Glossary

Unit 1: Providing Patient Care
pp. 14–19

activities of daily living – things you do every day, like brushing your teeth, showering, and getting dressed

anatomy – study of the human body

bedridden – can’t get out of bed

blood pressure – force that moves blood through the body

caregiver – someone who takes care of another person

certificate – paper that shows your job training

day shift – work time during the day

normal – healthy, regular

on-the-job experience – job practice at work

patients – sick people getting medical care

received – got

register – sign up

small talk – conversation about easy things to talk about

temperature – measure of how warm the body is

vital signs – temperature, blood pressure, or other measures of body functions

wheelchair – chair with wheels to move people

Unit 2: The Customer Is Always Right
pp. 20–25

apologizes – says she/he is sorry

apron – covering that protects your clothes

chef – cook

chokes – gets food stuck in the throat

flavor – taste

manager – supervisor

oven mitt – glove that protects a hand from heat

prepares – cooks

protect – keep safe

protective clothing – clothes that protect the body

regular customer – person who goes to the same business often

restaurant – place to buy and eat food

server – person who brings your food

The customer is always right. – We want to make the customer happy.

wok – metal pan

Unit 3: Be Healthy and Safe at Work
pp. 26–31

bar code – lines that hold information

cashier – person who takes money in a store

complain – say something is wrong

employee – worker

full time – 40 hours a week

hurt – feel pain

Injury Report – written statement of how an injury happened
lose a job – become unemployed

packages – containers

repetitive motion – moving in the same way over and over

repetitive stress injury (RSI) – pain or injury from moving the same way

safety manual – book about staying safe at work

scans – reads a bar code

scanner – machine that reads bar codes

squat down – lower your body by bending the knees

stretch – straighten your arms or legs to make the muscles long

supermarket – large market

take deep breaths – slowly take in a lot of air

twists – turns

wrist – joint where the hand connects to the arm

Unit 4: A Schedule Conflict

pp. 32–37

automotive service technician – person who fixes cars

busiest – having the most to do

certified – trained

evaluate – find out what is wrong with something

fired – lost a job

fix – repair

graduation – ceremony where students get diplomas

inspect – check

maintain – keep in good condition

punctual – on time

reliable – trustworthy

repair – fix

responsible – hardworking

schedule – list of days and times you work

shift – work time

trade – exchange

work team – employees who work together

Unit 5: A Dangerous Decision

pp. 38–43

business – company that buys or sells things

cement – hard material for building

electric saw – power tool that cuts things

foggy – covered with drops of water

fumes – harmful gas or smoke

gloves – coverings for the hands

handyman – person who fixes things

hospital – place where people get medical care

manager – person in charge

plugs in – connects a cord to electricity

prevented – stopped

protective clothing – clothes that protect the body

remove – take out

repairs – fixes
replaced – took away something old and put in something new

safety goggles – glasses to protect the eyes

stucco – cement

take off – remove

worse – more serious

Unit 6: A Computer Lesson
pp. 44–49

basic – easy

click – press a button on a mouse to make something happen on a computer

collaborate – work together

computer classes – lessons on how to use a computer

definition – meaning of a word

drag – move something on a computer using a mouse

electronic devices – small computers

emails – electronic letters sent from one computer to another

internet – system connecting computers around the world

mouse – device that moves the cursor on a computer screen

occupational center – place that helps people train for jobs

point – move a cursor onto something specific

research – look for

transferable – can be used on other devices

Unit 7: Be Productive!
pp. 50–55

aisle – walkway

co-worker – person who works with you

discount store – store that sells items for low prices

display – special way to show items

home goods – things you use at home

merchandise – items for sale

productive – doing more work

stocks – puts items on store shelves

technology – using computers to do things

warned – talked to an employee about a work problem

warning – paper telling a worker to do something (to avoid trouble)

wasting time – not working hard

work order – written description of work to do

write (you) up – tell and document a worker’s bad behavior

write-up – written notice of bad work

Unit 8: Paycheck Problem
pp. 56–61

deduction – money taken out of a paycheck

delivers – brings
gross pay – amount you earn before deductions
janitor – person who cleans a building
mail carrier – person who delivers mail
minimum wage – lowest pay allowed by law
net pay – amount you take home after deductions
overtime pay – pay for working more than 40 hours a week
pay period – the days you are paid for
Payroll Adjustment Form – paper to change an employee’s pay
pay stub – paper that shows details of a paycheck
postal route – places a mail carrier delivers mail to every day
satchel – bag
short – missing some money
shoulder – where the arm connects to the body
taxes – money you pay to the government
uniform – special clothes for workers
upset – not happy
wrong – not right

Unit 9: A Safety Meeting
pp. 62–67
aisles – walkways
fire hazards – things that can cause a fire
forklift – machine used to lift heavy objects
hardware stores – businesses that sells materials to build and fix things
mandatory – required
prevent – stop
review – talk about
safety meeting – meeting about safety at work
screen doors – outside doors that let air in
sharp – having a pointed edge
shipping clerk – person who sends products to stores or customers
stacks – places items on top of each other
takes notes – writes down the main ideas
warehouse – large building for storing things
wooden pallet – a base to stack things on before lifting
wrap – cover

Unit 10: A Dose of Medicine
pp. 68–73
allergic – having a bad physical reaction to something
consults with – talks to
customer service – helping people who buy a product or service
dose – amount of medicine you take
drug interactions – side effects caused by mixing medications
flu (influenza) – illness with high temperature and body aches
hard skills – skills that you learn with training, like dispensing medications
**label** – paper with information on it

**pharmacist** – person who prepares prescriptions

**pharmacy** – store that sells medicine

**pharmacy technician** – person who helps a pharmacist

**prescription** – written order for medicine from a doctor

**responsibilities** – things you need to do at work

**side effects** – possible reactions to a medication

**soft skills** – personal skills, like talking to customers

**verify** – check

**Unit 11: Get Promoted**

pp. 74–79

**adjusts** – changes something to work better

**computerized** – run by a computer

**experienced** – skilled

**helper** – assistant

**maintain** – keep in good working condition

**maintenance mechanic** – person who repairs machines

**pay raise** – pay increase

**performance evaluation** – supervisor reviews an employee’s work

**program** – give a computer instructions

**promote** – move to a higher position at work

**promotion** – better job

**safety harness** – belt worn on the body to prevent falling

**sewing machine operators** – people who use sewing machines

**trainer** – teacher

**Unit 12: Returning to Normal**

pp. 80–85

**examine** – look at

**exercises** – physical movements

**heal** – get better

**injured** – hurt

**normal** – regular, everyday

**physical therapy (PT) aide** – person who helps a physical therapist

**prescribed** – ordered by a doctor

**private** – not public

**requirements** – needs

**stairs** – steps

**stronger** – healthier

**supervises** – watches

**twisted** – turned