

Glossary

A

- abilities.** The skills a person has developed. (7)
- accessories.** Items that complement a wardrobe, such as shoes, handbags, belts, neckties, and jewelry. (20)
- acne.** A skin disorder caused by the inflammation of the skin glands and hair follicles. (20)
- active listening.** Listening and responding to another person to improve mutual understanding. (19)
- addiction.** The never-ending obsession to use a drug. (21)
- advanced training.** Special skills and training required for a specific job. (4)
- Age Discrimination Act.** Law that prohibits employers from not hiring people simply because they are older. (3)
- agenda.** An order of business that lists activities that will occur during a meeting. (22)
- alternatives.** Options a person has when making a decision. (8)
- Americans with Disabilities Act.** Law that prohibits employers from discriminating against people with physical disabilities. (3)
- annual percentage yield (APY).** The rate (or percent) of yearly earnings from an account; also called *annual yield*, *interest rate*, and *rate of return*. (26)
- annuity.** A form of investment that lasts 10 or 15 years and provides insurance as well as savings. (26)

- apprenticeship.** Occupational training involving learning a trade by working under the direction and guidance of a skilled worker and receiving related classroom instruction and theory. (9)
- aptitudes.** The natural talents a person has or the potential to learn certain skills easily and quickly. (7)
- argumentative.** Easily creating arguments. (14)
- assets.** The valuable possessions a person owns, such as a house or a car. (27)
- associate degree.** The award granted after completing a two-year college program. (9)
- attitude.** How you react to a situation. (7)

B

- bachelor's degree.** The award granted after completing a four-year college or university program. (9)
- balanced diet.** An intake of food that supplies the body all the necessary nutrients in the needed amounts to maintain good health. (21)
- bank statement.** A balance sheet listing deposits, withdrawals, service charges, and interest payments on an account with a financial institution. (25)
- bill.** A proposed law. (31)
- body language.** A form of nonverbal communication in which a person “speaks” with the use of body movements, facial expressions, and hand gestures. (19)

brainstorming. A way to come up with many ideas in a short time by listing everyone's ideas, no matter how ridiculous the ideas may seem, and then discussing and evaluating them. (14)

budget. A plan for the use or management of money. (24)

C

car pool. A group of people who take turns driving, usually to work. (30)

career. A series of occupations, usually in same or related fields, that help you advance in a chosen field of work. (1)

career clusters. The 16 broad groups of occupational and career specialties. (1)

career ladder. An illustration that shows a sequence of work in a career field, from entry to advanced levels. (1)

career plan. A list of steps a person takes to reach his or her career goals. (10)

career/technical program. A program that teaches students skills necessary for entry-level employment. (9)

career/technical student organization (CTSO). School groups that help students learn more about certain occupational areas. (22)

carrier. An organization that operates a transportation system. (30)

cashier's check. A check drawn on a bank's own funds and signed by an officer of the bank. (25)

certificate of deposit (CD). A savings certificate earning a fixed rate of interest that is purchased for a specific amount of money and held for a set period of time. (26)

certified check. A check for which a bank guarantees payment. (25)

check. A written order instructing a bank to take a specified amount of money out of the account on which the check is drawn and give it to the person whose name appears on the check. (25)

citizen. A person who owes allegiance to a government. (31)

civil laws. Laws that define a person's rights in relation to other people. (31)

closed ad. A classified ad giving general information about a job. (11)

collateral. Something of value held by a lending institution in case a loan is not repaid. (27)

commission. A percentage of the money received from a sale. (16)

communicate. To share ideas, feelings, or information, both verbally and nonverbally. (19)

competition. Two or more parties acting independently to offer the most favorable product or terms. (31)

compound interest. Interest figured on the principal plus the earned interest of a financial account. (26)

compromise. Giving something up to resolve a conflict. (14)

computer revolution. The total change in the way people live and work caused by computers. (2)

concentrate. To focus attention and effort on something. (18)

conflict. Hostile situation resulting from opposing views. (14)

constructive criticism. The process of offering judgmental remarks about you or your work. (14)

