that is authorized or licensed to sell a particular item in a certain area.

Surprised: *sər-prīzd'*, v. – To be filled with wonder or amazement because something is unexpected.

Coworkers: *kō'wûrk'arz*, n. - Fellow workers. People employed at the same place or business.

Avoided: *ə-void'də d*, v. – Kept from happening, prevented.

Blame: *blām*, v. – To find fault with, to hold responsible.

Think About It!

1. Should Luke be concerned about fixing all the problems with the car? Why or why not?
2. How can Luke talk to Mark?
3. How could this situation have been avoided?

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Reading Selection 4.8 Luke and Mark (Part II)

[Audio CD Track #21]

- 12 Later, Luke hears Mark talking to the customer who is not happy.
26 The person is saying the car is not fixed. Mark talks real nice to
40 the person and says he will make sure the car is fixed. He tells
52 the customer that Luke worked on the car. He says that Luke
67 does not know how to work on cars, and he will take care of the
69 car himself.
81 After the customer leaves, Mark is really angry. He tells all the
91 other coworkers that Luke makes mistakes. He says that Luke
104 made him look bad by not fixing all the problems. He does not
108 say anything to Luke.
118 Someone tells Luke what Mark has been saying about him.
128 Luke cannot understand why Mark would blame him for not
141 fixing the car the right way. Luke is now really upset at Mark.
153 He is angry that Mark has said things about him. He avoids
154 Mark.

Think About It!

1. Should one employee talk about another employee?
2. What might affect Luke's response to the problem?
3. Do you think that Mark is aware of the problem?
4. What is needed to make the working situation better?

Vocabulary _____

Customer: *kūs'tā-mər*, n. – One who buys a product or a service.

Fixed: *fiksd*, v. – Repaired, made whole again.

Coworker: *kō'wûrk'ər*, n. – Fellow worker. Person employed at the same place or business.

Blame: *blām*, v. – To find fault with, to hold responsible.

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Reading Selection 5.1 Fred

[Audio CD Track #22]

11 Fred works for a large manufacturing plant. He is a line
21 supervisor. He supervises twenty-five workers. Fred's team is the
31 highest producing team at the plant. Fred enjoys working with
44 his team. Last week, Fred's boss added a new duty to his job.
54 Fred now has to complete the monthly report. The monthly
66 report shows how well the plant is doing. Fred's boss has always
78 completed the report. It is an important job that must be done.
92 Fred's boss said that he is the best supervisor at the plant. He is
103 sure that Fred will do a great job on the report.
115 Fred is worried about having to do the report. He does not
128 want his boss to think that he cannot do the job. However, Fred
141 is not sure where to start. He knows what the report looks like,
155 but isn't sure how to put it together. He knows that he will have
168 to learn new skills, but does not know who to ask. As always,
175 Fred wants to do a good job.

Vocabulary _____

Manufacturing: *măn'yə-făk'chər-ĭng*, v. – Making or processing things from raw materials using machinery.

Monthly report: *mŭnth'lē rĭ-pōrt'*, n. – A statement or account of something appearing, happening, or due once a month.

Producing: *prə-doos'ing*, v. – To cause, create, or yield results.

Supervisor: *soo'pər-vĭ'zər*, n. – A person who directs and inspects the work of others.

Think About It!

1. Why has Fred been given a new task?
2. What should Fred do in order to learn how to complete the monthly report?
3. When you do not know how to do something, where can you go for help? Who are possible people to ask?
4. What are possible consequences for not asking for help when you do not know how to do something?

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Reading Selection 5.2 Dell [Audio CD Track #23]

12 After one year on the job, Dell is called into her supervisor's
25 office. She is nervous. She thinks about the last few weeks to see
37 if she has made any mistakes. She can't think of anything that
49 she has done wrong. She has tried hard to learn everything she
61 can about the company. She wants to move up in the company.

71 Dell sits down in her supervisor's office. Her supervisor, Mr.
85 Bell, asks if she would like to take a higher paying job. Dell is
97 very happy. Mr. Bell tells her there are two different jobs. The
102 jobs are in different departments.

113 The first job is working with Ms. Lena. Dell knows that Ms.
126 Lena is a difficult boss. Ms. Lena is not very friendly. She expects
137 people to work hard and learn new things. Often, people are
146 required to work overtime. Many people in her department
158 have asked to be transferred. They do not like working with Ms.
168 Lena. However, Ms. Lena's department has the best sales record
178 for the company. Three people have been promoted from her
183 department in the past year.

