

HUMAN RESOURCES

Activity - What Makes a Good Employee?

You can find the answer to this question by reading the following **true** stories about employees who developed certain characteristics or attributes that make them valuable to the company. As you read each case, **decide what attribute the employee(s) has (or doesn't have) and write it on the worksheet. Use each attribute no more than once. Not all the attributes will be used.**

- Be on time
- Be pleasant and helpful
- Put in a full-day's work even when unsupervised
- Be thorough and efficient
- Follow company standards
- Don't make others do the work you should do yourself
- Go the extra mile
- Be self-motivated
- Be considerate to coworkers
- Do the job you are asked to do even when it's difficult
- Be honest to your employer

1. Nate landed a job working for a telemarketing company. Each day as he came to work, he checked in by sliding his time card into a machine that recorded the time he arrived. After his first two months on the job, he received a \$200 bonus check. Why? The check stub thanked him for never being late for work during the two months.
2. Mark had just graduated from high school. His uncle, a construction contractor, helped him get his first part-time job at a lumber company. When he wasn't working, he went to college. His supervisor told him if things went well they would eventually make him a delivery driver. After the first day, Mark was ready to quit! He shoveled weeds in the hot sun around the building. He did the same thing the next day. Each day brought a new challenge--wash all the company trucks, clean the restrooms, shovel more weeds. After three months, Mark's supervisor told him to go get his chauffeur's license to deliver the lumber. He was happy. Next they had him work in the mill cutting the lumber. He eventually got to work in the store and help customers. Because he was working towards a math/drafting degree in college, he began figuring the bids for construction jobs. After four years he became a store manager. The company decided to build and open an additional store in a neighboring state. They chose Mark to oversee its construction and be the manager!
3. The owner of a fast-food franchise would stop by once in a while and see how his store managers and teenage employees were doing. He would pick different times of the day to do so. His employees had specifically been assigned certain tasks such as: sweep the floor, wipe down the tables, wait on customers, cook the food, etc. One day he decided to put some ketchup on a shutter at the window to see if any employee would notice it and wipe it off. He decided to leave the store and come back another day to see if the shutter had ever been cleaned. He waited several days. To his surprise when he returned the ketchup was still on the shutter.

4. Trent works alone in a warehouse bending metal for a siding company. There are days when he never even sees his employer. However, he arrives at work at 8 a.m., works until noon and leaves for lunch for one hour. He returns to work at 1 p.m. and works until closing at 5 p.m. He records the work he does and at the end of the month gives it to his employer.
5. Many companies have dress code standards. This is especially true in companies that have employees who meet the public. Celeste had been told about the dress code when she was hired. When she first started to work, she made sure she followed the guidelines for dress at work. However, after a few months she started wearing jeans once in a while. When no one said anything to her, she started wearing T-shirts with her jeans. Finally her supervisor had to call her in to talk about her clothes.
6. Kevin files invoices for his company and has access to many office supplies. If he needs things for his home office, he takes them from his work. He thinks to himself how inexpensive a box of staples or paper clips, pens, pencils, folders and binders are and that those few items would never be missed.
7. Brenda is employed by a company that allows one hour lunches and two 10 minute breaks--one in the morning and one in the afternoon. Brenda is a good worker and does her job well. Therefore, she thinks it is okay for her to come back a few minutes late from break and lunch.
8. Tom works in an office with five other employees. He is becoming more and more frustrated with Erin, the employee whose desk is next to his because whenever one of the other four employees leaves the office for a few minutes Erin will say something negative about the person who has left the room.
9. Jennifer is absent from work frequently. Whenever she is gone, the supervisor always gives Jennifer's work to Ashley to complete. Ashley finds herself working late to get Jennifer's work done. In addition, Ashley feels exhausted by the time the day is over because she has to rush all day.
10. Jared has tickets to a concert on Friday evening in a neighboring city. He has asked his employer if he can leave work early so he can get there on time. His employer said "yes" if he can get someone to stay late and cover for him. The three of them have had several conversations about music and concerts. Jared doesn't think either one would stay late for him because of their negative attitude about music.