Industry Specific Pre-employment Language Training



Food Processing

Participant's Guide

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Course Outline and Introductions

Notes: 🔈

Welcome to the Language Training Program for the Food Processing Industry.

Your Instructor's name is _____.

Please let your instructor know if you are unable to attend a class.

Call _____

These are the topics you will be learning about in class.

- Industry Profile
- Canadian Workplace Expectations
- Workplace Documents
- On the Job Communication
- Health & Safety
- Personal Protective Equipment
- WHMIS (Workplace Hazardous Materials Information System)
- Frontline HACCP (Hazard Analysis Critical Control Point)
- SOPs (Standard Operating Procedures)
- Hierarchy of the Workplace
- On the Job Training
- Job Search
- Application Forms/ Resumes/Interviews

Fill in this form with your personal information. Many forms require this same information. It is important to be able to write it correctly.

Personal	Information Form
Name	
Address	
City	
Province	
Postal Code	
Telephone Number ()

This is a chance for you to get to know your classmates. Class List

Name	Phone Number	Personal Information

Fill in these charts.

Days of the Week	Abbreviations

Months of the Year	Abbreviations

Calendar pages

Mark the days of your ESL classes on these calendars. This will help you remember when to come to class.

Month _				Year _		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Month_				Year _		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Month				Year _		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

]	Industry Profile
Notes: 🖎	

There are many food processors in Southern Alberta.

List of Food Processors in Southern Alberta

Bow Island	Agricore United, Alberta Bean Division Alberta sunflower Seeds Ltd. Corraini Essential Oils Ltd. Courtland Hill Farms Ltd. G. Thacker Sons
Coaldale	Bridge Berry Farms McCain Foods Prairie Meats Van Giessen Growers Inc
Ft. Macleod	Fairwinds Farm
Glenwood	Saputo Foods Ltd.
Grassy Lake	Columbia Seed Company Ltd. Klempnauer Seeds Ltd. KSL Foods Inc.
Lethbridge	ADM Animal Health & Nutrition Agricore United, Beans & Special Crops Alberta Industrial Mustard Co. Ben's Beef Jerky Canbra Foods Ltd. Cargill Animal Nutrition Coaldale Egg Farm Coca-Cola Bottling Ltd. Demeter Agro (A Division of Agricore United) Ellison Milling Company Frito-Lay Canada Lakeview Bakery (2001) Ltd.

Lethbridge (continued)	Let's Pasta Food Services Ltd. Lucerne Foods Ltd. Maple leaf Pork/Maple Leaf Meats Maple Leaf Potatoes Inc. Normerica Inc. Parmalat Canada Sakai Spice The Black Velvet Distilling Company
Picture Butte	Ben's Quality Meats Ltd.
Taber	Alberta Vegetable Growers Frito-Lay Canada Gouw Quality Onions Ltd. Jensen Onion Farms Lamb-Weston, A Division of ConAgra Limited Lucerne Foods Ltd. Potato Growers of Alberta Rogers Sugar Ltd. Wheatland Select Organic Turkey Ltd.
Vauxhall	Agristar Produce Ltd. Vauxhall Meat & Sausage
Vulcan	Grainworks

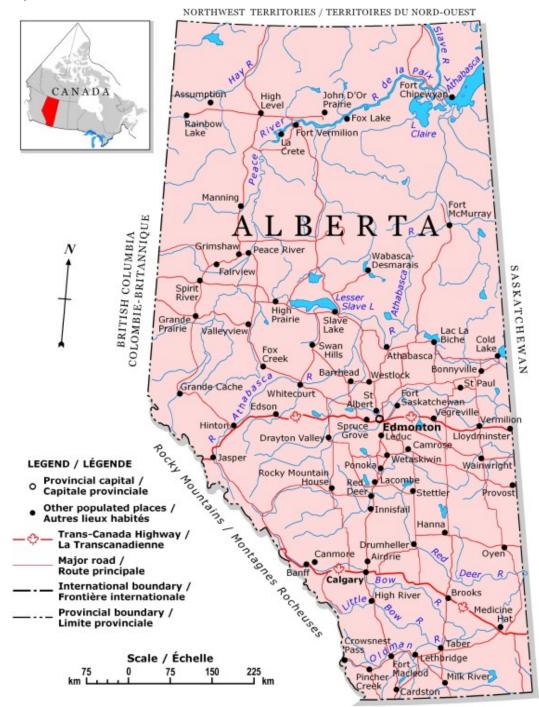
Find one Food Processor for each category.

Bakery	
Beverages	
Confectionary	
Dairy	
Fish	
Fruits & Vegetables	
Grains	
Meat	
Oilseeds	
Pasta	
Poultry	
Special Crops	
Specialty Foods	
Miscellaneous	

Types of Food Processors

Can you find any cities that you know on this map? Can you find where you live on this map?

Map of Alberta



This map was taken from The Atlas of Canada web site. <u>http://atlas.gc.ca</u> ©2005. Her Majesty the Queen in Right of Canada with permission of Natural Resources Canada.

Can you find where you live on this map? Can you find some of the towns that have food processing plants?



Map of Southern Alberta

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Canadian Workplace Expectations

Notes: 🖎

Canadian Workplace Expectations

Canadian Workplace Expectations What do employers want?

Employers expect their employees to

• have good attendance



- be on time for work and return from breaks on time
- call if they will be late or if they can't make it in to work
- work hard and work carefully
- be able to talk to others
- be able to work well with others
- follow directions
 - o ask for clarification
 - o follow SOPs
- know their job
 - o know and comply with all regulations
- work safely
 - o wear personal protective equipment (PPE)
 - o report unsafe acts and unsafe conditions
 - o report any injury or illness immediately

This is an example of a Shift Schedule

The hours of work are as follows:

Shift	Hours	Paid Break	Paid Lunch Break
Days	7:00 am to 3:00 pm	9:15 am to 9:25 am	12:10 pm to 12:30 pm
Afternoons	3:00 pm to 11:00 pm	5:30 pm to 5:40 pm	8:30 pm to 8:50 pm
Midnight	11:00 pm to 7:00 am	1:15 am to 1:25 am	4:10 am to 4:30 am

How many shifts are at this plant?

How many breaks do employees get on each shift?

Are all the shifts the same length of time?

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XYZ Food Processors Nov 21 to Dec 4 Shipper/Receivers Schedule

DAYS			NIGHTS				
7:00 a.m. to 7:00 p.m.			7:00 p.m. to 7:00 a.m.				
NAME	AREA	AREA	AREA C	NAME	AREA	AREA	AREA
	A	В			A	В	С
Ian				Mike			
John W.				Warren			
Michael				Leslie			
Joshua				Vince			
Alice				Parker			
Paulo				John R.			
Breaks:	1	1		Breaks:	1	1	
1/2 hour lui	nch: 1	2:30 to 1	:00	1/2 hour lu	nch: 12	:30 to 1:0	00
15 min. a.	m.: 9	9:00 to 9:	15	15 min. p.m. : 9:00 to 9:15			
15 min. p.	m.: 3	3:30 to 3:	45	15 min. a		:30 to 3:4	

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Activity: Shift Schedule

Instructions: Read the XYZ Food Processors shift schedule and answer the questions below.

- 1. How many shifts are there in one day?
- 2. How many workers are listed on the schedule in total?
- 3. Which shift does Warren work?
- 4. What area does Alice work in?
- 5. Who is scheduled to work the night shift in Area C?
- 6. Who is scheduled to work the day shift in Area B?
- 7. What time does the morning break begin for the day shift workers?
- 8. How long is the lunch hour for the night shift workers?

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Calling in Sick

You don't feel very well today. Call and let your supervisor know that you won't be in. Also role play other reasons for not coming in to work (sick children, Doctor's appointment)



- A. Hi, This is _____.
- B. Hello, _____. How are you?
- A. I am sick today. Please tell my supervisor that I won't be able to come to work.
- B. What is your supervisor's name?
- A. It is _____.
- B. Okay. I'll tell him. Thanks for calling.



Here are some examples of common types of PPE. Can you identify them? Why do workers need to wear them?

Personal Protective Equipment















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Workplace Documents

Notes: 🔈

Workplace Documents

There are many five main types of workplace documents. They are:

- Lists
- Forms
- Graphs and Charts
- Maps
- Mimetic documents

We will look at samples of all of them.

Lists

What are some lists that you use at home or at work?

This is an example of a list.