196 The second job is in Mr. Ray's department. Mr. Ray is a very
207 easy-going boss. He enjoys working with his staff. They have
220 fun getting the job done. Mr. Ray does not require that his staff
230 work overtime. Very few people leave his department. Many of
241 them stay until they retire. However, only one person has been
250 promoted from his department in the past three years.

Vocabulary _____

Career ladder: *kə-rîr' lād'ər*, n. - A means of advancing to a higher level in a profession or occupation chosen as a life's work.

Department: *dī-pärt'mənt*, n. - A subdivision of a larger organization or system, such as a government or business.

Promoted: *prə-mōt'əd*, v. - To advance (someone) to a higher rank or position.

Supervisor: *soo'pər-vī'zər*, n. - A person who directs and inspects the work of others.

Think About It!

1. What does a career ladder mean to you?
2. Which department do you believe would best help Dell reach her career goal?
3. Should Dell's current supervisor give her advice? Why or why not?

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Reading Selection 5.3 Ted

[Audio CD Track #24]

10 Ted works as a custodian for Macomb District Schools. His
21 father had been a custodian and retired last year from Central
32 High School. Ted knows how hard his father worked. His father
45 worked for thirty-five years in the same job. Ted often helped his
49 father during the summers.

59 When Ted graduated from high school, he could not afford
72 to go to college. He applied for a job with the school district.
85 The only job that was open was as a custodian. Ted has worked
98 as a custodian for five years. He likes the principal of the school
112 and all of the staff. However, he is bored with what he is doing.
122 He is at a dead-end in his short career.

132 Ted is motivated to learn something new. He has recently
147 bought a house and is fixing it up. He has done all of the work
161 himself. Ted wants to use some of these skills to get a job where
170 he can grow. Ted thinks, "What can I do?"

Vocabulary _____

Custodian: *kŭ-stō'dē-ən*, n. – Someone who cleans, makes repairs, and does odd jobs at an institution or business; janitor.

Graduated: *grăj'oo-āt-əd*, v. – To be given a degree or diploma upon completing studies at a school, college, or university.

Principal: *prĭn'sə-pəl*, n. – The head of an elementary or high school.

Retired: *rĭ-tĭr'əd*, v. – Stopped work or active service.

Think About It!

1. Does Ted have career choices? If so, what could they be?
2. Few people stay in the same career. If faced with the same situation as Ted, what would you do to prepare for a new career?
3. What things would you look for in a career choice that will lead to opportunities to move up in the future?

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Reading Selection 6.1 Esther (Part I)

[Audio CD Track #25]

9 Esther just passed her CNA (Certified Nursing Assistant) exam.
21 She now has a job at the Community Hospital. She will work
35 at the hospital. She will go to school, too. She wants to be a
48 nurse. Then she wants to be a supervisor. Esther wants to be in
49 charge.
61 At the hospital, Esther has ten patients each day. She has to
74 write on a chart each time she works with the patient. When she
87 takes the blood pressure or temperature she has to write it on the
101 chart. Even when she gives a patient a bath, she has to write that
104 on the chart.
115 Amy, another CNA, is to help Esther for the first week.
127 Together they go to see patients. On the second day, Amy does
139 not see Esther write down the time and blood pressure for two
140 patients.
152 On the third day, a patient asks for an extra pillow. Esther
166 was just going to give this patient a bath. She tells Amy to start
179 the bath. Esther goes to get the pillow. She does not come back
190 for twenty minutes. Amy does not like working with Esther. She
196 thinks Esther is a lazy worker.

Vocabulary _____

CNA (Certified Nurse Aide): *sûr'tă-fid nûrs ād*, n. – One who is licensed to assist nurses.

Chart: *chart*, n. – A sheet with information.

Blood pressure: *blūd prěsh'ar*, n. – The pressure of the blood within the arteries.

Promotable: *pră-môt'abəl*, adj. – Able to be promoted, improved in rank.

Think About It!

1. Is Esther promotable after she finishes training to become a nurse?
2. If you were Amy and Esther took twenty minutes to get a pillow, what would you do?
3. What do you think Amy should do when Esther missed putting information on the chart?

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Reading Selection 6.2 Esther (Part II)

[Audio CD Track #26]

12 Esther's first week did not work out well. Amy would not work
22 with Esther any more. Carol, another CNA worked with Esther.
33 Carol told the supervisor that Esther would forget to write down
43 the blood pressure or the temperature. Esther would tell Carol
55 to give the patient a bath. Esther would leave the patient's room.
70 She would not come back for a long time. If a patient asked for a
79 pillow, Esther would forget. The supervisor checked on Esther's
90 work. She also found that Esther was not giving some patients
92 a bath.
103 Esther was let go after two weeks. Esther was angry. She
115 thought it was okay not to write the time, blood pressure, or
128 temperature on a chart. After all, she would do it the next time
140 she saw the patient. She told the supervisor the patients did not
153 want her to give them a bath. They wanted to do it themselves.
159 Esther had an excuse for everything.

