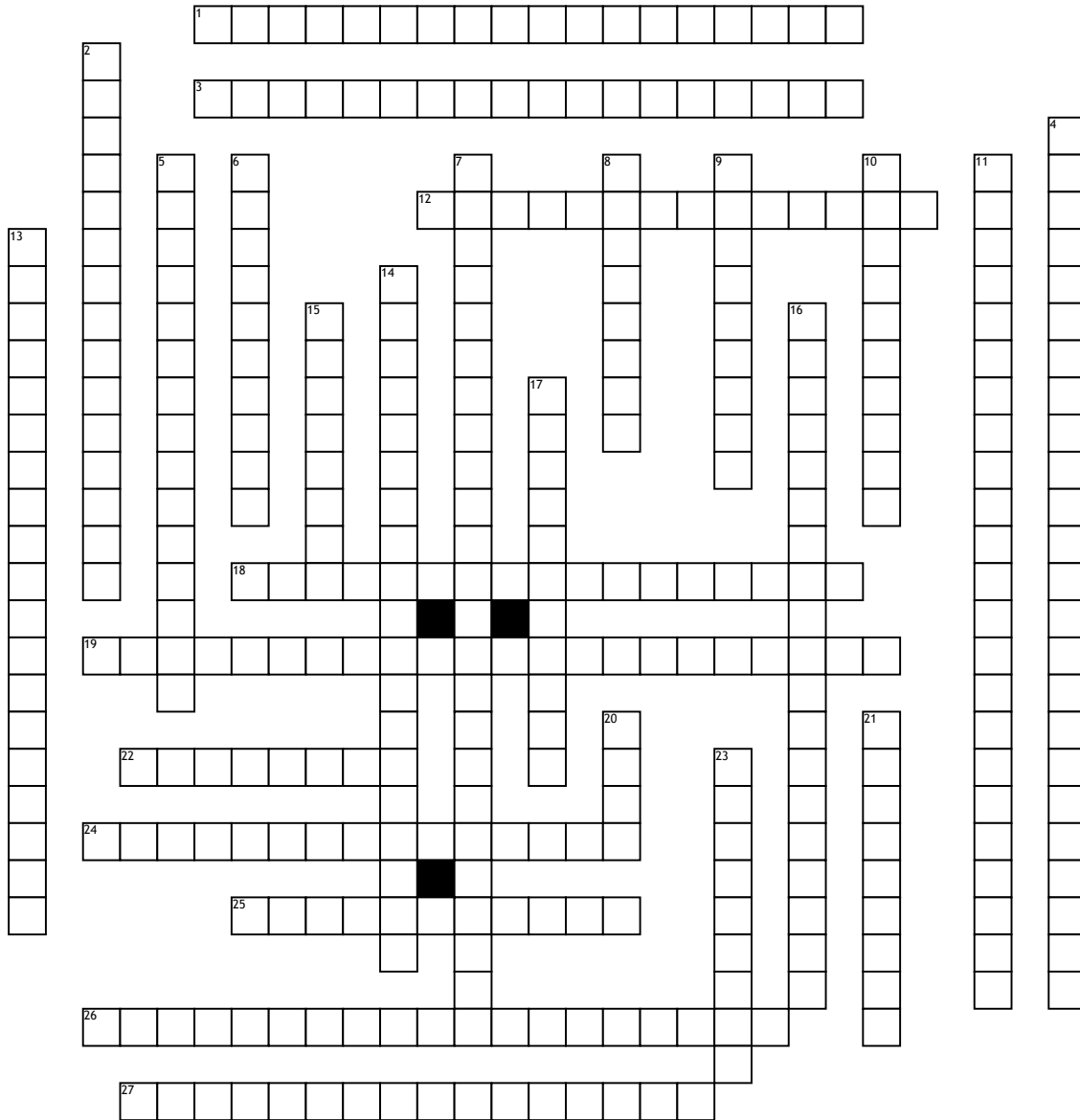


# FL 1 CH 8 Vocab part 2



## Across

1. These systems allow servers to enter orders and prompts for other order information.
3. Positions covered by the Fair Labor Standards Act (FLSA); these employees must be paid for every hour of overtime.
12. An intentional process followed in a logical sequence. Following the sequence leads to a reasonable conclusion.
18. The ways in which managers interact with staff and the value system that governs their daily conduct.
19. A series of interviews used as part of the screening process for a job.
22. The process of acquiring the knowledge, skills and competencies necessary for a specific position or assignment.
24. The combination of the knowledge, skills, attitudes, and behavior a person shows while performing a job. It includes interactions with other employees, vendors, and guests.
25. Generalizations that individuals make about particular groups that assume that all members of that group are the same.
26. No violation is forgiven; the offender is disciplined accordingly. The discipline goes up to and includes termination.
27. Appropriate for teaching skills that are easily demonstrated and practiced, such as preparing menu items, operating cash registers, and using tools and equipment.

## Down

2. Describes what an organization wants to become and why it exists. Vision statements aim high and are inspiring, stimulating, and exceptional.
4. The most effective way a manager has to rate and evaluate employee performance.
5. Guiding principles that effective leaders use in setting the professional tone and behavior in their operations.
6. The reasons why a person takes action or behaves in a certain way.
7. Meaningful communication among employees from diverse cultures and backgrounds.
8. Working as a group and using each member's strengths, so that the group can attain a higher level of success than working alone.
9. The action or situation that initiates a problem.
10. The process that a company uses to integrate new employees into an organization.
11. The sum of activities a person performs to meet goals and/or to further his or her career.
13. Goals that focus on broad statements of what the organization as a whole wants to achieve.
14. Used to explore all of a problem's potential causes. Each step provides input to the next until the final phase, which calls for documenting the outcome of the process.
15. The number of people who leave a company during a given time period.

16. Discussions that come before a job interview. They are intended to find out whether an applicant meets the basic requirements to be considered for the job.
17. The process that helps new employees learn about the procedures and policies of the operation and introduces them to their coworkers.
20. A group of individuals with different skill and experience levels who are working to complete a task or meet a goal.
21. A specific description or statement of what a manager wants to achieve.
23. A general attitude toward a person, group, or organization on the basis of judgments unrelated to abilities.