Skills for Success Curriculum Resource Cover Page

Organization

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Curriculum Resource

Understanding and Creating Lists and Schedules in Word

An introduction to Word basics, followed by instructions on how to use Word to create lists and schedules. There is a marking guide provided for Activities 7 to 13 in this resource.

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	2
Competency A -Find and Use Information	A2. Interpret documents	2
Competency B - Communicate Ideas and Information	B3. Complete and create documents	2
Competency C - Understand and Use Numbers	C1. Manage money	1
Competency C - Understand and Use Numbers	C2. Manage time	2

Competency D - Use Digital Technology	N/A	2
Competency E - Manage Learning	N/A	1

Goal Paths (check all that apply)

□ Apprenticeship	

oxtimes Secondary School Credit

Embedded Skills for Success (check all that apply)

□ Adaptability	⋈ Numeracy
\square Collaboration	□ Problem Solving
□ Communication	□ Reading
□ Creativity and innovation	Writing

□ Digital

Notes:

Suggested milestones for this resource – M.11, M.206, M.28

Learners may require a calculator for this resource.



Understanding and Creating Lists and Schedules in Word

Includes Answer Guide

Pathway Pillar - Enhancing and Expanding Digital Delivery

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Word Basics

Opening Microsoft Word

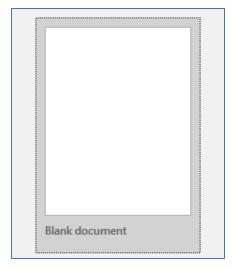
Click the Window icon in the bottom left corner



Find Microsoft Word and click on it



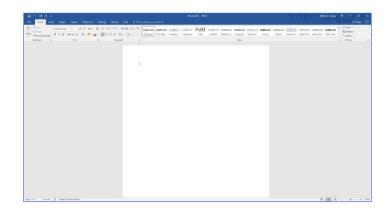
Look for MS Word icon on your start screen.



Double click on the Word icon to open.

Click on **Blank Document**.

This will open a Word document on your computer:



The Cursor

The cursor is the line on your screen.

The cursor shows you where you will start typing in a Word document.

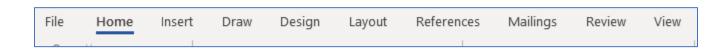
The cursor looks like this | and it flashes.

When you are using the Tools in Microsoft Word your cursor will change to an arrow. This is called a **pointer.**





The Ribbon

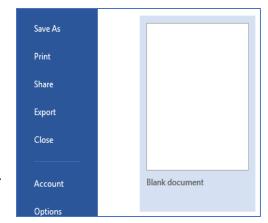


The Tabs you need to move to different Tools are in the Ribbon. The Word Ribbon has the following Tabs: File, Home, Insert, Draw, Design, Layout, References, Mailings, Review, and View.

The File Tab in Word

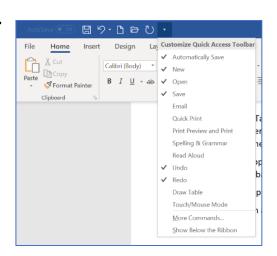
Clicking on the **File** Tab will allow you to choose options for your document. These options include opening a document, creating a new document, saving, printing, and closing a document.

You can add these options to the top toolbar of your screen as well. This is called a Quick Access Toolbar.

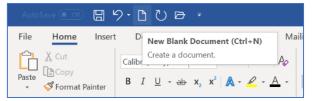


Activity 1: Setting Up the Quick Access Toolbar

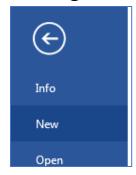
- 1. Click on the down arrow on the toolbar. You will see a drop-down menu.
- 2. Click on the options you want to add to the toolbar. Some options you may want to add include New, Open, Save, Print, Undo, and Redo



- 3. You will see icons appear on the Quick Access Toolbar.
- 4. Hover (place your mouse without clicking) your mouse over the icon to see what each icon does.