Vocabulary _____

Supervisor: *soo'pär-vi'zär*, n. – A person who directs and inspects the work of others.

Forget: *fär-gět'*, v. – Unable to think of or recall.

Patient: *pā'shant*, n. – A person awaiting or under medical care and treatment.

Excuse: *ik-skyoos'*, n. – A reason for.

Let go: *lět gō'*, v. – Fired from a job.

Big deal: *bīg dēl*, n. – Important.

Think About It!

1. Did Esther show she was responsible? Explain.
2. How did Esther go from wanting a career in nursing to being fired?
3. What is the difference between a good reason and an excuse?

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Reading Selection 6.3 Wayne (Part I)

[Audio CD Track #27]

12 Wayne wants a job at a warehouse. They don't have an opening.
24 They will in several weeks. Wayne wants a job right now. He
36 applies at a family run business, Boxes 4 U. He will make \$1.50
48 less an hour than the warehouse job, but Boxes 4 U has health
49 insurance.
61 Wayne works hard. He is always on time. He makes sure to
71 complete all his work. There are never any complaints. Everyone
84 likes him. He likes everyone too. The job is much better than he
97 thought it would be. It has flexible hours and the work is fun.
101 Sometimes he gets overtime.
111 Four weeks later there is an opening at the warehouse.
124 Wayne wants to make more money so he takes the job. He tells
136 Mr. Kessler, the owner of Boxes 4 U, that he is quitting today.
148 Mr. Kessler tells Wayne he needs him to work until he finds
162 someone else. Wayne tells Mr. Kessler he has to be at the new job
174 tomorrow. Mr. and Mrs. Kessler do not know what to do. They
186 planned to leave for vacation in two days. They also planned to
193 leave Wayne in charge of the store.

Vocabulary _____

Warehouse: *wâr'hous'*, n. – A building for the storage of goods.

Flexible: *flĕk'sə-bəl*, adj. – Changes often.

Overtime: *ō'vər-tīm*, n. – Working time beyond a standard day or week.

Several: *sĕv'ər-əl*, adj. – Being more than two but not very many.

Think About It!

1. How did Wayne show he was a good worker?
2. Did Wayne make a responsible choice quitting his job the same day he tells Mr. Kessler about his new job?
3. What will Mr. and Mrs. Kessler have to do now?

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Reading Selection 6.4 Wayne (Part II)

[Audio CD Track #28]

12 Wayne starts the new job at the warehouse. It is very different.
25 There are lots of rules. The people are not friendly. People do not
36 do a good job. The warehouse does not give employees health
47 insurance. And Wayne is not working 40 hours. He is making
54 less pay than working at Boxes 4 U.
66 Wayne talks to his boss about working 40 hours a week. The
77 boss says that sometimes they need workers for 40 hours, but
90 not often. Wayne goes back to Boxes 4 U to talk to Mr. Kessler.
96 He wants his old job back.
108 Wayne asks Mr. Kessler to rehire him. Mr. Kessler says no. He
120 does not trust Wayne anymore. He tells Wayne that he had to
130 cancel his vacation because Wayne quit. Mr. Kessler tells Wayne
137 he has already hired a new person.

Think About It!

1. What questions should Wayne have asked about the job at the warehouse before quitting his job at Boxes 4 U?
2. How could Wayne have shown Mr. Kessler he had learned a lesson?
3. What lessons should Wayne have learned from this?

Vocabulary _____

Different: *dif'ər-ənt*, adj. – Not the same.

Rules: *ru:lz*, n. - Guides or principles for conduct or action.

Employees: *ĕm-ploi'ēz*, n. – Those who work for another person, business, organization or company.

Rehire: *rē-hīr'*, v. – To once again engage the services of a person for payment.

Cancel: *kän'səl*, v. – Take away, made null and void.

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Reading Selection 6.5 Sonia (Part I)

[Audio CD Track #29]

16 Sonia has a new job as clerk at a large factory. One of her duties is
26 to give confidential messages to the different departments in the
39 building. She has been very busy trying to learn who is in what
50 department. She also has to know where to find the different
61 departments. She has been given a list of the department room
73 numbers. She also has a list of the names of the department
74 heads.

