

Kellogg College  
Course Cover Sheet



**M-CAM Training Area:**

CNC/Machining  Multi-Skilled/Mechatronics  Production Operation  Welding/Fabrications

**Program(s): Kellogg Advanced Manufacturing Assembly (KAMA)**

**Course: BUCO 89E Workplace Writing**

**Course Description:** Participants attending this course are given an introduction to a variety of documents commonly used in the workplace. Course emphasis is on planning, organizing, and writing effective workplace and technical documents using effective writing skills. Specific types of documents may include, but are not limited to emails, memos, letters, cover letters and thank you notes.

**Date Created:** Created prior to M-CAM. Revised in 2014

**Faculty Developer(s)/Instructional Designers(s):** N/A

**Employer/Industry Partner:** N/A

**College Contact:** Levi Good

**Phone:** 269-565-2828

**Email:** GoodL@kellogg.edu

**Additional Information/Comments:**

**Instructional Materials:**

Writing Worksheets and Assignments

This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

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Kellogg Community College  
Battle Creek, MI  
[www.kellogg.edu](http://www.kellogg.edu)

## Workplace Writing

<b>Course Number:</b>	BUCO 89E
<b>Credits:</b>	1
<b>Semester:</b>	Spring 2017 - KAMA
<b>Start and End Dates:</b>	February 2-16, 2017
<b>Meeting Times/Dates:</b>	Days and times vary
<b>Location of Course:</b>	Regional Manufacturing Technology Center (RMTC) 405 Hill Brady Road Battle Creek, MI 49037
<b>Instructor:</b>	Maggie Murphy
<b>KCC Staff Email Address:</b>	<a href="mailto:murphym@kellogg.edu">murphym@kellogg.edu</a>
<b>Instructor Phone Number:</b>	(269) 660-5360
<b>Instructor Office &amp; Mailbox Location:</b>	RMTC
<b>Course Description:</b>	Participants attending this course are given an introduction to a variety of documents commonly used in the workplace. Course emphasis is on planning, organizing, and writing effective workplace and technical documents using effective writing skills. Specific types of documents may include, but are not limited to emails, memos, letters, cover letters and thank you notes.
<b>Prerequisites:</b>	None
<b>Textbook(s):</b>	None
<b>Learner Supplies:</b>	None
<b>General Education:</b>	N/A; this course is not a General Education course.



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**Occupational Program or Accreditation Standards:**

N/A

**Course Competencies:**

- 1. Paragraph Writing**
- 2. Business E-mails**
- 3. Professional Letters**
- 4. Memo**
- 5. Grammar Review, Run-ons, and Fragments**
- 6. Thank you notes**
- 7. Cover Letter**

**Mode of Instruction:**

This course will incorporate a variety of learning experiences. Lectures, class discussions, large and small group work, and oral and written assignments will be used to enhance and reinforce textbook readings. Videos and hands-on learning activities may also be used to support textbook theory and practice..



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**Assignments:**

[List the assignments and the respective point values with a brief description. NOTE: Each assignment relates to course outcomes. Information is provided by Departments on how to proceed with this section.]

Competency	Assignment	Description	Possible Points
	Pre-Assessment	Paragraph response to reading	5
1	Paragraph	Students write an examples paragraph, demonstrating plan for success during course	5
2	Business e-mail	Students send e-mail using professional format, discussing first week of class	5
2	Business e-mail 2	Students send e-mail using professional format, responding to fictional problem in the work place	20
1	Paragraph	Personal Responsibility Paragraph	5
3	Letter	Students write Professional Letter to instructor	5
4	Memo	Professional Memo	10
5	Grammar Review	Run-on Sentences	5
1	Paragraph	Ways to change the world paragraph	5
5	Grammar Review	Fragments	5
6	Thank you notes	Write a professional thank you note	10
7	Cover Letter	Write a professional cover letter	20
5	Grammar Quiz	Run-ons and Fragments	10
	Exit Assessment	Paragraph summary of what was learned	5

**Make-up Work and Late Assignments:** Make-up work must be completed within one week or will not be accepted. It is the expectation that students complete and turn-in assigned work on-time and in accordance with the course syllabus and instructor guidelines. Retakes on writing assignments are not common practice, and may only be granted as the result of extreme circumstances, as determined by the instructor.

