

# ANSWERS

<p><b>4.01 p.11</b></p> <ol style="list-style-type: none"> <li>All employees</li> <li>October 30<sup>th</sup></li> <li>8:30 a.m.</li> <li>Leave the building</li> </ol>	<p><b>4.02 p.13</b></p> <ol style="list-style-type: none"> <li>June Wilkins' retirement</li> <li>All employees</li> <li>30 years</li> <li>June 28</li> <li>Royal Hotel</li> <li>Anyone wishing to reserve a table</li> <li>10</li> <li>80</li> </ol>	<p><b>4.03 p.15</b></p> <ol style="list-style-type: none"> <li>2</li> <li>Will work on a special project</li> <li>Resume</li> <li>April 15</li> <li>So employees can give information to students they might know (children or other relatives)</li> </ol>
<p><b>4.04 p.17</b></p> <ol style="list-style-type: none"> <li>Full-time employees</li> <li>Two</li> <li>Questionnaire</li> <li>Human Resources staff from head office</li> <li>Employees will be randomly chosen from questionnaire</li> </ol>	<p><b>4.05 p.19</b></p> <ol style="list-style-type: none"> <li>Changes have been made to break times and policies concerning how employees use their break time</li> <li>Employees must remain at their workstations until the end of their shifts</li> <li>Their pay will be reduced by the amount of time they are absent</li> <li>Each time they arrive at or leave work premises</li> <li>Breaks will now be paid for all employees</li> <li> <ol style="list-style-type: none"> <li>Receive supervisor's approval</li> <li>Swipe card when leaving and returning to the plant</li> </ol> </li> <li>The entire absence will be treated as unpaid leave</li> </ol>	<p><b>4.06 p. 21</b></p> <ol style="list-style-type: none"> <li>All employees at Wheeler Warehouse</li> <li>February 20</li> <li> <ol style="list-style-type: none"> <li>Tape measure</li> <li>Gloves</li> <li>Safety glasses</li> </ol> </li> <li> <ol style="list-style-type: none"> <li>yes</li> <li>yes</li> <li>no</li> <li>yes</li> <li>no</li> </ol> </li> <li>Equipment department</li> </ol>
<p><b>4.07 p.23</b></p> <ol style="list-style-type: none"> <li>All employees</li> <li>Carrie Brock</li> <li>November 25</li> <li> <ol style="list-style-type: none"> <li>Distribution center</li> <li>Day shift</li> <li>Afternoon shift</li> </ol> </li> <li> <ol style="list-style-type: none"> <li>2:00 p.m.</li> <li>3:00 p.m.</li> <li>7:00 p.m.</li> </ol> </li> <li> <ol style="list-style-type: none"> <li>13:00</li> <li>16:00</li> <li><del>20:00</del> 22:00</li> </ol> </li> </ol>	<p><b>4.08 p.25</b></p> <ol style="list-style-type: none"> <li>Supplies are being used too quickly</li> <li>Nothing</li> <li>November 01</li> <li> <ol style="list-style-type: none"> <li>50¢</li> <li>55¢</li> <li>\$1.35</li> <li>80¢</li> </ol> </li> </ol>	<p><b>4.09 p.27</b></p> <ol style="list-style-type: none"> <li>March 21</li> <li>September 21</li> <li><del>Until next June</del> March 20/2003</li> <li>8:00 a.m.</li> <li>5:30 p.m.</li> </ol>

4 a) Distribution Centre 9:00 Distribution Centre  
 b) Day Shift -- 14:00 North Cafeteria  
 c) Afternoon Shift - 15:00 North Cafeteria

