

Entrepreneurship Building a Business

Chapter 17 Managing Operations and Staffing

Section 17.1 Managing Operations

SECTION 17.1 After You Read Answer Key

Self-Check

1. The purpose of policies in managing operations is to simplify day-to-day management so you do not have to make the same decisions again and again.
2. Policies are general statements about how to run a business. Rules tell employees (or others) exactly what they should and should not do.
3. Hours should be set to suit the customer's needs.

Think

4. Students should ask the training sponsor or supervisor what safety practices and procedures to follow; learn what safety equipment to use, as well as potential safety hazards; request training; and follow all instructions and observe posted safety signs and other information.

English Language Arts/Writing

5. Students choices will vary. They may choose the following: The first paragraph under the heading "Operating Policies, Rules, and Regulations" presents a cause-and effect relationship. The second and third paragraphs under that same heading explain concepts by making a statement and following with examples. The first paragraph under the heading "Delivery Policies" poses a question and follows with an answer.