

**ASSIGNMENT SHEET****CHAPTER 21: EXPLORE, ENTER, AND SUCCEED IN EMPLOYMENT****Unit 1: Externship****WORDS TO KNOW CHALLENGE****A. Spelling: Underline the correct spelling of each word.**

- |                 |               |              |             |
|-----------------|---------------|--------------|-------------|
| 1. accredited   | accredited    | accridited   | accreditid  |
| 2. compitencies | compentancies | competencies | competences |
| 3. curriculum   | curreculum    | curriculem   | curriculum  |
| 4. initiative   | iniatitive    | initeative   | innitiative |
| 5. oblagation   | obligation    | oblegation   | obligation  |

**B. Matching: Match the term in column I with its description in column II.**

COLUMN I	COLUMN II
_____ 1. Administrative	a. A legally or morally binding promise or contract
_____ 2. Competent	b. Assessment; judge concerning worth
_____ 3. Curriculum	c. A high-level plan; general principles of an organization
_____ 4. Externship	d. Duties that manage; tasks other than clinical
_____ 5. Evaluation	e. Sufficient; capable of doing
_____ 6. Initiative	f. An action; success in working; execution of an undertaking
_____ 7. Objective	g. A course of study
_____ 8. Obligation	h. The action of taking the first step
_____ 9. Performance	i. A supervised employment experience
_____ 10. Policy	j. The end toward which action is directed

**UNIT REVIEW****A. Short Answer**

1. Name three reasons why participation in an externship program is beneficial to a student?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
2. Which two organizations require an externship for school accreditation? \_\_\_\_\_
3. Where can an externship be done? \_\_\_\_\_
4. Briefly list 11 criteria for a good externship site.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  - e. \_\_\_\_\_
  - f. \_\_\_\_\_
  - g. \_\_\_\_\_
  - h. \_\_\_\_\_

- i. \_\_\_\_\_
  - j. \_\_\_\_\_
  - k. \_\_\_\_\_
5. List the five areas that must be included in an externship agreement policy.
    - a. \_\_\_\_\_
    - b. \_\_\_\_\_
    - c. \_\_\_\_\_
    - d. \_\_\_\_\_
    - e. \_\_\_\_\_
  6. List eight possible areas that might be included on an externship evaluation form.
    - a. \_\_\_\_\_
    - b. \_\_\_\_\_
    - c. \_\_\_\_\_
    - d. \_\_\_\_\_
    - e. \_\_\_\_\_
    - f. \_\_\_\_\_
    - g. \_\_\_\_\_
    - h. \_\_\_\_\_
  7. Give two reasons why an externship facility might cooperate with a school?
    - a. \_\_\_\_\_
    - b. \_\_\_\_\_

**B. Fill in the Blank**

1. The externship is a period of time when a student is placed in an actual health care setting to \_\_\_\_\_ that have been learned in the classroom.
2. The externship should provide the opportunity to perform both \_\_\_\_\_ and \_\_\_\_\_ skills.
3. The externship is not the same as employment because the student is not \_\_\_\_\_ an employee or receiving \_\_\_\_\_.
4. To document the externship experience, the school coordinator will develop a(n) \_\_\_\_\_ that identifies the competencies to be experienced at the facility.
5. It is necessary to validate the number of hours in the externship. Often a(n) \_\_\_\_\_ is used to record the hours worked each day.
6. Student evaluation of the externship experience can be helpful to determine if:
  - a. The \_\_\_\_\_ provided them with adequate training.
  - b. The laboratory \_\_\_\_\_ is similar to what is used in the facility.
  - c. The \_\_\_\_\_ was helpful and willing to provide instruction.
  - d. There was opportunity to rotate through \_\_\_\_\_.
  - e. Students' remarks might be used to help \_\_\_\_\_ the externship so it can become a better learning experience.

**CASE STUDIES**

**Scenario 1**

Avery is beginning her second week at her externship, which is the final phase of her schooling. She has been given one of the best sites, where she will gain a lot of valuable experience and perhaps could also be offered a permanent position. She is not happy about putting in hours and not getting paid for them, and she isn't really taking this part of her training seriously. Avery feels that this is just another part of her school experience and, therefore, she can skip whenever she feels like it. She has already been 10 minutes late on three different occasions and has missed one whole day.

