



# Junior Achievement®

## CEW – Student Evidence

**JA Career Success, Session 1**

**11<sup>th</sup> grade**

**CEW Academic Standard: 13.2.11.E**

**13.3.11.A,B**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

In Session 1 we learned how to utilize **critical thinking** and **creativity** to solve problems at work. We also discussed that there will be consequences to every decision we make. How do you think this information will help you make decisions at your workplace in the future?

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# Problem-Solving Packet

## Key Terms

### Creativity

The ability to create something new or original, or to try a new approach to get things done.

### Critical thinking

The process of using logic and reasoning to make a judgment.

### Problem solving

An orderly method of overcoming obstacles to arrive at a solution.

## Decisions Have Consequences

### Scenario One

You work the counter at a busy fast-food restaurant. A customer is placing a breakfast order and has several special requests. Some of the requests will require extra time and effort for you and the cooks, and fulfilling the requests will hold up the line for the other customers. **What do you do?**

- Solution One:** Tell the customer you're sorry but the restaurant is too busy for special orders. She'll have to accept the food as it is on the menu.
- Solution Two:** Take care of the special requests and ask for help from a manager or other employees to keep the line moving.
- Solution Three:** Avoid getting into a conflict with the customer and keep the line moving by sending in the order without taking care of any special requests.

### Scenario Two

You work at a large movie theater. A new movie is just out and everyone wants to see it. The movie is rated "R," so customers must be 17 years old to get in. Students from your school come to buy their tickets from you. You know that one is only 15 years old. **What do you do?**

- Solution One:** Sell all of them tickets and just pretend you don't know that one of them is underage.
- Solution Two:** Explain that they are putting you in a bad situation, but sell them all tickets and let them know that they owe you a favor.
- Solution Three:** Require everyone in the group to show identification proving they are 17 or older and refuse to sell a ticket to anyone who cannot.