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Title Details

EASY at Work: Service and Hospitality

Publisher: Digital Education Productions (<http://easyesol.com/>)

Author: Digital Education Productions

Year: 2008

Series:

An interactive video-based curriculum for ESL students suitable for job-preparation programs. The emphasis is on developing fluent functional English communication skills in the work setting. The goals are for students to succeed by better understanding workplace communication, and by learning workplace culture and know-how. Program provides DVDs or CDs and includes student worksheets,

Comments: unit assessments, answer keys, teacher's guide, student progress reports and certificates of completion. Lesson plans are provided as an "open source" document maintained and available on the Web. Additionally, lesson scripts, keyword vocabulary and phrase lists, and forms and documents that are referenced in the lessons all may be downloaded from the Web in Word or PDF formats. Also available in DVD format.

Out Of Print: No

Modality: Software Level: A/B

Program: ESL/Workforce ISBN: 9-7819349-75084

Reading

Math

Speaking

Listening

Critical Thinking

Writing

Grammar

Unit Assessment

Assessment Pre-post test

Tools: Performance Assessment

Answer Key

Competencies

Competency	Description	Section
0.1.1	Identify or use appropriate non-verbal behavior (e.g., handshaking)	Unit1,4
0.1.2	Understand or use appropriate language for informational purposes (e.g., to identify, describe, ask for information, state needs, agree or disagree)	Unit2,3
0.1.4	Understand or use appropriate language in general social situations (e.g., to greet, introduce, thank, apologize)	Unit2,3,4,6
0.1.6	Clarify or request clarification	Unit2,3,6
1.1.4	Interpret, use and compute measurement for consumer-related purposes	Unit9

1.1.6	Count, convert, and use coins and currency, and recognize symbols such as (\$) and (.)	Unit11,12
2.1.7	Take, interpret, and leave telephone messages	Unit5,13
2.1.8	Use a telephone or similar device to make and receive calls and for other functions	Unit3,13
3.5.5	Identify practices that promote cleanliness and hygiene	Unit5
4.1.2	Follow procedures for applying for a job, including interpreting and completing job applications, résumés, and letters of application	Unit6,13
4.1.3	Identify and use sources of information about job opportunities such as job descriptions, job ads, and online searches, and about the job market	Unit1,13
4.1.5	Identify how to interview appropriately for a job	Unit3,6,13
4.1.6	Interpret general work-related vocabulary (e.g., supervisor, shift)	Unit4,5
4.1.7	Identify appropriate behavior and attitudes for getting a job	Unit7,12
4.1.8	Identify common occupations and the skills and education required for them	Unit1,3,5-9,13
4.1.9	Identify procedures for career planning, including self-assessment	Unit13,15
4.2.1	Interpret wages, deductions, pay statements, and timekeeping forms	Unit1,2,14
4.2.3	Interpret employment contract and union agreements	Unit14
4.2.4	Interpret employee handbooks, personnel policies, and job manuals	Unit1,12
4.3.2	Interpret safe work procedures, safety manuals, and related information such as ergonomic requirements	Unit15
4.3.3	Identify common safety equipment and safe work attire	Unit2,4,12-15
4.3.4	Report unsafe working conditions and work-related accidents, injuries, and damages	Unit15
4.4.1	Identify appropriate behavior, attire, attitudes, and social interaction, and other factors that affect job retention and advancement	Unit1,8,10
4.4.2	Identify appropriate skills and education for keeping a job and getting a promotion	Unit1,3,4,6,7,9,15
4.4.3	Interpret job-related signs, charts, diagrams, forms, and procedures, and record information on forms, charts, checklists, etc. (see also 4.3.1)	Unit1,4,12
4.4.4	Interpret job responsibilities and performance reviews	Unit1
4.4.5	Identify job training needs and set learning goals	Unit1
4.4.6	Interpret work specifications and quality standards	Unit1,3,5,10,14
4.4.7	Demonstrate the ability to apply or transfer skills learned in one job situation to another	Unit1,14
4.5.1	Identify and use common tools, equipment, machines, and materials required for one's job	Unit2,4,10,11,13,14
4.5.2	Demonstrate ability to enter information using keyboards, keypads, and other devices	Unit9
4.5.4	Demonstrate use of common business machines	Unit5,11-13
4.5.5	Demonstrate the ability to use a computer in performing work tasks	Unit3
4.5.6	Demonstrate ability to select, set up, and apply appropriate technology for a given task	Unit3
4.6.1	Follow, clarify, give, or provide feedback to instructions; give and respond appropriately to criticism	Unit4,5,8-14
4.6.3	Interoret written workplace announcements and notices (see also	Unit4

	4.4.3)	
4.6.4	Report progress on activities, status of assigned tasks, and problems and other situations affecting job completion	Unit11
4.8.1	Demonstrate ability to work cooperatively with others as a member of a team, contributing to team efforts, maximizing the strengths of team members, promoting effective group interaction, and taking personal responsibility for accomplishing goals	Unit8-11,15
4.8.2	Identify ways to learn from others and to help others learn job-related concepts and skills	Unit11
4.8.3	Demonstrate effective communication skills in working with customers and clients	Unit2,3,5,6,8-12
4.8.4	Demonstrate initiative and resourcefulness in meeting the needs and solving the problems of customers	Unit3,11,12
4.8.5	Demonstrate leadership skills, including effectively communicating ideas or positions, motivating and respecting others, and responsibly challenging existing policies	Unit10,12,15
4.8.6	Demonstrate negotiation skills in resolving differences, including presenting facts and arguments, recognizing differing points of view, offering options, and making compromises	Unit12
4.9.1	Identify the formal organizational structure of one's work environment	Unit1,6
4.9.2	Identify an organization's goals and priorities, and factors that affect its operation	Unit1,2
5.3.7	Identify common infractions and crimes, and legal consequences	Unit11
7.1.1	Identify and prioritize personal, educational, and workplace goals (see also 4.4.5)	Unit4
7.2.1	Identify and paraphrase pertinent information	Unit2
7.7.1	Identify common information and communication technology and other electronic devices and their uses, and how they work together	All
7.7.2	Demonstrate basic skills in using a computer, including using common software applications	All
7.7.3	Demonstrate ability to use the Internet	All