

Glossary

401(k) plan. Retirement savings plan offered through an employer. (25)

529 plan. Savings plan for education operated by a state or educational institution. (16)

A

ability. Mastery of a skill or the capacity to do something. (15)

accounting. An analysis of financial data recorded. (21)

advanced-level job. A job that requires special skills, knowledge, and experience. (17)

Americans with Disabilities Act (ADA). Law prohibiting discrimination against individuals with disabilities who otherwise are qualified for a given job or position. (5)

annual percentage rate (APR). Rate of interest a borrower would have to pay to use a given amount of money for one year. (24)

antivirus software. Computer software used to prevent infections as well as to detect and remove computer viruses. (10)

appearance. Outward impression given to people, involving facial expressions, posture, the clothes you wear, and personal grooming. (6)

apprenticeship. Combination of on-the-job training and related classroom instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation. (16)

aptitude. Person's natural, physical, and mental talents for learning. (15)

aptitude test. Test that measures a person's potential to perform the job after training. (5)

area measurement. Calculation of the amount of space within the borders of a geometric shape. (9)

Armed Services Vocational Aptitude Battery (ASVAB). Aptitude test designed to measure strengths, weaknesses, and potential for future success. (5)

asset. Items of value owned by a person or business; examples may include cash, stocks, bonds, and property. (21)

associate degree. Two-year college degree. (1)

attitude. Person's outlook on life that reflects how he or she feels and thinks about other people and situations. (3, 6)

automated teller machine (ATM). Computer terminals that customers use to make financial transactions. (25)

B

bachelor degree. Four-year college degree. (1)

bankruptcy. Legal proceeding for the purpose of stating a person's inability to pay his or her debts. (24)

bar graph. Visual aid used to show comparisons between categories. (9)

beneficiary. The person named by the policyholder to receive the benefits, or payments, issued from the insurance policy. (26)

Better Business Bureau (BBB). Nonprofit organization sponsored by private businesses that try to settle consumer complaints against local business firms. (23)

blind ad. Job advertisement that does not include the name of a company or contact person. (4)

block style letter. Style of business correspondence in which all lines are flush with the left-hand margin. (8)

blog. A website where an individual usually posts topics and opinions about subjects the owner wishes to discuss. (10)

bodily injury liability. A form of insurance coverage that protects you if you are legally at fault for an accident in which others are injured or killed. (26)

body language. A means of expressing a message through body movements, facial expressions, or hand gestures. (19)

bond. Certificate of debt or obligation issued by a corporation or a government. (25)

bonus. Extra payment in addition to the workers' regular pay. (22)

bookkeeping. The recording of income and expenses for a person or business. (21)

brainstorming. Group technique used to develop many ideas in a relatively short time. (7)

break-even point. When income equals expenses. (21)

browser. Type of program that allows you to access and view websites. (10)

budget. A written plan to help you make the most of the money you have. (23)

bullying. Offensive, insulting, or threatening behavior by individuals or groups. (18)

burnout. A loss of physical and emotional strength and motivation. (27)

business plan. Document used to help guide an entrepreneur in organizing and running a business. (21)

Business Professionals of America (BPA). An organization for students pursuing careers in business management, office administration, information technology, and other related career fields. (13)

bylaws. Written rules that spell out how meetings are to be conducted and who plays what role in the meetings. (14)

C

cafeteria plan. Coverage that allows workers to choose from a variety of benefits to devise a plan that best suits their needs. (26)

calorie. Metric unit of energy. (11)

canceled check. Checks that have been processed by the bank. (25)

