**INITIATIVE**

Hi, my name is Amina. I work as a housekeeper in one of the large hotels downtown. It’s a hard job. By hard I mean that there’s a lot of physical labor involved in this work. I have to strip down and make beds, scrub floors, sinks, toilets and tubs, vacuum floors, and dust furniture. All of this needs to be done quickly and well. Recently I was assigned a partner to help me. My partner is a sweet, pretty young woman named Isabel. She works very hard, too. You are probably wondering, “What is the problem?” The problem is that, although we are partners, she always expects me to tell her what to do. That’s okay, too, but one day I realized that while I was cleaning the bathroom, she stood by the window and waited for me to come out and tell her what to do next! She waited ten minutes while she could have been vacuuming the floor and dusting the furniture. I really wish she would take a little more initiative!

What is Amina’s job? Where does she work?

What do you think ‘**initiative**’ means? What is her problem?

What do you think she should do about her problem?

**QUALITY**

Hi, I’m Tong. I work on the cleaning crew at a large grocery store in St. Paul. Our job is to clean the store at night when there is the smallest number of shoppers in the store. Although I’m technically not a supervisor, I recently started training a new guy—showing him the ropes. I see him about once a week, and my co-workers work with him on the other nights. Last week when we worked together, we had to mop the aisles. I showed him how to use the mop and assigned him an aisle to mop on his own while I mopped another aisle. He finished a little bit before I did, so he went outside to smoke a cigarette. When I finished my aisle, I went to see how he had done. His aisle still had lots of dirty streaks and footprints. When he came back from his break, I showed him again how to use the mop correctly, and I instructed him to clean his aisle again. He did, with no complaint. But that was a week ago, and last night he did the same thing again! I was getting frustrated with this guy, so last night I said, “Why can’t you just do it right the first time?” He responded, “You’re the only guy who makes me redo it, and I still get paid. What’s the big deal?”

What is Tong’s job? Where does he work?

What is his problem? What do you think he should do about his problem?

**PROMOTION**

Hi, I’m Jing. I work in a tailor’s shop by Lake Phalen, on the east side of St. Paul. It’s a busy little place where business people bring their clothes to be altered, hemmed, repaired and, in some cases designed and created. Recently, a customer hired our head tailor, John, to design and make several dresses for a wedding next summer. At that time, he asked me if I could help him by doing quality control in the shop. That means making sure everyone did a good job on their sewing and tailoring work. He promised me a $.75 per hour raise if I agreed. Of course I agreed! It was a promotion, though a small one. I was very excited until I realized what my new job meant. I had to check the work of my co-workers. If they make a mistake or do poor work, I have to tell them to redo it. All of my co-workers used to be my friends, but now they are sometimes angry with me because I asked one of them to redo her work. She thought it was good enough, so she didn’t want to spend her time redoing it. I insisted, and she did it, but now she won’t talk to me. My other three co-workers are also very cold to me.

What is Jing’s job? Where does she work?

What do you think “**cold to me**” means? What is her problem?

What do you think she should do about her problem?

**Write your answers to one of the stories below.**