XYZ Food Processors

Company Directory						
NAME	DEPARTMENT/POSITION	ЕХТ				
Claire Donnoly	Reception	310				
Michael Dunn	Human Resources	318				
Daniel Forte	Operations Manager	312				
Shannon Wright	Client Service Rep.	303				
Leslie Reaves	Warehouse Manager	345				
Christopher Arlington	Warehouse Manager Asst.	387				
Dan Passuto	Accounts Receivable	388				
Michael Ing	Accounts Receivable Asst.	387				
Francis Aaron	Sales Rep. Northern Alberta	323				
Thomas Dole	Sales Rep. Central Alberta	325				
Christian Borovski	Sales Rep. Southern Alberta	324				

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Forms are the most common type of document handled by workers.

They are used to

- collect information
- document what has happened
- control production
- control processes

Forms can have differences in

- vocabulary
- organization
- print

What kind of forms do you fill out at home, at work, in the community? List them below.

Super Food Processor

Incident Report		
Date:	Time:	Dept. #
Employee reporting:		
Position:		
Individual involved in inci	dent:	
Position:		-
Nature of incident:		
Location of incident:		
Time of incident:		
Injuries sustained:		
First Aid applied:		
Claim Filed:		
Department Manager		ness

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Food Processing Industry Pre-Employment Language Training



Saskatchewan Labour

COMPLAINT FORM LABOUR STANDARDS BRANCH

SECTION A: INFOR								
🗅 Mr. 🗆 Miss	Last Name				First or Give	n Name		Middle Initial
🗅 Mrs. 🗅 Ms								
Mailing Address			City	Town on	d Province		Dee	tal Code
Maining Address			City/	TOWITAI	u FIOVINCE		FUS	dal Code
Social Insurance Numb	ber			E-Mail				
Residence Telephone	#	Cellular	/Work 7	#		Fax #		
()		()				()		
SECTION B: INFOR			REMP					
Name of Employer, Co	mpany or Bu	siness		Ge	neral Contrac	for and Proje	ect/Site Loca	ation
Street Address and/or	Emplovers' M	ailing Addres:	s					
City/Town and Province	e				Post	al Code		
Telephone #		Fax #			Type of I	Business		
		()			Type of	Susiness		
Name of Supervisor		()				phone #		
Name of Supervisor					/)		
ls employer still in busi	noee2 🗖	Yes 🖬	No		()		
Head Office Address:				ess abov	a)			
noud office / (darooo).	(in aniforonic in	in Employer	o / taan	000 0007				
SECTION C: YOUR								
Still Employed	Fired	Quit		🔲 Laio				
Job Title		First Day	Worke	ed for this	Employer	Last Day	worked for	r this Employer
Salary/Hourly Rate of F	Pav \$	If paid	d by the	e mile or l	by a percentag	the loa	d. commiss	ion. etc.
) +		e desc		.) a percenta;	,	.,	,
Number of Days Worke	ed per Week		Numbe	er of Hou	rs Worked pe	r Week	Other	
Type of Dev Deviced:	D. Daik:		• T	0 0 Mart	h			
Type of Pay Period:	⊐ Daily ⊐ Weeklv		Mont	e a Mont	n			
	vveekiy Every Two			my er (please	specify)			
Where does your Empl		1100K0 L		n (piease	opeony)			
	- , er sennt:							
Do you have relevant r	ecords If	∕es list record	s and a	attach ph	otocopies to th	nis form		
to support your claim?								
		Pay Stub(s)			Record of En		ROE)	
🗆 Yes 🗅 N		Letter(s) Timesheet(s)	VCalas		Other (please	e specify)		
	19	ninesneet(s)	// Calen	ludi				
FOR OFFICE USE O								
Date received	Received b	v			🗅 Mail	Phone	🗅 Fax	Interview
		,			•			
-	-							
							C C	Over $\rightarrow \rightarrow \rightarrow$

Page 1 of 2

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=\>			C		FOR OFFICE USE ON DATE RECEIVED YY NM D
EMPLOYEE SUGGESTION	ide	ea s	she	et	SUCCESTION NUMBER
PROGRAM	INSTRUCTIONS: 1. Read the note 2. Press firmly u	es on the back of this t using pen or type your	orm. suggestion on this form		dated and numbered cop
IDEA SUBJECT/ TITLE:				-	
DESCRIBE PRESENT O	ONDITIONS:				
			· •		
1					
AY IDFA IS: (ATTACH PHO	TOORAPHS OR SIGTORES WHERE POS	S21BLE)			
•					
	· · · · · · · · · · · · · · · · · · ·				
		· · ·			
Are .					language and
	· · · · ·				
BELIEVE MY IDEA WIL	L;				
		HERE'S AND			
PLEASE PRINT THIS II	NYMITY DURING EVALUAT	TION PROCESS, PLE	ASE INDICATE		
PLEASE PRINT THIS II		TION PROCESS, PLE		ENPLOYEE NU	WBER. DATE VY WA
PLEASE PRINT THIS II WE (FIRST AND LAST)			URE		MBER DATE MY MM
PLEASE PRINT THIS II ANE (FIRST AND LAST) EPARTMENT/OWISION		SIGNA	Lute N	AL CODE OF	YY MU
PLEASE PRINT THIS II ANE (FIRST AND LAST) EPARTMENTION/ISION DAIL MAILING ADDRESS	NFORMATION.	JOB TITLE	URE PO	AL CODE OF	PRE TELEPHONE NUMBER
IF YOU DESIRE AND PLEASE PRINT THIS II PLEASE PRINT THIS II EPARTMENTOWISION DWE MALING ADDRESS SCORD SUBJECTER & NAME (PARTMENT/DIVISION	NFORMATION.	JOS TITLE CITY	une Po	AL CODE OF	PRE TELEPHONE NUMBER

THANK YOU FOR YOUR IDEA!

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Food Processing Industry Pre-Employment Language Training

FOR OFFICE USE ONLY							
Possible Work Locations	Possible Positions						

EMPLOYMENT APPLICATION (Short Form)

(PLEASE PRINT PLAINLY)

FOR OFF	ICE USE ONLY
---------	--------------

Work Location

Date.

Rate Position . Date .

Position(s) applied for ...

Were you previously employed by us?_____ If yes, when? ____

If your application is considered favorably, on what date will you be available for work?__

PERSONAL

Name					Sec	ial Security No	
	Last	First	stop ne i melyes h	Middle		an oeconty No.	
Present a	address	a subscience for	Concernance and the	summetter season		Telephone No	
	No.	Street	City	State	Zip		

Are you legally eligible for employment in the U.S.A.? Yes ____ No ____ (If yes, verification will be required.)

Are you of the legal age to work? _

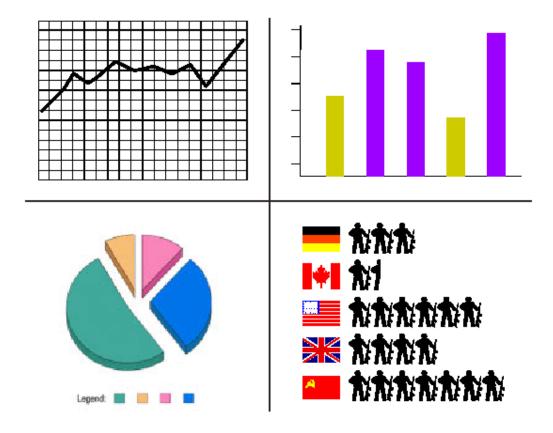
List below present and past employment, beginning with your most recent

Name and Address of Company	Fr	om	1	Го	Weekly Starting	Weekly Last	Reason for	Name of
and Type of Business	Mo.	Yr.	Mo.	Yr.	Salary	Salary	Leaving	Supervisor
	Desc	cribe 1	he wor	k you o	did:			I
Telephone	-							
Name and Address of Company	From		То		Weekly	Weekly	Reason for	Name of
and Type of Business	Mo.	Yr.	Mo.	۲r,	Starting Salary	Last Salary	Leaving	Supervisor
	Des	cribe t	the wor	k you i	did.			
Telephone								
Name and Address of Company and Type of Business	Fr	om		То	Weekly Starting	Weekly	Reason for	Name of
	Mo.	Yr.	Mo.	Yr.	Salary	Last Salary	Leaving	Supervisor
	Des	cribe t	the wor	rk you	did:			
Telephone	-							
nereby give permission to contact t	he emp	loyer	s listed	d abov	e concernin	g my prior we	ork experience.	
					Signed			
there is a particular employer(s), y	ou do i	not w	ish us	to con	itact, please	indicate whi	ch one(s)	
		M	LITA	RY	SERVIC	E RECOR	D	
Vere you in U.S. Armed Forces? Ye	5		No		If yes	, what Branc	h?	
ê-								
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Here are some examples of different types of graphs. Graphs are a visual way of showing information.



