**Multiple Questions**

1. Michael is angry that he was disciplined by his boss and demoted from produce clerk to the job of stocking shelves. He has not been greeting customers with a smile and friendly hello, although this is required in his job. He takes extra time collecting his supplies from the back of the warehouse, and then works quickly when working in the public areas of the store. He sometimes hides in the washroom during his shift to avoid talking to his boss.  
  
Michael is

a. high in self-monitoring.

b. deep acting.

c. surface acting.

d. displaying emotional labour.

e. expressing felt emotions.

**2.**

alcoholic beverages for many years. Northern Beverages develops and markets a variety of soft drinks and fruit juices, which are produced according to basic traditional values in keeping with a healthy lifestyle image. The company is successful and has positioned itself well in a highly competitive and crowded market. Celeste Brown recently took over the business from her father who has decided to retire and pursue other interests and leisure time activities.  
  
Celeste recognizes that continued survival would mean acquisition of new businesses that are an extension of the beverage enterprise. Celeste is a hardworking, high-profile, community- and business-minded individual who has significant influence with her business peers. She holds traditional family values, having a son and a daughter, and a husband who is a schoolteacher.  
  
Although Celeste has a traditional business attitude, she recognizes that the work environment must be balanced and that her employees are critical to creating the products and services that Northern Beverages provides. While Celeste believes that goal setting, high motivation, insight, delegation and accountability are all necessary to ensure growth, she is also aware that future activities will have to encompass more innovative methods of thinking and that somehow she will have to engage individuals who can bring a different perspective to the company.  
  
To expand Northern Beverages, Celeste knows that she will need to hire an individual who is ambitious and hardworking. She believes that university graduates who also participated in athletics while completing their studies, are ambitious and hard working. If she only interviews university grads who were student athletes, she is likely engaging in

a. projection.

b. stereotyping.

c. creative stereotyping.

d. risk management.

e. halo effect.