- capital.** Possessions and money used to increase business. (20)
- capital expense.** A one-time cost needed to get the business started; an example includes machines purchased for the business. (21)
- career.** Progression of related occupations that results in employment and personal growth. (1)
- Career and Technical Student Organization (CTSO).** A national organization associated with a specific occupational area, such as agriculture, marketing, and family and consumer sciences. (13)
- career clusters.** Groups of occupational and career specialties. (1)
- career ladder.** Job-related progression from an entry level to an advanced position along a specified career path. (17)
- career pathway.** One of several career directions within the career clusters. (1)
- career plan.** List of steps required to reach a career goal. (17)
- CareerOneStop.** Website sponsored by the US Department of Labor to help students, job seekers, and career professionals explore the outlook and trends for all types of careers. (16)
- cash card.** Prepaid type of debit card. (25)
- cash value.** The amount the policy is worth in cash upon surrender of the policy. (26)
- cashier's check.** Check issued from a bank's own account rather than the account of a person or a business. (25)
- Centers for Disease Control and Prevention (CDC).** Part of the United States Department of Health and Human Services that works with worldwide, state, and local health agencies to protect the public from health threats. (12)
- central processing unit (CPU).** The part of the computer that controls what is done with the data received; also called the processor. (10)
- certificate of deposit (CD).** A savings account that pays a higher interest rate because it requires depositors to commit their money for a specific period. (25)
- certified check.** Personal check with a bank's guarantee that the check will be paid. (25)
- channel.** How a message is delivered during the communication process. (8)
- circle graph.** Visual aid showing the relationship of parts to the whole. (9)
- citation.** Summons to appear in court. (12)
- civil law.** Law that outlines citizens' rights in relation to one another. (27)
- civil service test.** Examination required when applying for most government jobs. (5)
- claim.** A formal request to an insurance company requesting compensation for a loss covered under a policy. (26)
- cloud computing.** Using software applications and files stored on the Internet. (10)
- collateral.** Something of value held by the creditor in case you are unable to repay the loan. For an auto loan, the car is collateral. (24)
- collective bargaining.** Process of labor and management representatives discussing what they expect from each other in the workplace. (18)
- college access.** Building awareness about college opportunities, providing guidance regarding college admissions, and identifying ways to pay for college. (16)
- commission.** Percentage of the sales they make. (22)
- common fraction.** One or more parts of a whole number. (9)
- communication.** Process of conveying a message, thought, or idea so it is accurately received and understood. (8)
- communication barrier.** Anything that prevents clear, effective communication. (8)
- comparison shopping.** Looking at several brands or models at different stores to compare prices, quality, and features before buying. (23)
- compound interest.** Interest paid on the initial deposit plus any interest already earned. (25)
- comprehension.** Ability to understand information. (8)
- compromise.** When opposing sides give up something of value to help solve a problem. (7)
- confidential.** Private. (3)
- conflict.** Situation resulting from opposing views. (7)
- consensus.** When all members of a group accept and support a decision. (7)
- constraint.** Factor that may restrict or hinder your ability to solve the problem. (7)
- constructive criticism.** Pointing out a weakness to analyze it and cause improvement. (3)
- consumer.** People who use their income to buy the items they need and want. (23)
- Consumer Financial Protection Bureau (CFPB).** Regulatory agency that works to give consumers all the information they need when dealing with financial companies. (23)
- consumer fraud.** Use of trickery or deceit to gain some type of unfair or dishonest advantage over the consumer. (23)
- Consumer Price Index (CPI).** Measure of the average change in prices for consumer goods and services over time. (25)
- Consumer Product Safety Commission (CPSC).** Regulatory agency that protects the consumer's right to safety. (23)
- conviction.** A strong belief. (18)
- cooperative education.** School program that prepares students for an occupation through a paid job experience. (2)
- copyright.** Exclusive right to copy, license, sell, or distribute material. (10)
- corporation.** Business owned by many people. (20)
- cosigner.** Responsible person who signs a loan agreement with the borrower. By signing the agreement, the cosigner promises to pay the loan if the borrower fails to pay. (24)
- courteous.** Showing concern for other people and being mannerly with them. (3)
- credit.** Present use of future income that allows consumers to buy goods and services now and pay for them later. (24)
- credit report.** Summary of how a person or business has used credit. (24)
- creditworthiness.** Assessment of a borrower's ability to repay a loan. (24)
- criminal law.** Law that governs the association between citizens and the government. (27)

criminal penalty. A lawful punishment involving one or more of the following: serving a jail sentence, doing community service, paying a fine, and periodically reporting to a court-ordered supervisor. (19)

criteria. Standards you use to find the best solution. (7)

cross-functional team. Team of workers from different areas within a company who are assigned to work on a specific project. (7)

D

debit card. A card that allows funds to be withdrawn from your checking or savings account without writing a check. (25)

debt-to-income ratio. Way of comparing debt to income or assets. (24)