Making a New Document



A new document is like writing on a paper.

Click on your File Tab. Click New.

Click on Blank Document to open the page.

Closing the Document

Click on File Tab.

Select Close.



You will see this:



To save click **Yes**. If you do not need to save, click **No**. To not close the document, click **Cancel**.

You can also close a document by clicking the X in the top right corner of the screen.

Saving Information on the Computer

To save a document to the Documents file on the computer.

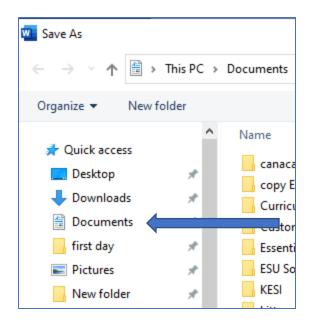
Go to the File Tab

Click on Save as.

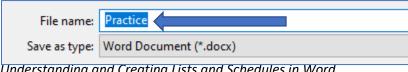


Click on Browse.

Click on Documents from the side menu.



Click beside File Name.



Type the name you would like to call your file. Click **Save**.

Wait as the computer saves your file.

- * You should save your work as you go, about every two minutes.
- * Once you have saved your work with a name, click the "Save" icon on your Quick Access Toolbar (by the File Tab) to save changes.



Once you have saved your work with a name you only need to click the 'Save' button beside the File Tab on the Quick Access Toolbar to save changes.



Activity 2: Practice Saving

- 1. Open a **New** Document.
- 2. Click in Word to type.
- 3. Type your name.
- 4. Click Save As.
- 5. Save to Documents.
- 6. Call the file **My Name**.
- 7. Click Save.

Saving to USB (Memory Stick)



Put your memory stick into the USB port in your computer.

Click on Save As (icon) beside the File Tab.

Click on Removable Disk on the left side menu.

Note: The USB drive name may change. If a USB is from a company, the USB might show that company's name not 'Removable Disk'. The USB drive will always have this beside it to help you find it.

Activity 3: Saving to a USB (Memory Stick)

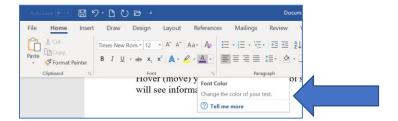
- 1. Create a New Document.
- 2. Type today's date in the document.
- 3. Click **File** and choose **Save As**.
- 4. Choose Browse.
- 5. Scroll down the left menu.
- 6. Double click on USB drive.
- 7. Click in the file name box.
- 8. Delete everything in the box.
- 9. Type **date** as the name of your file.
- 10. <u>Save</u>

A Helpful Hint: Checking Tools

If you are unsure which tool to use, you can check what each one does by using your mouse.

This can also help you learn what each icon (picture) does.

Hover (move) your mouse over each tool slowly. Do not click. When you do this, you will see information on each option.



You can click on the help option to learn more about each tool.

A help screen will pop up at the right side of the screen to give you more information.

Tell me more



You can close it after reading it by clicking on the X (top right of window).

Activity 4: Tools on the Home Tab

- 1. Click on the Home Tab and explore some of the tools using what you learned in the lesson above.
- 2. Hover the mouse over the following icons to learn more about each one.



Fonts and the Home Tab

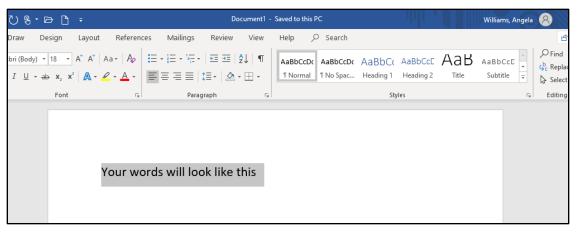


Fonts are different styles of text, text sizes and text colours. There are many choices for fonts. These options are in the Home Tab.

