

# THE IMMIGRANT'S GUIDE TO THE AMERICAN WORKPLACE



**Making it in America**

Anna Graf Williams

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Marren J. Hall

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**MAKING IT IN AMERICA**

**ANNA GRAF WILLIAMS  
DALJINDER KOONER  
MARY JO DOLASINSKI  
KAREN J. HALL**

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## **DEDICATION**

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To all of our immigrant ancestors who had the courage to face a new world and search for a better life for their families, and in turn, for us.

## **ACKNOWLEDGEMENTS**

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Many people worked behind the scenes to help make this book happen. We would like to thank David Morrow and George Williams for all their time and effort on researching information, laying out the book, and proofing more than they ever wanted; Cheryl Pontius for her editing efforts; Rob Croese and his team of translators who gave us a first read through the book and suggested ways to make the text easier to read for immigrants; and finally to those many immigrants who gave us their time and excellent insights into America.

## PREFACE

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If you are reading this book, you are probably one of the following:

- ◆ a new immigrant to the United States
- ◆ someone who is planning on visiting the United States
- ◆ an exchange student from outside the United States
- ◆ a person who has a friend or relative who is coming to work or live in the United States
- ◆ a manager or mentor of a new immigrant.

### Getting Ahead

This book was written to give immigrants an easy-to-read, direct look at daily life in the United States and the American workplace. People have always come to the United States to find new opportunities and to make a better life for themselves and their families. America offers many jobs and many choices, both personally and professionally.

**Use this book to build your confidence and get ahead faster in the workplace.** Learn what to expect at home and on the job. The more you know about America, the easier it will be to understand and work with your co-workers and managers on the job.

### Getting Started

America is always changing and growing. People bring the best of their traditions and culture from all over the world, making America a blend of many different countries. Leaving behind friends and family and starting in a new country is not easy. Learning to understand and communicate with new people can be challenging.

This book provides basic information about the language, people, culture, and workplaces of America. We have used easy-to-read sentence structure and grammar to make it easier for people who are just learning English.

*The Immigrant's Guide to the American Workplace: Making It in America* is designed to cover essential information on many topics. We do not go too deeply into each topic, but give you enough information to understand America and to be successful in the workplace. You will find information on:

- ◆ learning the language
- ◆ communicating in the workplace

- ♦ hygiene and dress expectations
- ♦ how to use transportation
- ♦ shopping
- ♦ eating and dining
- ♦ managing money
- ♦ education for adults and children
- ♦ managing your health
- ♦ security and safety
- ♦ getting a job.

## Using This Book

You will find several features in the book to help you learn about the United States. Look for feature boxes in each chapter containing important information. Complete the exercises at the end of each chapter to learn even more about the topics discussed. Improve your vocabulary by working through the extra exercises in Appendix A.

### In this Chapter:

The information discussed in the chapter.

### IN THIS CHAPTER

- American shopping
- Types of stores America has to offer
- Where to get what you need
- How to shop in America
- Clothes shopping



### A Word from Kooner...

Look for mentor and immigrant experiences from author Daljinder Kooner.

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## Immigrant Views

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*Watch for immigrant advice under "Immigrant Views."*

## About the Authors

Each of the authors brought his/her own unique skills, ethnic backgrounds and experiences to the development of this book:

**Anna Graf Williams, Ph.D.**, is a second-generation, born-in-America German who went from being a farmer's daughter to earning a Ph.D. in education. As the co-founder and co-owner of Learnovation®, LLC, she has designed and taught courses in diversity, mentored immigrant students in the hotel and restaurant business, and worked with people to expand their careers.

**Daljinder Kooner** brought the initial inspiration and insight into the writing team as a naturalized citizen – 20 years in the United States – from India. He has helped mentor and introduce many of his family and friends to the United States, and is a successful entrepreneur and restaurateur.

**Mary Jo Dolasinski** is Croatian, second-generation, born in America. She is a corporate trainer in the lodging and restaurant industry – one of the biggest employers of immigrant workers in the United States. Mary Jo has many years of management experience with a multi-ethnic work force. She also taught ethnic dance for 16 years and is a university instructor.

**Karen J. Hall** is one of those Americans with a mixed heritage. She has traces of English, Dutch, Scottish, and German ancestry and probably more thrown in for good measure—some who immigrated as early as the late 1600s and some in the 1870s. She has been a corporate trainer in the field of software doing instructional design and editing, a university instructor, and currently works with career development as a co-founder and co-owner of Learnovation®, LLC.

One of our challenges in putting together a book like this is presenting information for a wide group of diverse people from all over the world. People come with different expectations, different customs, and it is easy to take offense. What may be new information to one person may be a way of life to another. Please take from this book what you need and apply it to your own life. Use this book to build your confidence and get ahead faster in the workplace. Learn what to expect at home and on the job.

**We are glad you are here – Welcome to the American workplace!**

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