

## **Exam Title: 8300430. Guided Workplace-Learning. GR912. FlaglerEOC**

### **Courses Assessed by this Exam: Guided Workplace Learning**

**Key Vocabulary:** treasurer, profit, fundraising form, bookkeeper, cash received, cost of good sold, operating expenses, income, loss, financial updates, reports, peer, check request form, deposit slips, reconciliation report, income statement, balance sheet, CFO, financial statement, comply, timeline, irrelevance, perception, business plan, purpose, audience, subject, speaking habits, active listening (listening skills), diversity, communicate, verbal and nonverbal signals, body language, customer, conflict, diplomatic, initiative, solution, marketing, corporation, presentation, PowerPoint, visual, verbal, student worker, customer service skills, atmosphere, 5C's, business letter, office manager, method of communication, email, letter, memo, word of mouth, social media, notices, customer service manager, scheduling, advantages, disadvantages, critical thinking skills, decision making, resolving conflict, compromise, President, technology expertise, skill level, software applications (Google docs, LinkedIn, Microsoft Access, Microsoft Outlook, Word Press, Microsoft Word, Microsoft Excel, Microsoft Publisher, PowerPoint, etc.), websites, accounting and payroll, email, writing and publishing reports, mission statement, taking notes, initiative, model participant, dominate, decision making, moral dilemma, argument, in favor, position, objections major points, employee manual, ideal employee, action oriented, bold, complacent, lethargic, Florida Employment Laws

#### **Student Tasks:**

- Determine net income
- Identify appropriate reports and their use in business
- Describe communication strategies
- Design and deliver a business plan and consider all aspects of the plan
- Demonstrate good listening skills
- Display appropriate items in presentations
- Demonstrate appropriate customer service skills
- Construct a business letter
- Describe effective communication strategies
- Utilize critical thinking skills to make decisions
- Apply conflict resolution skills
- Select appropriate software applications for particular scenarios
- Evaluate a companies mission statement
- Demonstrate model participation behavior
- Reflect upon decision making
- Apply Florida Employment Laws to situations

- Describe an ideal employee