## Answers

<p><b>4.10 p.29</b></p> <ol style="list-style-type: none"> <li>1. Christmas and New Year's holidays</li> <li>2. December 22</li> <li>3. 7:00 a.m.</li> <li>4. 14 Days</li> <li>5. Main plant and truck shop</li> </ol>	<p><b>4.11 p.31</b></p> <ol style="list-style-type: none"> <li>1. Plant personnel office</li> <li>2. 2 days before planned absence</li> <li>3. a) (905) 555-1000 b) Plant personnel c) Leave a message on voice mail</li> <li>4. So supervisor can make other arrangements for the absent employee's work to be done</li> <li>5. Dolmin has received a number of inquires about how to report absences</li> </ol>	<p><b>4.12 p.33</b></p> <ol style="list-style-type: none"> <li>1. East parking lot</li> <li>2. North parking lot and in front of building</li> <li>3. As of posting date (<del>12/10</del>) 12/12/02</li> <li>4. Beside the cafeteria</li> <li>5. Use ashtrays which have been installed</li> </ol>
<p><b>4.13 p.35</b></p> <ol style="list-style-type: none"> <li>1. Warehouse employees</li> <li>2. October 23</li> <li>3. Health and Safety Committee</li> <li>4. As a trial run to prepare for larger audit in November</li> <li>5. Improvements will be made before November audit</li> <li>6. 4 days</li> </ol>	<p><b>4.14 p.37</b></p> <ol style="list-style-type: none"> <li>1. All staff of Harvest Markets</li> <li>2. Katherine Brady</li> <li>3. Sarah Smythe</li> <li>4. Assistant Store Manager</li> <li>5. Hamilton Harvest Markets</li> <li>6. Staff meeting on November 2nd</li> </ol>	<p><b>4.15 p.39</b></p> <ol style="list-style-type: none"> <li>1. Assura</li> <li>2. General Life</li> <li>3. New provider offered more competitive price</li> <li>4. Employees will receive information package with next paycheque</li> <li>5. Call Jane at the head office</li> </ol>
<p><b>4.17 p.49</b></p> <ol style="list-style-type: none"> <li>1. All plant employees</li> <li>2. Human Resources Department</li> <li>3. April</li> <li>4. Oshawa, London, and Hamilton</li> <li>5. 2 weeks</li> <li>6. Maintenance crews and office workers</li> <li>7. Assistant Manager, Human Resources</li> </ol>	<p><b>4.18 p.51</b></p> <ol style="list-style-type: none"> <li>1. Lori Hewitt</li> <li>2. December 01</li> <li>3. Carol Harvey</li> <li>4. Two employees are already taking vacation during that week</li> <li>5. Choose another week for her vacation</li> </ol>	<p><b>4.19 p.53</b></p> <ol style="list-style-type: none"> <li>1. a) 3 days b) 1 day c) 3 days</li> <li>2. Has extended its bereavement leave to cover other relatives</li> <li>3. Immediately as of August 09</li> <li>4. Brian West</li> </ol>
<p><b>4.20 p.55</b></p> <ol style="list-style-type: none"> <li>1. Crew supervisor</li> <li>2. Similar duties (manager/supervisor duties)</li> <li>3. Managerial or supervisory employees</li> <li>4. Discipline or dismissal</li> <li>5. Should discuss his situation with Camille Peterson</li> </ol>	<p><b>4.21 p.57</b></p> <ol style="list-style-type: none"> <li>1. All employees</li> <li>2. Caine Brecken</li> <li>3. November 21</li> <li>4. Friday</li> <li>5. Circles Monday 25th</li> <li>6. Location for meeting changed to South Cafeteria</li> </ol>	<p><b>4.22 p.59</b></p> <ol style="list-style-type: none"> <li>1. Forklift driver training</li> <li>2. Thursday afternoons</li> <li>3. 25 hours</li> <li>4. Add name to sign up sheet</li> <li>5. a) T b) F c) F d) T</li> <li>6. a) Work record b) Previous experience c) Seniority</li> </ol>

