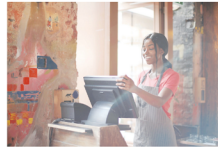


Short Answer Question

After her training, Bella still doesn't know how to process a customer return.



What should she do before her next shift? Type your answer in the box below.

/1

Reading Passage

Even the most hardworking employees can make a mistake. Sometimes, it is a simple mistake. When you realize you've made a little mistake, it is important to tell your boss right away. This way, the mistake can be fixed as soon as possible. There may be a time when you make a big mistake. In this case, your boss will have to approach you. It is important you take their advice and criticism.

How to Behave When Hearing Criticism:

- Stay calm • Be polite • Ask for clarification if you need it
- Ask what you should do differently next time

A good employee is reliable, hardworking and listens to criticism. You can apply these values to your personal life too. Be reliable with your friends and show up on time. Listen to them when they are frustrated with you.

Comprehension Questions

Are the following statements TRUE or FALSE? Use the circles to answer.

- If you're confused at work, just keep on working and hope it will work out.
TRUE FALSE
- Avoid your boss if you think they're going to get you in trouble.
TRUE FALSE
- Getting into an argument is fine, if you take blame for your role.
TRUE FALSE
- Accept the blame for something, even if it wasn't your fault.
TRUE FALSE

/4

Marking Rubric

Name:

Marking Rubric

| | Level 1 | Level 2 | Level 3 | Level 4 |
|--------------------------------|---|---|--|--|
| Understanding Concepts | Demonstrates a limited understanding of the concepts. Requires teacher intervention. <input type="checkbox"/> | Demonstrates a basic understanding of the concepts. Requires some intervention. <input type="checkbox"/> | Demonstrates a good understanding of the concepts. Requires no intervention. <input type="checkbox"/> | Demonstrates an excellent understanding of the concepts. Requires no intervention. <input type="checkbox"/> |
| Responses to the text | Expresses responses to the text with limited effectiveness; inconsistently supported by proof from the text. <input type="checkbox"/> | Expresses responses to the text with some effectiveness; supported by some proof from the text. <input type="checkbox"/> | Expresses satisfactory responses to the text with some effectiveness; supported by satisfactory proof from the text. <input type="checkbox"/> | Expresses thorough responses to the text with some effectiveness; thoroughly supported by proof from the text. <input type="checkbox"/> |
| Analysis of Concepts | Interprets various concepts from the text with limited, unrelated details and incorrect analysis. <input type="checkbox"/> | Interprets various concepts from the text with some details but also some incorrect analysis. <input type="checkbox"/> | Interprets various concepts from the text with satisfactory details and good analysis. <input type="checkbox"/> | Interprets various concepts from the text with excellent details and thorough analysis. <input type="checkbox"/> |
| Application of Concepts | Demonstrates a limited ability to apply various concepts from the text to activities, discussions, and situations. <input type="checkbox"/> | Demonstrates a basic ability to apply various concepts from the text to activities, discussions, and situations. <input type="checkbox"/> | Demonstrates a satisfactory ability to apply various concepts from the text to activities, discussions, and situations. <input type="checkbox"/> | Demonstrates a strong ability to apply various concepts from the text to activities, discussions, and situations. <input type="checkbox"/> |

Total Score = /25