Attendance (3 related videos)

Video 1: Absences

* Valid reasons for absences - illness is valid; need to go to the bank isn’t
* When to notify employer - before start of work when unexpected absence; ASAP for appt known in advance
* If you need to make an appt, get approved time off from employer beforehand

Video 2: Punctuality

* Ready to work at start time vs walk in the door at start time
* Start time is fixed
* Being late burdens coworkers; might miss appointments/tasks; unprofessional
* Contact employer if you’re going to be late (instructor can show Video 3 about how to notify employer after)

Video 3: Notifying your employer (absent or late)

* phone etiquette, how to leave a message (will find phone checklist from ESL rural routes); email notification possibly

Video 4: Work ethic/demonstrating initiative

* What to do when your work tasks are complete
  + Asking employer for any additional work; suggesting additional tasks; stay busy
  + Position flexibility: might be asked to take on tasks not specifically within role
  + Not wasting time (e.g. looking at phone, chatting, internet)

Video 5: Communication styles in different workplaces

* Restaurant vs office setting – where can we film restaurant scene? I believe NorQuest has a kitchen that could suffice
  + Very direct, abrupt speech vs polite, indirect speech
  + Not taking things personally – rude in one environment is normal in another (context-specific)

Video 6: Getting along with coworkers

* Friendliness - polite greetings, acknowledgement (good morning, smiling, asking about day, week/end plans, etc)
* Safe topics of conversation - Weather, local sports vs personal info (e.g. financial, family, health)