

MEET YOUR SUPERVISOR'S EXPECTATIONS
ANSWER KEY
(PAGES 140-142, JOB SAVVY, 5TH EDITION)

1. BE TRUTHFUL:

Appropriate responses include: to cover for errors, to cover for other employees, to cover for unscheduled absences, to hide lack of knowledge, etc.

Appropriate responses include: the supervisor may believe a task was accomplished when it is not, a customer's order could be wrong, the supervisor can be held accountable for the error, a small error could lead to bigger problems, etc.

2. DON'T EXTEND YOUR BREAKS:

Appropriate responses include: a supervisor asked you to do something on your way back from break, you are helping other employees, you needed to speak to the personnel department, you had an emergency situation that could only be addressed at that time, etc.

3. GET YOUR WORK DONE:

Appropriate responses include: lack of knowledge of task to be completed, too many unscheduled absences by other employees so you have to fill in doing other jobs, a noisy work environment, personal telephone calls, other workers stopping by your desk to chat, etc.

4. BE COOPERATIVE:

Appropriate responses include: to show you are a team player, to help the company, to help the company's customers, to put yourself in a favorable position with management, to learn new job functions, etc.

5. BE ADAPTIVE:

Appropriate responses include: company gets a new computer system, company gets new equipment, company sells new products or services, old processes were not working well, company changes marketing strategy and starts selling to a different customer base, etc.

6. TAKE INITIATIVE:

Appropriate responses include: determine if there are more efficient ways to do the work you are assigned, determine if you can do additional tasks associated with your work that will make work easier for other departments or other workers in your department, etc.