CAREER AND TECHNICAL EDUCATION (CTE)

Grade 8

Student Textbook

FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA

MINISTRY OF EDUCATION

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CTE



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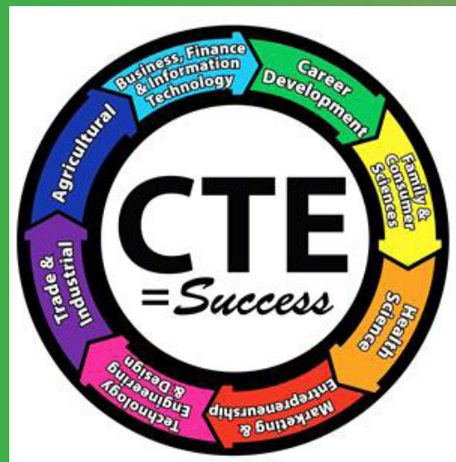







FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA

MINISTRY OF EDUCATION

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FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA
MINISTRY OF EDUCATION

IN COLLABORATION WITH
HAWASSA UNIVERSITY

CAREER AND TECHNICAL EDUCATION (CTE)

STUDENT TEXTBOOK

GRADE 8

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UNIT 1 PERSONAL CAREER SELECTION

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Select careers that interest them to learn more about qualifications and details.
- Discuss the steps of career selection.

Key Words

Career Selection: is a process of choosing an occupation or profession that is adopted for a significant period of someone's life and provides him/her opportunities for progress and prosperity.

1.1. Introduction

In the first chapter of grade seven CTE, you have learned about career, job, and their differences. Career selection is a process of choosing an occupation or profession that is adopted for a significant period of someone's life and provides him or her opportunities for progress and prosperity.

Usually, a career includes all the roles of one's life such as: education, training, and paid and unpaid work. Career selection has become more complex in the 21st century due to individual's dependence upon mass media that plays a significant role in shaping personal choices.



Figure 1.1: Career Selection

Usually, a career includes all the roles of one's life such as: education, training, and paid and unpaid work. Career selection has become more complex in the 21st century due to individual's dependence upon mass media that plays a significant role in shaping personal choices.

1.2. Four Main Steps of Personal Career Selection

There are four steps that an individual should pass through to select a given career. These include: research, evaluation, discussion, and decision. The steps are explained below in detail.

1.2.1. Researching career opportunities in the locality

Brainstorming Question

Think of all careers available in your area and tell to your teacher.

Several career opportunities are available in each locality. These available careers are may be related to animal production, crop production, manufacturing, construction, or different services.

Career searching is a process of listing all available career opportunities in the areas. In this step of career researching, all available careers should be listed comprehensively.

Activity 1

Please discuss in group of three students and list down all career opportunities in your locality.

1.2.2. Evaluating career

This is the stage when we compare and contrast the most relevant and appropriate careers among the entire lists. This process is called evaluation, and could help to learn more about a collection of careers instead of just one at a time. It is better to consider the availability

of resources, required knowledge level, skills, experiences, etc. in evaluating the alternative careers.

In other words, you can start the evaluation process from the career that you think is most appropriate for you. In this process, you could be able to understand each career in detail.

Activity 2

1. Please select only five career opportunities among the lists in Activity 1.
2. Then list down what type and level of qualifications are required to engage in these selected careers.

1.2.3. Discussing selected career

Activity 3

In group, discuss and compare which career is appropriate for you.

The discussion could enable you to compare the careers you choose, and why you liked those careers. You may also learn about new job tracks from your peers. Similarly, two of you may have a common career interest and discuss further the requirements and possibilities of the job. During the discussion process, there are also possibilities of dropping your preferred choice. Therefore, each of you discusses

what you liked about one career, compare and contrast selected careers with non-selected ones.

1.2.4. Decision on single career

At this point, you will be able to select a single career that seems appropriate to you based on your research, evaluation, and discussion made with your classmates.

Story of Career Selection

Sarkabo was born in Southern Ethiopia. He completed his Primary Education in 2010 E.C. After completing his grade 8 education, he decided to start his own business. He engaged in different agricultural activities and small-scale trade. He grew crops such as barley, teff, and coffee. He also has a poultry farm with 50 chickens. Moreover, Sarkabo engaged in selling shop. One day, while he calculates his income and costs, he noticed that he is not profitable in all his income-generating activities. He has engaged in different income-generating businesses and he has not been able to manage properly. Finally, he decided to engage only in poultry production.

Activity 4

Students, after you go through all the four steps, tell to your classmate about the career you selected and why you selected it.

1.3. Finding the Right Career

In the process of finding the right career based on your choice, you need to follow series of steps. In the beginning, you need to list all the possible alternatives. Several careers may exist in your area. To select the right career, the seven steps listed below should be followed.

Step 1: Make a list of occupations to explore.

You probably have multiple lists of occupations in front of you at this point and generated lists of careers by each of the self-assessment tools you have used. To organize it, you should combine them into one master list.

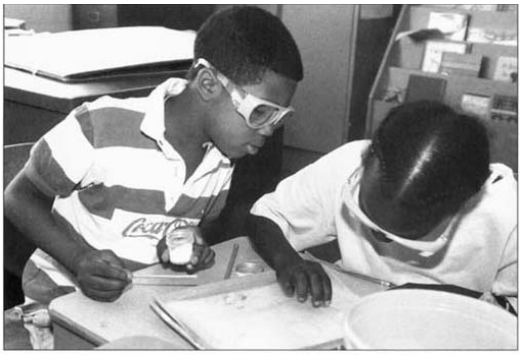


Figure 1.2: Students listing down possible careers they know

Step 2: Explore the list.

At this step, you will reduce your list to only five to ten options. Now you can get some basic information about each of the occupations on your list.

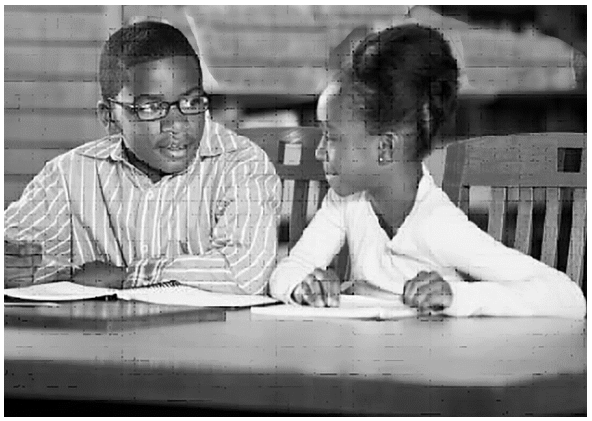


Figure 1.3: Students exploring the careers

Step 3: Narrow down the list.

At this stage, you have more information; start to reduce the number of your list even further.

It is better to begin eliminating the careers you do not want to pursue any further. You should remain with two to five occupations on your "shortlist".

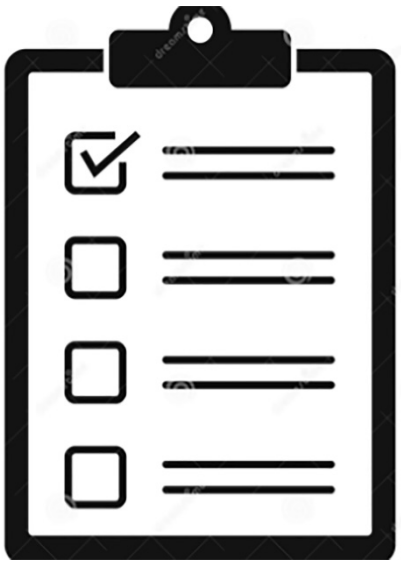


Figure 1.4: Examples of lined paper to narrow down the list

Step 4: Get more information.

After reducing the career options to three to five, you need to have in-depth information about each career.

Seek advice and information from those people who engaged in the same career with your shortlists. This helps to get firsthand knowledge about the careers on your shortlist.



Figure 1.5: A student getting advice on his future career from his teacher

Step 5: Make your career choice.

After doing all your research, you are most likely ready to make your choice. Select the career that you think will bring you the most satisfaction based on all the information you have gathered. Realize that you are allowed to change your mind about your choice at any point in your life.

Step 6: Identify your goals.

Long-term goals typically take about three to five years to reach, while you can usually fulfill a short-term goal in six months to three years.

Step 7: Make a career action plan.

Put together a career action plan written document that lays out all the steps you will have to take to reach your goals. It can be used as a roadmap that will take you from point A to B, then to C and D.

Activity 5

Students, please discuss in a group of three/four about your career action plan.

1.4. Unit Summary

Career selection is a process of choosing an occupation or profession that is adopted for a significant period of someone's life and provides him or her opportunities for progress and prosperity.

There are four steps that individuals should pass through to select a given career. The first step is researching career opportunities in the locality. The second step is evaluating the career opportunities. This process could help to learn more about a collection of careers instead of just one at a time.

The third step is discussion on selected careers. This helps to explore the requirements of each career and helps to come to a final decision for a selection. The last and fourth step is selecting a single career. This is the final step to find an appropriate career based on an individual's interest.

Unit Review Questions

Do the following unit review questions in your exercise book.

Part I. Write 'True' if the statement is correct, and write 'False' if the statement is incorrect.

1. To be effective, one person should engage in all careers available in his/her area.
2. In each locality, there are a lot of career opportunities.
3. Career researching is a process of listing all available career opportunities in the areas.

Part II. Fill in the blank space with a correct answer.

1. _____ is a process of choosing an occupation or profession that is adopted for a significant period of someone's life and provides him or her opportunities for progress.
2. _____is a process of listing all available career opportunities in the area.

Part III. Choose the correct answer for the following questions.

1. Researching or listing career opportunities helps to:

   a. Discuss each available career opportunity

   b. Understand each career in detail

c. Know all available career opportunities in the areas

d. Select among the alternative careers

2. Which one of the following is a correct statement about finding the right career?

a. Narrowing down a career list helps to focus on some careers.

b. Getting more information helps to have in-depth information about each career.

c. Identifying your goals helps you in implementing your career choice in action.

d. All are correct

3. In the process of finding the right career, identifying your goals is one among the steps. What is/are the importance of identifying your goals?

a. Helps to reduce the number of career you listed down

b. Helps you to implement your career choice

c. Helps to develop a career action plan

d. Helps to select a single career among alternatives

UNIT 2 SELF EMPLOYMENT OPPORTUNITIES:

RECEPTION SKILLS, PHOTOCOPIER USAGE, AND ENTERPRISE ACTIVITY

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Explain the procedures for welcoming and assisting visitors
- Use photocopier machine
- Identify enterprise activities

Key Words

Self-employment is working for oneself rather than working for a specific employer who pays a wage or salary.

A receptionist is an employee taking an office or administrative support position. Such receptionists are often called front desk clerks. Receptionists cover many areas of work to assist the businesses they work for, including setting appointments, filing, record keeping, and other office tasks.

Skill is defined as the ability to use one's knowledge effectively and readily in execution or performance of learned physical tasks.

2.1. Introduction

As you have learned in unit six of Grade 7 Career and Technical Education, self-employment is working for oneself rather than working for a specific employer who pays a wage or salary. Self-employment is the act of a person or group of persons generating one's income directly from those who buy their outputs, as opposed to being an employee of others.

It is important to acquire knowledge and skills related to certain business activities. The major skills related to reception, maintenance of photocopier machine, and executions of small retail business are useful. The following sections discuss the major procedures of accepting guests as a receptionist, appropriate steps in managing and maintenance of photocopy machines, and the mechanism of retail process in free-market situations.

2.2. Reception Skills

Brainstorming Question

What skills that you think are important for a receptionist?

In Ethiopia, the reception career is mostly related with hotel services. The duties of a receptionist may include answering visitors' inquiries about a company and its products or services, directing visitors to their destinations, sorting and handing out mail, and answering incoming calls on multi-line telephones.

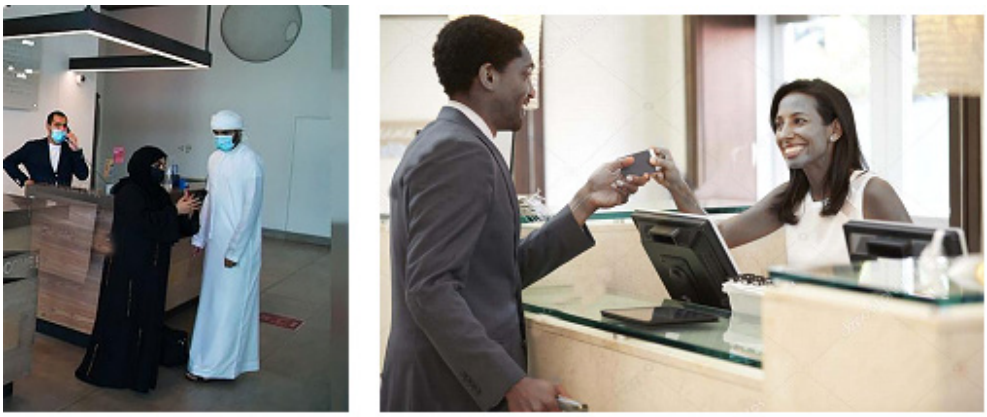


Figure 2.1: Receptionists welcoming guests

2.2.1. Basic skills of a reception

a. **Written and verbal communication skills**

Effective and clear communication — both written and verbal is an important skill for a receptionist to have, as it makes for a more productive workday.

b. **Customer service**

Receptionists should be pleasant, accommodating, and attentive. Sometimes all it takes is a smile and being able to provide the right answers.

c. **Multitasking and prioritizing**

Receptionists need to have the ability to multitask, especially in a fast-paced work environment. Skilled receptionists are often putting people on hold and handling multiple phone conversations at once, all while dealing with whoever just walked through the door and maybe there is a line, too.

d. **Welcoming body language**

Many people greet each other by: high fives, smiling, nodding head, hugging, grunting, waving, saying "Hey", also asking if you are ok, and thumbs up, shaking hands, hands on the shoulder (pat on back) calling by signing with fingers, pointing and shouting, and saying cheer up!

e. **Top interpersonal skills**

Good interpersonal skills go beyond basic communication abilities. Look for a candidate who collaborates easily, can give and receive

criticism gracefully, and rises above petty office politics. Soft skills like friendliness and likability are especially important for the receptionist role.

f. **Ability to work under pressure**

The ability to work under pressure involves dealing with constraints that are often outside of your control- these might be resource or time constraints, the difficulty of the task or having insufficient knowledge required to complete the task, or unforeseen changes or problems.

g. **Basic computer knowledge**

Receptionists often use computer software programs and correspond via email. Familiarity with Microsoft Word and Excel is almost a must for these professionals, as is being able to operate photocopiers and phone systems.