85 Her supervisor, Ms. Hanna, is also very busy. She does not
95 spend much time telling things to Sonia. Sometimes she gives
109 Sonia a letter with only the name of the person or just the room
119 number. Sonia knows she has to do the job correctly.

127 There are four floors and sixty-eight different departments.
140 Some times Sonia has gotten lost. She has also not been able to
152 find the room number. She knows she needs to do something to
154 help herself.

Vocabulary _____

Confidential: *kɒn'fɪ-dən'shəl*, adj. – (Meant to be) kept secret within a certain circle of persons; not intended to be known publicly.

Messages: *mɛs'ɪdʒ*, n. – Communications in writing, in speech, or by signals.

Department heads: *dɪ-pɑrt'mənt hɛdz*, n. – Persons in charge of a subdivision of a larger organization or system, such as a government or business.

Think About It!

1. What can Sonia do to help herself find the different departments?
 - a. Make a map of the building and mark the department room numbers.
 - b. Call the department and ask directions.
 - c. Ask Ms. Hanna to put both the name and room number on the message
 - d. Other ideas:
 - e. All of the above

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Reading Selection 6.6 Sonia (Part II)

[Audio CD Track #30]

10 Ms. Hanna gives Sonia oral directions to deliver three messages.
23 Sonia is handed one message in a blue envelope. It goes to Bill
35 White in payroll. Another message is in a green envelope. It goes
48 to Pat Role in shipping. The third envelope is white and goes to
57 Jerry Shipley in billing. Ms. Hanna quickly walks away.
68 Sonia is typing a report when Ms. Hanna gives her the
81 envelopes. Sonia did not listen carefully. She is not sure if she has
92 heard the directions right. She wishes she had written down the
104 name of the person on each envelope. She looks at the envelopes
116 and thinks, "Does the white envelope go to Bill White? Or was
129 that Bill in billing? Is Jerry Shipley in shipping? Is Pat Role in
141 payroll? Sonia knows she is not sure. She wonders if she should
142 guess.

Vocabulary _____

Oral directions: *ôr'al dĭ-rĕk'shanz*, n. – Spoken instructions.

Deliver: *dĭ-lĭv'er*, v. – To bring to the proper place.

Handed: *hă'n'dĭd*, v. – Given or passed to using the hand.

Directions: *dĭ-rĕk'shənz*, n. – Instructions for doing something.

Think About It!

1. Sonia is thinking about what she should do. Explain what might happen for each of the following choices.
What would you do?
 - a. Deliver the messages even though she is guessing.
 - b. Find Ms. Hanna and ask questions to make sure she is clear about the directions.
 - c. Open the envelopes to find the name of the person.
 - d. Other ideas:

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Reading Selection 7.1 Alex (Part I)

[Audio CD Track #31]

14 Alex has a job at the Fancy Fudge Shoppe. There are a lot of
27 people that come to the shop. It is a place where people come
39 to buy fudge. People can also watch the fudge being made. Alex
47 makes the fudge. Some employees sell the fudge.
60 Alex gets one of the large marble tables in the front of the
70 store ready. Lonny mixes the ingredients. He heats the mixture
85 in a copper pot. He has to stir it. Lonny has to wait until the
96 fudge gets to the right temperature. He then pours the fudge
103 onto the marble table to cool some.
114 Alex then has to “paddle” (stir) the fudge. People like to
126 watch as Alex smoothes the fudge back and forth. This takes a
140 lot of time. Alex has to pay attention. The fudge has to get firm.
152 Alex is talking to a customer. He stops paddling the fudge to
163 talk. The fudge becomes too hard. It can not be used.

Vocabulary _____

Marble: *mär'bəl*, n. – Limestone that takes a high polish and has a smooth, hard surface.

Paddle: *päd'l*, n. – A tool with a flat blade used for stirring and mixing.

Attention: *ə-těn'shən*, n. – A state of being aware, careful listening or watching.

Think About It!

1. Why did the fudge get hard?
2. Customer service is important. How should Alex balance work quality with service?
3. What happens when Alex doesn't pay attention to what he is doing?
4. How can Alex handle this situation in the future?