**Grade Determination:** [Required; you may choose the format which works best for you.]



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Competency	Assignment	Points Possible	Weight
	Pre-Assessment	5	5%
1	Paragraph Assignments	15	15%
5	Grammar	20	20%
2	E-mails	25	25%
3	Professional Letters	25	25%
4, 6	Misc. Writing (Memo and Thank you notes)	20	20%
	Exit Assessment	6	6%
	Attendance Student may earn 2 points per day of scheduled class.	8	8%
	Participation	8	8%
	<b>TOTAL POINTS POSSIBLE →</b>	<b>100</b>	<b>100%</b>

**Instructor Course Policies:** N/A



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**Grading Information:** In this course, you will earn a pass (P) or no-pass (N) grade.

**Grading Chart:**

<b>Grade</b>	<b>Explanation</b>	<b>Credit Awarded</b>
P	Earned 70% or more of the total possible points	Yes
N	Earned less than 70% of total possible points	No

- A “P” indicates you have passed the course and academic credit is earned for the course. This is equivalent to a “C” grade or better
- To earn a “P” grade, you must earn at least 70% of the total possible points for available for the course
- An “N” indicates that you have not passed the course and no academic credit is earned
- You should be aware that an “N” grade on your academic record may jeopardize your ability to obtain federal financial aid or your ability to transfer, since many colleges and universities consider this grade a failure.



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**Attendance:**

**1. KCC Required Statement:**

Regular attendance is an essential part of the educational experience and a requirement for an adequate evaluation of each student's academic progress. Excessive absence is reported to the Academic Advising department. An Advisor will reach out to students to discuss options for success. Continued absenteeism may lead to administration action. Faculty are required to report to the Financial Aid office students who have never attended class. Federal aid may be reduced if a student does not begin attendance in all classes. This includes online courses. For more information, please visit: <http://www.kellogg.edu/wp-content/uploads/2016/08/Handbook-2016-2017.pdf>.

**2. Department Specific Attendance Info:**

Attendance will be taken into consideration when grades are being determined. Points are assigned for attendance in the Grade Determination chart and will count toward your final grade.

If a student has excessive absences, the instructor will notify a Career Coaches to develop an appropriate action plan to mitigate or eliminate barriers causing the excessive absences.

**Drop/Add Procedures:**

Drop/Add procedural information may be found at: <http://www.kellogg.edu/catalog>. The drop/add dates for every course may be found on the KCC web site at: [www.kellogg.edu](http://www.kellogg.edu) follow the schedule link.

**Incomplete Grade and Additional Grading Policies:**

For information regarding additional grading policies, please visit the KCC catalog at: <http://www.kellogg.edu/catalog>.

**Disability Services:**

While ensuring the academic integrity of its programs, Kellogg Community College is dedicated to providing the reasonable accommodations needed to ensure equal access to educational opportunities for individuals with verified disabilities. Disability services are provided to students who self-disclose a disability to the Support Services Department and provide appropriate documentation. Support Services may be reached at 269.965.4150 or [supportservices@kellogg.edu](mailto:supportservices@kellogg.edu).

**Academic Integrity Policies:**

Ethical conduct is the obligation of every member of the KCC community. Breaches of Academic integrity constitute serious breaches of ethical conduct. Academic integrity requires that all academic work be wholly the product of an identified individual or individuals. This policy



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demonstrates KCC's concern for academic integrity and guarantees a fair procedure for handling these concerns. Examples of unethical conduct include: cheating, fabrication, and plagiarism. For more information regarding KCC's Student Code of Conduct, please visit: <http://www.kellogg.edu/wp-content/uploads/2016/08/Handbook-2016-2017.pdf>.