**Critical Thinking Questions**

1. What does her externship performance say about her as a medical assistant? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. What does her performance say about her school? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What impact could her performance have on her career? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Scenario 2**

Maryn is an extern at the Riverdale Clinic and has proven to be a very dependable and capable medical assistant. One of the full-time employees is ill, and Maryn has been asked to perform the employee's job duties, which include some things she does not feel comfortable doing.

**Critical Thinking Questions**

1. What does this request say about the externship site? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. What mistake has the site made? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. How can this situation be remedied? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**UNIT APPLICATION**

**Research Activities**

- A. Visit the AAMA's Web site at [www.aama-ntl.org](http://www.aama-ntl.org) and determine if there are any new requirements for medical assistants that are being developed for implementation in the near future.
- B. Conduct an interview with the site supervisor at two of your school's externship sites and write a short paper on the experiences students will be exposed to at that particular site.
- C. Visit the Web sites for ABHES ([www.abhes.org](http://www.abhes.org)) and CAAHEP ([www.caahep.org](http://www.caahep.org)) and make a list of similarities and differences in their educational requirements and certification requirements.

**CERTIFICATION AND REGISTRATION PREPARATION**

- \_\_\_\_\_ 1. A student's externship experience should be treated as:
- a. a learning experience
  - b. a work experience
  - c. a possible job lead
  - d. both b and c
  - e. both a and c
- \_\_\_\_\_ 2. Which of the following facilities could serve as an externship site?
- a. Hospital
  - b. Clinic
  - c. Physician's office
  - d. Dentist's office
  - e. a, b, and c
- \_\_\_\_\_ 3. Which of the following things would be included in the statement of policy regarding externship?
- a. Role of the school
  - b. Role of the facility
  - c. Student obligation
  - d. All of the above
- \_\_\_\_\_ 4. An externship agreement document must list all of the following except:
- a. length of externship
  - b. days of the week
  - c. obligation of all parties
  - d. requirements of the educational experience
- \_\_\_\_\_ 5. Which competencies should be part of the externship experience?
- a. General
  - b. Clinical
  - c. Administrative
  - d. All of the above
- \_\_\_\_\_ 6. In which of the following areas will the student be evaluated?
- a. Personality
  - b. Physical stature
  - c. Attitude
  - d. Speech

### ASSIGNMENT SHEET

#### CHAPTER 21: EXPLORE, ENTER, AND SUCCEED IN EMPLOYMENT

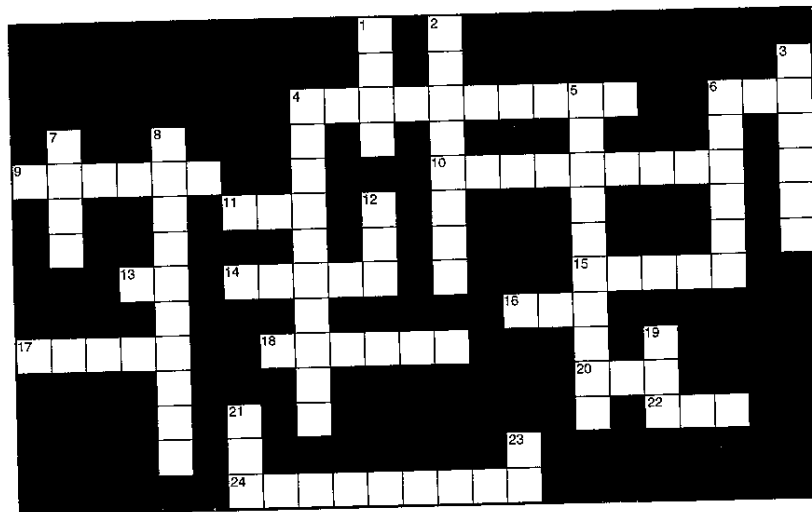
#### Unit 2: The Job Search

#### WORDS TO KNOW CHALLENGE

#### A. Matching: Match the term in column I with its description in column II.

COLUMN I	COLUMN II
_____ 1. Categorize	a. Capable of being discussed and terms arranged
_____ 2. Chronological	b. Marked; aimed for; object of desire
_____ 3. Dual	c. A summary, usually of work experiences
_____ 4. Functional	d. Arrange in divisions
_____ 5. Ingenuity	e. Consisting of two
_____ 6. Negotiable	f. Practical; working
_____ 7. Resumé	g. Arrangement of events, dates
_____ 8. Targeted	h. Cleverness; skillfully contrived

