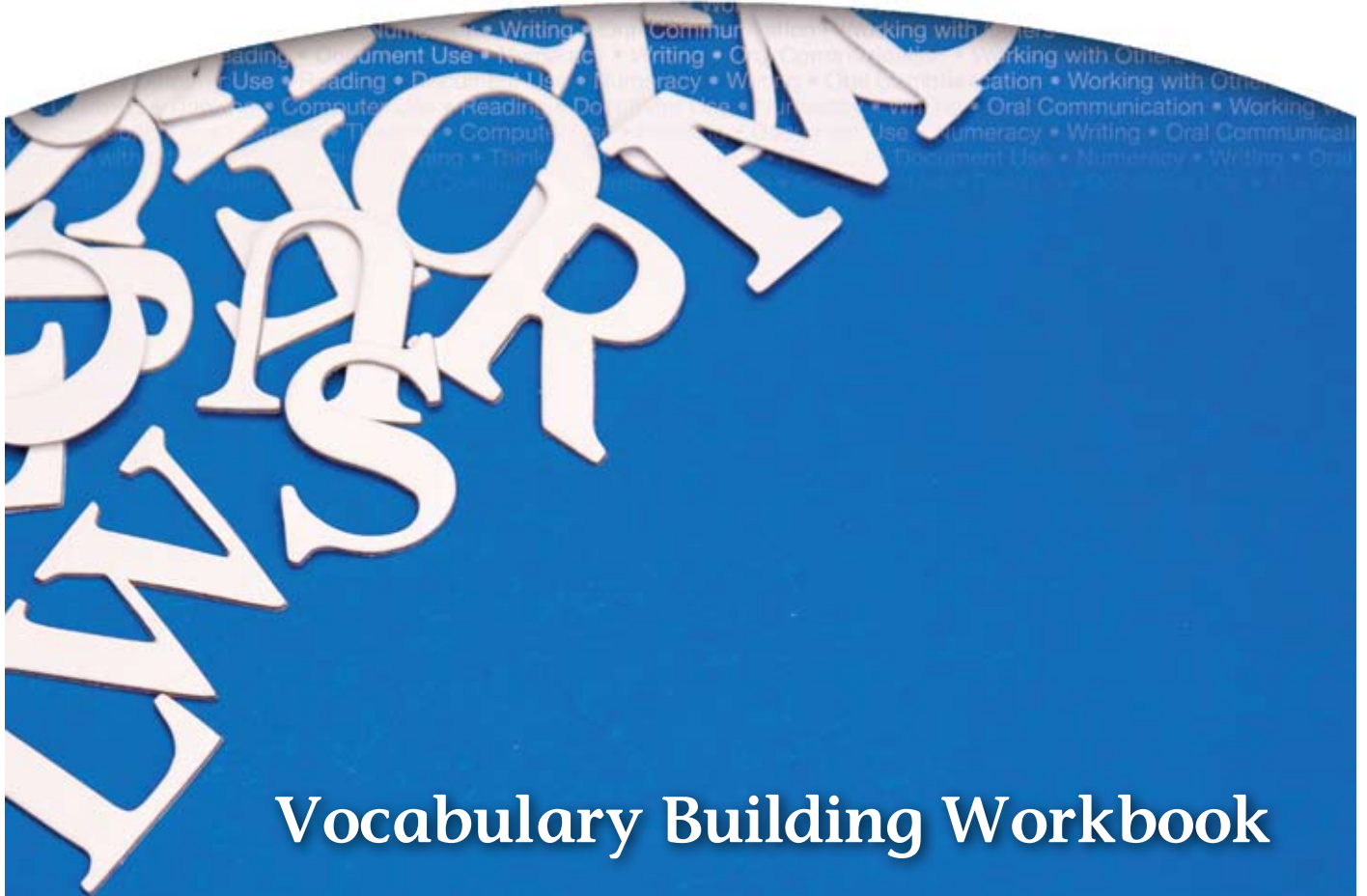




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Office of Literacy and Essential Skills



Vocabulary Building Workbook

This workbook is designed to help you improve your vocabulary. It includes 24 lessons with a variety of exercises to help you learn new words commonly used in the Canadian workplace.

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**Literacy and Essential Skills –
for LEARNING, WORK, and LIFE**

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Phase IV, 12th Floor
Gatineau, Quebec
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Cat. No.: **HS38-16/7-2009**

ISBN: **978-1-100-12137-6**

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Introduction

The *Vocabulary Building Workbook* will help you improve your vocabulary and learn new words commonly used in the Canadian workplace.

The workbook includes 24 lessons with a variety of exercises:

- *Matching Meanings*
- *Using the Right Word*
- *Relating Meanings*
- *Analyzing and Comparing Words*
- *Reading Comprehension*
- *Crossword Puzzles*

Getting Started

Each lesson starts with a list of words and definitions, and an example of how each word can be used in a sentence to help you better understand the meaning. Once you have read the vocabulary words and definitions in each lesson, you can begin the exercises.

Understanding the Parts of Speech

Parts of speech help you understand how a word should be used. The part of speech for each vocabulary word is identified using the following abbreviations:

noun = *n.*
verb = *v.*
adjective = *adj.*
adverb = *adv.*
preposition = *prep.*

Definitions of the Parts of Speech

Noun (n.)

A **noun** is a person, a place or a thing.

Example: **Tom** ran to the **store** to buy **chocolate**.

Adjective (adj.)

An **adjective** is a word used to describe a noun.

Example: **Little Tom** ran to the **corner store** to buy **white chocolate**.

Verb (v.)

A **verb** is a word used to show an action.

Example: Little Tom **ran** to the corner store to **buy** white chocolate.

Adverb (adv.)

An **adverb** is a word used to describe a verb.

Example: Little Tom **ran quickly** to the corner store to buy white chocolate.

Preposition (prep.)

A **preposition** is a word that links nouns, pronouns and phrases to other words in a sentence.

Example: Little Tom ran quickly **to** the corner store to buy white chocolate.

Other Terms You Will Need to Know

Synonym

A **synonym** is a word that means the same as another word.

Example: *large* is a synonym for *big*

Example: *tiny* is a synonym for *small*

Antonym

An **antonym** is a word that means the opposite of another word.

Example: *hot* is an antonym for *cold*

Example: *on* is an antonym for *off*

Homonym

A **homonym** is a word that sounds the same as another word but means something else and is sometimes spelled differently.

Examples of common homonyms:

- *their* (belonging to them) and *there* (in that place)
- *hear* (to listen to something) and *here* (in this place)
- *to* (toward), *too* (also), and *two* (the number 2)

Anagram

An **anagram** is a word or phrase that contains all the letters of another word or phrase but in a different order.

Example: “post” is an anagram of “stop”

Example: “astronomers” is an anagram of “no more stars”

Analogy

An **analogy** links two things that are related in some way. For example, an apple is like a ball because they are both round.

Word analogies compare two pairs of words. The second pair of words must be related in the same way that the first two words are related. For example, if the first pair of words are antonyms, the second pair of words must also be antonyms.

Example: *dark* is to *light* as **laugh** is to **cry**
(antonyms: dark and light are opposites and laugh and cry are opposites)

Example: *shoe* is to *foot* as **tire** is to **wheel**
(a shoe goes on a foot and a tire goes on a wheel)

Example: *post* is to *stop* as **drawer** is to **reward**
(anagrams: the same letters are used to spell each pair of words)

Unit 1

Lesson 1:

Page 6

<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:

Page 15

<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:

Page 24

<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:

Page 33

<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

Page 42

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>

focus	<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>
invest	<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>
manuscript	<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.
numeracy	<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>
oral	<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>
performance	<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, skilful; <i>adv.</i> skilfully</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

Circle 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.

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. <hr/> <p><i>v.</i></p> <p>to create or give shape to</p> <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> <p>to get something by asking or making an effort</p> <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> <p>a choice between two or more things</p> <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. <hr/> <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

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.

Source: [Looking for a Job](http://www.youth.gc.ca/yoaux.jsp?lang=en&ta=1&auxpageid=223&flash=0), Service Canada
<http://www.youth.gc.ca/yoaux.jsp?lang=en&ta=1&auxpageid=223&flash=0>

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. <hr/> <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

Circle 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

Workplace:

Halifax, Moncton, Montréal, Toronto (downtown), Winnipeg, Vancouver and other VIA stations across Canada

Days and hours of work:

Various: days, evenings, weekends, statutory holidays

Description

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.

You must be able to work different shifts. Furthermore, each candidate must complete five weeks of training successfully.

Minimal qualifications

- 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 the Via Rail Canada website
http://www.viarail.ca/emploi/en_pop_vent_comp.html

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?

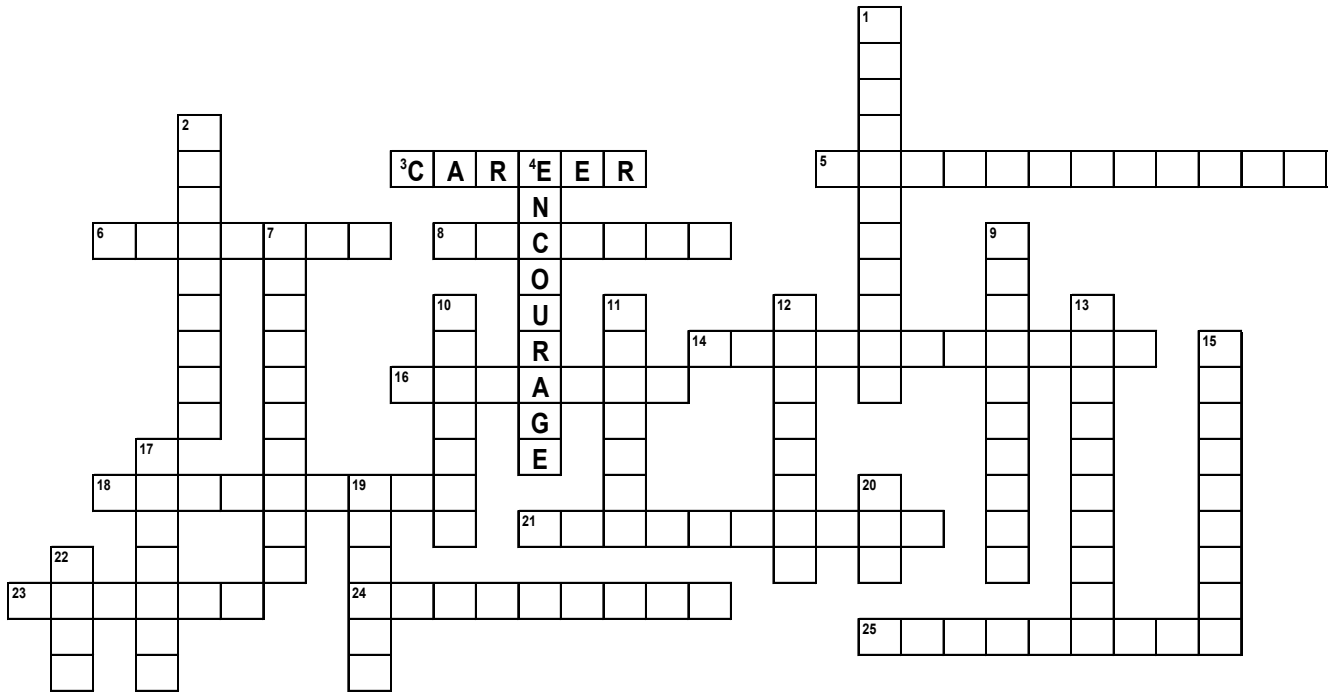
5. What two languages are required for a position as a counter agent with VIA Rail?

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)

Unit 2

Lesson 5:

Page 45

<i>appreciate</i>	<i>back ordered</i>	<i>current</i>	<i>delay</i>	<i>description</i>
<i>disregard</i>	<i>enquiry</i>	<i>federal</i>	<i>invoice</i>	<i>maintain</i>
<i>notice</i>	<i>prompt</i>	<i>remittance</i>	<i>statement</i>	<i>stock</i>

Lesson 6:

Page 54

<i>correctional</i>	<i>diploma</i>	<i>fulfillment</i>	<i>in-depth</i>	<i>institution</i>
<i>mission</i>	<i>motivation</i>	<i>offender</i>	<i>possess</i>	<i>primary</i>
<i>reintegration</i>	<i>security</i>	<i>society</i>	<i>thrive</i>	<i>vital</i>

Lesson 7:

Page 63

<i>alternative</i>	<i>collate</i>	<i>completion</i>	<i>detail</i>	<i>determine</i>
<i>effective</i>	<i>efficient</i>	<i>function</i>	<i>instructions</i>	<i>inventory</i>
<i>photocopy</i>	<i>profile</i>	<i>secondary</i>	<i>sort</i>	<i>volume</i>

Lesson 8:

Page 72

<i>applicable</i>	<i>attach</i>	<i>continue</i>	<i>deadline</i>	<i>directions</i>
<i>document</i>	<i>employment</i>	<i>goal</i>	<i>information</i>	<i>polite</i>
<i>provide</i>	<i>résumé</i>	<i>suit</i>	<i>unpaid</i>	<i>volunteer</i>

Unit Review:

Crossword Puzzle

Page 80

Vocabulary	Definitions Lesson 5
appreciate	<p>v. 1. to like something and be thankful for it 2. to increase in value over time</p> <ul style="list-style-type: none"> • 1. Jean appreciates the help she is receiving from the counsellor. 2. The value of the property has appreciated in the last twenty years.
back ordered	<p><i>adj.</i> on order; part of an order for merchandise that has not been filled because the stock is temporarily unavailable</p> <ul style="list-style-type: none"> • The back ordered parts have not been shipped to us because the manufacturer was affected by the recent hurricane. <p><i>Also n.</i> back order; <i>v.</i> back order</p>
current	<p><i>adj.</i> taking place at the present time</p> <ul style="list-style-type: none"> • The current rate of employment is higher than the rate a year ago. <hr style="width: 10%; margin-left: 0;"/> <p><i>n.</i> a steady flow of water or air in one direction, or the flow of electricity through a cable, wire or other conductor</p> <ul style="list-style-type: none"> • Ships that ride in the ocean currents move more quickly and use less fuel. <p><i>Also adv.</i> currently</p>
delay	<p>v. to take longer to do something than was originally planned or expected, or to cause to take longer or happen later</p> <ul style="list-style-type: none"> • The back ordered materials delayed the construction of the warehouse. <p><i>Also n.</i> delay; <i>adj.</i> delayed</p>
description	<p><i>n.</i> an account of what someone or something looks like or does</p> <ul style="list-style-type: none"> • The seller states the sizes and colours of the clothing in a brief description. <p><i>Also v.</i> describe; <i>adj.</i> descriptive</p>
disregard	<p>v. to see something as unimportant; to ignore something</p> <ul style="list-style-type: none"> • If you have already sent your payment, please disregard this bill. <p><i>Also n.</i> fascination; <i>adj.</i> fascinating</p>

enquiry	<p><i>n.</i> the act of asking a question or setting up an investigation</p> <ul style="list-style-type: none"> As a call centre agent, he responds to one enquiry after another all day long. <p><i>Also n.</i> enquirer/inquirer; <i>v.</i> enquire/inquire</p>
federal	<p><i>adj.</i> a form of government where smaller self-governed parts (e.g., provinces) give up some of their political authority to unite under a central government</p> <ul style="list-style-type: none"> Canada's federal government passes laws that affect the whole country.
invoice	<p><i>n.</i> a form that states how much you owe for goods or services you have received; a bill</p> <ul style="list-style-type: none"> The manager of the store received an invoice for the shipment of paper, ink cartridges and toner. <p><i>Also v.</i> invoice</p>
maintain	<p><i>v.</i> to keep something in the same condition or at the same level or rate</p> <ul style="list-style-type: none"> The company appreciates the workers' attempts to maintain production levels in spite of the recent flu epidemic. <p><i>Also n.</i> maintenance</p>
notice	<p><i>n.</i> announcement or warning</p> <ul style="list-style-type: none"> The students received a notice that classes were cancelled for the day. <hr/> <p><i>v.</i> to see or become aware of something or somebody</p> <ul style="list-style-type: none"> I notice that you bought a new car. <p><i>Also adj.</i> noticeable; <i>adv.</i> noticeably</p>
prompt	<p><i>adj.</i> on time or acting quickly and without delay</p> <ul style="list-style-type: none"> A prompt payment of a credit card bill avoids interest charges. <p><i>Also n.</i> promptness; <i>adv.</i> promptly</p>
remittance	<p><i>n.</i> money that is sent to someone as a payment</p> <ul style="list-style-type: none"> Thank you for doing our taxes; the remittance for your services is enclosed. <p><i>Also v.</i> remit</p>

<p>statement</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a list of costs and bills, showing the total that needs to be paid 2. a formal oral or written piece of information, opinion or announcement <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. According to my credit card statement, I owe \$225 this month. 2. The mayor issued a statement ordering the striking sanitation workers to return to work. <p><i>Also v. state</i></p>
<p>stock</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a supply of things kept for sale or future use 2. part of the ownership of a company which people buy as an investment <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. I checked our stock, and there are only two shoe sizes left in that style. 2. Jerry’s family made a lot of money buying stock in successful businesses. <p><i>Also v. stock; adj. stock</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 make an enquiry is to	a. money sent as payment.
2.	___ A remittance is	b. put something off until later.
3.	___ To disregard is to	c. preserve or keep the same.
4.	___ A statement is	d. show admiration and give thanks.
5.	___ To delay is to	e. an announcement or warning.
6.	___ An invoice is	f. an explanation of something.
7.	___ To maintain is to	g. ignore or pass something over.
8.	___ To appreciate is to	h. ask for information.
9.	___ A notice is	i. a formal report or comment.
10.	___ A description is	j. a list of things purchased and the amount owed.

Score /10

B/ Using the Right Word**Lesson 5**

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.

appreciate	disregard	maintain	description	notice
delay	statement	current	federal	prompt

1. It is important to keep a positive attitude. 1. _____
 2. A detailed explanation of the product's features is in the manual. 2. _____
 3. A recent study shows that a healthy diet and active lifestyle add years to a person's life. 3. _____
 4. The national government gives the provinces some money for medical care. 4. _____
 5. The receptionist gave the news that she is quitting to go back to school. 5. _____
 6. Suzanne is always on time. 6. _____
 7. Don't pay attention to the last bill because we received your payment today. 7. _____
 8. The electricity was off for three hours, causing a slowdown in production. 8. _____
 9. The customers are very impressed with the chef's cooking. 9. _____
 10. The witness wrote a formal declaration about what he had seen. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 5**

appreciate	delay	enquiry	prompt	statement
current	disregard	maintain	remittance	stock

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

1. supply _____
 2. announcement _____
 3. like _____
 4. postpone _____
 5. question _____
-

*An antonym is a word that means the opposite of another word.
Match a vocabulary word in the list at the top of the page with its antonym below.*

6. consider _____
 7. ruin _____
 8. bill _____
 9. past _____
 10. late _____
-

Score /10

D/ Analyzing and Comparing Words**Lesson 5**

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. Use each word once.

disregard	current	appreciate	maintain	remittance
back ordered	statement	enquiry	prompt	delay

1. *problem* is to *difficulty* as **interruption** is to _____
 2. *sea* is to *see* as **currant** is to _____
 3. *slow* is to *late* as **speedy** is to _____
 4. *question* is to *answer* as **invoice** is to _____
 5. *doubt* is to *disbelief* as **overlook** is to _____
 6. *method* is to *process* as **investigation** is to _____
 7. *post* is to *stop* as **testament** is to _____
(Hint: Rearrange the letters.)
 8. *fix* is to *repair* as **keep** is to _____
 9. *in stock* is to *available* as **out of stock** is to _____
 10. *war* is to *peace* as **dislike** is to _____
-

Score /10

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

<h1 style="margin: 0;">ZEN STYLES</h1> <p style="margin: 0;"><i>“<u>Maintaining</u> Zen Lifestyles Everywhere”</i></p>		<p>Statement # 30 Date: January 10, 2009</p>			
<p>3636 Broadway Blvd. Yellowknife, NWT X1A 5T2 Phone: (663) 888-8888 Fax: (663) 888-8383</p>		<p>Please direct all enquiries to Hector Smith at accounting@zenstyles.ca</p>			
<p>Bill to: Federal Government 12 Fairway Drive Prince George, BC V5Q 1G3 Phone: (488) 333-4444 Customer ID: [ABC12345]</p>		<p><i>Comments:</i> If your order has been delayed, please disregard any notices for payment that may arrive in the mail.</p>			
DATE	DESCRIPTION	AMOUNT	BALANCE		
October 12, 2008	Invoice 2007-15	770.32	770.32		
October 15, 2008	Invoice 2007-18	589.55	1,359.87		
November 8, 2008	Invoice 2007-25	6,974.25	8,334.12		
November 30, 2008	Invoice 2007-45	2,334.12	10,668.24		
December 3, 2008	Invoice 2007-102	13,263.89	23,932.13		
December 15, 2008	Your prompt payment is appreciated . Back ordered items are now in stock and will be shipped with your next regular order.	8,334.12 cr.	15,598.01		
Current	1-30 Days Past Due	31-60 Days Past Due	61-90 Days Past Due	Over 90 Days Past Due	Amount Due
0.00	13,263.89	2,334.12	0.00	0.00	15,598.01

Remittance	
Statement #	30
Amount Due	15,598.01
Remittance Date	
Amount Paid	

Make all cheques payable to Zen Styles. Thank you for your business!

1. What is the statement date?

2. To whom is the statement being sent?

3. List one way the statement uses positive and respectful language to recognize and encourage immediate payment.

4. What is the current status on the back ordered items?

5. What is the date of the last invoice that was sent to the customer?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 6
correctional	<p><i>adj.</i> of the system that deals with criminals through imprisonment, parole, etc.</p> <ul style="list-style-type: none"> The correctional facility prides itself on having few prisoners break the law again after their release from prison. <p><i>Also n.</i> correction; <i>v.</i> correct; <i>adj.</i> correctable</p>	
diploma	<p><i>n.</i> an official document from an educational institution that shows you have completed a program successfully</p> <ul style="list-style-type: none"> Anna received a diploma when she finished the dental hygienist course. 	
fulfillment	<p><i>n.</i></p> <ol style="list-style-type: none"> achievement of a dream, keeping of a promise, or performance of a duty sense of satisfaction that comes from such success <ul style="list-style-type: none"> <ol style="list-style-type: none"> Going back to school and being hired as a veterinary assistant was a fulfillment of Tracy’s dream to work with animals. Money and fame matter less to her than personal fulfillment. <p><i>Also v.</i> fulfill</p>	
in-depth	<p><i>adj.</i> done carefully and thoroughly, taking a broad range of knowledge into consideration</p> <ul style="list-style-type: none"> The in-depth study of air quality in the workplace revealed some serious problems with pollutants and mould. <p><i>Also n.</i> depth</p>	
institution	<p><i>n.</i></p> <ol style="list-style-type: none"> organization that promotes legal, educational, medical or social concerns accepted cultural behaviour, custom or law in a particular society <ul style="list-style-type: none"> <ol style="list-style-type: none"> Universities and colleges are institutions of higher learning. High divorce rates have led to redefining the institution of the family. <p><i>Also n.</i> institute; <i>v.</i> institute, institutionalize; <i>adj.</i> institutional</p>	
mission	<p><i>n.</i> something that an organization or person believes they must try to achieve, or a task or duty they are given</p> <ul style="list-style-type: none"> Terry Fox’s mission was to raise money for cancer research by running across Canada. 	

motivation	<p><i>n.</i> reasons that influence a person to act or behave in a particular way</p> <ul style="list-style-type: none"> For some people the motivation behind learning is personal satisfaction; for others it is future financial gain. <p><i>Also n.</i> motive; <i>v.</i> motivate; <i>adj.</i> motivational</p>
offender	<p><i>n.</i> someone or something that causes a problem, goes against the religious or moral values of others, or breaks the law</p> <ul style="list-style-type: none"> Automobiles have become a major environmental offender because of the pollutants they emit. <p><i>Also v.</i> offend; <i>adj.</i> offensive; <i>adv.</i> offensively</p>
possess	<p><i>v.</i> to have or own things, ideas, qualities or feelings</p> <ul style="list-style-type: none"> Businesses appreciate employees who possess honesty. <p><i>Also n.</i> possession; <i>adj.</i> possessive</p>
primary	<p><i>adj.</i> describes something that happens first or is the main or most important thing</p> <ul style="list-style-type: none"> The primary reason Sara goes to the gym is to exercise and build muscle. <p><i>Also adj.</i> prime</p>
reintegration	<p><i>n.</i> the act of rejoining, fitting in once more</p> <ul style="list-style-type: none"> After injured workers are retrained to work in different jobs, they face reintegration into the workforce. <p><i>Also v.</i> reintegrate</p>
security	<p><i>n.</i> protection; freedom from risk, danger, doubt or fear</p> <ul style="list-style-type: none"> For security, the petty cash and important papers are kept in a safe. <p><i>Also v.</i> secure; <i>adj.</i> secure, securable; <i>adv.</i> securely</p>
society	<p><i>n.</i></p> <ol style="list-style-type: none"> people as a community, with all the cultural and social patterns and institutions they have developed an association of people united by a common aim, interest or principle <ul style="list-style-type: none"> <ol style="list-style-type: none"> Peace, order and good government are key goals of Canadian society. The historical society is meeting to discuss fundraising to restore the old town hall. <p><i>Also v.</i> socialize; <i>adj.</i> social, societal</p>

thrive	<p>v. to do well</p> <ul style="list-style-type: none"> • After Robert left his poorly paid job to work as a regional manager, he began to thrive financially and emotionally.
vital	<p><i>adj.</i> extremely important to the functioning of something</p> <ul style="list-style-type: none"> • Air and water are vital because we cannot live without them. <p><i>Also n. vitality; v. vitalize; adv. vitally</i></p>

A/ Matching Meanings**Lesson 6**

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

primary	vital	offender	security	diploma
correctional	thrive	fulfillment	institution	mission

1. first or most important _____
 2. a public organization _____
 3. freedom from risk, danger or injury _____
 4. essential to the well-being of someone or something _____
 5. dealing with offenders _____
 6. a duty or task that needs to be accomplished _____
 7. a certificate for the completion of a course of study _____
 8. someone who breaks the law _____
 9. to grow and prosper _____
 10. a feeling of satisfaction for a job well done _____
-

Score /10

B/ Using the Right Word**Lesson 6**

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

diploma	motivation	institution	mission	in-depth
society	vital	primary	thrive	fulfillment

The employment counsellor told Ahmed that it is (1)_____ to have a high school education to be employed in (2)_____ today. Earning a degree or (3)_____ in an (4)_____ of higher learning increases a person's chances of obtaining good wages and personal (5)_____.

The counsellor's advice gave Ahmed the (6)_____ he needed. He made it his (7)_____ to complete a four-year, (8)_____ program on environmental issues. His (9)_____ focus was water management. Ahmed became convinced that protecting our water supply would be the only way future generations could (10)_____.

Score /10

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

1. Which is not an example of an **offender**?
 - a) trespasser
 - b) outlaw
 - c) delinquent
 - d) correctional officer
 2. Which of the following is the most similar in meaning to **fulfillment**?
 - a) dissatisfaction
 - b) realization
 - c) imperfection
 - d) disappointment
 3. Which word means the opposite of **possess**?
 - a) own
 - b) keep
 - c) lose
 - d) maintain
 4. Which word is not an example of a **mission**?
 - a) task
 - b) goal
 - c) calling
 - d) law
 5. Which word is most similar in meaning to **security**?
 - a) publicity
 - b) safety
 - c) weakness
 - d) fear
 6. Which word means the opposite of **primary**?
 - a) essential
 - b) original
 - c) leading
 - d) following
 7. Which of the following is the most similar in meaning to **in-depth**?
 - a) visible
 - b) quick
 - c) thorough
 - d) unfair
 8. Which word is most similar in meaning to **vital**?
 - a) key
 - b) non-essential
 - c) unimportant
 - d) irrelevant
 9. Which of the following is not an example of an **institution**?
 - a) marriage
 - b) school
 - c) prison
 - d) workbook
 10. Which of the following is the most similar in meaning to **thrive**?
 - a) fail
 - b) decrease
 - c) prosper
 - d) weaken
-

Score /10

D/ Analyzing and Comparing Words

Lesson 6

Add the prefix “re” to the following words and write what the new word means.

Hint: “re” means back or again.

Example: *integration* → reintegration, which means combining with the whole again.

1. **possess** → _____, which means _____

2. **offend** → _____, which means _____

Change the following verbs into nouns by adding the suffix “ion”.

Hint: when the verb ends in “e” drop the “e” before adding the suffix.

Examples: *correct* → correction, *investigate* → investigation

3. **institute** _____

4. **motivate** _____

5. **reintegrate** _____

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.

vital	offender	thrive	primary	motivation
-------	----------	--------	---------	------------

6. *runner-up* is to *winner* as **secondary** is to _____

7. *outstanding* is to *excellent* as **important** is to _____

8. *difficult* is to *easy* as **discouragement** is to _____

9. *school* is to *student* as **prison** is to _____

10. *stop* is to *go* as **fail** is to _____

Score /10

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

Correctional Officer

The **Correctional** Officer is **vital** to the **fulfillment** of the **mission** of the Correctional Service of Canada. As the **primary** contact for **offenders**, the correctional officer works with offenders on a continuous basis. This gives the Correctional Officer **in-depth** knowledge of an offender's personality and behaviour, vital to maintaining the **security** of the **institution**. At the same time, this knowledge supports and assists in the case management process, and it builds understanding and trust, essential to the successful **reintegration** of the offender into **society**.

Federal Correctional Officers are professionals. They **possess** a belief in the values of the organization, the flexibility and desire to work within a team, the ability to **thrive** in a demanding work environment and, most importantly, the **motivation** to work with offenders.

*If you have a high school **diploma** and experience in dealing with people, a career with the Correctional Service of Canada may be the one for you.*

Source: Website of the Correctional Service of Canada
<http://www.csc-scc.gc.ca/text/carinf/correctional-eng.shtml>

1. Who acts as an offender's primary contact?

2. What is vital to the security of the institution?

3. Name two job requirements of a correctional officer.

4. What is essential to the successful reintegration of the offender into society?

5. What level of education is required to be a correctional officer?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 7
alternative	<p><i>n.</i> different possibility or option</p> <ul style="list-style-type: none"> • The alternative to waiting for traffic to clear was to take a different route. <p><i>Also adj.</i> alternative; <i>adv.</i> alternatively</p>	
collate	<p><i>v.</i> to put together in order, usually alphabetical or numerical</p> <ul style="list-style-type: none"> • The new photocopier at Dean’s office will collate the papers for you. <p><i>Also n.</i> collator</p>	
completion	<p><i>n.</i> the condition of being finished</p> <ul style="list-style-type: none"> • Completion of the construction project was scheduled for May 24. <p><i>Also v.</i> complete</p>	
detail	<p><i>n.</i> a small fact or item of information</p> <ul style="list-style-type: none"> • Helen’s attention to details is one of her greatest strengths. <p><i>Also v.</i> detail</p>	
determine	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to discover the facts about something 2. to make decisions about something <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The coroner was unable to determine the cause of death. 2. The team will vote to determine who will be the captain. <p><i>Also n.</i> determination</p>	
effective	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. producing a successful result 2. in operation; active <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. An effective way of dealing with bad breath is to eat a sprig of parsley or peppermint. 2. The new policy becomes effective September 25. <p><i>Also n.</i> effect, effectiveness; <i>adv.</i> effectively</p>	
efficient	<p><i>adj.</i> able to do something well and thoroughly with no waste of time, money or energy</p> <ul style="list-style-type: none"> • The doctor wanted an efficient receptionist to handle all his telephone calls. <p><i>Also n.</i> efficiency; <i>adv.</i> efficiently</p>	

function	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. normal action or use; purpose 2. a social event <ul style="list-style-type: none"> • 1. The function of the new postage machine is to stamp letters more quickly. 2. A special function was planned to celebrate their 50th anniversary. <p><i>Also v. function; adj. functional</i></p>
instructions	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. directions; detailed information on how to do something 2. orders or directions from a boss or parent that should be followed <ul style="list-style-type: none"> • 1. Zeljka followed the instructions on the box to assemble the desk. 2. Betty's boss left instructions for her to have the company car serviced. <p><i>Also v. instruct; adj. instructional</i></p>
inventory	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a collection of articles owned or on hand; stock 2. a detailed list of such articles with their estimated value <ul style="list-style-type: none"> • 1. The store's inventory was low because it had not received several shipments from suppliers. 2. When John's mother died, he had to draw up an inventory of her assets. <p><i>Also v. inventory</i></p>
photocopy	<p><i>n.</i></p> <ul style="list-style-type: none"> • a picture of a document made by a special machine • A photocopy of the report was given to each employee. <p><i>Also n. photocopier; v. photocopy</i></p>
profile	<p><i>n.</i></p> <ul style="list-style-type: none"> • a short description of a job or a person • After reading the job profile on the Internet, Anna applied for the position. <p><i>Also n. profiler; v. profile</i></p>

<p>secondary</p>	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. relating to schooling that comes after elementary classes and before college or university; high school 2. less important than other related things 3. coming after or as a result of <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. While he was in secondary school, James explored different colleges and universities. 2. James considered the location secondary to the types of programs offered. 3. The flu can lead to secondary problems such as pneumonia or bronchitis.
<p>sort</p>	<p><i>v.</i></p> <p>to put things in order or into groups</p> <ul style="list-style-type: none"> • Please have these files sorted alphabetically by the end of the week. <p><i>Also n.</i> sorter</p>
<p>volume</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. amount 2. loudness 3. one book from a set <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The volume of traffic on the highway is starting to cause problems. 2. The employees wore earplugs to reduce the volume of noise they were exposed to inside the factory. 3. Have you finished with the second volume of the encyclopaedia?