**Code of Conduct:**

Kellogg Community College students are expected to model the skills and behaviors of working professionals. This includes exhibiting behaviors which support respect and courtesy in the class environment. For more information regarding KCC's Student Code of Conduct, please visit: <http://www.kellogg.edu/wp-content/uploads/2016/08/Handbook-2016-2017.pdf>.

**Safe and Successful Campus Environment:**

KCC is dedicated to providing a safe environment which is conducive to success for all students. When staff notice that a student is struggling emotionally, intellectually, or behaviorally with classroom expectations, they may notify the appropriate personnel on campus to intervene and provide assistance to that student. Academic assistance is available in The Bridge and through Academic Advising; personal counseling is also available in Support Services.

Students whose behavior suggests they are struggling may also be contacted by the KCC Director of Student Relations or by KCC Public Safety. If students have safety concerns about others' behavior in class or on campus, those students are encouraged to discuss their concerns with KCC Public Safety directly.

**Academic Support Services:**

Kellogg Community College is committed to your academic success. If for any reason a student is struggling with a class, speak to the Professor immediately. They are the best resource. Additional resources available include The Bridge (<http://www.kellogg.edu/services/the-bridge/>) and Support Services (<http://www.kellogg.edu/services/student-support-services/>).

**Honors Contract Information:**

Honors contracts are a way for students to turn any college-level KCC course into an honors course, giving them the flexibility to take ownership over learning. At the beginning of the semester, with instructor approval, a student may work with the instructor to develop a unique honors project beyond the course syllabus. Once the honors project is clearly defined and the student's project has been approved by the instructor, the student works independently on that project during the semester and may seek support from the instructor as needed; then, at the end of the semester, when the student successfully completes the honors project as outlined in the contract **and** earns at least a B+ in the course, the student will earn honors designation on their transcript. To download the honors contract and learn more about the Honors Program, please visit <http://www.kellogg.edu/academics/honors-program/>.





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**Retain this Syllabus & Syllabus Disclaimer:**

This syllabus is a record of learning outcomes associated with this course. Many institutions will require a copy of this syllabus to grant transfer credit. It is the student's responsibility to retain a copy for future use.

Information contained in this syllabus was, to the best knowledge of the instructor, considered correct and complete when distributed for use at the beginning of the semester. However, this syllabus should not be considered a contract between Kellogg Community College and any student, nor between the instructor and any student. The instructor reserves the right, acting within the policies and procedures of Kellogg Community College, to make changes in course content or instructional techniques without notice or obligation.

**Use of Technology & Student Email Accounts:**

The College has a variety of computer systems which are provided for the use of students and are to be used for education, research, academic development, and public service only. You are responsible for seeing that the computing facilities are used in an effective, efficient, ethical, and lawful manner. Computer systems, such as e-mail, are intended for college related activities only. Inappropriate messages and/or materials are not to be sent or stored. For more information, visit the KCC web page at: [www.kellogg.edu](http://www.kellogg.edu).

**Textbook Statement:**

There are multiple choices for purchasing textbooks, including the Kellogg Community College bookstore ([www.kellogg.edu](http://www.kellogg.edu) - follow the on campus link to the bookstore). Please be advised that each student should fully investigate the refund policies of book retail stores, including the Kellogg Community College bookstore, PRIOR to purchasing a book for any course. When purchasing a book from the Kellogg Community College bookstore, students are encouraged not to break a textbook's binding, or open a book in shrink-wrap covering, prior to attending the first course session in order to verify that a correct book has been purchased. Students are advised to keep all receipts from book purchases.

**Service Learning Option:** Service learning is not an option for this course.



## Making Positive Choices

By Zig Ziglar

The choice is yours. Question: Do you believe there is something you can specifically do in the next seven days that would make your personal, family and business life worse? Chances are good you did a double-take on that one and rhetorically responded, "What does he mean, 'make it worse'?" O.k., next question: Do you honestly believe there is something you can do in the next seven days that would make your personal, family and business life better? Chances are astronomical that you answered "yes" to that one. With that in mind, let me pause for a moment and ask you, do you believe the choice is yours, and do you believe that every choice has an end result?