cooperative education. A program between schools and places of employment that allows students to receive on-the-job training through part-time work. (4)

corporation. A business that can legally act as a single person, but may be owned by many people. (6)

cosigner. A person who signs a loan with a borrower and is held responsible if the borrower does not pay back the loan. (27)

cost of living. Amount of money needed for rent, food, travel, and other everyday expenses. (4)

credit agreement. A written contract that legally binds a lender and a borrower to specific credit terms. (27)

credit bureau. An organization that gathers financial information on individuals for businesses to use as a credit reference. (27)

credit line. The maximum amount that can be charged on a credit card. (27)

credit rating. An estimate of how likely a person is to pay bills on time based on past records. (27)

D

debit card. A card used to immediately deduct a purchase amount or cash withdrawal from a checking account. (25)

decision. A choice or a judgment. (8)

decision-making process. A seven-step guide for making decisions based on careful thought and planning. (8)

deductible. The amount a policyholder must pay before an insurance company will pay a claim. (28)

degrees Celsius (°C). The basic unit of measuring temperature in the metric system. (17)

demographics. The characteristics or makeup of a population. (2)

dependable. Being reliable. (13)

dependent. A person, such as a child or nonworking adult, who relies on a taxpayer for financial support. (23)

deposit slip. A form filled out before depositing money into a bank account. (25)

direct deposit. Program that allows an employer to deposit a paycheck directly into an employee's account. (26)

disability. A temporary or permanent physical or mental condition that prevents an employee from working. (15)

disability insurance. Insurance that provides for people who become unable to work due to serious illness or injury. It allows disabled employees to receive a percentage of their incomes for an extended period of time. (28)

discrimination. Unfairly treating a person or group of people differently. (3)

dismissal. Another term for being fired. (15)

diversity. The positive result of people of different racial, ethnic, and cultural backgrounds working together. (2)

dividend. A payout, usually annual, on money earned on whole life insurance. (28)

doctoral degree. The most advanced degree, often requiring three years of study beyond a bachelor's degree; also called a doctorate. (9)

dress code. A set of rules that individuals must follow regarding clothing and general appearance. (20)

drug. A chemical substance that brings about physical, emotional, or mental changes in a person. (21)

drug abuse. The use of a drug in a way that can damage a person's health or ability to function. (21)

drug screening. Tests that can reveal the presence of drugs in a person's body. (21)

E

e-commerce. Electronic commerce. (2)

economy. The way goods and services are produced, distributed, and consumed in a society. (1)

education. Gaining knowledge to live and work in today's society. (4)

electronic bulletin boards. These allow you to post and read messages on the computer, acting as a media for the exchange of information among large groups of people, combining the features of electronic mail with private computer conferencing. (11)

e-marketing. Computer technologies combined with marketing and sales of goods and services. (5)

endorse. To sign the back of a check in order to deposit or cash the amount specified. (25)

entrepreneurship. The starting and owning of a person's own business. (6)

entry-level jobs. Jobs that require no previous training. (4)

EOE. Equal Opportunity Employer. (3)

Equal Employment Opportunity Act. A law that makes it illegal for an employer to discriminate because of race, color, religion, sex, or national origin. More recent laws make it illegal to discriminate against people for other reasons, such as disabilities, age, and marital status. (3)

Equal Pay Act. Law that prohibits unequal pay for men and women who are doing essentially the same work for the same employer. (3)

e-tailing. Electronic retailing. (2)

evacuate. To empty or vacate a place in an organized manner for protection. (15)