A/ Matching Meanings**Lesson 7**

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

efficient	secondary	detailed	collate	profile
function	alternative	determine	effective	volume

1. the amount of something _____
 2. a description of the key features of something _____
 3. to put together in order _____
 4. paying attention to individual items _____
 5. what something does _____
 6. another choice _____
 7. of lesser importance _____
 8. to make a decision _____
 9. achieving a good result _____
 10. not wasting time or money _____
-

Score /10

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

instructions	collate	detailed	inventory	photocopy
effective	determine	volume	efficient	function

In order to (1)_____ well in a busy office environment it is important to make the most (2)_____ use of your time. Anyone who has had to copy a high (3)_____ of pages knows that the glass on the (4)_____ machine should be cleaned and the ink cartridge or toner will eventually need to be replaced. Since re-ordering and delivering paper and toner takes time, it is important to maintain an (5)_____ of these items. Every work order will include a (6)_____ explanation of the type and colour of paper and whether the copies are to be one-sided or two-sided. The machine can be programmed to (7)_____ the copies into booklets. Next, it is important to check each booklet to (8)_____ whether the pages are arranged and numbered correctly. A photocopy machine operator will be more (9)_____ in an office setting if he or she is a detail-oriented person and is able to follow (10)_____ precisely.

Score /10

Circle the letters that corresponds to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following are **detailed** accounts?
 - a) biography
 - b) instruction manual
 - c) summary
 - d) court transcript
 2. Which of the following are examples of an **inventory**?
 - a) merchandise in stock
 - b) list of property
 - c) catalogue
 - d) wine order
 3. Which of the following are **efficient**?
 - a) low-wattage light bulbs
 - b) long coffee breaks
 - c) hybrid cars
 - d) thermal insulated windows
 4. Which of the following have **volume**?
 - a) stack of mail
 - b) litre of juice
 - c) surround sound system
 - d) crumb
 5. Which of the following could one **determine**?
 - a) long-term effects of substance abuse
 - b) the shortest route to take on a map
 - c) evidence
 - d) results from a medical test
 6. Which of the following would be **effective**?
 - a) medicine that works
 - b) a catchy ad
 - c) a weak sales pitch
 - d) poor study habits
 7. Which of the following could happen at the **completion** of a social event?
 - a) applause
 - b) preliminary hearing
 - c) cleaning
 - d) new sales order
 8. Which of the following could be an **alternative** to overspending?
 - a) budgeting
 - b) using credit
 - c) saving
 - d) increasing inventory
 9. Which of the following should have clear **instructions**?
 - a) on-line map
 - b) control tower
 - c) medicine bottle
 - d) work order
 10. Which of the following could be **secondary**?
 - a) high school
 - b) main idea
 - c) an aftershock
 - d) Prime Minister of Canada
-

Score /10

D/ Analyzing and Comparing Words

Lesson 7

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. Use each word once.

efficient	secondary	profile	effective	instructions
alternative	collate	completion	sort	inventory

1. *first* is to *second* as **primary** is to _____
 2. *budget* is to *penny-wise* as **time management** is to _____
 3. *stamps* are to *collect* as **pages** are to _____
 4. *start* is to *beginning* as **finish** is to _____
 5. *stand still* is to *move* as **mix up** is to _____
 6. *house* is to *residence* as **stock** is to _____
 7. *drawing* is to *portrait* as **description** is to _____
 8. *rough* is to *smooth* as **unsuccessful** is to _____
 9. *dictionary* is to *definitions* as **manual** is to _____
 10. *compliment* is to *praise* as **option** is to _____
-

Score /10

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

Photocopy Machine Operator NOC 9471

Career **Profiles** > Clerical; Secretarial; Office Equipment Operator

Employment Requirements:

Successful **completion** of a minimum of two years of **secondary** school or Public Service Commission (PSC) approved **alternatives**

Duties:

- Understand and carry out clients' **detailed instructions** on the printing machines
- Handle high **volume** periods in an **effective** and **efficient** manner
- **Determine inventory** and order supplies to maintain the photocopy **function**
- Clean machines, replace ink and adjust settings
- **Sort** and **collate** papers

1. **What is the NOC (National Occupational Classification) number for a photocopy machine operator?**

2. **Name one task for a photocopy machine operator.**

3. **What is meant by a “high volume period”?**

4. **Why is it important to determine inventory?**

5. **What level of education is needed to be a photocopy machine operator?**

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 8
applicable	<i>adj.</i> affecting or relating to something; relevant <ul style="list-style-type: none"> Terry’s new car cost \$25,900 plus applicable taxes. <i>Also n.</i> application; <i>v.</i> apply	
attach	<i>v.</i> to connect or join <ul style="list-style-type: none"> To demonstrate ability to follow instructions, the company asked applicants to attach a cover letter to their application form. <i>Also n.</i> attachment	
continue	<i>v.</i> to keep doing something <ul style="list-style-type: none"> In order to meet the deadline, we will have to continue to work long hours. <i>Also adj.</i> continual, continuous; <i>adv.</i> continually, continuously	
deadline	<i>n.</i> a time by which something must be done or finished <ul style="list-style-type: none"> Henry was upset to learn that he had missed the deadline for applications. 	
directions	<i>n.</i> instructions that let you know what to do <ul style="list-style-type: none"> The directions for using the label maker were very difficult to understand. 	
document	<i>n.</i> paper(s) with information or proof of something <ul style="list-style-type: none"> A passport is an official document that proves your identity. <i>Also n.</i> documentation; <i>v.</i> document; <i>adj.</i> documentary	
employment	<i>n.</i> work or job that is done to earn money; being occupied in the workforce <ul style="list-style-type: none"> He was looking for full-time employment in the construction industry. <i>Also n.</i> employee, employer; <i>v.</i> employ; <i>adj.</i> employable	
goal	<i>n.</i> <ol style="list-style-type: none"> an aim, purpose or ambition a point scored in a sport such as hockey, soccer or football <ul style="list-style-type: none"> <ol style="list-style-type: none"> A goal of many companies is to create environmentally friendly policies. They needed one more goal to win the game. 	

information	<p><i>n.</i> a collection of facts or knowledge</p> <ul style="list-style-type: none"> Jerome has a lot of interesting information about wildlife conservation. <p><i>Also n.</i> informer, informant; <i>v.</i> inform</p>
polite	<p><i>adj.</i> having good manners; showing consideration for others</p> <ul style="list-style-type: none"> In Canada, it is considered polite to shake hands when you are introduced to someone. <p><i>Also n.</i> politeness; <i>adv.</i> politely</p>
provide	<p><i>v.</i> to supply something or give someone something that they need</p> <ul style="list-style-type: none"> At the interview, Jerry was asked to provide a list of references. <p><i>Also n.</i> provider, provision</p>
résumé	<p><i>n.</i> a one- or two-page description of work experience, education, knowledge</p> <ul style="list-style-type: none"> Jonathan attached his résumé to the application form as the employer had requested.
suit	<p><i>v.</i> to be a good fit, right or acceptable for a situation, person or occasion</p> <ul style="list-style-type: none"> Accounting jobs suit people who enjoy working with numbers. <p><i>n.</i></p> <ol style="list-style-type: none"> a set of something that matches a lawsuit; a disagreement that is taken to court for a legal decision <ul style="list-style-type: none"> <ol style="list-style-type: none"> Terrence bought a new suit to wear to the interview. Karen filed a suit against her former employer for wrongful dismissal. <p><i>Also adj.</i> suitable</p>
unpaid	<p><i>adj.</i></p> <ol style="list-style-type: none"> done without the exchange of money still owing <ul style="list-style-type: none"> <ol style="list-style-type: none"> Volunteer work is sometimes called unpaid labour. Hector's debt to his parents remains unpaid.
volunteer	<p><i>v.</i> to willingly do something helpful without being paid</p> <ul style="list-style-type: none"> Theresa would like to volunteer with the Humane Society because she loves animals. <p><i>Also n.</i> volunteer; <i>adj.</i> voluntary; <i>adv.</i> voluntarily</p>

A/ Matching Meanings**Lesson 8**

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

résumé	deadline	employment	applicable	document
polite	continue	attach	goal	directions

1. to join two things _____
 2. a person's work or business _____
 3. an aim or objective _____
 4. a printed record _____
 5. a summary of employment history _____
 6. fitting for a situation or purpose _____
 7. to keep going _____
 8. civil towards others _____
 9. the time when something is due _____
 10. instructions _____
-

Score /10

B/ Using the Right Word**Lesson 8**

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.

information	attach	provide	deadline	polite
goal	document(s)	applicable	continue	directions

1. When the police officer stopped him for speeding, Joe realized that he had left his car ownership papers at home. 1. _____
 2. The guidelines are relevant to all departments. 2. _____
 3. An Olympic runner tries to keep running until the end of the race. 3. _____
 4. Follow the steps and procedures in the owner's manual. 4. _____
 5. I gained a lot of knowledge in the training session. 5. _____
 6. It is important to secure a baby's car seat to the back seat of the car. 6. _____
 7. The company is going to equip us with new computers. 7. _____
 8. Employees have to request their summer vacation before the time limit. 8. _____
 9. A diplomat is well-mannered. 9. _____
 10. The fundraising target is \$500,000. 10. _____
-

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following are examples of a **document**?
 - a) conversation
 - b) certificate
 - c) deed
 - d) written testimony
 2. Which of the following might have a **deadline**?
 - a) gift shopping
 - b) school assignment
 - c) contest
 - d) cup of coffee
 3. Which of the following might be a **goal**?
 - a) a career in finance
 - b) a surprise visit
 - c) improving oral communication
 - d) toasting a slice of bread
 4. Which of the following might not be **applicable**?
 - a) admissible evidence at a trial
 - b) blue jeans at a wedding
 - c) valid passport when travelling abroad
 - d) asking marital status on a job application
 5. Which of the following contain **information**?
 - a) a research report on the polar bear
 - b) a facsimile
 - c) a phone book
 - d) a list of instructions
 6. Which of the following can you **attach**?
 - a) a dog to a leash
 - b) water to a faucet
 - c) papers to a clipboard
 - d) a boat to a dock
 7. Which of the following are examples of **volunteering**?
 - a) canvassing for a charity
 - b) working at a bank
 - c) offering to make the coffee
 - d) selling real estate
 8. Which of the following might include **directions**?
 - a) passport application
 - b) a new DVD player
 - c) can of soup
 - d) invitation
 9. Which of the following might be **unpaid**?
 - a) credit card statement
 - b) time spent babysitting a younger sister
 - c) mortgage
 - d) invoice
 10. Which of the following can you **provide**?
 - a) support
 - b) a meal
 - c) happiness
 - d) information
-

Score /10

D/ Analyzing and Comparing Words

Lesson 8

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. Use each word once.

attach	applicable	employment	directions	provide
deadline	goal	continue	polite	document

1. *happening* is to *event* as **working** is to _____
 2. *satisfaction* is to *enjoyment* as **objective** is to _____
 3. *take* is to *give* as **disconnect** is to _____
 4. *begin* is to *start date* as **finish** is to _____
 5. *cluttered* is to *tidy* as **irrelevant** is to _____
 6. *complaints* are to *objections* as **instructions** are to _____
 7. *poodle* is to *dog* as **licence** is to _____
 8. *live* is to *die* as **stop** is to _____
 9. *mean* is to *kind* as **rude** is to _____
 10. *hold* is to *grab* as **supply** is to _____
-

Score /10

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

Filling out Application Forms

When you apply for a job, you will be asked to fill in some kind of application form. Make sure you read the whole **document** first and follow the **directions** carefully. Make sure you **provide** your Social Insurance Number (SIN) if you are asked for it. Print or write as neatly as you can, using a black or blue pen or marker. If you make a mess of the application, ask for a new one and start again.

Answer every question. Write 'N/A' (not **applicable**) if a question doesn't apply to you. Include all of your paid and **unpaid** work in the "Work Experience" section. Be honest. Remember that you will have to sign your name to the **information** you provide.

When you are finished, sign and date the application, and **attach** it to your cover letter and **résumé**. If you are in a Service Canada Centre, hand it in to an **employment** officer. If you find a job listing in an ad or on a job poster, you should mail or hand-deliver your reply to the employer a couple of days before the **deadline**.

Follow Your Application Trail

Okay, so you've made the move and applied for the job. What's next? You can't just sit and wait for the phone to ring; you have to **continue** on the journey. Here's what you can do:

- If you have a phone number and contact name, call to confirm that your application was received. Remember to be **polite** and professional.
- Apply for other jobs. You never know what you might be offered!

Source: *Looking for a Job*, Service Canada
<http://www.youth.gc.ca/yoaux.jsp?&lang=en&flash=0&ta=1&auxpageid=218>

Quick Tip:

*If you have a career **goal** in mind, look for jobs that will help you develop the skills, knowledge and experience you will need in that career. If you can't find a paying job that relates to your career goal, try **volunteering** in your spare time. Volunteering can help you get the skills and experience you need to find paid employment that **suits** you, or get a career edge.*

Source: *Looking for a Job*, Service Canada
<http://www.youth.gc.ca/yoaux.jsp?contentpageid=212&lang=en&flash=0&ta=1>

1. What does N/A mean and when would you use it?

2. According to this passage, what might a job applicant have to provide?

3. What should you do if your application looks messy?

4. What is another name for unpaid work, and how can it help you get paid employment?

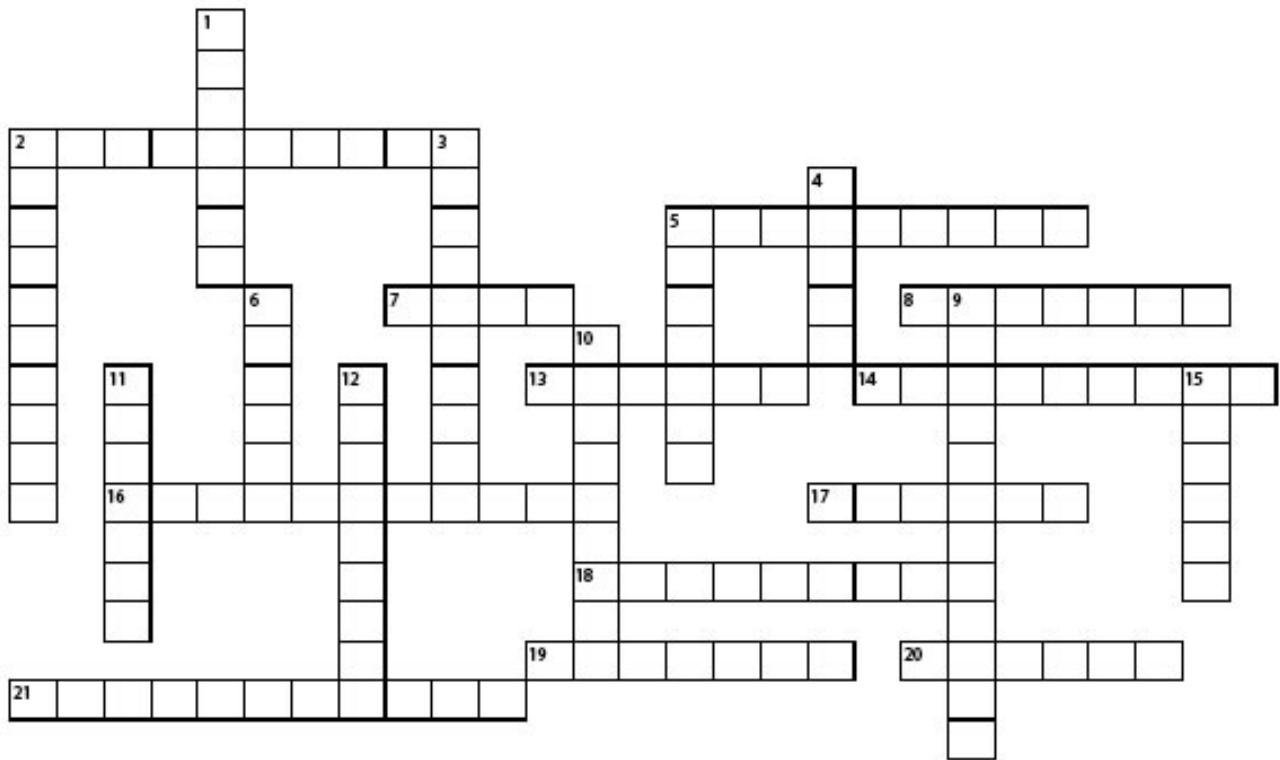
5. How should you follow up?

Score /10

Total Score /50

Vocabulary Review: Unit 2

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



ACROSS

2. to like something and be thankful for it
5. merchandise on hand
7. aim or purpose
8. official document proving education
13. written announcement
14. to ignore something or someone
16. prison or school, for example
17. number or amount of something
18. accomplishing something using time and energy wisely
19. describes something that happens first or is the main or most important thing
20. showing good manners
21. different possible choice

DOWN

1. central, as in government
2. affecting or relating to something or someone
3. when someone is paid to work for a person or company
4. to cause something to take longer than planned
5. bill for goods or services provided
6. quick and on time
9. detailed information on how to do something
10. someone who offers to do something
11. people in general, as a large organized group
12. formal oral or written message
15. document describing your education and work experience

Unit 2 Word List

These are the vocabulary words from Unit 2. The number beside each word indicates the lesson in which it was studied.

1. alternative (7)
2. applicable (8)
3. appreciate (5)
4. attach (8)
5. back ordered (5)
6. collate (7)
7. completion (7)
8. continue (8)
9. correctional (6)
10. current (5)
11. deadline (8)
12. delay (5)
13. description (5)
14. detail (7)
15. determine (7)
16. diploma (6)
17. directions (8)
18. disregard (5)
19. document (8)
20. effective (7)
21. efficient (7)
22. employment (8)
23. enquiry (5)
24. federal (5)
25. fulfillment (6)
26. function (7)
27. goal (8)
28. in-depth (6)
29. information (8)
30. institution (6)
31. instructions (7)
32. inventory (7)
33. invoice (5)
34. maintain (5)
35. mission (6)
36. motivation (6)
37. notice (5)
38. offender (6)
39. photocopy (7)
40. polite (8)
41. possess (6)
42. primary (6)
43. profile (7)
44. prompt (5)
45. provide (8)
46. reintegration (6)
47. remittance (5)
48. résumé (8)
49. secondary (7)
50. security (6)
51. society (6)
52. sort (7)
53. statement (5)
54. stock (5)
55. suit (8)
56. thrive (6)
57. unpaid (8)
58. vital (6)
59. volume (7)
60. volunteer (8)

Unit 3

Lesson 9:

Page 83

<i>chemist</i>	<i>concerned</i>	<i>consumer</i>	<i>decompose</i>	<i>degradable</i>
<i>experimenting</i>	<i>issue</i>	<i>landfill</i>	<i>material</i>	<i>patent</i>
<i>plant</i>	<i>polyethylene</i>	<i>production</i>	<i>roughly</i>	<i>solution</i>

Lesson 10:

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<i>chairperson</i>	<i>commend</i>	<i>courteous</i>	<i>dozen</i>	<i>extremely</i>
<i>file</i>	<i>financial</i>	<i>management</i>	<i>manner</i>	<i>pioneer</i>
<i>rare</i>	<i>receptionist</i>	<i>request</i>	<i>schedule</i>	<i>trace</i>

Lesson 11:

Page 101

<i>ability</i>	<i>adventure</i>	<i>avoid</i>	<i>belief</i>	<i>decide</i>
<i>identify</i>	<i>impression</i>	<i>limitation</i>	<i>opinion</i>	<i>opportunity</i>
<i>pride</i>	<i>situation</i>	<i>strength</i>	<i>value</i>	<i>weakness</i>

Lesson 12:

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<i>according to</i>	<i>accreditation</i>	<i>attendant</i>	<i>board</i>	<i>client</i>
<i>communication</i>	<i>extended</i>	<i>guarantee</i>	<i>hospitality</i>	<i>imply</i>
<i>minimum</i>	<i>period</i>	<i>reporting</i>	<i>responsibility</i>	<i>tourism</i>

Unit Review:

Crossword Puzzle

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Vocabulary	Definitions	Lesson 9
chemist	<p><i>n.</i> a scientist who studies substances and how they interact with one another</p> <ul style="list-style-type: none"> • Chemists in the research department are working on a new insect repellent. <p><i>Also n.</i> chemistry; <i>adj.</i> chemical</p>	
concerned	<p><i>adj.</i> worried about; interested in</p> <ul style="list-style-type: none"> • Parents and teachers are concerned about the quality of children's education. <p><i>Also n.</i> concern; <i>v.</i> concern</p>	
consumer	<p><i>n.</i> the buyer or user of a product or service</p> <ul style="list-style-type: none"> • We asked consumers to fill out a short survey so that we could learn more about the people who buy our products and how we can better serve them. <p><i>Also n.</i> consumerism, consumable, consumption; <i>v.</i> consume</p>	
decompose	<p><i>v.</i> to decay or rot; break down</p> <ul style="list-style-type: none"> • It takes one million years for a glass bottle to decompose in the environment. <p><i>Also n.</i> decomposition</p>	
degradable	<p><i>adj.</i> capable of decomposing</p> <ul style="list-style-type: none"> • Paper products buried in garbage sites are degradable and will disappear over time. <p><i>Also v.</i> degrade</p>	
experimenting	<p><i>n.</i> scientific testing of new ideas and practices</p> <ul style="list-style-type: none"> • Animal rights activists believe that experimenting on animals to test new drugs is cruel and should be stopped. <p><i>Also n.</i> experiment, experimentation; <i>v.</i> experiment; <i>adj.</i> experimental; <i>adv.</i> experimentally</p>	

issue	<p><i>v.</i> to give something out officially or publicly</p> <ul style="list-style-type: none"> • The government will not issue a driver's licence to someone under sixteen. <hr/> <p><i>n.</i></p> <ol style="list-style-type: none"> 1. a particular edition of something, such as a magazine or stamps 2. a problem; an important topic <ul style="list-style-type: none"> • 1. The new issue of the magazine is full of articles about fitness. 2. It was not an issue for the children to play on her lawn.
landfill	<p><i>n.</i> where garbage is buried</p> <ul style="list-style-type: none"> • Most people wouldn't want a landfill in their neighbourhood.
material	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a substance that things can be made from 2. information such as facts, notes, research <ul style="list-style-type: none"> • 1. Oil is the raw material from which plastics are made. 2. Laurie has gathered a lot of interesting material for her book. <p><i>Also n.</i> materialism; <i>v.</i> materialize; <i>adj.</i> material; <i>adv.</i> materially</p>
patent	<p><i>n.</i> exclusive rights granted by the government to an inventor to make or sell an invention; an official document describing such rights</p> <ul style="list-style-type: none"> • He applied for a patent on the humane mousetrap he invented. <p><i>Also v.</i> patent</p>
plant	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. factory 2. living thing growing in the earth <ul style="list-style-type: none"> • 1. The new car plant provided many jobs in the community. 2. I have many different types of plants in my garden. <p><i>Also n.</i> planter; <i>v.</i> plant</p>
polyethylene	<p><i>n.</i> a strong, thin plastic material used for bags</p> <ul style="list-style-type: none"> • China banned the use of polyethylene grocery bags to reduce pollution.
production	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. making, manufacturing or growing something 2. output; what is produced 3. a play or musical show <ul style="list-style-type: none"> • 1. Our company specializes in the production of plastic cutlery. 2. Alberta has increased oil production since the development of the oil sands. 3. The school's spring production was the musical <i>Grease</i>. <p><i>Also n.</i> product, producer, productivity; <i>v.</i> produce; <i>adj.</i> productive; <i>adv.</i> productively</p>

roughly	<p><i>adv.</i> 1. approximately 2. forcefully or violently</p> <ul style="list-style-type: none"> • 1. The construction site was roughly 60,000 square metres in size. 2. The boy was told not to play so roughly with his little brother. <p><i>Also n.</i> roughness; <i>adj.</i> rough</p>
solution	<p><i>n.</i> 1. the answer to a problem 2. a solid product dissolved into a liquid</p> <ul style="list-style-type: none"> • 1. The solution to the ant problem was to call an exterminator. 2. Mark makes his own environmentally friendly cleaning solutions. <p><i>Also n.</i> solubility; <i>v.</i> solve, dissolve; <i>adj.</i> soluble</p>

A/ Matching Meanings**Lesson 9**

Match a vocabulary word to the following meanings. Use the circled letters to solve the mystery sentence below.

landfill	solution	production	degradable	issued
concerned	chemist	material	experimenting	consumers

- decomposable
- person who studies substances and the way they interact
- testing
- purchasers
- worried
- manufacturing
- answer to a problem
- granted, given
- substance
- area for burying waste

Mystery Sentence:

A good employee should _____.

Score /10

B/ Using the Right Word**Lesson 9**

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.

chemist	decomposes	roughly	plant	consumers
polyethylene	patent	experimenting	issued	solution

1. A **document indicating his rights to his invention** protected John from having his idea copied. 1. _____
 2. The police officer **officially presented** a speeding ticket to the driver who was driving too fast. 2. _____
 3. It is unfortunate that grocery bags made from **a strong, thin plastic material** are not degradable when buried. 3. _____
 4. Marie Curie, a famous **scientist who experimented with chemical reactions**, won two Nobel Prizes. 4. _____
 5. In some cities, yard waste is collected and taken to a special composting site, where it quickly **breaks down into simpler substances** and produces a rich soil called humus. 5. _____
 6. The **industrial building** in which rubber tires used to be produced has been converted into expensive lofts and condominiums. 6. _____
 7. Advertising is aimed at **people who buy products and services**. 7. _____
 8. **Close to** 30 million people live in Canada. 8. _____
 9. The Research and Development Department is constantly **conducting tests** to improve the company's products and to create better ones. 9. _____
 10. The scientists were unable to find a **suitable answer** to the problem. 10. _____
-

Score /10

Circle the letters that correspond to the possible meanings of the vocabulary words below. There may be more than one match for each word.

- | | | | |
|-----|---------------------|---------------------------------|----------------------------|
| 1. | plant | a) factory | c) vegetable |
| | | b) tree | d) nuclear facility |
| 2. | consumer | a) a Christmas shopper | c) a computer |
| | | b) a bike | d) an electrical appliance |
| 3. | roughly | a) about | c) abusively |
| | | b) smoothly | d) not exactly |
| 4. | decompose | a) create | c) decay |
| | | b) rot | d) build |
| 5. | issue | a) to give out | c) a serious problem |
| | | b) to present | d) a topic |
| 6. | concerned | a) hopeful | c) anxious |
| | | b) worried | d) pleased |
| 7. | solution | a) a mixture of sugar and water | c) answer to a puzzle |
| | | b) mathematical result | d) mystery |
| 8. | production | a) making something | c) a drama or musical |
| | | b) wheat crop | d) output |
| 9. | polyethylene | a) thin plastic | c) gasoline |
| | | b) dress fabric | d) wrapping paper |
| 10. | chemist | a) manager | c) receptionist |
| | | b) scientist | d) researcher |
-

Score /10

A prefix is an element at the beginning of a word. The prefix “poly” means many.

1. **Polyethylene** is a plastic made up of many simple molecules chained together. (A molecule is the smallest amount of a chemical substance that can exist by itself.)
 2. A **polytechnical** school teaches many technical subjects and skills.
 3. A **polygon** is a geometric figure (shape) with many angles and sides (e.g., triangle, octagon).
 4. A **polyglot** can read and write in many languages.
 5. A **polygraph** (lie detector) works by measuring many responses of the body (pulse, breathing rate, blood pressure).
-

Fill in the blanks below using the words polyethylene, polytechnical, polygon, polyglot and polygraph.

1. Our local community college is a _____ institution because it offers a wide variety of technology courses and teaches many skilled trades.
 2. The _____ had no difficulty getting a job as an interpreter with the United Nations.
 3. The accused man offered to take a _____ test to prove he was telling the truth.
 4. A pentagon, which has five sides, is a _____.
 5. Although _____ grocery bags are convenient to use, they are a cause of pollution and are being banned in some cities.
-

Score /5

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

The Garbage Bag



Source

Garbage day before the invention of garbage bags

Inventors: Harry Wasylyk, Larry Hanson, Frank Plomp

Until the end of the Second World War, garbage day always meant lots of noise, as millions of metal garbage cans were emptied and thrown back down.

Enter Winnipeg inventor Harry Wasylyk, who began **experimenting** with a new **material** called **polyethylene**. Wasylyk made his first plastic bags in his kitchen and supplied them to the Winnipeg General Hospital to line their garbage cans. His business grew, and he quickly moved **production** from his kitchen to a manufacturing **plant**. Around the same time, Larry Hanson, an employee at a Union Carbide factory, began to make garbage bags to use around the factory. Union Carbide knew a great idea when it saw one. The company bought Wasylyk's business and began producing garbage bags on a large scale. Another Canadian, Frank Plomp of Toronto, was also working on the same idea in the 1950s. He sold his garbage bags to hospitals and offices. Three inventors working on the same idea at **roughly** the same time, and all of them Canadian!

Scientists and **consumers** are now **concerned** about all the plastic garbage bags that are ending up as **landfill**. It may take more than a thousand years for some plastics to **decompose**! Part of the **solution** may come from another Canadian invention: In 1971, University of Toronto **chemist** Dr. James Guillet developed a plastic that decomposes when left in direct sunlight. Guillet's **degradable** plastic was the one millionth Canadian **patent issued**! Now someone just has to figure out how to make plastic decompose when buried!

Adapted from Cool Canada, Library and Archives Canada
<http://www.collectionscanada.gc.ca/cool/002027-2005-e.html>

1. Who is credited with inventing plastic garbage bags?

2. Where were the first polyethylene garbage bags produced?

3. What company bought Wasylyk's business and began producing garbage bags on a large scale?

4. What two other Canadian inventors experimented with making garbage bags from polyethylene around the same time?

5. What important contribution did Dr. James Guillet make to the development of plastic?

Score /10

Total Score /45

Vocabulary	Definitions	Lesson 10
chairperson (sometimes shortened to chair)	<p><i>n.</i> the person in charge of a meeting, committee, organization or board</p> <ul style="list-style-type: none"> • The chairperson opened the meeting by welcoming all those present. <p><i>Also n.</i> chairman, chairwoman; <i>v.</i> chair</p>	
commend	<p><i>v.</i> to praise or congratulate</p> <ul style="list-style-type: none"> • The supervisor commended the employees in his department for their efforts in increasing production. <p><i>Also n.</i> commendation; <i>adj.</i> commendable</p>	
courteous	<p><i>adj.</i> polite</p> <ul style="list-style-type: none"> • He was courteous to the teacher, as he wanted to make a good impression. <p><i>Also n.</i> courtesy; <i>adv.</i> courteously</p>	
dozen	<p><i>n.</i> twelve items together</p> <ul style="list-style-type: none"> • He bought a dozen donuts to share with everyone at the meeting. 	
extremely	<p><i>adj.</i> very</p> <ul style="list-style-type: none"> • During the recession, the worker found it extremely difficult to find a job. <p><i>Also n.</i> extreme; <i>adj.</i> extreme</p>	
file	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a collection of papers on one topic or subject, usually placed in a folder and stored in a filing cabinet 2. a collection of information stored on a computer 3. a tool used to smooth or shape wood, metal or other materials <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. I asked to have my dental file sent to my new dentist. 2. My doctor stores patient information in his computer because electronic files take up less room and are easily accessible. 3. The plumber used a file to smooth the rough edges after he cut the pipe. <p><i>Also v.</i> file</p>	

financial	<p><i>adj.</i> having to do with money</p> <ul style="list-style-type: none"> • My financial situation improved when I was given a promotion and a raise. <p><i>Also n.</i> finance, finances, financier; <i>v.</i> finance; <i>adv.</i> financially</p>
management	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the employees who direct a business or organization 2. the act of running a business <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The company is under new management and doing very well. 2. When he graduates from his course in Hotel Management, he hopes to get a job running a large hotel in a tourist area. <p><i>Also n.</i> manager; <i>v.</i> manage; <i>adj.</i> managerial</p>
manner	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the way something is done 2. way of speaking and behaving in a particular situation <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Melanie is learning how to take minutes in the correct manner. 2. Dr. Smith's patients appreciate his gentle, relaxed bedside manner.
pioneer	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the first or one of the first to travel to or settle in an unexplored area 2. a person who is the first to work in a field of study or make a discovery <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Many pioneers left their homes in England and Germany and came to the Great Lakes region of Canada to make new homes. 2. Marc Garneau earned the title of Canadian space pioneer as the first Canadian to fly on a NASA mission to space.
rare	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. uncommon, scarce 2. meat that is not cooked for very long and is still red <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. It is rare to find an employee who is willing to work every weekend. 2. The waitress asked if I would like my steak rare or well done. <p><i>Also n.</i> rarity; <i>adv.</i> rarely</p>
receptionist	<p><i>n.</i></p> <p>an employee who greets visitors, answers the phone and makes appointments</p> <ul style="list-style-type: none"> • I would like to be a receptionist because I really enjoy meeting new people and talking on the phone. <p><i>Also n.</i> reception</p>

request	<p>v. to ask for something</p> <ul style="list-style-type: none"> • The insurance company requested the injured worker’s medical files. <p><i>Also n. request</i></p>
schedule	<p><i>n.</i> timetable</p> <ul style="list-style-type: none"> • The schedule confirms that the train leaves at 5:00 a.m. and will arrive at its destination at 6:00 p.m. <hr/> <p>v. to arrange for something to happen at a particular time</p> <ul style="list-style-type: none"> • I told the dentist I would call next week to schedule an appointment. <p><i>Also n. scheduler; adj. scheduled</i></p>
trace	<p>v.</p> <ol style="list-style-type: none"> 1. to find or track down 2. to copy a drawing or pattern <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Their family tree traced their ancestors back to the 18th century. 2. The children love to trace their favourite storybook pictures. <p><i>Also n. tracing, trace; adj. traceable</i></p>

A/ Matching Meanings**Lesson 10**

Match each vocabulary word with its meaning. Write the correct letters on the lines provided.

- | | | | | |
|-----|-----|---------------------|----|---|
| 1. | ___ | receptionist | a) | a timetable showing dates and deadlines |
| 2. | ___ | management | b) | searched for and found |
| 3. | ___ | commend | c) | asked for |
| 4. | ___ | requested | d) | referring to money |
| 5. | ___ | file | e) | to praise |
| 6. | ___ | schedule | f) | people in control of a company |
| 7. | ___ | traced | g) | not in great supply |
| 8. | ___ | financial | h) | a collection of information on a particular topic |
| 9. | ___ | chairperson | i) | an employee who answers the phone |
| 10. | ___ | rare | j) | someone who leads a meeting |
-

Score /10

B/ Using the Right Word**Lesson 10**

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

commended	schedule	financial	manner	extremely
courteous	management	receptionist	request	files

Kate enjoys working with people, so she applied for a job as a (1)_____ at a local dental clinic. Fortunately for Kate, the dentist who owned the clinic liked her résumé and phoned her to (2)_____ that she come to an interview. At the interview he told Kate he liked her cheerful personality and positive attitude. He pointed out that it would be important for her to always be (3)_____ friendly and (4)_____ because she would be the first person a client met when coming to the clinic. He also told her she should have a pleasant telephone (5)_____ because a major part of her job would be to (6)_____ dental appointments over the telephone. He questioned her about her math ability because she would be involved in billing and sending (7)_____ claims to insurance companies. Another important responsibility would be the organization and management of clients' dental (8)_____.

