

Unit 1

Lesson 1:

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<i>career</i>	<i>confident</i>	<i>continuous</i>	<i>contribute</i>	<i>essential</i>
<i>fascinate</i>	<i>focus</i>	<i>invest</i>	<i>manuscript</i>	<i>numeracy</i>
<i>oral</i>	<i>performance</i>	<i>quality</i>	<i>skill</i>	<i>sponsor</i>

Lesson 2:

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<i>business</i>	<i>comment</i>	<i>competition</i>	<i>contact</i>	<i>facsimile</i>
<i>form</i>	<i>obtain</i>	<i>option</i>	<i>quote</i>	<i>receive</i>
<i>recycle</i>	<i>reply</i>	<i>review</i>	<i>transmittal</i>	<i>urgent</i>

Lesson 3:

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<i>attitude</i>	<i>diplomat</i>	<i>dramatics</i>	<i>encourage</i>	<i>environment</i>
<i>gossip</i>	<i>initiative</i>	<i>key</i>	<i>mutual</i>	<i>organization</i>
<i>positive</i>	<i>professional</i>	<i>reliable</i>	<i>success</i>	<i>support</i>

Lesson 4:

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<i>apply</i>	<i>asset</i>	<i>available</i>	<i>balance</i>	<i>candidate</i>
<i>confirm</i>	<i>excess</i>	<i>fare</i>	<i>flexible</i>	<i>fluent</i>
<i>knowledge</i>	<i>offer</i>	<i>orientation</i>	<i>reservation</i>	<i>statutory</i>

Unit Review:

Crossword Puzzle

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Vocabulary	Definitions Lesson 1
career	<p><i>n.</i> a job held over a long period of time that usually requires education or training</p> <ul style="list-style-type: none"> • Maria completed a nursing program at college and is looking forward to starting her new career as a nurse.
confident	<p><i>adj.</i> sure of yourself or having a strong belief or trust in another person or thing</p> <ul style="list-style-type: none"> • Grace was more confident about asking for a promotion after she earned her diploma. <p><i>Also n.</i> confidence; <i>adv.</i> confidently</p>
continuous	<p><i>adj.</i> going on or carrying on for a period of time without a break; constant, non-stop</p> <ul style="list-style-type: none"> • I didn't have time to restock the shelves because there was a continuous stream of people coming into the store all day. <p><i>Also n.</i> continuation; <i>v.</i> continue; <i>adv.</i> continuously</p>
contribute	<p><i>v.</i> to give ideas, time, money, articles or help towards a common purpose</p> <ul style="list-style-type: none"> • Are you going to contribute money to the social committee this year? <p><i>Also n.</i> contribution</p>
essential	<p><i>adj.</i> 1. necessary, very important 2. relating to the basic nature of something</p> <ul style="list-style-type: none"> • 1. Knowing how to use a computer is an essential skill for today's workplace. 2. The essential oils found in some herbs are available at health food stores. <p><i>Also n.</i> essence; <i>adv.</i> essentially</p>
fascinate	<p><i>v.</i> to attract and hold someone's attention, interest or curiosity</p> <ul style="list-style-type: none"> • The children were fascinated by the magician's tricks. <p><i>Also n.</i> fascination; <i>adj.</i> fascinating</p>

<p>focus</p>	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to pay attention to a particular point 2. to adjust to make an image clearer <ul style="list-style-type: none"> • 1. Ahmed needed to write memos at work, so he focused on improving his grammar and spelling. 2. Lena focused the overhead projector to make the words on the screen clearer. <p><i>Also n. focus; adj. focal</i></p>
<p>invest</p>	<p><i>v.</i></p> <p>to put up money, capital or time for profit or gain</p> <ul style="list-style-type: none"> • It could be risky to invest your money in the stock market. <p><i>Also n. investment, investor</i></p>
<p>manuscript</p>	<p><i>n.</i></p> <p>a document that contains a story, article or other piece of writing that is being prepared for publication</p> <ul style="list-style-type: none"> • Aaron submitted the manuscript of his biography to the publisher for approval.
<p>numeracy</p>	<p><i>n.</i></p> <p>ability to add, subtract, multiply and divide and to apply calculations to various tasks</p> <ul style="list-style-type: none"> • Board games that include play money help children improve their numeracy. <p><i>Also n. numeral; adj. numerical; adv. numerically</i></p>
<p>oral</p>	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. spoken 2. concerning the mouth <ul style="list-style-type: none"> • 1. Bob is expected to give an oral presentation on the importance of keeping the work area clean and safe. 2. The dentist explained that oral hygiene is important to prevent cavities. <p><i>Also adv. orally</i></p>
<p>performance</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the carrying out of a task or duty 2. a dramatic or musical show <ul style="list-style-type: none"> • 1. Improved workplace performance leads to greater productivity and safety. 2. Her performance at the ballet recital was excellent. <p><i>Also n. performer; v. perform</i></p>

quality	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the level of excellence of a product or service 2. a characteristic of a person or thing <ul style="list-style-type: none"> • 1. Controlling quality in a factory involves making sure there are no flaws in the final product. 2. Reliability is a good quality to have. <p><i>Also adj.</i> qualitative; <i>adj.</i> qualitatively</p>
skill	<p><i>n.</i></p> <p>the special knowledge and ability to do a type of activity, often requiring special training</p> <ul style="list-style-type: none"> • When the employer asked her what skills she could bring to the job, Marylou told him that she had excellent computer skills and was very good at writing. <p><i>Also adj.</i> skilled, skillful; <i>adv.</i> skillfully</p>
sponsor	<p><i>v.</i></p> <p>to help to start and/or pay the costs for an activity or a person, group or business</p> <ul style="list-style-type: none"> • The company sponsors a lunch-hour program for employees who want to improve their writing skills. <p><i>Also n.</i> sponsor, sponsorship</p>

