

WORKING

Money 'talks'

So why do you work? Stop and think about it. Most of us spend the great majority of our waking hours at work, preparing for work, getting to and from work or talking about work. But why do you actually do it? Listen carefully as working women and men grapple with answers to questions that apparently aren't as simple as they sound.

Dee Whitaker has worked part time in the same shoe store at the Westland Mall for 10 years "for the money."

"Boy, I'd like to stay home," she said, then quickly added, "Once I got everything done and caught up, what would I do then?" "We have an older clientele. I enjoy working with them. They're nice. They'll talk to you. I've had customers for years who just stop by to say hello when they're in the mall."

"Most people are working because they have to work. That's not enough out of life. Think 90 percent of people who work aren't happy in their jobs. They're stuck. You get yourself in a rut and make the best of it."

Joe Goslin, a teacher at Troy High School for 12 years, also teaches at Macomb Community College and is on a dissertation committee at Western Michigan University.

"I guess the bottom line would be to have a decent lifestyle. If I didn't make enough money teaching, I wouldn't be there," he said.

"The first reward is immediate money. The long-term reward is to see kids come back five, 10, 15 years later and see you have produced something."

"I think when the 'I-generation' came to be in the mid-'70s, it changed the work ethic. The I-am-important factor. It's not a matter of I love my company. I love my school district. It's for me," Goslin said.

Ray Dennis manages a gas station/convenience store in Garden City. Joan Fuller, an area supervisor for the business, also happened to be on hand during a recent visit.

"To earn a living, even though the money isn't a lot," Dennis said in response. "Believe it or not, I couldn't go into a factory. The money is there, but I wouldn't see daylight for hours."

Fuller said that money doesn't motivate her.

"I don't have to work," she said. "I get to meet all different people. It's not the same job every day. You can talk with people. You're not bored."

Dennis said his attitude toward work has changed from his days as an employee.

"I can see how I was. If I worked for me, I would have been gone," he said.

Flexibility, he added, is a key to success.

Fuller blames parents in great part for what she perceives is a decline in the work ethic.

"Younger kids today don't care," she said. "They're handed everything on platters. Years ago parents didn't have money they have now."

Sharon Wallace, a waitress for three years at a family-oriented restaurant in Southfield, works "to support my firmament."

She said she can do it even though she's paid less than \$2.25 per hour plus tips.

"I have a computer programmer degree. I took training and didn't like it. You're with a computer and I like people. You've got to like your job. The people are the main thing."

Wallace said she enjoys waiting on so much she'd do it for even less money if she had to. She also seemed firm in her faith to the work ethic.

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From there, the Canadian Pacific tracked south through the Rogers Pass and the Canadian National went north through the Yellowhead. Canadian passenger service is now operated by a government agency called Via Rail Canada, similar to Amtrak, but they use the CN and CP lines, so they still follow those two routes west.

One hundred years ago these railway companies built more than trains; they built elegant hotels, pas-

By Diane Gale
staff writer

Resumes either open doors or lie unnoticed.

And with a future dependent upon the result, it's expected the eager job hunter's elaborate calling card will be crisscrossed with flashy adjectives, exaggerated abilities and embellished job experiences.

The good points are expounded, and the faults don't exist. But where is that fine line between exaggeration and lying? Experts in the field say they know.

"I'd say between 40 and 50 percent of all resumes I write, the people don't give me accurate information," said Ginny Eades, owner of the Letter Writer in Plymouth and Wayne. She detects lies by "inappropriate responses" and long delays to simple questions such as "What year did you graduate from high school?"

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"Do I have an obligation to say, 'Are you lying to me?' I don't think so," said Eades.

SHE CHARGES \$60-\$80 to write a resume, which includes a personal interview usually lasting 30-40 minutes and discussion of the resume layout and design. The person can walk out with the completed resume the same day.

"I suspect most people in a situation where they're marketing themselves will enhance their qualities," Eades said. "If I'm sort of good at something, I'll say I'm good at something."