Kate was very excited about the position. She liked the variety of tasks she would have to perform. This job was more than answering the telephone; she would be responsible for the (9)_____ of the office!

The dentist (10)_____ Kate for an excellent interview and offered her the position.

Score /10

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

- What is an example of something that could be **requested**?
a) storm
b) file
c) promotion
d) illness
 - What is an example of something that is **rare**?
a) diamond
b) bald eagles
c) computers
d) meat
 - What is an example of something that can be **traced**?
a) family tree
b) sketch
c) phone call
d) criticism
 - What is an example of something you would **commend**?
a) winning a scholarship
b) being late for work
c) failing a test
d) getting a promotion
 - What would not be considered a **financial** activity?
a) investing in the stock market
b) opening a bank account
c) volunteering at a local school
d) taking out a mortgage
 - Which of the following would have a **chairperson**?
a) a school board
b) a committee
c) a company
d) a kindergarten class
 - In which of the following would you find a **file**?
a) computer
b) beauty salon
c) office
d) hardware store
 - Which of the following would likely hire a **receptionist**?
a) a warehouse
b) a lawyer's office
c) a hospital
d) a small gift shop
 - Which items could be **scheduled**?
a) appointments
b) classes
c) TV programs
d) rehearsals
 - Which of the following could be considered a **pioneer**?
a) a medical scientist
b) a traveler in space
c) a settler
d) a recent immigrant
-

Score /10

D/ Analyzing and Comparing Words

Lesson 10

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.

dozen	commend	request	chairperson	rare
management	financial	pioneer	receptionist	file

1. *restaurant* is to *hostess* as **office** is to _____
 2. *two* is to *pair* as **twelve** is to _____
 3. *scold* is to *praise* as **criticize** is to _____
 4. *actor* is to *directors* as **worker** is to _____
 5. *generous* is to *greedy* as **plentiful** is to _____
 6. *make* is to *create* as **ask** is to _____
 7. *country* is to *Prime Minister* as **committee** is to _____
 8. *space* is to *astronaut* as **wilderness** is to _____
 9. *money* is to *wallet* as **papers** are to _____
 10. *laws* are to *legal* as **money** is to _____
-

Score /10

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

516 West Crescent
Winnipeg, Manitoba R1M 3L0

Wednesday, December 19

George Hanna, Office Manager
ABC Accounting Limited
123 Tasteful Avenue
Winnipeg, Manitoba R1P 0P1

Dear Mr. Hanna:

I wish to **commend** your **receptionist**, Nancy Carver, for the excellent **manner** in which she handled my problem yesterday. I came to your office to pick up **financial** documents in advance of a **management** meeting **scheduled** for later in the afternoon. I was told that the **file** would be available at the reception desk any time after 11:00 a.m.

I arrived at your office at 11:30 a.m. and **requested** the documents. I was **extremely** upset to discover that the documents had not been left at reception as promised. Ms. Carver remained **courteous** and friendly. She made half a **dozen** telephone calls on my behalf, not giving up until she had **traced** the missing documents. Thanks to Ms. Carver, I arrived at my meeting on time and was ready to do business.

Such professionalism is **rare** nowadays. Ms. Carver is an asset to your organization and is part of the reason I look forward to doing business with you again in the future.

Sincerely,

David Day
Chairperson
Pioneer Land Development Company

1. Which sentence tells you the purpose of the letter?

2. Where is Mr. Day’s development company located?

3. Why is Nancy Carver an asset to ABC Accounting?

4. Would you say this letter is a “good news” letter or a “bad news” letter?

5. How does Mr. Day end the letter on a positive note?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 11
ability	<p><i>n.</i> skill or talent</p> <ul style="list-style-type: none"> Tom’s most outstanding abilities are his excellent computer skills and his talent for managing time-sensitive projects. <p><i>Also adj.</i> able; <i>adv.</i> ably</p>	
adventure	<p><i>n.</i> an exciting or remarkable experience</p> <ul style="list-style-type: none"> Travelling through the desert on a camel to see the pyramids was the adventure of a lifetime. <p><i>Also n.</i> adventurer; <i>adj.</i> adventurous</p>	
avoid	<p><i>v.</i> to stay away from something or someone</p> <ul style="list-style-type: none"> I avoid cooking because I’m not very good at it. <p><i>Also n.</i> avoidance; <i>adj.</i> avoidable</p>	
belief	<p><i>n.</i> firm opinion</p> <ul style="list-style-type: none"> It’s my belief that computers have not reduced the amount of work that I do everyday. <p><i>Also v.</i> believe; <i>adj.</i> believable; <i>adv.</i> believably</p>	
decide	<p><i>v.</i> to make a choice after thinking something over carefully</p> <ul style="list-style-type: none"> In order for this relationship to work, we have to decide how we are going to divide up the housework. <p><i>Also n.</i> decision, decider</p>	
identify	<p><i>v.</i> to recognize or name something or someone</p> <ul style="list-style-type: none"> I failed biology because I wasn’t able to identify all the parts of the body. <p><i>Also n.</i> identification; <i>adj.</i> identifiable; <i>adv.</i> identifiably</p>	
impression	<p><i>n.</i> an idea or opinion of someone or something</p> <ul style="list-style-type: none"> She dressed in a neat, black business suit and arrived ten minutes early to make a good impression on her interviewer. <p><i>Also v.</i> impress; <i>adj.</i> impressive, impressionable; <i>adv.</i> impressively</p>	

limitation	<p><i>n.</i> restriction</p> <ul style="list-style-type: none"> There are no limitations on the gym membership; you can access all facilities. <p><i>Also n.</i> limit; <i>v.</i> limit; <i>adj.</i> limited</p>
opinion	<p><i>n.</i> a thought or judgment about something or someone that isn't always based on knowledge or proof</p> <ul style="list-style-type: none"> In my opinion, you don't have any right to complain about the food if you didn't pay for it. <p><i>Also adj.</i> opinionated</p>
opportunity	<p><i>n.</i> a favourable situation or good chance</p> <ul style="list-style-type: none"> Participating in an exchange program was a wonderful opportunity for Jessica to make new friends and see how people live in another country. <p><i>Also n.</i> opportunist; <i>adj.</i> opportune; <i>adv.</i> opportunely</p>
pride	<p><i>n.</i></p> <ol style="list-style-type: none"> satisfaction from doing something well personal sense of dignity, value, self-respect self-importance, conceit, arrogance <ul style="list-style-type: none"> 1. It is good to take pride in your work and always do your best. 2. Amy's pride was hurt when she didn't get the job she wanted, but she kept looking for an even better opportunity. 3. Her pride prevented her from admitting when she was wrong. <p><i>Also adj.</i> proud; <i>adv.</i> proudly</p>
situation	<p><i>n.</i> events or conditions happening together</p> <ul style="list-style-type: none"> The Canadian Forces handled the refugee situation with compassion and professionalism.
strength	<p><i>n.</i></p> <ol style="list-style-type: none"> something someone is good at physical energy to do a particular activity or withstand something <ul style="list-style-type: none"> 1. Kendra's strengths include a willingness to learn and a positive attitude. 2. It takes strength to lift a 50 kilogram box. <p><i>Also adj.</i> strong; <i>adv.</i> strongly</p>

<p>value</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a thing that is important to a person; a belief or principle 2. the amount something is worth <ul style="list-style-type: none"> • 1. Two key values of many Canadian companies are giving back to their communities and being environmentally friendly. 2. The value of the item for the gift exchange must not exceed \$10. <p><i>Also v. value; adj. valuable, valued</i></p>
<p>weakness</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. personal shortcoming or flaw 2. lack of strength <ul style="list-style-type: none"> • 1. Gary believes that he has two weaknesses: he doesn't write as well as he would like and he doesn't know how to use a computer. 2. A serious illness is often followed by a period of weakness and tiredness. <p><i>Also adj. weak; adv. weakly</i></p>

A/ Matching Meanings

Lesson 11

Circle the letter for the word that is closest in meaning to the vocabulary word. There is only one correct answer in each case.

1. **limitation**
a) restriction
b) elimination
c) stoppage
d) increase
 2. **identify**
a) show
b) ignore
c) recognize
d) believe
 3. **decide**
a) forget
b) conclude
c) remember
d) debate
 4. **pride**
a) honour
b) care
c) self-respect
d) hope
 5. **opportunity**
a) chance
b) trial
c) offer
d) desire
 6. **adventure**
a) exciting experience
b) opportunity
c) pride
d) virus
 7. **opinion**
a) skill or talent
b) personal feeling
c) ability
d) dexterity
 8. **situation**
a) jeopardy
b) impression
c) limitation
d) circumstances
 9. **values**
a) pride
b) principles
c) decision
d) satisfaction
 10. **weakness**
a) shortcoming
b) strength
c) impression
d) sense
-

Score /10

B/ Using the Right Word**Lesson 11**

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.

strengths	pride	situation	adventure	avoid
opinion	value	opportunity	belief	identify

1. When writing a résumé, always remember to emphasize **the things that you do well**. 1. _____
 2. His jungle safari in Kenya proved to be the **most exciting experience** of his life. 2. _____
 3. I am trying to **stay away from** anyone with a cold because I don't want to get sick when I am on vacation 3. _____
 4. The cashier was asked if she could **recognize and point out** the robbery suspect in the police line-up. 4. _____
 5. My **personal judgment** on smoking is that it is unhealthy, costly and a serious waste of time. 5. _____
 6. The new recreation centre has made positive changes to the social **events and conditions** in our community. 6. _____
 7. Being recognized for doing a good job gives you a sense of **satisfaction** in the work you do. 7. _____
 8. Her coach's **confidence** in her helped the athlete stick with her training after she lost the race. 8. _____
 9. We should be ready to make use of any **favourable situation to do something** that luck might bring our way. 9. _____
 10. The qualities that I **treasure** most are honesty and unselfishness. 10. _____
-

Score /10

C/ Relating Meanings

Lesson 11

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following are considered **abilities**?
a) figure skating
b) painting portraits
c) being patient
d) doing math well
 2. Which of the following might have **limitations**?
a) video rentals
b) stars in the Milky Way
c) eternity
d) passengers on a bus
 3. Which of the following would be considered **adventures**?
a) a car accident
b) reading a book
c) a journey to Mars
d) moving to a new country
 4. On which of the following could you make an **impression**?
a) a teacher
b) an employer
c) a statue
d) an audience
 5. Which of the following involve making a **decision**?
a) judgment
b) verdict
c) vote
d) choice
 6. Which of the following could be **values**?
a) truthfulness
b) deceitfulness
c) dishonesty
d) fairness
 7. In which of the following can you take **pride**?
a) moonlight
b) appearance
c) car
d) home
 8. Which of the following are **situations**?
a) a car accident
b) a court case
c) an argument
d) bubblegum
 9. Which of the following are **opportunities**?
a) a fatal illness
b) a job offer
c) a leading role in a play
d) a demotion
 10. Which of the following could you express an **opinion** about?
a) the weather
b) the news
c) food
d) politics
-

Score /10

D/ Analyzing and Comparing Words**Lesson 11**

The words in each section below have similar meanings but are used slightly differently. Choose the word that best applies in each sentence and write it in the space provided.

opinions**values****beliefs**

1. a. The traditional _____ of education include strict discipline and respect for teachers.
 - b. The faithful prophet refused to give up his religious _____ to save himself from death.
 - c. The doctor wrote a letter to the newspaper expressing his _____ about prohibiting smoking in public places.
-

opinion**attitude**

2. a. Everyone has a different _____ about how to bring up children.
 - b. No matter what setback she encounters, she always looks on the bright side and has a positive _____.
-

weakness**limitation**

3. a. The _____ in his character was his extreme love of money.
 - b. His lack of education was a _____ that blocked his promotion to supervisor.
-

The word "pride" can have three different meanings. It can be a synonym for satisfaction, self-respect or self-importance. In the sentences below, replace the word "pride" with the correct synonym.

4. a. Our school is always kept clean and in good repair. We are fortunate to have a janitor who takes (pride) _____ in his work.
 - b. Too much (pride) _____ is not a good quality to have.
 - c. Dressing appropriately for work is important to his sense of (pride) _____.
-

Score /10

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

Will the Real “You” Please Step Forward?

Did you ever notice how some people can bounce right back, even if they've been turned down for a job they wanted? They have a positive attitude, and that means they're more likely to succeed the next time. Being yourself is the best way to get jobs you really like. But who are you? Do you have a good **opinion** of your own **abilities**? Your attitude has as much to do with finding and keeping a job as your skills and knowledge.

Positive Attitude Tips

Attitude is your choice - think positive! Here are some tips to a positive attitude:

- Think about life as an **adventure** filled with exciting unknowns.
- Look for the best in every **situation**. Where is the plus? Is there **opportunity** here?
- **Decide** what you want in life and stay true to your **values** and **beliefs**.
- **Avoid** using ‘quick fixes’ as solutions to problems.
- Know your **strengths** and remind yourself of them every day.
- **Identify** your **weaknesses**, and see them as **limitations** rather than flaws.
- Build on your strengths and find ways to reduce your limitations.
- Learn from your mistakes. Plan a different way to handle the situation next time.
- Speak up for yourself and put your **pride** into words.
- Say what you feel.
- Always try to speak the truth.

Be proud of who you are.

Source: Looking for a Job, Service Canada www.youth.gc.ca/yoaux.jsp?&lang=en&flash=0&ta=1&auxpageid=199

Quick Tip:

Here are six steps to effective networking, whether it is a quick chat or a planned meeting:

- Be on time - your contact has set aside some of his/her time to talk to you and help you out.
- Be tidy and organized, and make a good **impression**.
- Keep your visits short and to the point. Be prepared with questions.
- Appear enthusiastic about the information your contact is sharing.
- Never ask your contact to do your job search for you.
- Look at the meeting as an opportunity to gather information rather than as a job interview.

Source: Looking for a Job, Service Canada www.youth.gc.ca/yoaux.jsp?&lang=en&flash=0&ta=1&auxpageid=212

1. Why is it important to be on time when you are meeting a networking contact?

2. When it comes to finding and keeping a job, what is just as important as skills and knowledge?

3. What is one thing you should avoid if you want to have a positive attitude?

4. How do you know that you have learned from your mistakes?

5. Why is it important to know your strengths?

Score /10

Total Score /50

Vocabulary	Definitions Lesson 12
according to	<p><i>adv.</i> as stated by or in; in a manner corresponding to</p> <ul style="list-style-type: none"> • According to Evelyn, they are leaving for Cuba on Sunday. <p><i>Also n.</i> accordance, accord; <i>v.</i> accord</p>
accreditation	<p><i>n.</i> official recognition usually related to education; certification</p> <ul style="list-style-type: none"> • The medical school received accreditation from the government for its new paramedic program. <p><i>Also v.</i> accredit</p>
attendant	<p><i>n.</i> someone whose job is to wait on and help visitors or customers</p> <ul style="list-style-type: none"> • The attendant at the gas station was friendly and served me quickly. <p><i>Also n.</i> attendance; <i>v.</i> attend</p>
board	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to get on a plane, ship or train 2. to pay for living quarters and meals <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Jennifer waited at the airport gate to board her plane. 2. When I travel, I board with local families because it helps me to learn the language and customs of that country. <hr/> <p><i>n.</i></p> <ol style="list-style-type: none"> 1. a thin, rectangular piece of wood or other material on which information is posted or written 2. a group of people who organize and direct a company or organization <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The teacher told her students to check the board for their next assignment. 2. All members had experience sitting on a board of directors.
client	<p><i>n.</i> customer</p> <ul style="list-style-type: none"> • The client asked her hairdresser to try cutting her hair in a different style. <p><i>Also n.</i> clientele</p>
communication	<p><i>n.</i> exchange of information through speech, writing, signals or behaviour</p> <ul style="list-style-type: none"> • Clear communication is the key to a healthy relationship. <p><i>Also n.</i> communicator; <i>v.</i> communicate; <i>adj.</i> communicative</p>

extended	<p><i>adj.</i> lasting longer than is normal or typical</p> <ul style="list-style-type: none"> • Most retailers have extended hours at Christmas. <p><i>Also n.</i> extension; <i>v.</i> extend</p>
guarantee	<p><i>n.</i> a promise that something will be performed in a specified manner; usually a written promise by a business to repair or exchange a faulty product</p> <ul style="list-style-type: none"> • The face cream I bought came with a 60-day guarantee that I would see a difference in my skin or the company would give my money back. <p><i>Also n.</i> guarantor; <i>v.</i> guarantee</p>
hospitality	<p><i>n.</i> friendly, generous and welcoming behaviour towards guests and visitors</p> <ul style="list-style-type: none"> • Friendly service and excellent food were key to the wonderful hospitality we received at the bed and breakfast where we stayed in Nova Scotia. <p><i>Also adj.</i> hospitable; <i>adv.</i> hospitably</p>
imply	<p><i>v.</i> suggest or hint</p> <ul style="list-style-type: none"> • She hoped her smile would imply that she thought the joke was funny. <p><i>Also n.</i> implication; <i>adj.</i> implied</p>
minimum	<p><i>adj.</i> relating to the smallest amount or number possible</p> <ul style="list-style-type: none"> • Although credit card companies allow you to make minimum payments, you should try to pay as much of the monthly balance as possible. <p><i>Also n.</i> minimum; <i>v.</i> minimize; <i>adj.</i> minimal; <i>adv.</i> minimally</p>
period	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a length of time 2. a specific historical time frame 3. the divisions of time in a hockey or other game <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The school day was divided into five 40-minute periods. 2. The Stone Age was a very interesting period in time. 3. There were two periods left in the hockey game and the score was 2 to 1. <p><i>Also adj.</i> periodic; <i>adv.</i> periodically</p>

<p>reporting</p>	<p><i>adj.</i> to which an employee reports or is responsible</p> <ul style="list-style-type: none"> • When Joe works in the field, he calls his reporting office to find out where he is supposed to go next. <p><i>n.</i></p> <ol style="list-style-type: none"> 1. giving information about something that has happened 2. finding out facts and telling people about them through the media <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Reporting that he had been in an accident with the company car was difficult for Steve, but he had to do it. 2. Reporting on the Olympic Games was an interesting assignment for the sportswriter. <p><i>Also n.</i> report, reporter; <i>v.</i> report; <i>adv.</i> reportedly</p>
<p>responsibility</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. control and authority over something and the duty to take care of it 2. blame <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. When his boss goes on holidays, Pablo will take responsibility for setting up the shipping schedule and making sure everything runs smoothly. 2. He claimed responsibility for breaking the lamp. <p><i>Also adj.</i> responsible; <i>adv.</i> responsibly</p>
<p>tourism</p>	<p><i>n.</i> the business of travel and travel services</p> <ul style="list-style-type: none"> • Fascinated by the tourism industry, Nagmana finished school and accepted a position as a travel agent. <p><i>Also n.</i> tour, tourist; <i>v.</i> tour</p>

A/ Matching Meanings**Lesson 12**

Match the vocabulary words below to their meanings.

guarantee	hospitality	responsibility	minimum	reporting
accreditation	implying	attendant	communication	client

1. hinting at something; not saying it directly _____
 2. describing current events on television _____
 3. the smallest amount possible _____
 4. friendliness and generosity towards guests _____
 5. someone hired to serve or wait on you _____
 6. an approval stating that something has met a certain level of standards _____
 7. the act of sharing information _____
 8. a customer _____
 9. a promise _____
 10. a duty to look after something or someone _____
-

Score /10

B/ Using the Right Word**Lesson 12**

Fill in the blanks using the vocabulary words listed below. Use each word once.

board	period	extended	hospitality	guaranteed
reported	tourism	according to	responsibility	communication

1. During the _____ of time between 1880 and 1885 the Canadian Pacific Railway was built.
2. The railway _____ from Callander, Ontario across the Prairies and the Rocky Mountains to the Pacific Ocean.
3. The Canadian Pacific Railway Company was given total _____ for building and operating the railroad.
4. _____ its contract, the Canadian Pacific Company would get all the profits from operating the railroad.
5. The Canadian government also _____ that no other railway would be constructed to the West for 20 years.
6. On November 7, 1885, newspapers _____ that the last spike had been hammered in and the railway had been completed.
7. The Canadian Pacific Railway vastly improved transportation and _____ between Eastern Canada and British Columbia.
8. Settlers could _____ a train to travel to the West.
9. Although early trains did not offer the _____ of our modern trains, they were more comfortable than riding in a stagecoach or wagon across rough trails.
10. Nowadays, deluxe train trips through the Rocky Mountains in restored passenger cars are a Western Canada _____ attraction.

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Who would have **clients**?
a) lawyer
b) baker
c) dog walker
d) accountant
 2. What establishment might hire an **attendant**?
a) VIA Rail
b) a parking lot
c) a car rental agency
d) a hotel
 3. Which words mean the same as **implied**?
a) accused
b) hinted
c) suggested
d) stated directly
 4. What is the opposite of **minimum**?
a) the least possible
b) the smallest
c) the greatest
d) maximum
 5. Which jobs would involve **reporting** information?
a) news broadcaster
b) policeman
c) journalist
d) teacher
 6. Which of the following can be divided into **periods**?
a) history
b) soccer match
c) school timetable
d) hockey game
 7. Which establishments belong to the **hospitality** industry?
a) hotels
b) restaurants
c) bed and breakfasts
d) prisons
 8. Which purchases would likely come with a **guarantee**?
a) refrigerator
b) automobile
c) hot water heater
d) concert tickets
 9. Which organization might require government **accreditation** to operate?
a) a bank
b) a flower shop
c) a school
d) a daycare centre
 10. Which of the following would be involved in **tourism**?
a) airports
b) travel agents
c) governments
d) hotels
-

Score /10

*Many words have multiple meanings. Three words with more than one meaning in this lesson are **board**, **period** and **responsibility**. Read the meanings of each word.*

board:

1. *v.* to get on a plane, ship or train
2. *v.* to stay in a private home or school and pay for living quarters and meals
3. *n.* a flat, thin, rectangular piece of wood or other material on which messages, schedules or other information is posted or written
4. *n.* a group of people who organize and direct a company or organization

period:

1. *n.* a length of time
2. *n.* a specific historical time frame
3. *n.* the divisions of time in a hockey or other game

responsibility:

1. *n.* control and authority over something and the duty to take care of it
 2. *n.* blame
-

*Fill in the blanks in the sentences below with the words **board**, **period** or **responsibility**.*

1. Tom looked at the schedule _____ to see when the next train was due.
 2. The Prime Minister's _____ is to run the country.
 3. Karen decided to _____ at her friend's house rather than get her own apartment.
 4. During this _____ in my life, I am very eager to learn new skills.
 5. If you _____ in the university residence, you pay for a room and three meals per day.
 6. He refuses to accept _____ for causing the accident.
 7. You will be checked by security before you _____ the plane.
 8. My first _____ every day is math class.
 9. The Prehistoric Age was a _____ of time when dinosaurs roamed the earth.
 10. The _____ of directors at the local hospital is trying to attract more doctors to this city.
-

Score /10

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

Service Attendants

Workplace:

On board the trains

Reporting office:

Halifax, Montréal, Toronto (Etobicoke), Winnipeg or Vancouver

Days and hours of work:

Various: days, nights, evenings, weekends and statutory holidays

Description

You must offer great customer service to VIA **clients** throughout their journey. Your **responsibilities** include helping passengers **board** the train and carry their luggage, serving drinks and meals, preparing rooms in the sleeper car and performing cleaning duties.

You must be able to work on call **according to periods** of availability (spare board). This **implies** that we cannot **guarantee** a **minimum** number of working hours. Moreover, each selected candidate must follow a five-week training program successfully.

Minimal qualifications

- Fluently bilingual (English and French)
- Must have high school diploma; **accreditation** from a **tourism** and **hospitality** program is an asset
- Minimum of two years experience in the hotel, restaurant or airline industry
- Excellent oral **communication** skills
- Excellent customer service skills
- High energy level
- Must be able to lift up to 18 kg
- Must be flexible with days and hours of work, be available to work on weekends and statutory holidays and be able to be away from home for **extended** periods of time

Source: Website of Via Rail Canada
http://www.viarail.ca/emploi/en_pop_services.html

1. What hours of work are being offered?

2. What education is required for this job?

3. What terms are used in the advertisement to refer to people who use the VIA trains?

4. List four responsibilities of service attendants.

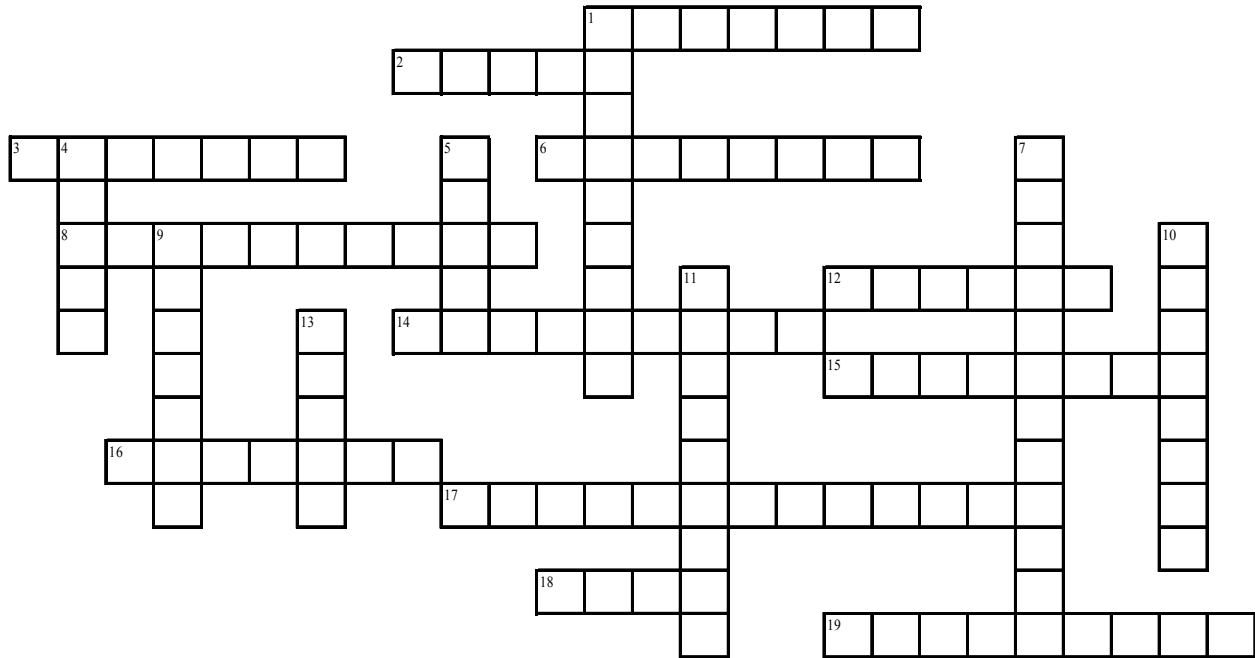
5. In which languages must a service attendant on VIA trains be able to communicate?

Score /10

Total Score /50

Vocabulary Review: Unit 3

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



ACROSS

1. approximately
2. to give something out officially
3. antonym of “maximum”
6. person who buys or uses a product or service
8. process of making something
12. principles and beliefs a person thinks are important
14. exciting experience or journey
15. answer to a problem
16. to praise or congratulate
17. exchange of information
18. papers in a folder
19. synonym for “polite”

DOWN

1. giving information about something that has happened
4. to suggest something without actually saying it
5. to stay away from something or someone
7. employee who greets visitors and answers the telephone
9. someone’s personal view of something or someone
10. synonym for “recognize”
11. promise that the quality of something is very good
13. twelve items

Unit 3 Word List

These are the vocabulary words from Unit 3. The number beside each word indicates the lesson in which it was studied.

1. ability (11)
2. according to (12)
3. accreditation (12)
4. adventure (11)
5. attendant (12)
6. avoid (11)
7. belief (11)
8. board (12)
9. chairperson (10)
10. chemist (9)
11. client (12)
12. commend (10)
13. communication (12)
14. concerned (9)
15. consumer (9)
16. courteous (10)
17. decide (11)
18. decompose (9)
19. degradable (9)
20. dozen (10)
21. experimenting (9)
22. extended (12)
23. extremely (10)
24. file (10)
25. financial (10)
26. guarantee (12)
27. hospitality (12)
28. identify (11)
29. imply (12)
30. impression (11)
31. issue (9)
32. landfill (9)
33. limitation (11)
34. management (10)
35. manner (10)
36. material (9)
37. minimum (12)
38. opinion (11)
39. opportunity (11)
40. patent (9)
41. period (12)
42. pioneer (10)
43. plant (9)
44. polyethylene (9)
45. pride (11)
46. production (9)
47. rare (10)
48. receptionist (10)
49. reporting (12)
50. request (10)
51. responsibility (12)
52. roughly (9)
53. schedule (10)
54. situation (11)
55. solution (9)
56. strength (11)
57. tourism (12)
58. trace (10)
59. value (11)
60. weakness (11)

Unit 4

Lesson 13:

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<i>discount</i>	<i>disposable</i>	<i>economy</i>	<i>method</i>	<i>narcotic</i>
<i>pandemic</i>	<i>penicillin</i>	<i>prescription</i>	<i>quantity</i>	<i>receipt</i>
<i>sanitary</i>	<i>sterile</i>	<i>subtotal</i>	<i>surgical</i>	<i>syringe</i>

Lesson 14:

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<i>affect</i>	<i>array</i>	<i>bridge</i>	<i>cause</i>	<i>champion</i>
<i>constituency</i>	<i>contemporary</i>	<i>contribution</i>	<i>debate</i>	<i>implement</i>
<i>magnet</i>	<i>parliament</i>	<i>policy</i>	<i>region</i>	<i>satisfy</i>

Lesson 15:

Page 138

<i>analysis</i>	<i>assembly</i>	<i>attachment</i>	<i>calculation</i>	<i>critique</i>
<i>estimate</i>	<i>facilitate</i>	<i>integrate</i>	<i>justify</i>	<i>modify</i>
<i>persuade</i>	<i>scan</i>	<i>schematic</i>	<i>skim</i>	<i>synthesize</i>

Lesson 16:

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<i>account</i>	<i>bookkeeping</i>	<i>entry</i>	<i>general</i>	<i>journal</i>
<i>ledger</i>	<i>manual</i>	<i>payroll</i>	<i>post</i>	<i>reconcile</i>
<i>requirement</i>	<i>sector</i>	<i>statistical</i>	<i>transaction</i>	<i>utility</i>

Unit Review:

Crossword Puzzle

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Vocabulary	Definitions	Lesson 13
discount	<p><i>n.</i> a reduction in the price of something</p> <ul style="list-style-type: none"> • When travelling by train, seniors get a 10% discount and students get a 35% discount. <p><i>Also v.</i> discount</p>	
disposable	<p><i>adj.</i> describes something that is to be used once and thrown away</p> <ul style="list-style-type: none"> • The couple left a disposable camera at each table for wedding guests to take pictures. <p><i>Also n.</i> disposal; <i>v.</i> dispose (of)</p>	
economy	<p><i>adj.</i> describes services or large-size packages of goods that are sold at a cheaper price</p> <ul style="list-style-type: none"> • Cheryl has a big family, so she buys the economy box of laundry detergent. <hr/> <p><i>n.</i> the wealth that a country or region gets from business and industry</p> <ul style="list-style-type: none"> • Tourism contributes millions of dollars to Canada's economy. <p><i>Also n.</i> economist, economics; <i>v.</i> economize; <i>adj.</i> economic, economical; <i>adv.</i> economically</p>	
method	<p><i>n.</i> procedure, way of doing something</p> <ul style="list-style-type: none"> • The Red Cross still uses the blood collection method that was pioneered by Dr. Charles Richard Drew in the 1940s. <p><i>Also adj.</i> methodical; <i>adv.</i> methodically</p>	
narcotic	<p><i>n.</i> a type of drug (prescribed by a doctor or sold illegally) that is used to relieve pain or numb the senses</p> <ul style="list-style-type: none"> • The doctor asked the nurse to give Sarah a narcotic to ease her pain while she recovered from her surgery. 	
pandemic	<p><i>n.</i> a worldwide outbreak of an illness</p> <ul style="list-style-type: none"> • Between 20 and 40 million people around the world died in the flu pandemic of 1918. <p><i>Also adj.</i> pandemic</p>	
penicillin	<p><i>n.</i> a type of medicine that kills bacteria and helps cure bacterial infections; an antibiotic drug</p> <ul style="list-style-type: none"> • Kevin's doctor gave him penicillin to help cure his throat infection. 	

prescription	<p><i>n.</i> a form filled in by a doctor that tells a pharmacist what medication to issue to a patient</p> <ul style="list-style-type: none"> • The doctor wrote Tyler a prescription for a special cream to apply to his rash. <p><i>Also v. prescribe; adj. prescriptive</i></p>
quantity	<p><i>n.</i> an amount that can be measured or counted</p> <ul style="list-style-type: none"> • The quantity of pens ordered was five hundred. <p><i>Also adj. quantitative; adv. quantitatively</i></p>
receipt	<p><i>n.</i> a piece of paper that proves that something has been paid for or received</p> <ul style="list-style-type: none"> • I have a receipt to show that I paid admission for two people to see the movie. <p><i>Also n. receiver, reception; v. receive; adj. receivable</i></p>
sanitary	<p><i>adj.</i> 1. concerned with keeping things clean and healthy 2. extremely clean; germ-free</p> <ul style="list-style-type: none"> • 1. The person responsible for sanitary supplies forgot to buy toilet paper. 2. The bathroom at the hotel was sparkling clean and sanitary. <p><i>Also v. sanitize; adv. sanitarily</i></p>
sterile	<p><i>adj.</i> 1. free from germs 2. unable to reproduce; unable to grow crops</p> <ul style="list-style-type: none"> • 1. The hospital staff disinfected surgical tools so that they would be sterile when the doctors needed them. 2. Nothing would grow in the farmer’s field because the land was sterile. <p><i>Also n. sterilizer, sterilization, sterility; v. sterilize</i></p>
subtotal	<p><i>n.</i> the total amount of something before extra charges or the final total</p> <ul style="list-style-type: none"> • The subtotal for the movie was \$10.00 but with tax it came to \$11.40. <p><i>Also v. subtotal</i></p>
surgical	<p><i>adj.</i> used in medical operations</p> <ul style="list-style-type: none"> • The doctor put on a surgical gown and mask before entering the operating room. <p><i>Also n. surgery; adv. surgically</i></p>
syringe	<p><i>n.</i> a medical tool used to inject or remove fluids</p> <ul style="list-style-type: none"> • The nurse used a syringe to take blood from the patient’s arm. <p><i>Also v. syringe</i></p>

A/ Matching Meanings**Lesson 13**

Match the vocabulary words below to their meanings, using each word once. Then use the circled letters to solve the mystery word.

pandemic	prescription	sterile	discount	sanitary
syringe	narcotic	economy	receipt	surgical

1. piece of paper a patient takes to the pharmacist _____ _____
2. a proof of payment _____ _____
3. clean, hygienic _____ _____
4. instrument used to take blood from a vein _____ _____
5. to reduce in price _____ _____
6. pain medication _____ _____
7. disinfected, decontaminated _____ _____
8. related to a medical operation or procedure _____ _____
9. worldwide epidemic or disease _____ _____
10. the wealth of a country based its system for making and spending money _____ _____

Hint: What wonder drug is produced from mould?