A/ Matching Meanings**Lesson 1**

Match the vocabulary words below to their meanings. Use each word once.

contribute	quality	continuous	confident	investing
manuscript	essential	performance	focused	fascinated

1. carrying on for a certain period of time _____
 2. not easily distracted _____
 3. author's document _____
 4. physical or behavioural characteristic _____
 5. using time or money for possible gain _____
 6. to share your ideas _____
 7. concert _____
 8. very important _____
 9. self-assured _____
 10. very interested _____
-

Score /10

B/ Using the Right Word**Lesson 1**

Read the text and fill in the blanks using the vocabulary words listed below. Use each word once.

career	focused	confident	fascinated	oral
skills	sponsored	quality	performance	numeracy

Jason has been working in the stockroom of a large athletic store since high school; however his goal is to have a (1) _____ in sales. Fortunately, Jason has a pleasant manner, which is an important (2) _____ for a salesperson.

Last month, the store management evaluated Jason's job (3) _____, giving him an excellent report. When Jason mentioned that he was (4) _____ by sales, his supervisor told him about a store- (5) _____ program involving essential (6) _____ training. Jason would need to improve his (7) _____ skills in order to work with money. Because part of Jason's job would be to greet customers and build relationships with clients, he would also need to work on his (8) _____ communication and thinking skills.

Jason is very dedicated and (9) _____ on his training. After he completes the essential skills training, Jason is (10) _____ that he will be better equipped to work as a salesperson.

Score /10

Select the letter that corresponds to the best answer. There is only one correct answer for each question.

1. Which of the following items is least essential on a cold, rainy day?
a) coat
b) boots
c) umbrella
d) belt
 2. Which of the following is not another word for **skill**?
a) ability
b) talent
c) expertise
d) happiness
 3. Which of the following is most likely to make a person feel **fascinated**?
a) brushing teeth
b) reading an interesting book
c) eating cereal
d) mowing the lawn
 4. Which word is the least similar in meaning to **contribute**?
a) perform
b) offer
c) invest
d) sponsor
 5. Which one is not an example of a **quality**?
a) confidence
b) friendliness
c) honesty
d) one hundred percent
 6. Which of the following would most likely require **oral** communication?
a) a manual
b) a document
c) a meeting
d) a memo
 7. Which of the following situations is most likely to build someone's **confidence**?
a) giving a presentation that everyone criticizes
b) taking a self-improvement course
c) making a mistake at work
d) changing duties at work abruptly
 8. Which of the following is the least likely to be a **manuscript**?
a) a grocery list
b) a novel
c) a collection of poems
d) a magazine article
 9. What is not an example of a **career**?
a) quality control technician
b) pastry chef
c) cousin
d) administrative clerk
 10. What is opposite in meaning to the word **continuous**?
a) ongoing
b) non-stop
c) broken
d) unbroken
-

Score /10

D/ Analyzing and Comparing Words

Lesson 1

An analogy is a comparison between two things that are alike, opposite or related in some way. Complete the analogies using the vocabulary words listed below. The first one is done for you.

fascinated	continuous	career	essential	skills
confident	numeracy	focused	oral	sponsor

- routine* is to *habit* as **job** is to _____ **career**
 - useless* is to *productive* as **interrupted** is to _____
 - difficult* is to *hard* as **self-assured** is to _____
 - report* is to *written* as **presentation** is to _____
 - stale* is to *fresh* as **uninterested** is to _____
 - gym class* is to *fitness* as **math class** is to _____
 - refresh* is to *update* as **vital** is to _____
 - capable* is to *competent* as **attentive** is to _____
 - instruct* is to *teach* as **support** is to _____
 - peaches and pears* are to *fruit* as **reading and writing** are to _____
-

Score /10

Read the following article and answer the questions below in complete sentences.

An Essential Skills Success Story

Essential Skills help people to carry out different tasks, provide a starting point for learning other skills and help them adjust to change. There are nine Essential Skills:

- reading
- writing
- thinking
- document use
- oral communication
- computer use
- numeracy
- working with others
- continuous learning

Here is one worker's story of how upgrading her Essential Skills **contributed** to improvements in job **performance** and **career** choices.

Anne McKenna's Story

While I was working on a production line at a canning factory, I found my key to success. Essential Skills training opened new doors for me and my career.

I left high school after Grade 10 and went to work on a production line at a local canning company. After a few years, I applied for a job in **quality** control. The manager let me try it out to see if I could do it. Based on my experience and the fact that I'm a quick learner, I got the job. But in order to keep it, I had to work on my Essential Skills.

Fortunately, the company **sponsored** a **continuous** learning program. I earned my high school diploma through the General Educational Development (GED) program. Like many people who have been out of school for a long time, I was scared of going back to the books. Even so, I knew that I was ready and once I got started, I really enjoyed it.

After graduating, I **focused** on improving the skills that were important in my job. I took a night course at a local college to improve my reading, **numeracy** and **oral** communication skills and earned a certificate from the American Society for Quality. I felt more **confident** and better prepared when talking to union representatives and Head Office.

Having improved some of my Essential Skills, I had a good understanding of what I was good at. I have always loved history and was **fascinated** by stories about the old building where I worked. I began working with a local writer and historian to find out more about the building and put my writing skills to work. We eventually finished a **manuscript** which many of my co-workers enjoyed reading.

Today, I have a new job with a major food company. I'm here because I got over my fear and opened doors for myself by **investing** in Essential Skills training. I look forward to the future and know my life will always be full of learning.

