

## CASE STUDIES—HONESTY AND LOYALTY

### Case Study No. 1

Kathryn was employed at a large retail store at the mall. Her responsibilities were to straighten and stock merchandise, handle telephone orders, and sell to customers in her department of the store. It was also her responsibility to be alert to shoplifters and vandals who might steal or damage merchandise. Sometimes the store was very crowded and customers had to wait to be checked out at her register.

Sometimes Kathryn's friends would come into the store to shop or visit. She enjoyed their company and was always glad to see them. Once, however, she was very busy with customers when friends came to visit, and she saw one of the friends steal an item of clothing from her department. She looked the other way and pretended not to see the theft.

After visiting with her, the friends left the store to go to a movie. The person who stole the merchandise took it and left with the group. Kathryn never mentioned to anyone what she had seen.

### Case Study No. 2

Cody did work for neighbors to help pay for his college expenses. Several neighbors regularly asked him to mow and trim, paint, and do small repairs around their houses. They knew him so well that they left him alone in and around their houses to do the work that they had requested.

One day, Cody was in a hurry to finish a neighbor's work quickly. In the rush to get through, he accidentally broke the glass window pane in the front door. When he saw what he had done, he knew that he could close the door and the neighbor would not know who broke the glass. However, he wrote a note admitting what had happened and asked the neighbor to call him to discuss the damage.

### Case Study No. 3

Victoria's office was in a high-rise building downtown. She had a great deal of responsibility: She ordered supplies and equipment, prepared payment requests, supervised the cleaning staff, and served as general office manager. Because she was in charge, Victoria was careless about supplies and often wasted them. She threw out partial containers of supplies, allowed copy machine chemicals to spill or evaporate, and wasted paper.

### Case Study No. 4

Robbie did not like being a bricklayer. Although he made good money while working, there were days when he was not able to work because of the weather or scheduling delays. His employer tried to keep Robbie working as much as possible and told him that he was a good worker. Robbie rudely criticized the employer when the employer was not around. He made unkind remarks and belittled the employer and the business that he had built up.

### Case Study No. 5

Brandi worked in an insurance agency where she answered the telephone and prepared estimates for potential clients. She worked Monday through Friday from 8:30 A.M. until 5:30 P.M. When her employer went out of town for a few days, Brandi had the telephone calls forwarded to her home and did not go into the office until noon on some days. She knew that her employer wouldn't find out.