You can highlight your text to make changes.

How to highlight words

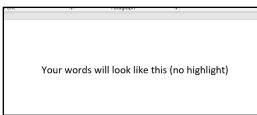
1. Put the cursor at the end of the words you want to select.



- 2. Put your first finger on the left mouse button.
- 3. Hold down the left mouse button.
- 4. Move the mouse across the words.
- 5. Lift your finger.
- 6. The word will be highlighted in grey. When this is done, you can move words or change the size, the colour, and the style of the words on the computer.

To Deselect (Stop the Highlight)

1. Click your mouse on any WHITE (blank) part of the page to deselect.



Changing Fonts Styles and Sizes

A font is the type of the text that you use.

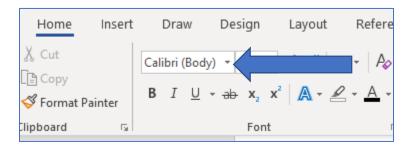
Choosing a different font will change the way the letters look on your screen.

This is a Bookman Old Style Font

This is a Lucida HandwritingFont

This is an Arial Font

Click on the Home Tab.



Use up and down arrows

Look through the different fonts by scrolling (clicking your mouse on the rectangle shown below), holding your finger down on the left button and moving the mouse towards you)





As you move your pointer over the font names, your highlighted word(s) will change to show you what that font will look like.

Click on the font that you want.

Changing Font Size



You can change the font size using this arrow.

The standard size is 12 but you can make it bigger or smaller.

This is size 10

This is size 12

This is size 20

Click on the down arrow beside the font size.

Click on the Font Size you want.

If the size you want is not an option, you can click in the box and type the size you want. Then press your Enter Key.

Activity 5: Changing Fonts

1. Click on the File icon on your Quick Access Toolbar.



- 2. Or, click the File Tab and choose Open.
- 3. Click on Browse.



- 4. Select the USB.
- 5. Click on your file named date.
- 6. Click Open.
- 7. Highlight the date.
- 8. Change the font to Arial, font size 26.
- 9. Save.

Changing Font Colour

You can change the colour of the font.

Select the words you want to change by highlighting them.



Click on the down arrow beside the "A" with the underline.

You will see your colour options.

Click on the box of the colour you want.

If you do not like that colour, you can choose a different one.

Undo and Redo

Click on the down arrow on your Quick Access Toolbar and make sure that you have selected Undo and Redo to appear on the bar.



If you make a mistake, you can change it back by clicking Undo.

Undo will change the last thing you did.

You can click Redo to cancel out your last undo.

Activity 6: Using Undo and Redo

- 1. Open a new document.
- 2. Type the word Learn in size 18, Century Gothic font, and choose a green font colour. **Learn**
- 3. Change the font to Abadi size 14, and the colour to red Learn
- 4. Click Undo. Learn



5. Click Redo. Learn

Bullets

You use bullets when making lists

- This is a bullet
 - > This is a bullet

Go to the Home Tab

Your bullet options are listed in the Paragraph section.

Click on this icon to make a bullet.

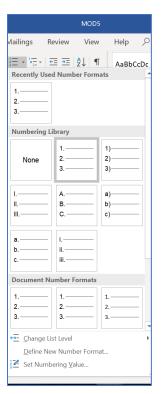
To see different bullets, click on the downwards arrow beside the picture of the bullet.

Highlight your text.

Click on the bullet you want.

To remove bullets, click the cursor on the bullet and press the Backspace key.

Numbering



In Word, you can number groups of words.

- 1. Milk
- 2. Tea
- 3. Bread
- 4. Broccoli
- 5. Bananas

Numbering is located right beside the bullets in the Paragraph Tool.

三→三→「売→「産・産」会」「¶

0

Bullet Library

Change List Level

Define New Bullet...

None

AaBbCcDc

You can choose numbers or letters to make a list in Word.

Click on the down arrow beside this tool to see your options.