Source: <http://www.hrsdc.gc.ca/eng/jobs/les/stories/index.shtml>

1. Name three things that Essential Skills can help people with.

2. After her upgrading, Anne worked on a project she found very interesting. What was the project?

3. What kind of company does Anne work for now?

4. What two programs did Anne McKenna complete?

5. Why did the manager give Anne the job in quality control?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 2
business	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the act of manufacturing, buying or selling goods and services 2. a person, partnership or company that operates to make money <ul style="list-style-type: none"> • 1. As purchasing manager for a large retail store, Danuta prefers to do business with Canadian companies. 2. My father is selling our meat packing business to a larger company. <p><i>Also n.</i> businessperson, businessman, businesswoman; <i>adj.</i> businesslike</p>	
comment	<p><i>v.</i></p> <p>to give an opinion, observation or explanation about something</p> <ul style="list-style-type: none"> • Please read the rough copy of the newsletter and comment on the things you like or do not like about it. <p><i>Also n.</i> comment, commentary</p>	
competition	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a business or person trying to achieve the same goal as you 2. the act of trying to do better than someone else 3. a contest <ul style="list-style-type: none"> • 1. To win first place, you must run faster than your competition. 2. Competition among the children in a family is quite common. 3. Rahmah won the sales competition because she sold more chocolate bars than any of the other students. <p><i>Also n.</i> competitor; <i>v.</i> compete; <i>adj.</i> competitive; <i>adv.</i> competitively</p>	
contact	<p><i>v.</i></p> <p>to write, call or meet with someone</p> <ul style="list-style-type: none"> • To avoid having your hydro service cut off, please contact the collections office before 5:00 p.m. on Thursday. <p><i>Also n.</i> contact</p>	
facsimile (fax)	<p><i>n.</i></p> <p>an exact copy of a document sent or received electronically</p> <ul style="list-style-type: none"> • Please send a facsimile of the conference schedule to the office in Moncton. <p><i>Also v.</i> fax</p>	

form	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a sheet of paper that has questions and gives spaces to fill in the answers 2. the shape of something <ul style="list-style-type: none"> • 1. The application form must be completed and attached to your cover letter. 2. The garden was in the form of a star. <p><i>v.</i></p> <ol style="list-style-type: none"> 1. to create or give shape to <ul style="list-style-type: none"> • Several employees decided to form a choir and perform at the company party.
obtain	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to get something by asking or making an effort <ul style="list-style-type: none"> • I had to obtain a building permit from the city to build a deck in our yard. <p><i>Also adj.</i> obtainable</p>
option	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a choice between two or more things <ul style="list-style-type: none"> • A graduating high school student has the option of entering the workplace or attending a post-secondary school. <p><i>Also v.</i> opt; <i>adj.</i> optional; <i>adv.</i> optionally</p>
quote	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the stated price of a product or service 2. a repetition of someone's exact words <ul style="list-style-type: none"> • 1. The company provided a quote for the total cost of installing the pool. 2. In his article, the journalist included a quote from the mayor's speech. <p><i>Also n.</i> quotation</p>
receive	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to get something, such as a letter, a phone call, information or visitors 2. to pick up electronic signals and convert them to sound or pictures <ul style="list-style-type: none"> • 1. You will receive a notice in the mail about the next meeting. 2. Her satellite radio receives signals from around the world. <p><i>Also n.</i> receiver, recipient, reception, receipt; <i>adj.</i> receivable</p>

recycle	<p>v. to reuse something by converting it into something else</p> <ul style="list-style-type: none"> • Every year Canadians recycle 75,000 tons of old fabric into raw materials for the automotive, furniture, mattress, paper and other industries. <p><i>Also n. recycling; adj. recyclable</i></p>
reply	<p>v. to say or write an answer in response to what someone else has said or written</p> <ul style="list-style-type: none"> • We must reply to the wedding invitation by the end of the month. <p><i>Also n. reply</i></p>
review	<p>v.</p> <ol style="list-style-type: none"> 1. to look over and possibly suggest improvements 2. to study or check something again <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The teacher will review the first draft of my essay with me before I start the second draft. 2. I need to review my report one more time before I give it to the manager. <p><i>Also n. review, reviewer</i></p>
transmittal	<p>n. the act or process of sending a signal, information or something else from one place to another</p> <ul style="list-style-type: none"> • Transmittal of the fax was interrupted when the power went out. <p><i>Also n. transmission, transmitter; v. transmit</i></p>
urgent	<p><i>adj.</i> very important and needing attention right away</p> <ul style="list-style-type: none"> • Karen received an urgent message that her son had broken his leg. <p><i>Also n. urgency; adv. urgently</i></p>

Match the phrases in Column A with those in Column B to make complete sentences. Put the correct letters on the lines provided. Use each phrase once.

	Column A	Column B
1.	___ To obtain a goal is to	a. look it over carefully.
2.	___ To engage in competition is to	b. state what the total cost of a product will be.
3.	___ To make contact is to	c. an image that is sent through the phone lines.
4.	___ To review something is to	d. respond to someone who has asked you something.
5.	___ A form is	e. sending a document from one person to another.
6.	___ An option is	f. a choice between two things.
7.	___ A facsimile refers to	g. achieve it, usually through hard work and persistence.
8.	___ To quote a price is to	h. try to win or do better than others.
9.	___ Transmittal describes	i. communicate with someone.
10.	___ To reply is to	j. a sheet of paper that asks for details about someone or something.