Mystery Word: _____

Score /10

B/ Using the Right Word**Lesson 13**

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.

sanitary	pandemic	quantities	disposable	sterile
receipt	prescription	method	penicillin	economy

1. Many groups are working together to prepare for the next influenza **outbreak that spreads from country to country**. 1. _____
 2. Conditions in an operating room must be **free from germs and bacteria** or patients will get infections. 2. _____
 3. The injured worker was given a **form filled out by his doctor telling the pharmacist to give him a medication** to relieve his pain. 3. _____
 4. **An antibiotic that kills bacteria that cause disease** was discovered accidentally by Alexander Fleming while he was growing mould in his laboratory. 4. _____
 5. Large **amounts or numbers** of vaccines will be produced before the next influenza pandemic occurs to protect people. 5. _____
 6. Germs spread quickly in crowded places that are not **clean and hygienic**. 6. _____
 7. One **way** of making sure instruments are clean is to put them in boiling water. 7. _____
 8. A pandemic would affect the **earning and spending of money** because all travel and trade between countries would stop. 8. _____
 9. Syringes for taking blood must be **designed to be thrown away after use**. 9. _____
 10. Every month my landlord gives me a **piece of paper** to prove I have paid my rent. 10. _____
-

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one answer for each question.

1. For which of the following would you usually need a **prescription**?

a) narcotics	c) penicillin
b) antibiotics	d) cough syrup

2. Which of the following are **narcotics**?

a) morphine	c) salt
b) vitamin C	d) sugar

3. Which of the following is most similar in meaning to **pandemic**?

a) epidemic	c) disease
b) plague	d) illness

4. Which of the following can be affected by changes in the **economy**?

a) stock market	c) employment
b) small businesses	d) number of new homes built

5. For which activity would you probably not receive a **receipt**?

a) buying groceries	c) paying your rent
b) shopping on the Internet	d) borrowing your friend's car

6. Which of the following indicate a **quantity**?

a) a dozen oranges	c) a pound of butter
b) 50 litres of gas	d) a century

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. Use each word once.

- | disposable | discount | narcotic | prescription |
|--|-----------------|-----------------|---------------------|
| 7. <i>increase</i> is to <i>mark-up</i> as decrease is to | | | _____ |
| 8. <i>penicillin</i> is to <i>antibiotic</i> as heroin is to | | | _____ |
| 9. <i>policeman</i> is to <i>traffic ticket</i> as doctor is to | | | _____ |
| 10. <i>glass bottles</i> are to <i>recyclable</i> as light bulbs are to | | | _____ |

Score /10

D/ Analyzing and Comparing Words

Lesson 13

A suffix is an ending added to a word to create a new word. The new words are similar in meaning to the original, but they are different parts of speech.

The following words are formed by adding suffixes to the word economy.

- | | | |
|----|-------------------------------|--|
| A. | economy (noun) | • the earning and spending activities of a country |
| B. | economize (verb) | • to save money or time |
| C. | economical (adjective) | • spending money or time carefully to avoid waste |
| D. | economically (adverb) | • without causing a waste of money or time |
| E. | economic (adjective) | • having to do with the economy or wealth of a country |
| F. | economics (noun) | • the study of how a country manages its trade and resources |
| G. | economist (noun) | • a person who studies and writes about economics |
-

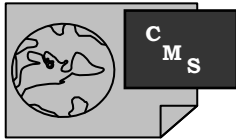
Fill in the blanks using the correct word based on the word economy.

1. My mother was very _____. Her motto was “waste not, want not.”
 2. He always manages his money _____.
 3. When the _____ goes down, unemployment goes up.
 4. He is very interested in the economy, so he plans to study _____ at university.
 5. I try to _____ by buying only items that are on sale.
-

Score /5

Read the following sales receipt and answer the questions that follow in complete sentences.

Sales Receipt



CENTRAL MEDICAL SUPPLY LTD.
 46 Green Drive, North Hampton, ON N4R 2W8
 Phone: 519-999-9999 Fax: 519-999-9988
 accounting@centralmedicalsupply.ca

DATE: MARCH 29, 2009
RECEIPT #745

SOLD Gordon Flowers Medical Store
 TO 690 Compton Road
 Etobicoke, Ontario
 M5P 4N9
 519-222-2222
 Customer ID [ABC12345]

PAYMENT METHOD		CHEQUE NO.		
Cheque		102		
QUANTITY	ITEM #	DESCRIPTION	UNIT PRICE	LINE TOTAL
10	SLJ111	<u>Surgical</u> Tape (roll)	10.00	100.00
1	DS334	<u>Sanitary</u> Napkins (60-pkg carton)	240.00	240.00
100	EG667	<u>Economy</u> Gowns	25.00	2500.00
100	IG543	<u>Prescription</u> Pads	4.00	400.00
55	DLG908	<u>Disposable Sterile</u> Ear <u>Syringes</u>	8.00	440.00
1	SPE12	<u>Narcotics</u> Safe	580.00	580.00
15	PPK321	<u>Pandemic</u> Planning Kits	55.00	825.00
100	AB642	<u>Penicillin</u> Allergy Bracelets	4.25	425.00
			TOTAL	
			<u>DISCOUNT</u> 2%	(110.20)
			<u>SUBTOTAL</u>	5399.80
			SALES TAX 6%	323.99
			TOTAL	5723.79

Thank you for your business!

1. **Write the name and address of the customer who is receiving the medical supplies listed on this sales receipt.**

2. **What is the name of the company providing these supplies?**

3. **What is the date of the sales receipt?**

4. **What is the price of one roll (unit price) of surgical tape?**

5. **After the discount is deducted, what is the subtotal?**

Score /10

Total Score /45

Vocabulary	Definitions	Lesson 14
affect	<p>v. to have an influence on (someone or something)</p> <ul style="list-style-type: none"> Increasing our productivity will affect our profits. <p><i>Also adj.</i> affected, affecting</p>	
array	<p>n. a large number of different things, often displayed with care</p> <ul style="list-style-type: none"> There was an array of handmade jewellery for sale at the market. <p><i>Also v.</i> array</p>	
bridge	<p>n.</p> <ol style="list-style-type: none"> a link, connection or means of bringing things or people together a structure that is built across a river or road <ul style="list-style-type: none"> Education helps build a bridge between cultures. The bridge over the highway is made of steel and concrete. <p><i>Also v.</i> bridge</p>	
cause	<p>n.</p> <ol style="list-style-type: none"> an aim or principle that is being supported the reason something happens <ul style="list-style-type: none"> Jake believes his donations to cancer research are going to a good cause. The fire department is still trying to find the cause of the fire. <p><i>Also v.</i> cause; <i>adj.</i> causal</p>	
champion	<p>v. to support or fight for something</p> <ul style="list-style-type: none"> I know that Gord will champion the effort to keep the local school open. <p>n.</p> <ol style="list-style-type: none"> a person who supports or fights for something the winner of a competition <ul style="list-style-type: none"> The director is the champion for disability issues in the department. It was announced that Mia is now the official world wrestling champion. <p><i>Also n.</i> championship</p>	
constituency	<p>n. the area represented by an elected member of a law-making assembly; riding</p> <ul style="list-style-type: none"> Our Member of Parliament has an office in the constituency and in Ottawa. <p><i>Also n.</i> constituent</p>	
contemporary	<p>adj.</p> <ol style="list-style-type: none"> happening now; modern taking place at the same time in the past as something else <ul style="list-style-type: none"> That fifty-year-old book is still enjoyed by contemporary readers. Contemporary news articles from the 1940s talk about the war. <p><i>Also n.</i> contemporary</p>	

contribution	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. time, money or work put towards something 2. a regular payment to a fund <ul style="list-style-type: none"> • 1. Serena’s contribution to the project was completed quickly. 2. If he wants to reduce his income tax, Ed will have to increase his annual Registered Retirement Savings Plan (RRSP) contribution. <p><i>Also n.</i> contributor; <i>v.</i> contribute</p>
debate	<p><i>n.</i></p> <ul style="list-style-type: none"> • a formal argument or discussion • The teachers had a debate over whether the private school should be open all year long or whether it would close for summer holidays. <p><i>v.</i></p> <ul style="list-style-type: none"> • to try to make a decision about something • Jessica debated whether she should accept the new job; it was a good opportunity, but she really liked the job she already had.
implement	<p><i>v.</i></p> <ul style="list-style-type: none"> • to put into action • The school will implement new rules to help end bullying this year. <p><i>Also n.</i> implementation</p>
magnet	<p><i>n.</i></p> <ul style="list-style-type: none"> • an object that attracts • Cheese is a magnet for mice. <p><i>Also n.</i> magnetism; <i>v.</i> magnetize; <i>adj.</i> magnetic</p>
parliament	<p><i>n.</i></p> <ul style="list-style-type: none"> • the group of politicians that makes the laws for Canada or a province • The proposed anti-smoking law has to be debated and passed by Parliament before it can take effect. <p><i>Also n.</i> parliamentarian; <i>adj.</i> parliamentary</p>
policy	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. an officially agreed upon set of ideas or plans 2. a written agreement with an insurance company <ul style="list-style-type: none"> • 1. The manager explained the company’s policy for sick leave to his new employees. 2. My insurance policy covers some of the expenses from my car accident.
region	<p><i>n.</i></p> <ul style="list-style-type: none"> • an area; a part of the country or of a province • Canada's Atlantic Region consists of Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland. <p><i>Also adj.</i> regional; <i>adv.</i> regionally</p>
satisfy	<p><i>v.</i></p> <ul style="list-style-type: none"> • to give someone what they want or need • Our goal is to satisfy every customer that walks through our doors. <p><i>Also n.</i> satisfaction; <i>adj.</i> satisfied, satisfying</p>

A/ Matching Meanings**Lesson 14**

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

satisfy	policy	constituency	contribution	debate
affect	magnet	champion	contemporary	bridge

1. something that attracts _____
 2. modern or current _____
 3. to stand up for someone or something _____
 4. to argue _____
 5. a link between two things _____
 6. to give someone what they need _____
 7. to influence _____
 8. a community represented by a Member of Parliament _____
 9. money, idea or service given to help others _____
 10. a course of action _____
-

Score /10

B/ Using the Right Word**Lesson 14**

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.

contemporary	array	contribution	Parliament	region
implemented	constituency	debate	championed	magnet

1. Each riding is allowed to elect one Member of Parliament to represent the people from that district in Ottawa. 1. _____
 2. Canada's institution where issues are debated and laws are passed is made up of the House of Commons and the Senate. 2. _____
 3. Global warming is a present-day problem that we need to take seriously. 3. _____
 4. The candidates running for the office of Prime Minister will formally discuss and argue important election issues on television tonight. 4. _____
 5. Nellie McClung enthusiastically supported women's rights in Canada and helped get women the right to vote. 5. _____
 6. The large collection and display of flags in front of the United Nations building in New York is impressive. 6. _____
 7. The government has put into action a plan to help parents save for their children's education. 7. _____
 8. Don't forget that the money you add to your Registered Retirement Savings Plan can be deducted when calculating income tax. 8. _____
 9. The Rocky Mountains are a particular part of Canada that attracts tourists, skiers and hikers. 9. _____
 10. When the tailor dropped his box of pins, he picked them up with a piece of metal that attracts iron and steel. 10. _____
-

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following might be part of an **array**?
 - a) DVDs in a rack
 - b) dirty laundry
 - c) plates in a set of fine china
 - d) items in a museum
 2. Which of the following might be a **cause**?
 - a) equal pay for work of equal value
 - b) a cigarette left burning
 - c) prosecuting drunk drivers
 - d) lack of food
 3. Which of the following might be **debated**?
 - a) a decision by Canada's Supreme Court
 - b) a traffic ticket
 - c) proposed changes to zoning laws
 - d) Canada's involvement in a war
 4. Which of the following might be considered **contemporary**?
 - a) Top Ten songs on the radio
 - b) an antique chair
 - c) a black and white television
 - d) the latest fashions
 5. Which of the following could someone **champion**?
 - a) free speech
 - b) a bill in parliament
 - c) a political candidate
 - d) a family member
 6. Which of the following might be a **contribution**?
 - a) an interruption
 - b) mismanagement of funds
 - c) collecting money for a charity
 - d) writing a letter to the editor
 7. Which of the following might **satisfy** someone?
 - a) the solution to a problem
 - b) praise for a job well done
 - c) a final mortgage payment
 - d) a convincing argument
 8. Which of the following might be a **magnet**?
 - a) a well-liked politician
 - b) a popular movie star
 - c) a run-down motel
 - d) a big sale
 9. Which of the following is considered a **region**?
 - a) the Prairies
 - b) Northern Ontario
 - c) the Middle East
 - d) a village
 10. Which of the following might be a **policy**?
 - a) a list of conditions regarding car insurance
 - b) an evacuation plan in case of fire
 - c) a set of rules governing immigration
 - d) a personal choice or preference
-

Score /10

D/ Analyzing and Comparing Words

Lesson 14

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. Use each word once.

array	bridge	cause	champion	region
contemporary	contribution	parliament	implement	satisfy

1. *instruct* is to *train* as **carry out** is to _____
 2. *preacher* is to *church* as **politician** is to _____
 3. *forget* is to *remember* as **displease** is to _____
 4. *province* is to *country* as **town** is to _____
 5. *finish* is to *start* as **effect** is to _____
 6. *salary* is to *income* as **offering** is to _____
 7. *insult* is to *praise* as **attack** is to _____
 8. *collection* is to *set* as **display** is to _____
 9. *attraction* is to *magnet* as **link** is to _____
 10. *old* is to *new* as **traditional** is to _____
-

Score /10

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

The Work of a Member of Parliament (MP)

In the House of Commons Chamber, MPs **debate contemporary** issues that can **affect** all Canadians.

Their offices on **Parliament** Hill and in their **constituencies** are **magnets** for people's requests, concerns, problems and ideas. In his or her own way, each MP forms a **bridge** between the **regions** of Canada and the federal government in Ottawa.

In their work, MPs deal with an amazing **array** of issues and meet people from across their constituency and around the world. MPs **champion causes**, help people and develop and **implement** national **policies**.

At the end of the day, only the MPs themselves can say whether they are **satisfied** with their **contributions** and whether they feel they have made a difference. And once every four or five years, Canadian voters put them to the test, as well.

Adapted from the website of the Parliament of Canada
<http://www.parl.gc.ca/information/about/education/SetAgenda/agenda/workofmp-e.asp>

1. What do MPs do in the House of Commons Chamber?

2. In what two places do MPs have offices?

3. What are the main roles of an MP?

4. What does it mean to “champion causes”?

5. Who decides whether or not an MP is doing a good job?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 15
analysis	<p><i>n.</i> a detailed study of something to learn more about it</p> <ul style="list-style-type: none"> • Through handwriting analysis, an expert can predict personality traits by examining the way a person writes with a pen or pencil. <p><i>Also n.</i> analyst, analyzer; <i>v.</i> analyze; <i>adj.</i> analytical</p>	
assembly	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. putting something together 2. the act of gathering, or the group of things or people gathered together <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The directions for assembly were inside the box with the various pieces of the shelf unit. 2. The school assembly included a visit from the local fire chief. <p><i>Also v.</i> assemble</p>	
attachment	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. an extra piece that can be added to a machine 2. a computer file, such as a document or picture, that is joined to an email <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The vacuum cleaner came with four cleaning attachments. 2. The email had two attachments—a picture of the house and a blank rental form. <p><i>Also v.</i> attach</p>	
calculation	<p><i>n.</i> working out a mathematical problem</p> <ul style="list-style-type: none"> • My calculations show that the renovations cost over ten thousand dollars. <p><i>Also n.</i> calculator; <i>v.</i> calculate</p>	
critique	<p><i>v.</i> to provide an opinion or review, usually about a literary or artistic work</p> <ul style="list-style-type: none"> • He critiqued my manuscript before I sent it to the publisher. <p><i>Also n.</i> critique</p>	
estimate	<p><i>n.</i> an approximate calculation about the size, value, amount or cost of something</p> <ul style="list-style-type: none"> • The plumber provided an estimate on the cost of repairing the shower. <p><i>Also n.</i> estimation, estimator; <i>v.</i> estimate</p>	

facilitate	<p>v. 1. to lead or direct 2. to make something possible or easier</p> <ul style="list-style-type: none"> • 1. The chairperson was unable to attend, so she asked me to facilitate the meeting. 2. To facilitate recycling, please place used glass, plastic and paper items in the proper bins. <p><i>Also n. facilitator</i></p>
integrate	<p>v. 1. to combine two or more things so that they form part of a whole 2. to mix with and join a group of people, adapting to fit in</p> <ul style="list-style-type: none"> • 1. When you put a computer system together using computer parts from different manufacturers, you have created an integrated system. 2. Getting involved in community activities helped the family integrate into their new neighbourhood. <p><i>Also n. integration; adj. integrated</i></p>
justify	<p>v. to give a good reason for something</p> <ul style="list-style-type: none"> • Carl can't justify taking an expensive vacation when he is so far in debt. <p><i>Also n. justification; adj. justifiable, justified; adv. justifiably</i></p>
modify	<p>v. to change</p> <ul style="list-style-type: none"> • If necessary, the company modifies work for employees who are injured. <p><i>Also n. modification</i></p>
persuade	<p>v. to convince</p> <ul style="list-style-type: none"> • He could not persuade her to invest in his restaurant. <p><i>Also n. persuasion; adj. persuasive; adv. persuasively</i></p>
scan	<p>v. 1. to look through something quickly but carefully to find a specific thing or piece of information 2. to copy a paper image into electronic form</p> <ul style="list-style-type: none"> • 1. Marge will scan the passage and find the information you need. 2. You can scan documents to your computer from the new photocopier. <p><i>Also n. scan, scanner; adj. scannable</i></p>
schematic	<p><i>adj.</i> showing the main layout and features but not details of something</p> <ul style="list-style-type: none"> • The mayor and city councillors examined the schematic diagram the architect had drawn of the new shopping mall.

skim	<p>v.</p> <ol style="list-style-type: none"> 1. to read something very quickly to get a general idea of the contents 2. to remove something solid from the surface of a liquid <p>•</p> <ol style="list-style-type: none"> 1. I just skimmed the email to see what it was about, so I'll have to read it more carefully later. 2. People used to skim the cream from the top of a bottle of milk.
synthesize	<p>v.</p> <ol style="list-style-type: none"> 1. to combine (various ideas or objects) into a new whole 2. to produce (a substance) by means of chemicals and chemical reactions, or to produce (sounds) electronically <p>•</p> <ol style="list-style-type: none"> 1. For her report, Sue needed to synthesize the data she had gathered. 2. Natural rubber is not identical to rubber that scientists have synthesized. <p><i>Also n. synthesis, synthesizer; adj. synthetic</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. ___ A calculation is | a. something that is fastened or joined to something else. |
| 2. ___ A schematic drawing is | b. to convince someone to do something. |
| 3. ___ An estimate is | c. to show why it is necessary to do something. |
| 4. ___ To persuade is | d. a sketch that shows how something works in a simplified way. |
| 5. ___ A critique is | e. an approximate guess of what the amount might be. |
| 6. ___ An attachment is | f. to adjust or change something. |
| 7. ___ To modify is | g. a careful judgment or opinion. |
| 8. ___ To scan is | h. something that has been worked out mathematically. |
| 9. ___ To facilitate is | i. to look over something to find specific details. |
| 10. ___ To justify is | j. to make something go more smoothly. |
-

Score /10

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

analysis	schematic	modify	assembly	estimate
justify	calculation	integrate	facilitate	persuade

Mrs. White was not happy with the small deck at the back of her house. She came up with several good arguments to (1)_____ the expense of building a larger deck. After much coaxing, she was able to (2)_____ her husband to hire a contractor to (3)_____ the existing deck and make it more acceptable.

The Whites called a contractor to get a rough (4)_____ of what it would cost for materials and labour. After an (5)_____ of the construction and condition of the existing deck, the contractor felt that it would be possible to (6)_____ new pieces of lumber with the existing boards.

The contractor came up with a (7)_____ drawing to (8)_____ implementation of the new design idea. He also took measurements and wrote down an accurate (9)_____ of the required materials and their cost. Of course, there was also a quote on what it would cost to complete the (10)_____ or attachment of the individual boards to the rest of the deck.

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. What are examples of things that you might **critique**?
 - a) a movie
 - b) a figure skating routine
 - c) a perfect score
 - d) a book
 2. Which of the following might be examples of an **assembly**?
 - a) students at a school concert
 - b) a model airplane made from a kit
 - c) a soapstone carving
 - d) a carrot
 3. Which of the following might you **skim**?
 - a) a flyer with grocery store ads
 - b) the fat on the top of homemade chicken soup
 - c) the front page of the newspaper
 - d) questions on an application form
 4. Which of the following might be **synthesized**?
 - a) musical sounds
 - b) a car
 - c) employees' ideas at a staff meeting
 - d) information
 5. Which of the following might be examples of **attachments**?
 - a) a photograph sent with an email message
 - b) a résumé with a cover letter
 - c) a nozzle for a hose
 - d) a list of suggested readings after an essay
 6. Which of the following is least likely to require an **estimate**?
 - a) the number of children you have at present
 - b) the cost of a trip
 - c) the length of time to read a book
 - d) interest payments on a loan
 7. Which of the following could be an example of a **calculation**?
 - a) the balance in a bank statement
 - b) a sum of numbers
 - c) a flight arrival time
 - d) a reckless decision
 8. Which of the following might you **scan**?
 - a) a paper you want to copy
 - b) a brain
 - c) faces in a crowd
 - d) a page in the telephone book
 9. Which of the following might be **integrated**?
 - a) boys and girls on a team
 - b) new immigrants
 - c) a computer system
 - d) new car parts used in an old car
 10. Which of the following might you want to **justify**?
 - a) an unscheduled absence
 - b) feeding your children
 - c) a decision to quit your job
 - d) the purchase of a bigger house
-

Score /10

D/ Analyzing and Comparing Words**Lesson 15**

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

analysis	critique	calculation	facilitate	attachment
justify	scan	integrate	modify	persuade

1. skim _____
 2. estimate _____
 3. synthesize _____
 4. review _____
 5. defend _____
 6. diagnosis _____
 7. adjust _____
 8. add-on _____
 9. urge _____
 10. simplify _____
-

Score /10

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

ESSENTIAL SKILLS: How are they used?

There are nine Essential Skills used in nearly every occupation and throughout daily life.

Reading

- **Scan** for information
- **Skim** for overall meaning
- Read a full text to understand, learn, **critique** or evaluate
- **Integrate** and **synthesize** information from multiple sources or from complex and lengthy texts

Document Use

- Read signs, labels or lists
- Interpret information on graphs or charts
- Enter information on forms
- Read or create **schematic** drawings / **assembly** drawings

Numeracy

- Numerical **estimation** / **calculation**
- Money math
- Scheduling or budgeting and accounting
- Measurement and calculation
- Data **analysis**

Writing

- Organize, record or document
- Inform or **persuade**
- Request information or **justify** a request
- Present an analysis or a comparison

Oral Communication

- Greet people or take messages
- Reassure, comfort or persuade
- Seek or obtain information
- Resolve conflicts
- **Facilitate** or lead a group

Working with Others

- Work independently
- Work jointly with a partner or helper
- Work as a member of a team
- Participate in supervisory or leadership activities

Thinking

- Problem solving
- Decision making
- Critical thinking
- Job task planning and organizing
- Significant use of memory
- Finding information

Computer Use

- Operate a computerized cash register
- Use word processing software to produce letters or memos
- Send emails with **attachments** to multiple users
- Create and **modify** spreadsheets for data entry

Continuous Learning

- Gain new skills as part of regular work activity
 - Learn from co-workers
 - Take training offered in the workplace
 - Participate in off-site training
-

1. Name two purposes for reading.

2. Name the Essential Skill that includes measuring and estimating.

3. What Essential Skill(s) are you using to complete this lesson?

4. What is meant by “multiple sources” in the Reading section?

5. Name the Essential Skill that includes decision making and organizing.

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 16
account	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. an official record of money spent, owing or received for a specific purpose, person or thing 2. a financial service offered by a bank 3. a written or spoken description of an event <ul style="list-style-type: none"> • 1. Accounts receivable are records of amounts a company is expecting to receive from its clients, and accounts payable are records of amounts the company needs to pay. 2. I have transferred my personal bank account to a new branch. 3. Shawna saw the robbery, so she was able to give the police an eye-witness account. <p><i>Also n.</i> accounting, accountant; <i>v.</i> account (for)</p>	
bookkeeping	<p><i>n.</i></p> <p>keeping an accurate record of money that is spent and received; accounting</p> <ul style="list-style-type: none"> • The owners of the pet store plan to change to a computerized system of bookkeeping next year. <p><i>Also n.</i> bookkeeper</p>	
entry	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a piece of information that is recorded in a book, computer, etc. 2. a door, gate or opening you go in through 3. participation in a contest <ul style="list-style-type: none"> • 1. The accounting clerk promised to complete all the accounts receivable entries before lunch. 2. The police blocked all the entries so that no one could get in or out. 3. There was a skill testing question on the entry form. <p><i>Also v.</i> enter</p>	
general	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. including a lot of things or subjects and not limited to only one or two 2. including the basic or most necessary information <ul style="list-style-type: none"> • 1. Alfonso is a popular dinner guest because of his broad general knowledge. 2. Don's job was to provide a general introduction to the project, which Carol would then describe in more detail. <p><i>Also n.</i> generalization; <i>v.</i> generalize; <i>adj.</i> generalized</p>	

journal	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a book in which all business dealings are entered as they take place, to make it easier to transfer the information later to the general records 2. a diary 3. a magazine published regularly, usually about a specialized subject <ul style="list-style-type: none"> • 1. As you pay each invoice, record the transaction in the journal. 2. While she was on holidays, Judy wrote in her journal every day so that she would have a full account of her travels to share with friends and family. 3. New discoveries in medicine are usually published in medical journals.
ledger	<p><i>n.</i></p> <p>a book used to record the income and expenses of a company, divided by accounts</p> <ul style="list-style-type: none"> • A company's general ledger is the main accounting record that lists all of its business dealings within the business year.
manual	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. done by hand 2. operated by hand rather than by electricity <ul style="list-style-type: none"> • 1. He prefers manual labour because he likes to work outside and keep fit. 2. Kyra learned to type on a manual typewriter when she was young. <hr/> <p><i>n.</i></p> <p>a book of instructions on how to do something</p> <ul style="list-style-type: none"> • They lost the instruction manual and were unable to set up the scanner. <p><i>Also adv.</i> manually</p>
payroll	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a list of employees that shows how much each one earns 2. the total amount of money paid to a company's employees <ul style="list-style-type: none"> • 1. Ten percent of the staff on the payroll are earning over \$40,000 per year. 2. Payroll is usually the largest expense for any business.
post	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to enter an item in a ledger or carry an entry from one account to another 2. to announce or advertise 3. to place, station or appoint to a position 4. to put in the mail <ul style="list-style-type: none"> • 1. One of the clerk's duties was to post all the journal entries. 2. As soon as they post the vacant position in Accounting Jane plans to apply. 3. When refilling the automatic teller machine, the security company always posts a guard to watch for suspicious activity. 4. Sarah posted her letter to Santa Claus in early December. <p><i>Also n.</i> post, posting</p>

reconcile	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to make agree or bring into harmony; to make one account agree with another 2. to settle (a quarrel or disagreement) 3. to make or become friends again <ul style="list-style-type: none"> • 1. Roberta was able to reconcile February’s bank statement with her cheque book records when she realized that one cheque had not yet been cashed. 2. The coworkers reconciled their differences so they would be able to work together and finish the project. 3. Cathy and Doug reconciled and their marriage became even stronger. <p><i>Also n.</i> reconciliation; <i>adj.</i> reconcilable</p>
requirement	<p><i>n.</i> something that is needed</p> <ul style="list-style-type: none"> • A valid driver’s license is a requirement of the job. <p><i>Also v.</i> require</p>
sector	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. one of the parts into which the economy of a country is divided 2. an area of land or sea that is seen as separate from other areas <ul style="list-style-type: none"> • 1. Canada has three economic sectors: the private sector (for profit), the public sector (government run), and the voluntary sector (not for profit). 2. The police officer was responsible for patrolling the downtown sector. <p><i>Also adj.</i> sectoral</p>
statistical	<p><i>adj.</i> referring to the science of collecting, studying, explaining and presenting information using numbers or data</p> <ul style="list-style-type: none"> • Statistics Canada is a government department that presents statistical information such as employment, work accidents, income and population. <p><i>Also n.</i> statistic, statistics, statistician; <i>adv.</i> statistically</p>
transaction	<p><i>n.</i></p> <ul style="list-style-type: none"> • a piece of business, such as buying or selling something • A business transaction may be as short as a phone call to request an account balance or as long as the life of a mortgage. <p><i>Also v.</i> transact</p>
utility	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. an organization that supplies water, gas or electricity 2. the usefulness of something <ul style="list-style-type: none"> • 1. Our bills for utilities were very high last winter. 2. What is the commercial utility of your invention? <p><i>Also n.</i> utilization; <i>v.</i> utilize</p>

A/ Matching Meanings**Lesson 16**

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

bookkeeping	requirements	utility	ledger	sector
journal	entries	transaction	payroll	manual

1. recording the financial activities of a business _____
 2. done by hand _____
 3. book used to show income and expense accounts _____
 4. list of figures about employees' salaries _____
 5. items of information entered in a book _____
 6. daily record of personal information or transactions _____
 7. things that must be done _____
 8. electricity, water or other similar service _____
 9. a part of the economic activity of a country _____
 10. a business deal _____
-

Score /10

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

accounts	journal	manual	reconcile	transactions
bookkeeping	general	ledger	payroll	statistical

Every business needs a (1)_____ system to keep track of its financial business (2)_____ carried out with other parties. Accounting forms are used to record changes in (3)_____ such as revenues (money received) and expenses (money spent). Each day, items of value that have been exchanged are recorded in a (4)_____.

On an income statement, the (5)_____, or cost of the salaries of the employees, is recorded as a business expense. A combination of all the accounts appears in a (6)_____ (7)_____. Bookkeepers must (8)_____ the books so that the debits and credits are balanced. Some use software programs to balance the ledger, while others use a (9)_____ approach. The (10)_____ information bookkeepers provide is useful for managers, bankers, investors and government.

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of these things you can **post**?
 - a) a letter
 - b) an entry
 - c) a job opening
 - d) a fence
 2. Which of the following are **manual**?
 - a) handwriting
 - b) microwave oven
 - c) electric blender
 - d) stick shift in a car
 3. Which of the following could be bookkeeping **accounts**?
 - a) petty cash
 - b) utilities
 - c) accounts receivable
 - d) safety procedures
 4. Which of the following are examples of **requirements**?
 - a) tax on income
 - b) marriage to have children
 - c) passport to travel overseas
 - d) licence to drive
 5. Which of the following are examples of **statistical** information?
 - a) names of your children
 - b) birth dates
 - c) market research
 - d) census
 6. Which of the following are examples of a **transaction**?
 - a) buying a car
 - b) exchanging services
 - c) ordering supplies
 - d) driving yourself to work
 7. Which of the following can be **reconciled**?
 - a) cheque book and bank statement
 - b) differences of opinion
 - c) husband and wife who have separated
 - d) two sets of accounts
 8. Which of the following are examples of a **sector**?
 - a) the business district
 - b) the lumber industry
 - c) a specific fishing area
 - d) a pair of scissors
 9. Which of the following are examples of **bookkeeping**?
 - a) balancing your cheque book
 - b) recording monthly costs and earnings
 - c) signing autographs
 - d) recording bets at the race track
 10. Which of the following are examples of a **journal**?
 - a) captain's log
 - b) biography
 - c) diary
 - d) record of business transactions
-

Score /10

D/ Analyzing and Comparing Words

Lesson 16

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. Use each word once.

bookkeeping	general	sector	transaction	manual
journal	post	reconcile	statistical	utility

1. *words* are to *spell check* as **accounts** are to _____
 2. *part* is to *whole* as **specific** is to _____
 3. *keyboarding* is to *typing* as **accounting** is to _____
 4. *modern* is to *traditional* as **automated** is to _____
 5. *numbers* are to *mathematical* as **data** is to _____
 6. *piece* is to *section* as **area** is to _____
 7. *expertise* is to *ability* as **usefulness** is to _____
 8. *gift* is to *present* as **exchange** is to _____
 9. *pamphlet* is to *brochure* as **diary** is to _____
 10. *pick* is to *select* as **enter** is to _____
-

Score /10

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

Bookkeepers (NOC 1231)

Nature of the Work

Bookkeepers maintain complete sets of books, keep records of **accounts**, check the procedures used for recording financial **transactions** and provide personal **bookkeeping** services. They are employed throughout the private and public **sectors**, or they may be self-employed. There are many bookkeepers in this province.