Using Lists and Tables



At work or at home, you may need to make lists to help you remember things. These lists are usually called "To-Do" lists.

You might have to make a list of items or tasks. You may need to write down or type a recipe (list of ingredients, list of directions) or take a customer's order (list of food or beverages).

Lists can be point form. They are less formal than writing emails or memos. If you are writing a list, the list should be done in order of priority.

Creating a list in order of priority (what needs to be done first, second, etc.) or based on a sense of urgency means that the list starts with the most important jobs and goes down to the ones that do not need to be done as quickly.

When writing a list, keep it simple and be specific. Do not be afraid to include everything. Do not get overwhelmed by the size of your list; just take it one task at a time. Putting a check beside each task as it is finished will help you to feel on top of things and show your progress.

Putting a List in Order

Juana from Starlight Gifts is scheduled to come into the store early to open. She has several tasks she needs to do when she arrives. Look at the list and rearrange it in the order in which you think she should complete each task. Put each task in order of priority.

Juana's Tasks:

- Open store.
- Use key to come in through the back entrance.
- Take \$400.00 from safe and put a \$200.00 float of coins and bills in each of the cash registers.
- Make sure registers have receipt rolls.

- Make sure bathrooms are tidy and paper towel dispensers are full.
- Choose an item to display by the cash for last-minute sales.
- Wipe down front counters and cash counters.
- Turn radio on.
- Turn on Open sign.
- Check phone in office for messages.

Activity 7: Making a List with Bullets



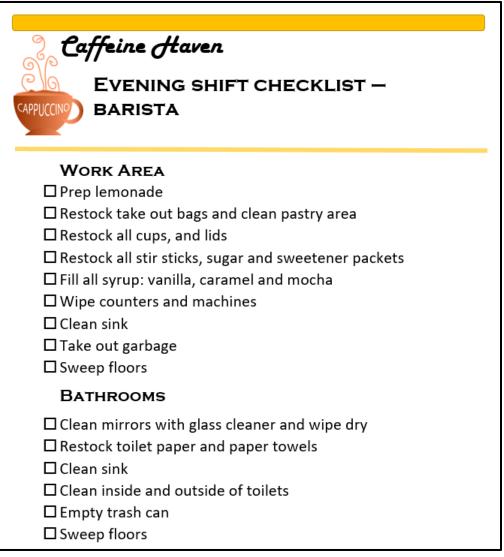
- 1. Look at the above list of duties for Starlight Gifts.
- 2. Open a Word document.
- 3. Put the above list in order of what you think is most important. The most important task or task that should be done first should be number 1.
- 4. Highlight your list.
- 5. Add **numbering** to the list.

Activity 8: Making a To-Do List

- 1. Choose 5 food items you would like to buy for groceries.
- 2. Type one item on each line. Hit the Enter key after each item.
- 3. Highlight the items.
- 4. Choose a **bullet** to make them into a list.

Activity 9: Following a Checklist

Jo has been hired to work the evening shift at Caffeine Haven. The job is to work as a barista that serves specialty drinks and pastries. There is a checklist given to the person working the evening shift that they must complete before locking the café and going home. Please look at Jo's checklist below and answer the questions.



Jo chops the lemons, boils the water and sugar, and makes the lemonade. Jo puts the lemonade in the refrigerator. Jo then restocks the take-out bags in the treats section and cleans the pastry area. She restocks all the cups, lids,

sugar, and sweetener packets. She fills up the vanilla and chocolate syrup, but the café is out of the caramel mixture.

She cleans up the work area, wiping the machines and counters and the sink. She takes out the garbage and then sweeps the floor. She goes into the washroom and restocks all the toilet paper and paper towels. She cleans the sink and toilets. She empties the trash can and then sweeps the floor.

Open your Word program and type the answer to the following questions in size 14 Arial font.