Score /10

B/ Using the Right Word**Lesson 2**

Read the text and fill in the blanks using the vocabulary words listed below. Use each word once.

quote**competition****option****facsimile****review****contact****recycle****business****reply****urgent**

I have an (1)_____ matter that requires your immediate attention. It is no longer an (2)_____ to throw out our plastic waste products. We need to (3)_____ the plastic for environmental and financial reasons. I have made (4)_____ with a (5)_____, the Renewal Company, which processes and reuses plastic cheaper than its (6)_____. I received a (7)_____ on how much it would cost us. Please (8)_____ the enclosed (9)_____ so I can (10)_____ to the Renewal Company as soon as possible.

Score /10

C/ Relating Meanings**Lesson 2**

*A synonym is a word that means the same or almost the same as another word.
Match the vocabulary word with its synonym.*

business comment facsimile option review

1. copy _____
 2. examine again _____
 3. give an opinion _____
 4. choice _____
 5. company _____
-

*An antonym is a word that means the opposite of another word.
Match the vocabulary word with its antonym.*

obtain receive urgent reply contact

6. ask _____
 7. lose _____
 8. unimportant _____
 9. avoid _____
 10. send _____
-

Score /10

D/ Analysing and Comparing Words

Lesson 2

The letters “re” can be used as a prefix to mean “again.”

1. **Refocus** means to pay attention to something again.
 2. **Reinvest** means to spend time or money on something again.
 3. **Reconnect** means to connect something again.
 4. **Review** means to look at something again.
 5. **Recycle** means to use or process something again.
-

Choose the correct word to fill in the blanks. Use each word once.

refocus

reinvest

reconnect

review

recycle

1. The sponsor has been asked to _____ in the project because the public fundraising campaign fell short.
 2. Before a test, it is important to _____ your notes.
 3. The sound of laughter caused the tired man to _____ on the speaker.
 4. Trees can be saved if people _____ paper.
 5. When your telephone bill has been paid in full, we will _____ your service.
-

Score /5

Read the fax transmittal form below and answer the questions that follow in complete sentences.

Magic Forms Inc.	
<u>Facsimile Transmittal</u>	
To: Bob Davis	From: George Hanna
Company: A Paper Company	Date: February 14, 2009
Fax Number: 514.333.3333	Total No. of Pages Including Cover Sheet: 2
Phone Number: 514.444.4444	Subject: Quote <u>obtained</u> from your competition
<input type="checkbox"/> <u>URGENT</u> <input type="checkbox"/> PLEASE <u>REVIEW</u> <input type="checkbox"/> PLEASE <u>COMMENT</u> <input type="checkbox"/> PLEASE <u>REPLY</u> <input type="checkbox"/> PLEASE <u>RECYCLE</u>	
<p>Good Morning Bob,</p> <p>We <u>received</u> a very good <u>quote</u> for paper from your <u>competition</u> yesterday. As we have been happy doing <u>business</u> with your company, we thought that we would give you the <u>option</u> of competing with this quote. Please <u>contact</u> us as soon as possible.</p> <p>George</p>	
1663 Prairie Avenue, Montreal, Quebec H3P 8R5 www.magicforms.ca Phone: 514-555-5555 Fax: 514-555-5556	

1. How many pages are being sent in this fax?

2. From whom did George receive a quote?

3. If George wanted an immediate response, how would he request it on the fax transmittal form?

4. Who is the facsimile being sent to?

5. What box should George have check marked?

Score /10

Total Score /45

Vocabulary	Definitions	Lesson 3
attitude	<p><i>n.</i> feelings or opinions that can often be seen in a person's behaviour</p> <ul style="list-style-type: none"> • Gina's positive attitude improved team morale. <p><i>Also adj.</i> attitudinal</p>	
diplomat	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a person who deals with others in a tactful manner 2. a government official who discusses affairs with another country in a professional manner <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. You can be a diplomat in the workplace by getting along with others and helping to solve conflicts. 2. Canadian diplomats promote and defend Canadian values and interests around the world. <p><i>Also n.</i> diplomacy; <i>adj.</i> diplomatic; <i>adv.</i> diplomatically</p>	
dramatics	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. an exaggerated display of emotion to get attention or to influence someone 2. putting on a performance, usually non-professional theatre <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The other employees are tired of Ray's dramatics every time the computer breaks down. 2. Creative dramatics, such as puppet plays, are used in the classroom to teach young children. <p><i>Also n.</i> drama; <i>v.</i> dramatize; <i>adj.</i> dramatic; <i>adv.</i> dramatically</p>	
encourage	<p><i>v.</i> to inspire, support or give someone confidence</p> <ul style="list-style-type: none"> • The company set aside paid time to encourage its employees to participate in training activities. <p><i>Also n.</i> encouragement; <i>adj.</i> encouraging</p>	
environment	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the physical world, social relationships and events that surround people and affect their lives; surroundings 2. the air, water and land around us; the earth <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. People who are skilled at working with others create a pleasant and productive work environment. 2. Air pollution is a threat to the environment. <p><i>Also adj.</i> environmental; <i>adv.</i> environmentally</p>	

gossip	<p><i>v.</i> to talk about the personal lives of other people (generally considered a negative activity)</p> <ul style="list-style-type: none"> • Sheila likes to gossip about her coach to other members of the team. <p><i>Also n. gossip; adj. gossipy</i></p>
initiative	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the ability to make a decision or do something on your own without being told by others 2. something undertaken <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Managers like employees who show initiative because they are natural leaders who don't have to constantly be told what to do. 2. The class organized a fund-raising initiative to support the school. <p><i>Also n. initiator; v. initiate</i></p>
key	<p><i>adj.</i> most important</p> <ul style="list-style-type: none"> • The key reason Terry moved back to Alberta was to be closer to his family. <p><i>Also n. key</i></p>
mutual	<p><i>adj.</i> shared, common</p> <ul style="list-style-type: none"> • A mutual goal of the employer and the employees is to have positive workplace morale. <p><i>Also adv. mutually</i></p>
organization	<p><i>n.</i> an official body of people that is arranged or structured for a purpose such as business, politics, charity or recreation</p> <ul style="list-style-type: none"> • The organization hired several hundred new employees to manage the increase in sales. <p><i>Also v. organize; adj. organizational</i></p>
positive	<p><i>adj.</i> focused on what is good</p> <ul style="list-style-type: none"> • Learning new skills gives employees a more positive view of what they are capable of accomplishing in the workplace. <p><i>Also adv. positively</i></p>