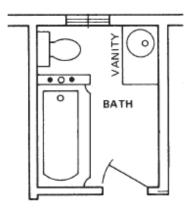
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MAPS

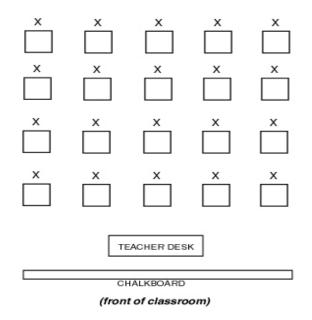
We use maps to

- find destinations
- plan efficient routes
- estimate arrival times
- predict fuel costs
- locate topographical information

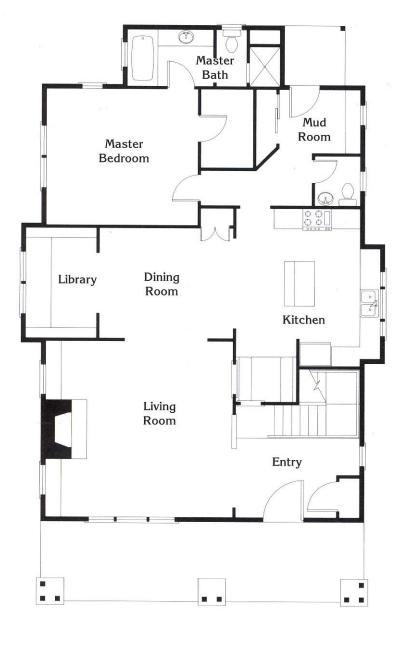
Look again at the maps of Alberta and Southern Alberta. Another type of map is a floor plan. Here are some samples.



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Traditional Classroom



Main Floor

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Workplaces often use pictures instead of words. Why do you think they do that? What do these pictures mean?



On the Job Communication			
Notes: 🔌			

Vocabulary List for Food Processing Industry

Jobs	
Lead Hand	Plant nurse
Frontline worker	Plant manager
Fork lift driver	Human resources
Supervisor	Sanitation department
Manager	Relief person
Office staff	New hire
Plant superintendent	

Personal Protective Equipment			
Beard net	Safety glasses		
Hair net	Ear plugs		
Goggles	Uniform		
Rubber gloves Boots			

Signs	
No Smoking	Danger No Admittance
Keep Door Closed	Spill Kit
Caution	Eyewash Station
Hearing Protection Required	Danger Compressed Air
Fire Exit	Electrical Room
Please Keep Closed	WHMIS Labels

Abbreviations			
24/7	24 hours a day, 7 days a week		
НАССР	Hazard Analysis Critical Control Point		
WHMIS	Workplace Hazardous Materials Information System		
OH&S	Occupational Health and Safety		
SOP	Standard Operating Procedure		
GMP	Good Manufacturing Practices		

Verbs			
Add	Mop Shut off		
Adjust	Open	Shut down	
Bend	Organize	Signal	
Brew	Paint	Sort	
Burns	Produce	Stack	
Check	Proof	Standardize	
Clean	Pull	Start	
Contaminate	Push	Start up	
Count	Put away	Store	
Cross contaminate	Record	Sustain	
Dehydrate	Dehydrate Remove .		
Empty	Repair	Train	
Inspect	Return	Turn	
Lift	Rotate Turn on		
Measure	Sanitize Twist		
Meet	Scoop Vibrate		
Mix	Shine	Wash	
	Shut	Waste	

Adjectives				
Alive	Hot, too hot, not	Ready		
Bottom	hot enough	Relevant		
Burnt	Heavy	Right (directional,		
Cold	Left	correct)		
Colour words - white,	Light (in weight, in	Safe		
brown, tan, beige,	colour)	Safety		
black, blue etc.	Living (a living	Serious		
Clean	organism)	Special		
Daily	Loose	Specific		
Dehydrated	Measurable	Square		
Dizzy	Mechanical	Stable		
Electric, electrical	Minor	Тор		
Empty	Narrow	Triangular		
Fast paced	Off	Under-cooked,		
Flammable	On	under-done		
Food contact	Over baked	Wide		
(surface)	Painted			
Full	Non food contact			
	(surface)			

Nouns				
Accident	Routine			
Allergen	Ingredients	Rubber gloves		
Barrel	Knob	Safety		
Beard net	Lid	Shift		
Benefits	Line	Schedule		
Bin	Loaf	Service level		
Bread crumbs	Locker room	Shelf		
Brooms	Lunch room	Shift		
Brush	Machine	Shut down		
Bucket	Maintenance	Size		
Button	Meeting	Shovels		
Cardboard	Memo	Spill kit		
Colour	Metal detector	Stability		
Complaints	Mops	Stack		
Costs	Noise, noise level	Start button		
Conveyor belt	Office	Steam valves		
Customer	Oil, Oil tank	Stop button		
Cylinder	Order	Storage		
Dough	Orientation	Switch		
Dustpan	Organism	Tank		
Efficiency	Oven	Target		
Emergency	Oven mitts	Team		
Entrance	Package	Temperature		
Equipment	Pallet	Time		
Eye wash station	Pan stacker	Training		
First Aid	Pay stub	Temperature		
Gas	Peanuts	Tools		
Glasses	Performance	Tray		
Goggles	Policy	Uniform		
Grease	Pressure	Wash bay		
Hair net	Procedure	Washroom		
Hand signal Product				
Handles	Production	Waste Waight		
Height	Rack	Weight Work zone		
Hose	Responsibility	Work zone		

Workplace Communication

To provide/receive information, explanation, direction How do I do this? What do I do? Where should I put this/these? How many do you need? When do you need this? Why do we do that? What are you doing? Please explain this to me. Please tell me what to do. Please show me where to put this. Please show me where to go. This is too hot, cold, heavy, Put this over there, next to the _____, up on the shelf

Making Suggestions

I think In my opinion

Asking for clarification /repetition/permission

Please repeat that. I don't understand. Please tell me again. Please explain that to me. May I do/ go/ have?

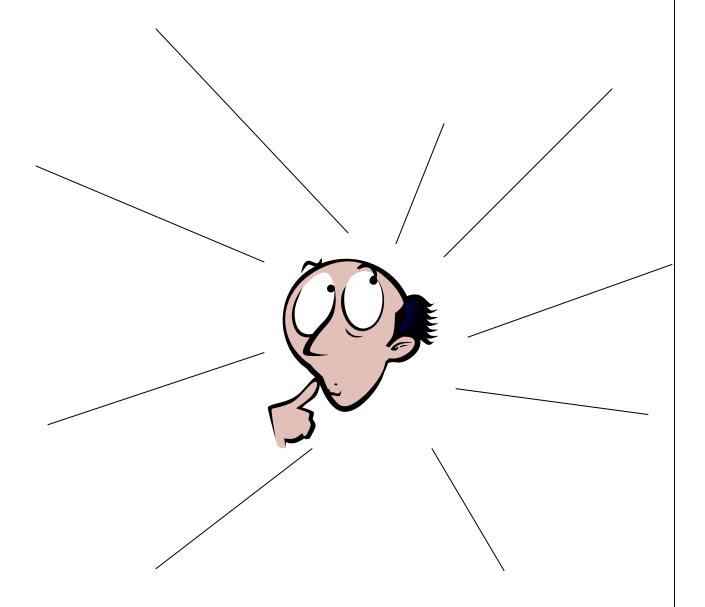
Telling about a problem

This machine is not working. This machine is not working properly. This machine is too noisy. This machine is too fast/slow/hot/cold/. This machine is vibrating. This machine is vibrating too much.

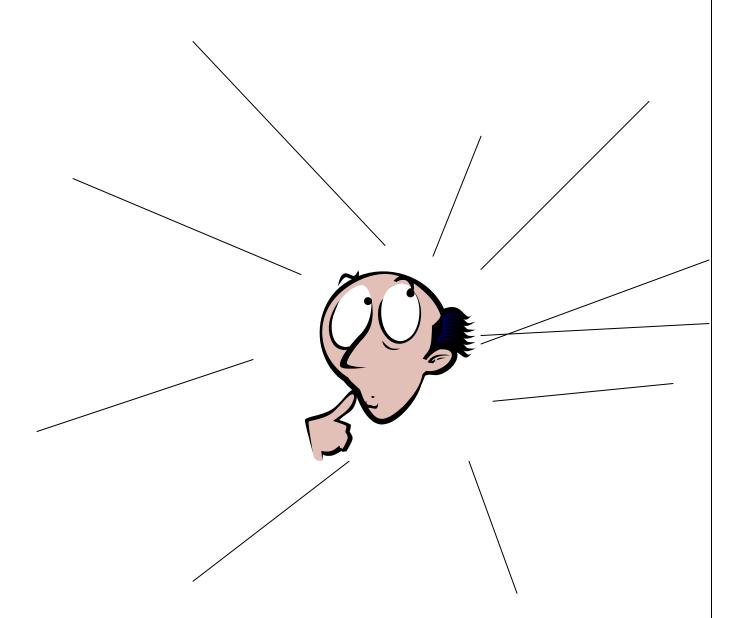
Giving Warning

Look out!	That's dangerous.
Be careful.	Don't go in there!
Don't touch that.	