#### B. Crossword Puzzle



#### ACROSS

4. It's said to be the best teacher
6. Words per minute (acronym)
9. Want
10. Schooling
11. Salary (abbreviation)
13. High school (abbreviation)
14. Form or \_\_\_\_\_ of a resumé
15. Immediate (abbreviation)
16. Reference (abbreviation)
17. Type of letter sent with resumé
18. Outlined summary of abilities and experience
20. Equal opportunity employer (acronym)
22. College (abbreviation)
24. Capable for position

#### DOWN

1. Appointment (abbreviation)
2. Aimed (at)
3. To hire
4. Work
5. Employment ads
6. Newspaper ad listings say "help \_\_\_\_\_"
7. Skillful and precise
8. Educational record you may furnish on request
12. Payment for services
19. Secretary (abbreviation)
21. Required (abbreviation)
23. Advertisement (abbreviation)

**UNIT REVIEW**

**A. Short Answer**

1. What is the purpose of a resumé? \_\_\_\_\_  
\_\_\_\_\_
2. What is the purpose of a cover letter? \_\_\_\_\_  
\_\_\_\_\_
3. List the different styles of resumé and the purpose of each.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
4. What services does an employment agency provide? \_\_\_\_\_  
\_\_\_\_\_
5. What is a classified ad? \_\_\_\_\_  
\_\_\_\_\_
6. List six places where a medical assistant find information about job opportunities? \_\_\_\_\_  
\_\_\_\_\_
7. What does "fee paid" mean? \_\_\_\_\_  
\_\_\_\_\_
8. When might it be appropriate for a medical assistant to pay a fee?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_

**B. Matching: Match the newspaper abbreviations in column I with the correct term in column II.**

COLUMN I	COLUMN II
_____ 1. SAL	a. Position(s)
_____ 2. PT	b. License
_____ 3. INT	c. Beginning
_____ 4. REQ	d. Necessary
_____ 5. POS	e. Negotiable
_____ 6. LIC	f. Education
_____ 7. FB	g. Immediate
_____ 8. BGN	h. Words per minute
_____ 9. NEG	i. Experience
_____ 10. COL	j. Required
_____ 11. IMMED	k. Interview
_____ 12. EDUC	l. Part time
_____ 13. NEC	m. Salary
_____ 14. WPM	n. College
_____ 15. EXP	o. Fringe benefits

**CASE STUDIES**

**Scenario 1**

You are on your way to a job interview for a position you really want. You thought that you allowed plenty of time for traffic and for any other problems that could arise. Traffic on the freeway is at a standstill because of an accident, and you realize you are going to be late for your interview.

**Critical Thinking Questions**

1. What should you do? \_\_\_\_\_  
\_\_\_\_\_
2. What impact may this situation have if you arrive late without notifying the facility? \_\_\_\_\_  
\_\_\_\_\_
3. What impression could your late arrival give to the interviewer? \_\_\_\_\_  
\_\_\_\_\_

**Scenario 2**

You are being interviewed by the clinical supervisor at the Midval Clinic and you are very nervous. You are trying to answer each question to the best of your ability, but the interviewer seems to be firing questions at you faster than you can think. The interviewer has asked you about your strengths and weaknesses, your work experience, your ability to adapt to any situation, your age, marital status, and whether or not you have children or are planning to have children in the near future. She tells you that they need someone who will be dependable and they prefer not to hire someone with young children.

