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

**PROSTART CHAPTER EIGHT**

1. What is diversity? (464)

2. Define the following: (465)

Stereotypes:

Prejudice:

Bias:

Cultural Tendencies:

3. How can you help break down stereotypes? (466)

1.

2.

3.

4.

5.

6.

7.

4. What is modeling and who should demonstrate this characteristic? (467)

5. Explain the four benefits of diversity. (467-469)

1. Creates a more enjoyable and productive environment.

2. Attracts more customers

3. Becomes an employer of choice

4. Improved legal protection

6. What is cross-cultural interaction? (468)

7. How and you develop cross-culture interaction? (468-469)

1.

2.

3.

4.

5.

8. Define harassment. (469)

9. What are the advantages and disadvantages of teamwork? (473)

|  |  |
| --- | --- |
| ADVANTAGES | DISADVANTAGES |
|  |  |
|  |  |
|  |  |
|  |  |

10. What are the 7 behaviors good leaders demonstrate? (479)

|  |
| --- |
| 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |
| 7 |

11. How can you tell if a person has good interpersonal skills? (480)

12. What is motivation? (482)

13. Define: (482)

Internal motivation:

External motivation:

14. Most people have high expectations for their employer, manager or boss. What are the 3 areas and briefly explain each. (482-483)

1.

2.

3.

15. What are the seven steps to problem solving? (485-487)

1.

2.

3.

4.

5.

6.

7.

16. What is professional development? (488)

17. Define Ethics. (489)

18. What are goals? (492)

19. What types of organizational goals could be included in a restaurant? (493)

20. Define each part of SMART goals. (493)

Specific:

Measurable:

Achievable:

Relevant:

Time bound:

21. How do vision and mission statements work together? (494)

22. What is a job description? List some of the things listed on a job description. (501-502)

23. Job applications or job interviews cannot ask questions that pertain to: (503-504)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 14. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

24. What does EEOC stand for and what does it do? (504)

25. What 4 areas does child labor laws impact? (513)

1. 3.

2. 4.

26. What is onboarding and what are the four phases? (513-515)

Define:

1.

2.

3.

4.

27. What is orientation? (515)

28. What is typically in an employee manual? (517)

29. What is the outcome of training or helping employees gain knowledge? (524)

30. What are the 6 key points of effective employee training (525)

1.

2.

3.

4.

5.

6.

31. Explain the following types of training and explain why they are important. (525-528)

Cross-Training:

On-the-Job Training:

Group Training:

32. What is the purpose of an employee performance appraisal? (528)

33. What is the purpose of a POS? (532)

34. Exam Prep Questions

1. \_\_\_\_\_ 6. \_\_\_\_\_

2. \_\_\_\_\_ 7. \_\_\_\_\_

3. \_\_\_\_\_ 8. \_\_\_\_\_

4. \_\_\_\_\_ 9. \_\_\_\_\_

5. \_\_\_\_\_ 10. \_\_\_\_\_