

Going Beyond the Basics Workbook, Session II



Bonnie Goonen
Bv73008@aol.com

Susan K. Pittman-Shetler
skptvs@aol.com

Activity 1: Scanning for Information

Forms, Forms, Forms!

W-4 Form

1. What is the title of the form?
2. Who needs to complete the form?
3. Why does the form need to be completed?
4. Who receives the form when you have completed it?
5. Do you need to sign the form?

Purchase Order

1. What is the title of the form?
2. To whom is the form directed?
3. When was the form written?
4. When is the order to be delivered?
5. What are the terms of the purchase?
6. What is being purchased?
7. What quantity is being purchased?
8. How is the payment to be made?
9. What is the purchase order number?

Requisition for Purchase Order

1. What is the title of the form?
2. Who is ordering?
3. Where should the order be shipped?
4. What is the description of the article(s) requested in the order?
5. What is the date on which this requisition was made?
6. To what purchase order number does this requisition apply?
7. To what account number should this order be charged?

Activity 2: Solving Workplace Problems Through Analyzing the 5 Ws

Directions: Read the following workplace scenario. When you have finished, help Alison complete her analysis by completing the **5 Ws Problem Analysis Form** on the next page. When you have finished, develop a conclusion as to why the problem occurred and predict what will happen in the future.

Problem: Client Complaints Increased by 10% Yesterday

As the senior customer service representative for an insurance firm, it is Alison's task to review customer complaints on a daily basis. The customer service department prides itself on excellent service for all clients. During the past year, the department received a commendation for having a 99% customer satisfaction rate. Due to the rapid growth of the company, the firm has added new employees. New employees are provided with a comprehensive orientation program during their first month of employment, as well as on-the-job training.

As Alison is reviewing yesterday's call log, she notices that there were numerous customer complaints during the afternoon hours of 1:00 p.m. until 4:30 p.m. The number of complaints was much greater during these three and a half hours than during the past entire week. In fact, customer complaints increased by ten percent! Puzzled, Alison decided to use the 5Ws to analyze what had happened. Before she started to analyze the problem, she quickly scanned the questions for which she would be seeking answers and added some initial thoughts:

- What was different about yesterday (e.g., clients, staff, services)?
- When were complaints received (e.g., early, late, throughout the day)?
- Where were complaints received (e.g., switchboard, front desk)?
- Who received complaints (e.g., all staff equally or most were received by a few staff members)?
- Why were complaints received (e.g., what were complaints about)?

What was different about yesterday? The company had not added any new services. However, there were a couple names Alison did not recognize. She looked at the recently hired list and noticed that two employees started work yesterday. They attended orientation in the morning and then worked at the agent windows in the afternoon. Alison looked at where the complaints were received and noted that most complaints were indeed at the agent windows.

Alison quickly reviewed her list again to see whether it was the new employees who received the complaints and what complaints were received. She noticed that there were many different types of complaints and those customers primarily dealt with a new employee and a veteran employee. Alison was puzzled. She knew Derek's work quite well. He was one of the senior agents for the company and extremely competent. What was going on with Derek? Did he have a "bad" day or was something else going on with him? Alison decided that in order to draw an informed conclusion about what had happened yesterday she needed to first talk with Derek. A quick phone call was all that Alison needed to finish her analysis. Derek had spent so much time assisting the new employee who was having a difficult time in retaining business information that he had not been able to provide his usual high-quality customer service.

Now it was time for Alison to document what she had learned about yesterday's events so that she could report to her supervisor the reason for the ten percent increase in customer complaints.

5 Ws Problem Analysis Form

Question	Answer	Relevant Facts
What		
When		
Where		
Who		
Why		

Conclusion:

Handout B: Problem/Solution

Problem:

Causes of the Problem

-
-
-
-
-

Possible Solutions

-
-
-
-
-

Activity 3: Text Organization

How is This Text Organized?

- **Chronological/Sequential Order**
- **Enumeration**
- **Cause and Effect**
- **Comparison/Contrast**

Requirements for Admission to the Graduate School of Education

All applicants to the College of Education are required to present numerous materials prior to being admitted as a full-time student. In order to ensure quality, consistency, and equity, all registrars must prepare individual student files that include those items necessary for processing. Each folder will be reviewed by the registrar supervisor before student letters of acceptance are approved. Materials to be included in the applicant files include: a copy of the check showing payment of the \$50 application fee, three official copies of transcripts from each undergraduate and graduate institution attended by the student, a photocopy of an individual's Alien Registration Card for U.S. Permanent Residents, copies of scholarly or professional written work completed (articles, reports, project summaries), three letters of recommendation on the approved Recommendation Form (R.C. 20-0301), and a completed Graduate School of Education Application Form (R.C. 20-0208). All materials must be originals, with the exception of payment of the application fee, the individual's Alien Registration Card (if applicable), and any scholarly/professional work submitted. It is the responsibility of the registrar to ensure that all materials are current and that the date of initiation is no more than one year prior to the submission of the completed files for approval.

