



“The other night they were interviewing Snoop Dogg and others and they asked them a question about what they thought about the dress code that the NBA players now had to follow. Snoop Dogg was the one who said, ‘If you’re not writing the check then you dress the way your boss says to dress. (In my business) I write the checks, and I can dress any way I want.’ And I think that is a very key point.”

David Porter, Administrator, Detroit Public Schools, MI (2006)



Vocabulary

Receptionist • Reputation • Professional • Appointments

Reading Selection 1.1

Alyssa – Looking Professional

Alyssa just started working as a receptionist for a law firm. The law firm has many cases each year. The firm has a good reputation for being very professional; however, the lawyers and their clients are a little old-fashioned.

Alyssa is a smart young woman. She has a great voice on the phone. She makes people feel comfortable. She is very good at setting up appointments. She always makes sure that phone messages are correct.

Alyssa rides motorcycles on the weekends. Her friends have been trying to talk her into getting a tattoo and piercing her eyebrow. Alyssa likes the idea and is thinking about it. She thinks tattoos are really cool.

Alyssa told her friend Nancy that she was thinking about getting a tattoo and piercing her eyebrow. Nancy told her to think about how it might affect her job. Alyssa loves her job and hopes to stay with the firm. She is going to school at night studying to be a legal assistant.

EFF Work Readiness Profile Tasks

Acquire, use, and share information accurately and in a timely manner in order to respond to requests from internal and external customers.

Self Management: display responsible behaviors at work (maintain appropriate grooming and hygiene).