Now, let's think it through as I make the observation that if you were serious with your answers, you just made a profound statement. Here's what you said: "I don't care how good or bad my past has been, I don't care how good or bad my circumstances are at this moment. There is something I can specifically do right now that will make my future either better or worse, and the choice is mine." That thought is truly profound. Think about it. You can do something about your future. To dramatically improve your odds at making it better, you must accept that responsibility. Two-time Pulitzer-prize winning historian Barbara Tuchman said that America's Number One need is people who accept responsibilities.

Action step: Make the right choice, take action on that choice, keep your thinking sound and persist, persist, persist - because if you do, I will enthusiastically say to you that I'll SEE YOU AT THE TOP!

Zig Ziglar is America's motivator. He is the author of 27 books and travels around the country spreading his message of hope and inspiration. To receive his free newsletter, visit Zig at <http://www.ziglar.com>

Article Source: [http://EzineArticles.com/?expert=Zig\\_Ziglar](http://EzineArticles.com/?expert=Zig_Ziglar)

Workplace Writing Schedule:

Intro  
Get to know  
Discuss Goals  
Read "The Watcher"  
Write Response  
Break  
The Writing Process  
Assign Paragraph

①

HW-Paragraph with all the parts

Turn in paragraph  
Explain check system  
Return Watcher  
Journal: How will improving your writing skills make positive changes in your life?  
Break

②

Facebook Reading, discussion of dangers of FB and the workplace and importance of non-computer communication  
Question sheet  
Read in Pocket Prof about Netiquette  
Business e-mail format

HW-Send me a professional e-mail explaining how the first week is going.

Journal-Sports  
Reading-Write paragraph  
Why is accepting personal responsibility so important? What is one positive action you will take right now? Where will you hang your quote? Why?  
Share quote placement

③

HW-E-mail assignment

Journal-Bacon  
Return e-mail  
Mid-Term Letter-Write professional letter to me. How's it going?  
Discuss Memos

④

HW-Memo Assignment

Journal-Choose your own  
Turn in memo  
Run-ons  
Write paragraph: Who are two people in the EDGE/KAMA Program who are particularly influential or helpful? How, in particular, do they help?  
Admiral McRaven speech

⑤

## Optional: Business Reports Assignment

### Journal

#### Fragments

Reading about gratitude

Discuss Thank you notes

Write thank you notes

Resume Peer Editing

### Journal

Discuss Cover Letters

Pocket Prof Sample

HW-Cover Letter

### Journal-Course Feedback

Turn in Cover Letter

Look over and return

R/F Worksheet

Show Acrostic Poem

Write Acrostic Poem

Share Poem

Music

Eval

Type a large, detailed paragraph (8-15 sentences), answering the following questions:

Why is accepting personal responsibility so important? What is one positive action you will take right now? Where will you hang your quote? Why?

## E-mail Assignment:

Send an e-mail to your “boss,” reporting in detail a problem that has occurred during your shift. The “problem” is outlined below:

Problem: The supply company has sent a double shipment of safety equipment. You only ordered one.

A few helpful tips:

Make sure your e-mail is professional. Include a specific subject heading, formal greeting, concise description of problem, and formal closing. Also, you should indicate where these items are located until the problem can be resolved (make up a location).

Send this e-mail to Maggie: [murphym@kellogg.edu](mailto:murphym@kellogg.edu)

Your Name  
Address  
City, State Zip  
e-mail address  
phone

Date

Name of person receiving letter  
Address  
City, State Zip

Salutation (Hi Jim, Hello Maggie,,)

Type your message here. Before beginning a professional letter, be sure to click "No Space" at the top of the screen, so the formatting is correct. See me if you need help with this. Notice the use of spacing to separate all the areas of the letter.

If you use multiple paragraphs, be sure to include a space between the paragraphs as demonstrated here. Also, remember to end the final paragraph with a thank you.

