



To Ask Or Not To Ask

PART I

Morris has worked at Kojack's for five months. He began as a stock clerk. Now he works as a sales clerk or at the cash register. Mr. Kojack says Morris is a hard worker. There's just one thing Morris does sometimes that bugs Mr. Kojack.

"Morris? You've run the cash register before, right?" Mr. Kojack asked.

"Sure, lots of times," Morris told him. "Then, take over at register two, please," Mr. Kojack said, "I'll be around if you need me."

"OK," Morris said.

In a few minutes, Mr. Kojack heard his name over the loudspeaker.

"Mr. Kojack, Mr. Kojack. Come to register two, please," a voice said.

"What's the problem?" Mr. Kojack asked Morris.

"I've got an over-ring," Morris said. "I put \$24.00 in the register instead of \$2.40."

"I thought you knew how to run the register, Morris," Mr. Kojack said. He didn't sound very happy. "Haven't you ever fixed an over-ring before?"

"Sure, lots of times. Guess I could have fixed it myself," Morris said. Morris wrote the over-ring slip and fixed the register.

A few minutes later, Morris called Mr. Kojack again.

"Mr. Kojack, do I give this man the yellow copy of the charge slip?"

What do *you* think, Morris?" Mr. Kojack replied.

"I give him the yellow one. The one that says 'Customer Copy.' I guess I could have seen that myself," Morris said.

Mr. Kojack was angry. "Yes, Morris. You should have seen that yourself. Take your lunch break. Then I want to talk to you."

After lunch, Morris found Mr. Kojack. "This morning you knew how to do everything. You didn't need my help with the over-ring, or for the charge slip. You called me away from customers for no good reason," Mr. Kojack told Morris.

"It's good to ask when you *don't* know what to do. But you always know. Now don't bother me again today. Not unless you *really* need help."

"OK," Morris promised.

PART I DIRECTIONS:

Check (✓) statements that are true:

- Morris knew how to run the cash register.
- Morris did not know what to do about over-rings.
- Morris did not really need help with the over-ring.
- Morris really did need help with the customer charge slip.

Complete this sentence:

Mr. Kojack is really frustrated because Morris _____

PART II

"Mr. Kojack was really upset that I asked so many questions. I'd better not bother him again today," Morris thought.

Later that day, Morris's register ran out of tape. "I've only done this once before," Morris thought. He saw Mr. Kojack was busy.

Morris knew there was a picture showing how to change the tape. It was printed on the side of the register. "I guess I can do it," he thought.

Soon, Mr. Kojack saw a long line of people at Morris's register.

"Is there a problem here?" he asked Morris.

"I had to change the tape. It's OK now. I fixed it," Morris said.

"Good," Mr. Kojack smiled.

A little while later a woman asked Morris for a new shirt. She said the one she bought was ripped. Morris wasn't sure what to do.

"Mr. Kojack might be angry if I just give her another shirt," Morris thought. He could hear Mr. Kojack saying, "Don't bother me again today. Not unless you *really* need help."

"Well, I really need help now," Morris said to himself.

Mr. Kojack heard Morris call him. He walked over.

"What is it, Morris?"

"This woman wants a new shirt, Mr. Kojack. This one is ripped. Shall I give her another one?" Morris asked.

Mr. Kojack looked at the shirt. "Yes," Mr. Kojack told Morris. "Give her another shirt."

"OK." Morris said. "And I'll fill out the blue forms and all."

After the woman left, Mr. Kojack said:

"Now this time I was glad you called for me. Lots of people come here to exchange shirts they've bought from other stores. I'm glad you asked me about it."

Mr. Kojack smiled. "I was glad to see you changed the tape yourself. You can see that there *are* times you should ask for help."

"And sometimes I can take care of it myself," Morris said.

PART II DIRECTIONS:

How would you feel about Morris if you were Mr. Kojack?

Check (✓) your answers:

- I'd be angry at Morris for asking for help he didn't need.
 - I'd fire Morris.
 - I'd be pleased Morris fixed the cash register himself.
 - I'd be willing to let Morris run the store alone.
 - I'd think Morris was not very sure of himself.
 - I'd be glad that Morris learned to be more independent.
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DIRECTIONS: Here's a puzzle for you to do. Use the code to find out which letter goes in each space. We put in some letters to help you. Read the message.

Do you follow the message in the puzzle? Check (✓) your answer:

- always
- sometimes
- once in a while
- not very often

Name _____

Here's how to use the code:

- 11 is the first letter.
- Look up 11 in the code. It is the letter K.
- Write K on the line above the 11.
- 14 is the second letter.
- Look up 14 in the code. It is the letter N.
- Write N on the line above the 14.
- Continue to do this with all the numbers.

HERE IS THE CODE:

1=A	10=J	19=5
2=B	11=K	20=T
3=C	12=L	21=U
4=O	13=M	22=V
5=E	14=N	23=W
6=F	15=O	24=X
7=G	16=P	25=Y
8=H	17=Q	26=Z
9=I	18=R	

When all the letters are filled in, read the message.

- KNOW**
11 14 15 23 20 8 5 4 9 18 5 3 20 9 15 14 19
- 23 1 20 3 8 15 20 8 5 18 19 4 15

20 8 5 10 15 2
- TRY**
20 18 25 9 20 25 15 21 18 19 5 12 6
- BEFORE YOU**
1 19 11 6 15 18 8 5 12 16

Answer key: 1. Know the directions. 2. Watch others do the job. 3. Try it yourself. 4. Before you ask for help