What do you say to the Lead Hand?



What do you say to your co-workers?



Problem Solving Examples

Labourers may:

- have to cope with improper labeling on bags of products which have just been packaged. They remove the faulty bags from the line and send them for relabeling. What would you say?
- find that there is a shortage of containers into which to put the finished product. They try to locate and wash more tubs. What would you say?
- find that equipment, such as the butter churn, breaks down. They try to locate and fix the problem. If they cannot do this they call maintenance. **What would you say?**
- find that the conveyor belt shuts down. They look for the source of the problem, such as broken parts or the accidental tripping of a switch. If the belt cannot be immediately restarted, they deal with products manually until repairs have been completed.
 What would you say?
- realize that a product is not up to standard. They meet with operators and production managers to determine how the problem can be corrected. What would you say?

Decision Making

Examples

Labourers may:

- decide where to store items and when to begin clean up tasks. What would you say?
- decide when to shut down machines which are not operating properly. What would you say?
- decide when to get additional materials to the production area. This decision is important since a bad decision can lead to production slowdowns because of lack of stock. What would you say?

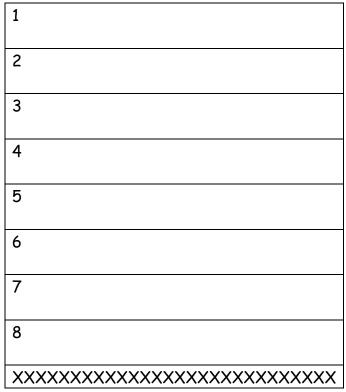
Notice of Retirement Party

Date: June 1, 2002 Re: Retirement Party: June Wilkins Attn: All Employees

As many of you are aware, June Wilkins will be retiring from XYZ Processing after 30 years of service. We will be holding a retirement party in her honor at the Royal Hotel on June 29 at 7:00 p.m.

We ask that anyone wishing to reserve a table sign their name below. Individuals signing up below will be responsible for organizing their tables. Please note that the table must have 10 persons.

Be sure to print your name clearly.



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Food Processing Industry Pre-Employment Language Training

Party Sign-Up Notice

Instructions: Read the Party Sign-Up notice and answer the questions below.

- 1. What is the reason for the party?
- 2. Who should read the notice?
- 3. How many years has June Wilkins worked for XYZ Processing?
- 4. On what date will the party be held?
- 5. Where will the party be held?
- 6. Who should sign the list?
- 7. How many people will sit at one table?
- 8. If each table is signed for, how many guests will attend the party?

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XYZ Processing

To: All Employees Re: Tape/Gloves/Safety Glasses Date: February 20, 2004

To receive new gloves or safety glasses or tape measures, you must hand in your old ones.

You will not receive anything new unless you have broken or unusable items to exchange.

Thank you,

Equipment Department

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- 1. Who should read the notice?
- 2. On what date was the notice posted?
- 3. What three pieces of equipment does the notice mention?

4. Circle **Yes** if the employee is entitled to new equipment, according to the notice. Circle **No** if the employee is not entitled to new equipment.

a) Safety glasses are broken	Yes	No
b) Tape measure does not open	Yes	No
c) Safety glasses are wrong colour	Yes	No
d) Gloves are too small	Yes	No
e) Tape measure is lost	Yes	No

5. Who issued the notice?

February 4, 2004

Attention: All Staff

There will be a meeting on February 10, 2004 at 11:30 a.m. in Room 123 to discuss the procedures for operating the new equipment. The supervisors will demonstrate how to assemble the equipment and will answer any questions. The supervisors will also demonstrate the safety procedures. Please bring paper and a pencil to take notes.

Who is the memo to?
Who is the memo from?
What do they want you to do?
When is this happening?
Where is this happening?
Why is this happening?

Healt	h and	Safety	in the	Workplace
Notes: 🔈				

Health and Safety in the Workplace



Safe work practices

- be well trained
- follow directions
- be careful
- encourage co-workers to be careful
- take the time to do it right
- attend safety meetings
- keep your work stations clean and tidy
- remember to lock down on machines
- wear PPE
- ask questions
- report unsafe conditions to your supervisor
- If you think it's dangerous, don't do it!

Hazards in the workplace

- falling objects
- possibility of fire or explosion
- beams at head height
- loud noise
- machinery
- slippery floors
- caustic materials
- toxic gases and airborne particles

Common Workplace Injuries

Back injuries are caused by

- incorrect lifting
- repeatedly lifting heavy loads
- twisting
- repeated bending and stretching

Repetitive Stress injuries are caused

- by the same action over and over
- too much stress being placed on a joint

Hearing damage is caused by

- sudden loud noises
- repeated or sustained loud noises

Respiratory illnesses are caused by

- dust
- toxins from grains, mold, bacteria
- vapours from solvents

Accidents can be caused by fatigue.

Tired workers

- react more slowly than usual
- show poor logic
- have trouble concentrating
- are more forgetful
- take more risks

Lifting Techniques

Do	Don't
Do use your leg muscles.	Don't use your back muscles.
Do bend your knees.	Don't bend your back
Do turn your feet.	Don't twist your back.
Do keep your feet shoulder width apart.	Don't stand with your feet too close together.
Do keep the object close to your body.	Don't reach for the object.
Do use a stool or ladder to reach high places.	Don't lift higher than chest level.
Do take frequent breaks.	Don't let your muscles get tired.
Do break loads down into smaller pieces.	Don't lift objects that are too heavy for you.



Hearing Protection Excuses and Facts

Excuse	Fact
"I'm used to noise."	The only way you can be "used to noise" is if your hearing is so damaged you're deaf to it.
"Hearing protection is uncomfortable."	Hearing protection takes a bit of getting used to, just like a pair of safety glasses or new safety boots. The hearing protection might feel odd at first, but after 2 weeks (at most) you'll hardly notice you're wearing it.
"My hearing's already changed."	True, hearing protection can't bring back the hearing you've lost.
"I'm too old to start now."	It can, however, save the hearing you have left The risk of hearing damage doesn't lessen as you get older.
"I won't hear what people are saying to me."	If you wear hearing protection in a noisy environment conversation is often easier to understand. You may be able to hear people better when you use the hearing protection.
"I've never used hearing protection and my hearing is as good as ever."	The terrible thing about noise- induced deafness is that you don't notice it until it's too late. You have to be wise before the event. The fact that you haven't been affected so far doesn't mean that you won't be affected.

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Super Food Processor

Incident Report		
Date:	Time:	Dept. #
Employee reporting:		
Position:		
Individual involved in incid	ent:	
Position:		
Nature of accident/inciden	t:	
Location of accident/incide	ent:	
Time of accident/incident:		
Injuries sustained:		
First Aid applied:		
Claim Filed:		
Department Manager	Witnes	S

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Food Processing Industry Pre-Employment Language Training



Industry: Food product manufacturing

Age: 45 years

Experience: 2 years

Area: B.C. Interior

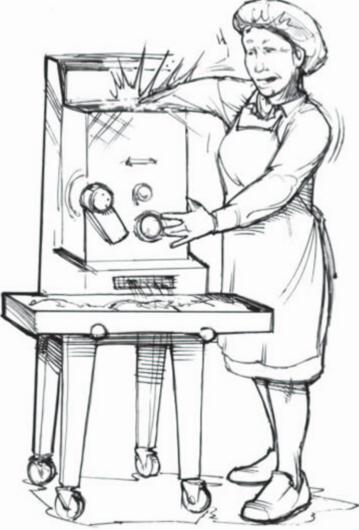
Pasta machine catches sleeve, breaks hand

The owner of a pasta company was placing ingredients in a pasta machine. As she reached into the hopper, the sleeve of her blouse became entangled with the rotating mixing arm. As the mixing arm continued to rotate, her

hand was broken.

Safe work practices:

- Do not wear loose clothing when working on or around machinery.
- Keep hands away from moving parts when adding ingredients.
- If you must reach inside the equipment to service machinery, first shut down and lock out moving parts.