## Answers

<p><b>4.23 p.61</b></p> <ol style="list-style-type: none"> <li>1. Chair of committee</li> <li>2. a) To announce new appointments to the Health &amp; Safety Committee</li> <li>    b) To remind employees how to document a potential hazard</li> <li>3. Strong knowledge of safety certified by the province</li> <li>4. Knowledge of fire safety</li> <li>5. Try to resolve it or complete a Hazard Report</li> <li>6. Department manager must either correct the situation or contact a member of the Health &amp; Safety Committee</li> </ol>	<p><b>4.24 p.63</b></p> <ol style="list-style-type: none"> <li>1. To ensure truck runs well</li> <li>2. Pick-up trucks</li> <li>3. Every 6,000 to 8,000 kms</li> <li>4. (b)</li> <li>5. Every <del>30,000</del> <sup>42,000</sup> kms</li> <li>6. Tune-up</li> <li>7. a) Inspect disk brake pads</li> <li>    b) Inspect brake linings</li> <li>    c) Rotate tires</li> <li>8. Tune up, replace engine coolant</li> </ol>	<p><b>4.25 p.65</b></p> <ol style="list-style-type: none"> <li>1. Customer service staff and supervisors</li> <li>2. Customer service staff are arriving late for shifts</li> <li>3. Nothing—all late arrivals prior to November 25 will not be counted</li> <li>4. She will need to meet with Mary Thompson</li> </ol>
<p><b>4.26 p.67</b></p> <ol style="list-style-type: none"> <li>1. Manager</li> <li>2. All employees</li> <li>3. a) Supervisor or Craig O'Donnell</li> <li>    b) Before start of shift</li> <li>4. 3 days suspension without pay</li> <li>5. Overtime work</li> </ol>	<p><b>4.27 p.69</b></p> <ol style="list-style-type: none"> <li>1. Health and Safety Coordinator</li> <li>2. Return to Bill Guinness</li> <li>3. Return to Bill Guinness</li> <li>4. He will recharge them</li> <li>5. What caused extinguisher to be used</li> <li>6. Talk to Bill Guinness</li> <li>7. Mitch, Bob</li> </ol>	<p><b>4.28 p.71</b></p> <ol style="list-style-type: none"> <li>1. Ways to get to new Bright Ideas location by public transit</li> <li>2. 443 Wharton Road</li> <li>3. Route 12 bus stop</li> <li>4. Route 15A bus</li> <li>5. Other companies are moving to the area</li> <li>6. Circles intersection of Main Street and Euston Street on the map</li> <li>7. Contact City Transit</li> </ol>
<p><b>4.29 p.73</b></p> <ol style="list-style-type: none"> <li>1. To direct employees where to park during construction</li> <li>2. Employee lot</li> <li>3. Employee parking lot</li> <li>4. Customer parking</li> <li>5. Underground lot</li> <li>6. South</li> <li>7. By May 8</li> <li>8. Approximately 75 spaces</li> </ol>	<p><b>4.30 p.75</b></p> <ol style="list-style-type: none"> <li>1. To announce that employee payroll will now be deposited directly to their accounts</li> <li>2. Hourly employees</li> <li>3. She needs to provide bank name, branch number and savings account number</li> <li>4. She will receive a statement of earnings and deductions for each pay period</li> <li>5. Tuesday of the following week</li> <li>6. Personnel Department</li> <li>7. Payroll or Personnel Department</li> </ol>	<p><b>4.32 p.83</b></p> <ol style="list-style-type: none"> <li>1. Royal Tours Unlimited</li> <li>2. All employees of Royal Tours</li> <li>3. Five (coffee break not included)</li> <li>4. Travel agents, supervisors</li> <li>5. Technology and the Travel Industry</li> <li>6. Gillian Strong</li> <li>7. Roundtable discussion; Follow-up</li> </ol>