- 1. What tasks on the list has Jo missed?
- 2. What does Jo need to restock when following the check list?

Creating Tables and Schedules in Word

You can organize information in a table.

This is a table.

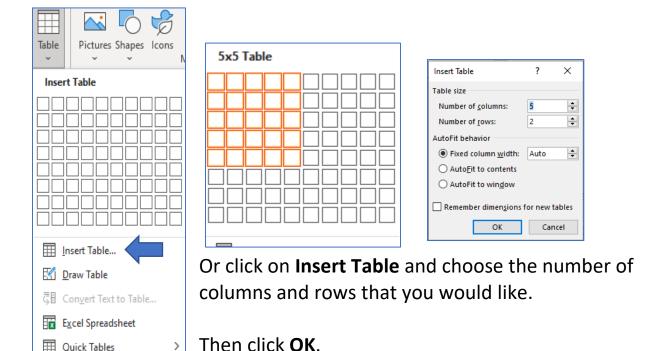
This table has 2 columns	
	And 5 rows

Click on your Insert Tab.



Click on Table.

Move your mouse to highlight the number of rows and columns that you want in your table. You do not have to hold any mouse buttons down.



After your rows and columns have been selected, left click to choose your table size.

Your table will show up in your document.

Note: To see the Design and Layout tools for your Table you must click on or in the Table. The toolbar will appear when you do this.

Deleting Column and Rows

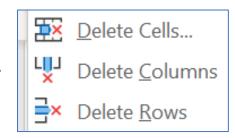
Quick Tables

Select the column or row you want to delete by highlighting it with your mouse. Click Layout under Table Tools.



Click on **Delete**.

Click on Delete Columns or Delete Rows.

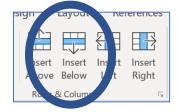


Adding Rows in Tables

To add a row, click on **Layout** under Table Tools.



Click inside the Table where you want to add your row.



Click on **Insert Below** to add a row under where you have clicked.

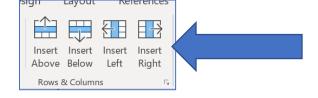
Click on **Insert Above** to add a row above where you have clicked in your table.

Adding a Column

To add a column, click inside the table where you want to add your column.

Click on **Layout** under Table Tools.

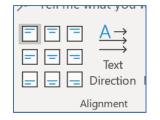
Click on **Insert Right** to add a column to the right.



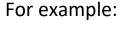
Click on Insert Left to add a column to the left.

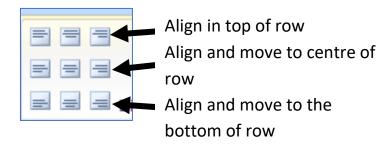
Aligning Text in Tables

Highlight the section or sections you want to align and choose **Layout** under Table Tools.



Move your mouse over the boxes above the Alignment tool section. Hover your mouse over each one to see options.





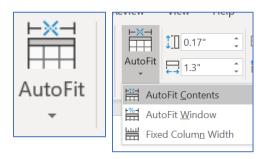
Click on the top three pictures to align the words in your table to the right, left or centre of their row.

Clicking on the middle three pictures will align the words the same way but will move where they are in the table.

Like this:

Align left, centre of row	Align right, in bottom of row
Align right in top of row	Align centre in centre of row

More Interesting Table Tools



You can use Autofit to make your table fit the size of your text.

Use Autofit to change the size of the rows and columns to fit to the text inside them. Select your table and highlight the text in your table.

Click **Layout** under Table Tools. Then click on **Autofit** and then on **Autofit Contents**.

Travel Expense Table

Travel	Km	Cost (x.45)
Work to training	55km	\$24.75
Training to home	68km	\$30.60

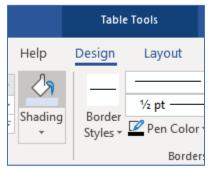
Travel Expense Table After Autofit

Travel	Km	Cost (x.45)
Work to training	55km	\$24.75
Training to home	68km	\$30.60

Shading

You can add shading to your table.