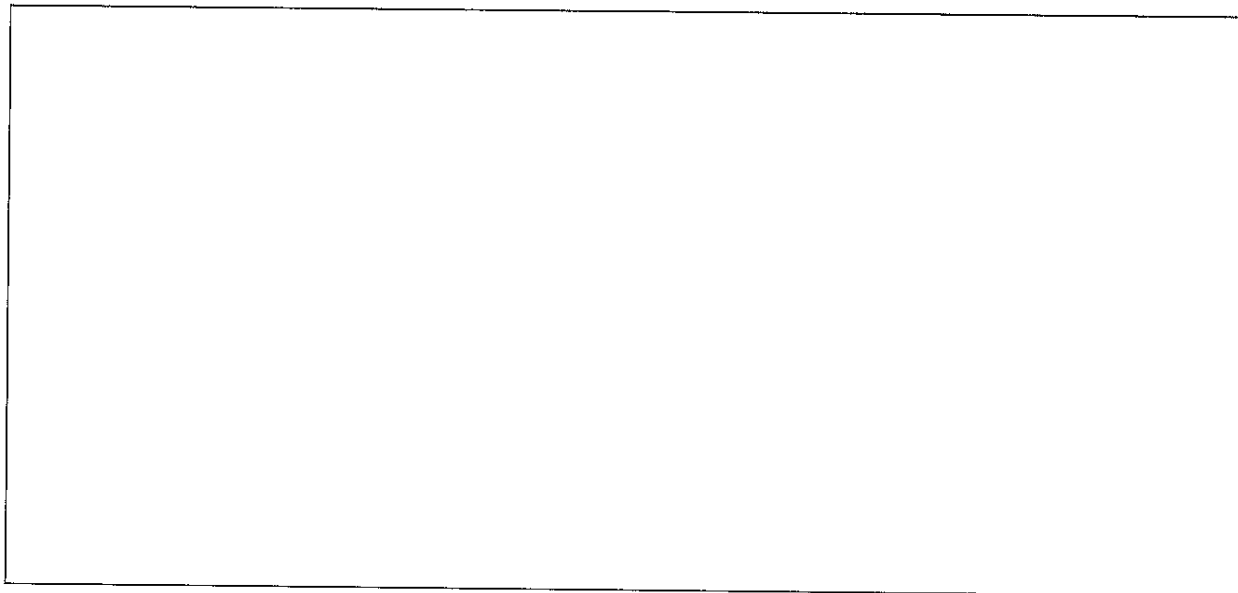
**Critical Thinking Questions**

1. Were all questions asked during the interview appropriate? \_\_\_\_\_  
\_\_\_\_\_
2. What information about yourself should you provide during an interview? \_\_\_\_\_  
\_\_\_\_\_
3. What are some of the questions you might want to ask during the interview? \_\_\_\_\_  
\_\_\_\_\_

## UNIT APPLICATION

### Performance Objective Practice

- A. Choose one of the four styles of resumés discussed in this chapter and write your own resumé. Make copies to share with the class and have a class discussion about each resumé.
- B. In the space below, paste a classified ad from your local paper for a medical assistant position. Below the ad, write a cover letter responding to the ad.





Name \_\_\_\_\_

## Performance Competency

Following completion of performance objective practice, use the Performance Evaluation Checklist 21-1 in the workbook to perform the procedure for evaluation.

### CERTIFICATION AND REGISTRATION PREPARATION

- \_\_\_\_\_ 1. What is the purpose of a resumé?
- a. To present a personal profile
  - b. To get a job
  - c. To brag about your achievements
  - d. To receive an interview
- \_\_\_\_\_ 2. All of the following are personal character traits except:
- a. outgoing personality
  - b. appearance
  - c. self starter
  - d. dependable
- \_\_\_\_\_ 3. A resumé style that highlights your previous work experiences related to the position you are seeking is which of the following?
- a. Skills
  - b. Chronological
  - c. Functional
  - d. Targeted
- \_\_\_\_\_ 4. Which of the following should also be included in your resumé?
- a. Professional affiliations
  - b. Professional awards
  - c. Professional achievements
  - d. Community service
  - e. All of the above
- \_\_\_\_\_ 5. When interviewing for a position, you should have you resumé, references, and:
- a. driver's license or photo ID
  - b. copy of degree or diploma
  - c. birth certificate
  - d. Social Security card
- \_\_\_\_\_ 6. The most important information in your resumé should be on which page?
- a. An attached page
  - b. First page
  - c. Second page
  - d. Reference page
- \_\_\_\_\_ 7. All of the following should be included in a cover letter except:
- a. address of the person doing the interview
  - b. why you should be hired for the position
  - c. a lengthy description of all your qualifications
  - d. a request for an interview
- \_\_\_\_\_ 8. Which of the following are excellent places to find information about available positions?
- a. Classified newspaper ads
  - b. Public employment service
  - c. Private employment service
  - d. Job fairs
  - e. All of the above

