**Chapter 8: Management Essentials, pg. 4**

**8.1 Learning to Work Together, pg. 463**

What is the difference between school and workplace environments?

* ***Diversity***

1. Define diversity:
2. Define the following terms:

***Stereotype***

***Prejudice***

***Bias***

***Cultural tendencies***

3. How do stereotypes and prejudices negatively affect people’s ability to work together? Name 4 activities that can help break down stereotypes in the workplace.

Why is management’s ***modeling*** of appropriate behavior an important step to creating a diverse work environment?

List the benefits of diversity to a workplace.

* ***Respectful workplaces***

Describe a harassment-free environment.

Define Harassment:

What is the best tool to eliminate sexual harassment in the workplace? (*On the Job: Facts about Sexual Harassment from the EEOC, pg. 470)*

Who is legally liable for maintaining a harassment free work environment?

* ***Teamwork***

What is teamwork?

**8.2 Being a Successful Leader, pg. 478**

*“Leaders aren’t born they are made. And they are made just like anything else, through hard work. And that’s the price we’ll have to pay to achieve that goal, or any goal.” Vince Lombardi*

* ***Leadership skills***

What are the characteristics of a leader?

List the ways to develop people skills (interpersonal skills)

* ***Motivation***

What is the difference between internal and external motivation?

* ***Problem solving***

Explain the importance of following a problem-solving process .

What are the 7 steps for solving a problem?

* ***Ethics***

What are ethics and what role do they play in the restaurant and foodservice industry?

* ***Organizational skills***

What is an organizational goal and why should the goal be SMART?

What are the purposes of vision statements and mission statements?

How do employee’s roles and jobs impact the mission and goals?

**8.3 Interviewing and Orientation, pg. 500**

* Job descriptions
* Interviewing job applicants
* Lawful hiring practices
* Onboarding
* Orientation

***After studying Section 8.3, you should be able to answer the following questions****:*

What are the 6 points of information that should be included in a job description and why is it important to a business?

What is the difference between exempt and nonexempt employees? Give examples

What are the manger’s responsibilities for maintaining labor law knowledge?

What methods ensure a fair and consistent hiring process?

What is onboarding and why is it important to a business?

What can employees expect during orientation?

**8.4 Training and Evaluation, pg. 523**

* Training
* Performance appraisals
* Management equipment

***After studying Section 8.4, you should be able to answer the following questions****:*

What are the benefits of training?

What are the key points of effective employee training?

What are the benefits of cross training?

What is effective group training and on-the-job training?

What is the employee evaluation process?

**Key Terms:**

Diversity Stereotype Prejudice

Bias Cultural tendencies Harassment free environment

Harassment Teamwork Discrimination

A tendency toward a particular perspective or idea based on prejudice.

A term to describe the fact that many groups of people have common beliefs, such as religion, or share common ways of acting that produce tendencies to act in certain ways based on their beliefs and habits.

Making a decision based on a prejudice.

The great variety of people and their backgrounds, experiences, opinions, religions, ages, talents, and abilities.

When slurs or other verbal or physical conduct related to a person's race, gender, gender expression, color, ethnicity, religion, sexual orientation, or disability interfere with the person's work performance or create an unhealthy work environment.

A workplace in which complaints are handled appropriately and respect for all employees is supported on an ongoing basis.

A general attitude toward a person, group, or organization on the basis of judgments unrelated to abilities.

Working as a group and using each member's strengths, so that the group can attain a higher level of success than working alone.

Generalizations that individuals make about particular groups that assume that all members of that group are the same.

**Key Terms:**

Interpersonal skills Vision statements Mission statements

Job description Professionalism Ethics

A set of moral values that a society holds. They are typically based on the principles of honesty, integrity, and respect for others.

People skills; a person who possesses good interpersonal skills can generally relate to and work well with others.

A document that defines the work involved in a particular assignment or position.

Refines the vision statement by stating the purpose of the organization to employees and customers. It should include what the organization intends to sell or provide and to whom, and sometimes the geographic region as well.

The combination of the knowledge, skills, attitudes, and behavior a person shows while performing a job. It includes interactions with other employees, vendors, and guests.

Describes what an organization wants to become and why it exists. Vision statements aim high and are inspiring, stimulating, and exceptional.

**Key Terms:**

Job description Exempt employee Non-exempt employee

EEOC child labor laws Onboarding

Orientation

Offer additional protections for children and youth in the workplace.

Equal Employment Opportunity Commission **:** Enforces laws that ensure everyone, regardless of race, age, gender, religion, national origin, color, or ability/disability, gets a fair chance at any job opening.

Positions not covered under the Fair Labor Standards Act (FLSA); not legally entitled to overtime pay or the minimum wage established by the FLSA.

A document that defines the work involved in a particular assignment or position.

Positions covered by the Fair Labor Standards Act (FLSA); these employees must be paid for every hour of overtime.

The process that a company uses to integrate new employees into an organization.

The process that helps new employees learn about the procedures and policies of the operation and introduces them to their coworkers.

**Key Terms:**

Training Cross-training On-the-Job training

When employees learn the functions of another job within the operation.

**(OJT):** Appropriate for teaching skills that are easily demonstrated and practiced, such as preparing menu items, operating cash registers, and using tools and equipment.

The process of acquiring the knowledge, skills and competencies necessary for a specific position or assignment.