Activity 1

Describe the basic skills required for a reception career.

2.2.2. Ethiopian hospitality experiences

Most Ethiopians are very welcoming, friendly, generous, and respectful and expect the same in return. In certain cases, Ethiopians will go out of their way to please or entertain others, including

strangers. As is the case in every society, Ethiopians come from different ethnic, family background, lifestyle, education and work experience; they do have variation with commonalities among them.

Ethiopians appreciate warm greetings, handshakes, positive body language (smile or showing a sign of happiness) and a show of respect. They offer the best they can afford and give priority to their guest. For example, in most cases, Ethiopians will not take a seat before their guests. Things like this should not be interpreted as anything other than a sign of respect. Coffee ceremony is a core cultural custom in Ethiopia. There is a routine of serving coffee daily, mainly for the purpose of getting together with relatives, neighbors, or other visitors. If coffee is politely declined, then tea will most likely be served (Figure 2.2).

Asking about work, life and family is a very common approach to start a conversation. How are you? How are your family, kids, etc.? Are part of the daily greetings. Most of the time a topic for discussion is dependent on the age and gender of the person and the popular topic in the city or the country.

Ethiopians tend to exhibit traditional values that they are conservative and modest. It is important to be polite and respectful. Ethiopians generally pride themselves as a culture of hospitality, the traditional coffee ceremony (Figure 2.2). Greetings are very

important and it is very appropriate to ask about family such as do you have children? Do they go to school? and etc.



Figure 2.2: Ethiopian coffee ceremony

Activity 2

Please differentiate in a group of three/four about your basic skills related to reception.

What are the traditional ways experienced in your locality for welcoming a guest?

2.3. Photocopier Machine

Before discussing photocopier machine, let us define what is photocopy. Photocopy is a copy of usually printed material made with a process in which an image is formed by the action of light

usually on an electrically charged surface. A photocopying machine is one of the most critical pieces of equipment in an office setting. Therefore, as an employee, you may sometimes be required to make great copies using the copying machine. It is estimated that five out of ten people have never even handled a photocopying machine. In most areas of the country, photocopying activity is taken as a source of income for the majority of young people's business opportunities with ease of repair works when it is damaged or broken. Moreover, office secretaries had been doing this job in addition to office services activities.



Figure 2.3: a photocopier machine

2.3.1. Steps to use a photocopier machine

Brainstorming Question

Did you have any experience of using photocopier machine in your locality? If there is no photocopier machine in the locality, your instructor could show you the photo using digital technology.

The major steps to use a photocopying machine are:

1. Turn on the photocopier.



Figure 2.4: the face of a photocopier showing the start and power button

The first step before anything else is to make sure the power cable of the copier is properly plugged into the power source. Then switch on the machine by pressing the power button. Most copiers have the power button located on the face of the device, but others on the side. Make sure you are pushing the correct button to avoid putting the machine into sleep mode. If you find that the unit is already on but is not responding, then it may be in "sleep" mode, in which case you simply press the "copy" button for a response.

2. Put your document on the copier.

Next, lift the photocopier's cover and place your document on the glass surface. You should put the front of the document facing downward on the glass. You will also need to place the document the way the guide marks tell you. Once you have properly placed your document, you can close the copier cover.

3. Select the number of copies (go to the instructions menu).

Select the number of copies that you want the copier to make. The copier will have a digital number display and a set of plus and minus keys so that you can change the quantity.

4. Adjust the color

To go to the color preference option, click the menu button, and then go to settings, click color preference; select the colors icon then click 'Save'.

5. Select paper size.

Select the correct paper size. 8.5 x 11 inches is the standard paper size. If you need to use a special paper size, then you will have to feed the paper into the appropriate tray.

6. Press the copy button

Finally, you will press the "copy" button to print your copies. Some units have the copy button labelled as a "start" button. Once you press the copy button, the copier machine will start printing.

Activity 3

List major steps on how to use a photocopier machine.

2.3.2. Maintenance of a photocopier machine

One of the easiest things you can do to keep the copy machine working properly is to clean it regularly. This includes a light wiping of the machine's exterior and a regular wiping of the bypass and exit trays. Always wipe away from the entry areas of the machine, so dirt and debris do not fall into the paper path.

The materials used to clean photocopier has to be moisten a clean, soft, dust-free, cotton cloth with a mixture of 70% isopropyl alcohol and 30% water (also known as rubbing alcohol). Do not use fibrous materials, such as paper towels. The cloth should be moist with no free liquid to ensure dripping does not occur. Do not spray any liquids directly onto the product.

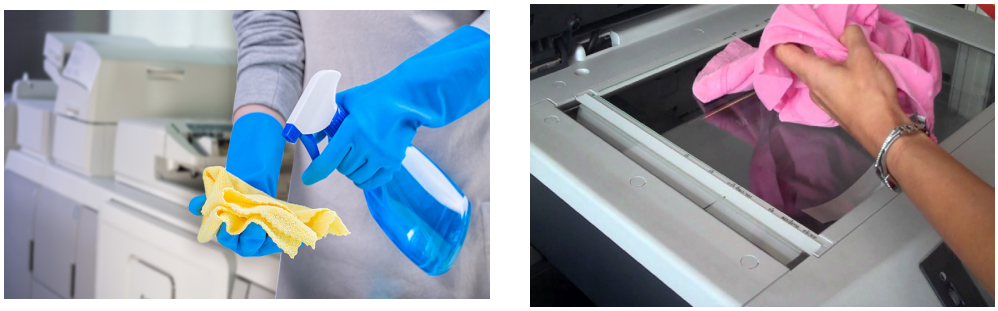


Figure 2.5: Cleaning photocopy machines

2.3.3. Copier problems and proper management

a) Paper jams

A paper jam is the most common copy machine error encountered. The reasons for occurrence vary from the wrong paper size to improper paper loading. These issues cause copiers to pull the paper through incorrectly, resulting in a jam. Fixing these types of issues requires someone manually removing the jammed paper and reloading the proper paper size or correcting the paper alignment. There is also the issue of paper dust, which tends to clog machines and cause paper jams. The best way to avoid paper dust is to periodically wipe the feed tires clean, and vacuum away dust built up inside the copier.



Figure 2.6: Paper Jam

b) Lines on paper

There are multiple reasons why this issue can occur; it includes:

- Foreign substances on the scanner glass or mirrors
- Drum or developer unit malfunction (only applies to multi-component copier systems)
- Drum-blade malfunction, resulting in large lines vertically down the page
- Issue with fusers

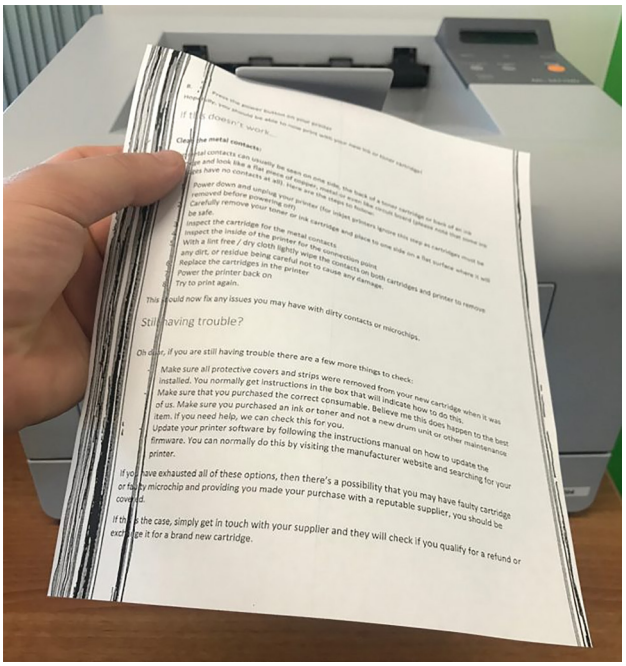


Figure 2.7: Lines on paper

c) Cartridge or toner issues

Low, empty, or malfunctioning toner cartridges can cause issues within your copy machine. If toner or cartridges are low or empty, replacing them should resolve the problem.

d) Wrinkled pages

Wrinkled pages are often the result of worn-out feed and exit rollers that cause sticking or jamming. But, worn-out paper trays, moisture caused by humidity, and fuser assemblies can also lead to wrinkled pages.

e) Copies are too light or too dark

The majority of the time, issues with lightness and darkness on copy pages are the result of an imbalance in the density controls on the copier. Someone may have inadvertently altered the settings previously, making subsequent images copied too light or too dark. In this case, resetting the density levels is the best solution.



Figure 2.8: Too dark copies

f) Spots on the page

As the name suggests, this copy machine problem consists of random arrays of dots marring an otherwise perfect copy. If you

notice the dots in the same place every time, it is likely an issue of smudges or debris on the copy mirror or glass.

A more random array of spots repeated throughout the document could be a defect in the drum. Replacing drums should fix the issue.

2.3.4. Copier maintenance tips to prevent copier problems

- Shut it off. Shutting off your copier is the easiest copier maintenance tip to perform.
- Warm it up.
- Clean the glass.
- Use better paper.
- Load paper correctly.
- Empty waste toner.
- Know when to check with it.

2.3.5. How to take care of your copier

- Use quality products.
- Clean the copier glass regularly.
- Keep dust and debris from the ink cartridge head.
- Clear dust from the machine.

Activity 4

Visit one office and observe how a photocopy machine works. Then report what you have observed.

2.4. Undertaking an Enterprise Activity

An enterprise activity might include a group activity (like baking cakes, washing cars) or an individual activity (e.g. making cards) which often raises money.

2.4.1. Product selection

Selecting/choosing the appropriate product or service can be considered the important building block of every business venture. As a matter of fact, products serve the business as the most important and visible first contact with buyers i.e. end-users.

Customers' needs change faster than ever before and the seller should keep their product selection up to date – take note of what the customers ask for and what the general market trends are.

2.4.2. Factors responsible for the selection of product

One rule of thumb in developing a product selection criteria template is that the product with the most frequency of need/ demand possesses the greater chance of bestowing success on the business.

Availability of adequate funding is also required to carry out before starting the business activities such as development, production, promotion, marketing, and distribution amongst others of the selected product.

Moreover, different products require different starter materials. Factors such as the source of the materials, the quality to be achieved as well as the quantity of the raw materials are key management decisions.

As is often the case, the product that meets the criterion of giving the optimum return on investment will be selected. Finally, qualified personnel will be required to handle the production and marketing, on an ongoing basis. The cost associated with manufacturing the product must be kept to the minimum by reducing wastage. This is achievable through the engagement of competent and skilled manpower.

2.4.3. Market selection

A target market is one part of the total market for a good or service. Consumers who make up a target market share similar characteristics including buying geography, buying power, demographics, and incomes.

Target markets are generally categorized by age, location, income, and lifestyle. Defining a specific target market allows a company to home in on specific market factors to reach and connect with customers through sales and marketing efforts.



Figure 2.9: a small market center with stationary materials

Activity 5

Select one commodity/product; you are required to present how the selection made and associated factors responsible for the selection of the product. Share the results to the students in the classroom.

2.4.4. Product Advertisement

Product advertising is a paid promotional communication that attempts to induce consumers to purchase a product. Communication channels utilized for product advertising include television, radio, print media, websites, social media, and billboards.

Advertising has three primary objectives: to inform, to persuade, and to remind. Informative advertising creates awareness of brands, products, services, and ideas. Selling skills are the muscles that give strength and flexibility to sales professionals. They are developed through experience, sales coaching, and training. They must be refined throughout a sales representative's career.

Activity 6

List the major ways of advertising your products in free-market situations.

2.5. Unit Summary

The proper skills to become a receptionist are excellent verbal communication skills, active listening, and great customer service skills also are a must. A talented receptionist can connect callers and visitors with the right employees, as well as handle basic customer service problems and requests adeptly. Being open to new people and ideas, being polite, sociable, control emotions, and working under pressure are some qualities of any receptionist.

A photocopying machine is one of the most important pieces of equipment in any business. As a business employee, you may be responsible for making hundreds or thousands of photocopies a day. However, you should not be embarrassed if you do not have experience with a photocopier.

When it comes to the photocopier that your business uses, keeping it in peak condition is key; however, this will not only ensure better copies are produced but also lead to less frustration with reduced breakdown issues on the whole. It will also help to extend the lifespan of the machine as regular maintenance is a major factor for longevity. Understanding the major steps in the usage and maintenance of photocopy machines gives opportunities for the students to develop skills and knowledge on the business world, and provides a chance to start a small business in this category.