Closing (Sincerely, Regards, Best,,)

(4 spaces-room to sign name)

Type name

**Memos:** The basic function of a memo is to solve a specific problem by making the reader aware of specific information. A memo can be written to persuade others to take action or give specific feedback on a particular matter. When written properly, memos can be very effective in connecting the concern or issue of the writer with the best interests of the reader.

### Sample Memo

**To:** All Staff and Interns  
**From:** Ana Lucily, Executive Assistant to the President  
**Date:** July 15, 2012  
**Subject:** Dishes in the Sink

It has come to our attention that there has been a pile of unwashed dishes that accumulates in the sink by the end of each week. It has gotten so bad that washing one's hands in the kitchen sink becomes an uncomfortable undertaking. Therefore, we are introducing a new policy that mandates that employees wash their dishes as soon as they are done with them, keeping the sink clear for other uses.

If you do not have the time to wash your lunch container or coffee mug, leave it by your desk until you are ready to wash it. Even two or three dirty plates will encourage every person thereafter to leave their unwashed, food-stained dishes and silverware in the sink. Conversely, studies have shown that when a sink is empty, people are more likely to wash their dishes immediately.

Thank you for your cooperation!

Best,  
Ana Lucily

**Assignment:** Write a memo to co-workers about the upcoming Halloween holiday. Address the staff dress code policy (Halloween costumes are not allowed). Follow the format in the Sample Memo above.



## Run-ons

A run-on is two complete sentences (having subjects and verbs and making sense by themselves) that are run together without adequate punctuation between them.

The first type of run-on is called the fused sentence. A fused sentence results when two sentences (independent clauses) are put together with no punctuation in between them.

Fused sentence: Matt laughed at the baby the baby started to cry.

The second type of run-on is called a comma splice. This occurs when two sentences are joined with a comma. A comma is NOT strong enough to hold the two sentences together.

Comma splice: Matt laughed at the baby, the baby started to cry.

Both types of run-on can be corrected in the same ways.

1. You can use a period and a capital letter to make two separate sentences. This is best when the two sentences are not closely related.

Matt laughed at the baby. The baby started to cry.

2. You can use a comma PLUS a coordinating conjunction to connect the two sentences. The conjunctions are AND, BUT, OR, NOR, FOR, SO, YET.

Matt laughed at the baby, and the baby started to cry.

3. You can use a semicolon (;) to connect the two sentences. The semicolon works like a period but connects the sentence more closely together, like a comma.

Matt laughed at the baby; the baby started to cry.

4. Another alternate way to correct a run-on is to make one of the sentences into a dependent clause. To do this, you would need to add a clause signal word to the beginning of one of the sentences. If the clause is at the beginning of the sentence, use a comma after it.

When Matt laughed at the baby, the baby started to cry.

Name \_\_\_\_\_

Run-on Sentence Worksheet, EDGE Program

Identify the following word groups as either a run-on (R) or a correct sentence (S).

1. Jim was hoping for a day off he called in sick.
2. He sent a box of oranges to his mother in Florida, she has an orange tree in her back yard.
3. I am waiting for an important phone call.
4. The movie ended, the students went home.
5. The clock on the mantel began chiming in a loud tone, she took out the batteries.
6. The students were not attending class on the day of the workshop.
7. Grinning from ear to ear, the young man accepted the award his parents were proud.

Correct any run-on sentences in this work e-mail:

Hi Mark,

I recently noticed a problem with the delivery system of our cleaning supplies the trash bags we use rip open when only half full. I e-mailed the company and requested another brand they said it would take four to six weeks for our request to process. Do you want to keep purchasing supplies from this company?

Sincerely,

Jim

Assistant Manager, Shipping and Receiving

# Thank you notes

Why is it necessary to show gratitude? Whether it's a close friend or business colleague, saying "thank you" is always important.

- It makes people happy (both those giving and receiving the note)
- It gives people more energy
- It encourages others to bestow even more gifts upon you and others

Another reason to thank those around you: It's good manners. The trick is to just start writing. You don't need to come up with the perfect thank you note. Simply let them know you appreciate it.