Main Duties

The main responsibility of all *bookkeepers* is to keep financial records and set up, maintain and balance various accounts for their clients. They do calculations and check financial transactions for their employers or clients, and they make sure good records are kept, according to legal **requirements** and good business practices. To do this, they use computerized and **manual** bookkeeping systems.

Specifically, they **post journal entries** and **reconcile** accounts, maintain **general ledgers** and prepare financial statements. They calculate and prepare cheques for **payrolls** and for **utility**, tax and other bills. They complete and submit tax forms, workers' compensation forms, pension contribution forms and other government documents. They also prepare tax returns and perform other personal bookkeeping services and prepare other **statistical**, financial and accounting reports.

Source: *Work Futures: British Columbia Occupational Outlooks*, Human Resources and Skills Development Canada (B.C./Yukon Region) and B.C. Ministry of Advanced Education
<http://www.workfutures.bc.ca/link.cfm?noc=1231>

1. What are three things that bookkeepers do?

2. Where are bookkeepers employed?

3. Name the two types of bookkeeping systems referred to in the job description.

4. What types of forms might a bookkeeper prepare for the government?

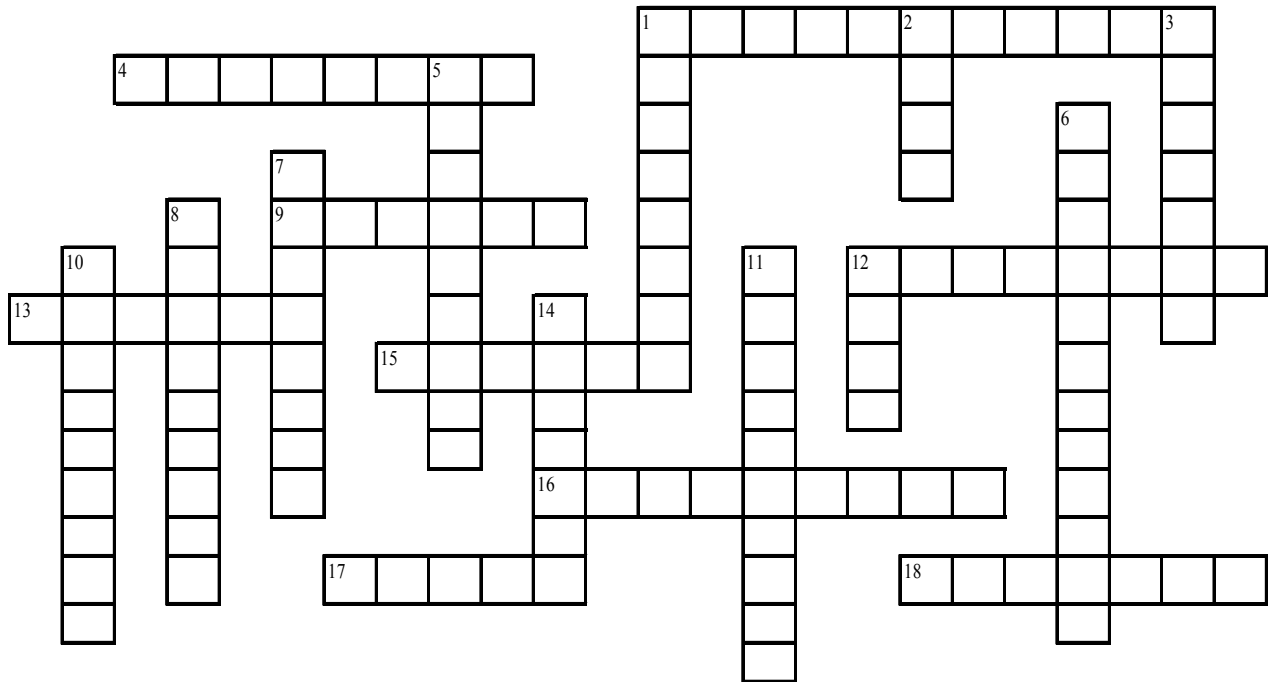
5. Give two examples of utility bills that a bookkeeper might receive in the mail.

Score /10

Total Score /50

Vocabulary Review: Unit 4

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



ACROSS

1. kind of information presented using numbers
4. detailed study or examination of something
9. to have an influence on
12. extremely clean
13. way of doing something
15. done by hand
16. to put into practice
17. group of things displayed in an attractive way
18. list of employees and how much each earns

DOWN

1. amount before the final total
2. to read something very quickly to determine the subject
3. record books for bookkeepers
5. to become part of a group
6. synonym for "modern"
7. deadly disease or illness that spreads around the world
8. drawing to show how something looks and works
10. to make agree
11. to combine ideas or information into a new whole
12. to read through something quickly to find a piece of information
14. to give a good reason for something

Unit 4 Word List

These are the vocabulary words from Unit 4. The number beside each word indicates the lesson in which it was studied.

1. account (16)
2. affect (14)
3. analysis (15)
4. array (14)
5. assembly (15)
6. attachment (15)
7. bookkeeping (16)
8. bridge (14)
9. calculation (15)
10. cause (14)
11. champion (14)
12. constituency (14)
13. contemporary (14)
14. contribution (14)
15. critique (15)
16. debate (14)
17. discount (13)
18. disposable (13)
19. economy (13)
20. entry (16)
21. estimate (15)
22. facilitate (15)
23. general (16)
24. implement (14)
25. integrate (15)
26. journal (16)
27. justify (15)
28. ledger (16)
29. magnet (14)
30. manual (16)
31. method (13)
32. modify (15)
33. narcotic (13)
34. pandemic (13)
35. parliament (14)
36. payroll (16)
37. penicillin (13)
38. persuade (15)
39. policy (14)
40. post (16)
41. prescription (13)
42. quantity (13)
43. receipt (13)
44. reconcile (16)
45. region (14)
46. requirement (16)
47. sanitary (13)
48. satisfy (14)
49. scan (15)
50. schematic (15)
51. sector (16)
52. skim (15)
53. statistical (16)
54. sterile (13)
55. subtotal (13)
56. surgical (13)
57. synthesize (15)
58. syringe (13)
59. transaction (16)
60. utility (16)

Unit 5

Lesson 17:

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<i>accommodate</i>	<i>advance</i>	<i>appropriate</i>	<i>attention</i>	<i>clerk</i>
<i>cooperation</i>	<i>depart</i>	<i>department</i>	<i>frequently</i>	<i>memorandum</i>
<i>prepare</i>	<i>procedure</i>	<i>regarding</i>	<i>retrieve</i>	<i>secretary</i>

Lesson 18:

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<i>addressee</i>	<i>briefly</i>	<i>c.c.</i>	<i>conduct</i>	<i>courier</i>
<i>develop</i>	<i>discreet</i>	<i>forward</i>	<i>head</i>	<i>humorous</i>
<i>inbox</i>	<i>practice</i>	<i>prioritize</i>	<i>title</i>	<i>tone</i>

Lesson 19:

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<i>astronaut</i>	<i>aviation</i>	<i>coveted</i>	<i>dedicated</i>	<i>degree</i>
<i>demonstrate</i>	<i>discipline</i>	<i>expand</i>	<i>fierce</i>	<i>multiple</i>
<i>official</i>	<i>preferably</i>	<i>proficient</i>	<i>rigorous</i>	<i>select</i>

Lesson 20:

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<i>access</i>	<i>agency</i>	<i>armoured</i>	<i>assigned</i>	<i>automated</i>
<i>coordinate</i>	<i>enforce</i>	<i>establishment</i>	<i>industrial</i>	<i>occupation</i>
<i>patrol</i>	<i>supervise</i>	<i>teller</i>	<i>valuables</i>	<i>vandalism</i>

Unit Review:

Crossword Puzzle

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Vocabulary	Definitions Lesson 17
accommodate	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to adjust to or help with something 2. to provide lodging or room <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The building had an access ramp to accommodate his disability. 2. The new town homes are large enough to accommodate a family of six. <p><i>Also n.</i> accommodation; <i>adj.</i> accommodating</p>
advance	<p><i>adv. in advance:</i> ahead of time</p> <ul style="list-style-type: none"> • Carol did not owe any money when she picked up her airline ticket because she had paid for it two months in advance. <hr/> <p><i>n.</i></p> <ol style="list-style-type: none"> 1. act of moving forward 2. progress 3. payment made before the due time <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Cold weather slowed the advance of Napoleon's army into Russia. 2. The discovery of insulin was a major advance in medicine. 3. Donna asked for a pay advance so she could pay for her son's school trip. <p><i>Also n.</i> advancement; <i>v.</i> advance; <i>adj.</i> advanced</p>
appropriate	<p><i>adj.</i> right for a particular situation or occasion</p> <ul style="list-style-type: none"> • Jean took the appropriate legal steps to deal with her former partner. <p><i>Also n.</i> appropriateness; <i>adv.</i> appropriately</p>
attention	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. notice or interest 2. mental focus, serious thought or concentration <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. It came to our attention that garbage was being put in with the recycling. 2. The project requires my full attention so I can't help you.

clerk	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. person who keeps the records or accounts for a company or performs general office duties 2. person who works at a sales counter or service desk at a store or hotel <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The accounting clerk verified the records and gave me the information I needed. 2. It is the clerk’s responsibility to serve the clients at the front desk. <p><i>Also v. clerk</i></p>
cooperation	<p><i>n.</i></p> <p>the act of working together to achieve a common goal</p> <ul style="list-style-type: none"> • Martha needed the team’s cooperation to carry out the big end-of-season sale. <p><i>Also v. cooperate; adj. cooperative</i></p>
depart	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to leave 2. to change or vary from a pattern <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Sheila was sad when she had to depart from the charming little island. 2. The new manager’s plans depart from the company’s usual policies. <p><i>Also n. departure</i></p>
department	<p><i>n.</i></p> <p>one of different areas of specialization that companies, organizations and governments are often divided into (e.g., marketing department, technical department, health department, special education department)</p> <ul style="list-style-type: none"> • The customer service department answers calls from people who have questions about the company’s products. <p><i>Also adj. departmental</i></p>
frequently	<p><i>adv.</i></p> <p>often</p> <ul style="list-style-type: none"> • It snows frequently during the winter months. <p><i>Also n. frequency; adj. frequent</i></p>
memorandum (memo)	<p>a short written message used to share information in the workplace; a reminder</p> <ul style="list-style-type: none"> • A memorandum was sent out to remind staff of recent policy changes.

prepare	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to get something or someone ready 2. to be ready for something you expect or think will happen <ul style="list-style-type: none"> • 1. We prepared a first aid kit in case there's an accident. 2. You need to prepare for the possibility that the plane will be late. <p><i>Also n.</i> preparation, preparedness; <i>adj.</i> prepared</p>
procedure	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. series of actions done in a certain order or manner, considered the official or accepted way of doing something 2. medical or surgical operation <ul style="list-style-type: none"> • 1. Please review the procedure for opening new customer accounts. 2. Tracy underwent a minor medical procedure in the doctor's office. <p><i>Also adj.</i> procedural</p>
regarding	<p><i>prep.</i> about; on the subject of</p> <ul style="list-style-type: none"> • I would like to speak with you regarding the planned schedule changes. <p><i>Also n.</i> regard; <i>v.</i> regard; <i>adv.</i> regardless</p>
retrieve	<p><i>v.</i></p> <p>to find and bring something back from somewhere</p> <ul style="list-style-type: none"> • Carrie's dog will retrieve balls, bones or anything else she throws. <p><i>Also n.</i> retrieval, retriever</p>
secretary	<p><i>n.</i></p> <p>someone who works in an office, writes letters, makes telephone calls and arranges meetings for a person or for an organization</p> <ul style="list-style-type: none"> • As secretary to the general manager, she was responsible for writing letters to corporate leaders. <p><i>Also adv.</i> secretarial</p>

A/ Matching Meanings**Lesson 17**

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

cooperation	depart	in advance	prepare	retrieve
memorandum	regarding	attention	frequently	accommodate

1. concentration _____
 2. to leave _____
 3. repeatedly _____
 4. to regain or repossess something _____
 5. working together to do something _____
 6. earlier than planned _____
 7. to train or get ready _____
 8. to help someone by providing for their needs _____
 9. a brief, written office communication _____
 10. in the matter of _____
-

Score /10

B/ Using the Right Word**Lesson 17**

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.

prepare	department	cooperation	clerk	depart
retrieve	attention	appropriate	advance	regarding

1. There is a job opening in the advertising **section** of the company. 1. _____
 2. The police were able to **recover** all of the stolen goods and return them to the rightful owners. 2. _____
 3. Economists are paying **notice** to the high unemployment rate and the low value of the Canadian dollar. 3. _____
 4. The **salesperson** worked at the service desk, taking returns. 4. _____
 5. The new computer system is a significant **move forward** for the department. 5. _____
 6. An emergency meeting **about** a new round of lay-offs will be held tomorrow morning. 6. _____
 7. The company has begun to **move away** from its traditional line of products. 7. _____
 8. The travel agency will **arrange** your itinerary and travel plans well in advance. 8. _____
 9. Teamwork means **working together** to reach a common goal. 9. _____
 10. It is important to wear **the right** clothing to a job interview. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 17**

Three words or ideas on each line are similar and one is different. Circle the one that does not belong.

- | | | | | |
|-----|---------------|--------------------------|--------------------|---------------|
| 1. | clerk | salesperson | record keeper | lawyer |
| 2. | escape | fetch | retrieve | locate |
| 3. | study | prepare | offer | train |
| 4. | sharing ideas | giving orders | unity | cooperation |
| 5. | attention | recognition | facts | focus |
| 6. | difficult | fitting | appropriate | suitable |
| 7. | accommodate | lend a hand | cater to | reply |
| 8. | move ahead | announce | progress | advance |
| 9. | letter writer | administrative assistant | secretary | gas attendant |
| 10. | contrary to | with respect to | in connection with | regarding |
-

Score /10

D/ Analyzing and Comparing Words**Lesson 17**

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. Use each word once.

memorandum	depart	accommodate	clerk	advance
attention	procedure	frequently	retrieve	cooperation

1. *street* is to *road* as **method** is to _____
 2. *peace talks* are to *negotiation* as **teamwork** is to _____
 3. *kitchen* is to *feed* as **hotel** is to _____
 4. *car* is to *automobile* as **message** is to _____
 5. *pastry maker* is to *baker* as **bank teller** is to _____
 6. *on* is to *off* as **arrive** is to _____
 7. *logic* is to *reason* as **focus** is to _____
 8. *late* is to *early* as **seldom** is to _____
 9. *red light* is to *stop* as **green light** is to _____
 10. *loud* is to *quiet* as **lose** is to _____
-

Score /10

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

MEMORANDUM

To: Administrative Staff: Bookkeepers, **Secretaries** and File **Clerks**
From: Jennifer Waldo
Date: March 25, 2008
Re: Attendance

It has come to my **attention** that attendance in the clerical **department** has become an issue in recent months. It has been reported that staff **frequently** arrive late and **depart** early. Our policies and **procedures** manual clearly states that office hours are from 9:00 a.m. to 5:00 p.m. weekdays.

Our customer service staff members depend on this department to be available to **prepare** documents and **retrieve** information during these hours. If you need to change your work schedule to **accommodate** personal appointments, please let your team leader know a few days in **advance** so that **appropriate** staffing can be arranged. Thank you for your **cooperation regarding** this matter.

Jennifer Waldo,
Operations Manager

1. What three job titles make up the administrative staff?

2. What is the shortened form of the word “memorandum”?

3. “Re” is a short form for "regarding." What is this memorandum regarding?

4. What part of the company is Jennifer Waldo focusing on, and why?

5. If a staff member needs to leave early for an appointment, what does he or she need to do?

Score /10

Total Score /50

Vocabulary	Definitions Lesson 18
addressee	<p><i>n.</i> person that you are sending a letter, email or parcel to; recipient</p> <ul style="list-style-type: none"> • The envelope should show the full mailing address of the addressee, including the postal code. <p><i>Also n.</i> address; <i>v.</i> address</p>
briefly	<p><i>adv.</i> quickly; in a few words</p> <ul style="list-style-type: none"> • While he was waiting to see his client, Ralph briefly reviewed his notes from their last meeting. <p><i>Also adj.</i> brief</p>
c.c.	<p><i>n.</i> a copy of a letter or email sent to someone other than the main recipient</p> <ul style="list-style-type: none"> • Send your request for time off to your manager, with a c.c. to your supervisor.
conduct	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to carry out business or lead a tour 2. <i>to conduct yourself</i>: to behave a certain way <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. People sometimes meet at a coffee shop to conduct business. 2. Carol always conducts herself in a professional manner. <p><i>Also n.</i> conduct</p>
courier	<p><i>n.</i> messenger; someone who delivers letters or packages</p> <ul style="list-style-type: none"> • To make sure the client would receive the package the same day, Carlos called a courier service to pick it up and deliver it. <p><i>Also v.</i> courier</p>
develop	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to invent something or bring something into existence 2. to grow bigger, better or stronger <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. It takes a lot of time and money to develop a new product. 2. Over time children grow and develop into young adults. <p><i>Also n.</i> development, developer; <i>adj.</i> developmental; <i>adv.</i> developmentally</p>
discreet	<p><i>adj.</i> tactful; trustworthy; careful not to give too much information about something that is secret, personal or private</p> <ul style="list-style-type: none"> • It is important for bank tellers to be discreet regarding the financial situation of their clients. <p><i>Also n.</i> discretion</p>

forward	<p>v. to send on to someone else</p> <ul style="list-style-type: none"> When Elsie received a threatening letter from an angry customer, she forwarded it to her lawyer.
head	<p><i>adj.</i> main, chief</p> <ul style="list-style-type: none"> The head gardener made sure that the workers used environmentally friendly sprays. <hr/> <p><i>n.</i> person in charge</p> <ul style="list-style-type: none"> The head of the marketing department determines the advertising policy. <p><i>Also v.</i> head</p>
humorous	<p><i>adj.</i> funny</p> <ul style="list-style-type: none"> The audience laughed when the speaker told a humorous story. <p><i>Also n.</i> humour; <i>adj.</i> humorously</p>
inbox	<p><i>n.</i> folder in which email messages you receive are displayed and stored</p> <ul style="list-style-type: none"> When I returned to work after three weeks away, it took me over an hour to read all the new messages in my inbox.
practice	<p><i>n.</i></p> <ol style="list-style-type: none"> way of doing things regular training or exercise to improve your skills <ul style="list-style-type: none"> <ol style="list-style-type: none"> The practice in this office is to greet visitors with a smile. The star player broke his arm at football practice and wasn't able to play in the big game. <p><i>Also v.</i> practise; <i>adj.</i> practising</p>
prioritize	<p>v. to determine which of a number of things is most important or urgent and needs to be handled first</p> <ul style="list-style-type: none"> Denise only had few minutes free to return calls, so she had to prioritize and call the most important client first. <p><i>Also n.</i> priority; <i>adj.</i> priority</p>
title	<p><i>n.</i></p> <ol style="list-style-type: none"> description indicating your job or role (e.g., director, assistant) name of a book, movie, piece of art, etc. <ul style="list-style-type: none"> <ol style="list-style-type: none"> When Jian was promoted, he had to order new business cards that included his new title. What was the title of that book about a man in a boat with a tiger?

tone	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. attitude or feeling expressed in what you say or write 2. musical or vocal sound <p>•</p> <ol style="list-style-type: none"> 1. From the tone of her voice, I could tell that Kendra was upset. 2. Wait for the dial tone, then dial the number you want to call.
-------------	--

A/ Matching Meanings

Lesson 18

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

discreet	briefly	prioritize	inbox	practice
head	develop	addressee	c.c.	humorous

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. in a few words 2. a copy of an email 3. person in charge of an organizational unit 4. mailbox for email being received 5. to decide what to do first 6. person receiving a letter 7. comical 8. careful in what you say 9. to progress 10. custom, habit | <hr/>
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|--|--|

Score /10

B/ Using the Right Word**Lesson 18**

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

developed
head

prioritize
c.c.

forwarded
humorous

tone
inbox

practice
conducted

Xavier is in charge of customer relations at the (1) _____ office of a large manufacturing company. When he gets to the office in the morning, his usual (2) _____ is to turn on his computer and check his (3) _____ for new emails. He likes to start the day with a smile by reading one or two (4) _____ messages from friends. Then he skims through the rest of the emails so that he can (5) _____.

Last Monday, one message in particular caught his attention. It was a customer complaint that the district manager had (6) _____ to him. Noticing that the district manager had also sent a (7) _____ to the company president, Xavier knew the issue was important.

The complaint was from a customer who had purchased a new product the company had (8) _____. She was not satisfied with the product and said that if the company did not honour the guarantee she would tell the media about the way it (9) _____ business. Xavier knew he would have to be careful and use the right (10) _____ in his reply to her complaint.

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following might be sent by **courier**?
 - a) a monthly magazine
 - b) a birthday present that is almost late
 - c) an important contract
 - d) a washing machine
 2. Which of the following are examples of an **addressee**?
 - a) someone sending a letter
 - b) someone receiving an email
 - c) someone signing a contract
 - d) someone buying a product
 3. Which of the following could be **humorous**?
 - a) an invoice
 - b) a television show
 - c) a joke
 - d) a comic book
 4. Which of the following could a company **develop**?
 - a) a new product
 - b) its employees
 - c) a better manufacturing process
 - d) photographs
 5. Which of the following could be done **briefly**?
 - a) summarizing results
 - b) scanning a newspaper article
 - c) filling in a long, complex form
 - d) reading an encyclopaedia
 6. Which of the following could be a **practice**?
 - a) a television commercial
 - b) a choir rehearsal
 - c) the usual way of performing a task
 - d) a workout by a football team
 7. Which of the following items can be **forwarded**?
 - a) an email you have received
 - b) a letter sent to someone's old address
 - c) a deadline
 - d) a car
 8. Which of the following can have a **title**?
 - a) a book
 - b) a car
 - c) the head of a company
 - d) a famous painting
 9. Which of the following should be **discreet**?
 - a) a comedian
 - b) a doctor
 - c) a priest
 - d) a psychologist
 10. Where might you hear a **tone**?
 - a) in someone's voice
 - b) on the telephone
 - c) in a canoe
 - d) at a piano performance
-

Score /10

D/ Analyzing and Comparing Words

Lesson 18

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. Use each word once.

develop	courier	briefly	addressee	inbox
humorous	discreet	head	forward	practice

- gift* is to *recipient* as **letter** is to _____
 - slow* is to *regular mail* as **fast** is to _____
 - success* is to *preparation* as **perfection** is to _____
 - send* is to *receive* as **outbox** is to _____
 - widely known* is to *confidential* as **gossipy** is to _____
 - at length* is to *in detail* as **quickly** is to _____
 - copy* is to *imitate* as **create** is to _____
 - keep* is to *retain* as **send** is to _____
 - serious* is to *not funny* as **amusing** is to _____
 - company* is to *president* as **unit** is to _____
-

Score /10

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

To: Christine Clerk; Bob Bookkeeper; Ronnie Receptionist; Sam Secretary
Cc: Don Director
Subject: Good **practices** for email

Our **head** office recently **developed** a new email policy which I expect everyone to follow when **conducting** company business.

1. Make good use of the "Subject" line: **Briefly** state the subject of the email. If the matter is urgent or you need the **addressee** to take action, say so. Putting this information in the subject line will help recipients **prioritize** when faced with an **inbox** full of new emails.
2. Target your message: Send it only to the person or people directly involved. If you want someone to receive a copy for their information (but no action on their part is needed) put their email address in the "Cc" line.
3. When answering an email, click on "Reply", not "Reply to all", unless you want every single person in the "To" and "Cc" lines to receive your response!
4. Watch your **tone**: Email exchanges can sometimes seem like conversations; however, be aware that because recipients can't hear your voice or see your body language, they may not understand when you are trying to be **humorous**.
5. Be **discreet**: Remember that once an email leaves your outbox it takes on a life of its own. It can easily be **forwarded** to other people that you did not mean to see it. In addition, it may remain in the system as a lasting record of your comments.
6. When sending an email to someone outside the company include the following information:
 - your full name and **title**
 - the name and address of your work unit
 - your telephone and fax numbers
 - your email address

That way, recipients won't have to look up your contact information if they want to send you something by fax or **courier**, or speak to you over the phone.

Marnie Manager
Head, Ottawa District Office

1. Who is receiving a c.c. of this email?

2. Name two good practices when writing emails.

3. Why is it important to include your contact information in an email?

4. What information can you put in the subject line to help recipients prioritize?

5. Why should you be discreet when writing emails?

Score /10

Total Score /50

Vocabulary	Definitions Lesson 19
astronaut	<p><i>n.</i> a person who has been trained to travel in outer space in a spacecraft</p> <ul style="list-style-type: none"> • In July 1969, two astronauts walked on the moon. <p><i>Also n.</i> astronautics</p>
aviation	<p><i>n.</i> the art or science of flying, designing, producing and maintaining aircraft</p> <ul style="list-style-type: none"> • In Northern Canada, where people are dependent on air travel and air freight, aviation is one of the largest industries. <p><i>Also n.</i> aviator</p>
coveted	<p><i>adj.</i> something that many people would like to have</p> <ul style="list-style-type: none"> • It has been suggested that two of the most coveted benefits an employer can offer an employee are flexible hours and a shorter work week. <p><i>Also v.</i> covet</p>
dedicated	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. describes people who give a lot of time and energy to something they believe is very important 2. describes something set aside for a specific purpose <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Harvey was dedicated to building his business. 2. The office had a dedicated telephone line for fax transmissions. <p><i>Also n.</i> dedication; <i>v.</i> dedicate</p>
degree	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. qualification given to a student who has successfully completed a course of study at a college or university 2. the extent of something 3. a measurement, especially related to temperature <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Now that she had her degree in Business Administration, Joan was eager to start working. 2. The job Darren applied for requires a high degree of skill in mathematics. 3. The weather report said it would be 13 degrees and sunny tomorrow.

demonstrate	<p>v.</p> <ol style="list-style-type: none"> 1. to express or show that you have a particular feeling, quality or ability 2. to show how something works in an effort to sell it 3. to make a public expression of dissatisfaction by taking part in a march or mass meeting <ul style="list-style-type: none"> • 1. He demonstrated his concern for the environment by driving a hybrid car. 2. Jack was asked to demonstrate how the product worked. 3. Kelly went to Ottawa to demonstrate against cuts in health spending. <p><i>Also n.</i> demonstration, demonstrator; <i>adj.</i> demonstrative</p>
discipline	<p>n.</p> <ol style="list-style-type: none"> 1. a particular subject, especially a subject studied at a college or university 2. self-control, orderliness or efficiency <ul style="list-style-type: none"> • 1. After her first year of university, Samantha changed her discipline from history to psychology. 2. Five years of self-defence training helped Colin develop some discipline. <p><i>Also adj.</i> disciplined</p> <p>v.</p> <p>to punish someone for something they have done wrong</p> <ul style="list-style-type: none"> • The commanding officer disciplined the soldier for disobeying orders. <p><i>Also n.</i> disciplinarian; <i>adj.</i> disciplinary</p>
expand	<p>v.</p> <p>to grow or increase in size, number or importance</p> <ul style="list-style-type: none"> • Jerome's family expanded their business into two more provinces last year. <p><i>Also n.</i> expansion; <i>adj.</i> expandable</p>
fierce	<p><i>adj.</i></p> <p>wild, intense; extremely bad or difficult</p> <ul style="list-style-type: none"> • Competition for the last spot on the team was fierce. <p><i>Also n.</i> fierceness; <i>adv.</i> fiercely</p>
multiple	<p><i>adj.</i></p> <p>more than one</p> <ul style="list-style-type: none"> • You see more twins and triplets these days because the use of fertility drugs can lead to multiple births.

official	<i>adj.</i> publicly recognized as legal or authorized <ul style="list-style-type: none"> • Canada has two official languages, English and French. <i>Also adv.</i> officially <hr/> <i>n.</i> someone in an office or position of authority, duty or trust <ul style="list-style-type: none"> • Tara and Henry were married by an official of the church.
preferably	<i>adv.</i> most desirably; if at all possible <ul style="list-style-type: none"> • Preferably, the applicant for this position would be bilingual. <i>Also n.</i> preference; <i>v.</i> prefer; <i>adj.</i> preferable, preferred
proficient	<i>adj.</i> skilled and experienced in an art, occupation or area of knowledge <ul style="list-style-type: none"> • Sara is proficient in three languages: English, Spanish and French. <i>Also n.</i> proficiency; <i>adv.</i> proficiently
rigorous	<i>adj.</i> done in a very thorough and strict way <ul style="list-style-type: none"> • The champion maintained a rigorous training schedule throughout the year. <i>Also n.</i> rigour; <i>adv.</i> rigorously
select	<i>v.</i> to choose a small number of people or things, especially for excellence or a special quality <ul style="list-style-type: none"> • The human resources team had to select five candidates to interview. <i>Also n.</i> selection; <i>adj.</i> selective; <i>adv.</i> selectively

A/ Matching Meanings**Lesson 19**

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

multiple	proficient	coveted	demonstrate	fierce
expand	discipline	dedicated	rigorous	official

1. able to do something well _____
 2. done in a thorough manner _____
 3. someone who is in a position of authority _____
 4. violent _____
 5. to present what you know _____
 6. desired _____
 7. committed to someone or something _____
 8. field of study _____
 9. to enlarge or develop _____
 10. many _____
-

Score /10

B/ Using the Right Word**Lesson 19**

Fill in the blanks using the vocabulary words listed below. Use each word once.

astronaut	demonstrate	dedicated	rigorous	fierce
select	multiple	coveted	aviation	proficient

1. Roberta Bondar was the first Canadian female _____ to go on a space mission.
2. The Dionne quintuplets are Canada's most famous children to result from a _____ birth.
3. The _____ museum has a special display of antique airplanes from the early twentieth century.
4. The _____ battle ended with many casualties and deaths.
5. Getting ready for the Olympics involves a _____ training schedule.
6. Four years of university and twenty-seven years of experience have made Edmund _____ in the field of marketing research.
7. The three candidates wanted the salary and prestige that came with the _____ position of company president.
8. The _____ volunteer worked long hours in difficult conditions.
9. Catherine was able to _____ her ideas for the advertising campaign during the presentation.
10. It is up to the hockey coach to _____ the players who will be on the team.

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of the following can be **fierce**?
a) a battle
b) a storm
c) desire
d) a kitten
 2. Which of the following could be **official**?
a) a document
b) a tax cut
c) a law
d) the end of a war
 3. Which of the following might be **coveted**?
a) a used tissue
b) a free trip
c) an infectious disease
d) a worn tire
 4. Which of the following are likely to be **proficient**?
a) an expert
b) someone with a degree
c) a new trainee
d) a famous artist
 5. Which of the following might be **dedicated**?
a) an author
b) a doctor
c) a missionary
d) a college student
 6. Which of the following could be **multiple**?
a) exits from a movie theatre
b) candidates chosen to fill one vacancy
c) solutions to a problem
d) spoken languages
 7. Which of the following could be **rigorous**?
a) boot camp
b) retraining
c) resting
d) mountain climbing
 8. Which of the following might be **selected**?
a) a radio station
b) a college
c) a job applicant
d) an accident
 9. Which of the following could **expand**?
a) population
b) a person's mind
c) a hospital
d) a company
 10. Which of the following could be a **discipline** or show **discipline**?
a) political science
b) watching television
c) good study habits
d) practising the piano
-

Score /10

D/ Analyzing and Comparing Words

Lesson 19

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. Use each word once.

degree	preferably	coveted	official	select
aviation	proficient	expand	rigorous	multiple

1. *ship* is to *navigation* as **airplane** is to _____
 2. *driver training* is to *licence* as **university education** is to _____
 3. *consider* is to *considerably* as **prefer** is to _____
 4. *admired* is to *respected* as **desired** is to _____
 5. *decrease* is to *increase* as **shrink** is to _____
 6. *open-minded* is to *prejudiced* as **relaxing** is to _____
 7. *singular* is to *one* as **plural** is to _____
 8. *refuse* is to *accept* as **reject** is to _____
 9. *unapproved* is to *draft* as **authorized** is to _____
 10. *unkind* is to *nice* as **unskilled** is to _____
-

Score /10

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

How can I become an astronaut?

Because so many people are fascinated with the idea of space travel, competition for a **coveted** few astronaut positions is **fierce**. Among those individuals who are **selected**, many have **multiple degrees** in medicine, science and/or engineering, while some have military training, and some have **aviation** flight experience. All, however, are among the best in their chosen fields, and all are **dedicated** to **expanding** our scientific knowledge to help improve the quality of Earth and in space.

To improve your chances of becoming an astronaut, consider the following:

- Earn at least one advanced degree in science or engineering
- Become **proficient** in more than one **discipline**
- Develop your public speaking skills, **preferably** in both **official** languages
- **Demonstrate** concern for others by taking part in community activities
- Maintain your physical fitness
- OPTIONAL: learn to skydive, scuba dive and/or pilot an airplane

Once selected for the astronaut program, astronaut candidates undergo continuous and **rigorous** training to prepare for missions onboard the space shuttle and/or onboard the International Space Station (ISS).