Understanding the major processes in the selling of goods and services is important for mid-level professionals to execute certain business activities in their life besides updating their carriers for a future academic environment. By doing this, they can select a product to sell, state its target market, advertise the sale, and identify resource requirements and costs for a certain commodity.

Unit Review Questions

Do the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct, and write 'False' if the statement is incorrect.

1. Advertising and marketing are the same things.
2. Institutional markets consist of people who buy products and services for personal use.
3. Convenience products usually have intensive distribution because sales of these products tend to have a direct relationship to availability.
4. A reception desk needs to be manned at all times of the working day.
5. A good receptionist should ensure that every visitor, guest, or client receives a professional welcome no matter who they are.
6. Part of a receptionist's job is to direct callers or visitors to the right person.

Part II: Fill in the blank spaces with the correct answer.

1. The traditional view of marketing is that the firm makes something and then _____ it.
2. The basic role of promotion is _____.
3. The _____ concept holds that consumers and businesses if left alone, will ordinarily not buy enough of the organization's products.
4. If the aim of the promotion to introduce a new consumer product is to achieve high awareness levels, the firm will most likely make heavy use of _____ in the promotional mix.

Part III: Choose the correct answer for the following questions.

1. What are the common problems faced when using a photocopier machine?
   a. Paper jam
   b. Lines on the paper
   c. Over-heating
   d. Toner or cartilage problems
   e. All of the above
2. How often should a photocopier be serviced?
   a. Monthly
   b. Yearly
   c. 2-3 years
   d. None of the above

3. What is an alternative term for 'marketing communications'?
    a. Promotion
    b. Email
    c. Sales talk
    d. Price-lists
    e. Product literature

4. Tips to help you prepare for a receptionist interview
    a. The receptionist has to dress in a proper manner.
    b. Get to know the company personality ahead of time.
    c. Be familiar with the company products and/or services.
    d. Be aware of your body language.
    e. Practice communicating clearly and calmly.
    f. All of the above

5. Which of the following questions is not used for receptionist interviews?
    a. What are your most/least favorite things about being a receptionist?
    b. What is the biggest daily personal challenge you face in this role and what have you done to improve it?
    c. What is the extent of your customer service experience?
    d. In your opinion, what role does a receptionist play in contributing to office culture?
    e. All of the above

6. What makes you a good fit for a receptionist?
    a. Organizational skills
    b. Positive and friendly attitude at all times
    c. Making a great first impression
    d. All

Part IV: Dear students please copy the following questions into your exercise book, and give your answers accordingly.

1. What methods do you use to diagnose a problem with a copier?

2. What are the major steps to use a photocopy machine?

3. What are the major steps in selecting certain product for the market?

UNIT 3 SELF EMPLOYMENT OPPORTUNITIES:

CONSTRUCTION, BASIC CARPENTRY, MAINTENANCE AND RETAIL BUSINESS

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Apply basic construction and carpentry skills
- Maintain appropriate equipment to check tyre and tyre pressure
- Handle customer payments in a retail business

Key Words

Construction is defined as the creation or building of something.

Concrete masonry unit (locally named as blocket) is a standard size rectangular block used in building construction.

Carpentry is the art and trade of cutting, working, and joining timber. The term includes structural timberwork in framing and items such as doors, windows, and staircases.

Tyre pressure is a measurement of how much air is in your pneumatic tyre, and ensures the tyres wear evenly and maintain the correct level of grip on the road surface.

Retail is the process of selling consumer goods or services to customers through multiple channels of distribution to earn a profit. Retailers satisfy demand identified through a supply chain.

Payment is the transfer of money, goods, or services in exchange for goods and services in acceptable proportions that have been previously agreed upon by all parties involved.

3.1. Introduction

Construction and carpentry are the fundamental interconnected works in the construction industry, which engage the majority of youths in developing countries. Skills and knowledge in this sector are crucial for the development of a country like Ethiopia. Whereas constructing basic brickwork structures; painting and decorating skills for a middle-level career are major components to be dealt with in this unit.

In many low-income countries where people work every day just to survive, the concept of leisure time is not always well understood, and nor is it a priority.

3.2. Construction and Basic Carpentry

3.2.1. Construction of bricks and clay materials

Brainstorming Question

Have you ever heard about how concrete bricks are made?

There are two types of bricks construction; concrete block and bricks/clay materials.

A concrete block is a hollow building unit of concrete called also cement block. A concrete block is primarily used as a building material in the construction of walls. It is sometimes called a concrete masonry unit (locally named as *blocket*). A concrete block is one of several precast concrete products used in construction. Most concrete blocks have one or more hollow cavities, and their sides may be cast smooth or with a design.

Concrete brick is a mixture of cement and aggregate, usually, sand, formed in molds and cured. Certain mineral colors are added to produce a concrete brick resembling clay.

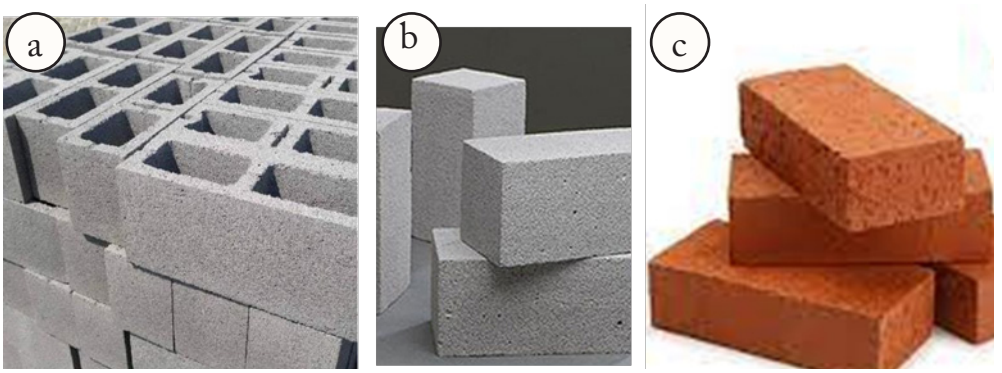


Figure 3.1: (a) Concrete brick; (b) Cement brick; (c) Clay brick

a) Raw materials used for concrete construction

The concrete commonly used to make concrete blocks is a mixture of powdered portland cement, water, sand, and gravel with proper proportion. The most commonly used ratio of producing standard bricks comprises the mix ratio of (1:2:3) consists of 1 part of cement, 2 parts of sand, and 3 parts of stone with adequate water. Making concrete bricks and blocks is quite easy, but they need to have a standard size and consistent quality if they are to be sold for a profit.

b) Tools and equipment used for concrete bricks construction

There are various types of tools and equipment used for the construction of concrete bricks and clay materials at various construction areas. The major types, functions, and graphic presentations are described in the following Table 3.1.

Table 3.1: Tools and equipment used in the construction of concrete bricks

Name of the tool/ equipment	**Descriptions**	**Graphic presentation**
Concrete float	A concrete float is a tool used to finish a concrete surface by making it smooth	
Towel	A small hand tool is used for digging, applying, smoothing, or moving small amounts of viscous or particulate material.	

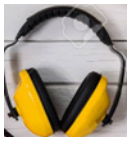
Wheelbarrow	A small hand-propelled vehicle, usually with just one wheel, designed to be pushed and guided by a single person using two handles at the rear, or by a sail to push the ancient wheelbarrow by wind	
Tape measure	A flexible ruler used to measure size or distance	
Shovel	A tool for digging, lifting, and moving bulk materials, such as soil, coal, gravel, snow, sand, or ore	

c) Construction site safety when working with concrete

The major safety rules with their descriptions are outlined in Table 3.2 below.

Table 3.2: Major safety rules and their description

Body part	Description of protection
Protect your skin. 	Contact with wet or unhardened concrete mortar cement or cement mixtures can cause skin irritation, severe chemical burns up to third-degree, or serious eye damage. Cement burns are extremely painful and disfiguring. Unfortunately, the pain is not felt for hours and may not be severe for days.
Protect your head. 	Always wear an approved hard hat when on a construction job site. Be sure to take proper care of your hard hat. Do not punch holes into it and do not store or carry it on the rear window shelf of a vehicle as the sunlight and extreme heat may weaken it. Do not wear the hat backward or when it is damaged. Don't wear a steel hard hat, which can conduct electricity

Protect your eyes. 	Wear shatterproof safety eye protection at all times to keep cement, flying particles, dust and toxic fumes out of your eyes. Don't wear contact lenses on the job. Chemicals, gases or dust may get under them and irritate or damage the eyes.
Protect your ears. 	There is no cure for noise-induced hearing loss. To avoid damage, wear self-fitting earplugs made of waxed cotton, foam or glass fiber wool which are available in most drug stores.
Protect your feet. 	To protect your feet from falling objects, crushing hazards or punctures from sharp objects like rebar or tie wire, wear steel-toed safety boots. If you have to stand in wet concrete, wear waterproof rubber boots.

Protect your back. 	Back problems from overexertion are a common construction site injury. Do not lift too much! Keep your back straight, knees bent and the load close to your body when lifting to minimize strain. Lift with your legs, not your back. Never twist your body when carrying a load; pivot your feet, not your spine

Activity 1

Discuss how bricks and clay materials are constructed in your area, and their importance in the construction industry.

List down local materials used in the construction of bricks

3.2.2. Basic carpentry

Carpentry is a skilled trade and a craft in which the primary work performed is the cutting, shaping, and installation of building materials during the construction of buildings, ships, timber bridges, concrete formwork, etc.

The basic carpentry skills are:

- General framing - construct the wooden structure for a building (walls, floors, and doorframes)
- Build staircases

- Install windows, doors, and siding
- Installation of roofing systems
- Fitting and installing trim, doors, stairs, and hardware
- Measuring, cutting and joining materials made of wood or wood substitutes

(a) (b) (c)



Figure 3.2: Wood work products (a) door, (b) window and (c) roof

a) Carpentry hand and power tools

A hand tool is any tool that is powered by hand rather than a motor. Hand tools are used for cutting and modifying wooden materials, and detailed descriptions are briefly summarized in Figure 3.3 a and b. On the other hand, tools by machines that need electric sources are categorized as power tools.

(a) (b)



Figure 3.3: (a) Carpenter hand tools, (b) carpenter power tools

b) Carpentry safety rules

The following simple procedures will help the workers to follow guiding rules for their safety.

- Always wear safety glasses or goggles, or face shield.
- Wear hearing protection that is suitable for the level and frequency of the noise you are exposed to in the woodworking shop.
- All the carpentries should wear gloves, gowns, laboratory coats, face shields or masks, eye protection, resuscitation masks, and other protective gear such as hats and booties.



Figure 3.4: Some of the protective materials for construction workers

Activity 2

1. List the major tools used for carpentry works.
2. Present your lists of safety rules when using carpentry tools to the whole class.

3.2.3. Painting and decorating.

Painting is the process of coating a surface with chemicals known as 'paint'. People have been using paint to improve their environment throughout history. Becoming a fully-trained painter and decorator offers a dedicated skill for life and can blend creativity with practical skills.



Figure 3.5: (a) People painting and (b) two young boys decorating

A painter and decorator is a professional tradesman who applies paint, varnish, wallpaper and other finishes and special coatings to the walls, ceilings and other surfaces of residential, commercial and industrial buildings and structures. The work of a painter and decorator has both a practical and a decorative function, since painting surfaces not only protects them from weather damage, erosion, mould and rust, but also makes them look more attractive.



Figure 3.6: Different paints

a) Painting tools

Painting tools like brushes, rollers, and trays are used to apply paint directly to surfaces. Materials like drop sheets, gloves, and dust masks protect the painting and the painter during the job (Table 3.3). Chemicals like turpentine and kerosene are to clean painting tools after the job.

Table 3.3: Common painting tools used by painters

Painting tools	**Their uses**
Brush	for coating smaller areas, corners, and narrow spaces
Hammer	for punching and pushing nails before painting a surface
Paint Roller	for painting larger areas/spaces. Can also be used for texture painting
Dusting Brush	for removing dust and dirt before painting
Tray	for dipping the roller brush before applying paint

Putty Knife	for applying fillers to small holes before painting
Abrasive tools	**Their Uses**
Sandpaper	For smoothing surfaces. The process of smoothing a surface with sandpaper is called sanding. There are many different types of sandpaper
Sanding blocks	Used with sandpaper to smooth surfaces. (Sandpaper is wrapped around a sanding block to give you greater purchase and control of the sandpaper.)
Wire Brush	for removing rust on metal surfaces
Scraper	is a tool used for scraping old paint off before re-painting
Putty Knife	for applying fillers to small holes before painting

Activity 3

What are the major differences between painting and decorating?

b) Occupational health and safety of painting

When you are preparing and applying surface coatings, it is strongly recommended you make others aware of what you are doing so that

they are informed as to any risk that may be present. You can do this by setting up a fence or barrier, or by using signs.

Before painting:

- Wear dust masks when sanding.
- Wear eye protection at all times.
- Never sand materials containing lead (can cause cancer).
- Never grind in an area where a painting is in progress (spark hazard).
- Be sure to read and obey the labels on each type of paint.

3.2.4. General health and safety procedures at work

Workplace safety and health is a set of laws that have been made to protect the health and the safety of people when they are working. Health and safety rules will vary a lot from one country to another. Some countries have very strict rules.

Health and safety laws will deal with such things as the temperature in the workplace (it must not be too hot or too cold), things on the floor that people could fall over, or things that could catch on their clothing and cause an accident, smoking in the workplace and other things that might cause pollution or which might be fire hazards. It also includes how many toilets per person there should be, whether they need safety equipment (e.g. hard hats in case anything falls

on their heads), or whether it is safe for a person to be left alone in the workplace. Moreover, the rights of disabled people, how many hours in the day people can work for also considered and health safety concerns of the organization.

