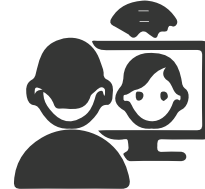


# Tools of the Trade



Communicate Positively with Everyone

Understand Your Job Position



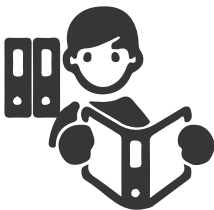
Know Your Job Duties

Work with Others as a Team Member



Do Your Part and Go the Extra Mile.

Solve Conflicts and Get Along

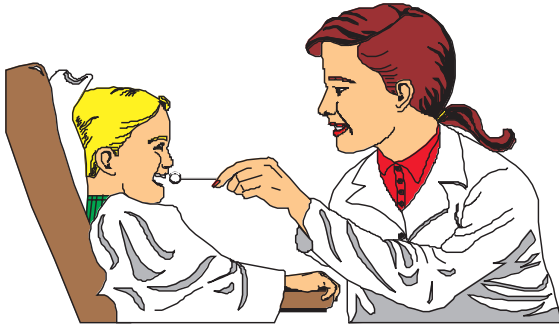


Know Your Rights

Leave Your Job with Style



## The First Day



Stephanie was nervous as she left for work. This was her first day on the job at Dr. Wallace's office. She had passed her state dental assistant board examination the month before. She had been offered this job after interviewing with eleven local dentists. She was excited and anxious to make a good first impression.

The traffic was backed up and Stephanie had only 12 minutes to get to work on time. She had planned to be early but now she'd be lucky to make it on time. She arrived one minute late and apologized to the office manager, Linda. Linda showed her where to put her things and then took her on a tour of the office. Stephanie asked questions and listened carefully to Linda. When Dr. Wallace came in, Stephanie introduced herself, shook his hand and told him she was excited about working in his office.

Stephanie met the other dental assistants and technicians in the office. They had all worked there for at least a year, and Stephanie felt like the "new kid." The other girls were nice, but Stephanie knew it would take time to get to know them. She decided to be friendly and made sure to call each one by name. Stephanie watched for extra things to be done and made sure she cleaned up all of her work areas. During her break, she noticed the coffee pot was empty and asked Linda how to make more coffee. For her

lunch break, Stephanie stayed at the office and ate the lunch she'd brought. She made sure to be back on duty five minutes early.

When Stephanie noticed a patient in the next room had been waiting longer than usual, she went in to say hello and say it wouldn't be much longer. She asked the patient if he would like a drink of water or a magazine. Linda thanked her later for helping out with that patient. Stephanie straightened up the break room during her afternoon break, rinsing out coffee cups and wiping the table. At the end of the day, Stephanie asked Linda if there was anything she could do to help get ready for the next day. Linda told her to lay out supplies in the examination rooms. She checked every room and then said goodbye to Dr. Wallace, thanking him for a great first day.

As she said good-bye to everyone, she felt it had been a good day. Stephanie was a little worried about the other two dental assistants. They had not been very friendly and had talked in whispers around her. She decided to be friendly and not take it personally. The next day she would watch for a chance to help them if possible. Stephanie knew that if she tried too hard, they would call her "boss' pet." On the other hand, Stephanie wanted to make a good impression and do a good job.

Stephanie knew she wanted to continue her training to eventually become a dental hygienist. Meanwhile, she wanted to work into the lead dental assistant in the office. This goal would bring more responsibility and higher pay. She wanted to reach this goal in two years, which meant dedication and hard work. She hoped to become a hygienist in five years by going to school in the evening.