### ASSIGNMENT SHEET

#### CHAPTER 21: EXPLORE, ENTER, AND SUCCEED IN EMPLOYMENT

#### Unit 3: Career Entry and Success

#### WORDS TO KNOW CHALLENGE

**A. Word Search: Find the following words hidden in the puzzle.**

WORK  
ON TIME  
TACT  
VALUES  
SMILE  
THANK  
ACTIVE  
ETHICS  
REVIEW

PROMPT  
GOALS  
HONEST  
RESPONSIBILITY  
ENTHUSIASM  
RELIABILITY  
INITIATIVE  
COOPERATION  
GRAMMAR

COMMUNICATION  
ADVANCEMENT  
OPPORTUNITY  
COMPETENT  
QUESTIONS  
FORM  
SKILL  
MANNERS  
FOLLOW UP

```

Y T I L I B A I L E R L P T E V O J K T
T C A J N P U T A J E N T H U S I A S M
I A D H O N E S T S S M D A J B S D B R
N R R M I P B M N T P K C N N F L V K B
U T A C T F P K P Y O K I K C G O A L S
T N C Q A R V M S L N G C L K Z M N K M
R O T U R E O B J T S H J F L J S C S I
O C K H E R A G I N I T I A T I V E S L
P C F D P F G J D A B W J B N S M M D E
P R C F O C R C S T I G S C I H T E R Y
O H O R O S A A E C L M A D P S F N A P
J N M C C O M M U N I C A T I O N T M U
A Z P W L B M Y L O T M J N L C R L B W
F W E S C Z A F A I Y B O Y N S W F L O
B Q T A M G R E V I E W T N G E O K V L
J K E R D T L E F W K V Q R A I R I T L
C W N L L F Z I O Q U E S T I O N S V O
O N T I M E A W T W K I A L W R B M A F
    
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**B. Matching: Match the term in column I with its description in column II.**

- COLUMN I**
- \_\_\_\_\_ 1. Contemporary
  - \_\_\_\_\_ 2. Negate
  - \_\_\_\_\_ 3. Demeanor
  - \_\_\_\_\_ 4. Competent
  - \_\_\_\_\_ 5. Arbitrary
  - \_\_\_\_\_ 6. Affiliate
  - \_\_\_\_\_ 7. Irreconcilable
  - \_\_\_\_\_ 8. Transition
  - \_\_\_\_\_ 9. Fringe

- COLUMN II**
- a. Well qualified
  - b. To connect or associate
  - c. Cannot be brought into agreement
  - d. Passing from one position or place to another
  - e. Modern
  - f. Conduct; outward behavior
  - g. To make ineffective
  - h. Not fixed by rules; based on one's preference
  - i. Added to; additional

**UNIT REVIEW**

**A. Short Answer**

1. List five requirements of appearance and content of your job application.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

2. What six things do you need to remember to be prepared for your interview?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

3. What personal grooming characteristics might result in not being hired?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g. \_\_\_\_\_
- h. \_\_\_\_\_

4. Identify four areas where interview questions about your personal life might be grounds for arbitrary discrimination.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

5. Why should you send a follow-up letter after an interview? \_\_\_\_\_

\_\_\_\_\_

6. What are the top six employee qualities that employers consider important?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

7. What is a job description? \_\_\_\_\_

\_\_\_\_\_

8. What things can you do to advance in employment?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

9. For what reasons might you be terminated?

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g. \_\_\_\_\_
- h. \_\_\_\_\_
- i. \_\_\_\_\_
- j. \_\_\_\_\_

**B. Fill in the Blank**

1. \_\_\_\_\_ or \_\_\_\_\_ are usually considered for a job over untrained applicants.
2. \_\_\_\_\_ or \_\_\_\_\_ is becoming a requirement for employment in managed care facilities in some states.
3. You can keep up to date by attending \_\_\_\_\_, \_\_\_\_\_, and meetings.
4. Becoming certified or registered shows an employer that you are \_\_\_\_\_ in medical assisting skills and have \_\_\_\_\_ in your profession.
5. In the 16th century, work was considered \_\_\_\_\_, and success in one's work was a sign of \_\_\_\_\_.
6. You are expected to give an honest day's work for a(n) \_\_\_\_\_.
7. When you are part of a health care team, you must also be a(n) \_\_\_\_\_.

**CASE STUDIES**

**Scenario 1**

You have been employed at a clinic for almost three months now and you are scheduled for your 90-day evaluation next week. There is a new job opening that would be a promotion for you, and you feel that since you have done well over the last three months you should be eligible for the promotion and a raise. You overheard some of the other employees talking about the job opening and they said that the supervisor is considering hiring a new person for the job.