It is important to use the proper safety equipment for a task to help protect yourself from injury. These include appropriate clothing and shoes for your job, know the location of fire extinguishers and first aid kits, use a hard hat if there is a risk of falling objects and wear gloves when handling toxic substances or sharp objects.

In addition to this, wear eyeglasses when there is a hazard to your eyes; wear appropriate shoes when working on slippery surfaces or lifting heavy objects; use all protective equipment intended for your task including seat belts; protective headgear or clothing, and safety glasses.

3.3. Checking and Maintaining Car Tyres

Brainstorming Question

Do you have knowledge and skills regarding checking tyre pressure in your localities?

Maintaining proper tyre pressure is important for long life of vehicles and safety of passengers. Proper tyre inflation helps prevent accelerated wear that leads to premature tyre replacement

and is also important to safety. Tyres that are driven under-inflated generate excessively high heat levels that can weaken the tyre to the point of failure (Figure 3.6).

a) Procedures to check tyre pressure

Air hoses with tyre pressure gauges are available for use at most service stations; however, the standard recommends buying a simple pen-shaped pneumatic/mechanical gauge to ensure accurate readings. The following steps have to be kept.



Figure 3.7: Measuring vehicle tyre pressure

1. Check the tyre placard – usually inside one of the front door openings – or the owner's manual for the correct tyre pressures for your car. The pressure often differs for the front and the rear tyres.

2. Unscrew the cap on the air valve of your tyre.
3. Push your tyre pressure gauge firmly onto the tyre valve.
4. Look at the pressure reading on the gauge.
5. If the reading is low, attach the air hose to the tyre valve and increase the pressure to the correct level, rechecking with your gauge if necessary.
6. Screw the cap back onto the tyre air valve.

a) Tyre pressure gauge

A tyre-pressure gauge is a pressure gauge used to measure the pressure of tyres on a vehicle. Since tyres are rated for specific loads at certain pressure, it is important to keep the pressure of the tyre at the optimal amount. The precision of a typical mechanical gauge as shown is ±3 psi (21kPa).



Figure 3.8: Tyre-pressure gauge

The easy way to check the pressure of your tyres is by using an air pressure gauge or pressure monitoring system and then recording the reading. If you hear any kind of hissing, then it means either the gauge is not tight enough, or the gauge angle needs adjustment

Activity 4

1. Please list the procedures to check tyre pressure in your surroundings.
2. How do you use pressure gauge when checking tyre pressure?

3.4. Handling a Retail Business

3.4.1. Handling customer payments in a retail business

Retail business/trade is purchasing the goods from the wholesalers, manufacturers and selling them to the final consumers for a profit. Usually, retail businesses buy bulk quantities at a lower price and then sell them to the customers at a higher price to make profits.

Creating a budget for your new business can seem overwhelming, but if you have an understanding of where the big costs are coming from, it is much easier to tackle. Here are six main costs to be aware of when you open a retail business:

a) Location

A good location means foot traffic and regular customers, and that optimal space comes at a price. So when you are assessing the startup cost of your boutique or retail space, think about the cost of a deposit as well as funds you may need to remodel, improve, or customize the space. If you are selling online, you will want to consider the costs of producing and hosting your website.

b) Rent

Rent is a monthly cost based on the square footage of the space as well as the real estate value of the physical location. Places that see high foot traffic or are in popular areas see higher rents.

c) Utilities

Monthly utility expenses are largely influenced by the cost of electricity and gas where you live and the size of your space. The area's climate also influences your electricity costs.

d) Insurance

It is crucial to invest in business insurance coverage for your retail store. Common coverage includes business property, business income, business liability, and business crime insurance.

e) Employee costs

To run a retail store effectively, you may need to hire employees to run the day-to-day operations. Aside from wages, salary, and other benefits, you need to think about the cost of training, doing payroll, and managing things like timecards.

f) Marketing

People often overlook marketing costs when they are putting together a budget for opening a business. Some starting costs to consider include the design of a logo, business cards, and website, in addition to any initial promotional campaigns you might run to build your brand.

3.4.2. Payment collection problems in retail business

Payment collection plays a very important yet often underestimated role in growth and profitability in retail trade and retail management. Many times, retailers face troubles or complications while accepting payments. Here are some challenges faced by retail sectors.

- Cash or card-based transaction may not be compatible when long-distance orders are involved.

- Retail stores often deal with payment orders that are not defined or constantly changes from customer to customer.
- Accepting payments via cards need a card reader.

3.4.3. Payment options

As a small business owner, it can be needed to decide what types of payment to accept from customers. It might offer customers the choice to pay with cash, checks, debit cards, credit cards, mobile payments, and electronic bank transfers. All these payment methods have both merits and demerits (Table 3.4).

Table 3.4: Various types of payments and their descriptions

Payment Type	Description
Cash	It is one of the most common and easiest forms of payment. Many customers will expect you to accept cash.
Credit cards	May lead customers to make more frequent or larger purchases. Allows customers to safely make large purchases.
Mobile Payments	Help customers make more frequent or larger purchases. Allows customers to safely make large purchases.

Electronic Bank Transfers	Allow you to receive large payments without paying fees. It can be quicker and more convenient than accepting cash or checks.

3.4.4. Problems related to a cash payment

- Cash payments could take sometimes a week so that the customers will be dissatisfied in the selling processes.
- It is time consuming in collecting and dealing with cash, rather than what they ought to be doing – better serving end users/farmers through financing.
- The movement with cash is risky by nature, when the cashiers were loaded with cash, which meant they were at risk of being robbed.
- Unfortunately when people handle large amounts of cash, some of it goes missing – either stolen or used for bribes.
- Spends too much time handling/processing checking cash rather than fulfilling their purpose to serve the customers.
- Life time of paper money is short and costly for printing.

3.4.5. Retail process

The retail process is quite a complicated one, which involves the development of value propositions, looking for customer preferences, the establishment of retail networks and supply chains, getting the

customers for buying merchandise, setting up stores, and filling it up with merchandise.

3.4.6. Selling process steps

The process of selling a product covers various steps like prospecting, pre-approach, approach, presentation, handling objections, closing and follow-up with customers. The 7 steps of selling process are explained below in detail:

A. Prospecting

The first step in the selling process in which potential customers are identified by the salesperson is called prospecting.

B. Pre-approach

The stage where the salesperson collects information about the potential customers and understands them before making the sales call is called pre-approach.

C. Approach

The approach is the step where the salesperson meets the customer for the first time.

D. Presentation

The step wherein the salesperson talks about how the product will satisfy the customer's needs and add value to his/her life is called presentation.

E. Handling objections

In this step, the salesperson clarifies all the doubts and questions that the customer has and eliminates all his objections to buying the product.

F. Closing

The step in which the customer is asked to place an order for the product is called closing.

G. Follow-Up

This is the final step in the selling process where the salesperson follows up with the customers to ensure satisfaction and builds the relationship in order to repeat business with them (Figure 3.9).

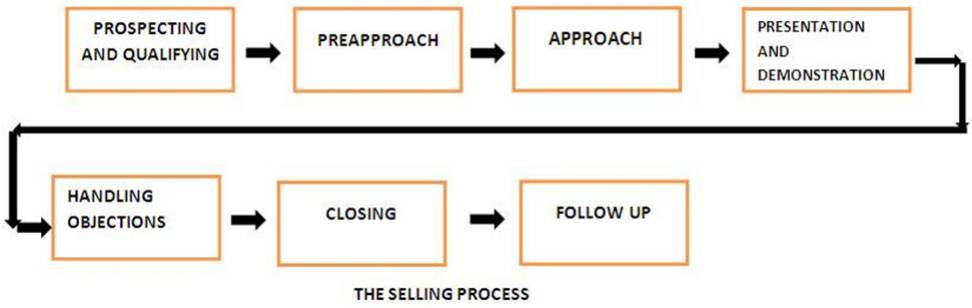


Figure 3.9: Selling process

Activity 5

1. What are the criteria to start-up retail business thinking in your mind?
2. Describe the major challenges you will face when marketing by cash in any business activities.

3.5. Unit Summary

Carpentry is a skilled trade and a craft in which the primary work performed is the cutting, shaping, and installation of building materials during the construction of buildings, ships, timber bridges, concrete form work, etc.

Painting and decorating needs the skill of knowledge of properties of paints and other coating products for internal and external use, manual skills for using painting tools, excellent knowledge of paint application techniques, sense of form and color and physical strength.

A tyre-pressure gauge, is a pressure gauge used to measure the pressure of a tyre on a vehicle. Since tyres are rated for specific loads at a certain pressure, it is important to keep the pressure of the tyre at the optimal amount.

In the retail business industry, various types of payments are handled like cash, credit card, and electronic transfer. However, cash payments are very old and it has challenges in this 21st-century experiences.

In the workplace, individual workers should follow health and safety procedures at work. Safety involves protecting employees from injuries caused by work-related accidents. Health refers to

employees' freedom from physical or emotional illness. Therefore, to avoid workplace health and safety problems, the employee should take care of herself/himself and the organization's property from damage.

To effectively manage the workplace health and safety concerns, the employee should always be alert to what is happening in their surroundings, maintain the correct position, take breaks regularly, and use equipment properly. Moreover, if a potential safety hazard or risk is identified, report it to supervisor(s) immediately so they can address the situation, keep a clean and organized workplace environment, and use appropriate safety equipment to avoid workplace hazards.

Unit Review Questions

Do the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct and write 'False' if the statement is incorrect.

1. If you are laying out a building and all of the diagonals are square, the building is square.
2. The credit card payment system has a potential advantage compared with cash payments in developing countries.
3. There are seven steps of the selling process in any retail business industry.

Part II: Fill in the blank space with a correct answer.

1. Most passenger cars will recommend _____in the tyres when they are cold.
2. An instrument used to check tyre pressure is named as_____.
3. _____business buys products or services from a manufacturer or wholesaler and sells them to consumers.
4. The practice of applying paint, pigment, color, or other medium to a solid surface is called_____
5. The process of smoothing a surface with sandpaper is called _____.

Part III: Choose the correct answer for the following questions.

1. Concrete mixture is made of
    a. Cement
    b. Sand
    c. Gravel
    d. Water
    e. All of the above
2. Which of the following is categorized as decorating skills
    a. Creative and artistic skills

Good interpersonal skills

Excellent planning skills

All of the above

3. Accepting _____ payments is relatively simple and cheap to set up.
    a. Credit card
    b. Cash
    c. Electronic
    d. Mobile

Part IV: Dear students, please copy the following questions into your exercise book and give your answers accordingly.

1. What are the major raw materials used in the construction of concrete bricks?
2. Mention the basic skills required for any carpentry workers in your vicinity.
3. Describe at least three hand tools used for carpentry works.
4. What are the essential skills for painting and decorating activities?
5. Describe the major procedures to check tyre pressure.
6. Mention major problems related to cash payments.

UNIT 4 SELF EMPLOYMENT OPPORTUNITIES:

HOSPITALITY, FOOD PREPARATION, AND CLEANING

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Develop the skills to enter the diverse range of roles that the hospitality events sector requires
- Develop the skills to enter the diverse range of roles that the catering (food preparation) sector requires
- Develop the skills to enter the diverse range of roles that the cleaning sector requires

Key Words

Hospitality is the relationship between a guest and a host, wherein the host receives the guest with some amount of goodwill, including the reception and entertainment of guests, visitors, or strangers.

Cleaning is a process that removes dirts and prevents the accumulation of food residues which may decompose or support the growth of disease-causing organisms or the production of toxins.

4.1. Introduction

Awareness on self-employment opportunities in this unit is focusing on skills and knowledge related to hospitality, food preparation, and cleaning activities in certain localities. The hospitality industry is a broad category of fields within the service industry that includes lodging, food and drink service, event planning, theme parks, travel, and tourism. It includes hotels, tourism agencies, restaurants, and bars.

There will be job opportunities like working in hotels, restaurants, and other facilities that help customers meet their leisure and recreational needs. After completing your middle level education, you can engage in hospitality events. Proper management of hospitality events is benefiting the event managers and people in the hotel to strengthen collaboration with the major stakeholders, as well as to create synergy with partners.

4.2. Hospitality Events

Brainstorming Question

What do you understand about hospitality events in your surroundings?

Hospitality is the relationship between a guest and a host, wherein the host receives the guest with some amount of goodwill, including the reception and entertainment of guests, visitors, or strangers. Nowadays hospitality is an industry which includes a broad category of fields within the service industry that includes lodging, food and drink service, event planning, theme parks, travel and tourism. It includes hotels, tourism agencies, restaurants and bars.

4.2.1. Types of events

Events in the hospitality industry include weddings, business meetings, celebration dinners, and fundraisings. The event planner, owner of a hotel, banquet room manager, or restaurant owner all strive to make these events a success from the client's, guests', and his point of view.

Promotional events are not primarily organized for the benefit of the player or participant. They are organized to promote the sport or form of recreation activity to a target market with the underlying

objective to increase participation. They may also have a second objective to promote the sponsor to the target market as well.

Conferences have many objectives; they may be organized gatherings of participants and/or members to carry out planning, to review progress, discuss important issues, circulate new information, select committee personnel, and examine the position of the organization and to impart new knowledge about the sport or recreation activity.

Fundraising events include dinner functions, special entertainment functions, bingo or card nights, charity auctions, and awards evenings.

Activity 1

List types of events and present to your classmates

4.3. Food Preparation Service

Food preparation is the business of providing food services at a remote site or a site such as a hotel, hospital, bar, park, filming site, entertainment site, or at event venues.