F

- fads.** Clothing items or styles that are popular for a very short period of time. (20)
- family-friendly programs.** Work programs that help employees to balance the demand of work and family. (2)
- Family and Medical Leave Act.** A law that allows 12 weeks off without pay per year in certain cases to handle special family matters. (3)
- Federal Insurance Contributions Act (FICA).** An act that allows the federal government to reserve a percentage of a paycheck for social security tax. (23)
- feedback.** The return of information to a sender by a receiver trying to understand the message. (19)
- fire triangle.** A symbol representing the three elements that provide the necessary condition for a fire: oxygen, fuel, and heat. (15)
- fired.** To lose a job because of unacceptable work or behavior. (16)
- first aid.** Immediate, temporary treatment given in the event of an accident or illness before proper medical help arrives. (15)
- fixed expense.** Something for which a set amount of money must be paid regularly, such as rent, insurance, or tuition. (24)
- flammable liquid.** A liquid that can easily ignite and burn rapidly. (15)
- flexible expense.** An expense that varies in amount and does not occur on a regular basis, such as food, transportation, or entertainment. (24)
- flextime.** A work schedule that permits flexibility in work hours. (2)
- FLSA.** The Fair Labor Standards Act is designed to protect the educational opportunities of youth and prohibits their employment in jobs that could endanger their health and safety. (15)
- follow-up letter.** A brief letter written in business form to thank an interviewer for an interview. (12)
- Form W-2.** Wage and tax statement, a form showing how much a worker was paid and how much income was withheld for taxes in a given year. (23)

- Form W-4.** Employee's withholding allowance certificate; a form filled out by an employee when beginning a new job. It determines how much of the employee's pay should be withheld for taxes. (23)
- franchise.** The right to sell a company's products in specified areas. (6)
- free enterprise system.** An economy in which individuals and businesses play a major role in making decisions. (2)
- fringe benefits.** Extra rewards given to workers in addition to salary or wages, such as insurance coverage and paid vacation time. (4)

G

- global economy.** Goods and services created by companies in one country are sold to customers in other countries. (2)
- goals.** The aims a person tries to achieve. (10)
- gossip.** To tell personal information about someone. (14)
- graduate degree.** An advanced degree requiring education beyond a bachelor's degree. (9)
- gram.** The basic unit of measuring weight in the metric system. (17)
- grapevine.** An informal and unofficial flow of information. (14)
- grooming.** The way in which people take care of themselves. (20)
- gross pay.** The total amount of money earned during a pay period. (23)
- grounded.** Connected to the earth to avoid electrical shock. (15)

H

- harassment.** Doing or saying things that make people feel different or uncomfortable. (14)
- health maintenance organization (HMO).** A managed health care plan insurance for which members pay a set fee and receive medical care, as needed, from a participating doctor or hospital. (28)
- human resources.** The resources that people have within themselves. (10)

I

identity. The sum of traits that distinguishes a person as an individual. (1)

identity theft. Theft that occurs when someone uses your personal information, such as your name, social security number, or credit card number without your permission to commit fraud or other crimes. (27)

illiterate. Being unable to read or write. (17)

implement. To put a plan into action. (8)

impulse decision. A decision made quickly, without much thought. (8)

income. The amount of money a person receives for doing a job. (1)

income tax. A tax on all forms of earnings. (23)

insurance claim. Requesting payment from your insurance company for a covered loss. (28)

interest. The money paid to customers for allowing a financial institution to have and use their money. (26)

interests. The ideas, subjects, or activities a person enjoys. (7)

Internet. The global computer linkup of individuals, groups, and organizations in government, business, and education. (2)

intern. A student, seeking skills for a career, who works in a temporary position with an emphasis on on-the-job training rather than employment. (9)

internship. An occupational training program during which a person works at a job, learning from a more experienced person. It can be paid or unpaid, lasting for several weeks, months, or for a year. (4)

interview. A talk between an employer and a job applicant. (12)

interviewee. A job applicant who receives an interview. (12)

interviewer. An employer who talks with a job applicant. (12)

Internal Revenue Service (IRS). The agency that enforces federal tax laws and collects taxes. (23)

IRS time (individual responsibility for saving time). Taking whatever steps are needed to make the best use of time. (18)

J

job. Work a person does, usually to earn money. (1)

job application form. A form completed by a job applicant to provide an employer with information about the applicant's background. (11)

job description. An explanation of tasks to be performed by an employee in a specified position. (12)

job shadowing. Accompanying a person to his or her job to learn about that person's job. (4)