DECA. A Career and Technical Student Organization that prepares emerging leaders and entrepreneurs for careers in marketing, finance, hospitality, and management in high schools and colleges around the world. (13)

decimal fraction. Fraction with a denominator of 10, such as 100, 1000, and 10,000. (9)

decision-making process. Proven way to make important decisions carefully and logically. (17)

decoder. Receiver's mind, which forms a mental image of the message received. (8)

deductible. An amount the policyholder must pay before the insurance company will begin to cover the expense. (26)

defendant. The person accused of wrongdoing and whom a lawsuit is filed against. (27)

degree Celsius (°C). Metric measure for temperature. (9)

delegate. Assign responsibility or authority to another person or group. (13)

demand. Amount of products and services consumers want to buy. (20)

demotion. Transfer to a classification in a lower pay grade. (18)

denominator. Denominator is the number of parts into which a fraction is divided and is written below, or after the line in a fraction. (9)

dependability. Person's ability to be reliable and trustworthy. (3)

dermatologist. Doctor who specializes in treating skin. (11)

digital measuring instrument. Device used to convert distance, temperature, weights, volume of liquids, airflow, and liquid flow and pressure into numbers on a digital display. (9)

disability. Permanent injury. (12)

disability insurance. A type of insurance coverage that provides regular income payments when a person is unable to work for an extended period of time because of an injury or illness. (26)

discrimination. The negative treatment of one or more individuals compared to that of the larger group. (19)

diversity. The variety that exists among a group. (19)

dynamics. Underlying causes of change or growth. (13)

E

earned income. Money received for doing a job. (22)

e-check. Electronic version of a paper check and can be used for online payments. (25)

ego. Part of the mind that is aware of reality and demonstrates control. (15)

electronic funds transfer (EFT). Automatic transfer of money from one account to another electronically. (25)

e-mail. A system for sending messages from one device to another over an electronic network. (10)

emergency cash fund. Money saved and available to cover unexpected expenses. (23)

Employee Polygraph Protection Act (EPPA). Law passed in 1988 that prohibits most private employers from using lie-detector tests for preemployment screening or during the course of employment. (5)

empty calorie. Energy present in high-energy foods with poor nutrition; with most of the energy coming from processed carbohydrates, and fats, or ethanol. (11)

encoder. Sender's mind, which forms a mental image of the message being sent. (8)

endorsement. Signature required on the back of a check to legally transfer value. (25)

entrepreneur. Person who starts a new business and takes on the risks, responsibilities, and potential rewards of operating and building the business. (21)

entrepreneurship. Organization and management of a business. (21)

entry-level job. Work for beginners who lack experience or specialized training. (17)

Environmental Protection Agency (EPA). Government agency formed for the purpose of protecting the environment. (12)

Equal Employment Opportunity Commission (EEOC). Federal agency that oversees equal employment opportunities for all Americans. (2)

Equal Pay Act. Law that requires equal pay be given to employees of both sexes for doing equal jobs. (2)

equity. Fair treatment giving a person the same opportunities afforded to others. (24) In real estate, the difference between how much is owed on a house and what the house is worth. (19)

ergonomics. Science of examining motions and how to perform them properly. (12)

ethics. Set of moral values that guide a person's conduct. (3, 15)

etiquette. Art of using good manners in any situation. (8)

excise tax. Tax charged to the producer or seller of the product or service rather than the consumer. (22)

F

Fair Labor Standards Act (FLSA). Law designed to protect workers from unfair treatment by their employers. (2)

falling hazard. Source of potential injuries from slipping or falling. (12)

Family and Medical Leave Act (FMLA). A law passed in 1993 designed to help families handle special family matters by permitting employees to take time off without pay. (27)

Family, Career and Community Leaders of America (FCCLA). CTSO with an emphasis on family and consumer science, for students through grade 12. (13)

Federal Communications Commission (FCC). Regulatory agency that protects the consumer's rights to information and selection; the FCC handles complaints about the practices and charges of wired and wireless telephone systems. (23)

Federal Trade Commission (FTC). Regulatory agency that protects the consumer's rights to information and selection; the FTC prevents unfair competition, deceptive trade practices, and false advertising. (23)

feedback. Clue that reveals the message was received. (8)

fee-for-service (FFS) plan. A traditional type of health care policy that allows members to use any doctor or hospital he or she chooses. (26)

felony. The most serious type of crime, punishable by imprisonment or even death. (27)