Regarding the types of services, counter service is food ordered by the customer at the counter and either picked up at the counter

by the customer or delivered to the table by restaurant staff. It is common in fast food restaurants, pubs and bars in the urban areas.

Table service is food ordered by the customer at the table and served to the customer's table by waiters and waitresses, also known as "servers". Table service is common in most restaurants.

The food offer could be anything from hot gourmet meals prepared on-site to buffet food served in chafing dishes or party platters of cheese, meats, and snacks.

4.3.1. Essential kitchen tools

A kitchen utensil is a small hand held tool used for food preparation. Common kitchen tasks include cutting food items to size, heating food on an open fire or on a stove, baking, grinding, mixing, blending, and measuring; different utensils are made for each task. A general purpose utensil such as a chef's knife may be used for a variety of foods; other kitchen utensils are highly specialized and may be used only in connection with preparation of a particular type of food, such as an egg separator or an apple corer. Some specialized utensils are used when an operation is to be repeated many times, or when the cook has limited dexterity or mobility. The number of utensils in a household kitchen varies with time and the style of cooking.

Table 4.1: General types, descriptions, and photos of major kitchen tools

Kitchen tools	Description	Graphic presentation
Knives	Are used for cutting and scoring, and a tough, serrated-edge bread knife for slicing bread and other baked items	
Cutting Boards	Cutting boards help with hygiene when preparing food and effectively simplify the cleaning process.	
Pasta Strainer	bowl-shaped, stainless steel tool with a handle and is designed to strain smaller amounts of pasta.	

Spice Grinder	It can be used to grind your coffee beans or toast whole spices for ultimately fresh spice flavors that can be added to your recipes	
Mesh Strainer	Is used to strain stocks or sauces for a perfect velvet texture, which can make all the difference in a recipe	
Kitchen Tongs	They are used to pan fry foods, turn over foods when reaching into the oven (and even to help remove hot pans from the oven)	

Coffee maker	Coffee makers are an indispensable small appliance. Unlike many other small appliances, coffee makers are found outside the kitchen	
Blenders	Blenders are an important appliance for those who need to mix sauces, juices or soups.	
Mixer	Any baker knows how laborious it is to stir bread dough or cake batter	

Electric Grill	Whether it is a clamshell grill or an electric griddle, electric grills of all types are welcome in the kitchen these days	
Oven	Electric ovens have a large electric coil just under the floor of the oven compartment, they may have a second coil on the roof of the oven to serve as the broiler	

Activity 2

List kitchen utensils and equipment used for food preparation.

4.3.2. Preparing balanced nutritious meals

A healthy, balanced diet will usually include the following nutrients.

- vitamins, minerals, and antioxidants,
- carbohydrates, including starches and fiber,
- protein and healthy fats

A balanced diet includes a variety of foods from the following groups:

- Fruits, vegetables, grains, dairy, and protein foods

A balanced diet supplies the nutrients your body needs to work effectively. Without balanced nutrition, your body is more prone to disease, infection, fatigue, and low performance.

4.3.3. Hot and cold drinks

Different hot and cold drinks need skills of preparation required from the learners (Table 4.2). Hot drinks consist of fresh ginger tea, fruit tea, hot lemon and coffee.

Table 4.2: Hot and cold drinks preparation

Hot drinks	
 Fresh ginger tea	 Fruit tea
 Coffee	 Hot lemon

Cold or soft drinks are made by mixing dry or fresh ingredients with water. Production of soft drinks can be done at factories or at home. Soft drinks can be made at home by mixing syrup or dry ingredients with carbonated water, or by Lacto-fermentation.

4.3.4. Fresh foods

Fresh foods that cannot be cooked are fruits e.g. apples, oranges, and bananas, dried fruit like raisins, and canned fruit. Moreover, vegetables like carrots, peppers, avocado, small cucumbers, and

tomatoes; lower sodium canned tomatoes, corn, peas, carrots, and beets; and bags of washed lettuce or salads are consumed without cooking.

Fresh foods that can be prepared from a cooked snack consists the following compositions:

- Nuts and dried fruit. Nuts and dried fruit make for a healthy, non-perishable snack mix.
- Roasted chickpeas
- Apples and peanut butter

4.3.5. Some cultural foods in Ethiopia

Ethiopia has a diverse culture and food preparation traditions. These diverse foods are prepared for household consumptions and serving at hotels, restaurants and small food houses. Among these diverse foods across the country, some of food items are indicated below.

Injera: is a sour and spongy round kind of bread made of "teff" flour. It is an Ethiopian common food. Teff is grown in many parts of the country. The color of injera varies based on the teff variety (white, red or mixed). It is usual to eat injera with wat.

Wat: is a delicious food usually eaten with injera or bread. Its preparation begins with a large amount of chopped onion, which is simmered or cooked in a pot. Once the onions are softened, butter or vegetable oil is added. Following this, red pepper is added to make a spicy red *wat*. Tumeric is used instead of pepper for a milder yellow *wat*. Both spices are omitted when making vegetable stews, such as atkiltwat. Meats of beef, chicken, fish, goat, or lamb are also added. Legumes such as split peas, or lentils; or vegetables such as potatoes, carrots, and chard are also used. A typical serving of wat is shown in figure 4.1 below.



Figure 4.1: A typical serving of wat

Shiro: It is a delicious chickpea powdered-based dish (sometimes also including lentils and beans), slow-cooked with Ethiopia's popular and spicy red pepper sauce. There are several kinds of shiro to enjoy, from the soupy thin variety known as shirowot as shown in figure 4.2.

Atkiltwot is a delicious vegetable combination of cabbage, carrots and potatoes simmered in a light sauce.

Porridge (**Gonfo**) is a stiff porridge-like substance that is normally formed into a round shape with a hole in the middle for the dipping sauce, a mixture of butter and red peppers, or pulses such as sunflower, seed, and nut. It is made with barley or wheat flour. To cook *gonfo*, the flour and water are combined and stirred continuously with a wooden spoon.

Kitfo is a traditional dish which consists of minced raw beef, marinated in *mitmita* (a chili powder-based spice blend) and butter infused with herbs and spices). In many parts of Ethiopia, *kitfo* is served with *injera*, a flatbread made from teff, and/or with *kocho*, a thick flatbread made from the *enset* plant.

(a)



(b)



(c)



(d)



Figure 4.2: A sample serve of (a) Shiro (b) Atkiltwot and (c) Kitfo and (d) Porridge

Activity 3

What are the major characteristics of a balanced diet? Mention their classification.

List local foods prepared by Ethiopian people.

The food preparation should be free from any bad substances and it could be provided with a fair price for the end users. There are

regulations which framed the people who engaged in such exercises, and corrective measures has to be taken.

4.3.6. Fast food preparation as employment opportunities

There are several types of fast food preparation in Ethiopia as a source of income generation activities. The most common fast foods include potato fries (chips), Samosa (sanbusa), and biscuits. The potatoes are the main ingredient of making potato fries (chips). It is very rich in vitamins; especially, the content of vitamin C which is helpful to everyone's health.

The other source of employment is preparation of samosa (*sanbusa*). A samosa is a fried or baked pastry with a spicy filling, including ingredients such as spiced potatoes, onions, and peas. It may take different forms, including triangular, cone, or half-moon shapes.

Fast foods can easily be prepared by using locally available ingredients. Biscuit is a popular food product where it is produced using wheat flour, sugar and fat as its main ingredients. Wheat flour is the major material used in biscuit production. It is different from other baked products like bread and cakes as biscuit has low moisture contents.

(a)



(b)



(c)



Figure 4.3: Fast foods (a) Potato fries (chips) (b) Sambusa and (c) Biscuits

Activity 4

Prepare any fast food common in your locality using available ingredients, and report how you prepared it to the class.

4.3.7. Delivering proper customer services

Customer service is the provision of services to customers before, during, and after delivery of services. The perception of success

of such interactions is dependent on employees "who can adjust themselves to the personality of the guest".

It is suggested that great customer service can make or break your food preparation business. So, it is crucial to consider five points to deliver excellent customer service in any food preparation business. These are: i) Do it right from the start, ii) do not make the customers wait, iii) fix problems immediately, iv) use customer comment cards, and v) incorporate technology.

Activity 5

Describe the stages in serving the customer food and drink, and handling customers politely, safely and hygienically.

4.4. Cleaning Service

Cleaning is the process of removing unwanted substances such as dirt, infectious agents, and other impurities from an object or environment. Cleaning occurs in many different contexts, and uses many different methods. Several occupations are devoted to cleaning.

Cleaning occurs in various commercial (office or hotel cleaning), domestic (kitchen, toilet or house cleaning), personal, and environmental contexts, which differ in scale and requirements.

Cleaning is a blend of chemistry and mechanics: the interaction of the cleaning chemical product (detergents, solvents, acids and alkalis and polishes, and waxes) with the mechanical action of the cleaning equipment on the surface material, under the prevailing environmental conditions at the time.

4.4.1. Major steps of cleaning a floor

Vacuum, dust or wipe with a lightly dampened mop never use soap-based detergents, as they can leave a dull film on the floor, and avoid over-wetting. Do not use a wax polish, either: it will make the floor too slippery. To remove marks and stains, use a dilute solution of water and vinegar. Damp mopping is defined as cleaning with a mop that has been slightly moistened or soaked in water and wrung out.

Traditional damp mopping remains the best way to clean many types of floors while flat mops are great for daily cleanup of dust. Only a good, thorough weekly damp mopping with a proper cleaning solution can provide the deep-down cleaning a floor needs. However, it is not a good idea to use water on any type of wood floor or laminated bamboo, or any other type of flooring.

As a general rule, floors in high-traffic areas, such as kitchens, dining areas, and bathrooms, should be swept or vacuumed every one to three days and mopped once a week while good mopping is

essential for keeping floors clean. Regular sweeping or vacuuming is critical for maintaining the finish and life of the flooring. This is because it removes dirt that can damage the floor as it is walked on. When it comes to mopping, the best time to clean is when the floor looks like it needs.

Concerning cleaning steps, generally, there are eleven steps of cleaning a floor in most areas of the country described in Figure 4.2.

1) Choose a mop and a bucket.

Choose a mop based on your floor type. If you have a floor with a lot of texture, such as some ceramic tile floors, you will need the more classic string mop or a strip mop.

2) Choose a cleaner.

Select a cleaning detergent that is designed for your flooring type.

3) Sweep or vacuum first

Prevent your floor from becoming a sticky, muddy mess by sweeping or vacuuming the floor thoroughly before ever touching the mop to the floor.

4) Fill the buckets.

Fill each bucket with hot water, which cleans better and quicker than cold or warm water. Add the mopping detergent to the wash bucket.

5) Dip and wring the mop.

Dip your mop in the bucket and wring it out with a wringer or by hand. The mop should be damp, not sopping wet.

6) Begin mopping.

Begin mopping the floor, working from one end to the other, and moving backward so you are always standing on the not-mopped area to prevent tracking. Mop in straight lines if you are using a sponge mop.

7) Stop for stubborn spots.

When you encounter tough or sticky spots, rub back and forth rapidly over the spot, applying downward pressure to remove the grime.

8) Rinse the mopped area.

After scrubbing each small area of the floor, rinse your mop thoroughly in the rinse bucket. Dunk the mop-up and down a few

times, then wring out to remove as much dirty water from the mop head as possible.

9) Continue mopping.

Repeat the mopping and rinsing process for each section until you have completed the floor. As you work, keep an eye on both the wash water and rinse water.

10) Do a final rinse.

At this point, your floor should now be quite clean, with little or no detergent residue left. But for an extra cleaning step, you can mop over the entire floor a final time using nothing but fresh hot rinse water.

11) Let everything dry.

Thoroughly rinse out your mop and mop bucket and allow them to dry completely before storing them away. Let your floor dry completely before walking on it.



1. bucket



2. Choose a cleaner



3. Sweep or vacuum first



4. Fill the buckets



5. Dip and wring the mop



6. Begin mopping



7. Stop for uncleaned spots



8. Rinse the mopped area



9. Continue mopping



10. Do a final rinse



11. Let everything dry

Figure 4.4: Major steps of cleaning a floor

4.4.2. Personal appearance requirements for cleaning

Personal protective equipment is equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, physical, electrical, mechanical, or other workplace hazards. Personal protective equipment may include items such as gloves, safety glasses and shoes, earplugs or muffs, hard hats, respirators, or coveralls, vests, and full body suits.



Figure 4.5: Personal protection equipment

The following requirements should be addressed to fulfill better cleaning tasks in any offices or houses.

- Clothing must be clean, pressed, in good condition and fit appropriately.
- Socks or pantyhose/tights must be worn with shoes and match the color of the pants or shoes.
- Open-toe shoes are not permitted. Wearing high-heeled

shoes is not recommended.

- Neat and groomed hair, sideburns, moustache and beards (no extreme artificial colors).
- Long hair must be tied back and away from the face if operating equipment or working in a food and beverage department.
- Clothing must not interfere with the operation of equipment.

4.4.3. Hand washing

Hand washing, also known as hand hygiene, is the act of cleaning one's hands with soap and water to remove viruses/bacteria/ microorganisms, dirt, grease, or other harmful and unwanted substances stuck to the hands. Drying of the washed hands is part of the process as wet and moist hands are more easily re-contaminated. There are commonly known steps for the implementation of hand washing activities.

Step 1: Wet hands using water

Step 2: apply enough liquid soap to create a good lather

Step 3: Rub palms together

Step 4: Rub the back of hands by interchanging both hands.

Step 5: Interlink your fingers

Step 6: Cup your fingers

Step 7: Clean the thumbs

Step 8: Rub palms with your fingers

Step 9: Wash your hands with water until it is cleaned

Step 10: Dry your hands before touching any object



Figure 4.6: Steps of hand washing

Activity 6

Practice hand washing following all the steps indicated in Figure 4.6.