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Reading Selection 7.2 Alex (Part II)

[Audio CD Track #32]

12 Lonny is ready with another pot of fudge. He tells Alex that
24 he needs to pay attention. Alex agrees. He knows that he just
36 ruined ten pounds of fudge. He knows that the shop lost money.
44 He will not ever let this happen again.
54 Lonny pours another batch of fudge on the marble table.
65 Alex paddles the fudge. He lets Lonny talk to the customers.
76 Alex pays attention. Alex adds the nuts just before the fudge
89 cools. Alex paddles the fudge into a long loaf. Now he can slice
95 the fudge. Alex feels better now.
106 The owner, Mr. Jenson comes to the shop. Alex tells him
115 what happened. Mr. Jenson knows mistakes can happen. He
127 also knows when an employee does not do his job. The owner
140 thanks Alex for telling him. Mr. Jenson is glad that Alex will do
143 a better job.

Think About It!

1. What changes did Alex and Lonny make?
2. Why did Alex tell the owner about the ruined fudge?
3. What do you think of Mr. Jenson as a boss?

Vocabulary _____

Ruined: *roo'and*, v. – Damaged beyond repair.

Lost Money: *lo'st mŭn'ē*, n. – Did not make a profit (excess money above and beyond expenditures).

Batch: *băch*, n. – A quantity used or made at one time.

Loaf: *lof*, n. – A shaped mass of bread or other food baked or formed in one piece.

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Reading Selection 7.3 Jeff (Part I)

[Audio CD Track #33]

13 Jeff works at Sparkle Custom Car Wash. Lee is a new worker. Jeff
26 does not like to work with Lee. Lee is always talking. He talks
38 about everything. When Lee talks, he does not work. If he hears
53 a song, he starts dancing. It takes Lee a long time to clean a car.
65 Jeff thinks Lee gets too distracted. He tells Lee to stop talking
67 and work.
79 Lee has had many jobs. He knows that other people do not
92 like to work with him. He also knows that Jeff wants to work
106 fast. Lee wants to keep this job. Jeff works on the right side of
120 the car. Lee works on the left. He decides to watch Jeff and do
133 every thing that Jeff does at the same time. However, Jeff is really
147 fast. He has been doing this for a long time. Lee cannot keep up
162 with Jeff. Now Lee is not doing a good job. He misses a lot of
168 places by trying to go fast.

Think About It!

1. Why does Jeff not want to work with Lee?
2. Why does Lee want to try to work like Jeff?
3. Now Lee has a new problem. What should he do now?

Vocabulary _____

Sparkle: *spär'kəl*, v. – To give off or reflect flashes of light; glitter.

Distracted: *dī-sträkt'əd*, v. – Attention or mind drawn to something else.

Decides: *dī-sīds'*, v. – Makes a choice or judgment.

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Reading Selection 7.4 Jeff (Part II)

[Audio CD Track #34]

15 Jeff tells Lee to work at his own speed. He tells Lee he is doing
28 better. Jeff wants to help Lee. He starts to watch Lee. He sees
39 that Lee does something different every time he cleans a car.
54 Sometimes he has to do it twice. He will wash the side of the car
68 and then the top. Then he has to wash the side again. He sees
73 that Lee is not organized.
86 Jeff talks with Lee. He tells him that he cleans a car the
97 same way every time. That way he doesn't forget something. He
111 never has to do something twice. Jeff tells Lee to wash the car in
112 steps.
125 The next car Lee washes he knows what to do first. Then he
139 gets mixed up. He gets upset. He goes to Jeff. He asks Jeff what
153 he does first, then second and so on. Jeff tells Lee how he washes
168 a car. Lee thinks he can do it. But now he has to remember the
169 steps.

Vocabulary _____

Speed: *spēd*, n. – A rate of action, activity, or performance.

Watch: *wōch*, v. – To keep in view.

Not organized: *nōt ôr'gə-nīzd*, v. – Not having things in order.

Different: *dif'ər-ənt*, adj. – Not the same.

Remember: *rī-mēm'bər*, v. – To bring to mind or think of again.

Think About It!

1. What does Jeff learn about Lee?
2. What does Jeff do to help Lee?
3. What can Lee do to help himself remember the steps?

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Reading Selection 8.1 Peter

[Audio CD Track #35]

11 Peter works in a smoothie shop. There are many different kinds
22 of smoothie drinks. Each drink has its own recipe. Peter follows
33 the recipes and does not make mistakes. He also enjoys talking
36 with the customers.
46 Peter takes pride in wearing the store's uniform. His fellow
57 employees respect him. They know that he is honest and reliable.
67 However, Peter has difficulty in making special drinks that are
80 not on the menu. If a customer asks for something not on the
94 menu, Peter asks his boss what to do. Each day, Peter goes to his
101 boss's office to ask the same questions.
111 Today, a customer came into the store and requested a
123 smoothie drink that was not on the menu. Peter asked his boss
136 what to do. His boss told Peter how to make the drink. Peter
148 got frustrated. The drink did not turn out right. He went back
161 to his boss and asked again how to make the drink. His boss
174 became upset with Peter. He told Peter that he needed to use his
184 common sense and to figure it out on his own.