<p><b>4.33 p.85</b></p> <ol style="list-style-type: none"> <li>1. Plant Operations, Client Services, Warehouse</li> <li>2. Customer Satisfaction Reports, Economic Forecast</li> <li>3. Item #3</li> <li>4. Fred Kelly</li> <li>5. Instructions on how to receive the jackets</li> <li>6. Falbourne account</li> <li>7. Advise Fred Kelly</li> </ol>	<p><b>4.34 p.87</b></p> <ol style="list-style-type: none"> <li>1. Health and Safety Committee</li> <li>2. 5:30 p.m.</li> <li>3. Staff training Room #2</li> <li>4. 6</li> <li>5. 10 minutes</li> <li>6. Warehouse signs</li> <li>7. Stanley</li> <li>8. New Business</li> <li>9. 7:00 p.m.</li> </ol>	<p><b>4.37 p.95</b></p> <ol style="list-style-type: none"> <li>1. All Plant employees at Dolmin Steel</li> <li>2. Every two weeks</li> <li>3. Coffee breaks, time sheets</li> <li>4.             <ol style="list-style-type: none"> <li>a) Blocked exit</li> <li>b) Receiving area required housekeeping</li> <li>c) Shipping and cutting area well kept</li> </ol> </li> <li>5.             <ol style="list-style-type: none"> <li>a) Safety audit</li> <li>b) Safety equipment</li> <li>c) Washroom</li> </ol> </li> <li>6. Profit sharing information</li> <li>7. 2 days after meeting</li> <li>8. Agenda should include all items listed as subheadings on minutes</li> </ol>
<p><b>4.38 p.97</b></p> <ol style="list-style-type: none"> <li>1. Califa</li> <li>2.             <ol style="list-style-type: none"> <li>a) Employees are getting tickets from parking on the street</li> <li>b) Ask city if they will agree not to ticket if employee numbers appear on windshield</li> </ol> </li> <li>3. Parking, shift rotation</li> <li>4.             <ol style="list-style-type: none"> <li>a) Neighbors have complained about noise from back of market</li> <li>b) Keep back doors closed until 9:00 a.m.</li> </ol> </li> </ol>	<p><b>4.39 pp.100</b></p> <ol style="list-style-type: none"> <li>1. "Action Items" box under each topic area</li> <li>2. Number 3 mats for receiving area</li> <li>3. Joanne spoke with 3 distributors             <ul style="list-style-type: none"> <li>• Requested pricing sheets from all distributors</li> <li>• Compared their products and prices</li> <li>• Probably requested product samples</li> <li>• Prepared a pricing sheet documenting research findings and recommendations</li> <li>• Distributed pricing sheet at meeting</li> </ul> </li> <li>4.             <ol style="list-style-type: none"> <li>a) Health &amp; Safety issues raised within department</li> <li>b) Any action(s) taken to address issues</li> <li>c) Detailed report of any accident</li> </ol> </li> <li>5. Notice should ask interested individuals to sign up for Health and Safety Committee by September 1</li> </ol>	<p><b>4.40 p.103</b></p> <p>The primary aspect to note about Minutes 4.40 is that they are a formal record of an Annual General Meeting; the meeting follows a prescribed formalized process and the minutes reflect that process. In order to discuss an item, it must first be <u>moved</u> forward by an attendee, and <u>seconded</u> by another attendee. Once discussion has taken place, the motion can be voted upon. The motion is <u>carried</u> if the <u>majority</u> votes in favour; the motion is denied if less than half the votes support the motion.</p> <p>This type of formal recording process is found most often where liability is an issue for the meeting attendees. The system of moving forward items and voting on them ensures that attendees know what they are discussing and agreeing to.</p>