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Industry: Bakery

Age: 32 yrs

Experience: 6 months

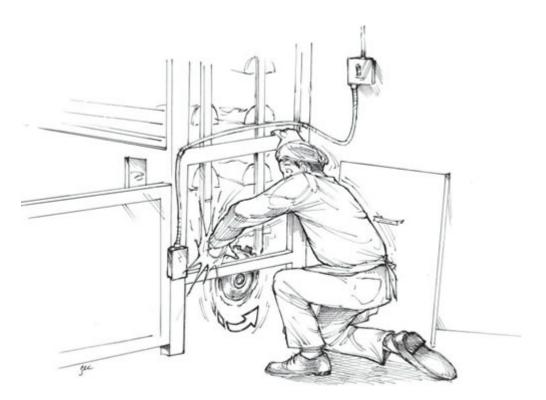
Area: Lower Mainland

Baker's arm caught in bread dough machine

A baker was working on the bread line when he noticed that dough balls were sticking at the in-feed chute of the overhead proofer. He removed a cover panel on the proofer without turning off the power to the machine. He then reached through the pinch point of the conveyor chain and the drive sprocket. His arm was caught, resulting in broken bones and severe cuts.

Safe work practices:

- Do not remove guarding such as panels that protect workers from moving parts while the machinery is in operation.
- Shut down and lock out moving parts before servicing machinery or doing maintenance and repairs.
- Instruct workers in lockout and other safe work procedures for the tasks they perform.



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POSTER # 99-06

Use extreme caution when using meat slicers

If not used safely, meat slicers can inflict serious cut injuries. A number of workers have suffered mild to serious cuts while operating meat slicers. During one year, a supermarket chain in the province had 36 workers off work at various times as the result of cuts they received while operating meat slicers.

Lack of training, poor work procedures, improper use of guards, and cleaning the blades without protective gloves are a few of the contributing factors.



Safe work practices:

- Provide written safe work procedures and training for each worker who uses a meat slicer.
- Use guards and glides at all times.
- Secure meat properly in the slicer, and ensure that the slicer is in the proper setting before cutting.
- Never reach across the blade.
- Turn the slicer off after use, setting the calibration back to zero.
- Unplug the slicer before cleaning it.
- Use cut-resistant gloves on both hands while cleaning the blade.

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Food Processing Industry Pre-Employment Language Training

Personal Protective Equipment

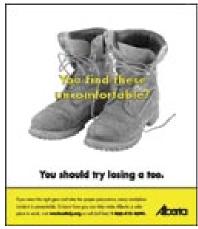
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Personal Protective Equipment (PPE)

Personal protective equipment means safety materials, equipment, systems, devices and clothing whose purpose is to protect from injury or illness.

Here are some samples of PPE.

Can you list some more examples of PPE?



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Employee N	Employee Name:		Date:		
Departmen	t:				
Item	Date	Condition	Date	Condition	Signature
	issued		Returned		
Hard Hat					
Ear					
Muffs					
Steel					
toed					
rubber					
boots					
Coverall					
Safety					
glasses					
Mesh					
glove					
Freezer					
jacket					

Personal Protective Equipment List

Comments:

I have been issued the above personal protective equipment. I am responsible for the security of the equipment issued to me and will return the items in good condition (wear and tear allowed).

Employee signature

Supervisor Signature

Food Processing Industry Pre-Employment Language Training

W	Ή	M	IS
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Notes: 🔈			
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WHMIS Workplace Hazardous Materials Information System

The WHMIS system has

- Labels
- Material Data Safety Sheet
- Symbols



The Material Safety Data Sheet contains 9 categories of information. These are

- 1. Product information: product identifier (name), manufacturer and suppliers names, addresses, and emergency phone numbers
- 2. Hazardous Ingredients
- 3. Physical Data
- 4. Fire or Explosion Data
- 5. Reactivity Data: information on the chemical instability of a product and the substances it may react with
- 6. Toxicological Properties: health effects
- 7. Preventative Measures
- 8. First Aid Measures
- 9. Preparation Information: who is responsible for preparation and date of preparation of MSDS

WHMIS symbols

Class A – Compressed Gas	Class B – Flammable and Combustible Material
Class C – Oxidizing Material	Class D – Poisonous and Infectious Material Division 1 Materials Causing Immediate and Serious Toxic Effects
Class D - Poisonous and Infectious Material Division 2 Materials Causing Other Toxic Effects	Class D - Poisonous and Infectious Material Division 3 Biohazardous Infectious Material
Class E – Corrosive Material	Class F – Dangerously Reactive Material

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Food Processing Industry Pre-Employment Language Training

Standard Operating Procedures

Notes: 🔈

Standard Operating Procedure (SOP)

An SOP is a set of written instructions or steps someone follows to complete a job safely. SOP's are for people who perform jobs by themselves, for people who work together on a job, and for people who supervise other people doing a job.

SOP's are usually between 6 and 12 steps long.

SOP's

- prevent errors
- make it easier to train people
- give everyone the same directions

Food Protection

Food Protection from Contamination during Storage, Preparation, Display, or Transport.

Definition:

Foods must be protected at all times from contaminants; however, temperature requirements must be maintained. E.g. foods at 7.2 degrees Celsius (plus or minus 2 degrees Celsius) must be covered during storage.

Storage

Foods being held during periods of non-preparation:

Examples of things to look for:

- 1. Store food on shelves 6 inches or more off floor and covered.
- 2. Store raw meat on lowest shelf.
- 3. Store food, equipment and supplies away from drains, sewer lines and toilets.
- 4. Store ice to be consumed separately from ice used for storage.
- 5. Do not reuse foil pans or plastic milk containers because they have non-smooth surfaces.
- 6. Keep fans and fan grills clean.

Oven Loader

<u>Personal Protective Equipment</u> Safety glasses and dust mask.

<u>Tools</u> Scraper, air gun, dust pan, garbage can

Oven Loader Cleaning Procedure (production not in operation)

- Get a mechanic to move oven loader out. (Lockout Procedure).
 The oven must be cooled down, under 100 degrees F.
- Scrape out dirt and crumb build-up on loader surface and framework.
- 3. Use dust pan to remove burnt rolls inside over (just the first section of the burners).
- 4. Lift up conveyors on loader and blow out all build-up.
- 5. Sweep up area in front of oven.
- 6. Put back loader.
- 7. Gather up and clean all tools used.
- 8. Get maintenance to test run the equipment and report any failure to maintenance immediately.

Completed by:

Checked by:

Date & Time:

Choose 10 of these verbs and write a sentence or instruction beginning with the verb.

Choose another 10 and tell your partner a sentence or instruction beginning with the verb.

Review all the rest of the verbs to make sure you know what they mean.

Verbs				
Add				
Adjust				
Bend				
Brew				
Burns				
Check				
Clean				
Contaminate				
Count				
Cross contaminate				
Dehydrate				
Empty				
Inspect				
Lift				
Measure				
Meet				
Mix				
Мор				

Open	
Organize	
Paint	
Produce	
Proof	
Pull	
Push	
Put away	
Record	
Remove	
Repair	
Return	
Rotate	
Sanitize	
Scoop	
Shine	
Shut	
Shut off	
Shut down	
Signal	
Sort	
Stack	
Standardize	
Start	
Start up	

RICE KRISPIE SQUARES

Ingredients

4 tbsp (60 ml) Butter 8 oz. (250 grams) Marshmallows 5 cups (1,250 ml) Rice Krispie cereal

Method

Melt butter in saucepan over low heat. Add marshmallows and stir till melted. Cook 3 minutes, stirring constantly. Remove from heat. Add Rice Krispies and stir until all are coated. Using buttered spatula, press evenly into buttered 13x9x2" (32.5x23x 5 cm.) pan. Cool. Cut into 2" (5 cm.) squares



Write out the instructions on how to do something.

Review				
Notes: 🔈				
	• • • • • • • • • • • • • • • • • • • •			

What does it mean?

- 1. WHMIS
- 2. HACCP
- 3. WCB
- 4. PPE

List 4 pieces of Personal Protective Equipment.