FICA. Amount withheld for both Medicare and Social Security; also the Federal Insurance Contributions Act. (22)

finance charge. Total amount a borrower must pay for the use of credit. (24)

financial literacy. Ability to understand and manage one's personal finances. (9)

first aid. Immediate, temporary treatment given to an ill or injured person before proper medical help arrives. (12)

fixed expense. A cost that must be paid regularly in set amounts; examples are monthly rent payments, garbage removal fees, and insurance payments. (21)

flammable. Having the potential to ignite easily and burn rapidly. (12)

flextime. Schedule where a worker's time of arrival and departure differs from the operating hours of the workplace. (27)

follow-up message. Brief correspondence written in business form to thank the interviewer for his or her time. (6)

Food and Drug Administration (FDA). Regulatory agency that helps protect consumer safety by regulating the production, packaging, and labeling of foods, drugs, and cosmetics. (23)

Form W-2. Document used for tax purposes to show the amount paid in the previous year. (22)

Form W-4. Form used to give an employer the information needed to determine how much tax to withhold from a paycheck. (22)

formal communication. Sharing of information in which specific rules of etiquette must be followed. (8)

formal meeting. A meeting in the workplace where coworkers meet to brainstorm new ideas, decide how to divide the department workload, and update staff on important events. (14)

franchise. Right to sell another company's product or service for profit. (21)

fraud. The act of deceiving or tricking a person or business. (21)

Free Application for Federal Student Aid (FAFSA). Application form used to determine your eligibility for federal financial aid. (16)

free enterprise system. Economic system in which people are free to make their own economic decisions. (20)

freeware. Fully functional software that can be used without purchasing it. (10)

fringe benefit. Financial extras in addition to the regular paycheck, such as medical and life insurance, paid vacations, bonuses, and retirement plans. (16)

functional team. Team of workers with similar skills and expertise. (7)

Future Business Leaders of America (FBLA). A Career and Technical Student Organization that prepares students for careers in business and business-related fields. (13)

Future Educators Association (FEA). A Career and Technical Student Organization that provides activities and materials for students interested in education-related careers. (13)

G

Gantt chart. Graph that shows the steps of a task divided across a timetable. (7)

General Aptitude Test Battery (GATB). Series of tests that measure nine aptitudes. (15)

global positioning system (GPS). A highly accurate satellite-based navigation system. (10)

globalization. Process of businesses and financial markets becoming more interconnected. (7)

goal. Something you want to attain. (7)

good. Any type of product consumers buy, such as food or clothing. (23)

grace period. Number of days allowed to make a payment without incurring any late penalties, fees or additional interest charges. (24)

gram (g). Metric measure for weight. (9)

grant. Type of financial aid that is typically need-based and provided by a nonprofit organization, such as the government or other organization. (16)

green job. Job that helps sustain or improve the environment. (12)

grooming. Taking proper care of your body and appearance through cleanliness and neatness. (11)

gross pay. Total amount earned for a pay period before deductions are subtracted. (22)

group dynamics. Interacting forces within a human group. (13)

H

habit. Something done repeatedly in the same way. (15)

hacking. Accessing a computer or network system without being authorized to do so. (10)

hard skill. Skill learned as requirements of a career or other activities. (15)

health maintenance organization (HMO). An organization of medical personnel and facilities that provides health care services to its members. (26)

Health Occupations Students of America (HOSA). A Career and Technical Student Organization that promotes opportunities in health care and enhances the delivery of quality health care to all people. (13)

health savings account (HSA). An account that allows individuals to set money aside on a tax-free basis to pay for future qualifying medical expenses. (26)

hearing. Recognizing sound. (8)

honesty test. Test designed to measure a person's honesty in the workplace. Also called an *integrity test*. (5)

hostile environment harassment. Behavior that makes an atmosphere uncomfortable enough to interfere with a person's performance. (19)

human resources department. Group of people assigned to handle various responsibilities related to employment. (4)

hygiene. Practice of staying healthy by keeping clean. (11)

I-9 Form. Document used to verify an employee's identity and verify that he or she is authorized to work in the United States. (6)

id. Part of the mind that is driven by thrills, impulses, and desires. (15)

identity theft. Illegal use of another's name and personal information to open accounts, make purchases, or commit fraud. (4, 10)

impulse buying. Making an unplanned purchase. (23)

incentive. Something that inspires a person to act. (18)

individual responsibility. Willingness to answer for one's conduct and decisions. (3)

individual retirement account (IRA). Type of savings account that anyone with earned income can open as a way to save for retirement. (25)

inflation. General increase in prices. (25)

informal communication. Unscheduled communication with coworkers that occurs by chance inside and outside the workplace. (8)

informal interview. Planned meeting in which a job seeker learns more about an occupation from a person employed in that job area. (16)

informal meeting. A meeting structured to be conducted in a specific way. (14)

informational interview. Planned meeting in which a job applicant learns more about an occupation from a person employed in that job area. (6)

initiative. Making oneself do what is necessary. (3)

installment account. Type of credit account used to charge expensive items such as a major appliance or piece of furniture. (24)

integrity. Quality of firmly following one's moral values. (3)

interest. An activity, event, or idea that you like. (24) Price paid for the use of money over a period of time. (15)