What evidence supports your selection?

How is This Text Organized?

- **Chronological/Sequential Order**
- **Enumeration**
- **Cause and Effect**
- **Comparison/Contrast**

06/01/2007

To: School Site Administrators
From: J. D. Sullivan, Regional Supervisor

Re: Hurricane Procedures

Hurricane season is upon us! Due to the severe weather experienced by our school district last year, it is necessary to implement new hurricane procedures for the 2007 season. Please ensure that your school-based plan is posted and reviewed at your next faculty meeting.

In order to facilitate communication following a hurricane, please implement the following procedures. As soon as the storm abates, you must:

- Call one of the following individuals:
 - your director
 - another director if your director is unavailable
 - the regional supervisor
- Implement the school's phone tree to initiate communication with staff

As soon as the storm is over and it is daylight and safe to travel:

- Report to your school and complete a damage survey form or make arrangements with a designee to report to the school and complete a survey form. Remember that it is the principal's responsibility to continue to survey the school. All information must be verified by the principal
- Provide continuous phone updates with the regional supervisor and as requested, written reports
- Continue to keep staff apprised of developments via the school's phone tree

As we enter the new hurricane season, please make sure that you are prepared by keeping a digital camera accessible to take pictures of any potential damage to the school site. Also, make sure to keep your cell phones and pagers charged and on at all times. Adequate preparation will be our best ally in effective communication during the upcoming months.

What evidence supports your selection?

How is This Text Organized?

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Healthcare Insurance Options

AnyCompany, Incorporated offers employees a choice of two health-care plans as part of their full-time benefits. Employees must annually sign-up for their choice of plan, no later than the end of January each year. The plans offered through AnyCompany, Inc. are the Point of Service (POS) HealthCare Plan and the Health Maintenance (HMO) HealthCare Plan. Both plans are offered at no cost to the employee. The following is information on both plans.

The Point of Service (POS) allows employees the flexibility to use either in- or out-of-network providers without the need for a referral. The annual medical deductible cost is \$500 per covered person per calendar year, not to exceed \$1,000 for all covered persons in a family. Co-pay per visit to in-network providers is \$15 with a 70% allowance for out-of-network providers once the deductible is met. Emergency room co-pay is \$100 with hospital room and board at \$150 co-pay per day. Prescription drugs at a network pharmacy have a co-pay of \$30 for a one-month's supply, with an alternative mail away program available at \$60 for a three-month's supply

The Health Maintenance Organization (HMO) allows the employee to visit any network provider without the need for a referral. However, a referral is required for any out-of-network provider. The annual medical deductible cost is \$250 per covered person per calendar year, not to exceed \$500 for all covered persons in a family. Co-pay per visit is \$20 for all providers approved. Emergency room co-pay is \$100 with hospital room and board at payment of 20% of eligible expenses after the annual deductible. Prescription drugs can be obtained at any pharmacy with a \$30 co-pay for a one-month's supply

What evidence supports your selection?

How is This Text Organized?

- **Chronological/Sequential Order**
- **Enumeration**
- **Cause and Effect**
- **Comparison/Contrast**

The following is an excerpt from a journalist's writings regarding his Mt. Everest Expedition. This material was used as part of a newspaper article.

Journal 11: Jim Wickwire's Departure
by Jim Wickwire

September 5, 2001
Seattle, Washington

Greetings from Seattle. Yes, Seattle.

I am sorry to report that I have had to leave the 2001 American/Canadian Mt. Everest Expedition for reasons beyond my control.

Five days after we established base camp, I walked up a short hill for a radio call and noticed I was unusually short of breath for the 17,000 foot altitude. Immediately, I was struck with the most severe headache in the back of my head that I've ever experienced. Nothing like this has ever happened on over 20 major expeditions in 41 years of climbing. In fact, I've almost never been troubled by high altitude headaches, a malady that affects most climbers at one time or another.

After communicating via satellite phone with neurologists in the United States, it was suspected that I had a broken cranial blood vessel or possibly an aneurysm. It was imperative to seek medical assistance as our team did not have a doctor in camp. After 20 hours of Jeep travel across Tibet and detouring around several landslides, I reached Kathmandu where I underwent preliminary testing. It was recommended that I travel home for more extensive tests. The Kathmandu doctors had not been able to completely rule out more serious medical problems.