4.4.4. Cleaning of work area

Having a clean workplace or keeping your business clean means much more than a sparkling, fresh building. Keeping your work area neat and orderly matters a lot.

The major benefits of having a clean work environment are:

- Staff members stay safe and healthy.
- Employee productivity gets boosted.
- The professional image of the facility is improved.
- Proves to be cost-effective for the business in the long run.

4.4.5. Major types of cleaning services

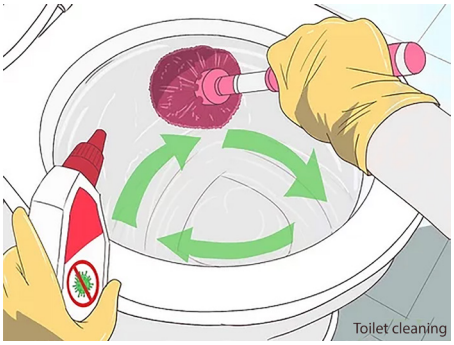
Commercial cleaning companies are contracted to carry out cleaning jobs in a variety of premises. Commercial office cleaning companies use a wide variety of cleaning methods, chemicals, and equipment to facilitate and expedite the cleaning process. The scope of work may include all internal, general and routine cleaning - including floors, tiles, partition walls, internal walls, suspended ceilings, lighting, furniture and cleaning, window cleaning, deep cleans of sanitary conveniences and washing facilities, kitchens and dining areas, consumables and feminine hygiene facilities as well as cleaning of telephones, and other periodic cleaning as required. Essentially, everything involved with a commercial business, be it

cleaning a property for a real estate agent, or cleaning the aftermath of a building project.



(a)

(b)



(c)



Figure 4.7: Various types of cleaning services: (a) bed dressing, (b) floor cleaning, and (c) toilet cleaning

4.4.6. Cleaning equipment

The most common equipment used for cleaning purposes are the following.

- Vacuum cleaner, with attachments for hardwood and carpet,
- Bucket or container to carry supplies,
- Mop and bucket,
- Duster (both long and short),
- Dustpan and broom, and
- Paper towels



Vacuum cleaner



Toilet Paper & Dispensers



Bucket



Trash Cans



Mop



Trash Can Liners Dustpan

Figure 4.8: Sample list of cleaning equipment

4.4.7. Cleaning agents

They are generally classified as water, detergents, abrasives, degreasers, acid cleaners, organic solvents, and other cleaning agents. Cleaning agents or hard-surface cleaners are substances (usually liquids, powders, sprays, or granules) used to remove dirt, including dust, stains, bad smells, and clutter on surfaces.

4.4.8. Skills required for any cleaners

To start a job as a cleaner you do not need any specific qualifications or experience but some of the general skills that a good cleaner should possess are: good interpersonal and communication skills, physical abilities, good numeracy and literacy, and high level of attention-to-detail are important for any cleaners.

Activity 7

1. List the correct hand washing procedures, and practice the procedures one by one.
2. Enumerate the main steps of using personal protection equipment in cleaning works.

4.4.9. Safe disposal of household cleaners

Most liquid, gel, and powder water-soluble household cleaning products can be disposed down the drain with running water just after you use them. Most solid products (soap scouring pads, sticks, etc.) can be placed in the trash. Detergents and prewash materials can be dropped down in the drain.

4.5. Unit Summary

Hospitality is friendly welcoming behavior towards guests or people you have just met, and it is important to have proper skills to warmly welcome your guest at the very front of your gate. In general, hospitality events include weddings, business meetings, and celebration dinners which need proper administration. There are four segments of the hospitality industry: food and beverages, travel and tourism, lodging, and recreation.

Food preparation is the provision of food and drinks at a social event or other gatherings, typically as a professional service. Knowledge of

kitchen tools and equipment's is important in the food preparation industry and engaging in food preparation and hotel management is a source of income for middle level career. A balanced diet is a diet that contains differing kinds of foods in certain quantities and proportions so that the requirement for calories, proteins, minerals, vitamins, and alternative nutrients is adequate and a small provision is reserved for additional nutrients to endure the short length of leanness.

Understanding of basic skills related to cleaning services is crucial in day-to-day activities, including proper hand washing, wearing of personal protection equipment for health and safety purposes. Good interpersonal and communication skills, physical abilities, good numeracy, and literacy are the major skills related to cleaning purposes.

Unit Review Questions

Answer the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct, and write 'False' if the statement is incorrect.

1. One of the duties of any cleaner is sweeping, mopping, and vacuuming floors, dusting countertops, ceilings and furniture and sanitizing bathrooms, kitchens.
2. Wearing clean cloth and properly kept hair styles is mandatory for giving cleaning services in certain offices.
3. Event managers are not responsible to plan ahead of time to keep the audience safety and proper protection including arrangement of an ambulance for first aid provision.
4. It is possible to cook fresh food items in the stove before consumption in lunch or dinner occasions.

Part II: Fill in the blank spaces with the correct answer.

1. _____is the provision of food and drink at a social event or other gatherings, typically as a professional service.
2. _____ is used for cutting, chopping, dicing, slicing, mincing, peeling, separating, and other kitchen tasks where the thin metal shaft of a blade is of value for food preparation.

3. Collective name given for occasions including weddings, business meetings, celebration dinners and fundraisings is categorized as_____.

4. _____is a detergent in liquid form used for cleaning tools and equipment.

Part III: Choose the correct answer for the following questions.

1. What is/are the cleaning skills that any person should possess?

   a. Honesty
   b. Good time management
   c. Problem solving
   d. Versatility
   e. All of the above

2. Major events in certain areas will be:

   a. Weddings
   b. Business meetings
   c. Celebration dinners
   d. All of the above

3. Which of the following items would not be categorized as kitchen tools?

   a. Apron
   b. Bowl
   c. Grater
   d. Measuring tape

4. Which of the following arrangement make spectator guests will not feel comfortable in welcoming?

   a. Seating
   b. Food and refreshment
   c. Information stands manned by event personnel
   d. None

5. Which one of the following is not health and safety requirement for an event?

   a. Site hazards
   b. Toilet
   c. First aid
   d. None

Part IV: Dear students, please copy the following questions into your exercise book and give your answers accordingly.

1. Enumerate various types of hospitality events you have learned so far.
2. Describe the major kitchen materials used for food preparation purposes in your area.
3. What are the major food components which are satisfying them can be taken as a balanced diet?
4. Describe the major steps for best customer service if you are assigned as a receptionist in a certain restaurant.
5. What can be done to ensure proper use of personal protective equipment?
6. Mention equipment/machines used for cleaning purposes.

UNIT 5 EMPLOYABILITY

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Identify important qualities required by employers.
- List the reasons of need for health and safety procedures at work.
- Able to work as part of a team.
- Practice social skills needed for work.

Key Words

Employability: means the development of skills and adaptable workforces in which all those capable of work are encouraged to develop the skills, knowledge, technology, and adaptability to enable them to enter and remain in employment throughout their working lives.

Employability skills are a set of skills and behaviors that are necessary for every job.

Core employability skills: the technical skills needed to perform specific duties, and professional/personal attributes such as honesty, reliability, punctuality, attendance, and loyalty Basic skills: reading, writing, listening, speaking, computing, etc.

5.1. Introduction

Employability means the development of skills and adaptable workforces in which all those capable of work are encouraged to develop the skills, knowledge, technology, and adaptability to enable them to enter and remain in employment throughout their working lives. To work either in a self-owned business or hired in others' business organizations, owing to the skills and being adaptable is an important component of career life. To increase the chance of employability, one has to have employability skills. Employability skills are a set of skills and behaviors. Having only the skills required for a job does not guarantee to be successful in a career. Therefore, individuals should have good behaviors.

Brainstorming Question

Think of the main qualities required for employability, and share them in pair.

5.2. Seven Tips to Boost Employability

Activity 1

Copy the following questions into your exercise book and provide their answers accordingly.

1. Differentiate the important skills that are required to increase employability.

2. Present your lists of skills that are required to increase employability to the whole class.

To be successful in employability, an employee should possess employability skills. Based on the International Labor Organization (ILO), employability skills are the skills, knowledge, and competencies that enhance a worker's ability to secure and retain a job. It is also about the progress at work and to cope with change, secures another job if he/she so wishes or has been laid off (fired), and enter more easily into the labor market at different periods of the life cycle.

Individuals are most employable when they have: broad-based education and training, basic and high-level skills including teamwork, problem-solving, information and communications technology (ICT) skills, and communication and language skills. These combinations of skills enable them to adapt to changes in the world of work.

Remember that in your grade seven CTE class you have learned about job opportunities, types of employment, and what employers demand from employees. Employers want employees who can continue to learn and adapt, read, write and compute competently, listen and communicate effectively, think creatively, and solve problems independently.

The following seven tips are important aspects to engage in any job. These seven tips are discussed in detail as follows:

Tip 1: Be up to date.

In addition to educational qualifications, you need to update yourself with the current situation. Today's employers look for people who can create a path to the future of the business. They need an employee with innovative ideas and creativity. So employees should be creative in finding a solution for workplace problems. Employees should have a good motivation, attitude, and ability to manage time strategically. Thus, you need to stay up to date in terms of communication skills, and other qualities required for handling such diverse tasks.

Tip 2: Adjust your curriculum vitae (CV) to the job description.

The curriculum vitae are comprehensive lists of all the significant achievements in your career. It also includes the basic information

about the person seeking a job like age, sex, marital status, and hobbies.

When employers are interested to hire individuals in their organizations, they post all the requirements for the job positions. Therefore, job applicants should produce curriculum vitae in line with job requirements.

Tip 3: Emphasize your soft skills.

Today, businesses are rapidly transforming to soft skills. Skills like teamwork and time management are becoming more critical than ever. Hence, employers are emphasizing these skills. If you lack these skills, you need to work on developing them. Getting engaged in different activities like volunteering, community projects, etc. would greatly help you to develop soft skills.

Tip 4. Use your contacts.

Professional networks help to develop one's career and to attain certain goals. Relationships with different types of people who might be your next employers can help take your career in the right direction. You need to introduce yourself to different individuals and organizations to create a good network. You can interact with experts from different industries who can guide you to develop your career in the right direction by providing valuable inputs in addition to their varied knowledge and skills.

Tip 5. Put yourself in an employer's shoes.

To be successful in searching for jobs, you need to understand the requirements of employers. This is where you need to know the differences between benefits and features. Benefits are something that an employer is going to have by hiring you, while features are the strengths that dictate your nominations. You need to understand your core strengths that are necessary to demonstrate your skills.

Tip 6: Use social media actively and wisely.

Now a day's science and technology have changed the way of job announcements and hiring processes.

Activity 2

Do you know any social media? Discuss in your group and tell to the whole class.



Figure 5.1: Social media icon (a) Facebook (b) Twitter (c) LinkedIn (d) Google + (e) WhatsApp (f) Telegram

Do you know some of the social Medias? The social media includes Facebook, Twitter, Linked In, Google+, Whatsup, Telegram, and etc.

These social media became the source of job vacancies. Therefore, you need to use these media actively and wisely.

Tip 7: Prepare smartly.

The interview will enable your employer to understand your basic skills, core skills, and your personal qualities.

Before getting into the interview process, you need to understand your target employer very clearly. This includes the types of products and services of the company, working environment, and area of business operations.

5.3. Working as Part of a Team

Teamwork is the collaborative effort of a group to achieve a common goal or to complete a task most effectively and efficiently. This concept is seen within the greater framework of a team, which is a group of interdependent individuals who work together towards a common goal. Teams need to be able to unite resources to be productive and to have clearly defined roles within the team for everyone to have a clear purpose. There are certain characteristics that a team must have to work effectively. These characteristics are interrelated.

- Group cohesion must be strong within the team. There is a positive relationship between group cohesion and performance.
- Communication is another vital characteristic for effective teamwork. Members must be able to effectively communicate with each other to overcome obstacles, resolve conflict, and avoid confusion. Communication increases cohesion.
- Communication is important within teams to clearly define the teams' purpose so that there is a common goal. Having

a common goal will increase cohesion because all members are striving for the same objective and will help each other achieve their goals.

- Commitment is another important characteristic of teams. It occurs when members are focused on achieving the team's common goal.
- Accountability is necessary to ensure milestones are reached and that all members are participating. Holding members accountable increases commitment within team relations.



Figure 5.2: Teamwork

Building teamwork skills at work will help you to achieve the desired results for work quickly and positively and improve your communication skills, e.g. listening, taking instruction, and offering support and ideas. Good team working skills will give you more chances to move forward in your career.

Team work is common in Ethiopia under rural setups. This includes "*Debo*", "*Wonfel*", *Idir*, and etc. Debo or *wonfel* is a practice limited

to the rural areas where people living in the nearby areas pull their labor to perform agricultural activities in a rotation. "Edir" is a form of informal organization established to solve social and economic problems.

5.4. Unit Summary

Employability means the development of skills and adaptable workforces in which all those capable of work are encouraged to develop the skills, knowledge, technology, and adaptability to enable them to enter and remain in employment throughout their working lives. To be successful in employability, the required skills are important. Employability skills are a set of skills and behaviors that are necessary for every job.

Therefore, to work either in a self-owned business or hired in others business organizations, owing to the skills and being adaptable is an important component of career life.

Unit Review Questions

Answer the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct, and write 'False' if the statement is incorrect.

1. A successful team is the team whose everyone's unique skills and strengths help the team achieve a shared goal most effectively.
2. Employability skills are a set of skills and behaviors that are necessary for every job.
3. Employability means the development of skills and adaptable workforces in which all those capable of work are encouraged to develop the skills, knowledge, technology, and adaptability.