## Answers

<p><b>4.42 p.113</b></p> <ol style="list-style-type: none"> <li>1. Sandy Little</li> <li>2. Wheeler Warehouse</li> <li>3. July 15</li> <li>4. Quality Assurance</li> <li>5. Agenda</li> <li>6. 1 page</li> <li>7. July 16, 4 p.m. to inform if cannot attend the meeting</li> <li>8. <ul style="list-style-type: none"> <li>• Check whether everyone can attend</li> <li>• Tell people to inform Sandy if unable to attend</li> <li>• Remind people to arrive on time</li> </ul> </li> </ol>	<p><b>4.43 p.115</b></p> <ol style="list-style-type: none"> <li>1. 888-555-7770</li> <li>2. Grant Holdings</li> <li>3. Whitmore &amp; Sons</li> <li>4. As cover for agenda</li> <li>5. 2</li> <li>6. July 23 at 4:00 p.m. for revisions or additions to the agenda</li> <li>7. <ul style="list-style-type: none"> <li>• Check agenda to see if she has any changes or additions</li> <li>• Check whether catering lunch is a possibility</li> </ul> </li> </ol>	<p><b>4.44 p.117</b></p> <p>Example of body text for Writing Activity Fax Cover Sheet:</p> <p><i>Further to your telephone conversation with Sarah this morning, I am faxing your our new long distance rate sheet. You will find details on all our new pricing, as well as several long distance packages which may suit your company's needs better than the one you are currently subscribed to.</i></p> <p><i>Sarah will follow up with you next week to discuss the details of the new pricing. In the meantime, if you have any questions, please do not hesitate to contact her.</i></p>
<p><b>4.46 p.125</b></p> <ol style="list-style-type: none"> <li>1. 3</li> <li>2. Schedule</li> <li>3. Any employee unable to work a scheduled shift</li> <li>4. Staff meeting postponed</li> <li>5. <ul style="list-style-type: none"> <li>• Learner should demonstrate understanding of how to complete upper portion with email address</li> <li>• Message should clearly state individual is unable to attend meeting</li> </ul> </li> </ol>	<p><b>4.47 p.127</b></p> <ol style="list-style-type: none"> <li>1. Rita Chalmers</li> <li>2. Customer Service Representative</li> <li>3. Calgary</li> <li>4. King Room</li> <li>5. People attending local events have booked the rooms</li> <li>6. Must give 24 hours notice in advance</li> <li>7. \$259.80</li> </ol>	<p><b>4.48 p.129</b></p> <ol style="list-style-type: none"> <li>1. Raymond Charles</li> <li>2. To inquire about meeting date and time</li> <li>3. 3½ hours</li> <li>4. <ol style="list-style-type: none"> <li>a) Whether next Thursday the 28<sup>th</sup> is OK for meeting date</li> <li>b) Whether meeting should start at 10:00 or 10:30</li> </ol> </li> <li>5. Answers will vary</li> <li>6. Raymond will send a memo with meeting date and time</li> </ol>
<p><b>4.49 p.131</b></p> <ol style="list-style-type: none"> <li>1. To request catalogue from Foster's Dept Store</li> <li>2. Customer relations</li> <li>3. Mark Reynolds</li> <li>4. Approximately 1 day</li> <li>5. 888-367-8377</li> </ol>	<p><b>4.52 p.141</b></p> <ol style="list-style-type: none"> <li>1. Helena Schmidt</li> <li>2. 705-555-7632</li> <li>3. Ray Bethel</li> <li>4. July 30<sup>t</sup></li> <li>5. Add long distance service</li> <li>6. Move, disconnect, program</li> <li>7. Yes (August 2)</li> </ol>	<p><b>4.53 p.143</b></p> <ol style="list-style-type: none"> <li>1. Heather Dennis</li> <li>2. Tod Rickman</li> <li>3. October 28</li> <li>4. Assistance loading her accounting software and accessing the intranet</li> <li>5. Helped her over the telephone to reboot software</li> <li>6. Rebooting accounting software</li> <li>7. Unable to get intranet working—requires hardware which service employee needed to order</li> </ol>