Back in Seattle I was hospitalized for three days, undergoing a series of CT scans, an MRI and an angiogram. Although the doctors have now ruled out a brain hemorrhage or aneurysm, I am undergoing further neurological testing to determine exactly what the problem is.

So, for now, I am communicating with Ed Hommer and the team on a daily basis. My intimate knowledge of Mt. Everest will still allow me to help the expedition, even in the comforts of my own home 12,000 miles away.

I am quite disappointed that I had to leave the team on Everest. However, I keep each and every one of them in my heart and look forward to their safe and successful return.

--Jim Wickwire, 2001 American/Canadian Team Leader

Retrieved from the World Wide Web at: <http://www.everestquest.com/journal11.htm>

What evidence supports your selection?

Activity 4: Fact or Opinion

	<p>Jim's Sweet Shop located at 480 Hampton Avenue serves coffee, donuts, soup, and sandwiches. Customers can eat in or take out.</p>
	<p>Fact or Opinion? Why?</p>
	<p>Maria's Deli located at 735 North Front Street is the area's best place for homemade soup and sandwiches.</p>
	<p>Fact or Opinion? Why?</p>
	<p>The Club Room located at the corner of Rainer and Duncan is the place to see and be seen. Enjoy fabulous desserts after a five-star dinner featuring fresh seafood, steaks, and wild game.</p>
	<p>Fact or Opinion? Why?</p>
	<p>The Club Room located at the corner of Rainer and Duncan is the place to see and be seen. Enjoy fabulous desserts after a five-star dinner featuring fresh seafood, steaks, and wild game.</p>
	<p>Fact or Opinion? Why?</p>
	<p>Renaldo's located at the Westend Country Club is a full service restaurant. Soups and desserts made daily. Private room available for small parties.</p>
	<p>Fact or Opinion? Why?</p>

	<p>(1) A storm carrying the threat of more snow and ice moved across the Southern Plains on Friday as more than 100,000 homes and businesses remained in the dark from earlier blasts of cold, wet weather. (2) Winter storm warnings covered much of New Mexico and parts of Texas and Oklahoma, with a half-foot to more than a foot of snow and sleet expected. (3) In Texas, 90 National Guard members were activated. (4) It is possible that even more will be needed. (5) At a plaza in El Paso, where large crowds usually gather near bus stops and restaurants, only a few people braved the biting wind. (6) "We prepared, getting all our winter clothes out, but it's difficult because the bus is late," said Alicia Lozano, 62, who wrapped a purple scarf around her head.</p> <p>(7) In tiny Oaks in northeastern Oklahoma, carpenter and rancher Garland Whorton has been without power for a week. (8) He spent three days using a chain saw to cut a path through the ice to his barn so he could reach his horses and mules. (9) "When that snow hits, it's going to finish us off," said Whorton, 59.</p> <p>Adapted from article at <i>USAToday.com</i></p>
	<p>Determine whether each sentence is a fact or an opinion and then tell why.</p> <ol style="list-style-type: none">1.2.3.4.5.6.7.8.9.

Activity 5: Who Are You? What Do You Need to Say?

Writing is an important skill in the workplace. Writing in the workplace requires that you know your audience, so you can respond appropriately.

Read the information on your index card and answer each of the following questions.

1. Who is your audience? Do you have more than one?
2. Based on the information that you have, what do you think your audience needs to know?
3. What do they already know?
4. What questions will they have?
5. Based on the information from questions 3 and 4, what are the main points that you need to provide?

Activity 6: What Wrong with This?

Reading Selection

Cindi works at a local convenience store. She is the night manager. Last evening, Cindi had some problems at the store. The coffee maker quit working. Cindi knows that coffee is a large part of the store's morning sales. Therefore, the coffee machine needs to be working. Because Cindi cannot fix the machine, she leaves the following note for the morning manager:

***bruce, the coffee machine is not working it needs to be fixed before the morning rush arrives i have tried fixing it but I can't get it to work i am so frustrated i know that John has fixed it in the past please make sure that this is the first thing that John does in the morning before he begins his regular shift i hope that this works for you will you please give me a call to let me know that John was able to fix the machine i would very much appreciate it i am so sorry that I had to leave you with this problem you are always a great help to me thank you
Cindi***