L

laid off. To lose a job because the employer must release the employee for financial reasons. (16)

leader. A person who influences the actions of others. (22)

leadership. The ability to lead or direct others on a course or in a direction. (22)

lease. A written rental agreement, which defines the rights and responsibilities of the tenant and the owner of a rental property. (29)

letter of resignation. A formal letter stating plans to quit or resign from a job. (16)

life insurance. Insurance designed to provide financial security to the family of the insured, if that person dies. (28)

lifelong learning. Continually updating your knowledge and skills. (2)

lifestyle. A person's typical way of life. (1)

liter. The basic unit of measuring volume in the metric system. (17)

logistics. The process of managing, controlling, and moving goods, energy, information, services, or people from a point of origin to a destination in the most timely and cost-efficient manner possible. (5)

M

mass transportation. Transportation, such as buses or trains, used routinely by the general public. (30)

master's degree. An advanced degree involving one to two years of study beyond a bachelor's degree. (9)

mentor. A more experienced person who provides his or her expertise in order to help less-experienced workers advance in their careers, enhance their education, and build networks. (13)

meter. The basic unit of measuring distance in the metric system. (17)

metric system. A decimal system of weights and measures. (17)

money market account. A type of savings account that is similar to a CD, but has no time restrictions. (26)

money order. Used like a check, this is an order purchased for a specific amount to be paid to a certain party. (25)

monopoly. The exclusive possession and control of a product or service. (31)

multitasking. Doing more than one job at a time. (19)

mutual fund. A long-term investment that provides a way to invest in stocks and bonds. (26)

N

needs. The basics a person must have in order to live. (1)

net pay. The amount of money left after all deductions have been taken from the gross pay. (23)

networking. Checking with family, friends, and other people you know to find out about job openings. (11)

nonhuman resources. Time and all the material resources around you. (10)

nonverbal communication. The sending and receiving of messages without the use of words. (19)

nutrient. A chemical substance in food that nourishes the body. (21)

O

occupation. Employment that requires related skills and experiences. (1)

open ad. A classified ad providing specific information about a job. (11)

OSHA. A government agency and a federal law that calls for safe and healthy working conditions. The Occupational Safety and Health Administration is the agency, while the Occupational Safety and Health Act is the law. (15)

outsourcing. The practice of one company contracting with another to handle work more efficiently and keep costs in line. (2)

overdraw. To spend more money than what is in the account. (25)

overtime pay. The wages earned, usually one-and-a-half times the regular wage, for working additional hours beyond the normal 40-hour week. (16)

P

paraprofessional. A trained aid with one to three years of advanced training who assists professionals. (5)

parliamentary procedure. An orderly way of conducting a meeting and discussing group business. (22)

partnership. A business owned by two or more people. (6)

pay period. A length of time for which an employee's wages are calculated. Most businesses have weekly, biweekly, semimonthly, or monthly pay periods. (23)

penalty. A loss or hardship due to some action, such as breaking company rules or policies. (13)

personal interview. A face-to-face meeting between an employer and a job applicant. (12)

personality. The group of traits that makes each person unique. (7)

physical fitness. The ability to easily perform daily tasks with enough reserve energy to respond to unexpected demands. (21)

piecework. A job in which something is produced by an individual that can easily be counted. (3)

policy. A legal contract describing the rights and responsibilities of a person purchasing insurance and those of the company offering it. (28)

portfolio. A selection of materials that you can use to document your accomplishments over a period of time. (11)

preferred provider organization (PPO). A managed health care plan in which an organization of doctors or hospitals contract with an insurance company to provide health services. (28)

premium. The amount of money paid for insurance. (28)

principal. The original investment, such as a savings account deposit. (26)

priorities. Everything you consider highly important. (18)

private employment agency. A business that helps people find jobs for a fee. (11)

privilege. A right that is given as a benefit or favor. (13)

procrastination. Delaying decisions or activities. (18)

profit. The money left in a business after all expenses are paid. (2)

promotion. A move up to a higher position that has increased job responsibilities and requires increased skills and knowledge. (4)

proofread. To read something, check for mistakes, and mark any errors found. (17)

property insurance. Insurance that protects your possessions against fire, theft, or other types of loss. Property insurance also provides liability coverage in the event that someone is injured in your home. (28)

public employment service. A government-supported group that helps people find jobs for free. (11)

public laws. Laws that define a person's rights in relation to government. (31)

punctual. On time. (13)