professional	<p><i>adj.</i> 1. appropriate in the workplace; businesslike 2. expert, skilled, qualified</p> <ul style="list-style-type: none"> • 1. Improving your oral communication skills may help you to express yourself in a more professional manner. 2. Maria will be a professional chef once she has finished her in-school and on-the-job training. <p><i>n.</i> a person who has special training, follows high standards and is paid for what he or she does</p> <ul style="list-style-type: none"> • Doctors and dentists are healthcare professionals. <p><i>Also n.</i> profession, professionalism; <i>adv.</i> professionally</p>
reliable	<p><i>adj.</i> accurate, honest and dependable</p> <ul style="list-style-type: none"> • Fred was a reliable employee who always came to work on time. <p><i>Also n.</i> reliability; <i>v.</i> rely; <i>adv.</i> reliably</p>
success	<p><i>n.</i> a favourable end result; achieving a goal and being rewarded by personal satisfaction, wealth, health, honour, position, etc.</p> <ul style="list-style-type: none"> • Janine’s success as a writer was the result of hard work, determination and talent. <p><i>Also n.</i> successfulness; <i>v.</i> succeed; <i>adj.</i> successful; <i>adv.</i> successfully</p>
support	<p><i>v.</i> to take care of, provide for, or agree with; to keep something going; to help</p> <ul style="list-style-type: none"> • Employers need to support efforts to build Essential Skills in the workplace. <p><i>Also n.</i> support, supporter; <i>adj.</i> supportive; <i>adv.</i> supportively</p>

A/ Matching Meanings**Lesson 3**

Match the vocabulary words below to their meanings. Use the circled letters to solve the mystery word below.

support	mutual	positive	organization	success
diplomat	attitude	gossip	dramatics	professional

1. positive or negative outlook on life _____ _____
2. business or charity _____ _____
3. respected career person _____ _____
4. to offer help _____ _____
5. chatty person _____ _____
6. shared _____ _____
7. exaggerated display of feelings _____ _____
8. polite peacemaker _____ _____
9. upbeat and optimistic _____ _____
10. rewarding result _____ _____

Mystery Word: _____

Score /10

B/ Using the Right Word**Lesson 3**

Replace the underlined word(s) with a vocabulary word that has a similar meaning. Put the correct answer in the space provided. Use each word once.

diplomat	environment	mutual	positive	encourage
support	key	reliable	attitude	initiative

1. A crucial part of growth is learning. 1. _____
 2. Recycling is one way to protect our natural world. 2. _____
 3. A responsible worker manages time wisely and honestly. 3. _____
 4. The employee completed the training and is feeling good about his chances for promotion. 4. _____
 5. The company believes it is important to promote skills upgrading. 5. _____
 6. The employee showed independent judgment in solving the problem. 6. _____
 7. When a sensitive issue arises between two people, a polite and respectful person is needed to keep the peace. 7. _____
 8. After completing a course on money management, Sheila changed her thoughts on the benefits of having a budget. 8. _____
 9. The decision to restrict overtime hours was agreed upon by the company and its employees. 9. _____
 10. The lead worker must be ready to offer backup if there is a problem. 10. _____
-

Score /10

Select the letter that corresponds to the best answer. There is only one correct answer for each question.

1. What is an example of something that is not an **attitude**?
 - a) snobbish
 - b) sincere
 - c) exercise
 - d) persistent
 2. Which of the following is not a **positive** quality?
 - a) reliable
 - b) dependent
 - c) cheerful
 - d) encouraging
 3. Which of the following is most likely to make a person feel **encouraged**?
 - a) gossip
 - b) support
 - c) dramatics
 - d) criticism
 4. Which word is the least similar in meaning to **key**?
 - a) main
 - b) crucial
 - c) important
 - d) usual
 5. Which one is not an example of an **organization**?
 - a) university
 - b) hospital
 - c) group of friends
 - d) corporation
 6. Which of the following is not usually **mutual**?
 - a) business partnership
 - b) marriage
 - c) trade agreement
 - d) different opinions
 7. What is an example of something that is **professional**?
 - a) gossip
 - b) negative attitude
 - c) ripped t-shirt
 - d) respect
 8. Which word does not describe a **diplomat**?
 - a) even-tempered
 - b) tactful
 - c) rude
 - d) resourceful
 9. Which is not a description of someone with **initiative**?
 - a) reluctant
 - b) independent
 - c) innovative
 - d) bold
 10. Which is not an example of **success**?
 - a) positive self-esteem
 - b) inactivity
 - c) a raise
 - d) a diploma
-

Score /10

D/ Analyzing and Comparing Words

Lesson 3

An analogy is a comparison between two things that are alike, opposite or related in some way. Complete the analogies using the vocabulary words listed below.

key	initiative	support	reliable	organization
success	mutual	dramatics	attitude	gossip

1. *look* is to *stare* as **talk** is to _____
 2. *house* is to *residence* as **business** is to _____
 3. *negative* is to *positive* as **irresponsible** is to _____
 4. *happiness* is to *joy* as **independence** is to _____
 5. *counsellor* is to *advice* as **sponsor** is to _____
 6. *kindness* is to *quality* as **confidence** is to _____
 7. *rude* is to *polite* as **unimportant** is to _____
 8. *celebration* is to *party* as **tantrum** is to _____
 9. *finish* is to *start* as **failure** is to _____
 10. *rejected* is to *refused* as **shared** is to _____
-

Score /10

Read the article below and answer the questions that follow in complete sentences.