Source: Canadian Space Agency website:
http://www.asc-csa.gc.ca/eng/about/faqs_educators.asp#1

1. What types of degrees are needed to become an astronaut?

2. Name two optional skills that an astronaut might have.

3. What must astronauts maintain?

4. Why is the competition for astronaut positions fierce?

5. Once accepted into the program, what must astronauts undergo?

Score /10

Total Score /50

Vocabulary	Definitions Lesson 20
access	<p><i>n.</i> 1. permission or ability to enter a place 2. permission to see information</p> <ul style="list-style-type: none"> • 1. There is a door at the side of the building for wheelchair access. 2. The insurance company requested access to my medical records. <p><i>Also n.</i> accessibility; <i>v.</i> access; <i>adj.</i> accessible</p>
agency	<p><i>n.</i> 1. a business that provides services on behalf of another business 2. an administrative organization usually run by a government</p> <ul style="list-style-type: none"> • 1. The security agency was hired by the city to help maintain order at public events during the summer. 2. The Canada Revenue Agency collects federal taxes.
armoured	<p><i>adj.</i> having a protective covering (e.g. bullet-proof, bomb-proof)</p> <ul style="list-style-type: none"> • Mike’s favourite job was transferring bank money to different locations in an armoured truck. <p><i>Also n.</i> armour; <i>v.</i> armour</p>
assigned	<p><i>adj.</i> for which a person is responsible; at which a person is supposed to be</p> <ul style="list-style-type: none"> • The current policy does not grant employees on duty the right to leave their assigned posts to attend general meetings. <p><i>Also n.</i> assignment; <i>v.</i> assign</p>
automated	<p><i>adj.</i> performed by machine rather than by people</p> <ul style="list-style-type: none"> • Some people would say that the automated world has increased rather than decreased our workload. <p><i>Also n.</i> automation; <i>v.</i> automate; <i>adj.</i> automatic</p>
coordinate	<p><i>v.</i> to have things or people act together in a smooth, effective way</p> <ul style="list-style-type: none"> • David was asked to coordinate the work schedule while the supervisor was on holidays. <p><i>Also n.</i> coordination, coordinator; <i>adj.</i> coordinated</p>
enforce	<p><i>v.</i> to make people follow laws or rules</p> <ul style="list-style-type: none"> • As part of the security team for a famous musician, Adam’s job was to enforce the “no entrance” policy at the stage door. <p><i>Also n.</i> enforcement, enforcer, enforceability; <i>adj.</i> enforceable</p>

establishment	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. place of business or residence 2. <i>the establishment</i>: the group of people who have power and influence <ul style="list-style-type: none"> • 1. This tourist area is famous for its fine restaurants and food establishments. 2. Large financial institutions are said to be a part of the country's economic establishment. <p><i>Also v.</i> establish; <i>adj.</i> established</p>
industrial	<p><i>adj.</i> relating to companies whose main business is manufacturing</p> <ul style="list-style-type: none"> • Tom's factory is in the industrial part of the city. <p><i>Also n.</i> industry, industrialization; <i>v.</i> industrialize; <i>adj.</i> industrialized</p>
occupation	<p><i>n.</i></p> <p>a person's job or regular activity</p> <ul style="list-style-type: none"> • Many occupations require specific training or experience. <p><i>Also v.</i> occupy; <i>adj.</i> occupational; <i>adv.</i> occupationally</p>
patrol	<p><i>v.</i></p> <p>to move around an area to make sure there is no trouble there</p> <ul style="list-style-type: none"> • As a police officer, it was her job to patrol different parts of the city every day. <p><i>Also n.</i> patrol, patroller, patrolman, patrolwoman</p>
supervise	<p><i>v.</i></p> <p>to make sure that someone or something is performing correctly</p> <ul style="list-style-type: none"> • My boss asked me to supervise the training of the two new staff members. <p><i>Also n.</i> supervisor, supervision; <i>adj.</i> supervisory</p>
teller	<p><i>n.</i></p> <p>someone who serves customers at a bank by handling their deposits and withdrawals</p> <ul style="list-style-type: none"> • The bank is training a new teller to cover Francine's maternity leave.
valuables	<p><i>n.</i></p> <p>items that are worth a lot of money, especially jewellery</p> <ul style="list-style-type: none"> • The Smith family kept their valuables in a safe behind a picture in their living room. <p><i>Also n.</i> value, valuation; <i>adj.</i> valuable</p>
vandalism	<p><i>n.</i></p> <p>damage done to public property on purpose</p> <ul style="list-style-type: none"> • The vandalism at the school this year included broken windows, damaged gym equipment and graffiti. <p><i>Also v.</i> vandalize</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.	___ An automated bank machine	a. is a form of vandalism.
2.	___ Large companies are often referred to as being part of	b. it is carefully examined and monitored.
3.	___ The United Nations sent representatives to the war-torn country	c. to coordinate a plan for peace.
4.	___ A person's occupation	d. where factories are located.
5.	___ Police officers patrol the roads on holiday weekends	e. "the establishment."
6.	___ When work is assigned to you	f. by the police forces and the court system.
7.	___ The laws of a country are enforced	g. to watch for reckless drivers.
8.	___ An industrial park is an area	h. may be referred to as a job or career.
9.	___ Writing graffiti on public property	i. you are expected to complete it.
10.	___ If your work is strictly supervised	j. gives access to bank accounts 24 hours a day.

Score /10

B/ Using the Right Word**Lesson 20**

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.

vandalism	valuables	automated	establishments	patrol
access	coordinated	supervise	teller	enforce

1. At the bank, the woman who cashed my paycheque advised me to open a savings account. 1. _____
 2. My husband insists on keeping our savings bonds and expensive jewellery in our safety deposit box at the bank. 2. _____
 3. It was her job to direct and oversee the activities of the daycare centre. 3. _____
 4. Many commercial places where we can do business are conveniently located in the strip mall. 4. _____
 5. Stricter regulations are required to make people obey the patent laws. 5. _____
 6. More officers were sent to watch for illegal entry at the border. 6. _____
 7. The troublesome youths were sent to jail for damaging public property. 7. _____
 8. The downtown merchants combined their efforts to organize an annual sidewalk sale. 8. _____
 9. Most modern factories are operated by computerized machines. 9. _____
 10. Using the public library and the Internet, I can easily locate any information I require. 10. _____
-

Score /10

Circle the letters that correspond to the correct answer(s) to the questions below. There may be more than one correct answer for each question.

1. Which of these things cannot be **enforced**?
 - a) weather
 - b) town by-laws
 - c) regulations
 - d) attendance
 2. Which of the following are considered **valuable**?
 - a) investments
 - b) family
 - c) Rolex watch
 - d) plastic cutlery
 3. Which establishments would you find in an **industrial** area?
 - a) hair salon
 - b) restaurant
 - c) furniture factory
 - d) textile mill
 4. Which of the following are **occupations**?
 - a) lawyer
 - b) judge
 - c) baseball player
 - d) candle snuffer
 5. Which of the following can be **supervised**?
 - a) departments
 - b) schools
 - c) students
 - d) clouds
 6. Which of the following can be **assigned**?
 - a) homework
 - b) tornado
 - c) projects
 - d) soldiers
 7. Which of the following can be **vandalized**?
 - a) building
 - b) cemetery
 - c) person
 - d) pet
 8. Which of the following would you generally have **access** to?
 - a) someone else's safety deposit box
 - b) a secret government document
 - c) an unlisted phone number
 - d) a library
 9. Which of the following would not likely be **armoured**?
 - a) bicycle
 - b) army tank
 - c) truck picking up money
 - d) snowmobile
 10. Which of the following would not be considered an **agency**?
 - a) Children's Aid Society
 - b) Humane Society
 - c) jewellery store
 - d) Food Bank
-

Score /10

D/ Analyzing and Comparing Words**Lesson 20**

*Circle the two words in each row that are either a pair of synonyms or a pair of antonyms.
Circle S for synonym or A for antonym.*

1.	superior	supervise	establishment	manage	S	A
2.	industrial	machinery	residential	technical	S	A
3.	buildings	vandalism	supervise	restoration	S	A
4.	access	attend	admittance	disallow	S	A
5.	automated	technical	computerized	machines	S	A

The prefix “auto” means “self.”

-
- **Automatic** means working by itself.
 - **Automobile** means a self-moving vehicle.
 - **Autograph** means writing your own name.
 - **Automated** means using automatic equipment.
 - An **autobiography** is a story you write about yourself.
-

Fill in the blanks below using the words automatic, automobile, autograph, automated and autobiography.

-
1. When management installed computerized machinery and the factory became _____, several workers were laid off.
 2. The hockey fan waited outside the arena to try to get the _____ of his favourite player.
 3. The first _____ was called a “horseless carriage” because it moved under its own power and did not need to be pulled.
 4. Modern homes are equipped with _____ appliances, which save time and effort.
 5. Have you read Benjamin Franklin’s _____ and what he wrote about his experiments with electricity?
-

Score /10

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

Security Guards and Related Occupations (NOC 6651)

Nature of the Work

Security guards and other related workers guard property against theft and **vandalism**, control **access** to **establishments**, maintain order and **enforce** regulations at public events and within establishments. This occupation also includes gate attendants, bodyguards, bouncers, commissionaires and crossing guards. They are employed by private security **agencies**, retail stores, **industrial** establishments, museums and other establishments.

Main Duties

The duties of people in these **occupations** may require them to control access to establishments, issue passes and direct visitors to appropriate areas. They may **patrol assigned** areas to guard against theft, shoplifting, vandalism and fire. They may enforce regulations of an establishment to maintain order or perform security checks of passengers and luggage at airports. They may drive and guard **armoured** trucks and deliver cash and **valuables** to banks, **automated teller** machines and retail establishments. They may also **supervise** and **coordinate** the activities of other security guards.

Source: Work Futures: British Columbia Occupational Outlooks, Human Resources and Skills Development Canada (B.C./Yukon Region) and B.C. Ministry of Advanced Education <http://www.workfutures.bc.ca/profiles/profile.cfm?noc=6651&lang=en&site=graphic>

1. What are the main duties of security guards?

2. Name three types of establishments that might hire security guards.

3. How do security guards control the movement of people from one area to another?

4. What crimes would a security guard watch out for while patrolling an assigned area?

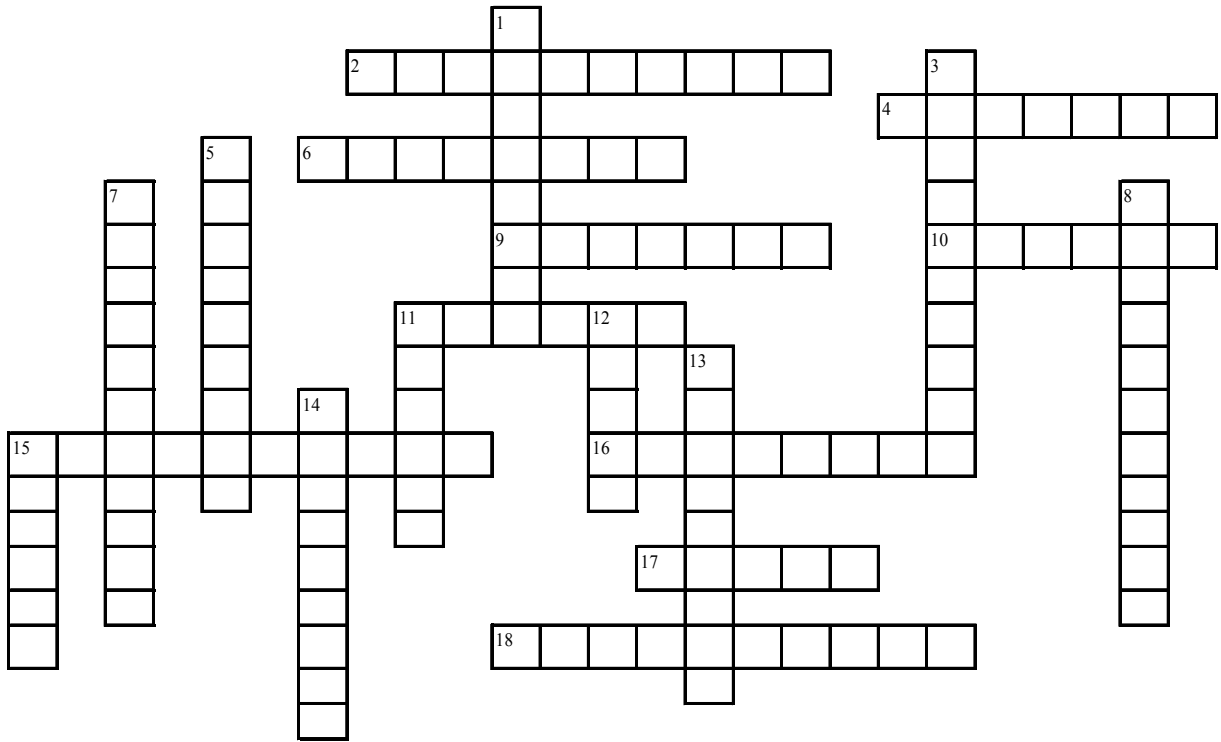
5. What would security guards supervise and coordinate?

Score /10

Total Score /50

Vocabulary Review: Unit 5

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



ACROSS

2. a person's job
4. desired by many
6. way of doing things
9. to make or manufacture
10. qualification of a university graduate
11. a business that offers a service to a person or another business
15. series of actions done in a certain order or manner
16. to get something back
17. place where emails are received
18. often

DOWN

1. more than one
3. synonym for "organize"
5. items that are worth a lot of money
7. find ways to help
8. synonym for "show"
11. to give someone permission to what they need
12. an employee who keeps records
13. someone who travels in space
14. to direct and oversee
15. to guard an area

Unit 5 Word List

These are the vocabulary words from Unit 5. The number beside each word indicates the lesson in which it was studied.

1. access (20)
2. accommodate (17)
3. addressee (18)
4. advance (17)
5. agency (20)
6. appropriate (17)
7. armoured (20)
8. assigned (20)
9. astronaut (19)
10. attention (17)
11. automated (20)
12. aviation (19)
13. briefly (18)
14. c.c. (18)
15. clerk (17)
16. conduct (18)
17. cooperation (17)
18. coordinate (20)
19. courier (18)
20. coveted (19)
21. dedicated (19)
22. degree (19)
23. demonstrate (19)
24. depart (17)
25. department (17)
26. develop (18)
27. discipline (19)
28. discreet (18)
29. enforce (20)
30. establishment (20)
31. expand (19)
32. fierce (19)
33. forward (18)
34. frequently (17)
35. head (18)
36. humorous (18)
37. inbox (18)
38. industrial (20)
39. memorandum (17)
40. multiple (19)
41. occupation (20)
42. official (19)
43. patrol (20)
44. practice (18)
45. preferably (19)
46. prepare (17)
47. prioritize (18)
48. procedure (17)
49. proficient (19)
50. regarding (17)
51. retrieve (17)
52. rigorous (19)
53. secretary (17)
54. select (19)
55. supervise (20)
56. teller (20)
57. title (18)
58. tone (18)
59. valuables (20)
60. vandalism (20)

Unit 6

Lesson 21:

Page 197

<i>adjournment</i>	<i>agenda</i>	<i>approval</i>	<i>credit</i>	<i>distribute</i>
<i>minutes</i>	<i>national</i>	<i>order</i>	<i>previous</i>	<i>project</i>
<i>purchasing</i>	<i>regular</i>	<i>submit</i>	<i>unanimously</i>	<i>upgrading</i>

Lesson 22:

Page 206

<i>administrative</i>	<i>anticipate</i>	<i>basic</i>	<i>capability</i>	<i>clearance</i>
<i>exercise</i>	<i>permanent</i>	<i>pressure</i>	<i>result</i>	<i>specify</i>
<i>switchboard</i>	<i>term</i>	<i>transfer</i>	<i>vacancy</i>	<i>valid</i>

Lesson 23:

Page 214

<i>approximately</i>	<i>behalf</i>	<i>certified</i>	<i>custodian</i>	<i>draft</i>
<i>inactive</i>	<i>negotiable</i>	<i>outstanding</i>	<i>prescribe</i>	<i>prior</i>
<i>regulate</i>	<i>relation</i>	<i>represent</i>	<i>unclaimed</i>	<i>worth</i>

Lesson 24:

Page 222

<i>achieve</i>	<i>challenge</i>	<i>competitive</i>	<i>drastically</i>	<i>driven</i>
<i>enhance</i>	<i>ensure</i>	<i>formal</i>	<i>foundation</i>	<i>globalization</i>
<i>literacy</i>	<i>pursue</i>	<i>refer</i>	<i>respond</i>	<i>technology</i>

Unit Review:

Crossword Puzzle

Page 230

Vocabulary	Definitions	Lesson 21
adjournment	<p><i>n.</i> the end, pause, rest or delay during a formal meeting or trial</p> <ul style="list-style-type: none"> • The adjournment of the trial meant that the case would not be settled until after the holidays. <p><i>Also v.</i> adjourn</p>	
agenda	<p><i>n.</i> a list of items that need to be discussed at a meeting; a list of things to do or vote on</p> <ul style="list-style-type: none"> • Georgina asked for fire safety to be put on the agenda for the next meeting. 	
approval	<p><i>n.</i> the act of giving permission</p> <ul style="list-style-type: none"> • Sandra received approval from the accounting manager to attend the convention in May. <p><i>Also v.</i> approve</p>	
credit	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a system that provides time before payment is due 2. a positive amount on a financial balance sheet or invoice 3. praise or recognition for something <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Mark purchased his new television on credit so that he did not have to pay right away. 2. The invoice from the rental company showed a credit of \$25 for returning the equipment early. 3. Alice shared the credit for the job with her team since they had all helped make the assignment a success. <p><i>Also n.</i> creditor; <i>v.</i> credit; <i>adj.</i> creditable</p>	
distribute	<p><i>v.</i> to deliver something to a number of people</p> <ul style="list-style-type: none"> • Penny’s job at the law firm was to distribute incoming mail and collect outgoing mail. <p><i>Also n.</i> distribution</p>	
minutes	<p><i>n.</i> the written record of items that were discussed or decided on at a meeting</p> <ul style="list-style-type: none"> • The minutes from last week’s meeting included details on the marketing plan. 	

national	<p><i>adj.</i> relating to a whole country and its people</p> <ul style="list-style-type: none"> • Canada's official national winter sport is ice hockey, and its national summer sport is lacrosse. <p><i>Also n.</i> nation, nationality, nationalism; <i>adv.</i> nationally</p>
order	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. <i>call to order</i>: official opening of a meeting 2. tidiness, neatness; peaceful harmony 3. sequence in which items are arranged <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. After the call to order, everyone at the meeting stopped talking and got ready to discuss the matters on the agenda. 2. When the demonstrators began breaking store windows and damaging cars, the police stepped in to restore order. 3. The books on the shelf were in alphabetical order. <p><i>Also n.</i> orderliness; <i>v.</i> order; <i>adj.</i> orderly</p>
previous	<p><i>adj.</i> before</p> <ul style="list-style-type: none"> • Lisa found the training for her new job rather easy, as she had already learned many of the tasks at her previous job. <p><i>Also adv.</i> previously</p>
project	<p><i>n.</i> a section of work or activity with one or more specific goals and scheduled start and end dates</p> <ul style="list-style-type: none"> • Jessica was praised for successfully managing the company's national advertising project.
purchasing	<p><i>n.</i> buying</p> <ul style="list-style-type: none"> • Most large companies have a purchasing department that is responsible for buying all the equipment, supplies and services used by the company. <p><i>Also n.</i> purchase, purchaser; <i>v.</i> purchase</p>
regular	<p><i>adj.</i> usual, standard</p> <ul style="list-style-type: none"> • The regular start time for the meeting is 10:00 a.m., but this week it was changed to 2:00 p.m. <p><i>Also n.</i> regularity; <i>adv.</i> regularly</p>

<p>submit</p>	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to give to someone for a decision 2. to give in, surrender, obey <ul style="list-style-type: none"> • 1. As soon as the new position was posted, Nadia’s boss suggested that she submit an application. 2. The unruly students refused to submit to the teacher’s discipline. <p><i>Also n.</i> submission; <i>adj.</i> submissive; <i>adv.</i> submissively</p>
<p>unanimously</p>	<p><i>adv</i> with all members of the group agreeing on a decision</p> <ul style="list-style-type: none"> • At their fall meeting, the members of the Social Committee decided unanimously that the Committee would organize five events for the following year. <p><i>Also n.</i> unanimity; <i>adj.</i> unanimous</p>
<p>upgrading</p>	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the act of improving the condition of a thing 2. the act of improving a person’s abilities <ul style="list-style-type: none"> • 1. The deck needed upgrading, as it was broken in several places. 2. Olivia felt her skills needed upgrading if she wanted to move ahead in her career.

A/ Matching Meanings**Lesson 21**

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

submit	unanimously	distribute	regular	previous
approval	agenda	project	national	minutes

- list of things to do _____
 - regarding the whole country _____
 - to hand out _____
 - happening before _____
 - usual _____
 - to hand in _____
 - as one _____
 - task _____
 - official notes of a meeting _____
 - consent _____
-

Score /10

B/ Using the Right Word**Lesson 21**

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.

adjournment	upgrading	agenda	previous	purchasing
credit	minutes	national	unanimously	distribute

1. Claire planned to **give out** copies of the company newsletter after lunch on Friday. 1. _____
 2. The staff voted **100 percent** in favour of giving money from its social fund to a staff member whose child needed special medical equipment. 2. _____
 3. The judge ordered an **interruption of the trial** until Monday morning at 9:00 a.m. 3. _____
 4. Hector went to the store to talk to someone about **improving** his computer. 4. _____
 5. Several proposals from staff members were added to the **list of items to be discussed** for next month's meeting. 5. _____
 6. My brother and his wife pay the amount owing on their **charge account** cards every month. 6. _____
 7. The secretary was off sick, so one of the board members took the **written record** of the meeting. 7. _____
 8. Do you watch the **countrywide** news as well as the local news? 8. _____
 9. **Ordering and paying for** new books for the school was Joan's responsibility. 9. _____
 10. The **former** manager was friendly with everyone, but not very efficient at his job. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 21**

submit	regular	previous	distribute	approval
project	upgrading	order	agenda	adjournment

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

1. postponement _____
 2. improving _____
 3. task _____
 4. to-do list _____
 5. permission _____
-

*An antonym is a word that means the opposite of another word.
Match a vocabulary word in the list at the top of the page with its antonym below.*

6. following _____
 7. confusion _____
 8. collect _____
 9. occasional _____
 10. resist _____
-

Score /10

D/ Analyzing and Comparing Words

Lesson 21

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. Use each word once.

national	adjournment	order	previous	upgrading
credit	distribute	submit	agenda	regular

1. *withdrawal* is to *deposit* as **debit** is to _____
 2. *Ontario* is to *provincial* as **Canada** is to _____
 3. *get* is to *receive* as **hand in** is to _____
 4. *state* is to *statement* as **adjourn** is to _____
 5. *noise* is to *quiet* as **mess** is to _____
 6. *after* is to *next* as **before** is to _____
 7. *weight-lifting* is to *strengthening* as **adult education** is to _____
 8. *unfaithful* is to *disloyal* as **usual** is to _____
 9. *email* is to *send* as **report** is to _____
 10. *concert* is to *program* as **meeting** is to _____
-

Score /10

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

National Office Services Meeting Minutes

December 15

Opening:

The **regular** meeting of National Office Services was called to **order** at 10:15 a.m. on December 15, in Halifax, by Gregory Green.

Present: Loretta Bartlett, Joan Scarlett, Debbie Bowring,
John Francis, Sandra Farnorth, Jennifer Waldo

A. **Approval of Agenda**

The agenda was **unanimously** approved as **distributed**.

B. Approval of Minutes

The minutes of the **previous** meeting were unanimously approved as distributed.

C. Open Issues

1. Skills **Upgrading**: Loretta reported that the skills upgrading **project** will begin at the end of the month.
2. Hiring: John and Joan will interview candidates for two positions.

D. New Business

1. **Credit** Cards: New employee credit cards are available at the accounting office.
2. Review of **Purchasing** Policies: A number of possible changes were discussed. Debbie is to prepare a draft document and **submit** it at the February meeting.

E. Agenda for Next Meeting

1. Skills Upgrading Project
2. Orientation of New Employees

Adjournment:

The meeting was adjourned at 12:35 p.m. by Gregory Green. The next meeting will be held at 10:15 a.m. on January 15, in Halifax.

Minutes prepared by: Jennifer Waldo

1. Where and when will the next meeting be held?

2. Who prepared the minutes?

3. When was the meeting called to order?

4. Under what heading does review of purchasing policies come?

5. What are the agenda items for the next meeting?

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 22
administrative	<i>adj.</i> related to the organization and management of business matters <ul style="list-style-type: none"> • The administrative staff met in the boardroom to discuss this year’s budget. <i>Also n.</i> administration; <i>v.</i> administer, administrate; <i>adv.</i> administratively	
anticipate	<i>v.</i> to expect that something will happen <ul style="list-style-type: none"> • They anticipated that there would be over 500 applicants for the position. <i>Also n.</i> anticipation; <i>adj.</i> anticipated	
basic	<i>adj.</i> simple, not complicated <ul style="list-style-type: none"> • After the interview, they tested me to evaluate my basic math skills. <i>Also n.</i> basics; <i>adv.</i> basically	
capability	<i>n.</i> ability to do things and achieve results effectively <ul style="list-style-type: none"> • These tests are beyond the capabilities of an elementary school student. <i>Also adj.</i> capable; <i>adv.</i> capably	
clearance	<i>n.</i> <ol style="list-style-type: none"> 1. permission for something; confirmation that official conditions are met 2. <i>on clearance</i>: for sale at reduced prices in order to clear out the stock <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. In order to enter the restricted area, you will need clearance from security. 2. Jamie saved a lot of money when she went shopping because the items she bought were on clearance. <i>Also v.</i> clear	
exercise	<i>v.</i> <ol style="list-style-type: none"> 1. to put into action; use or employ 2. to engage in physical activity <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Candidates for the job must be able to exercise good judgment. 2. John exercises every morning by riding his bike to work. <i>Also n.</i> exercise	
permanent	<i>adj.</i> lasting for a very long time or indefinitely <ul style="list-style-type: none"> • Mary was offered a permanent position with the company. <i>Also n.</i> permanence, permanency; <i>adv.</i> permanently	
pressure	<i>n.</i> <ol style="list-style-type: none"> 1. stress caused by responsibilities or demands 2. exertion or force <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Hilda changed jobs because she did not like the pressure of working with strict deadlines. 2. Mike put pressure on his wound to stop the bleeding. <i>Also v.</i> pressure, press	

result	<p><i>v.</i> <i>result in:</i> to cause something to happen; to bring about an outcome</p> <ul style="list-style-type: none"> • Failure to pay your telephone bill could result in services being disconnected. <hr/> <p><i>n.</i> outcome that happens because something else has caused it to happen</p> <ul style="list-style-type: none"> • We waited until midnight to find out the election results.
specify	<p><i>v.</i> to describe something very clearly and exactly</p> <ul style="list-style-type: none"> • Could you specify which date you prefer for delivery? <p><i>Also n.</i> specification; <i>adj.</i> specific; <i>adv.</i> specifically</p>
switchboard	<p><i>n.</i> a piece of equipment used to direct telephone calls that are made to and from a particular location</p> <ul style="list-style-type: none"> • In 1950 Bernice worked on the switchboard, putting telephone calls through to company employees.
term	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. one of the conditions of an agreement 2. a specified period of time an insurance policy is in effect, a job is held or a politician is in office <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. The terms of employment state that employees must be available to work evenings and weekends. 2. Janet was hired under contract for a six-month term.
transfer	<p><i>v.</i> to send something or someone from one person, place or position to another</p> <ul style="list-style-type: none"> • Next September Kurt and his wife will be transferring their three children from the local public school to a private school. <p><i>Also n.</i> transfer; <i>adj.</i> transferable</p>
vacancy	<p><i>n.</i> a position, office or lease that is unfilled or unoccupied</p> <ul style="list-style-type: none"> • When Leslie called this morning, the manager told her there was one vacancy, for the position of front desk clerk. <p><i>Also v.</i> vacate; <i>adj.</i> vacant; <i>adv.</i> vacantly</p>
valid	<p><i>adj.</i></p> <ol style="list-style-type: none"> 1. effective or legal within a time limit 2. based on truth or logic <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. My passport is valid for another two years. 2. Terri made some valid points regarding the value of education. <p><i>Also n.</i> validation, validity; <i>v.</i> validate</p>

A/ Matching Meanings**Lesson 22**

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 specify your preference is to	a) directing or organizing business matters.
2.	___ If your licence is valid , it is	b) the outcome of an action or process.
3.	___ A vacancy refers to	c) claim what you are entitled to.
4.	___ To exercise your rights is to	d) something that is not taken or filled.
5.	___ An administrative job involves	e) permission to enter or to do something.
6.	___ A result is	f) legal and can be used until it expires.
7.	___ If you anticipate something, you	g) state clearly what you want.
8.	___ To have clearance is to have	h) expect something to happen.
9.	___ Pressure refers to	i) a strong, coordinated, active body.
10.	___ Having good physical capabilities means having	j) stressful demands on your time, attention or energy.

Score /10

B/ Using the Right Word**Lesson 22**

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.

transferring	specify	pressure	exercise	terms
clearance	basic	switchboard	permanent	anticipated

1. With a **simple** understanding of accounting, Greta was able to do well in the training for the accounts payable position. 1. _____
 2. The couple next door were very happy with the **conditions** of their rental contract. 2. _____
 3. Helena accepted a promotion and will be **moving** to the head office. 3. _____
 4. The accounting manager **expected** a delay in the hiring process, so he kept the temporary worker from the agency for another month. 4. _____
 5. In the box on the right, please **state** which size you need. 5. _____
 6. The recent change in management has put a lot of **strain** on Beverley. 6. _____
 7. Carlos gave up his **steady** position at the railroad so that he could return to school. 7. _____
 8. The snowfall was so heavy, the pilot wasn't sure he would get **permission** to land. 8. _____
 9. The young woman who started at reception last week needs to **use** some discretion in what she says to the hotel clients. 9. _____
 10. They were using the same **telephone equipment** that was there when the company opened 25 years ago. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 22**

clearance	result	valid	terms	vacant
capabilities	specify	basic	permanent	pressure

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

1. conditions _____
 2. approval _____
 3. indicate _____
 4. outcome _____
 5. stress _____
-

*An antonym is a word that means the opposite of another word.
Match a vocabulary word in the list at the top of the page with its antonym below.*

6. complex _____
 7. worthless _____
 8. inabilities _____
 9. temporary _____
 10. occupied _____
-

Score /10

D/ Analyzing and Comparing Words

Lesson 22

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. Use each word once.

permanent	switchboard	transferring	administrative	terms
vacancy	result	clearance	pressure	valid

1. *bank* is to *financial* as **office** is to _____
 2. *stop* is to *go* as **refusal** is to _____
 3. *problems* are to *worry* as **demands** are to _____
 4. *regulations* are to *rules* as **conditions** are to _____
 5. *showing* is to *presenting* as **moving** is to _____
 6. *low* is to *high* as **temporary** is to _____
 7. *present* is to *gift* as **opening** is to _____
 8. *loud* is to *quiet* as **expired** is to _____
 9. *question* is to *answer* as **cause** is to _____
 10. *email* is to *computer* as **phone call** is to _____
-

Score /10

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

Title: Administrative Clerk (Telephone Operator / Administrative Clerk) (NOC: 1441)

Terms of Employment: Permanent, Full Time, Day

Salary: Negotiable

Anticipated Start Date: April 15

Location: Moncton, NB (1 vacancy)

Skill Requirements:

Education: Completion of high school

Experience: 1 - 2 years

Languages: Speak English, Read English, Write English

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Electronic scheduler, WordPerfect, MS Word, MS Excel, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Specific Skills: Maintain inventory of office supplies, Order supplies and equipment, Provide information to staff and the general public, File documents

Security and Safety: Basic security clearance

Work Conditions and Physical Capabilities: Work under pressure, Attention to detail

Transportation/Travel Information: Valid driver's licence, Public transportation is available

Essential Skills: Reading text, Document use, Oral communication, Working with others, Problem solving, Critical thinking, Finding information, Computer use, Continuous learning

Other Information: One year general clerical plus one year switchboard operator experience required. Responsible for transferring calls. Ability to exercise diplomacy with incoming calls. Provide clerical/admin support. Must obtain/hold non-sensitive security clearance. Must hold valid Canadian driver's licence.