When have you ever wished someone hadn't thanked you?

A few tips:

Looking for a new way to say the same old thing? Here are a few ideas:

Instead of saying "Thank you for the...", try:

- I so appreciate...
- I loved the...
- How did you know I wanted a...?

Instead of saying "It's great," how about:

- It's truly excellent
- It's sensational
- It's fantastic

When possible, write out thank you notes by hand for an added personal touch. If typed, be sure to sign your name.

Sample thank you notes:

Hi (Boss' Name),

Just wanted to thank you for the raise. I enjoy working at (Company Name) and truly appreciate your confidence and support.

Regards,

---

Hi (Boss' Name),

I just wanted to thank you for the wonderful event you arranged. I truly enjoy working with this group, and the delicious lunch made me like my job even more! I know I speak for others when I say that I appreciated the thoughtful gesture and really had a great time.

Thanks again!

Sincerely,

## Fragments

A complete sentence must contain the following items:

*Subject*                      *Verb*                      *Express a complete thought*

If one of these items is missing, then you have a fragment.

A dependent clause is a type of fragment because it lacks the complete thought.

After I go to the store.

Watch out for -ing word groups or -ing verbs

Driving into the storm on a dark night.

She running in her first marathon. (This needs a helping verb-*is running*.)

### Practice

Identify the following as a fragment (F) or sentence (S).

1. Knowing the answer to the questions on the survey form in advance.
2. It was a great day for a walk in the woods.
3. Giving my best try, I played the piano for my family.
4. Dave helping with the St. Patrick's Day parade this year.
5. If the presents are delivered in time.

Correct the fragments in the following e-mail. Note: In many cases, the fragment can be attached to the sentence before or after.

Hi Mr. Miller,

I am writing to notify you about a problem. In the human resources department. We are short staffed. With the large number of new employees being hired. Are we able to add additional staff? Temporary or permanent. Thank you for assisting me with this problem.

Sincerely,

Mike Rogers, Director of Human Resources

\* THIS IS WHAT A MANUFACTURING ASSOCIATE JOB POSTING MIGHT LOOK LIKE. PLEASE PREPARE FOR YOUR INTERVIEW USING THIS POSITION DESCRIPTION.

### POSITION DESCRIPTION

**POSITION:** Manufacturing Associate  
**DEPARTMENT:** Manufacturing  
**FLSA STATUS:** Hourly/Non-exempt

#### **REPORTING RELATIONSHIPS:**

**REPORT TO:** Assistant Team Leader  
**DIRECT REPORTS:** N/A

#### **SUMMARY:**

Candidate May:

1. Perform manual and automated assembly of electronic/mechanical components to specification.
2. Tend to one or more machines or industrial robots to produce various parts to specifications.
3. Perform line fill and rework if qualified.

#### **RESPONSIBILITIES:**

##### **Assembly Specific**

1. Place parts in specified relationship to each other.
2. Bolt, clip, screw, cement, or otherwise fasten parts together.
3. Tends machines, such as presses or riveting machine, to perform force fitting or fastening operations on assembly line.
4. Works in cell where tasks vary as different models of same article move along throughout the cell.

##### **Line Fill Specific**

1. Inspects material handling equipment to ensure safe operation and maintenance.
2. Delivers products to the assembly lines per the responsibility sheet.
3. Removes empty packaging from the assembly lines at the time of delivery or as needed.
4. Supports the needs of the assembly team leaders by answering the Andon lights or any verbal request in a timely manner.
5. Follow all First In First Out (FIFO) procedures and ensures the FIFO organization of the assigned area per the responsibility sheet.
6. Follows all Kanban handling procedures.
7. Ensures the 5S condition of the assigned area.

## **Non-Specific**

1. Inspects product to determine conformance with customer standard.
2. Other duties, as assigned.

\*Associates must be able to perform each responsibility satisfactorily. Reasonable accommodations can be made.