Internal Revenue Service (IRS). Federal government agency that enforces federal tax laws and collects taxes. (22)

internship. School program providing paid or unpaid work experience for a specified period as a way to learn about a job or an industry. (2)

interpersonal skills. Display of friendliness and sensitivity to the needs of others through communication and listening. (7)

interview. Planned meeting between a job applicant and an employer. (2)

J

job. Task performed by a worker, usually to earn money. (1)

job evaluation. Written review of your work performance by your supervisor. (3)

job probation. Trial period to test how well a worker can do the job. (18)

job-search website. Website designed to find job openings posted at a variety of locations. (4)

job shadowing. Following a worker on the job and observing what that job involves. (1)

job sharing. When a single job is split between two or more employees. (27)

jury. A panel of citizens selected to help decide some cases in a trial court. (27)

L

labor contract. Agreement that spells out the conditions for wages, benefits, job security, work hours, working conditions, and grievance procedures. (18)

labor union. Group of workers who have united to voice their opinions to their employer or the employer's representatives (management). (18)

laser measuring instrument. Device designed to give you the ability to measure a distance simply by projecting a light beam. (9)

lateral move. Transfer to a different department or another classification in the same pay grade. (18)

leadership. Capacity to direct a group. (13)

learning style. The way a person takes in and processes information. (15)

letter of application. Letter written to an employer to apply for a job. (4)

liability. The debt owed by a person or business; examples include payments on a car or home loan. (21)

license. Official permission to do something or own something. (21)

licensing. The legal permission to use a software program. (10)

lifelong learning. The continuous building of skills and knowledge throughout the life of an individual. (10)

lifestyle goal. Goal that reflects what a person wants from life. (15)

lifting hazard. Source of potential injury from improperly lifting or carrying items. (12)

line graph. Chart showing the relationship of two or more variables. (9)

linear measurement. Length of a straight or curved line calculated with a ruler, yardstick, or tape measure. (9)

listening. Understanding what you hear. (8)

liter (l). Metric measure for volume. (9)

long-term goal. Goal that may take several months or years to achieve. (15)

loyalty. Being faithful to your coworkers and to your employer. (3)

M

main motion. Suggestion for the group members to consider during a meeting. (14)

major decision. Important choice requiring careful thought because it affects a person's career and personal life. (17)

malware. Computer software that interferes with normal computer operations and may send your personal data to unauthorized parties. (10)

material safety data sheet (MSDS). Sheet of information on the specific hazards involved and procedures for their safe use. (12)

material-storage hazard. Sources of potential injury that come from the improper storage of files, books, or office equipment. (12)

mean. Mathematical average of the data calculated. (9)

median. Number exactly in the middle when the data is listed in ascending or descending order. (9)

Medicare. Health insurance program provided through Social Security taxes that are withheld from a worker's paycheck. (22)

memo. Informal written message from one person or department to another person, persons, or departments in the same company. (8)

message. Something that is understood by the senses—usually something spoken, written, or printed. (8)

meter (m). Metric measure for length or distance. (9)

metric system. Decimal system of weights and measures, which uses the meter to measure distance, the gram to calculate weight, the liter to measure volume, and the degree Celsius to determine temperature. (9)

minimum wage. Lowest hourly rate of pay that most employees must receive. (2)

misdemeanor. A less serious crime with penalties of fine or imprisonment of a year or less or both. (27)

mobile app. A small, specialized program used on wireless devices, such as tablets and smartphones. (10)

mock interview. Practice interview conducted by a friend, family member, or other adult with business experience. (6)

mode. Number(s) that occurs most frequently in a group of numbers. (9)

modified block style letter. Style of correspondence that places the date, complimentary close, and signature to the right of the center point of the letter. (8)

money market fund. A type of mutual fund that deals only in high interest, short-term investments. (25)

money order. Type of check used for a specific amount of money payable to a specific payee. (25)

monopoly. Single company that controls the entire supply of a product or service. (20)

moral values. Code of behavior that is considered acceptable in society. (3)

multifunctional team. Team of cross-trained workers who can perform the duties of all other members on the team. (7)

mutual fund. Type of investment where money from a number of investors is combined and invested in securities. (25)