Once the applicant lands an interview, they will have a better opportunity to explain some of the negatives in their work and education experience, she said.

Even personnel directors expect a certain amount of exaggeration and take into account the "fudge factor."

"My expectation is that on a resume applicants will make themselves look the best they can — they'll accentuate the positive," said Dan Durack, Canton personnel director.

"If a person gets through the initial screening process based on the resume, you have to look deeper than the resume to find out all you want to know about the applicant."

Checking backgrounds, calling former employers, conducting follow-up interviews and questioning details found on resumes usually weed out the lies.

This extra work is necessary not only to check the validity of the resume, but to find out more about the applicant, Durack said.

"A resume, or any of the words in a resume, won't get a person a job, of course — a resume can get you an interview and after that point it is up to the person to get the job," said Suzanne Jackson, executive writer for A Professional Resume and Writing Service in Southfield.

"Your resume can look flashy with different type sets and pretty paper, but if it doesn't say anything or doesn't get a point across, it won't be effective," Jackson said.

"If a person puts something down on their resume, they had better be ready to back it up in person and know what they are talking about. Many people like to play with dates. If there are a lot of jobs in a short period of time, dates are changed . . . to avoid looking like they've been job hopping."

"In my position, I can't tell people, 'Well, can you prove this?' I have to take what people say as their word."

"But, of course, if they get caught in a lie, it's going to cost them the possibility of getting a job."

"Everyone should learn how to prepare one," he added.

"In the past, resumes were re-

quired only for the executive and manager jobs. That's not true anymore, Eades said.

"Ten or 15 years ago, I don't think 10 percent of the people had resumes. Now most people have one," Eades said even minimum-wage jobs require resumes.

Schoolcraft College in Livonia offers free resume consultations, as well as occasional free resume training workshops.

"We look at helping clients identify their job target," said William Heise, Schoolcraft College career planning counselor.

Clients who think they're exaggerating about skills, might really be expressing the truth "but maybe they take those skills for granted," he said.

"Everyone should learn how to prepare one," he added.

Resumes: Accent on positives

Attitudes are changing for the worse

By Carolyn Carman
special writer

Worker attitudes have changed over the last five years, and the change is not for the better.

At least that's the opinion of corporate managers polled in a nationwide survey by Uniforce Temporary Services of New York.

The survey said that 65 percent of corporate managers believe employee attitudes on the job have "worsened" in such areas as working extra hours without compensation, commitment to their work, and attendance and punctuality.

HOW DO local business and academic leaders react to the survey?

Jim Eastman, vice president of employee relations at Southfield-based Federal-Mogul Corp., said he cannot speak as to the competency of the questions asked or the audience that participated in the survey. But he said he feels worker attitude may vary whether the company is doing well or not.

"Attitudes vary significantly with the position the company is in, positive or negative, and how they perceive their situation," East-

man said. "It is very personalized, very intimate. A lot of it is the circumstances of the business."

Eastman said at Federal-Mogul the turnover rate is low, and employment positions are filled without a sacrifice of quality.

"My experience in the field would indicate that some parts of our company are happy and content and others perhaps not so much so," he said.

THE REPORT also said that the primary reason employees remain on the job is wages paid, followed by chances of career advancement with personal growth a distant third.

Lowest on the list were concerns as job challenge, praise for good performance and having autonomy.

William R.D. Martin, professor of business management, University of Michigan-Dearborn, said these attitudes may be true in larger organizations, where workers feel alienated from the top.

"But I don't think it is true in smaller organizations, where people are closer to top management," he said. "The same is true of a smaller university, where everyone eats in the cafeteria and parks in the same lot as

opposed to a very large university."

Martin said in a larger organization the employee derives satisfaction and reward through a larger paycheck.

He also pointed out that there is a difference today in values and ethics. His own values and ethics, at age 54, are different from those of a much younger individual.

"Some management figures today are using their values and ethics to judge a younger person, and our experiences are so different that it just does not work," he said.