Mon	Tues	Wed	Thurs	Fri
12000	1200		1000	



Highlight the cells, columns, or rows you would like to shade.

Click on **Design** under Table Tools.

Click under the down arrow under Shading.

Choose the colour you would like to use.

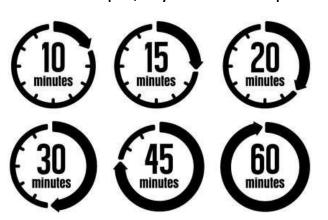
Understanding Time in a Schedule

To use information from a schedule showing work hours, it is first important to understand the difference between start and end times.

There are 60 minutes in an hour. When adding and subtracting time, we need to remember that 60 is the number of minutes in an hour.

If you are reading a schedule, you may have times that go over or under the hour mark.

For example, if you start at 4pm and work until 10:30pm. First subtract the



hours, the hours are 4 and 10, so start there 10 - 4 = 6.

Then, add the minutes. Here, we need to add the half hours, so **6** + **0.5** = **6.5**. The shift is 6.5 hours long.

When you use a calculator to add up your work hours, a half hour is written as **0.5** hours.

Finding Information in a Work Schedule

Work schedules are used to tell you what shifts and hours you will work each week. At some jobs, the shifts might be the same every week, at others, the times and days will change.



At work, make sure you check your schedule as often as you can, so that you do not miss shifts or any shift changes. Your schedule may be posted at work or emailed to you.

It is good to ask about your schedule when you begin a job.

Schedules can be helpful outside the workplace as well. They can be used to keep track of daily tasks and appointments.

Schedules are usually made in a table. It is much easier to put scheduling information in the cells (spots) in a table than in any other format. You will be shown on the schedules in this course as **Me**. Please look for that word to see what hours you work and what days.

The Mountain Candy Factory has a basic schedule. Employees at this factory work either days or nights. This is the schedule for the bubble gum manufacturing line.

To find your hours, find your name and follow the **row** (goes across) to see your shifts. To find the day you are working, look at the top of the **column** (goes down) that shift is in.

The shifts are ten hours long because the factory is cleaned by a contract crew from 5 am to 8 am every day.

The day shifts run from 9 am to 7 pm. The night shifts run from 7 pm to 5 am.

Employee	Mon	Tues	Wed	Thurs	Fri	Sat
Cho, Michael		D	D	D		
Cruz, Pedro	D			N		D
Hawk, Sheyenne		N	N	N	N	
Me	D	D	D		N	
Mikhail, Abdul	N	N			D	
Noonan, Sue	N			D	D	D
O'Grady, Pat	D	D			D	
Patel, Lana	D		D	D		D
Segal, Monique		N	N	N	N	
Thomas, Joan		D	D	D	D	
Winter, Mary	N		N			D

Activity 10: Finding Information in a Basic Schedule

Open your Word program and type the answers to the following questions. Afterwards, save the answers under the file name **Schedule**.

The letter **D** in the schedule on the last page shows a day shift. The **N** shows a night shift. Look at the schedule and answer the questions below about your shift.

1.	How many days do you work during the week of June 24 th to June 29 th ?						
2.	How many nights do you work between the week of June 24 th to June 29 th ?						
3.	How many hours is that in total?						
Hi	nt: Number of shifts x 10 hours =						
4.	If you make \$16.00 an hour, how much would you make at the factory during the week of June 24 th to June 29 th before taxes?						
W	eekly hours x \$16.00 =						
5.	What days are you off this week?						
6.	From Monday to Friday, there are four people each day running the						

gum line. How many people run the line at night?

