QUIZ: But Wait, You promised” 100-114  
 Choose one industry (other than cell phones) and how do you think technology will create customer relations problems for future managers and corporate leaders

No QUIZ Thursday. HW 6 due Thursday.

**Class 13: Return Narrative essay + debriefing + STEP paragraph that got a C vs a step paragraph that got an A…The**

**Process Essay how to group activity**

SCORES from 32 -97

LUCKY HW 7:

hw 7 sentences, punctuation, details.   Rule: any category > 10 pts where you lose at least half (so for a 15 pt category, score is 7 or less)

HW 7 is due 10/23?  Why 10/23?  There could be more things to do for  HW 7 for the PROCESS essay!

8 of the 9 C's and D's would have been either B's or A's if not for the massive grammar and sentence problems.

Grammar and punctuation (value in grading essays)

ENG 30-50%

ENH or HUM: 30-40%

Psych and Soc: 30-50%

Physical Sciences (Labs, procedurals): 30%

Communications: 50-70%

Reading: 30-50%

Comp Sci (documentation and proposals):15-20%

Business: 25-35%

Admin of Justice: 15-30%

Nursing, physical therapy: 15-30%

Visual Arts and Music: 10-15%

Performing Arts: 15-25%

Education: 20-35%

[paperrater.com](http://paperrater.com/)

WORD: paste into a new document, choose select all, choose review from top bar --> choose spelling and grammar --> choose

options, then look for 'writing style' and choose GRAMMAR and STYLE

SAMPLE FILE:

DIFFERENCES BETWEEN CHINESE AND AMERICAN CULTURE

Looking at Chinese and American culures from a blind eye and it is still very clear that the two are completely different on multiple levels. In fact attempting to find similarities between the cultures may even be harder than it seems. Things that may vary such as  mannerisms to protocols and respect based communication make these two cultures far more opposite from each other.

                The Chinese business cultures tend to be a lot more indirect in a business meeting. In fact the culture is known for how indirect people are in a typical meeting. Confrontation in a meeting is a huge sign of disrespect and generally the younger person will have to agree with the older and more wise businessman regardless of their opinion and or what they think. An american business meeting is way different in the sese that everyone is very direct with each other regardless of age and sometimes even a persons position.  Chinese business meetings seem to be a lot more subtle because tings like looking someone directly in the eyes in deemed disrespectful. The boss is generally always right. In America you will see in meetings everyone trying to prove whats logic or makes sense regardless of whoever comes up with it.

                In most meeting for the most parts everyones opinion is somewhat factoreded into the end result or summary of the meeting so that a fair and even outcome is reached. In a Chinese setting a person may not be able to say exactlys what they want when they want to. Sometimes their opinion must just be imply kept quite do to how oriented they feel about how the person they are speaking to may receive it. In an stockholder meeting for example , if a persons does not fully vibe with an idea they would easily speak their mind on the spot and tell their opinion from an “I” stand point not really too worried on how anyone receives it. In Chinese cultures this are frowned upon because respect comes first and is in all opinions and such are factored in from a we/us point of views rather than just for snelf. Too them it is sometimes necessary to lose in order to win in the long run.

                Vacations time in both countries is handled completely diffident. In the Us people will recacte a certain amount of days or periods of time where where they can go away on a vacation. In China everyone has the same Vacation time and everyone goes home during these times to generally be with their families and celebrate, Chinese business vacations generally revolve around Major Holidays such as Chinese New Year and Labores day,  In America these are stand in holidays and most people do not work during these times , therefore the designated vacation times, are scheduled, on days other than national holidays, to maximize efficient vacation throughout the year. Chinese all work the same times through out the year unless there is a national , in which everyone literally goes home from their work. That is it an that is all. Vacation time and business live are none where near each other in the Chinese culture.

                Another huge differences between the business culture is the way people introduce themselves or the greeting process In your average first meeting between two american associates they generally have their quick handshake and a “Hello , Nice to meet you” while The chinese being all about respect are munch more formal when being introduced to someones knew. This including no long eye contact  , simply staring down when meeting someone and holding their hand for a much longer period of time until they have accepted meeting you. Some people might even bring gifts as a sign of gratitude for meeting someone older or in higher power than you. Americans tend to be more ambitious and  a new associate is simply just your average new person. Although being formal is too favored in the American business world , the level of energy to please a new person is not so much cared about or factored in.