### Critical Thinking Questions

1. What is the first step you should take? \_\_\_\_\_  
\_\_\_\_\_
2. How should you state your case? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Why should you be considered for the position? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Scenario 2

You found an ad in the newspaper for a medical assisting position that you are really interested in. The ad instructs applicants to visit the clinic in person to fill out an application and drop off a resumé. You hurriedly print off a copy of your resumé and dress appropriately in business attire. Upon arriving at the clinic, you find that there are five other people filling out applications. You hurry through your application in order to be the first one done, give the receptionist your resumé, and are told that they will be contacting qualified applicants for an interview next week. Three weeks later, you have not been contacted for an interview and you are very disappointed.

### Critical Thinking Questions

1. Were all directions followed when the application was completed? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. What are some other things that might have prevented you from receiving an interview? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. What else could you have done to get an interview? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### UNIT APPLICATION

#### Performance Objective Practice

- A. Complete the application forms provided, following all directions accurately.

Name \_\_\_\_\_

EMPLOYMENT APPLICATION FORM			
<i>PERSONAL</i> NAME			DATE _____
(LAST)	(FIRST)	(MI)	
ADDRESS—STREET	CITY	STATE	ZIP
PHONE NUMBER	SOCIAL SECURITY NUMBER		
POSITION DESIRED:			
EXPECTED SALARY OR HOURLY WAGE:			
EDUCATION			
NAME OF SCHOOL	ADDRESS	DATE(S)	DEGREE/CERTIFICATE
HIGH SCHOOL			
VOCATIONAL/TECHNICAL			
COLLEGE			
OTHER			
WORK EXPERIENCE—Give present position (or last position held first).			
JOB TITLE:	EMPLOYER	ADDRESS	DATES
DUTIES PERFORMED:			
JOB TITLE:	EMPLOYER	ADDRESS	DATES
DUTIES PERFORMED:			
REFERENCES—LIST THREE PERSONS (OTHER THAN RELATIVES) WHO HAVE KNOWN YOU FOR AT LEAST 2 YEARS			
NAME/TITLE	ADDRESS	TELEPHONE NUMBER	

# Application for Employment

Please Print

Position(s) applied for \_\_\_\_\_ Date of application \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Name \_\_\_\_\_ Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_ Social Security # \_\_\_\_\_ - \_\_\_\_ - \_\_\_\_

Address \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone # (\_\_\_\_) \_\_\_\_\_ Mobile/Beeper/Other # (\_\_\_\_) \_\_\_\_\_ E-mail Address \_\_\_\_\_

Referral Source (How did you hear about us?) \_\_\_\_\_

If you are under 18, and it is required, can you furnish a work permit? .....  Yes  No

If no, please explain \_\_\_\_\_

Have you ever been employed here before? If yes, give the dates and position \_\_\_\_\_  Yes  No

Are you legally eligible for employment in this country?.....  Yes  No

Date available for work \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_ What is your desired salary range? ..... \$ \_\_\_\_\_

Type of employment desired  Full-Time  Part-Time  Temporary  Seasonal  Educational Co-Op

Drivers licence number if driving may be required in position for which you are applying \_\_\_\_\_ State \_\_\_\_\_

Answering "yes" to the following question does not constitute an automatic bar to employment. Factors such as date of the offense, seriousness and nature of the violation, rehabilitation and position applied for will be taken into account.

Have you ever pled "guilty" or "no contest" to, or been convicted of a crime?.....  Yes  No

If yes, please provide date(s) and details \_\_\_\_\_

## Employment History

Starting with your most recent employer, provide the following information.

Employer _____ Telephone # (____) _____	Dates employed: Month / Year To Month / Year
Street address _____ City _____ State _____	Compensation (Starting)
Starting job title/final job title _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