N

National FFA Organization (FFA). CTSO that prepares members for leadership and careers within the eight Agriculture, Food, and Natural Resources Sciences Cluster pathways. (13)

National Institute for Occupational Safety and Health (NIOSH). An arm of the Centers for Disease Control and Prevention specifically responsible for conducting research and making recommendations for the prevention of work-related injury and illness. (12)

National Safety Council. The leading advocate for safety and health in the United States. (12)

need. Basic necessity a person must have to live. (20)

need-based award. Type of financial aid that is available for students and families who meet certain economic requirements. (16)

networking. Talking with people and establishing relationships that can lead to more information or business. (4)

noise. Anything that interrupts the message. (8)

nonverbal communication. Any message that does not use written or spoken words. (8)

norm. Pattern that is typical in the development of a social group. (7)

numerator. Number of parts present in a fraction and is written above or before the line in a fraction. (9)

O

occupation. Work that requires the use of related skills and experience. (1)

Occupational Information Network (O*NET™). Internet system that provides the latest information needed for effective training, education, counseling, and employment. (16)

Occupational Outlook Handbook. Occupational resource that describes the training and education needed for various occupations, also listing expected earnings, working conditions, and future job prospects. (16)

Occupational Safety and Health Administration (OSHA). Federal government agency that sets and enforces safety and health standards for workers. (2, 12)

occupational training. Training which prepares a person for a job in a specific field. (16)

occupational trend. Research-based forecasts about which jobs will most likely be needed in the future. (1)

One-Stop Career Center. A center that provides employment counseling, information on job trends, and assistance in filing unemployment insurance. (16)

organization chart. Chart that shows an organization's internal structure. (20)

orientation. A meeting at which a new employee learns the company's history, policies, rules, and safety procedures. (18)

overtime pay. Pay for each hour worked in excess of the maximum hours allowed. (2)

ownership. When an individual understands the importance of a task and makes sure it is done well. (27)

P

Pareto Principle. General rule stating that 20 percent of causes produce 80 percent of the effects; or 20 percent of the effort produces 80 percent of the results. (7)

parliamentary procedure. Set of rules explaining how a group should gather, share information, and make decisions. (14)

partnership. Form of business organization where two or more people go into business together. (20)

patent system. Arrangement that protects inventors from having someone else claim their ideas and inventions as his or her own. (20)

payroll deduction. Amounts of money subtracted from your total pay. (22)

payroll tax. Tax an employer withholds from an employee's paycheck. (22)

percent. Calculation of one part per hundred. (9)

performance rating. A supervisor's periodic evaluation of a worker's job performance. (18)

peripheral. Anything that can be plugged into the computer. (10)

personal fact sheet. Brief written summary of key facts that helps a person write letters of application, prepare job résumés, and fill out application forms. (4)

personality. How a person thinks and feels. (15)

phishing. Tricking someone into giving out personal and financial information, such as an identification number or password. (23)

pictograph. Visual aid that presents information with the use of eye-catching images. (9)

piecework. Form of income in which an employee is paid a fixed amount of money for each piece of work completed. (22)

plaintiff. The person who files a lawsuit, taking his or her case to court. (27)

point-of-service (POS) plan. An insurance plan that allows members to choose either an HMO or PPO each time they seek medical services. (26)

polygraph test. Given with a polygraph machine, a test that measures and records on graph paper the changes in the subject's blood pressure, perspiration, and pulse rate when an examiner asks questions. Also called a *lie-detector test*. (5)

portfolio. Well-organized collection of materials that provides evidence of one's qualifications. (4)

preferred provider organization (PPO). A health care organization that has made arrangements with doctors and hospitals who have agreed to accept lower fees for their services in providing health care for group members. (26)

premium. A set amount of money that the insured party pays to the insurance company on a regular basis. (26)

priority. First ranking in a "to do" list when items are listed by order of importance from first to last. (2)

probability. Chance that something will happen. (9)

problem. Difference between reality (what you have) and expectation (what you want). (7)

problem solving. Process of making an expectation a reality. (7)

procrastinate. To avoid completing an important task by doing other things. (27)

productive resources. Resources such as labor, land, capital, and equipment that can be used to produce and provide goods and services. (20)