Be a Star Employee!

It's up to you to prove to your employer that hiring you was the right move.

- Be **positive**.
- Treat everyone with respect. **Mutual** respect is **key** to a healthy working **environment**.
- **Support** your co-workers. **Encourage** others. Be a team player.
- Never **gossip**, even if others do.
- Be a **diplomat**. Be calm when discussing problems and use tact.
- Show **initiative**. Don't always wait to be told. If you see something that needs to be done, offer!
- Be **reliable**. If you say you'll do something, do it.
- Dress for **success**. Take the lead from your supervisor and co-workers.
- Manage your emotions. Out-of-control anger or over-the-top **dramatics** are not **professional** and could cost you your job.
- Speak well of the **organization** you work for even when you're away from it. Your positive **attitude** will show in everything you do.

Adapted from Service Canada website: <http://publications.gc.ca/site/eng/308283/publication.html>

For more information, please visit: <http://www.youth.gc.ca/eng/home.shtml>

1. How does someone show initiative?

2. What is key to a healthy work environment, and why?

3. What are two ways that you can be a team player?

4. What does it mean to be reliable in the workplace?

5. Describe how you can be a diplomat in the workplace.

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 4
apply	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to put something on something else 2. to ask to be considered for something 3. to use for some purpose 4. to be relevant <ul style="list-style-type: none"> • 1. Marie’s job is to apply varnish to the kitchen cabinets. 2. I would like to apply for the human resources job. 3. Chris was able to apply his knowledge of computers to solve the problem. 4. Josh was not in on the prank, so the punishment did not apply to him. <p><i>Also n.</i> applicant, application, applicator; <i>adj.</i> applicable</p>	
asset	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. someone or something that is useful and contributes to the success of a person or organization 2. a valuable item owned by a person or organization <ul style="list-style-type: none"> • 1. An employee who is helpful and polite is an asset to any business. 2. On the application for a loan, Greg listed his house as an asset. 	
available	<p><i>adj.</i> easy to get and ready to use</p> <ul style="list-style-type: none"> • Computer training is available to the employees at lunch and after work. <p><i>Also n.</i> availability; <i>v.</i> avail (yourself of something)</p>	
balance	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to compare and equalize the debits (money going out) and credits (money coming in) for an account or statement 2. to find the point where things are equal in weight or importance <ul style="list-style-type: none"> • 1. Their bookkeeper was unable to balance the bank statement. 2. People must balance their time between home and work. <p><i>n.</i></p> <ol style="list-style-type: none"> 1. the amount of money in an account at a given time 2. stability of the mind or body 3. the amount left over; the rest <ul style="list-style-type: none"> • 1. If you have a high balance in your account, the bank will charge you lower fees. 2. Charles fell when he tripped over the rock and lost his balance. 3. That money has to last us for the balance of the month. <p><i>Also adj.</i> balanced</p>	

candidate	<p><i>n.</i> a person who is being considered for a position or honour</p> <ul style="list-style-type: none"> • We thought the first candidate would be the most suitable for the job. <p><i>Also n.</i> candidacy</p>
confirm	<p><i>v.</i> to prove that something you have been told or something you believe is, in fact, true; to find out for certain</p> <ul style="list-style-type: none"> • To avoid being late, call to confirm the time and place of the meeting. <p><i>Also n.</i> confirmation; <i>adj.</i> confirmed</p>
excess	<p><i>adj.</i> over the limit</p> <ul style="list-style-type: none"> • Air travellers are charged extra for each piece of excess baggage. <p><i>Also n.</i> excess; <i>adj.</i> excessive; <i>adv.</i> excessively</p>
fare	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. payment for the transportation of a passenger 2. a passenger paying to travel 3. food or entertainment offered at a public place <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The fare for the train was inexpensive. 2. The taxi driver picked up a fare at the hotel. 3. The fare at the restaurant was superb because of the new chef.
flexible	<p><i>adj.</i> able to bend or change easily</p> <ul style="list-style-type: none"> • The salesman said he could meet us anytime as his hours are very flexible. <p><i>Also n.</i> flexibility; <i>v.</i> flex; <i>adv.</i> flexibly</p>
fluent	<p><i>adj.</i> able to speak, read or write a language easily, smoothly and correctly</p> <ul style="list-style-type: none"> • My sister is fluent in English and French. <p><i>Also n.</i> fluency; <i>adv.</i> fluently</p>
knowledge	<p><i>n.</i> information and understanding gained through observation, experience or study</p> <ul style="list-style-type: none"> • You will need to apply the knowledge you acquired in school to the workplace. <p><i>Also v.</i> know; <i>adj.</i> knowledgeable; <i>adv.</i> knowledgeably</p>

offer	<p>v. 1. to make a suggestion that will be either accepted or rejected by others 2. to provide a product or service</p> <ul style="list-style-type: none"> • 1. Zoe offered to give her friend a ride home. 2. The company offers an excellent healthcare package to its employees. <p><i>Also n. offer</i></p>
orientation	<p>n. an informative meeting for new employees, students or members</p> <ul style="list-style-type: none"> • The factory had an orientation to familiarize new workers with the machines and safety practices. <p><i>Also v. orient, orientate; adj. oriented</i></p>
reservation	<p>n. 1. an arrangement to set aside or hold a time or place (e.g., a hotel room, a table at a restaurant or a seat on an airplane) 2. uncertainty that something is right, causing approval to be held back</p> <ul style="list-style-type: none"> • 1. The reservation for the hotel was made six months in advance. 2. The staff has reservations about moving the office across town. <p><i>Also v. reserve; adj. reserved</i></p>
statutory	<p><i>adj.</i> required by law</p> <ul style="list-style-type: none"> • New Year's Day is a statutory holiday. <p><i>Also n. statute; adv. statutorily</i></p>