Part II: Fill in the blank spaces with the correct answers.

1. _____is the technical skills needed to perform specific duties, and professional/personal attributes such as honesty, reliability, punctuality, attendance, and loyalty.
2. _____is a comprehensive listing of all the significant achievements in your career.

Part III: Choose the correct answer for the following questions.

1. Which one of the following is the technical skills needed to perform specific duties, and professional/personal attributes such as honesty, reliability, punctuality, attendance, and loyalty?
    a. Employability
    b. Core employability skills
    c. Basic employability skills
    d. Teamwork

Part IV: Dear Students, please copy the following questions into your exercise book and give your answers accordingly.

1. What are the key skills required for employability?
2. What are the healthy work and safety measures workers should keep?
3. What are the importance of teamwork and time management?

UNIT 6 PREPARING FOR EMPLOYMENT

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Recognize problems that occur in the workplace.
- Identify methods for solving problems in the workplace.
- Select a problem-solving method.

Key Words

Problem-solving is the process of identifying a problem, developing possible solution paths, and taking the appropriate course of action.

Conflict: is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, and interests.

A workplace problem is a concern or complaint that you may have related to any aspect of your work.

Workplace communication is the exchange of information and ideas within an organization, and good communication is essential in the workplace for companies to work effectively and productively.

6.1. Introduction

It is to be remembered that, in Grade Seven Career and Technical Education, you have learned about how to prepare for employment. One of the concepts you have learned in preparing for employment is the job interview. In this unit, you will learn about concepts of employee, employer, and the problems that you may face commonly in your workplace and how to solve them.

6.2. Definitions of Employee and Employer

In a work place, it is common to hear the word employee and employer. Employee is an individual who is hired by an employer to do a specific job. The employee is hired by the employer after an application and interview process. If the applicant is selected, the person is called employee.

An employer is an organization, institution, government offices, agency, company, nonprofit association, small business, supermarket, shops, or individual who employs or puts to work individuals who may be called employees or staff members.

6.3. Problem-Solving in the Workplace

Brainstorming Question

What do you think are the main problems that workers face in their workplace?

Problem-solving is a mental activity related to intelligence (refers to certain mental power) and thinking. It consists of finding solutions to problems. A problem is a situation that needs to be changed. When employers talk about problem-solving skills, they are often referring to the ability to handle difficult or unexpected situations in the workplace as well as complex business challenges. Organizations rely on people who can assess both kinds of situations and calmly identify solutions. Problem-solving skills are traits that enable you to do that. While problem-solving skills are valued by employers, they are also highly useful in other areas of life like relationship building and day-to-day decision-making.

Problem-solving skills help you determine the sources of a problem and find an effective solution. Although problem-solving is often identified as a separate skill, other related skills contribute to this ability.

Some key problem-solving skills include:

- Active listening
- Analysis
- Research
- Creativity
- Communication
- Dependability
- Decision making
- Team-building

Problem-solving skills are important in every career at every level. As a result, effective problem solving may also require industry or job-specific technical skills. For example, a registered nurse will need active listening and communication skills when interacting with patients but will also need effective technical knowledge related to diseases and medications. In many cases, a nurse will need to know when to consult a doctor regarding a patient's medical needs as part of the solution.

Both the employee and employers may face several problems in their workplace.

A Story of workplace conflict and ways of solving

Mr. Latamo had a great team, but one employee whose name called Legesse in particular just had bad behavior. This employee was always negative and did not act as part of a team. Mr. Latamo talked to this employee and tried to inspire and encourage his team. He always document his verbal warning, but after a short period, Legesse fell back into his usual ways.

One day, a disagreement between Legesse and another staff happened on the main floor. Mr. Latamo immediately went to the floor, and calmly asked to stop the conflict. He talked to them about how the conflict in the workplace is unacceptable, disturbs the working environment, and reduces productivity. Then he called all the staff in one place and discussed the reason for the conflict. Mr. Latamo noticed to all staff that, he had given a verbal warning to Legesse previously due to his misbehavior. The reason for the problem was due to harassment that Legesse touched Miss. Sajitu's hair without her permission.

Finally, Mr. Latamo decided to give a written warning letter to Mr. Legesse. This is a final step and if Legesse continues the conflict with other staff, termination would be the next step to be taken. Moreover, after the discussion, all the employees agreed to create a peaceful working environment.



Figure 6.1: Latamo and his staff discussing on work place conflict

Activity 1

1. From the story, what do you think about the sources of conflict in the workplace? Then, in pairs, share your idea with your classmates.
2. How do you evaluate the decision of Mr. Latamo in solving the problem happened in the work place?

Some of the common problems that may occur in a workplace include:

1. Conflict: is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, and interest. When you bring together a large group of people with different backgrounds, ideas, and experiences, conflict is often unavoidable.

2. Poor communication skills: poor communication skills are may be a source of problems in an organization. Workplace communication is the exchange of information and ideas within an organization, and good communication is essential in the workplace for companies to work effectively and productively.

Great communication between employees and employers will increase morale, productivity, and commitment, especially with employers who spend the time and energy to create open communication lines. These types of managers quickly create trust among employees, resulting in increased productivity and performance. Employees who effectively communicate with their colleagues and bosses continue to be valuable assets to the company.

3. Discrimination: discrimination is the unfair or harmful treatment of people and groups based on characteristics such as race, gender, age, ethnicity or, some kind of disability and etc. Giving an equal opportunity for all employees of an organization will help to avoid discrimination.

4: Harassment: the act of systematic and/or continued unwanted and annoying actions of one party or a group, including physical threats. The ways to prevent harassment are creating awareness, being a role model for others, following up on misbehaving employees, making open communication, respecting each other,

and coaching. If the cases are serious, the harassment act should be resolved through a legal process.

5. Job dissatisfaction: refers to unhappy or negative feelings about work or the work environment. There exist many factors which may result in job dissatisfaction. Some of them are poor working conditions, overwork, low levels of pay, lack of career advancement, the behavior of employer or leader, and lack of recognition.

The most common methods to improve job satisfaction is job security,compensation,increasing salary,improving communications skills, and making the working environment safe for an employer, employee, and customers.

6. Workplace gossip: is informal communication that people share about their colleagues, coworkers, or supervisors. Gossip affects morale, trust, respect, relationship, and may result in poor work performance. The possible solutions to avoid gossip are being a role model, focusing on the solution, and creating an open working culture within the organizations.

6.4. Unit Summary

Problem-solving methods are used to address the many challenges that arise in the workplace. Common workplace problems include conflict, poor communication, discrimination, gossiping, harassment, etc. To solve these workplace problems, individuals should possess problem-solving skills. Problem-solving skills are traits valued by employers; they are also highly useful in other areas of life like relationship building and day-to-day decision making. Some key problem-solving skills include active listening, analysis, research, creativity, communication, dependability, decision making, and team-building.

Unit Review Questions

Answer the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct and write 'False' if the statement is incorrect.

1. A workplace problem is a concern or complaint that you may have related to any aspect of your work.
2. Workplace gossip refers to unhappy or negative feelings about work or the work environment.
3. Problem-solving is the process of understanding a challenge and working towards finding an effective solution to it.
4. Job dissatisfaction is informal communication that people share about their colleagues, co-workers, or supervisors.

Part II: Choose the correct answer for the following questions.

1. Which one of the following is the process of bridging a perceived gap between what is and what should be.
    a. Conflict
    b. Workplace problem
    c. Problem-solving
    d. Discrimination

2. Among the common workplace problems, one of the following is the act of systematic and/or continued unwanted and annoying actions of one party or a group, including physical threats.

   a. Harassment
   b. Poor communication skills
   c. Discrimination
   d. Job dissatisfaction

Part III: Dear students, please copy the following questions into your exercise book and give your answers accordingly.

1. List four common workplace problems.

   a. _____
   b. _____
   c. _____
   d. _____

UNIT 7 ENTREPRENEURSHIP

LEARNING OUTCOMES

At the end of this unit, learners will be able to:

- Define the term Entrepreneurship and Entrepreneur.
- Describe four types of Entrepreneurship.
- Identify the types of entrepreneurs.
- Describe the seven characteristics of entrepreneurs.

Key Words

Entrepreneurship: can be described as a process of action an entrepreneur undertakes to establish his/her enterprise.

Entrepreneur: A person who sees an opportunity in the market; gathers his/her resources; creates and grows a business venture to meet those needs. This person will bear the risk and will be rewarded with profit if the venture is successful.

Income is money that is earned from doing a certain work or received from investments.

Investment is an asset or item acquired with the goal of generating income or appreciation.

7.1. Introduction

Entrepreneurship can be described as a process of action an entrepreneur undertakes to establish his enterprise. Entrepreneurship is also a creative activity. It is the ability to create and build something from practically nothing. Alternatively, entrepreneurship is considered as the attitude of mind to seek opportunities; take calculated risks, and derive benefits by setting up a business. The above concepts imply that entrepreneurship comprises numerous activities involved in conception, creation, and running an enterprise.

Brainstorming Question

Have you ever heard about any entrepreneur in your locality? What personal qualities an entrepreneur should possess?

7.2. Definition of Entrepreneurship and Entrepreneur

7.2.1. Definitions of entrepreneurship

Activity 1

1. Elaborate what entrepreneurship is?
2. What we mean by an entrepreneur?

Entrepreneurship is known as 'self-employment of any sort'. Entrepreneurship is considered as activities necessary to create or carry on an enterprise where not all markets are well established or clearly defined and/or in which relevant parts of the production function are not completely known.

Entrepreneurship can be described as a process of action an entrepreneur undertakes to establish his/her enterprise. Entrepreneurship is also a creative activity.

7.2.2. Who is Entrepreneur?

An entrepreneur is someone who perceives opportunity, organizes resources needed for exploiting that opportunity, and exploits it.

Story 1

Life history of an entrepreneur Bethlehem Tilahun

Entrepreneur Bethlehem Tilahun was born and raised in Zenebework, Addis-Ababa, Ethiopia. As a child, she discovered that people of her community were living with very few jobs available.

While most of the locals were unemployed, Bethlehem discovered that several of them possessed remarkable artisan skills which remained largely unexploited. This observation initiated her to brainstorm on ways through which she could transform the skills of her community members into a sustainable enterprise that could generate livelihoods for them, and create wealth over the long term.

By 2004, armed with start-up capital sourced from her husband and members of her immediate family, Bethlehem mobilized artistically gifted members of her community and founded 'Sole Rebels' - which has become one of Africa's most recognizable footwear manufacturers. Sole Rebels manufactures sandals and shoes hand-crafted from recycled, old wearies and locally sourced natural fiber ingredients such as the Jute fiber and *Enset* plant. Today, shoes under the Sole Rebels brand are sold in over 30 countries around the world. Sole Rebels has become a hugely successful, sustainable, truly world-class enterprise.

The entrepreneur is the visionary in us; the dreamer, the energy behind every human activity, the imagination that sparks the fire of the future, and the catalyst for change.

An entrepreneur is a person with a high need for achievement. He/she is energetic and a moderate risk taker.



Figure 7.1: a child with a dream to become an astronaut

7.3. Four Types of Entrepreneurship

Entrepreneurs who have a plan to start a business should take into account which entrepreneurial model they apply. These entrepreneurial models include small businesses, scalable startups, large companies, or social entrepreneurship. Each type of entrepreneurship is discussed as follow one by one:

7.3.1. Small Business

A small business could be any company, restaurant, or retail store that is started by a founder, without any intention of growing the

business into a chain, or corporation. For example, opening a single grocery store falls under the small business model. Small business entrepreneurs mostly invest from their pockets to establish a business.

Examples of small businesses include shops, hairdressers, bakers, restaurants, and retail store owners.



Figure 7.2: a small bakery business

Procedures to start small scale business

In both grade 7 and 8, you have learned about different job opportunities in your locality. The job opportunity may be through working for others (hired) or engaged in own business (self-employment).

To recall, in the grade 7 CTE textbook, you have learned the self-employment enterprises such as poultry, dairy farm, beekeeping, fattening, hair and beauty style, garment making, and horticulture. In the same manner, in grade 8 CTE textbook, you have learned the self-employment enterprises including reception skills,

photocopying, brick works, painting and decorating, vehicle tyre maintenance, food preparation and cleaning. In this stage, you are expected to be able to select one or more enterprises of your interest to engage in self-employment opportunities.

To start your own business, you need to know the basic steps that you should follow. Among others, developing a business plan is a key process. A business plan is a formal written document containing the goals of a business, the methods for achieving those goals, and the time/duration for the achievement of the goals. The business plan helps to plan before executing the business idea.

Main Components of a Business Plan

Business plan may contain several elements. The most important components of business plan includes executive summary, mission/vision statement, goals/objectives, analysis of current situation, marketing plan, financial plan, management plan, and contingency plan and supporting documents. The brief introduction to each business plan elements is given as follows.

Executive summary: executive summary is a one-to three pages overview of the entire plan's content. It provides the reader a quick look at the goals, plans and purposes of the business. To get a business loan, lender often uses the executive summary to easily understand the whole contents of the business plan. Entrepreneurs

are expected to be aware of whether their executive summary offers a clear message of their proposed operation. This section of the business plan has to provide a broad overview of the entire business opportunity.

Mission/vision statement: This is the part that explains the purpose of the business. Clearly stated mission or vision statement helps to communicate the message of the business plan quickly and effectively to those outside the business operation. The mission statement briefly explains the drive of your business and hence should be as direct and focused as possible.

The mission statement section of the business plan include: date the business begins; names of the founders, number of employees, location of the business, description facilities/equipment and products/services that will be provided.