ALTHOUGH Dr. Dan Braustein, professor of management and marketing at Oakland University, said he is not familiar with the Uniforce survey, he said he has seen other national surveys indicating a greater — not lesser — interest on the part of workers in a job's intrinsic factors.

Intrinsic factors include prestige and satisfaction with job activities, Braustein said.

Braustein said the United Auto Workers, in its bargaining, is not only concerned about pay and job security, but the union also wants to make sure there are employee involvement programs at all of the Big Three.

Dr. Ernest Shaw, professor emeritus of

management, Walsh College, Troy, said employee participation in the operation of businesses is on the increase.

Theories of management are also different today, and the authoritative style of management is not acceptable now, Shaw said.

"The latest style of management is sharing or collaborative management, where everyone shares in the solution of problems," he said. "But it is not appropriate for every company."

Shaw said many managers grew up participating in other styles of management and cannot change to the new styles.

"You can have unrest if the wrong style is being applied in the wrong situation," he said.

THE SURVEY also said that 30 percent of managers believe employee performance is related to the quality and pace of their immediate manager. The study said that the highest amounts of entry-level-personnel turnover are caused by low pay, boring jobs and lack of swift promotion.

Uniforce Temporary Services is a nationally franchised, publicly held temporary personnel service that provides temporary employment for all office and light industrial job classifications.

Discover Rockies by train

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To give you some idea of what train travel means in Canada, let's go back a little. In Canada, as in the United States, the country was opened for settlement by the railroads. The difference is that most Canadians live within 100 miles of

the U.S. border, so a Canadian train trip literally threads its way through Canadian life like a string of pearls.

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senger ships and other facilities to lure the upscale traveler from Europe. Our grandparents dined aboard with silver finger bowls. Our parents still enjoyed hovering waiters and a little elegance.

Jet planes changed that. Most of the elegance is gone from train life, but Canadians never stopped using or maintaining their trains, as we did, so the facilities and the service are still fairly good.

If you decide to go all the way, take the four-hour run out of the Windsor railway station to Toronto and board the Canadian, which leaves Toronto every day about noon. You quickly run past city lights as the train tracks north into the uninhabited wilderness.

If you leave Toronto Monday, dawn will break Tuesday on the northern shore of Lake Superior, where nature still rules the world. This is Canada as the explorers and fur traders saw it, a moose stamping down the earth to establish his own space just outside your moving window.

IT IS rock-lake-tree country through Thunder Bay, Ontario, and Lake of the Woods country. The prairies begin at Winnipeg late Tuesday night. You wake up Wednesday among the grain fields and track through the cattle country of Alberta in time to slide into Calgary mid-afternoon.

From Calgary it is two hours to Banff, where you might want to get off and play for a few days. It is only another hour to Lake Louise. By then you will certainly be in the observation car at the back of the train,

looking out at those magnificent mountains.

The Canadian Rockies were carved by glaciers, giving them sharp rocky peaks. The tree line stops at about 8,000 feet so there are a lot of spectacular snow-capped slopes outside your train window.

The bad news is that it gets dark before you have finished looking unless you travel during the longest days of the year in mid-June. You can see the glorious Fraser Canyon if you lift your window shade at dawn. If you leave Toronto Monday, your train arrives in Vancouver, the San Francisco of Canada, midmorning Thursday.

Life aboard your train might depend on the accommodations you choose. If you're hardy, you can sit up all night in a coach chair. The

Daynighter coaches have reclining airline-style seats. An upper or lower berth transforms into day seating and gives you the chance to get to know your neighbors.

For privacy, pick a roomette, which is a tiny private room by day and completely fills up with a bed at night. Two of you may be able to justify the cost of a bedroom.

YOU CAN bring some food aboard and pick up snacks at stations, but plan to eat some meals at either the casual cafe car or in the dining car.

The most important information I can give you, however, is this: reserve your train trip as soon as possible. It is a very popular vacation and sells out fast, especially for June through September.

Contact Via Rail Canada at their toll-free number, (800) 387-1144.