Vocabulary Review

applicant	In the present; now
WOORE	Person who watches
wages	workers do their jobs
reference	About a person
current	Someone who asks for a job
quit	To teach
describe	Job
aliaibla	A person or business that
eligible	pays other people to work
employee	Give someone a job; employ
employer	Pay per hour for work
Shift work	Place
Full-time	Explain something carefully and in detail
hire	Like one thing more than another
interview	Stop; leave
train	Work only part of the day or week
Location	Work at different times of the day
supervisor	Work all the normal working hours of the day
Part-time	Someone who says good things about you
Personal	Worker; a person who works for money
position	Allowed to do something
prefer	A meeting to ask questions about a job or an applicant

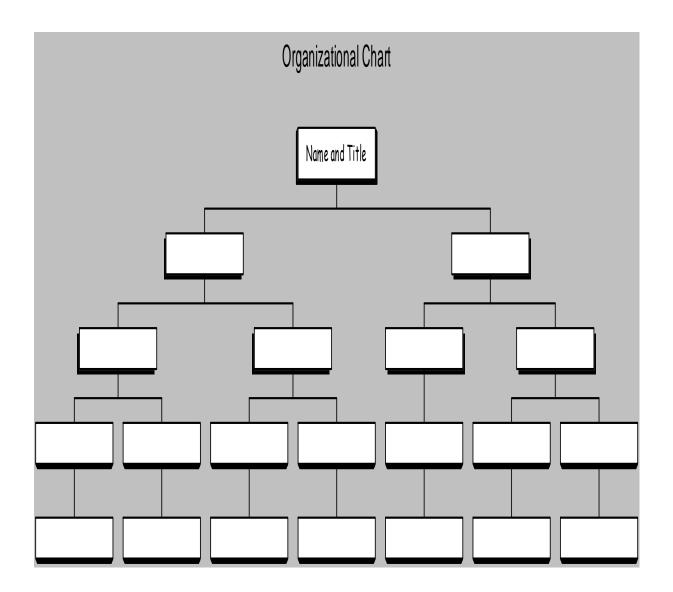
	Hierarchy	of the	Workplace	
Notes: 🔈				
 				

Hierarchy of the Workplace

Here are some of the jobs in a food processing plant.

Plant superintendent Manager Supervisor Lead hand Quality control HACCP coordinator Maintenance Frontline workers Fork lift driver Shipper/Receivers Health and Safety Safety committee Office staff Human resources First Aid Nurse Sanitation department Relief person New hire

Organizational Chart



Draw your family tree here.

Production Worker

"You need to be team-oriented but also self-motivated and able to work alone. People who enjoy physical work and who take pride in contributing to a team effort and a quality product will do well as a production worker."



WHAT I LIKE BEST ABOUT THE CAREER " I enjoy seeing the product go from raw

materials to finished product and playing a role in making sure it is a good, high quality product."

THE WORKING WORLD " Don't limit you. Keep all your options open."

EMPLOYER: Weston Bakeries Ltd.

•Michelle•Johnson• Management

EDUCATION: Grade 12, Diploma in Printing

YEARS IN WORKFORCE: 6 years

SALARY RANGE: \$18,000 - \$28,000

CAREER PATH: Production Worker

WHAT IS A PRODUCTION WORKER?

The smell of baking bread. If that thought brings a smile to your face, imaging working in a place where you are surrounded by it each day. That is daily reality for Michelle Johnson, who helps produce fresh bread and rolls for Weston's Bakeries Ltd., a wholesale bakery. Michelle has worked every job on "the line", which can be summarized as a sequence of "mix it, proof it, top it, bake it, bag it."

WHAT DOES A PRODUCTION WORKER DO?

Production workers take responsibility for one point or task in a sequence of steps from raw ingredients to finished product. The automated process starts with mixing a 250-kg. batch of dough, then moves through a series of stations where the dough is divided, molded into pans, proofed, baked in the oven, de-panned, sliced, bagged and put onto trays for shipping. New employees typically start with more labourintensive jobs like taking the pans off of the conveyor belt and loading onto pan trucks. With experience, workers can proceed to more technical jobs, operating computerized machinery that in many cases has been custom-designed for the industry and for Weston's.

Jill of All Trades Having worked at Weston's for more than six years now, Michelle has gained the experience required to do any job in the production process. Currently, she is on "coffee break relief", which means she moves up and down the line, taking over for others while they take their coffee breaks. This allows Michelle tremendous variety in every work day, and the advantage of seeing the "big picture" of production from every vantage point along the way. During the peak summer months Michelle serves as a lead hand, making up the production running order for the day, supervising and training a team of ten workers and trouble-shooting as needed.

Opportunities to Learn Michelle has taken advantage of several opportunities to learn new skills on the job. As part of an employee hiring team she learned how to do interviews, select new hires and conduct orientation training for new employees. As part of the scheduling committee she works with supervisors to plan the work schedule for all employees. "Learning is part of every day," she stresses. "We are always looking for ways to improve our process and management is very open to discussing our ideas."

HOW TO BECOME A PRODUCTION WORKER



Michelle started at Weston's as a summer job while studying

at a technical institute. She enjoyed the work and decided to stay. "To work here you need to have your Grade 12," explains Michelle. "You need to be teamoriented but also self-motivated and able to work alone." People who enjoy physical work and who take pride in contributing to a team effort and a quality product will do well as a production worker.

THE FUTURE

Recent growth in the food processing industry has opened up more opportunities for production workers. Michelle enjoys her work and looks forward to continued work with Weston's. She especially enjoys serving as a lead hand in the summer months and welcomes any opportunities for new challenges and opportunities to learn on the job.

RELATED CAREERS

Lead Hand

A lead hand is a team leader in a production facility, often reporting to a foreman or supervisor. Lead hands need to know the work very well but have increased responsibility for front line supervision and planning the production run.

Production Supervisor

A production supervisor oversees the production process, ensuring that materials and workers are in place to keep the production line going and meet production targets.

Labourer

A labourer is often an entry-level job in a processing plant, performing physical tasks like moving stock, racking, packing, cleaning up and janitorial functions.

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·Randy·Oldenburger·

Line Supervisor

"It's a team effort and it has to be. If one person fails, the entire team fails; if one member of the team succeeds, it's because the team helped that person succeed."

WHAT I LIKE BEST ABOUT THE CAREER

" I love being on the cutting edge of technological change - of fantastic changes in the way food is processed and handled. "

THE WORKING WORLD

"No matter what field you choose, it has to be something you will enjoy and continue to be challenged by. The most important thing is to find a job where you can continue to learn. "

EMPLOYER: Heritage Foods Ltd.

EDUCATION: Grade 12

YEARS IN WORKFORCE: 17 years

SALARY RANGE: \$25,000 - \$35,000

CAREER PATH: Line Cook, Restaurant Manager, Line Supervisor

WHAT IS A LINE SUPERVISOR?

Good food doesn't "just happen". A great cake, a fine meal or the perfect perogy, in the case of Heritage Foods, results from good work and informed decisions all along the way. In a food processing plant, each person who works on the production "line" contributes to that process, whether it is the person loading and mixing the raw ingredients, the machine operators or those who package the finished product. The person who orchestrates this process is called a line supervisor. At Heritage Foods, Randy Oldenburger faces this challenge with enthusiasm each day.



WHAT DOES A LINE SUPERVISOR DO?

"I basically coordinate the work of eight people on a production line," explains Randy. "I find out what we are going to be making that day, make sure all of the ingredients and materials are in place, the right equipment is set up and that everyone has what they need to do the job." On a given day, Randy's team will produce 300,000 "Cheemo" perogies.

Jack of All Trades While each day has a predictable schedule of setting up the line, running production and cleaning up for the next shift, the line supervisor must be flexible enough to quickly respond to concerns regarding equipment, materials, and staff. Randy frequently finds himself responding to staff concerns or mechanical breakdowns on the line. "You have to know every piece of equipment from the ground up," he explains, "as well as proper procedures, safety regulations and how to work with people."

Team Leader Line production depends on teamwork. "It's a team effort and it has to be," states Randy. "If one person fails, the entire team fails; if one member of the team succeeds, it's because the team helped that person succeed." Randy works hard to develop and maintain a positive team spirit on the line as he trains new personnel, organizes the positions on the line, and responds to staff concerns.

Customer Focus "The customer is the business focus at Heritage," stresses Randy. To ensure customer satisfaction and efficient production, Randy meets monthly with senior management to discuss product changes, review customer concerns and plan production improvements. Subsequent meetings with the production team ensure all employees are involved in the process.

HOW TO BECOME A LINE SUPERVISOR

Randy came to this position after ten years in management in a national food chain. That experience was invaluable in developing the "people skills" needed to train and motivate staff and the organizational skills needed to keep production running smoothly. While many line supervisors are promoted to supervisor from the production line, Randy recommends a basic management course like those offered at many technical institutes and colleges.

Line supervisors need strong mechanical skills to respond to equipment problems. "They also need to be fast learners," emphasizes Randy, "to not only learn the new technology but to pass that on to staff on the line". To keep his own skills current, Randy has enrolled in a four-month food production course offered through the Northern Alberta Institute of Technology.