Vocabulary _____

Common sense: *kōm'an sēns*, n. – Ordinary good sense and judgment.

Employees: *ēm-ploi'ēz*, n. – Those who work for another person, business, organization or company.

Frustrated: *frūs'trāt'əd*, v. – Unable to carry out a purpose or task.

Reliable: *rī-lī'ə-bəl*, adj. – Fit to be trusted. Dependable.

Think About It!

1. Why did Peter's boss become upset?
2. What would help Peter do his job better?
3. Why do people have problems when things do not stay the same?
4. How do you deal with changes in your life?

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Reading Selection 8.2 Roz [Audio CD Track #36]

12 Roz started working as a cashier in a restaurant when she was
23 in high school. Instead of becoming a teacher, Roz decided she
35 wanted to manage a restaurant. She spent two years as a waitress.
44 Then she became an assistant manager at Rosie's Restaurant.
55 Roz spent the next three years working very hard. She took
66 classes and learned as much as she could about the restaurant
77 industry. Roz knew that she had found the career of her
78 dreams.
88 Last month a new restaurant advertised for a manager. Roz
92 knew that it was time for her to take the next step. She applied
106 for the job. She was excited when she found out that the job was
116 hers. She would finally get to manage her own restaurant.
129 Roz's first event was a party for the new owner. Roz had never
139 planned a large event without assistance. She worked with the
151 owner to create a menu. The owner wanted shrimp and crab for
163 the menu. He had a special recipe he wanted served. Roz shared
176 the menu with the chef. Then she ordered all of the food except
187 the shrimp and crab. Roz planned on ordering the shrimp and
199 crab from a special seafood shop. She wanted to make sure the
211 dish was perfect. Next, Roz made sure that she had enough staff
212 available.
223 The day of the big event arrived. The restaurant had been
235 keeping Roz busy. She didn't have time to worry about the party.
246 That afternoon, she closed the restaurant to get ready. She and
257 her staff set up the room. It looked beautiful. Everything was
261 going to be perfect.
272 The chef came out from the kitchen. He asked Roz where
284 she had put the shrimp and crab. Roz gasped. She had forgotten
296 to make the order. Roz thought hard about the mistake she had
310 made. What was she going to do? What was she going to tell the
322 owner? Her first big event and she had made a huge mistake.

Vocabulary

Advertised: *əd'və r-tīsd*, v. – Announced publicly especially by a printed notice or a broadcast.

Assistance: *ə'sīt-tēns*, n. – Aid or help.

Industry: *ī n'də-strē*, n. – The businesses that provide a particular product or service.

Manager: *mān'j-ər*, n. – A person who manages (to look after and make decisions about) especially a business or household affairs.

Restaurant: *rēs'tər-ränt*, n. – A business place where meals or refreshments may be bought.

Think About It!

1. If you were Roz, how would you handle this problem?
2. If you make a mistake at work, how do you handle it?
3. Can all problems at work be solved? Why or why not?

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Reading Selection 8.3 Sam (Part I)

[Audio CD Track #37]

11 Sam works for Shed's Lawn Service. He edges and mows the
23 grass. Sometimes he will trim the bushes. Sam will also do extra
36 work on the side for some of the home owners. Mrs. Rowe asks
48 Sam to come back tomorrow. She wants him to replant some of
59 her ferns. She thinks they need to be in the shade.
72 Sam comes back the next day. Mrs. Rowe has left a map of
84 the yard. She has marked where she wants Sam to replant the
98 ferns. Sam looks at the map, but holds it upside down. He is not
111 sure where she wants the ferns to go. Sam knows she wants the
115 ferns in the shade.
127 Sam knows he can not come back tomorrow. He looks at the
140 map again. He finds a shady spot in the yard and replants the
150 ferns. He hopes he planted them in the right place.

Vocabulary _____

Edges: *ějs*, v. – Makes a border with a sharp edge.

Mows: *mōs*, v. – Cuts down with a scythe or machine (lawn mower).

Trim: *trīm*, v. – To free of excess or unnecessary matter by or as if by cutting.

Replant: *rěplānt*, v. – To plant again, to put or set in the ground to grow again.

Marked: *mārkt*, v. – Traced out the bounds of.

Think About It!

1. Is Sam doing the right thing taking extra jobs from Shed's customers? Explain
2. What should Sam have done when he could not read the map?
3. Is hoping that the job is done right enough? Explain.