R

real estate agency. A business that assists customers in the buying and selling, and less often renting, of apartments or houses. (29)

recourse. The right to complain and receive appropriate response. (31)

references. People who can speak about a person's character and skills. (11)

register. To submit one's name to the official list of citizens eligible to vote in elections. (31)

rental agency. A business that assists customers in the renting of apartments for a fee. (29)

reprimand. A severe expression of disapproval. (13)

resource. Anything a person can use to help reach his or her goals. (7)

résumé. A formal written summary of a person's education, work experience, and other qualifications for a job. (11)

retail business. A business that sells products, such as clothing or cars, to consumers. (6)

ridicule. To tease or belittle. (14)

Robert's Rules of Order. The most common reference book used to describe the parliamentary procedure used at business meetings. (22)

routine decision. A decision made often. (8)

rumor. Information passed from one person to another without proof of accuracy. (14)

S

salary. A set amount of money paid to an employee for a full year of work. (16)

sarcasm. The use of cutting remarks. (14)

savings club. A savings plan into which a set amount of money is deposited regularly until a savings goal is reached. (26)

schedule. A list of the expected arrival and departure times and locations for buses, trains, and airplanes. (30)

security deposit. An amount of money usually equal to a month's rent initially paid to the owner of rental property by new tenants. It is used to cover the costs of any damages that may occur during the renter's stay. (29)

self-concept. Recognition of both your strengths and weaknesses. Accepting and feeling good about yourself. (7)

self-esteem. The confidence a person has in himself or herself. (1)

self-sufficient. Individuals who can take care of themselves; who can earn a salary that will support their needs and wants as well as those of their future families. (2)

- service business.** A business that performs tasks for its customers. (6)
- services.** Nonmaterial assistance for which people are willing to pay. (2)
- sexual harassment.** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when it is made a condition of employment or of a person's work performance or environment. (3)
- skills.** Abilities that result from education and training. (4)
- sole proprietorship.** A business owned by one person. (6)
- stockholder.** A person who owns a share or shares of stock in a corporation. (6)
- stress.** A feeling of tension, strain, or pressure. (21)

T

- teamwork.** Two or more people working toward a common goal. (14)
- technology.** The application of scientific principles. (2)
- telecommuting.** Working at home through an electronic linkup with the central office. (2)
- telephone interview.** A telephone conversation between a company representative and a job applicant. (12)
- termination.** The end of employment or the loss of a job. (13)
- time log.** A written record of a person's use of time. (18)
- time management.** Planning and carefully using time. (18)
- trade-off.** The giving up of one thing for another. (8)
- training.** Applying knowledge through practice. (4)
- traits.** Noteworthy characteristics. (4)
- transfer.** To change from one bus or train route to another. (30)
- transferable skills.** Skills used in one career that can be used in another. (1)
- traveler's checks.** Checks purchased in common denominations that are replaceable if lost or stolen. (25)

U

- U.S. savings bond.** A certificate of debt issued by the federal government that serves as a safe way to save money. (26)

V

- values.** All the beliefs, ideas, and objects that are important to an individual. (7)
- verbal agreement.** The simplest form of an agreement in which certain terms are specified but not written down. (29)
- verbal communication.** Communication involving the use of words. (19)
- vocabulary.** The group of words known and used by an individual. (17)

W

- wages.** The money earned for doing hourly work. (16)
- want ad.** A source of information about available jobs, found in the classified section of the newspaper. (11)
- wants.** Items a person would like to have, but are not needed to survive. (1)
- wardrobe inventory.** A list of all the clothes and accessories found in a person's closet and drawers. (20)
- wholesale.** A large quantity of items packaged in bulk with a per-item cost below the retail price. (6)
- work.** An activity done to produce or accomplish something. (1)
- workers' compensation.** An insurance against loss of income from work-related accidents. (15)
- work ethic.** A standard of conduct and values for job performance. (13)
- working capital.** Money needed to start and maintain a business. (6)