A/ Matching Meanings**Lesson 4**

Match the vocabulary words below to their meanings.

confirm	asset	orientation	excess	knowledge
statutory	fare	available	reservation	fluent

1. to find out for sure _____
 2. over the limit _____
 3. easy to obtain or use _____
 4. positive quality that is an advantage _____
 5. arrangement or booking for a certain time _____
 6. familiarization with something new _____
 7. written in law _____
 8. payment for travel _____
 9. facts or information learned _____
 10. speaking or writing easily _____
-

Score /10

B/ Using the Right Word**Lesson 4**

Read the text and fill in the blanks using the vocabulary words listed below. Use each word once.

candidate	offer	flexible	asset	available
knowledge	orientation	fluent	confirm	apply

When William saw the job listing for a parts manager, he was eager to (1)_____. He had been unemployed for several weeks, so he was (2)_____ to start work right away. William had worked in the parts and service department of a car dealership before. His previous employment would be a tremendous (3)_____ because of the (4)_____ he had gained through experience.

A few days after he had applied for the job, William received an email regarding an interview. He called to (5)_____ the time and location of the meeting. During the interview, William emphasized that he was (6)_____ and could work evenings and weekends.

William's (7)_____ answers convinced the interviewers that he would be good at oral communication with customers. The company considered William to be the best qualified (8)_____; the manager made William an (9)_____ and William accepted the job. This week he attended an (10)_____ to become familiar with the company's procedures.

Score /10

Select the letters that correspond to the best match(es) in each case. There may be more than one correct answer.

1. **a flexible person**
 - a) easy-going
 - b) resistant to change
 - c) available
 - d) stubborn
 2. **a fluent speaker**
 - a) completely bilingual
 - b) effortless speech
 - c) expressive
 - d) limited vocabulary
 3. **excess**
 - a) leftovers
 - b) excusing yourself from the table
 - c) thanking someone for a gift
 - d) driving over the speed limit
 4. **a good balance**
 - a) time management
 - b) Canada's Food Guide
 - c) equal employment opportunities
 - d) video game addict
 5. **an asset**
 - a) high school diploma
 - b) computer knowledge
 - c) truck
 - d) savings bond
 6. **an available employee**
 - a) willing to work overtime
 - b) often absent
 - c) hard to reach by phone
 - d) takes numerous breaks
 7. **confirm**
 - a) print an email reservation
 - b) call to verify information
 - c) repeat details
 - d) ignore a phone message
 8. **candidate**
 - a) campaigning politician
 - b) mother
 - c) job applicant
 - d) computer hacker
 9. **offer**
 - a) contract bid
 - b) donation
 - c) marriage proposal
 - d) invitation
 10. **apply**
 - a) use new technology to solve a problem
 - b) put on face paint
 - c) admire others
 - d) fill out an application
-

Score /10

D/ Analyzing and Comparing Words

Lesson 4

Use the vocabulary list to complete the following exercises.

A suffix is an element added at the end of a word to create a new word. Suffixes such as ion, tion and sion change a verb to a noun. Complete the following analogies by adding suffixes.

1. *realize* is to *realization* as **organize** is to _____
 2. *initiate* is to *initiation* as **orient** is to _____
 3. *conserve* is to *conservation* as **reserve** is to _____
 4. *inform* is to *information* as **confirm** is to _____
 5. *satisfy* is to *satisfaction* as **apply** is to _____
-

Anagrams are words that are made up of the same letters but have the letters arranged in a different order. For example, the letters in “reset” can be rearranged to spell “steer”. Complete the following anagrams.

6. fear _____
 7. seats _____
-

Homonyms are words that sound the same, but have different meanings and spellings. For example, “deer” (the animal) and “dear” (as in “my dear”) sound the same but are spelled differently. Complete the following homonym.

8. fair _____
-

Adjectives are words that describe a person, place or thing. Fill in each of the blanks below with an adjective from the vocabulary list for this lesson.

9. The company **avails** itself of its employees.
The employees are _____.
 10. The mechanic managed to **flex** the hose under
the hood to reach the rusted bolt. The hose is _____.
-

Score /10

Read the job advertisement below and answer the questions that follow in complete sentences.

Counter Sales Agents
<p>Workplace: Halifax, Moncton, Montréal, Toronto (downtown), Winnipeg, Vancouver and other VIA stations across Canada</p>
<p>Days and hours of work: Various: days, evenings, weekends, statutory holidays</p>
<p>Description</p> <p>You must offer excellent customer service at one of the VIA ticket counters. Your responsibilities include providing train and fare information to the public, selling tickets and confirming reservations, balancing daily ticket sales, applying storage tags and storing excess baggage.</p> <p>You must be able to work different shifts. Furthermore, each candidate must complete five weeks of training successfully.</p>
<p>Minimal qualifications</p> <ul style="list-style-type: none"> • Fluently bilingual (English and French) • Must have high school diploma • Two or more years of experience in the customer service industry • Excellent oral communication skills • Excellent customer service orientation • Must be able to lift up to 18 kg • Enjoy shift work and dealing with the public • Excellent knowledge of computers (Windows) • Good knowledge of Canadian geography is a definite asset • Must be flexible with days and hours of work and available to work on weekends and statutory holidays