THE FUTURE

Randy views food processing as a dynamic and growing sector. New products and improved production techniques provide varied and stimulating work opportunities for line supervisors like Randy, who views the future with confidence and optimism. In addition to a growing industry, he enjoys working for a growing company, happily reporting that "this is the best company I've ever worked for." For those employees eager to learn and to take on new challenges, a line supervisor's position can lead eventually to positions such as production manager or plant manager.

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Who do you talk to?

Who do you talk to if

a machine breaks down?

there is a mistake on your paycheque?

you are sick and need to go home?

you are sick and can't come to work?

you don't understand what to do?

something is dangerous?

you don't know where to put something?

your co-worker is annoying you?

you need to know what to do today?

you need to organize what to do first?

you cut yourself?

On the Job Training		
Notes: 🔈		

New Employee Orientation

Name: _____

Date Hired: _____

Position: _____

Date Reviewed: _____

The items on this checklist are to be accomplished and checked off by the supervisor and the Joint Health and Safety Committee (J.H.S.C.) Representative for each new worker. Upon completion, the Supervisory, the J.H.S.C. Representative and the new employee will sign the form in the spaces provided. The completed copy is to be retained in the worker's file in the Personnel office. All items must be checked by the

3 month orientation.

Extended welcome and explain the purpose of orientation
Brief history of our organization
a) The company
b) This location
c) The products
Review administration procedures
Reference letters
Documents
Present Company's position on Safety and Health rules
Smoking Policy
Discuss working dress required for job-classification
Outline/discuss shift rotations
Discuss time cards, payday
Discuss Company's Employee Handbook
Discuss Probationary period
Communication concerns
Workplace concerns
Pre-employment Health Report in employee's file

To employee: Upon completion, new hire must sign his or her name in the space provided, acknowledging that he or she has received information on the items checked above. All items remaining unchecked will be addressed at the 3-month orientation.

Employee Signature

Management Signature

J.H.S.C. Representative Signature

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Job Search
Notes: 🖎

Job Search



You will search for a job using newspaper ads, website ads, contacts such as friends and co-workers, and by visiting employment centres.

Read the following ads and notice the kind of information they give you.

Do any of these jobs interest you?

Why or why not?

Advertisement number: 1073904

Title: General labourer - manufacturing (2 night shift) (NOC: 9619)

Terms of Employment: Permanent, Full Time, Overtime, Day, Night

Salary: \$9.50 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Edmonton and Area, Alberta (2 vacancies)

Skill Requirements:

Education: Some high school

Experience: No experience

Languages: Speak English

Work Setting: Packaging company

Weight Handling: Up to 23 kg (50 lbs)

Specific Skills: Check and weigh materials and products

Own Tools/Equipment: Steel-toed safety boots

Work Conditions and Physical Capabilities: Fast-paced environment, Repetitive tasks, Handling heavy loads, Physically demanding, Manual dexterity, Attention to detail, Hand-eye co-ordination, Standing for extended periods

Essential Skills: Reading text, Document use, Writing, Oral communication, Working with others, Problem solving

Other Information: PLEASE NOTE: NIGHT SHIFT PREMIUM 35 CENTS/HOUR.

Employer: Grimm's Fine Foods

How to Apply:

In Person between 9:00 and 13:00: 12130-68 St. Edmonton, Alberta T5Z 3E2

Business Profile: Food processing plant.

Advertised until: 2004/11/26

Advertisement number: 1067739

Title: Food processing labourer (NOC: 9617)

Terms of Employment: Permanent, Full Time, Day

Salary: To be negotiated

Anticipated Start Date: As soon as possible

Location: Calgary and Area, Alberta (2 vacancies)

Skill Requirements:

Education: Not applicable

Experience: Experience an asset

Languages: Speak English

Work Setting: Bakery, Food and beverage plant

Weight Handling: Up to 23 kg (50 lbs)

Specific Skills: Transport raw materials, finished products and packaging materials, Measure and dump ingredients into hoppers of mixing and grinding machines or mobile tank trucks, Remove filled containers from conveyors, Manually pack goods into bags and boxes or other containers, Clean work areas and equipment, Feed and unload processing machines, Check products and packaging for basic quality defects, Assist process control and machine operators in performing their duties

Additional Skills: Food safety/handling skills

Work Conditions and Physical Capabilities: Standing for extended periods

Other Information: Spanish speaking an asset

Employer: Pradera Natural Mexican Food Products C.

How to Apply:

By E-mail: pradera@telus.net

Business Profile: Tortilla bakery factory

Advertised until: 2004/11/30

Advertisement number: 1069697

Title: Production worker (NOC: 9617)

Terms of Employment: Permanent, Full Time

Salary: To be negotiated

Anticipated Start Date: As soon as possible

Location: Calgary, Alberta (1 vacancy)

Skill Requirements:

Education: Not applicable Experience: 1 - 2 years Languages: Speak English, Read English, Write English Work Setting: Fruit and vegetable processing plant Weight Handling: Up to 23 kg (50 lbs) Additional Skills: Food safety/handling skills Security and Safety: Bondable Work Conditions and Physical Capabilities: Manual dexterity, Hand-eye co-ordination

Transportation/Travel Information: Own transportation

Essential Skills: Oral communication, Working with others, Problem solving, Decision making

Other Information: Production Supervisor Experience in food processing or as a chef in a large volume food service. Both the general mgr and production mgrs are Red Seal Chefs. Must be bondable Work 40 plus hours a week.

Employer: Agristar Produce Ltd

How to Apply:

By Fax: (403) 214-3658

By E-mail: ghanson@agristarinc.com

Other: Resume required. No Phone Calls Please

Business Profile: Fresh cut fruit & vegetable processors

Advertised until: 2004/11/23

Advertisement number: 1061867

Title: Food processing labourer (smoke house helper) (NOC: 9617)

Terms of Employment: Temporary, Part Time, Day, Evening

Salary: To be negotiated

Anticipated Start Date: As soon as possible

Location: Edmonton and Area, Alberta (2 vacancies)

Skill Requirements:

Education: Not required Experience: Will train Languages: Speak English, Read English Work Setting: Meat plant Weight Handling: More than 45 kg (100 lbs) Specific Skills: Transport raw materials, finished products and packaging materials Own Tools/Equipment: Steel-toed safety boots Work Conditions and Physical Capabilities: Manual dexterity, Standing for extended periods Work Site Environment: Hot, Cold/refrigerated Transportation/Travel Information: Own transportation Essential Skills: Reading text, Oral communication, Working with others

Employer: Capital Packers Inc

How to Apply: In Person between 8:00 and 14:00: 12907 - 57 Street Edmonton, Alberta T5A 0E7

By Fax: (780) 478-0083

Advertised until: 2004/11/17

Application Forms and Resumes

Application Form					
Please print					
Name					
	Last			First	
Male		emale			
Address					
		Street A	ddress		
	City	Provi	nce		Country
	Postal Code	_			
Phone Nun	nber () Area Code				
Social Insurance Number					
Education					

Employment History		

Signature_____



BAKER BOYS APPLICATION FOR EMPLOYMENT

Name:	
Address:	City: Prov:
Telephone:	Business/Message:
Position applying for: Salary Expe	ctations
How did you hear about this job/our company?	
Have you ever been employed by Baker Boys? Yes No	_
AVAILABILITY	
Part Time Full Time	Days Available: S M T W T F S (please circle)
Hours available per week:	Morning or Afternoon Shifts?
How far do you live from the bakery?	How will you get to work?

EMPLOYMENT HISTORY: BEGIN WITH MOST RECENT

Company Name & Business	Address and Phone	Dates From/To	Position	Salary
Manager:				
Manager:				
Manager:				

Please describe any physical limitations or health problems that may effect the position applied for. (Health problems do not effect employment unless they are considered job related).

List relevant organizations, clubs, sports, which you are involved with and position held.

Please list 3 personal qualities that would make you a valued Baker Boy employee.

I hereby certify that the answers given by me in this application are true and complete. I understand that any false answers or statements made by me will be grounds for termination of employment. I also hereby consent to Baker Boys obtaining information verifying details of my education and previous employment. I fully understand that if employment is obtained under this application, I will comply with all rules, regulations and policies of Baker Boys.

Date ____

_____Signature _____

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SAMPLE JOB APPLICATION FORM

This form includes almost everything you might find on a company application. Practice filling it out and use it as a reference to complete other application forms. Review a copy of your application before your job interview.

Instructions: Type or print clearly in black or blue ink. Answer all questions.