                When putting these two cultures side by side it is clear that they have many more differences than they do things in common. Like all other countries both of them seem to do business the way they are because it tends to work and/or is tradition . Obviously there is easily a thing or two each other culture could take from one another to maybe make things more efficient. Although if it were to be a change , it certainly would not be on the Chinese end, as they are against change and all for sticking to what works.

**PROCESS ESSAY:  
Remember 3 pages is an absolute minimum: most B and A process essays wind up 5-10 pages.**

**Remember each STEP’s paragraph (okay to split into 2 paragraphs):**

For each step you should

a)have deep details of what to do

b)sense experience while you are doing the step   
c)Exceptions/special cases  
d) 0-3 potential problems for each STEP and how to detect + fix/react (‘If you open the can to find a solid glue’ you must….)

SAMPLE F paragraph: 1/10  
So first step in assessing is to drive the car and use the brake under various conditions in order to assess the issues. Ride the car and see if you can figure out what’s the problem from how the brakes react. Decide if it’s the brake pads, the caliper, and/or the rotors. If unsure, buy the whole brake kit and get ready to mount as necessary

SAMPLE ‘A’ paragraph: 10/10  
*look for deep details  
senses (feel, hear, see, smell, taste = ?)  
how to deal with special cases  
0-3 problems if you can’t tell if right/ways to further test the stop*  
 So first step in assessing what you need to do to the brake is to drive the car and use the brake under various conditions in order to assess the issues. You should drive slowly and brake fast; try a normal brake condition; try braking while taking a turn both slowly and fast; try braking to an emergency fast brake-full stop; try braking going somewhat fast but with a gradual roll down to brake to a stop. What you are listening for: one: squeak or rolling shhhh friction sound, like someone forcing out air; two: rumble with bumpy brake stopping, high pitch squeak, or a popping sound. Any of the first sounds and you may only need to replace the brake pads. Any of the second set and you need to replace the rotor mechanism as well. You should also be ‘feeling’ the car and the wheel as the brakes get pressed: if there is vibration or shaking of the car (called judder) or the wheel as you go into the braking, you will definitely need rotors replaced. However, if you feel the car pulling slightly left or right as the brakes go, or a really nasty vibration felt on your brake foot, you might also need to replace the calipers/ you might have sticky calipers. A combination of above, or if brakes are slow to respond or jerky in sensation: you probably are best off replacing the entire front disk mechanism. You will be able to confirm these details when you examine by eye the actual brakes when you mount and lift the car; but it’s always best to over-buy at first, save receipts, and have all the necessary parts at hand and return what you don’t need. You’ll have plenty of frustration changing the front disk brakes if you are a beginner, so why add to the stress by having to mount, remount when test driving and then finding problems continue, more brake parts need replacement; or even worse, once working on the brakes having to abandon the project and head out to AutoZone to buy more parts?

Group Activity: grade a sample HOW TO Process essay for extra credit points:

--Sample Topic: How to buy and replace front disk brakes

--Student did HW 6 for it -- Intro + three prep stages, 6 action stages, 1 close out stage + Final troubleshoot + conclusion

--However, did the essay the day before due: did all their prep stage unrushed before work, but then what happens to Action, and close-down stages that have to now be done after work ends at 11pm? Will stopping as soon as they hit page 4, the absolute minimum, which is what they did

If they were short on time...what could they have done to shoot for the highest grade? (**changed the topic to steps to diagnose and buy replacement brakes!**)

PREP:

1)examine the brake problem in general and gather info

2)check if need to replace pads

3)check if need to replace rotor

4)check if need to replace calipers

Action:

5)Gather part numbers and survey what's available

6)replace just pad and what options/brands/choices

7)Replace rotor and what options/brands/choices

8)Replace caliper and what options/brands/choices

9)Dealing with marketing and hype and determining need vs choice

Close down:

10)Delivery and confirmation that parts are appropriate for vehicle

Final Troubleshoot: parts arrived okay? Will they fit or be a problem -- has your installer dealt with brand or product type (standard, carbon, ceramic) before or is this a first time?

Conclusion:

Grade that sample essay! Good luck!

HW 6:

1) Choose the type of Process Essay and the topic you will be doing (can change topics but must redo HW6 if changing topics)  
  
2) Complete at least 10 steps on the ‘step map’ for your topic  
  
3) For **EACH** step: List/Name the step. THEN WHEN DONE, put in order and put symbols to indicate PREP or CHECK

4)For any 4 steps: do ‘detect if went wrong’ + ‘how to fix if went wrong’