Situational analysis: situational analysis considers the internal and external factors that can affect the success of the business. The internal factors include enterprise's strengths and weaknesses, and the external factors evaluate the enterprise's opportunities for success and threats to its potential success.

Product/service: this part describes the type of products or services the prospective business has to offer to the market.

Marketing Plan: The marketing section of the business plan outlines the enterprise's proposed target market, product/service, pricing strategy, promotional strategy and place (where the product/service will be delivered).

Financial Plan: it helps to plan the expected income and expenses for the enterprise. When you have a plan to get a loan from microfinance institutions or banks, they need a clear financial plan of your business. This is because these money lenders only give you a loan when your business is profitable.

Management Plan: in this section of the business plan, a business owners' profile (educational status, and experience in doing a business). This helps the money lenders to be sure about your capacity to run a business.

Contingency Plan: it is known that not all business will be successful. Therefore, you have to be aware of the conditions under which you will decide to close the business/operation. If your business has no hope of success, immediate decision should be made and the enterprise needs to be closed. During business plan development, you should prepare an alternative business that to be started if the first plan fails.

Supporting Documents: in order to start any business, your enterprise should be registered and licensed. Without a license,

it is may be not allowed to start any business. Therefore, before starting the operations of your business, you need to get a legal license certificate.

The following business plan template can be used for implementing your selected enterprise activities.

Table 7.1: Sample business plan format

1. Title page	
Name of the business	
Address	
Date of registration	
Name of the owner	
2. Main contents	
Executive summary	
Mission/vision statement	
Product or services	
Situation analysis	
Market plan	
Financial plan	
Contingency plan	
3. Annex	
Supporting documents	

Activity 2

Please develop a simple business plan for career you select to start.

7.3.2. Scalable Startup

Scalable startups are less common than small businesses. These businesses begin on a very small scale, often as just the seeds of an idea. In these types of entrepreneurship, the involvement of outside investors is a common feature.



Figure 7.3: Growing business

The scalable startup entrepreneurship model, at first, resembles a small business but differs in its intentions for long-term evolution.

7.3.3. Large Company

Sometimes, entrepreneurs work within the context of a larger, established company. Assume that you are working in one of the agro-processing industry parks in Ethiopia. In the agro-processing

industry parks, investors have engaged in avocado oil processing. You may discuss with the investor to bring a new idea to start the mango processing business. This happened due to your evaluation of the high market demand for mango juice. This is an example of what the large company entrepreneurship model might look like in practice.



Figure 7.4: a building of a large scale company

Large scale business differs from both small business and scalable start-up. The small business and scalable startup are building a new business enterprise from nothing. Whereas, large scale business is the creation of a new business entity within an existing company. Large company entrepreneurs address the needs and opportunities of an existing business through innovation. This can be done by introducing a new product to the market.

7.3.4. Social Entrepreneurship

Social entrepreneurship is the fourth type of entrepreneurship. It is established to solve the community problem. In other words, it finds innovative solutions to community-based problems. Social entrepreneurs "are willing to take risk and effort to create positive changes in society through their initiatives."

The primary feature that differentiates social entrepreneurs from the other types of entrepreneurs is their mission. The mission of social entrepreneurship is focused on solving a problem in their community or bringing social change.

Social entrepreneurship is organized for serving society. It is not for profit but may generate some income to expand the social services.

- Social entrepreneurship often involves alternative forms of fundraising, which may include grants, sponsorships, or small-donor fundraising within the community.
- Social entrepreneurship is considered a powerful way to apply market-driven approaches to address social problems.

7.4. Types of Entrepreneurs

The various types of entrepreneurs are classified on certain criteria. Some important classifications are described below.

7.4.1. Classification of entrepreneurs based on economic development

Based on economic development, entrepreneurs are classified into four groups:

A. Innovating Entrepreneurs: They are entrepreneurs who have creative and innovative ideas for starting a new business. An innovating entrepreneur sees the opportunity for introducing a new technique or a new product or a new market. Innovative entrepreneurs thus result in the creation of something new.

B. Adoptive or Imitative Entrepreneur: The imitative entrepreneurs copy or adopt suitable innovations made by the innovative entrepreneurs. They do not innovate the changes by themselves. They only copy technology innovated by others.

C. Fabian Entrepreneur: This type of entrepreneur has neither the will to introduce new changes nor the desire to adopt new methods of production innovated by most entrepreneurs. They follow the set procedures, customs, traditions, and religions. They are not much interested in taking a risk and they try to follow in the footsteps of their predecessors.

D. Drone Entrepreneur: they refuse to copy or use opportunities that come on their way. They are conventional in their approach

and stick to their set practices products, production methods, and ideas. They struggle to survive not to grow.

7.4.2. Classification of entrepreneurs based on motivation

Motivation is the main force that promotes the efforts of the entrepreneur to achieve his/her goals. An entrepreneur is motivated to achieve or prove his excellence in their performance. According to motivation, we can classify entrepreneur as:

a. Pure Entrepreneur: A pure entrepreneur is motivated by psychological, economical, and ethical considerations. He/she undertakes an entrepreneurial activity for his/her satisfaction in work or status.

b. Induced Entrepreneur: This type of entrepreneur is induced to take up an entrepreneurial task due to the policy reforms of the government that provides assistance, incentives, and other facilities to start a venture. Most of the small-scale entrepreneurs belong to this category and enter business due to financial, technical, and several other facilities provided to them by the various agency of government to promote entrepreneurship.

c. Motivated Entrepreneur: New entrepreneurs are motivated by the desire for self-fulfillment. They come into being because of the

possibility of making and marketing some new products for the use of consumers. They are motivated through rewards like profit.

7.5. Seven Characteristics of an Entrepreneur

Activity 3

1. Think about your life so far, and list if possible, three major achievements in your personal life.
2. Then share your successful history with your classmates

While entrepreneurs have certain characteristics and skills in common, there is a wide range of individuality among them. For instance, in sports, some athletes do well because they love a sport and are trained to play it. They have developed their skills. Others are full of natural talent and require much less special training. Still, others simply find their successful approach to playing a sport even though they may not have been trained. Besides, while there is no formula for becoming a successful entrepreneur, certain characteristics are associated with entrepreneurial success.

The seven essential characteristics of a successful entrepreneur are:

1. Passion
2. Self-confidence
3. Risk-taking
4. Creativity
5. Visionary
6. Motivation
7. Personal effectiveness

1. Passion

One of the most important qualities associated with successful entrepreneurship is *passion*. When people feel committed to what they are doing and when they care deeply about it, they get the best chance of being successful at it.

Let us consider this popular business saying.

"*If your mind can conceive it, and your heart can believe it, then you can achieve it*".

Along with this, it is important to consider that entrepreneurs typically care more about what they are doing than how much money they might make. They must earn an income, of course,

or they cannot continue to be entrepreneurs; however, the amount they earn often is secondary to achieving their goals.

2. Self-confidence

Every entrepreneur encounters problems, and you have to believe you can overcome them. Successful entrepreneurs believe not only that they are capable of being successful but also believe that they are worthy of success.



Figure 7.5: Self-confident girl

3. Risk-taking

Risk-taking implies assuming the responsibility for loss that may occur due to unexpected possibilities of the future. While most people try to avoid risk, successful entrepreneurs are willing to take risks because entrepreneurs understand that risk is a natural part of trying to achieve goals. Their self-confidence helps them to accept the challenges of the risks they take.

4. Creativity

Another important feature is that, although they may not realize it, most entrepreneurs are creative. This does not mean they paint pictures or write poetry (though it can); rather, it means they find innovative ways to solve problems. They always look for new and better ways to do things i.e. ways that have not occurred to others. Believe in your ability to be creative.



Figure 7.6: A person thinking to find a solution for problems

5. Visionary



Figure 7.7: a picture of looking forward

They create a vision of what they want their future to be, and then they work to achieve it. As a result of these qualities, successful entrepreneurs consider problems as opportunities. Entrepreneurs can set both short and long-term goals.

6. Motivation

Motivation refers to the inner drive that ignites and sustains behavior to satisfy needs. Behavior is always caused and it is not spontaneous. The potential entrepreneur needs to be self-motivated, and a self-starter to be able to see and pursue potential opportunities.

7. Personal Effectiveness

To handle the pressures of their busy lifestyles, entrepreneurs must have the ability to manage time well and to take care of personal business efficiently because first impressions are so important, entrepreneurs must also pay attention to such things as personal appearance and communication skills. Additionally, entrepreneurs benefit a great deal by being aware of their strengths and weaknesses.

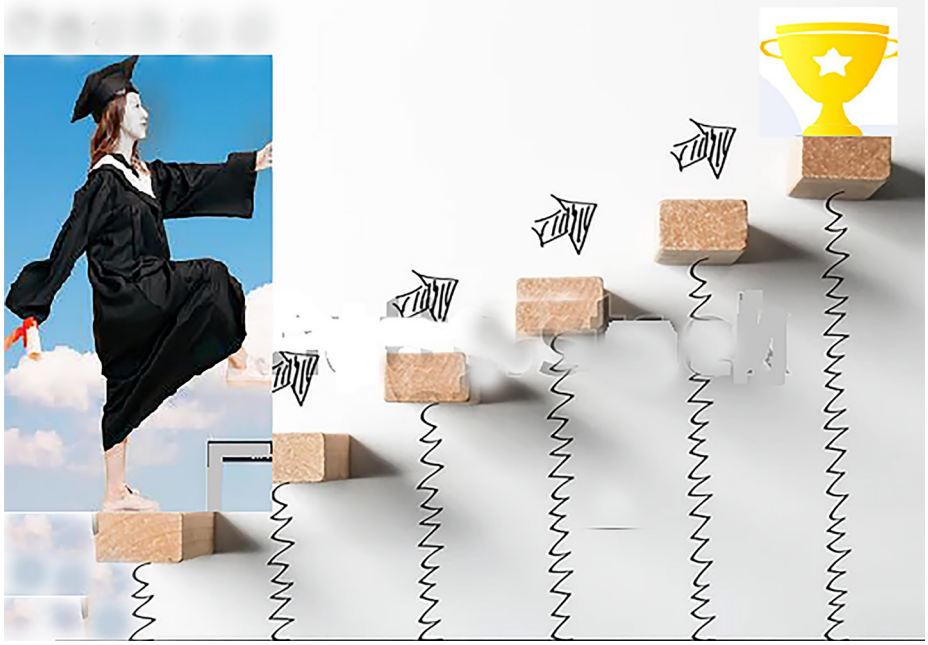


Figure 7.8: a successful girl stepping for her prize

7.6. Entrepreneurship and Saving

Saving is defined as that part of income which is not spent on consumption. It is a sacrifice of the current consumption to increase the living standard and fulfilling the daily requirements in future. Entrepreneurship development is related to income, savings and investment. One can save regularly, invest and develop his/her enterprise. He/she can equally get a business idea and go into business through finding additional funding sources. Saving enhances individual entrepreneurial development.

The use of personal fund to start or expand a small business is the most attractive, simplest and possibly safest method. This can be

done through regular saving and investment. As an entrepreneur, you need to save a portion of your income from your enterprises. This is because saving will lead to investment and increment in value.

7.7. Unit Summary

The word entrepreneurship is defined as a process that involves the creation of something different and better with values to target customers. Here the entrepreneur is someone who will undertake the activities of creating something different, and commercializing it in a given business environment.

There are different types of entrepreneurs. Based on the economic development point of view, entrepreneurs are classified into four. These are innovating entrepreneurs, adoptive or imitative entrepreneurs, fabian entrepreneurs, and drone entrepreneurs.

On the other hand, based on motivation, entrepreneurs are classified into three. These are pure entrepreneurs, induced entrepreneurs, and motivated entrepreneurs. A person to become an entrepreneur needs to possess an entrepreneurial mindset through having qualities of successful entrepreneurs and entrepreneurial skills.

Unit Review Questions

Do the following unit review questions in your exercise book.

Part I: Write 'True' if the statement is correct, and write 'False' if the statement is incorrect.

1. A pure entrepreneur is motivated by psychological, economical, and ethical considerations.

2. The innovative entrepreneurs copy or adopt suitable innovations made by the other innovative entrepreneurs.

3. Risk-taking implies assuming the responsibility for loss that may occur due to unexpected possibilities of the future.

Part II: Fill in the blank space with a correct answer.

1. _____ is a process of action an entrepreneur undertakes to establish his/her enterprises.

2. _____ is a formal written document containing the goals of a business, the methods for achieving those goals, and the time/duration for the achievement of the goals.

Part III: Choose the best answer from the following alternatives.

1. _____implies assuming the responsibility for loss that may occur due to unexpected possibilities of the future.

   a. Creativity

   b. Risk-taking

   c. Self-confidence

   d. Passion

2. Which one of the following is the inner drive that ignites and sustains behavior to satisfy needs?

   a. Vision

   b. Motivation

   c. Personal effectiveness

   d. Risk taking

3. In Ethiopia, investors in the agro-processing industry parks have engaged in avocado oil processing. This type of enterprise is categorized as_____

a. Small business

b. Scalable startup

c. Large company

d. Social entrepreneurship

4. _____ is a part of income which is not spent on consumption.

a. Consumption

b. Investment

c. Saving

d. Business

Part IV: Students, please copy the following questions into your exercise book and give your answers accordingly.

1. Write at least two definitions for entrepreneurship and two for the entrepreneur.

_____

_____

_____

_____

2. List down at least four characteristics of entrepreneurs that could help them to be successful in their business.

_____

_____

_____

3. List down the four types of Entrepreneurship based on the economic development criteria.

i. _____

ii. _____

iii._____

iv._____