

Personal Reflections on Service

Journal Entries

Recall a time when you served someone else.

- What did you do?
- Why did you do it?
- How did your act affect the other person?
- How did it affect, change, or help you?

Reflect on a time when someone served you.

- What did he or she do?
- Why do you think the person did it?
- How did this act affect you?
- How do you think the act affected, changed, or helped this person?

Discussion Questions

Are there times when it is wrong not to offer service to others? Explain.

Are there times when it is acceptable not to serve? Are there times when it is better not to serve? Explain.

Does anyone have a right to be served? Explain.

The Seven Values Underlying Catholic Social Doctrine

<p>Value 1: Human Dignity</p>	<p>All people have dignity and worth because they are made in God’s own image. People are always more important than possessions and money.</p>
<p>Value 2: Individual Rights and Responsibilities</p>	<p>Because they have dignity, all people also have the same rights and responsibilities. Some human rights include the right to life, the right to a decent standard of living, and the right to investigate the truth freely. Some human responsibilities include the duty to preserve life, the duty to work for the common good, and the duty to live according to the truth.</p>
<p>Value 3: The Call to Family, Community, and the Common Good</p>	<p>All people are called to build community with others. We have the duty to treat all people as neighbors and to “love our neighbor.”</p>
<p>Value 4: The Dignity of Work and the Rights of Workers</p>	<p>All people have the right to decent, productive, and safe work, to fair wages, to own private property, and to spend their money as they wish. Furthermore, workers have the right to join labor unions.</p>
<p>Value 5: Option for the Poor and Vulnerable</p>	<p>All members of society have a special duty to help the poor and vulnerable, including the unborn, the young, the elderly, and the handicapped.</p>
<p>Value 6: Solidarity with all People</p>	<p>We are all inhabitants of planet earth. Rich countries have a duty to help poor countries. We also have a duty to work together on such issues as world peace, global development, the environment, and international human rights.</p>
<p>Value 7: Care for God’s Creation</p>	<p>The earth is our home. We have a responsibility to maintain the environment, protect endangered species, and conserve natural resources for future generations.</p>

Survey on Rights and Responsibilities

Which rights are absolute, that is, belong to everyone and cannot be lost?

Which rights can be lost? How can they be lost?

Which rights belong only to some people? Why is this true?

Name some privileges that are not rights.

What are some responsibilities that belong to all people?

What are some responsibilities that belong only to some people?

Why is it impossible to have rights without responsibilities?

“Where the Revolving Door Is Swiftest”

by Kristen Gerencher, *Market Watch*, Feb. 23, 2005

As the U.S. job market picks up, many people who've been toiling in stressful or underpaid jobs will be looking to move on. And for good reasons: Even though the economy has been creating jobs, many of them are less than desirable. . . . Any job can impel a worker to look for greener pastures if the boss is a brute, compensation is meager or recognition is infrequent. . . . Low-skilled, repetitive and stressful jobs involving lots of customer contact for paltry pay are especially vulnerable to turnover. . . .

The following is a list of 10 occupations that generate the most turnover, according to trade groups and human-resource experts.

1. Fast-Food Workers

The likelihood of turnover rises substantially if a job entails asking “Do you want fries with that?” . . . Quick-service food joints that get you in and out on the cheap generally don't keep workers for long. . . . Many of them earn the federal minimum wage, which has been frozen at \$5.15 since 1997.

2. Low-Level Retail Jobs

Stores constantly have to staff the floors, and the trend has been moving toward doing so with more part-timers. . . . The average [turnover] for part-time positions is about 100 percent to 110 percent for a full year while full-time positions have about 60 percent turnover. (Over 100 percent means all positions have been refilled more than once in a year on average.) Many [workers], based on their level of experience, can start anywhere from \$8 to \$10 or up.

3. Meter Readers

Parking is the bane of many urban-dwellers' existence. Nothing can set them off like a costly ticket left by a vigilant meter reader. . . . The job rates low on prestige, pay and other social considerations that set workers up for burnout. . . They're off by themselves. There's not a big support structure.

4. Nurses

With many hospitals facing a critical shortage, nurses are in demand in many parts of the U.S., giving them more leverage to jump jobs. Almost 15 percent of registered nurses will leave their jobs by next year. . . . The turnover rate for licensed practical nurses is slightly higher at 19 percent.

Of 2.7 million RNs nationwide, about 2.2 million are working. While most still work in hospitals, some are moving away from the bedside into research, health insurance, and administration. The pay can be good. Registered nurses with four years of training earned \$50,648 on average last year. . . . Yet many nurses report feeling burned out and underpaid for the long hours they put in. . . . They also have emotional stress because people are ill.

5. Child-Care Workers

Child-care workers are notoriously low paid and tough to keep. They earn \$20,020 per year on average. . . . Recent turnover figures suggest 30 percent of those caring for children under age five will leave their jobs this year. . . . An estimate 2.5 million Americans tend to kids under age five, about a quarter of whom work in child-care centers. The high turnover rate is a concern for their charges as well as for the employees. . . . Recruiting and retaining child-care workers is difficult when compensation amounts to about \$7 an hour without benefits.

6. Accountants, Consultants, and Auditors

Some accountants and auditors have become emboldened by companies' need to comply with laws designed to prevent corporate accounting schemes akin to those at Enron, leading more to pursue higher salaries and better work arrangements elsewhere. . . . Some high-profile firms have high turnover by design through internship programs for entry-level investment bankers and management consultants. . . . They like young, smart people. They work them to death and in exchange you get the credential of working there for two years.

But some consultants further into their careers find the expectations difficult to manage long-term and head for the door. . . . There's a lot of burnout in consulting when you have to travel five days a week.

7. Telemarketing and Customer-Service Reps

Getting barked at all day long can take a toll. Telemarketers and customer-service reps often have to deal with client rage, constant rejection or both. Workers who spend their days “trying to calm people down who are unhappy with their service” are especially prone to exit and switch careers, even though the pay can be considerable. Some telemarketing and telesales workers earn \$50,000 to \$100,000 a year in base salary and commissions compared with \$250,000 and up for sales reps selling big-ticket items.

8. Movie-Theater Employees

Concessionaires and ticket takers put a human face on the increasingly impersonal movie experience. But the jobs are typically low-paying, entry-level ones, which drive a lot of turnover at the popcorn and candy counter.

9. Hotel and Restaurant Workers

Jobs in the \$105 billion hotel industry are plentiful—but entry-level work and varied schedules that can include overnight and weekend shifts keep the revolving door spinning. . . . Whether the post is housekeeping, bellmen, banquet servers front-desk staff, managers, dishwashers or cooks, hospitality jobs run the gamut, with some offering opportunities for some fairly generous tips. Mobility goes with the territory. This is one of the few industries where your experience counts a lot more than your education.

10. Sales People

Those who are employed hawking goods and services may be in a strong position to leap to a better-paying gig as the job market improves. . . . The reason for the high turnover here is that a skilled salesperson can sell almost any product, meaning the number of potential employers is vast—and the lure of better money elsewhere is strong.

Source: <http://aolpf5.marketwatch.com/news/Story.asp?guid...>