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To: [Ken Elliott](#)

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Subject: Expertise Essay

Hey Kenâ€

I think Iâ€™m on a rollâ€ at least thatâ€™s what it feels likeâ€ thanks to you!! Anyway, in our text, regarding the cognitive growth of young adults, they talk about Emotional Intelligence. They break it down into 4 categories, each category having itâ€™s own set of qualities. Under social awareness, they cite empathy, service orientation and organizational awareness. My question? What do they mean by â€service orientationâ€ and â€organizational awarenessâ€? I think I know what they mean by â€organizational awarenessâ€ but Iâ€™m stumped about â€service orientationâ€.

Iâ€™m almost done with my rough draft but I need a definition of those two qualities so I can apply them appropriately in my story. Kevin said the paper actually sounds like a â€college writtenâ€ paperâ€ imagine that!!

Anyway, a prompt response would be appreciated so I can turn this paper in on time.

Thanks Ken!

Gina