Starlight Gifts – Store Schedule

SHIFT SCHEDULE							
Work Schedule For the Week of: June 24							
Schedule	Mon 24th	Tues 25th	Wed 26th	Thurs 27th	Fri 28th	Sat 29th	Sun 30th
Customer Service							
Harpreet	9:30-12:30	9:30-12:30	9:30-12:30				9:30-12:30
Ming	12:30-7:00	12:30-7:00	12:30-7:00	12:30-7:00			12:30-7:00
Bella					12:30-7:00	12:30-7:00	
Me				9:30-12:30	9:30-12:30	9:30-12:30	
Cashiers							
Fawn	9:30-2:30	9:30-2:30	9:30-2:30	9:30-2:30	9:30-2:30		
Carlos	2:30-7:30	2:30-7:30	2:30-7:30	2:30-7:30	2:30-7:30		
Creek					2:00-7:00	9:30-2:30	9:30-2:30
Melina						2:30-7:30	2:30-7:30
Felicia						12:00-7:00	12:00-7:00
Stockers							
Frank			7:00am-12:00	7:00am-12:00	7:00am-12:00	7:00am-12:00	
Marta	7:00am-12:00	7:00am-12:00					7:00am-12:00
Cleaners							
Ahmed		8:00pm-11:00			8:00pm-11:00		
Shirley		8:00pm-11:00			8:00pm-11:00		8:00pm- 11:00

Activity 11: Finding Information in a Schedule with Work Times

Open your Word program and type the answers to the following questions. Afterwards, save the answers under the filename **Work Times**.

The schedule for Starlight Gifts above has your schedule for the next week. No one works at the store later than 11pm each night. Find your name (Me) and answer these questions about your hours.

1.	What days do you work at Starlight Gifts?
2.	How many hours do you work in total?
3.	If you make the current minimum wage, how much would you make
	this week before taxes? (Note: You can search Ontario minimum wage
	on the internet if you are not sure what the amount is.)
	Hours x Wage =
4.	How many employees work at Starlight Gifts?
5.	When is the store cleaned?
6.	What subheadings are included in this schedule to help employees find their hours?

Activity 12: Making a Schedule

Employee Work Schedule – (Company Name)

Employee Name	Mon	Tues	Wed	Thurs	Fri
Name					

In this task, you will create a schedule for a business of your choosing. Think of a name for your company and what you would like your company to do.

Your company hours are 8 am to 8 pm Monday to Friday. Your employees will work one of 2 shifts either 8 am to 2 pm or 2 pm to 8 pm. You **must have 2** employees on at each time, otherwise you can schedule people whenever you want. Each employee must get **at least 1 shift a week.**

Here are the names of your employees and when they can work each week:

Penelope Andino – Monday to Friday, available 12pm – 8pm
Aisha Badu – Monday to Wednesday, available 8am-8pm
Seamus Kelly – Tuesday and Friday, available 8am-8pm
Maria Lopez – Monday to Friday, available 8am – 5pm
Carol Jones – Wednesday to Friday, available 8am-5pm
Ahmed Patel – Wednesday to Friday, available 8am -8pm
Shawnee Purser – Monday to Friday, available 12pm – 8pm
Bob Smith – Monday to Thursday, available 8am-8pm

Hint: Remember to include spots for categories in your table like employees and names and the days and shift times.

When you are done, save your completed schedule under the file name: **Table task**.

Final Activity: Using Table Tools

- 1. Open your **Table task** document. You may look back on the instructions in this lesson if you need to review how to do the next steps.
- 2. Shade the weekdays listed on the schedule yellow.
- 3. Shade the employee names in light blue.
- 4. Autofit the contents of the schedule.
- 5. Align all the text in the Table to the centre.
- 6. Re-save your document.



Congratulations you have completed this course!

Understanding and Creating Lists and Schedules in Word – Answer Guide

Answers provided in this guide for **Activities 7 to 13** of Understanding and Creating Lists and Schedules in Word

Activity 7: Making a List with Bullets

Answers will vary based on learner's sense of task priority but should mostly reflect the sample provided below.