Adapted from VIA Rail website: <http://www.viarail.ca/en/about-via-rail/careers/typical-careers-via/counter-sales-agent>

1. How much weight must a counter agent be able to lift?

2. What education is required to be hired as a counter agent with VIA Rail?

3. Name three job duties that are the responsibility of a VIA Rail counter agent.

4. How long is the training program for new employees?

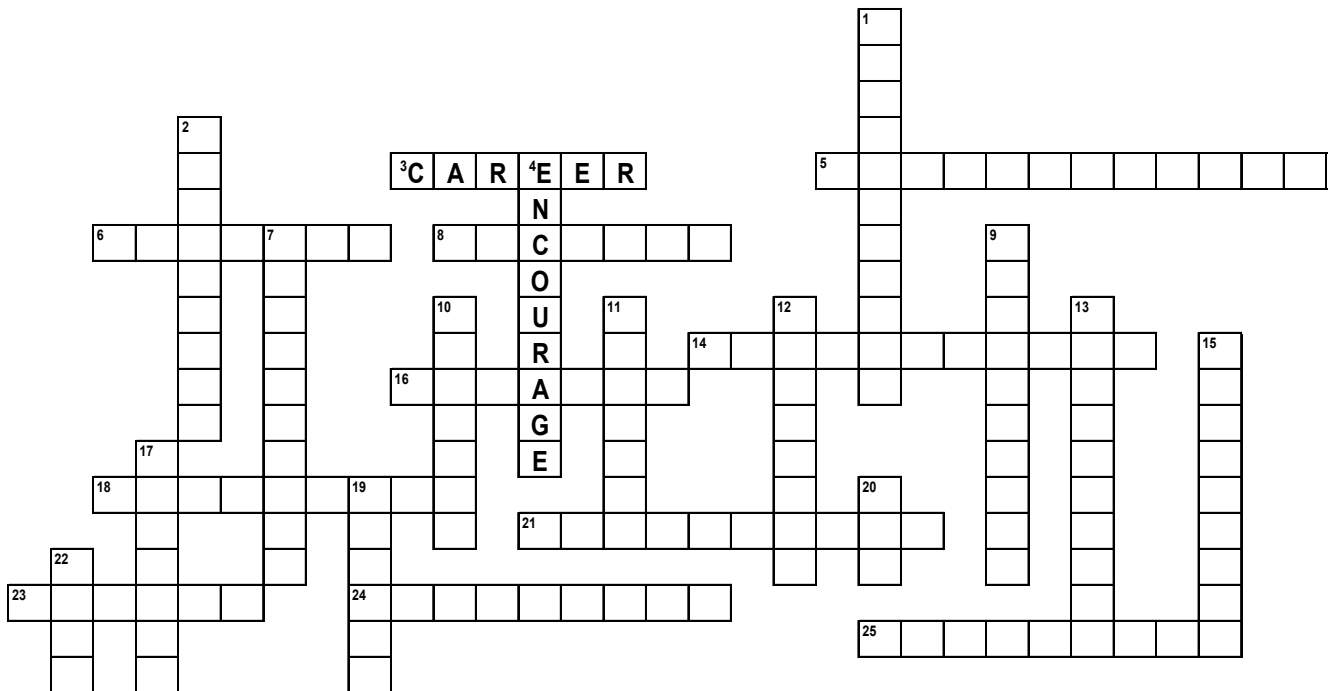
5. What two languages are required for a position as a counter agent with VIA Rail?

Score /10

Total Score /50

Vocabulary Review: Unit 1

Complete the crossword puzzle using vocabulary words from the lessons in this unit.



ACROSS

3. life's work
5. athlete who plays for money
6. to show to be true
8. centred on a particular purpose
14. information session and/or tour
16. to make sure the financial figures match
18. antonym for "uncertain"
21. enchanted, interested
23. requiring immediate attention
24. crucial; necessary
25. facts, figures or data that have been learned

DOWN

1. surroundings
2. supported by a backer
4. to build up someone's confidence
7. self-driven action
9. prolonged for a period of time
10. positive or negative characteristic
11. antonym for "failure"
12. tactful ambassador
13. to supply or donate
15. accessible, ready
17. to give an opinion
19. more than what is needed
20. fundamental; chief, main
22. aloud

Unit 1 Vocabulary List

These are the vocabulary words from Unit 1. The number beside each word indicates the lesson in which it was studied.

1. apply (4)
2. asset (4)
3. attitude (3)
4. available (4)
5. balance (4)
6. business (2)
7. candidate (4)
8. career (1)
9. comment (2)
10. competition (2)
11. confident (1)
12. confirm (4)
13. contact (2)
14. continuous (1)
15. contribute (1)
16. diplomat (3)
17. dramatics (3)
18. encourage (3)
19. environment (3)
20. essential (1)
21. excess (4)
22. facsimile (2)
23. fare (4)
24. fascinate (1)
25. flexible (4)
26. fluent (4)
27. focus (1)
28. form (2)
29. gossip (3)
30. initiative (3)
31. invest (1)
32. key (3)
33. knowledge (4)
34. manuscript (1)
35. mutual (3)
36. numeracy (1)
37. obtain (2)
38. offer (4)
39. option (2)
40. oral (1)
41. organization (3)
42. orientation (4)
43. performance (1)
44. positive (3)
45. professional (3)
46. quality (1)
47. quote (2)
48. receive (2)
49. recycle (2)
50. reliable (3)
51. reply (2)
52. reservation (4)
53. review (2)
54. skill (1)
55. sponsor (1)
56. statutory (4)
57. success (3)
58. support (3)
59. transmittal (2)
60. urgent (2)