## **EDUCATION AND EXPERIENCE:**

1. Education
  - High School diploma /GED
2. Experience & Skills
  - 0+ years of experience

## **SPECIAL WORKING CONDITIONS:**

1. Physical Demands
  - Regularly required to stand and use hands to finger, handle, or feel objects, tools, or controls and communicate.
  - Frequently required to walk.
  - Occasionally required to climb or balance; stoop, kneel, or crouch.
  - Regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 55 pounds.
  - Specific vision abilities that may be required by this job include: close vision, color vision, depth perception, and the ability to adjust focus.
2. Work Environment
  - Regularly works near moving mechanical parts
  - Regularly exposed to risk of electrical shock
  - Regularly exposed to fumes or airborne particles, toxic or caustic chemicals, risk of radiation, and vibration.
  - The noise level in the work environment is usually moderate.
3. Others
  - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
  - Ability to write routine reports and correspondence.
  - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
  - Ability to compute rate, ratio, and percent.

# Bruin Bear

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450 North Avenue  
Battle Creek, MI 49037  
(269) 123-4567  
email@email.com

August 27, 2014

DENSO Manufacturing  
1 Denso Road  
Battle Creek, MI 49037

RE: Machine Operator

Dear Human Resources Department,

I am reaching out to you to express my interest in your Machine Operator position as indicated on your website. I have attached my resume that highlights my relevant skills as it pertains to your needs.

I have recently completed the KAMA (Kellogg Community College Advanced Manufacturing Assembly) program which places emphasis on industry specific skills including LOTO (lockout tag out) as well as certification for OSHA. In addition, I have over 10 years of experience in assembly and production with Tier I and Tier 2 manufacturers. I welcome the opportunity to sit down with you to further elaborate on my qualifications and how I may contribute to your production needs. Feel free to contact me at \_\_\_\_\_ to schedule an interview

Sincerely,

Patrick Casey





### Subject Matter Expert (SME) Course Review Summary

**College:** Kellogg Community College

**M-CAM Training Area:**  CNC/Machining  Multi-Skilled/Mechatronics  Production Operation  Welding/Fabrication

**Degree Program Name:** KAMA

**Title of Course:** Workplace Writing (BUCO 89E)

**Subject Matter Expert (SME) Reviewer Information**

**Name:** Stephanie Garcia

**Title:** Human Resources/Administration Manager

**Phone:** 269-962-9697 Ext. 103

**Email:** sgarcia@astbc.com

**Organization/Affiliation:** Advanced Special Tools Inc.

**Attach Resume or provide credentials (showing years of experience and work experience that is relevant to course content):**

**Synopsis of Findings:**

My first recommendation would be to ensure the computer courses are towards the beginning of the program. I understand the wide variety of individuals that are taking these courses, and some may have never turned a computer on.

Michigan Coalition for Advanced Manufacturing

Reviewers Signature

*Ernesto Garcia*

Date:

1/31/17

**Michigan Coalition for Advanced Manufacturing  
Subject Matter Expert Course Review**

1. Course Overview and Objectives	Exceptional	Satisfactory	Ineffective
The goals and purpose of the course is clearly stated.	X		
Prerequisites and/or any required competencies are clearly stated.		X	
Learning objectives are specific and well-defined.	X		
Learning objectives describe outcomes that are measurable.	X		
Outcomes align to occupational focus (industry skills and standards).	X		
Comments or recommendations: Are Computer Skills a requirement? I would list Computer Knowledge as a prerequisite.			
2. Material and Resources	Exceptional	Satisfactory	Ineffective
The instructional materials contribute to the achievement of the course learning objectives.	X		
The materials and resources meet/reflect current industry practices and standards.	X		
The instructional materials provide options for a variety of learning styles.	X		
Resources and materials are cited appropriately. If applicable, license information is provided.	X		
Comments or recommendations: Workplace Writing Schedule – Optional: Business Reports. More definition for this assignment – why is it optional?			
3. Learning Activities	Exceptional	Satisfactory	Ineffective
Provide opportunities for interaction and active learning.	X		
Help understand fundamental concepts, and build skills useful outside of the learning object.	X		
Activities are linked to current industry practices and standards.	X		
Comments or recommendations:			