Employer: XYZ

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (506) 444-4444

1. List the computer applications you need to know for this position.

2. How many words per minute do you need to be able to type in this position?

3. How many years of experience are required for this position?

4. What happens if you don't apply for the job in the manner specified?

5. Name two specific skills that you need to be able to do this job.

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 23
approximately	<i>adv.</i> close to a particular number or time; not exactly <ul style="list-style-type: none"> • Susan lives approximately three kilometres from the mall. <i>Also n.</i> approximation; <i>v.</i> approximate; <i>adj.</i> approximate	
behalf	<i>n.</i> <i>on behalf of:</i> as a representative of someone else <ul style="list-style-type: none"> • After his father died, John handled the finances on behalf of his mother, who was sick. 	
certified	<i>adj.</i> <ol style="list-style-type: none"> 1. guaranteed by the bank 2. accredited; having a document proving that you have successfully completed a training program <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. She needed a certified cheque to cover the first month’s rent. 2. Sherry took a course and is now a certified Special Education teacher. <i>Also n.</i> certification; <i>v.</i> certify; <i>adj.</i> certifiable; <i>adv.</i> certifiably	
custodian	<i>n.</i> a person or body responsible for protecting or maintaining something <ul style="list-style-type: none"> • The trust company is a custodian for its clients’ records and assets. <i>Also n.</i> custody; <i>adj.</i> custodial	
draft	<i>n.</i> <ol style="list-style-type: none"> 1. an order for money to be paid by a bank, usually to another bank 2. a version of a written document that is not final and may be revised. <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Jordan received a bank draft from the people who bought her house. 2. I think the second draft of this letter is much better than the first. <i>Also v.</i> draft	
inactive	<i>adj.</i> in a state of doing nothing <ul style="list-style-type: none"> • The free email account was suspended because it had been inactive for more than 60 days. <i>Also n.</i> inactivity	
negotiable	<i>adj.</i> <ol style="list-style-type: none"> 1. a financial document (or “instrument”) that can be exchanged for an amount of money 2. something that may be discussed and changed <ul style="list-style-type: none"> • <ol style="list-style-type: none"> 1. Helen knew that she had been cheated when the bank told her that the cheque was not negotiable. 2. When Ken applied for the job, he was told the salary was fixed and not negotiable. <i>Also n.</i> negotiation; <i>v.</i> negotiate	

outstanding	<p><i>adj.</i> 1. unsettled; not yet paid, solved or done 2. excellent; much better than the usual</p> <ul style="list-style-type: none"> 1. The balance owing on that invoice has been outstanding for over 90 days. 2. After the choir's outstanding performance, the audience stood up and applauded. <p><i>Also adv.</i> outstandingly</p>
prescribe	<p><i>v.</i> 1. to set, pre-arrange or dictate 2. to order medicine for a patient</p> <ul style="list-style-type: none"> 1. The penalties for not paying taxes are prescribed by law. 2. The doctor prescribed an antibiotic for my son's throat infection. <p><i>Also n.</i> prescription; <i>adj.</i> prescriptive; <i>adv.</i> prescriptively</p>
prior	<p><i>adv.</i> <i>prior to</i>: before</p> <ul style="list-style-type: none"> Prior to the meeting, Eleanor arranged for a caterer, set up the projector, and made copies of the agenda. <p><i>Also adj.</i> prior</p>
regulate	<p><i>v.</i> to control by a system or set of rules</p> <ul style="list-style-type: none"> You can regulate the temperature in the room by adjusting the thermostat. <p><i>Also n.</i> regulation; <i>adj.</i> regulatory</p>
relation	<p><i>n.</i> 1. <i>in relation to</i>: in comparison with 2. a connection with something or someone</p> <ul style="list-style-type: none"> 1. Loretta looked at a map to see where she was in relation to the hotel. 2. She claimed that there was no relation between her lack of sleep and the number of errors she made. <p><i>Also n.</i> relationship; <i>v.</i> relate; <i>adj.</i> related</p>
represent	<p><i>v.</i> to have permission to act or speak for someone else</p> <ul style="list-style-type: none"> As a lawyer, Catherine's job was to represent her client to the best of her ability. <p><i>Also n.</i> representative, representation</p>
unclaimed	<p><i>adj.</i> describes money or property that the rightful owner has not taken possession of</p> <ul style="list-style-type: none"> The police sold all of the unclaimed items at an auction.
worth	<p><i>adj.</i> of a value equivalent to</p> <ul style="list-style-type: none"> My parents' house is worth three times what they paid for it because the value has gone up over time. <p><i>Also n.</i> worth</p>

A/ Matching Meanings**Lesson 23**

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

represent	approximately	outstanding	relation	inactive
prescribed	prior	regulate	worth	draft

1. connection _____
 2. doing nothing _____
 3. to write the first copy of a document _____
 4. value of something _____
 5. to control by a system or set of rules _____
 6. much better than usual _____
 7. roughly _____
 8. previous _____
 9. according to written legal guidelines _____
 10. to have permission to act or speak for someone else _____
-

Score /10

B/ Using the Right Word**Lesson 23**

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.

worth	in relation to	custodian	prior	outstanding
unclaimed	negotiable	certified	approximately	represent

1. The bank charged a fee to have the cheque **guaranteed**. 1. _____
 2. The appraiser told Mark and Samantha that the ring was **valued at** five thousand dollars. 2. _____
 3. We worked out that the damage to our basement would cost **something like** fifteen thousand dollars to repair. 3. _____
 4. Eleanor had three bridal showers **previous** to her wedding. 4. _____
 5. At the end of the evening, there were four jackets that remained **unspoken for** at the coat check. 5. _____
 6. I was sure I had paid the **unpaid** balance on this account. 6. _____
 7. A bank draft is **exchangeable**, because it can be exchanged for money. 7. _____
 8. Larry hired a lawyer to **speak for** him in court. 8. _____
 9. Anna could not figure out where she was **with reference to** the map. 9. _____
 10. There are three trust companies in town that you can choose from to act as **guardian** of your estate. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 23**

approximately	outstanding	prior	regulated	negotiable
custodian	unclaimed	draft	inactive	represent

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

1. speak for _____
 2. exchangeable _____
 3. rough copy _____
 4. controlled _____
 5. guardian _____
-

*An antonym is a word that means the opposite of another word.
Match a vocabulary word in the list at the top of the page with its antonym below.*

6. following _____
 7. taken _____
 8. paid _____
 9. exactly _____
 10. being used _____
-

Score /10

D/ Analyzing and Comparing Words**Lesson 23**

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. Use each word once.

custodian	relation	worth	outstanding	draft
prescribed	prior	inactive	approximately	regulate

1. *peacemaker* is to *diplomat* as **caregiver** is to _____
 2. *energetic* is to *lazy* as **busy** is to _____
 3. *calculation* is to *exactly* as **estimation** is to _____
 4. *votes* are to *popularity* as **assets** are to _____
 5. *paid* is to *settled* as **owing** is to _____
 6. *dam* is to *control* as **traffic light** is to _____
 7. *friendship* is to *companionship* as **association** is to _____
 8. *after* is to *before* as **following** is to _____
 9. *person* is to *cheque* as **bank** is to _____
 10. *planned* is to *organized* as **dictated** is to _____
-

Score /10

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

Bank of Canada

How much money is held at the Bank of Canada as unclaimed balances?

At the end of December 2006, approximately 845,000 unclaimed balances, worth some \$294 million, were on the Bank's books. Over 88% of these were under \$500, representing 22% of the total value outstanding. The oldest balance dates back to 1900.

Unclaimed Balances

An "unclaimed balance" is a Canadian-dollar deposit or negotiable instrument, issued or held by a federally regulated bank or trust company. It can be in the form of a deposit account, bank draft, certified cheque, deposit receipt, money order, Guaranteed Investment Certificate (GIC), term deposit, credit card balance or traveller's cheque.

When there has been no owner activity in relation to the balance for a period of 10 years and the owner cannot be contacted by the institution holding it, the balance is turned over to the Bank of Canada, which acts as custodian on behalf of the owner.

Notice

Following amendments that came into effect March 29, 2007, the following limits are prescribed in federal legislation.

- The Bank of Canada will now hold unclaimed balances for 30 years, once they have been inactive for 10 years at the financial institutions. Therefore, balances will now be held for a total of 40 years prior to being considered abandoned once and for all.
- Only balances of less than \$1,000 will be lost forever after the forty-year period. Previously, the limit was less than \$500.

Adapted from the Bank of Canada website:
<http://www.bankofcanada.ca/en/ucb/index.html>

1. What percentage of the unclaimed balances were under \$500?

2. What changes came into effect after the amendments were passed?

3. What happens when an account has been inactive for 40 years?

4. How many unclaimed balances were being held by the Bank of Canada in 2006?

5. Name three negotiable instruments.

Score /10

Total Score /50

Vocabulary	Definitions	Lesson 24
achieve	<p><i>v.</i> to succeed in doing or gaining something that requires hard work</p> <ul style="list-style-type: none"> Mark is working very hard to achieve success in the world of finance. <p><i>Also n.</i> achievement, achiever; <i>adj.</i> achievable</p>	
challenge	<p><i>n.</i> something that requires a lot of effort in order to be done successfully and that tests a person's ability or determination</p> <ul style="list-style-type: none"> It was a challenge for Barney to finish his project on time because of the tight deadlines. <p><i>Also v.</i> challenge; <i>adj.</i> challenging</p>	
competitive	<p><i>adj.</i></p> <ol style="list-style-type: none"> able to match or be better than someone or something else having a strong need to win or be more successful than others <ul style="list-style-type: none"> 1. The company's products are competitive because they are priced appropriately. 2. The soccer game was very competitive, since both teams wanted to win. <p><i>Also n.</i> competition, competitor; <i>v.</i> compete; <i>adv.</i> competitively</p>	
drastically	<p><i>adv.</i> greatly; with noticeable effects</p> <ul style="list-style-type: none"> When they won the lottery, their financial situation changed drastically. <p><i>Also adj.</i> drastic</p>	
driven	<p><i>adj.</i> motivated; ambitious; having a strong need to achieve</p> <ul style="list-style-type: none"> Valerie is driven by a desire to attend college. <p><i>Also n.</i> drive; <i>v.</i> drive</p>	
enhance	<p><i>v.</i> to improve the strength, worth or beauty of something</p> <ul style="list-style-type: none"> The quality of pictures on the television has been enhanced by new technology. <p><i>Also n.</i> enhancement</p>	
ensure	<p><i>v.</i> to make sure that something happens</p> <ul style="list-style-type: none"> While we're away, please ensure that the garbage is put out and the mail is collected. 	
formal	<p><i>adj.</i></p> <ol style="list-style-type: none"> describes education or training received in school describes serious and correct language, clothes or behaviour <ul style="list-style-type: none"> 1. I have completed my formal education and I am now ready to start my career as a librarian. 2. The dinner and dance will be formal so you might want to rent a tuxedo. <p><i>Also n.</i> formality; <i>adv.</i> formally</p>	

foundation	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the basis of something, such as a building or an idea 2. an organization that supports and raises money for a special cause <ul style="list-style-type: none"> • 1. Do you believe that trust is the foundation of a good relationship? 2. Damian donated his entire pay cheque to a charitable foundation.
globalization	<p><i>n.</i></p> <p>the process by which countries around the world are becoming interconnected economically, politically, technologically and culturally</p> <ul style="list-style-type: none"> • Some say that globalization has helped reduce poverty in many developing countries. <p><i>Also v.</i> globalize; <i>adj.</i> global</p>
literacy	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. the ability to read and write 2. skill or knowledge in a particular subject <ul style="list-style-type: none"> • 1. Literacy is the foundation of formal education. 2. Computer literacy is a very important skill in today's workplace. <p><i>Also adj.</i> literate</p>
pursue	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to work hard to achieve or obtain something 2. to follow or chase <ul style="list-style-type: none"> • 1. Joe would like to pursue a career that involves working with animals. 2. The police pursued the speeding vehicle and arrested the driver. <p><i>Also n.</i> pursuer, pursuit; <i>adj.</i> pursuable</p>
refer	<p><i>v.</i></p> <ol style="list-style-type: none"> 1. to relate to or describe 2. to direct someone or something to a place, person or thing <ul style="list-style-type: none"> • 1. The first comment refers to the new regulations proposed last week. 2. Her doctor referred her to a specialist to determine the cause of the rash. <p><i>Also n.</i> referral, reference</p>
respond	<p><i>v.</i></p> <p>to react with words or actions to something that has been said or done</p> <ul style="list-style-type: none"> • Tammy didn't respond to my telephone call, so I assume her brother didn't give her my message. <p><i>Also n.</i> response, respondent</p>
technology	<p><i>n.</i></p> <ol style="list-style-type: none"> 1. a process or invention arising from applied science and designed for dealing with a particular task or problem 2. the activity or study of using scientific knowledge for practical purposes <ul style="list-style-type: none"> • 1. There have been great advances in word-processing technology since the days of the manual typewriter. 2. Technology has improved the way that the company does business, because everything is much more efficient now. <p><i>Also n.</i> technologist; <i>adj.</i> technological; <i>adv.</i> technologically</p>

A/ Matching Meanings**Lesson 24**

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

competitive	ensure	formal	enhance	pursue
technology	refer	challenge	literacy	achieve

1. able to match or be better than others _____
 2. to send a person to someone else for information or help _____
 3. a type of education obtained at a school _____
 4. the ability to read and write _____
 5. to strive for something _____
 6. knowledge, equipment and methods that are used in science and industry _____
 7. to make sure something takes place _____
 8. an invitation to try something hard _____
 9. to make something better than it was _____
 10. to gain through hard work _____
-

Score /10

B/ Using the Right Word**Lesson 24**

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.

globalization	respond	achieve	literacy	drastically
driven	pursue	technology	foundation	challenge

1. World-wide economic and trade activity has had a large impact on industry in Canada. 1. _____
 2. Garth refused to reply to the accusations that he had let the team down on purpose. 2. _____
 3. All three of the children in that family were motivated to succeed. 3. _____
 4. The price on the house they wanted had been greatly reduced. 4. _____
 5. Gloria has the talent and desire to go after a career in design. 5. _____
 6. Computers and other kinds of communications tools have been a major force behind globalization. 6. _____
 7. Tammy's goal was to attain a higher mark in engineering than her brother. 7. _____
 8. Educators believe that phonics, or sounding words out, is the basis of an effective reading program. 8. _____
 9. Computer know-how is necessary in today's economy. 9. _____
 10. Dare yourself and there will be rewards. 10. _____
-

Score /10

C/ Relating Meanings**Lesson 24**

pursue	respond	foundation	technology	competitive
achieve	enhance	drastically	driven	challenge

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

1. chase after _____
 2. improve _____
 3. test _____
 4. basis _____
 5. machinery _____
-

*An antonym is a word that means the opposite of another word.
Match a vocabulary word in the list at the top of the page with its antonym below.*

6. slightly _____
 7. fail at _____
 8. ignore _____
 9. cooperative _____
 10. unmotivated _____
-

Score /10

D/ Analyzing and Comparing Words

Lesson 24

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. Use each word once.

globalization	achieve	drastically	pursue	formal
enhance	driven	foundation	technology	respond

1. *study* is to *train* as **work toward** is to _____
 2. *calmly* is to *frantically* as **moderately** is to _____
 3. *support* is to *encourage* as **accomplish** is to _____
 4. *minor* is to *important* as **casual** is to _____
 5. *enquire* is to *ask* as **answer** is to _____
 6. *animal* is to *biology* as **computer** is to _____
 7. *focus* is to *attention* as **groundwork** is to _____
 8. *exercise* is to *tone* as **remodel** is to _____
 9. *separated* is to *isolation* as **connected** is to _____
 10. *contentment* is to *satisfied* as **ambition** is to _____
-

Score /10

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

Globalization and new **technologies** have **drastically** changed the workplace. The following article talks about the importance of education and continuous learning.

Workplace Literacy

In the new economy, where jobs are **driven** by technology and information, lifelong learning is key to **ensuring** that Canada continues to be productive, globally **competitive** and economically secure. The country's success in the knowledge-based economy depends on the ability of its workforce to **respond** to new challenges and **pursue** lifelong learning opportunities.

Literacy has become an important issue for business and labour. Workplace literacy **refers** to the essential skills that people need at work, such as reading, writing and numeracy. It also includes critical thinking and problem solving. Canadians with strong literacy skills have better paying jobs and are less likely to become unemployed than those with lower literacy levels. The opportunity to use literacy skills on the job can actually help people maintain and **enhance** these skills, long after they have completed their **formal** education.

In the knowledge-based economy, Canada's success depends on the ability of its workforce to respond to new **challenges**. This is a national challenge that no single government can deal with alone. To **achieve** this goal, we must continue to work together with other governments, literacy partners and business and labour groups, to strengthen literacy and other essential skills that are the **foundation** of lifelong learning.

1. Explain what literacy means in this article.

2. What does Canada's success depend on?

3. Why is lifelong learning important for Canada?

4. What advantages do Canadians with high literacy skills have over those with lower literacy skills?

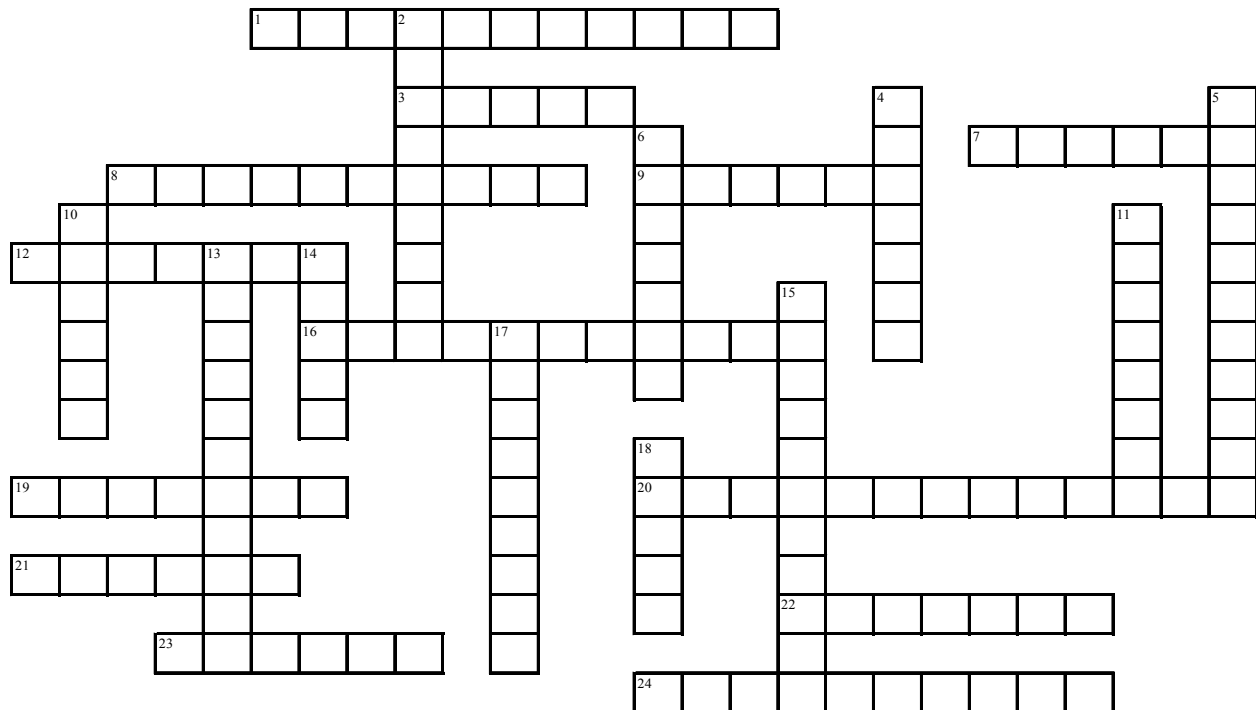
5. According to the article, is Canada globally competitive?

Score /10

Total Score /50

Vocabulary Review: Unit 6

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



ACROSS

1. antonym for “cooperative”
3. to direct someone to another place
7. having a strong desire to succeed
8. describes a financial document that can be exchanged for money
9. to make sure something happens
12. to answer; to reply
16. expected to happen
19. unoccupied position
20. antonym for “exactly”
21. synonym for “hand in”
22. to make something better than it was
23. list of items that need to be talked about at a meeting
24. to deliver something to a number of people

DOWN

2. antonym for “temporary”
4. to explain something clearly and exactly
5. by all members of a group, with no one disagreeing
6. happening at a set time or working in a normal way
10. for the benefit of some else: on their _____
11. responsibility and stress
13. unsettled; not yet paid, solved or done
14. written order for money that is paid by a bank, usually to another bank
15. pause, rest or delay during a formal meeting or trial
17. guardian of someone else's assets
18. legal or not expired

Unit 6 Word List

These are the vocabulary words from Unit 6. The number beside each word indicates the lesson in which it was studied.

1. achieve (24)
2. adjournment (21)
3. administrative (22)
4. agenda (21)
5. anticipate (22)
6. approval (21)
7. approximately (23)
8. basic (22)
9. behalf (23)
10. capability (22)
11. certified (23)
12. challenge (24)
13. clearance (22)
14. competitive (24)
15. credit (21)
16. custodian (23)
17. distribute (21)
18. draft (23)
19. drastically (24)
20. driven (24)
21. enhance (24)
22. ensure (24)
23. exercise (22)
24. formal (24)
25. foundation (24)
26. globalization (24)
27. inactive (23)
28. literacy (24)
29. minutes (21)
30. national (21)
31. negotiable (23)
32. order (21)
33. outstanding (23)
34. permanent (22)
35. prescribe (23)
36. pressure (22)
37. previous (21)
38. prior (23)
39. project (21)
40. purchasing (21)
41. pursue (24)
42. refer (24)
43. regular (21)
44. regulate (23)
45. relation (23)
46. represent (23)
47. respond (24)
48. result (22)
49. specify (22)
50. submit (21)
51. switchboard (22)
52. technology (24)
53. term (22)
54. transfer (22)
55. unanimously (21)
56. unclaimed (23)
57. upgrading (21)
58. vacancy (22)
59. valid (22)
60. worth (23)

Answer Key

Lesson 1 – Answers**Unit 1****A/ Matching Meanings**

1. continuous	2. focused	3. manuscript	4. quality	5. investing
6. contribute	7. performance	8. essential	9. confident	10. fascinated

B/ Using the Right Word

1. career	2. quality	3. performance	4. fascinated	5. sponsored
6. skills	7. numeracy	8. oral	9. focused	10. confident

C/ Relating Meanings

1. d	2. d	3. b	4. a	5. d
6. c	7. b	8. a	9. c	10. c

D/ Analyzing and Comparing Words

1. career	2. continuous	3. confident	4. oral	5. fascinated
6. numeracy	7. essential	8. focused	9. sponsor	10. skills

E/ Comprehension

- Essential Skills can help people carry out different tasks, provide a starting point for learning other skills, and help them adjust to change and get better jobs.
- After she finished upgrading, Anne helped write a historical manuscript about the building she worked in.
- Anne now works for a major food company.
- As part of a continuous learning program, Anne completed her GED and obtained a certificate from the American Society for Quality.
- Anne was given the job because she had experience and was a quick learner.

Lesson 2 – Answers**Unit 1****A/ Matching Meanings**

1. g	2. h	3. i	4. a	5. j
6. f	7. c	8. b	9. e	10. d

B/ Using the Right Word

1. urgent	2. option	3. recycle	4. contact	5. business
6. competition	7. quote	8. review	9. facsimile	10. reply

C/ Relating Meanings

1. facsimile	2. review	3. comment	4. option	5. business
6. reply	7. obtain	8. urgent	9. contact	10. receive

D/ Analyzing and Comparing Words

1. reinvest	2. review	3. refocus	4. recycle	5. reconnect
-------------	-----------	------------	------------	--------------

E/ Comprehension

1. There are two pages being sent including the cover sheet.
2. George received a quote from Bob's competitor.
3. If George wanted an immediate reply he would check mark the Urgent box.
4. The facsimile is being sent to Bob Davis at A Paper Company.
5. George should have check marked Please Review, Please Reply or Please Comment.

Lesson 3 – Answers**Unit 1****A/ Matching Meanings****Mystery Word: Initiative**

1. attitude	2. organization	3. professional	4. support	5. gossip
6. mutual	7. dramatics	8. diplomat	9. positive	10. success

B/ Using the Right Word

1. key	2. environment	3. reliable	4. positive	5. encourage
6. initiative	7. diplomat	8. attitude	9. mutual	10. support

C/ Relating Meanings

1. c	2. b	3. b	4. d	5. c
6. d	7. d	8. c	9. a	10. b

D/ Analyzing and Comparing Words

1. gossip	2. organization	3. reliable	4. initiative	5. support
6. attitude	7. key	8. dramatics	9. success	10. mutual

E/ Comprehension

1. When you show initiative you act without being told. You do something that needs to be done without waiting to be told.
2. Mutual respect is key to a healthy work environment because everyone gets along better and as a result work is completed more effectively and efficiently.
3. *If you mentioned any two of the following, your answer is correct:* You can be a team player by supporting and encouraging others, being positive, respecting others, never gossiping, being diplomatic, taking initiative, being reliable, or acting professionally.
4. When you are reliable in the workplace, people can count on you to get the job done quickly and correctly.
5. You can be a diplomat in the workplace by being calm and tactful when speaking to the people who share your workspace or workplace.

Lesson 4 – Answers**Unit 1****A/ Matching Meanings**

1. confirm	2. excess	3. available	4. asset	5. reservation
6. orientation	7. statutory	8. fare	9. knowledge	10. fluent

B/ Using the Right Word

1. apply	2. available	3. asset	4. knowledge	5. confirm
6. flexible	7. fluent	8. candidate	9. offer	10. orientation

C/ Relating Meanings

1. a, c	2. a, b, c	3. a, d	4. a, b, c	5. a, b, c, d
6. a	7. a, b, c	8. a, c	9. a, b, c, d	10. a, b, d

D/ Analyzing and Comparing Words

1. organization	2. orientation	3. reservation	4. confirmation	5. application
6. fare	7. asset	8. fare	9. available	10. flexible

E/ Comprehension

1. A counter agent must be able to lift 18 kilograms.

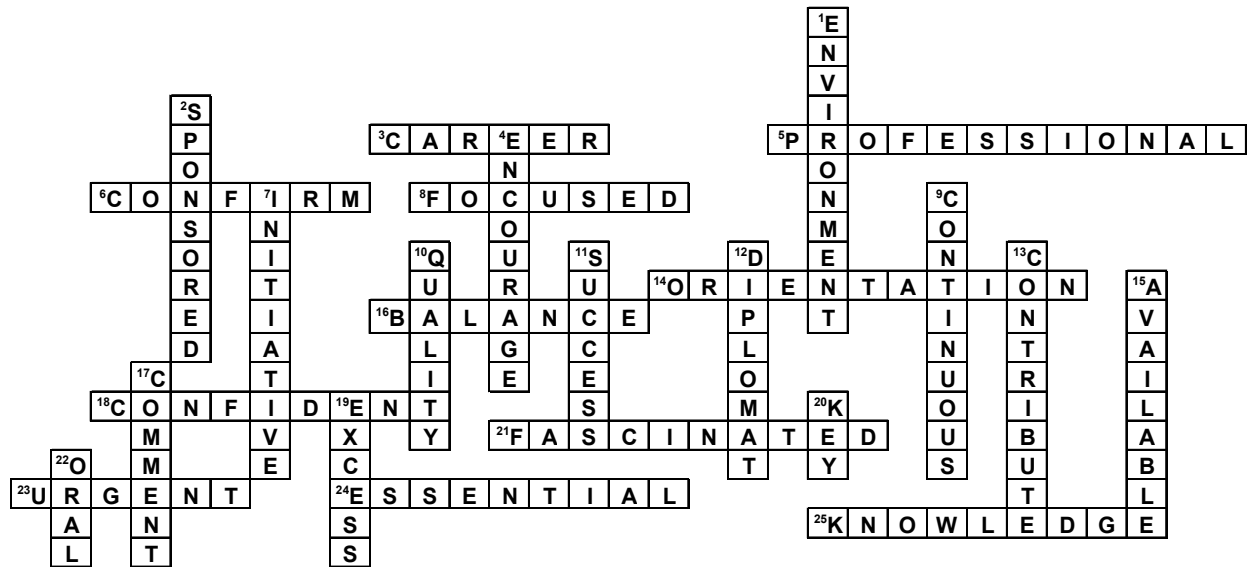
2. A high school education is required to be hired as a counter agent with Via Rail.

3. *If you mentioned any three of the following, your answer is correct:* A Via Rail counter agent is responsible for: 1) storing excess baggage, 2) confirming reservations, 3) applying storage tags, 4) providing train and fare information, 5) offering excellent customer service, 6) selling tickets, 7) balancing daily ticket sales.

4. The training program for new employees is five weeks.

5. English and French are the two languages required for a position as a counter agent with Via Rail.

Vocabulary Review: Unit 1



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

Lesson 5 – Answers**Unit 2****A/ Matching Meanings**

1. h	2. a	3. g	4. i	5. b
6. j	7. c	8. d	9. e	10. f

B/ Using the Right Word

1. maintain	2. description	3. current	4. federal	5. notice
6. prompt	7. disregard	8. delay	9. appreciate	10. statement

C/ Relating Meanings

1. stock	2. statement	3. appreciate	4. delay	5. enquiry
6. disregard	7. maintain	8. remittance	9. current	10. prompt

D/ Analyzing and Comparing Words

1. delay	2. current	3. prompt	4. remittance	5. disregard
6. enquiry	7. statement	8. maintain	9. back ordered	10. appreciate

E/ Comprehension

1. The statement date is January 10, 2009.
2. The statement is being sent to the Federal Government.
3. Positive and courteous language is demonstrated by the use of the following words and statements: “Thank you for your business”, “Please disregard...”, “Your prompt payment is appreciated” and “Please direct all enquiries to...”.
4. The back ordered items are now in stock and will be shipped with the next regular order.
5. The last invoice the customer was sent was dated December 3, 2008.

Lesson 6 – Answers**Unit 2****A/ Matching Meanings**

1. primary	2. institution	3. security	4. vital	5. correctional
6. mission	7. diploma	8. offender	9. thrive	10. fulfillment

B/ Using the Right Word

1. vital	2. society	3. diploma	4. institution	5. fulfillment
6. motivation	7. mission	8. in-depth	9. primary	10. thrive

C/ Relating Meanings

1. d	2. b	3. c	4. d	5. b
6. d	7. c	8. a	9. d	10. c

D/ Analyzing and Comparing Words

1. repossess - to take back	2. reoffend - to break the law again	3. institution	4. motivation	5. reintegration
6. primary	7. vital	8. motivation	9. offender	10. thrive

E/ Comprehension

- The correctional officer is an offender's primary contact.
- The correctional officer's in-depth knowledge of an offender's personality and behaviour is vital to the security of the institution.
- A high school diploma and experience dealing with the public are two job requirements that are stated in the job description; belief in the values of the organization, flexibility, teamwork, motivation and ability to thrive in a demanding work environment are also important.
- Understanding and trust between the correctional officer and offender is essential to the successful reintegration of the offender into society.
- A secondary school diploma is required to be a correctional officer.

Lesson 7 – Answers**Unit 2****A/ Matching Meanings**

1. volume	2. profile	3. collate	4. detailed	5. function
6. alternative	7. secondary	8. determine	9. effective	10. efficient

B/ Using the Right Word

1. function	2. efficient	3. volume	4. photocopy	5. inventory
6. detailed	7. collate	8. determine	9. effective	10. instructions

C/ Relating Meanings

1. a, b, d	2. a, b, c	3. a, c, d	4. a, b, c	5. a, b, c, d
6. a, b	7. a, c	8. a, c	9. a, b, c, d	10. a, c

D/ Analyzing and Comparing Words

1. secondary	2. efficient	3. collate	4. completion	5. sort
6. inventory	7. profile	8. effective	9. instructions	10. alternative

E/ Comprehension

- The NOC number for a Photocopy Machine Operator is 9471.
- Any of the following would be an appropriate answer:* understand and carry out detailed instructions, handle high volume periods efficiently and effectively, determine inventory and order supplies, clean machines and sort and collate papers.
- High volume periods are times when it is really busy and a lot of photocopying is being done.
- It is important to determine inventory because you do not want to run out of supplies.
- To be a photocopy machine operator, you must have completed at least two years of secondary school; an alternative approved by the Public Service Commission (PSC) is also acceptable.

Lesson 8 – Answers**Unit 2****A/ Matching Meanings**

1. attach	2. employment	3. goal	4. document	5. résumé
6. applicable	7. continue	8. polite	9. deadline	10. directions

B/ Using the Right Word

1. document(s)	2. applicable	3. continue	4. directions	5. information
6. attach	7. provide	8. deadline	9. polite	10. goal

C/ Relating Meanings

1. b, c, d	2. a, b, c	3. a, c	4. b, d	5. a, b, c, d
6. a, c, d	7. a, c	8. a, b, c, d	9. a, b, c, d	10. a, b, d

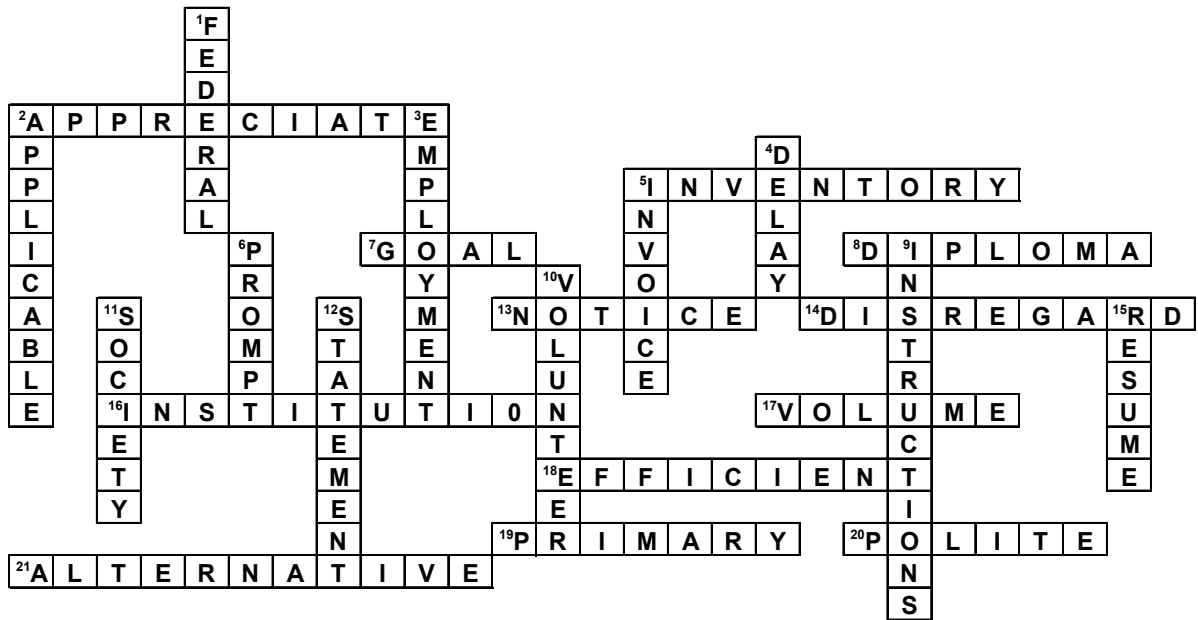
D/ Analyzing and Comparing Words

1. employment	2. goal	3. attach	4. deadline	5. applicable
6. directions	7. document	8. continue	9. polite	10. provide

E/ Comprehension

1. N/A means not applicable. It should be used on forms to show that you have seen the question, but it does not apply to you.
2. Someone applying for a job may be asked to provide their Social Insurance Number (SIN).
3. If your application looks messy, you should ask for another one and rewrite your information.
4. Another name for unpaid work is volunteer work. It can help you to get paid employment by giving you skills, experience, references, and networking contacts.
5. You can follow up with employers by calling to confirm that they have received your application.

Vocabulary Review: Unit 2



ACROSS

2. to like something and be thankful for it
5. merchandise on hand
7. aim or purpose
8. official document proving education
13. written announcement
14. to ignore something or someone
16. prison or school, for example
17. number or amount of something
18. accomplishing something using time and energy wisely
19. describes something that happens first or is the main or most important thing
20. showing good manners
21. different possible choice

DOWN

1. central, as in government
2. affecting or relating to something or someone
3. when someone is paid to work for a person or company
4. to cause something to take longer than planned
5. bill for goods or services provided
6. quick and on time
9. detailed information on how to do something
10. someone who offers to do something
11. people in general, as a large organized group
12. formal oral or written message
15. document describing your education and work experience

Lesson 9 – Answers**Unit 3****A/ Matching Meanings** **Mystery Sentence: A good employee should be punctual.**

1. degradable	2. chemist	3. experimenting	4. consumers	5. concerned
6. production	7. solution	8. issued	9. material	10. landfill

B/ Using the Right Word

1. patent	2. issued	3. polyethylene	4. chemist	5. decomposes
6. plant	7. consumers	8. roughly	9. experimenting	10. solution

C/ Relating Meanings

1. a, b, c, d	2. a	3. a, c, d	4. b, c	5. a, b, c, d
6. b, c	7. a, b, c	8. a, b, c, d	9. a	10. b, d

D/ Analyzing and Comparing Words

1. polytechnical	2. polyglot	3. polygraph	4. polygon	5. polyethylene
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E/ Comprehension

1. Harry Wasylyk is credited with inventing plastic garbage bags.
2. The first bags were produced in Harry Wasylyk's kitchen.
3. Union Carbide bought Wasylyk's business and began producing garbage bags on a large scale.
4. Larry Hanson and Frank Plomp were also working on the invention around the same time.
5. Dr. Guillet developed a kind of plastic that decomposes in direct sunlight.