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Reading Selection 8.4 Sam (Part II)

[Audio CD Track #38]

12 Sam goes home. He shows the map to his friend. The friend
24 turns the paper around. The friend shows him how to read the
35 map. Sam did not understand the arrows for north, south, east
45 and west. He now understands how to read the map.
57 Sam knows he planted the ferns in the wrong place. He feels
69 terrible. He goes back to Mrs. Rowe's house. Mrs. Rowe is home.
83 She is crying. She tells Sam that he planted all the ferns in the
96 wrong place. She tells Sam that she had just planted all her tulip
108 bulbs in the same place two days ago. Now they are ruined.
121 Mrs. Rowe is very upset. She tells Sam that he is fired. She
135 says, "Do not come back. I do not want you to work for me
149 anymore. I will find someone else. I am not going to pay you for
162 today. Please leave." Sam tries to say he is sorry. Mrs. Rowe walks
163 away.

Think About It!

1. How does Sam find out he has read the map wrong?
2. Is there anything Sam can do to fix this problem?
3. What should Sam do the next time he is asked to do an additional job?

Vocabulary _____

Arrows: *är'ōs*, n. – Marks (as on a map) to show direction.

Understands: *ün'dər-ständs'*, v. – Gets the meaning of.

Ruined: *roo'ənd*, v. – Damaged beyond repair.

Fired: *fīrd*, v. – Dismissed from a job.

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Reading Selection 9.1 Julia [Audio CD Track #39]

Think About It!

12 Julia is a flight attendant. She has just completed her first three
23 months on the job. Kay is her supervisor. Kay is completing
34 Julia's three-month evaluation. Kay really likes Julia. She is doing
37 a great job.

1. What are Julia's strengths?

50 Julia is a good worker. She comes to work with a smile. She's
61 always early. The crew likes working with her. Julia is willing
72 to do whatever is needed. She takes flights that others turn
82 down. She learns the different equipment quickly. Julia is very
92 friendly. She has good customer service skills. Julia always looks
93 professional.

2. Should Kay discuss her concern with Julia? Why? Why not?

103 Kay has one concern. Julia uses strong perfume. Although it
113 smells nice, Kay is concerned about the passengers. There have
121 been no complaints. However, perfume can cause breathing
130 problems. Some passengers may have allergies. The planes are
140 very small. It's hard to get away from a smell.

3. How would you discuss recommendations for improvement with Julia?

151 Kay doesn't know if she should talk with Julia. She knows
162 that Julia takes pride in her appearance. She doesn't want Julia
163 upset.

Vocabulary _____

Allergies: *ăl'ə r-jēz*, n. – Exaggerated or abnormal reactions (as by sneezing, itching, or rashes) to substances, situations, or physical states that do not have such a strong effect on most people.

Complaints: *kəm-plānts*, n. – A cause or reason for complaining, expressions of grief, pain, or resentment.

Equipment: *ī-kwīp'mənt*, n. – Tools needed to complete a task or job.

Evaluation: *ī-vāl'yoo-ā-shən*, n. – An opinion on the nature, character, or quality of something.

Flight attendant: *flīt ə-tēn'dənt*, n. – A person who attends or takes care of passengers on an airplane.

Supervisor: *soo'pər-vī'zər*, n. – A person who directs and inspects the work of others.

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Reading Selection 9.2 Syd

[Audio CD Track #40]

12 Syd is a night supervisor of a large office building. During the
22 day, lawyers and accountants work in the building. There are
33 confidential records in the building. Syd's job is to make sure
46 that no one enters the building who is not supposed to be there.
57 He makes rounds of the building each hour. Syd must check
69 each office. He makes sure that everything is locked. When he is
80 at his desk, Syd watches the monitors. The monitors show Syd
86 what is happening in the building.
98 Syd often gets bored with his job. He has a computer on
109 his desk. Sometimes he plays games on the computer instead of
121 watching the monitors. Syd also likes to "surf the web." He likes
134 to buy and sell things on the web. Last night, Syd found many
146 things to buy. He spent four hours on the computer. He forgot
157 to make his rounds. He was worried about missing his rounds.
167 However, the building was safe so he went home happy.
179 This morning Syd gets a call at home. Jan, his supervisor is
190 very unhappy. Jan saw the computer and what Syd had been
204 doing. Jan tells Syd that she has a record of how much time Syd
217 has spent on the computer. Jan tells Syd to come in to work
218 immediately.