profit. Amount of money a business makes from selling goods and services beyond the cost of producing them (20); the money remaining from business income after paying all expenses. (21)

profit ratio. The percentage of receipts that are profit. (21)

profit sharing. Form of income, usually company stock or bonuses, given periodically throughout the year. (22)

program coordinator. Special teacher or counselor assigned to students in a work-based learning program. (2)

promotion. Transfer to a job classification with a higher pay grade. (18)

property damage liability. A form of insurance coverage that pays for damages your car causes to the property of others if you are responsible for the accident. (26)

property tax. Tax on the value of personal property and real estate a person owns. (22)

protein. Natural substance required for cell and muscle growth. (11)

psychological test. Preemployment test given to examine an applicant's personality, character, and interests. (5)

punctuality. Being on time. (3)

Q

quality. Commitment by everyone in an organization to exceed customer expectations. (7)

quid pro quo harassment. Making unwelcome sexual advances toward another while promising certain benefits if the person complies. (19)

quorum. Majority of members or the number of members stated in the bylaws. (14)

R

receipt. Include all the money you receive from your customers for cash and credit sales. (21)

receiver. Person who gets the message. (8)

recourse. Right to complain and receive a response. (23)

reference. Person who knows you well and is willing to discuss your personal and job qualifications with employers. (4)

remote meeting. Where people come together using a technology tool rather than meeting face-to-face. (14)

reprisal. The revenge-motivated act of retaliating. (19)

resource. Something used to help reach a goal. (15)

résumé. Brief history of a person's education, work experience, and other qualifications for employment. (4)

revolving charge account. Type of credit account allows customers the choice of paying for purchases in full each month or spreading payments over a period of time. (24)

routine decision. Choice most people make automatically about everyday matters. (17)

S

safety conscious. Knowing the job hazards and taking appropriate steps to avoid accidents. (12)

salary. Set amount of money paid for a certain period of time. (22)

sales tax. Tax on goods and services. (22)

scholarship. Type of financial aid that is based on financial need or some type of merit or accomplishment. (16)

secondary motion. Motion that can be made while a main motion is being considered. (14)

securities. Financial instruments that represent either ownership (stocks), indebtedness (bonds) or the rights to ownership (derivatives). (25)

self-assessment. Process of taking stock of your skills, interests, aptitudes, and abilities. (15)

self-concept. Mental image you have of yourself. (15)

self-directed team. Team that has been given full responsibility for carrying out its assignment. (7)

self-esteem. A feeling of satisfaction, self-worth, and confidence. (3, 15)

self-management skill. The ability to manage your own activities to get the job done. (3)

sender. Person who starts the communication process and has a mental image of what he or she wants to communicate. (8)

service. Any type of work consumers pay to have done. (23)

sexual harassment. Unwanted advances, requests for favors, or other verbal or physical conduct of a sexual nature. (19)

shareware. Software that can be installed and used, then purchased if you decide to keep using it. (10)

short-term goal. Goal to be reached tomorrow, next week, or within a few months. (15)

simple interest. Interest paid only on the money initially deposited. (25)

situational test. Preemployment test used to examine the ability of job applicants in a work setting similar to that of the job. (5)

skill. Something you do well. (1)

skill test. Preemployment test used to determine the physical or mental abilities of a job applicant. (5)

SkillsUSA. National, nonprofit Career and Technical Student Organization for high school and college students, as well as teachers. (13)

slate. List of candidates prepared for nomination. (14)

Small Business Administration (SBA). Agency that provides assistance to small business owners. (21)

smart card. Advanced type of debit card that contains a microchip. This chip can hold extensive account information. (25)

sociability. Interacting easily with people. (3)

social media. Tools used to publish and share information between individuals or groups of individuals. (10)

Social Security. US government's federal program for providing income when earnings are reduced or stopped by retirement, disability, or death. (2)

soft skill. Personal skill that affects how an individual interacts with others. (15)

software piracy. The illegal copying or downloading of software. (10)

sole proprietorship. Business that has only one owner. (20)

special committee. Committee established for a specific purpose or for a short period. (14)

standard. Accepted level of achievement. (15)

standard of living. Goods and services considered essential for living. (15)

standing committee. One of the permanent committees of a group or organization. (14)

stereotyping. Classifying or generalizing about a group of people. (19)

stock. Share in the ownership of a corporation. (25)

stress. Physical and emotional reaction to a challenge. (11)
A feeling of pressure, strain, or tension that results from change. (18)

summarize. Write down the main ideas of an assignment to express key thoughts. (2)

superego. Part of the mind that is influenced by social morals and values. (15)

supervisor. A manager or team leader in the workplace. (2, 3)

supply. Amount of products and services available for sale. (20)

support system. Group of caring, concerned friends and relatives. (27)