Immediate supervisor and title (for most recent position held) _____	Commission/Bonus/Other Compensation \$ _____
Why did you leave? _____	Compensation (Final)
Summarize the type of work performed and job responsibilities. _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
What did you like the most about your position? _____	Commission/Bonus/Other Compensation \$ _____
What were the things you liked least about the position? _____	

Employer _____ Telephone # (____) _____	Dates employed: Month / Year To Month / Year
Street address _____ City _____ State _____	Compensation (Starting)
Starting job title/final job title _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
Immediate supervisor and title (for most recent position held) _____	Commission/Bonus/Other Compensation \$ _____
Why did you leave? _____	Compensation (Final)
Summarize the type of work performed and job responsibilities. _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
What did you like the most about your position? _____	Commission/Bonus/Other Compensation \$ _____
What were the things you liked least about the position? _____	

Employer _____ Telephone # (____) _____	Dates employed: Month / Year To Month / Year
Street address _____ City _____ State _____	Compensation (Starting)
Starting job title/final job title _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
Immediate supervisor and title (for most recent position held) _____	Commission/Bonus/Other Compensation \$ _____
Why did you leave? _____	Compensation (Final)
Summarize the type of work performed and job responsibilities. _____	<input type="checkbox"/> Hourly <input type="checkbox"/> Salary \$ _____ per
What did you like the most about your position? _____	Commission/Bonus/Other Compensation \$ _____
What were the things you liked least about the position? _____	



**Skills and Qualifications**

Summarize any special training, skills licenses and/or certification that may assist you in performing the position for which you are applying.

**Computer Skills** (check appropriate boxes. Include software titles and years of experience.)

- Word Processing \_\_\_\_\_ Years: \_\_\_\_\_     E-mail \_\_\_\_\_ Years: \_\_\_\_\_  
 Spreadsheet \_\_\_\_\_ Years: \_\_\_\_\_     Internet \_\_\_\_\_ Years: \_\_\_\_\_  
 Presentation \_\_\_\_\_ Years: \_\_\_\_\_     Other \_\_\_\_\_ Years: \_\_\_\_\_

**Educational Background**

Starting with your most recent school attended, provide the following information.


School (include City & State)	Years Completed	Completed	GPA Class Rank	Major/Minor
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certification _____ <input type="checkbox"/> Other _____		
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certification _____ <input type="checkbox"/> Other _____		
		<input type="checkbox"/> Diploma <input type="checkbox"/> GED <input type="checkbox"/> Degree _____ <input type="checkbox"/> Certification _____ <input type="checkbox"/> Other _____		

**References**

List name and telephone number of three business/work references who are *not* related to you and are *not* previous supervisors.  
 If not applicable, list three school or personal references who are *not* related to you.

Name	Title	Relationship to You	Telephone	Number of Years Known
			(     )	
			(     )	
			(     )	

B. Divide the class into groups and elect one person in each group to be the interviewer. Conduct mock job interviews based on the information provided on the application form and ask the interviewer to complete the evaluation form provided during the interview.

Employee's name	Job title/position	Date hired
Supervisor	Title	Date of evaluation
Scheduled evaluation/review: <input type="checkbox"/> Initial <input type="checkbox"/> 3 month <input type="checkbox"/> 6 month <input type="checkbox"/> annual <input type="checkbox"/> *other		
*Explain _____		
Previous review date _____ Rating _____		
Comments _____		
Total days/times: absent _____ Tardy _____ Left early _____		
Rate the following areas of the employee appropriately using the scale from 1 to 10:		
<div style="display: flex; justify-content: space-around; font-size: small;"> <span>1</span><span>2</span><span>3</span><span>4</span><span>5</span><span>6</span><span>7</span><span>8</span><span>9</span><span>10</span> </div>		