<p><b>4.55 p.151</b></p> <ol style="list-style-type: none"> <li>1. Forklift driver</li> <li>2. 2 positions</li> <li>3. February 08</li> <li>4. Human Resources Department contact</li> <li>5. <input checked="" type="checkbox"/> Keep accurate records of material shipped and received</li> <li><input checked="" type="checkbox"/> Keep accurate count of stock on monthly basis</li> <li><input checked="" type="checkbox"/> Ship materials on time</li> <li><input checked="" type="checkbox"/> Contribute ideas on how to improve efficiency in warehouse</li> <li><input checked="" type="checkbox"/> Any other duties assigned by supervisor</li> </ol>	<p><b>4.56 p.153</b></p> <ol style="list-style-type: none"> <li>1. Emphasis on customer service skills</li> <li>2. Answers may vary</li> <li>3. Listening, offer opinions in constructive way, get along with others, cooperate, etc.</li> <li>4. Answers may vary</li> <li>5. Ensure cover letter addresses the qualities and skills described on job posting and that learners relate those qualities and skills back to their own experiences. Check formatting of letter, ensuring that it adheres to conventions of formal business letters.</li> </ol>	<p><b>4.58A, B p.162</b></p> <ol style="list-style-type: none"> <li>1. To describe a problem Bright Ideas has with a shipment they received from Wheeler Warehouse (letter of complaint)</li> <li>2. Acknowledge problem, offer explanation of why problem shipment occurred, to offer restitution for damages</li> <li>3. Chronological order:             <ol style="list-style-type: none"> <li>➊ Wheeler Warehouse van involved in accident</li> <li>➋ Wheeler Warehouse shipment arrives one day late</li> <li>➌ Bright Ideas notices shipment from Wheeler Warehouse is damaged</li> <li>➍ Bright Ideas unable to process shipment due to damage</li> <li>➎ Sandra Marsh writes letter to Herb Majors</li> <li>➏ Bright Ideas receives credit for next shipment</li> </ol> </li> <li>4. a) Amount of credit \$1530 b) Total after credit applied \$29,070</li> </ol>
<p><b>4.59 p.163</b></p> <p>Ensure letters address all points described in step 2.</p> <p>Check formatting to ensure that it adheres to conventions of formal business letters.</p>	<p><b>4.60 p.165</b></p> <p>Ensure marketing letters contain components discussed under number one. You may wish to compare group's initial draft with final draft and discuss the changes that were recommended during peer editing process.</p>	<p><b>4.61 p.167</b></p> <ol style="list-style-type: none"> <li>1. A letter of complaint from a customer</li> <li>2. a) Customer had difficulty finding merchandise b) Sales associates didn't help her</li> <li>3. Customer's comments have been noted and will be brought forward to the manager responsible</li> <li>4. To encourage customer to shop at Foster's despite negative experience</li> <li>5. Provide customer service training to all sales associates</li> <li>6. Approximately 3 weeks</li> </ol>

## Answers

<p><b>4.62 p.169</b></p> <ol style="list-style-type: none"> <li>1. (c) (a—false, b—not primary purpose, d—false)</li> <li>2. (b) (letter focuses on information relevant to an agency booking for customers)</li> <li>3. Do not book any further travel to Dallas/Forth Worth or Miami on Discount Airlines</li> <li>4. These customers will travel on Budget Airways</li> <li>5. (a) (stated in 3<sup>rd</sup> paragraph)</li> </ol>	<p><b>4.63 p.171</b></p> <ol style="list-style-type: none"> <li>1. (a) (b—true, but not specific enough, c—not primary purpose, d—false, customers should contact Grant Holdings for that)</li> <li>2. (c) (letter is focused on information relevant to JMC customers)</li> <li>3. Grant Holdings has purchased JMC Incorporated</li> <li>4. a) Refurbish the plant b) Introduce several new product lines</li> <li>5. (d)</li> <li>6. Gerald Townsend</li> </ol>	<p><b>4.65 p.179</b></p> <ol style="list-style-type: none"> <li>1. Business clientele of Royal Tours Unlimited- both those who may have used Royal Tours in the past and other businesses who may be looking for a travel company</li> <li>2. Bookings for flights, accommodations, etc. <ul style="list-style-type: none"> <li>• Package tours and conference planning</li> <li>• Computerized record keeping and travel itineraries</li> </ul> </li> <li>3. Staff is experienced in making travel arrangements, so can save the customer time <ul style="list-style-type: none"> <li>• Staff knows where to find the best prices</li> <li>• Guarantee best prices and most flexible arrangements</li> <li>• Toll free number to contact travel specialists day or night</li> </ul> </li> </ol>
<p><b>4.66 p.181</b></p> <ol style="list-style-type: none"> <li>1. Sales staff</li> <li>2. On page 3</li> <li>3. All staff</li> <li>4. Customer service staff</li> <li>5. On page 4 (see sidebar on left of page 1)</li> <li>6. Complete employee survey by April 20 <ul style="list-style-type: none"> <li>• Registration for June Customer Service Training begins April 23</li> </ul> </li> </ol>		