T

table. Visual aid that arranges data in rows and columns. (9)

taxes. Payments that citizens and businesses are required to pay to city, county, state, and federal governments. (22)

team. Small group of people working together for a common purpose. (7)

Technology Student Association (TSA). Career and Technical Student Organization that provides competitions and programs for middle and high school students with a strong interest in technology, innovation, design, and engineering. (13)

teleconferencing. A meeting that takes place over the telephone between participants at two or more locations. (10, 14)

template. Preformatted form available in word processing software. (8)

term insurance. A type of insurance that covers the policyholder for a set period of years specified in the policy. (26)

text messaging. Process of exchanging brief written messages between electronic devices over a network; also known as *texting*. (10)

tips. Small amounts of money given by customers to service-related workers in return for service. (22)

tort. A wrongful act committed against another person, independent of a contract. (27)

training agreement. Document that outlines the responsibilities of the student worker, school, and employer. (2)

training plan. List of attitudes, skills, and knowledge that a student plans to learn during the work experience. (2)

training record. Weekly or monthly job record of duties performed and skills learned at work by a student worker in a work-based learning program. (2)

training station. Job site where a student works to learn job skills. (2)

transferable skill. Skills used in one job that can also be used in another job. (1)

traveler's check. Type of check that is accepted as cash in most places around the world. Personal checks may be accepted only locally. (25)

troubleshooting. Locating the source of a problem, then fixing it. (10)

U

undercapitalization. Any situation where a business cannot acquire the funds they need. (21)

unemployment insurance. Coverage that provides benefits to workers who have lost their jobs. (22)

universal life insurance. A type of insurance that combines death benefits with a savings and investment account. (26)

universal precautions. Steps designed to help prevent the spread of infection. (12)

V

values. Principles and beliefs that a person considers important. (15)

variable expense. A cost that varies from month to month; examples are advertising costs, repairs, utility bills, and supplies needed for the business. (21)

video résumé. Short one to three minute video presentation used to reinforce the material presented on a résumé. (4)

videoconferencing. Involves two or more people communicating through a video and voice linkup. (10)

virtual team. Team that uses communication technology to help solve problems. (7)

virus. Type of malware used to infect computers. (10)

vision. Understanding of what is most important to the group and how to achieve it. (13)

W

wage. Set amount of pay for every hour of work. (22)

want. Item a person would like to have, but can live without. (20)

warranty. Written promise that guarantees a product will meet certain performance and quality standards. (23)

web seminar. A means of delivering instruction to a group located at one or more locations other than where the material is being presented; also referred to as *webinars*. (10)

webcast. An event, either live or prerecorded, that is broadcast on the Internet. (10)

white space. Margins, space between paragraphs, and any other blank space on the page. (8)

whole grain. Food made from grain, containing all the essential parts and naturally-occurring nutrients of the entire grain seed. (11)

whole life insurance. A type of insurance that covers the policyholder for a lifetime which can also be used, a form of savings. (26)

work ethic. How a person feels about his or her job and the effort put into it. (3)

work permit. Written document that makes it legal for a student underage to work for an employer. (2)

work-based learning program. Type of school program designed to prepare students for work. (2)

work-based mentor. Person who helps student workers with day-to-day questions. Another common term for this worker is *training sponsor*. (2)

workers' compensation. Insurance against loss of income from work-related accidents paid to workers after they are injured or become ill during work. (12, 22)

Workplace Skills Assessment Program (WSAP). Process through which Business Professionals of America prepares students to assess their real-world business skills and problem-solving abilities in finance, management, information technology, and computer applications. (13)

workplace violence. Violent acts or threatening behavior that occur in the workplace or at a company function. (12)

work-related hazard. Possible dangers or unsafe conditions in the workplace. (12)

work-study program. Part-time employment provided to undergraduate and graduate students to help with college expenses. (16)

World Wide Web. The part of the Internet that carries messages having pictures, color, or sound. (10)

Z

zoning laws. Rules that regulate what types of business activities can be performed in certain areas. (21)