Job knowledge: very little / limited / adequate / average / good / superior / outstanding _____		
Quality of work: very poor / fair / good / acceptable / excellent / superior / outstanding _____		
Quantity of work: inferior/ inadequate/ does just enough/ average/superior/outstanding _____		
Speed: very slow / below average / average / above average / outstanding _____		
Initiative: lacking / needs pushing / adequate / good / excellent / outstanding _____		
Judgment: poor / unreliable / limited / reliable / superior / outstanding _____		
Cooperation: very uncooperative / difficult / cooperative / excellent / outstanding _____		
Adaptability: poor / slow / satisfactory / good / excellent / superior / outstanding _____		
Appearance: poor/unprofessional/avg/reluctantly complies with dress code/outstanding _____		
Attendance: poor / average / good / excellent / superior / outstanding _____		
Total _____		
		
Since last evaluation the employee has:		
<input type="checkbox"/> improved <input type="checkbox"/> made no noticeable change <input type="checkbox"/> regressed		
Recommendation for pay raise: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Overall impression:		
<input type="checkbox"/> unsatisfactory <input type="checkbox"/> fair <input type="checkbox"/> satisfactory <input type="checkbox"/> excellent <input type="checkbox"/> outstanding		
Comments of employee's strengths and weaknesses: _____		
Supervisor's signature _____		
Employee's signature _____		

Name \_\_\_\_\_

- C. Write a follow-up letter thanking a facility for an interview.
- D. Fill out one of the employee evaluation form provided and evaluate yourself. After completing the form, turn it in to the instructor for comments and compare the instructor's comments with your own.

<b>INTERVIEW EVALUATION</b>					
<b>Subject</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Needs Improvement</b>	<b>Poor</b>
Appearance					
Attitude					
Eye contact					
Self-control					
Voice					
Grammar					
Responses					
Manners					
Resumé					
Comments					
Date					
Employer			Title		
Address			Phone		
Applicant					

## Performance Competency

Following completion of performance objective practice, use the Performance Evaluation Checklists 21-2 and 21-3 in the workbook to perform the procedures for evaluation.

### CERTIFICATION AND REGISTRATION PREPARATION

- \_\_\_\_\_ 1. Which of the following items are needed to fill out an application?
- a. Copy of resumé
  - b. Black pen
  - c. List of all necessary names, addresses, and phone numbers
  - d. All of the above
- \_\_\_\_\_ 2. Before interviewing for a clinical position, you should:
- a. call to confirm
  - b. find out the supervisor's name
  - c. find out what attire is appropriate
  - d. find out the physician's name
- \_\_\_\_\_ 3. Which of the following would not be appropriate interview attire?
- a. Business suit
  - b. Clean, well-pressed scrubs
  - c. Corduroy jeans and a casual sweater
  - d. Conservative dress
- \_\_\_\_\_ 4. To avoid any unforeseen problems, arrive at the interview:
- a. 10 minutes early
  - b. 30 minutes early
  - c. 20 minutes early
  - d. right on time
- \_\_\_\_\_ 5. Which of the following may be checked before a person is hired?
- a. Credit rating
  - b. Police record
  - c. Chemical use/abuse
  - d. All of the above
- \_\_\_\_\_ 6. All of the following are permissible questions during a job interview except:
- a. What are your qualifications?
  - b. Do you work well under pressure?
  - c. Do you plan on continuing your education?
  - d. Do you have children?
  - e. Why did you choose medical assisting as a career?
- \_\_\_\_\_ 7. Which of the following information would be included in a job description?
- a. Pay rate
  - b. Benefits
  - c. Job title
  - d. Summary of duties
  - e. Both c and d
- \_\_\_\_\_ 8. In order to advance in your profession you should:
- a. read articles
  - b. earn CEUs
  - c. attend seminars
  - d. all of the above
- \_\_\_\_\_ 9. When terminating employment, you should:
- a. give a two-week notice
  - b. give a one-month notice
  - c. submit a letter of resignation
  - d. none of the above
  - e. both a and c