**Michigan Coalition for Advanced Manufacturing  
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4. Assessment Tools/Criteria for Evaluation	Exceptional	Satisfactory	Ineffective
The course evaluation criteria/course grading policy is stated clearly on syllabus.	X		
Measure stated learning objectives and link to industry standards.	X		
Align with course activities and resources.	X		
Include specific criteria for evaluation of student work and participation.	X		
Comments and recommendations:			
5. Equipment/Technology	Exceptional	Satisfactory	Ineffective
Meets industry standards and needs.	X		
Supports the course learning objectives.	X		
Provides students with easy access to the technologies required in the course/module.	X		
Comments and recommendations:			

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The eight community colleges and MCAM is an equal opportunity employer/program provider. Auxiliary aids and services are available upon request to individuals with disabilities. TTY users please call 1-877-878-8464 or visit [www.michigan.gov/mdcr](http://www.michigan.gov/mdcr)."

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# Stephanie Garcia

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## Objective

Optimist with a penchant for providing exceptional customer service and talent for building relationships, seeks to provide proven exceptional administrative support to your team.

## Employment

### **Advanced Special Tools, Inc. – Battle Creek, MI**

**1/2011- Present**

*Human Resources / Administration Manager*

Responsibilities include: Team support, assist with accounts payable, accounts receivable, purchase orders, E2 software, attendance tracking, job entry, document control, accurate data entry. New hire orientations, interviews, employee issues, FMLA tracking, worker's compensation, handbook revisions, handbook implementation, payroll, evaluations, HR compliance.

### **Spherion Staffing – Battle Creek, MI**

**9/2010- 1/2011**

*Tier II Staffing @ Kellogg Company*

Communicate with employees and Hiring Managers providing excellent customer service. Responsibilities include: processing tickets through the CRM Management System • SAP software • email correspondence • answer Staffing incoming calls through myHR • job offer recommendations • background, mvr and drug screening analysis.

### **Olivet City Hall - Olivet, MI**

**2/2008- 9/2010**

*Deputy Clerk/Treasurer*

Forge relationships with constituents and guests by providing exceptional customer service with speed and accuracy. Responsible for a variety of administrative duties including: bookkeeping of taxes • ensuring accurate bank deposits • utility billing • tracking election requirements/updates • processing payroll • document control • screening employment applications • de-escalate tense situations with calm and poise.

### **Pyper Products Corporation - Battle Creek, MI**

**1/2001- 1/2008**

*HR Generalist*

Delivered critical administrative team support and vital customer service to internal and external customers. Responsibilities include: assist HR Manager with administrative and personnel needs, applying and adhering to applicable regulations • conduct new hire orientations • conduct annual safety courses • accurate payroll & timecard management • worker compensation case management • maintaining up-to-date records on Material Safety Data Sheets required by MIOSHA • HR database and documentation management • utilizing exceptional typing and multi-tasking skills.

### **Great Lakes Molding, Inc. - Galesburg, MI**

**5/2000 - 1/2001**

*Engineering / ISO Coordinator*

Supported team by delivering exceptional customer service and quick and accurate data entry. Responsibilities include: data entry with great speed and accuracy • scheduling maintenance requests • documentation control • time line creation and mold inventory.

### **Koyo Corporation - Battle Creek, MI**

**5/1994 - 6/1999**

*Engineering & Quality Clerk*

Built relationships with other department personnel to ensure fluid and productive environment. Responsibilities included: quick and accurate data entry • documentation creation and control • tracking tooling inventory • creating purchase orders.

## **Education**

Spring Arbor University - Battle Creek, MI - Currently Attending

Kellogg Community College - Battle Creek, MI (1991-2004)

**Skills / Software Knowledge: Excellent Microsoft Excel, Access, Word & Powerpoint; Keyboarding; Dominion; ADP; Paychex; E2: Staff Files Pro.**