Chapter 10

Activity File 10-1 Avoiding E-mail Pitfalls

**Directions:** Complete the following activity to gain a fuller understanding of how workers can function as part of a team.

Chella was employed the summer before her senior year in high school at a store that ships packages worldwide. Her job was to greet customers and assist them with packaging and shipping their items. She had been working there for four weeks and was making a very good impression with her work habits.

Once in a while, Chella would have downtime between customers. There was a computer with Internet access that the employees used for a variety of job-related chores. The employees were occasionally allowed to use the computer for surfing and e-mailing friends.

One morning, after taking care of a dozen customers, Chella had some free time. She decided to e-mail her boyfriend and discuss the good times they’d had over the weekend. She had written several paragraphs when a customer came in the door. She stopped to take care of the customer and quickly returned to the e-mail. As she was writing, another customer came in and looked at the various sizes of shipping boxes hanging on the wall.

Chella knew she had to quickly close her e-mail and send it so she could assist the customer. In her haste, Chella accidentally addressed the e-mail to a group mailing, which was a list of store managers as well as regional managers. They all received the e-mail she intended to send to her boyfriend.

1. How will this mistake affect Chella’s work reputation?

<<Place Answer Here>>

2. Was Chella wrong in sending such an e-mail?

<<Place Answer Here>>

3. What would you do if you were Chella’s boss? (Consider that the e-mail was also sent to the regional managers.)

<<Place Answer Here>>

4. Ask your instructor where to save your documents. This could be on the school’s network or a flash drive of your own. Name your Word document *FirstnameLastname*\_Activity10-1.docx (e.g., JohnSmith\_Activity10-1.docx).