Lesson 10 – Answers**Unit 3****A/ Matching Meanings**

1. i	2. f	3. e	4. c	5. h
6. a	7. b	8. d	9. j	10. g

B/ Using the Right Word

1. receptionist	2. request	3. extremely	4. courteous	5. manner
6. schedule	7. financial	8. files	9. management	10. commended

C/ Relating Meanings

1. b, c	2. a, b, d	3. a, b, c	4. a, d	5. c
6. a, b, c	7. a, b, c, d	8. b, c	9. a, b, c, d	10. a, b, c

D/ Analyzing and Comparing Words

1. receptionist	2. dozen	3. commend	4. management	5. rare
6. request	7. chairperson	8. pioneer	9. file	10. financial

E/ Comprehension

- The first sentence, “I wish to commend your receptionist,” tells you the purpose of the letter.
- Mr. Day’s development company is located at 516 West Crescent, Winnipeg, Manitoba.
- Nancy Carver is an asset to ABC Accounting because she handled matters in a professional and courteous manner.
- I would say this is both a “good news” and a “bad news” letter. It is good news because someone is doing her job really well and bad news because someone else is possibly doing a poor job.
- Mr. Day ends the letter on a positive note by saying that he will continue to do business with ABC Accounting Limited in the future.

Lesson 11 – Answers**Unit 3****A/ Matching Meanings**

1. a	2. c	3. b	4. c	5. a
6. a	7. b	8. d	9. b	10. a

B/ Using the Right Word

1. strengths	2. adventure	3. avoid	4. identify	5. opinion
6. situation	7. pride	8. belief	9. opportunity	10. value

C/ Relating Meanings

1. a, b, c, d	2. a, d	3. c, d	4. a, b, d	5. a, b, c, d
6. a, d	7. b, c, d	8. a, b, c	9. b, c	10. a, b, c, d

D/ Analyzing and Comparing Words

1	2	3	4
a. values b. beliefs c. opinions	a. opinion b. attitude	a. weakness b. limitation	a. satisfaction b. self- importance c. self-respect

E/ Comprehension

1. It is important to be on time when meeting a networking contact because that person has set aside time to talk to you and help you.
2. Attitude is just as important as skills and knowledge when it comes to finding and keeping a job.
3. If you want to have a positive attitude you should avoid using “quick fixes” as solutions to problems.
4. You know that you have learned from your mistakes when you are faced with a similar situation and you approach it differently than you did originally.
5. It is important to know your strengths so that you can be confident and able to explain your strengths to a possible employer.

Lesson 12 – Answers**Unit 3****A/ Matching Meanings**

1. implying	2. reporting	3. minimum	4. hospitality	5. attendant
6. accreditation	7. communication	8. client	9. guarantee	10. responsibility

B/ Using the Right Word

1. period	2. extended	3. responsibility	4. according to	5. guaranteed
6. reported	7. communication	8. board	9. hospitality	10. tourism

C/ Relating Meanings

1. a, b, c, d	2. a, b, c, d	3. b, c	4. c, d	5. a, b, c, d
6. a, b, c, d	7. a, b, c	8. a, b, c	9. a, c, d	10. a, b, c, d

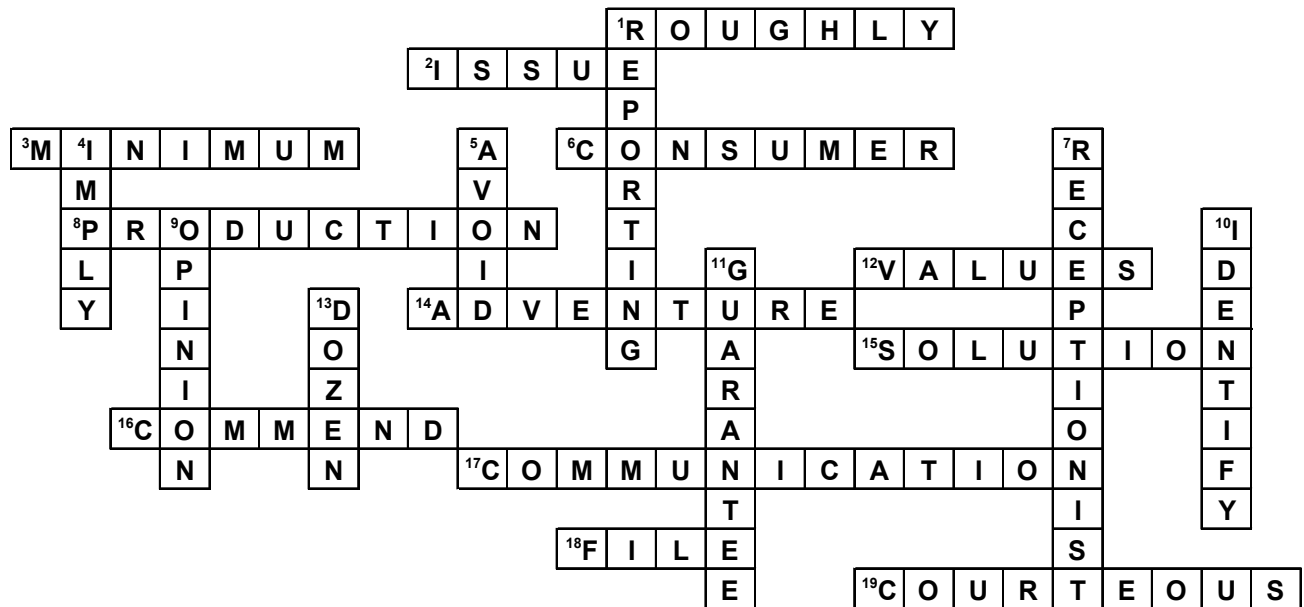
D/ Analyzing and Comparing Words

1. board	2. responsibility	3. board	4. period	5. board
6. responsibility	7. board	8. period	9. period	10. board

E/ Comprehension

- There are no guaranteed hours. You indicate when you are available (on the spare board) and are called in when needed. You must be willing to work various hours: days, nights, evenings, weekends and statutory holidays.
- You must have a high school diploma. Accreditation from a tourism and hospitality program is an asset.
- People who use VIA trains are referred to as clients and passengers.
- If you mentioned any four of the following, your answer is correct:* offering great customer service, helping passengers board the train and carry their luggage, serving drinks and meals, preparing rooms in the sleeper car and performing cleaning duties.
- Service attendants on VIA trains need to be fluently bilingual in English and French.

Vocabulary Review: Unit 3



ACROSS

1. approximately
2. to give something out officially
3. antonym of “maximum”
6. person who buys or uses a product or service
8. process of making something
12. principles and beliefs a person thinks are important
14. exciting experience or journey
15. answer to a problem
16. to praise or congratulate
17. exchange of information
18. papers in a folder
19. synonym for “polite”

DOWN

1. giving information about something that has happened
4. to suggest something without actually saying it
5. to stay away from something or someone
7. employee who greets visitors and answers the telephone
9. someone's personal view of something or someone
10. synonym for “recognize”
11. promise that the quality of something is very good
13. twelve items

Lesson 13 – Answers**Unit 4****A/ Matching Meanings****Mystery Word: Penicillin**

1. prescription	2. receipt	3. sanitary	4. syringe	5. discount
6. narcotic	7. sterile	8. surgical	9. pandemic	10. economy

B/ Using the Right Word

1. pandemic	2. sterile	3. prescription	4. penicillin	5. quantities
6. sanitary	7. method	8. economy	9. disposable	10. receipt

C/ Relating Meanings

1. a, b, c	2. a	3. a	4. a, b, c, d	5. d
6. a, b, c, d	7. discount	8. narcotic	9. prescription	10. disposable

D/ Analyzing and Comparing Words

1. economical	2. economically	3. economy	4. economics	5. economize
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E/ Comprehension

- The customer on the sales receipt is Gordon Flowers Medical Store at 690 Compton Road, Etobicoke, Ontario, J5P 4N9
- The name of the company providing the supplies is Central Medical Supply Limited.
- The date of the sales receipt is March 29, 2009
- One unit of surgical tape costs \$10.00
- The subtotal is \$5399.80.

Lesson 14 – Answers**Unit 4****A/ Matching Meanings**

1. magnet	2. contemporary	3. champion	4. debate	5. bridge
6. satisfy	7. affect	8. constituency	9. contribution	10. policy

B/ Using the Right Word

1. constituency	2. Parliament	3. contemporary	4. debate	5. championed
6. array	7. implemented	8. contribution	9. region	10. magnet

C/ Relating Meanings

1. a, c, d	2. a, b, c, d	3. a, c, d	4. a, d	5. a, b, c, d
6. c, d	7. a, b, c, d	8. a, b, d	9. a, b, c	10. a, b, c

D/ Analyzing and Comparing Words

1. implement	2. parliament	3. satisfy	4. region	5. cause
6. contribution	7. champion	8. array	9. bridge	10. contemporary

E/ Comprehension

- In the House of Commons Chamber MPs debate current issues that can affect all Canadians.
- MPs have offices on Parliament Hill and in their constituencies.
- The main roles of an MP are to debate contemporary issues, meet with people to discuss issues, champion causes, develop and implement national policies and help people.
- To “champion causes” means to help with or support things that you believe are important.
- The MPs themselves determine whether they are satisfied with their contributions and have made a difference. In addition, by re-electing them or voting them out of office the people in their constituencies tell them whether they have done a good job.

Lesson 15 – Answers**Unit 4****A/ Matching Meanings**

1. h	2. d	3. e	4. b	5. g
6. a	7. f	8. i	9. j	10. c

B/ Using the Right Word

1. justify	2. persuade	3. modify	4. estimate	5. analysis
6. integrate	7. schematic	8. facilitate	9. calculation	10. assembly

C/ Relating Meanings

1. a, b, d	2. a, b	3. a, b, c, d	4. a, c, d	5. a, b, c, d
6. a	7. a, b, c	8. a, b, c, d	9. a, b, c, d	10. a, c, d

D/ Analyzing and Comparing Words

1. scan	2. calculation	3. integrate	4. critique	5. justify
6. analysis	7. modify	8. attachment	9. persuade	10. facilitate

E/ Comprehension

1. You may read to gather information, grasp overall meaning, understand, learn, critique or evaluate.
2. Numeracy is the Essential Skill that includes measuring and estimating.
3. The Essential Skills being used to complete this lesson are reading (to understand), thinking (problem solving, use of memory, finding information) and document use (to fill in the answers on the form). *Note: If you are doing this exercise on a computer, you can add computer use.*
4. Using multiple sources means looking in more than one place for information. You could check books, the Internet, newspapers, magazines, videos, etc.
5. Thinking is the Essential Skill that includes decision making and organizing.

Lesson 16 – Answers**Unit 4****A/ Matching Meanings**

1. bookkeeping	2. manual	3. ledger	4. payroll	5. entries
6. journal	7. requirements	8. utility	9. sector	10. transaction

B/ Using the Right Word

1. bookkeeping	2. transactions	3. accounts	4. journal	5. payroll
6. general	7. ledger	8. reconcile	9. manual	10. statistical

C/ Relating Meanings

1. a, b, c	2. a, d	3. a, b, c	4. a, c, d	5. b, c, d
6. a, b, c	7. a, b, c, d	8. a, b, c	9. a, b, d	10. a, c, d

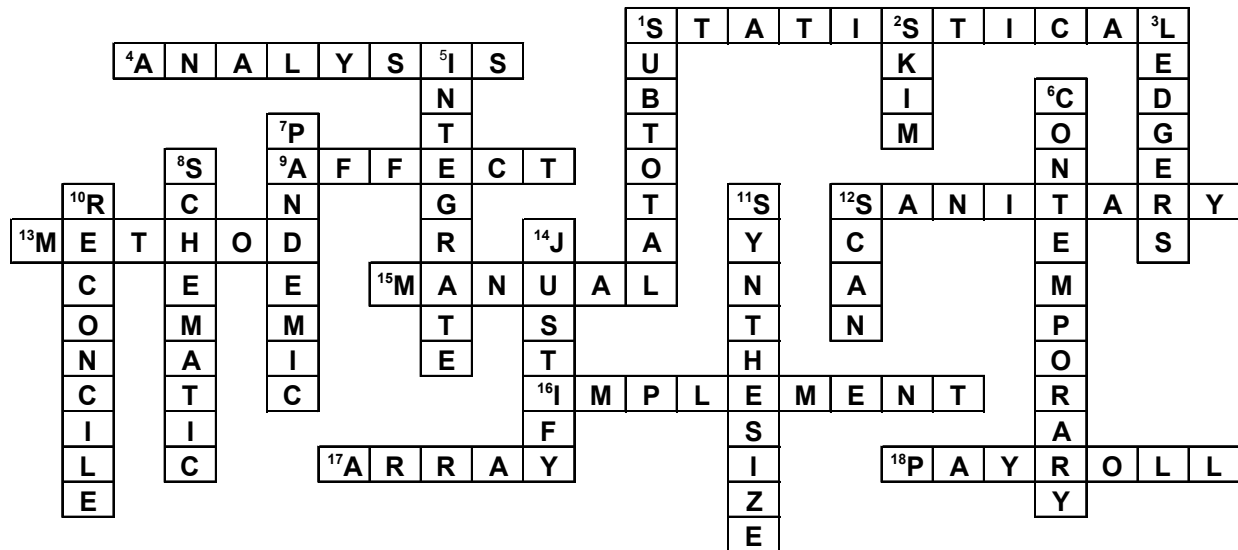
D/ Analyzing and Comparing Words

1. reconcile	2. general	3. bookkeeping	4. manual	5. statistical
6. sector	7. utility	8. transaction	9. journal	10. post

E/ Comprehension

- If you mentioned any three of the following, your answer is correct:* post journal entries and reconcile accounts; maintain general ledgers and prepare financial statements; calculate and prepare cheques for payrolls and for utility, tax and other bills; complete and submit tax forms, workers' compensation forms, pension contribution forms and other government documents; prepare tax returns; prepare other statistical, financial and accounting reports.
- Bookkeepers are employed throughout the private and public sectors, or they may be self-employed.
- The two types of bookkeeping systems referred to are manual and computerized bookkeeping.
- The government forms might include tax forms, workers' compensation forms and pension contribution forms.
- A bookkeeper might receive bills for utilities such as water, electricity and natural gas.

Vocabulary Review: Unit 4



ACROSS

- kind of information presented using numbers
- detailed study or examination of something
- to have an influence on
- extremely clean
- way of doing something
- done by hand
- to put into practice
- group of things displayed in an attractive way
- list of employees and how much each earns

DOWN

- amount before the final total
- to read something very quickly to determine the subject
- record books for bookkeepers
- to become part of a group
- synonym for “modern”
- deadly disease or illness that spreads around the world
- drawn to show how something looks and works
- to make agree
- to combine ideas or information into a new whole
- to read through something quickly to find a piece of information
- to give a good reason for something

Lesson 17 – Answers**Unit 5****A/ Matching Meanings**

1. attention	2. depart	3. frequently	4. retrieve	5. cooperation
6. in advance	7. prepare	8. accommodate	9. memorandum	10. regarding

B/ Using the Right Word

1. department	2. retrieve	3. attention	4. clerk	5. advance
6. regarding	7. depart	8. prepare	9. cooperation	10. appropriate

C/ Relating Meanings

1. lawyer	2. escape	3. offer	4. giving orders	5. facts
6. difficult	7. reply	8. announce	9. gas attendant	10. contrary to

D/ Analyzing and Comparing Words

1. procedure	2. cooperation	3. accommodate	4. memorandum	5. clerk
6. depart	7. attention	8. frequently	9. advance	10. retrieve

E/ Comprehension

1. The administrative staff is made up of bookkeepers, secretaries and file clerks.
2. The shortened form of the word is “memorandum” Is “memo”.
3. The memorandum is regarding attendance.
4. Jennifer Waldo is focusing on the clerical department because it has been reported to her that attendance is becoming an issue.
5. A staff member who needs to leave early must let the team leader know a few days before.

Lesson 18 – Answers**Unit 5****A/ Matching Meanings**

1. briefly	2. c.c.	3. head	4. inbox	5. prioritize
6. addressee	7. humorous	8. discreet	9. develop	10. practice

B/ Using the Right Word

1. head	2. practice	3. inbox	4. humorous	5. prioritize
6. forwarded	7. c.c.	8. developed	9. conducted	10. tone

C/ Relating Meanings

1. b, c	2. b	3. b, c, d	4. a, b, c, d	5. a, b
6. b, c, d	7. a, b	8. a, c, d	9. b, c, d	10. a, b, d

D/ Analyzing and Comparing Words

1. addressee	2. courier	3. practice	4. inbox	5. discreet
6. briefly	7. develop	8. forward	9. humorous	10. head

E/ Comprehension

1. Don Director is receiving a copy of this email. (His name is in the “Cc” line.)
2. *If you mentioned any two of the following, your answer is correct:* Make good use of the subject line, target your message, click on “Reply” instead of “Reply to all”, watch your tone, be discreet, use a full signature block when sending an email to someone outside the company.
3. It is important to include your contact information when sending an email so that recipients won't have to look it up if they want to send you something by fax or courier or call you on the phone.
4. To help recipients prioritize, you can briefly state the subject of the email; if the matter is urgent or you need them to take action, you can tell them that as well.
5. You should be careful what you say in emails because you never know who could end up reading them.

Lesson 19 – Answers**Unit 5****A/ Matching Meanings**

1. proficient	2. rigorous	3. official	4. fierce	5. demonstrate
6. coveted	7. dedicated	8. discipline	9. expand	10. multiple

B/ Using the Right Word

1. astronaut	2. multiple	3. aviation	4. fierce	5. rigorous
6. proficient	7. coveted	8. dedicated	9. demonstrate	10. select

C/ Relating Meanings

1. a, b, c	2. a, b, c, d	3. b	4. a, b, d	5. a, b, c, d
6. a, c, d	7. a, b, d	8. a, b, c	9. a, b, c, d	10. a, c, d

D/ Analyzing and Comparing Words

1. aviation	2. degree	3. preferably	4. coveted	5. expand
6. rigorous	7. multiple	8. select	9. official	10. proficient

E/ Comprehension

1. Degrees in medicine, science and/or engineering are required to become an astronaut.
2. Optional skills include skydiving, scuba diving and piloting aircraft.
3. Astronauts must maintain their physical fitness.
4. The competition is fierce because there are few positions available and many people are interested in space travel.
5. Astronauts must undergo continuous and rigorous training.

Lesson 20 – Answers**Unit 5****A/ Matching Meanings**

1. j	2. e	3. c	4. h	5. g
6. i	7. f	8. d	9. a	10. b

B/ Using the Right Word

1. teller	2. valuables	3. supervise	4. establishments	5. enforce
6. patrol	7. vandalism	8. coordinated	9. automated	10. access

C/ Relating Meanings

1. a	2. a, b, c	3. c, d	4. a, b, c	5. a, b, c
6. a, c, d	7. a, b	8. d	9. a, d	10. c

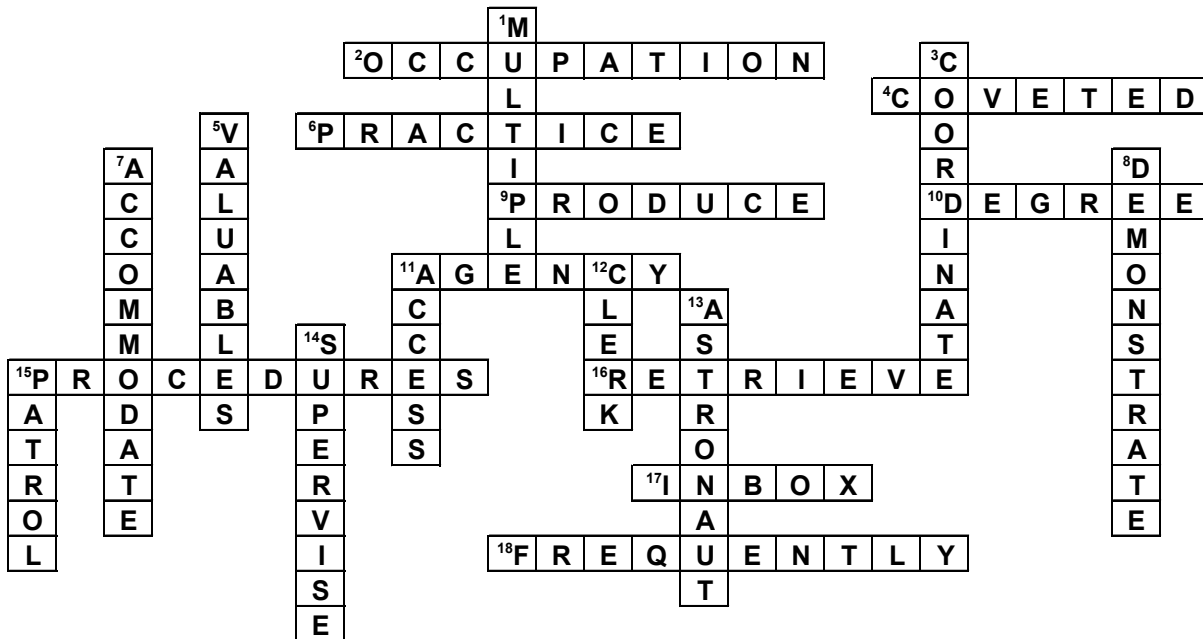
D/ Analyzing and Comparing Words

1. supervise, manage, S	2. industrial, residential, A	3. vandalism, restoration, A	4. access, admittance, S	5. automated, computerized, S
1. automated	2. autograph	3. automobile	4. automatic	5. autobiography

E/ Comprehension

- The main duties of security guards are guarding property against theft and vandalism, controlling access to establishments, maintaining order and enforcing regulations at public events and within establishments.
- Guards are employed by private security agencies, retail stores, industries, museums and other establishments.
- They control access to establishments so that people can be checked as they enter or exit. They can restrict people from an area if they don't have a pass. They can tell visitors where they can or cannot go.
- They guard against theft, shoplifting, fire and vandalism. They could maintain order and do security checks at airports.
- Security guards would supervise and coordinate the activities of other security guards.

Vocabulary Review: Unit 5



ACROSS

2. a person's job
4. desired by many
6. way of doing things
9. to make or manufacture
10. qualification of a university graduate
11. a business that offers a service to a person or another business
15. series of actions done in a certain order or manner
16. to get something back
17. place where emails are received
18. often

DOWN

1. more than one
3. synonym for "organize"
5. items that are worth a lot of money
7. find ways to help
8. synonym for "show"
11. to give someone permission to what they need
12. an employee who keeps records
13. someone who travels in space
14. to direct and oversee
15. to guard an area

Lesson 21 – Answers**Unit 6****A/ Matching Meanings**

1. agenda	2. national	3. distribute	4. previous	5. regular
6. submit	7. unanimously	8. project	9. minutes	10. approval

B/ Using the Right Word

1. distribute	2. unanimously	3. adjournment	4. upgrading	5. agenda
6. credit	7. minutes	8. national	9. purchasing	10. previous

C/ Relating Meanings

1. adjournment	2. upgrading	3. project	4. agenda	5. approval
6. previous	7. order	8. distribute	9. regular	10. submit

D/ Analyzing and Comparing Words

1. credit	2. national	3. submit	4. adjournment	5. order
6. previous	7. upgrading	8. regular	9. distribute	10. agenda

E/ Comprehension

- The next meeting will be held at 10:15 a.m. on January 15, in Halifax.
- Jennifer Waldo prepared the minutes.
- The meeting was called to order at 10:15 a.m. on December 15, in Halifax.
- Review of purchasing policies is under the heading New Business.
- The agenda items for the next meeting are Skills Upgrading Project and Orientation of New Employees.

Lesson 22 – Answers**Unit 6****A/ Matching Meanings**

1. g	2. f	3. d	4. c	5. a
6. b	7. h	8. e	9. j	10. i

B/ Using the Right Word

1. basic	2. terms	3. transferring	4. anticipated	5. specify
6. pressure	7. permanent	8. clearance	9. exercise	10. switchboard

C/ Relating Meanings

1. terms	2. clearance	3. specify	4. result	5. pressure
6. basic	7. valid	8. capabilities	9. permanent	10. vacant

D/ Analyzing and Comparing Words

1. administrative	2. clearance	3. pressure	4. terms	5. transferring
6. permanent	7. vacancy	8. valid	9. result	10. switchboard

E/ Comprehension

- For this position the computer applications you need to know are Windows, electronic mail, electronic scheduler, WordPerfect, MS Word, MS Excel and Internet browser.
- In this position, you need to be able to type 0-40 words per minute.
- The employer is looking for one to two years of experience for this position.
- Failure to apply for the position in the manner specified could result in your application not being properly considered for the position.
- If you mentioned any two of the following, your answer is correct:* maintain inventory of office supplies, order supplies and equipment, provide information to staff and the general public, file documents.

Lesson 23 – Answers**Unit 6****A/ Matching Meanings**

1. relation	2. inactive	3. draft	4. worth	5. regulate
6. outstanding	7. approximately	8. prior	9. prescribed	10. represent

B/ Using the Right Word

1. certified	2. worth	3. approximately	4. prior	5. unclaimed
6. outstanding	7. negotiable	8. represent	9. in relation to	10. custodian

C/ Relating Meanings

1. represent	2. negotiable	3. draft	4. regulated	5. custodian
6. prior	7. unclaimed	8. outstanding	9. approximately	10. inactive

D/ Analyzing and Comparing Words

1. custodian	2. inactive	3. approximately	4. worth	5. outstanding
6. regulate	7. relation	8. prior	9. draft	10. prescribed

E/ Comprehension

- Balances under \$500 made up 88% of the number of balances.
- The amendments changed the policy so that the Bank of Canada now holds unclaimed balances for 30 years, once the accounts have been inactive for 10 years. Therefore, balances will now be held for a total of 40 years prior to being considered abandoned once and for all. Only balances of less than \$1,000 will be lost forever after the 40-year period.
- When an account with less than \$1,000 has been inactive for 40 years the balance is considered abandoned once and for all. (Balances of \$1,000 or more are kept for longer.)
- Approximately 845,000 unclaimed balances were being held by the Bank of Canada in 2006.
- If you mentioned any three of the following, your answer is correct:* deposit account, bank draft, certified cheque, deposit receipt, money order, GIC, term deposit, credit card balance or traveller's cheque.

Lesson 24 – Answers**Unit 6****A/ Matching Meanings**

1. competitive	2. refer	3. formal	4. literacy	5. pursue
6. technology	7. ensure	8. challenge	9. enhance	10. achieve

B/ Using the Right Word

1. globalization	2. respond	3. driven	4. drastically	5. pursue
6. technology	7. achieve	8. foundation	9. literacy	10. challenge

C/ Relating Meanings

1. pursue	2. enhance	3. challenge	4. foundation	5. technology
6. drastically	7. achieve	8. respond	9. competitive	10. driven

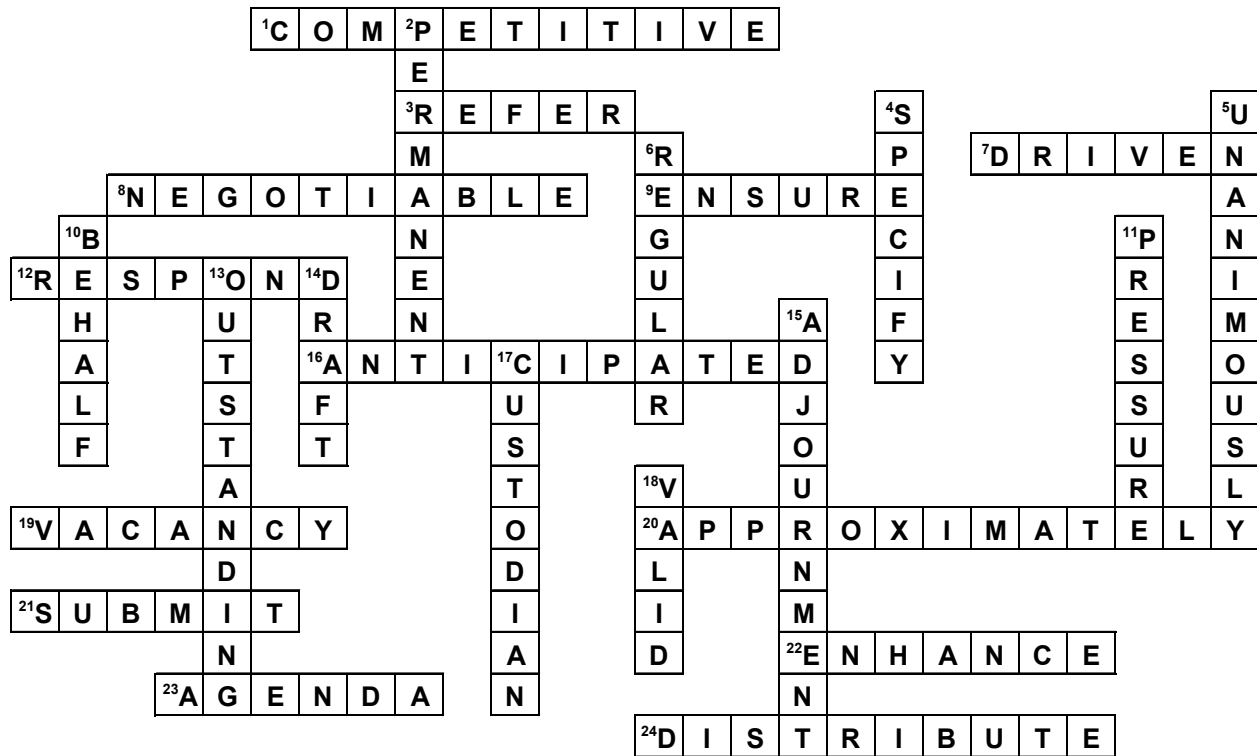
D/ Analyzing and Comparing Words

1. pursue	2. drastically	3. achieve	4. formal	5. respond
6. technology	7. foundation	8. enhance	9. globalization	10. driven

E/ Comprehension

1. In this article, literacy refers to the essential skills that people need at work, such as reading, writing and numeracy. It also includes critical thinking and problem solving.
2. Canada's success depends on the ability of its workforce to respond to new challenges.
3. Lifelong learning is key to ensuring that Canada continues to be productive, globally competitive and economically secure.
4. Canadians with strong literacy skills have better paying jobs and are less likely to become unemployed.
5. Canada is globally competitive, but literacy levels need to improve if we want to maintain that status.

Vocabulary Review: Unit 6



ACROSS

1. antonym for “cooperative”
3. to direct someone to another place
7. having a strong desire to succeed
8. describes a financial document that can be exchanged for money
9. to make sure something happens
12. to answer; to reply
16. expected to happen
19. unoccupied position
20. antonym for “exactly”
21. synonym for “hand in”
22. to make something better than it was
23. list of items that need to be talked about at a meeting
24. to deliver something to a number of people

DOWN

2. antonym for “temporary”
4. to explain something clearly and exactly
5. by all members of a group, with no one disagreeing
6. happening at a set time or working in a normal way
10. for the benefit of some else: on their _____
11. responsibility and stress
13. unsettled; not yet paid, solved or done
14. written order for money that is paid by a bank, usually to another bank
15. pause, rest or delay during a formal meeting or trial
17. guardian of someone else's assets
18. legal or not expired

Word List

(The numbers in parentheses refer to the lessons where the words are defined.)

ability (11)	behalf (23)	correctional (6)
access (20)	belief (11)	courier (18)
accommodate (17)	board (12)	courteous (10)
according (12)	bookkeeping (16)	coveted (19)
account (16)	bridge (14)	credit (21)
accreditation (12)	briefly (18)	critique (15)
achieve (24)	business (2)	current (5)
addressee (18)	calculation (15)	custodian (23)
adjournment (21)	candidate (4)	deadline (8)
administrative (22)	capability (22)	debate (14)
advance (17)	career (1)	decide (11)
adventure (11)	cause (14)	decompose (9)
affect (14)	c.c. (18)	dedicated (19)
agency (20)	certified (23)	degradable (9)
agenda (21)	chairperson (10)	degree (19)
alternative (7)	challenge (24)	delay (5)
analysis (15)	champion (14)	demonstrate (19)
anticipate (22)	chemist (9)	depart (17)
applicable (8)	clearance (22)	department (17)
apply (4)	clerk (17)	description (5)
appreciate (5)	client (12)	detail (7)
appropriate (17)	collate (7)	determine (7)
approval (21)	commend (10)	develop (18)
approximately (23)	comment (2)	diploma (6)
armoured (20)	communication (12)	diplomat (3)
array (14)	competition (2)	directions (8)
assembly (15)	competitive (24)	discipline (19)
asset (4)	completion (7)	discount (13)
assigned (20)	concern (9)	discreet (18)
astronaut (19)	conduct (18)	disposable (13)
attach (8)	confident (1)	disregard (5)
attachment (15)	confirm (4)	distribute (21)
attendant (12)	constituency (14)	document (8)
attention (17)	consumer (9)	dozen (10)
attitude (3)	contact (2)	draft (23)
automated (20)	contemporary (14)	dramatics (3)
available (4)	continue (8)	drastically (24)
aviation (19)	continuous (1)	driven (24)
avoid (11)	contribute (1)	economy (13)
back ordered (5)	contribution (14)	effective (7)
balance (4)	cooperation (17)	efficient (7)
basic (22)	coordinate (20)	employment (8)

encourage (3)
enforce (20)
enhance (24)
enquiry (5)
ensure (24)
entry (16)
environment (3)
essential (1)
establishment (20)
estimate (15)
excess (4)
exercise (22)
expanding (19)
experiment (9)
extended (12)
extremely (10)
facilitate (15)
facsimile (2)
fare (4)
fascinated (1)
federal (5)
fierce (19)
file (10)
financial (10)
flexible (4)
fluent (4)
focus (1)
form (2)
formal (24)
forward (18)
foundation (24)
frequently (17)
fulfillment (6)
function (7)
general (16)
globalization (24)
goal (8)
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