NAME (Las	t, First, Middle)		SOC. INS. #		
ADDRESS	(Number and Street, City, Province, Pos	stal Code)	PHONE	NO.	
POSITION	DESIRED		()	e Part-time	
HAVE YOU WORKED FOR THIS COMPANY BEFORE? Yes No					
EDUCATI	ON				
High School	NAME AND ADDRESS OF SCHOOL	MAJO	२	DEGREE/ DIPLOMA	
College					

Trade, business, other								 	
SPECIAL S training, hor	nors, av		ind spe	cial ac	comp	lishmo	ents		
EMPLOYM									
Employer:								 	
Address:								 	
Supervisor: _								 	
Phone:									
Position Title	:								
From:		To:							
Duties:								 	
Salary:					_				
(first)		(last))						
Reason for le	aving: _								
Employer:								 	
Address:								 	
Supervisor: _								 	
Phone:									

From: Duties:	To:	
Duties:		
Salary:		
(first)	(last)	
Reason for leaving: _		
Employer:		
Address:		
Supervisor:		
Phone:		
Position Title:		
From:	To:	
Duties:		
Salary:		
(first)	(last)	
Reason for leaving: _ MAY WE CONTAC		RESENT EMPLOYER? Yes No
REFERENCES: (E	XCLUDE R	RELATIVES AND FORMER EMPLOYERS)
Name/Title		Address and Phone No. Occupation
1		

2.			
3.			
IC	ERTIFY THAT THE INFORM	AATION CONTAINED	IN THIS APPLICATION IS
TR	UE AND COMPLETE TO TH	E BEST OF MY KNOW	LEDGE AND
UN	DERSTAND THAT ANY FAI	LSE INFORMATION O	N THIS APPLICATION
MA	AY BE GROUNDS FOR NOT	HIRING ME.	
DA	TESIGNA	TURE	

.

JOHN DOE #201, 315 - 10 Avenue S.E. Calgary, Alberta T2G 0W2 (403) 555-1234

OBJECTIVE:

To obtain a position in landscaping

RELATED SKILLS

- Possess mechanical aptitude
- Able to use a variety of power equipment
- General knowledge of home and garden maintenance
- · Three years experience maintaining neighbours' lawns and gardens
- Class 5 driver's license

PERSONAL ATTRIBUTES

- Excellent team worker
- · Enjoy working outside
- Good physical condition, strong back
- Reliable, punctual, honest

EDUCATION

Grade 11 1993 Central High School Calgary, Alberta

Storage Plus

Calgary, Alberta

Lucky Gas Bar

Calgary, Alberta

- + Shops: construction, drafting, horticulture
- Plan to obtain high school diploma through evening courses

EMPLOYMENT

Warehouse Clerk June 1996 - Present

Gas Attendant March 1995 - March 1996

ADDITIONAL INFORMATION

- Enjoy various team sports
- Speak French fluently

REFERENCES:

· References and letters of recommendation available upon request

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Find Someone Who

Walk around your classroom and ask your classmates if they are or are not any of these things. Write down the name of the student who *does* or *is*. Remember to make a Yes/No question with *"Do you....?"* Or *"Are you....?"* If they answer yes, write down an example.

is organized	is efficient	gets things done
example:	example:	example:
handles stress well example:	gets along well with others example:	is creative example:
is a good leader example:	likes to work independently example:	works well in a team example:

Sample Interview Questions

A. Openers

1. Tell me about yourself...

The interviewer is asking you to tell them about yourself as a person, not merely about your job skills.

- a. Describe a few personal items, such as hobbies or interests.
- b. Mention work-related factors such as previous work experience, training and education.

B. Work Experience/Job Performance

1. Have you ever done this type of work before?

If you have done similar work in the past or have held a job using some of the required skills, examples of skills used in past jobs should be described. If this line of work is new to you and you have never done anything similar in the past, be sure to mention your eagerness and ability to learn.

2. Why should we hire you instead of someone else? What are your greatest strengths?

Remember to keep the information related to the job you are competing for. Mention positive traits that give the interviewer a variety of information about you. Confidently list your skills and your positive characteristics.

3. What are your weaknesses?

A tough question. Everyone has weaknesses. The interviewer wants to know if you have any weaknesses that will prevent you from doing the job well. Don't mention weaknesses if they will not interfere with your ability to do the job. If you do have a weakness that will interfere with the job, then perhaps this is not the best position to be applying for. If you feel you can overcome the weaknesses, mention them to the interviewer and explain what you have been doing to overcome the difficulties. Always reassure the employer that you are confident that you can either work with or overcome the weakness.

4. What kinds of machines/equipment have you worked with?

Only mention machines or equipment that are related to the job in question. The more equipment you can operate, the more apparent it is that you are capable of learning about other types that might be used on the job. If you have not had experience working with the type of equipment used, describe similar equipment and say that you can learn quickly.

5. Give me an example of a time when you worked under pressure.

Employers want to know how you are able to handle pressure.

Give the interviewer examples of activities that involved deadlines and pressures and explain how you handled the stress. If you were unable to meet the deadline, explain

what you did to compensate, such as working overtime, renegotiating the deadline, etc.

6. Why have all your jobs been short term?

The interviewer is trying to find out if you can keep a job.

You should mention any straight forward factors that are responsible for your work history, such as returning to school, summer or temporary employment, travel, etc. If you have no explanation to offer the employer, mention that you were looking for work and assure the employer you plan to stay with this job for some time.

7. Why did you leave your last job?

The interviewer is looking to see if there were problems at your last job that may arise again.

Do not say anything negative about a company or supervisor you used to work for.

C. Education/Training/Future Goals

1. What training or education do you have?

Mention any training that you have had that relates to this job. Also tell him what your educational background is, if it relates to the job.

2. What are your long range goals?

The interviewer wants to know whether you are serious about staying with the company. If your goals are related to the job in question, tell him. If the position is not related to your goals, mention the advantages of gaining additional work experience.

D. Company Research

1. Why do you want to work here?

The interviewer wants to learn what you know about the company and the job. Knowledge about the company and the job shows the interviewer you are interested and demonstrates initiative on your part. You should mention as many of the positive features as you can about the company and mention why you are a good person to fill the job vacancy.

2. What kind of salary do you expect?

Most lines of work have a set salary range. You should learn what this range is before the interview.

E. Personal

1. How much were you absent from work/school?

The interviewer is trying to determine whether they can depend on you to show for work.

Stress your past and future reliability.

2. When are you available for work?

If you are presently unemployed, you can most likely respond that you can begin work right away. However, if you are employed, you should know how much notice your present employer needs before you are able to leave your present job.

3. Can you explain this gap in your employment?

The employer may be questioning your commitment to employment, thinking that you don't like to work, or wanting to find out what you have been doing with yourself during the gap.

If you have been doing anything constructive during this time, such as taking courses, performing volunteer work, etc., mention these. Also, mention that you were looking for jobs, and that you enjoy working.

4. Do you have a criminal record?

If you have a criminal record, don't try to hide it from the interviewer. Briefly explain the situation, remembering not to sound like you are making excuses or blaming the incident on someone else. Tell the interviewer that you have learned from your mistakes and have changed your ways.

F. Closures

1. Do you have references?

Give the interviewer with a neatly typed sheet with the name, position, location and telephone number of your references. You can use employment references, teachers/instructors or personal references. Ask have permission to use someone's name before adding it to your reference sheet.

2. Are there any questions that you have?

Always ask one or two questions to show that you are interested in the position. However, the interview is not the time to ask questions about salary, benefits, hours or vacation. Wait until you have been offered the job before asking about them.

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Interview Evaluation Form					
Interviewer					
Interviewee					
1 = very good 2 = satisfactory 3 = needs practice					
А.	Delivery				
		Maintained eye contact with interviewer			
	_	Spoke loudly and clearly			
		Spoke in a natural manner			
		Used appropriate gestures			
В.	Communicative Ability				
		Pronunciation was clear			
		Spoke fluently and confidently			
		Grammar was reasonably accurate			
		Vocabulary was effective			
C.	Content				
		Answered questions well with examples and description			
		Stayed on topic			
		Did not talk for too long or too short a time.			

Course Evaluation Form

Put a∫ in the that	Fully Satisfied	Somewhat Satisfied	Not at all Satisfied
applies to			
you.			
The teaching was clear and easy for me to understand.			
The materials were interesting and good quality.			
The classroom was comfortable and good to learn in.			
The material that I learned will help me achieve my goals.			
I can use what I learned for my work.			
I can use what I learned in my daily life.			
I would recommend this course to my friends.			