Vocabulary _____

Confidential: *kɒn'fī-dēn'shəl*, adj. – (Meant to be) kept secret within a certain circle of persons; not intended to be known publicly.

Monitors: *mɒn'ɪ-tər*, n. – Video screens used for display (as of television pictures or computer information).

Surf the Web: *surf thə wēb*, v. – To go to different places of interest on the internet, using website addresses or a search engine such as www.Google.com.

Rounds: *raʊndz*, n. – Regularly covered routes <a watchman's rounds>

Supervisor: *sʊp'ər-vī'zər*, n. – A person who directs and inspects the work of others.

Think About It!

1. What do you think Syd should do?
2. What do you think Jan should do?
3. What could have Syd done differently?
4. Why is self-management important in a job?

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Reading Selection 9.3 Rita [Audio CD Track #41]

13 Rita works as an LPN at the local hospital. Being a nurse was
26 always her dream. She was happy when she got her first job. The
37 hospital where she works is always busy. There is not enough
49 staff. It is difficult to find health care workers. There is always
57 more to do than Rita can get accomplished.

67 Lately, Rita has had to work overtime. She sometimes works
77 during the day and sometimes in the evenings. Working different
89 shifts is hard. She never knows when she will be working. She
103 also never knows when she will have a day off. For the past week,
118 Rita has not had a day off. Rita does not feel that she has any
122 control of her schedule.

132 Today, Rita walked into a patient's room. A nursing assistant
143 was feeding the patient. The nursing assistant asked Rita to get
157 her a towel. Rita told her to get it herself and left the room.
167 The nursing assistant reported Rita to the floor supervisor. The
178 supervisor called Rita into her office. She told Rita to apologize.
191 The supervisor told Rita she needed to work as a team. Rita had
202 never been disciplined at work. She could not tell her supervisor
213 about her work schedule. Rita leaves the office in tears. She
218 thinks about leaving her job.

Vocabulary _____

Accomplished: *ə-kŏm'plisht*, v. – Completed, finished.

Apologize: *ə-pŏl'ə-jiz'*, v. – To express regret, to say you are sorry.

Cooperation: *kŏ-ŏp'ə-rāt'shan*, n. – To work with another toward a common end.

Difficult: *dif'f-kült*, adj. – Hard to do.

Disciplined: *dīs'ə-plīnd*, v. – To be punished or penalized for doing wrong.

Overtime: *ŏ'vər-tīm*, n. – Working time beyond a standard day or week.

Schedule: *skěj'ool*, n. – A plan of what is to occur, and at what time it is to occur.

Stress: *strēs*, n. – Emotional pressure suffered by a human being or other animal.

Think About It!

1. What problem is Rita having with her job?
2. Should Rita leave her job?
3. What should Rita do to improve her work situation?

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Reading Selection 9.4 Kelly

[Audio CD Track #42]

10 Kelly works at Green Elementary School. She answers the phone
20 and greets visitors. Kelly has been working at Green Elementary
33 for the past six months. She is friendly and the teachers like her.
45 Kelly enjoys her job. She is taking computer classes at the local
52 college. She wants to become a secretary.
61 Mrs. Dean is the principal of Green Elementary. Yesterday,
73 she heard Kelly talking to a friend on the phone. Another phone
84 line was ringing. Kelly did not answer it. Instead, she continued
96 to talk with her friend. Mrs. Dean spoke with Kelly about using
108 work time to talk with friends. She told Kelly that she should
121 use her break instead. Kelly told Mrs. Dean she would not do it
122 again.
133 Kelly tells her friend that she thinks Mrs. Dean is unfair.
145 Everyone talks to their friends on the phone. Kelly is not sure
152 why one call should be a problem.
163 Today, Mrs. Dean is walking down the hall. She hears Kelly
175 talking to her friend on the phone again. A person is standing
187 at Kelly's desk. She needs assistance. Kelly tells her she'll be with
199 her in a minute. Kelly then continues to talk to her friend.

Vocabulary _____

Assistance: ə'sīt-těns, n. – Aid or help.

Continue(s) (ed): kən-tīn'yoo (s) (d), v. – To do or cause to do the same thing without stopping.

Elementary: ěl'ə-měn'tā-rē, adj. – A school attended for the first six to eight years of a child's education.

Secretary: sěk'rī-tě'r'ē, n. – A person employed to handle records, letters, and routine work for another person.

Think About It!

1. What should Mrs. Dean do?
2. Why is it important for an employee to not use work time for personal business?
3. What can an employer do when employees use work time to complete personal business?
4. Are there any times when an employee should be able to handle personal business while working?