Juana's Tasks:

- Use key to come in through the back entrance.
- Check phone in office for messages.
- Take \$400.00 from safe and put a \$200.00 float of coins and bills in each of the cash registers.
- Make sure registers have receipt rolls.
- Wipe down front counters and cash counters.
- Make sure bathrooms are tidy and paper towel dispensers are full.
- Choose an item to display by the cash for last-minute sales.
- Turn on Open sign.
- Open store.
- Turn radio on.

Activity 8: Making a To-do List

Grocery items and bullet-style choices will vary. Learner should have five items, with five bullets for each item. Each item should be on a separate line.

Example:

- Chicken
- Strawberries
- Cucumber
- Bread
- Cheese

Activity 9: Following a Checklist

7. What task(s) on the list has Jo missed?

Jo did not restock the stir sticks. Jo did not clean the mirrors.

- 8. What does Jo need to restock when following the list? *Jo must restock:*
 - The takeout bags
 - All cups and lids
 - Stir sticks, sugar, and sweetener packets
 - Toilet paper and paper towels

Activity 10: Finding Information in a Basic Schedule

- 1. How many days do you work during the week of June 24th to June 29th? *I work 3 days.*
- 2. How many nights do you work between the week of June 24th to June 29th? *I work 1 night.*
- 3. How many hours is that in total?

Number of shifts (4) x 10 hours = 40 hours

4. If you make \$16.00 an hour, how much would you make at the factory during the week of June 24th to June 29th before taxes?

Weekly hours $40 \times $16.00 = 640.00

- 5. What days are you off this week? Thursday and Saturday.
- 6. From Monday to Friday, there are four people each day running the gum line. How many people run the line at night? Three people run the line at night.

Activity 11: Finding Information in a Schedule with Work Times

- 1. What days do you work at Starlight Gifts? *Thursday, Friday, and Saturday*
- 2. How many hours do you work in total? 9
- 3. If you make the current minimum wage, how much would you make this week before taxes? (Note: You can search Ontario minimum wage on the internet if you are not sure what the amount is.)
 - a. Hours x Wage = $9 \times 15.50 (October 2022) = \$139.50
- 4. How many employees work at Starlight Gifts? 13
- 5. When is the store cleaned? 8pm 11pm
- 6. What subheadings are included in this schedule to help employees find their hours? Days of the week, names, and job titles.

Activity 12 and 13: Making a Schedule and Final Task

Results will vary. Learners can use their creativity to schedule staff on whatever dates and times they would like. Shifts must match the following hours of availability.

Penelope Andino – Monday to Friday, available 12pm – 8pm
Aisha Badu – Monday to Wednesday, available 8am-8pm
Seamus Kelly – Tuesday and Friday, available 8am-8pm
Maria Lopez – Monday to Friday, available 8am – 5pm
Carol Jones – Wednesday to Friday, available 8am-5pm
Ahmed Patel – Wednesday to Friday, available 8am -8pm
Shawnee Purser – Monday to Friday, available 12pm – 8pm
Bob Smith – Monday to Thursday, available 8am-8pm

There must be 2 employees working together at all times.

Example of completed task shown on the next page.

Employee Work Schedule – (Company Name)

Employee	Mon	Tues	Wed	Thurs	Fri
Name					
Penelope	12pm-	12pm-		4pm-	
Andino	8pm	8pm		8pm	
Aisha Badu	8am-	8am-			
	12pm	12pm			
Seamus Kelly	8am-4pm				4pm-
					8pm
Maria Lopez		8am-2pm		8am-	
				4pm	
Carol Jones			8am-	4pm-	8am-
			12pm	8pm	4pm
Ahmed Patel			12pm-		8am-
			8pm		4pm
Shawnee Purser		2pm-8pm	8am-4pm		4pm-
					8pm
Bob Smith	4pm-8pm		4pm-8pm	8am-	
				4pm	