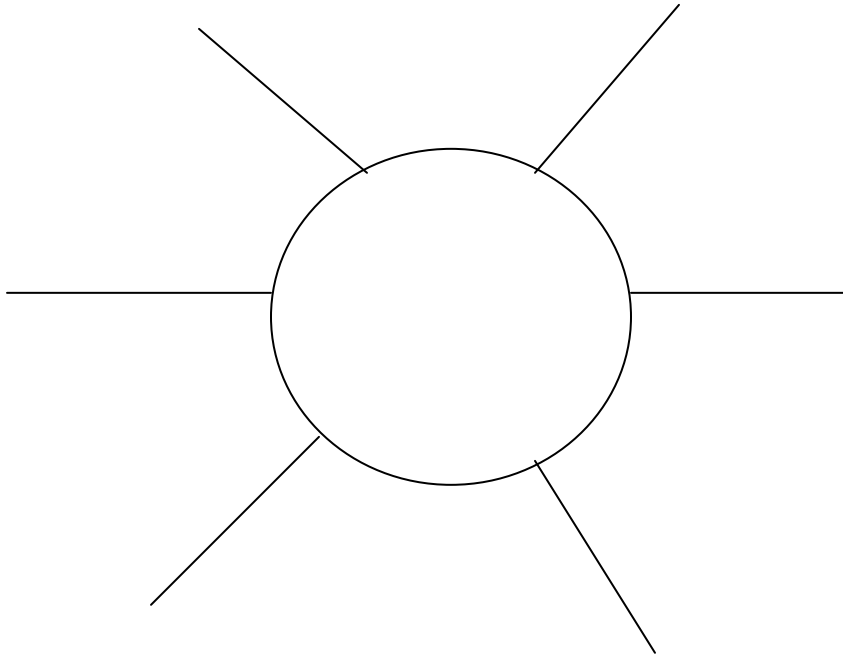
When Cindi began her next shift, Bruce asked to speak with her. He told Cindi that he was upset with the note she had left. When Cindi apologized for not fixing the coffee pot, Bruce stopped her. He told her it wasn't the coffee pot, but rather the uncaring way she had written the note. Cindi was confused. She thought she had written a note of apology.

Think About It!

1. Why was Bruce upset regarding the note that Cindi left him?
2. Is it easy to tell where Cindi's ideas begin and end? Why?
3. What grammar rules does Cindi need to know in order to write a clearer note at her workplace?

Activity 7: Putting Writing to Work

The Paragraph



My Ideas! (jot them down)

**Writing Frame for Five Sentence Paragraph
Pattern 1-2-3-4-0**

Topic: I am so satisfied/dissatisfied with the product I bought.

Topic Sentence	
Detail #1	
Detail #2	
Detail #3	
Concluding/Clincher Sentence	

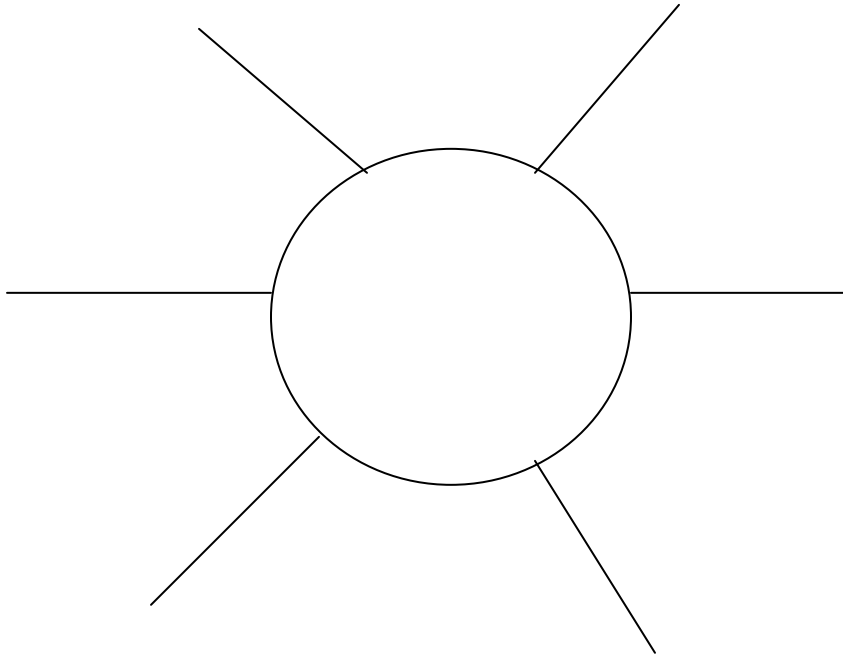
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