

INTERVIEW T.I.P.S. STUDENT HANDBOOK TABLE OF CONTENTS

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Introduction:

This lesson will give students an opportunity to discuss and apply guidelines to help them become proficient at filling out job application forms.

When you apply for a job, you are usually required to fill out a job application form. Most employers review your application before they choose to see you.

The application form assists employers to form an important first impression of you.

Objectives:

- Students will be able gather information for a job application.
- Students will be able to prepare a job application.

Learning Exercise:

Complete the following sentence in any way you like:

“I believe filling out job applications is...”

Notes:

SECTION 1: THE APPLICATION

“To learn, you have to listen. To improve you have to try.”

-Anonymous

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Learning Exercise:

Did you know?....

That some questions *are* or *are not* legal to ask on a job application?

Legal

1. Can you, after employment, submit verification of your legal right to work in the United States?
2. How many days of work have you missed in the last year?
3. Describe any job-related extracurricular activities you participated in.

Illegal

1. Are you a U.S. citizen?
2. What is your father's name?
3. Are you single, married, engaged, separated or divorced?
4. What is your spouse's name?
5. Have you ever received worker's compensation?
6. Is your general health excellent, good, fair or poor?
7. How long have you lived at your current address?

Note: If a question on a job application is not applicable to you, put N/A in the blank. Never leave a blank space on a job application.

Personal Information:

Every application will ask for personal information. This is the area where you tell them who you are and how to contact you.

- **Full name**
 - Use your complete name.
 - Do not use nicknames.

- **Address**
 - Give your complete address.
 - If you do not have a permanent address or phone number, get permission to use the address of an acquaintance that is reliable and readily available. Be sure to ask permission before listing another person's information on your application.

- **Phone numbers**
 - Use your permanent home phone number.
 - List your cell phone if requested.
 - List a phone number that has voice mail.

- **E-mail address**
 - List the email address if requested.
 - Only list an email address if the address is checked regularly. If you do not check email regularly, mark N/A in the space for email address.

Position Desired:

This is the area where you list the title of the job for which you are applying. If you do not know the specific job title, put the category or type of job in this area. (i.e. clerical, maintenance, etc.)

In addition, list part-time or full-time and the date you can start.

Education and Training:

This part of the application requests information on education and training. Have available the names and addresses of the schools you have attended.

- High School or GED
- College or University
- Career/Technical or Vocational School
- Military

Job-Related Skills:

This is the area used to list special skills that you have that relate to the specific job.

Consider:

- Types of equipment/tools you use
- Computer skills and certifications (if any)
- Certifications, Licenses (CDL, etc.)
- Special training
- Other languages you speak

Learning Exercise:

What are five skills you possess?

1. _____
2. _____
3. _____
4. _____
5. _____

Students do not have to complete all the blanks. The point is to think about your strengths and skills. (Consider things you do everyday, such as managing children, managing money, managing time, problem solving, etc.)

Employment History:

Every job application will ask for previous employment history. If you have never worked, put “N/A” in the blank. You can explain things to the employer during the interview, but not on the application.

If you have worked, always begin with the most recent job. Applications may ask for information on the following:

- Employer’s name, address, and phone number (Be sure to have this information with you in the event that applications are filled out on site.)
- Supervisor’s name
- Job title
- Salary
- Reason for leaving (acceptable terms)
 - o Promotion
 - o Restructuring
 - o Reduction in Force
 - o Resignation
 - o Return to school
 - o Contract completed
 - o Career change
 - o Family issues
 - o Temporary/Seasonal work
 - o Company closed

(Never use the word “**quit**” on a job application. This word has a negative connotation in business that may hurt your chances for new employment. It may infer lack of commitment or dependability to an employer.)

References:

References are people that the employer can contact to verify information about you. Choose references carefully. They should be people who can give good recommendations for employment. Never use relatives as references.

Always ask their permission before using them in your job search and be as specific as possible about what areas you are asking them to reference.

People who may be used as references are:

- Friends
- Neighbors
- Teachers
- Community contacts
- Professional contacts

Be sure to verify the current contact information. Have several references to choose from so one person is not always called.

Give your references a copy of your resume to help them answer questions.

Notes:

SECTION 2: APPLICATION GUIDELINES

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**Procedure for
Practice Applications:**

The following are suggestions to make the job application process easier. Try to avoid filling out applications onsite. If possible, always take the application home to fill out.

- Look professional every time you go to an employer's office, even if it is just to pick up an application.
- Ask for a copy of the job description.
- Ask for an application to take with you.
- Make a copy of the application.
- Read the directions and application thoroughly before starting to write.
- Fill out a practice copy of the job application before completing the original.
- Make changes as necessary.
- Print the application in blue or black ink.
- Have someone proofread the application.

**Completed Job
Applications:**

When you are comfortable with the information on the practice application, you are ready to complete the original. Follow these guidelines:

- Applications make a better impression when typed.
- If not typed, use blue or black ink (No Pencil).
- "X" boxes from corner to corner, do not go out of the box and do not fill in the box.
- Make sure all boxes are complete.
- Have someone proofread the application.
- Before turning the application in, make a copy for your files.

CHECKLIST:

Always tell the truth on an application. It is a legal document. Applications should parallel the resume. Take a copy of your resume as you seek employment so all information is available should you need to fill out an application on site.

APPEARANCE:

- Typed if possible, otherwise printed neatly.
- Do not:
 - o Use correction fluid on mistakes.
 - o Use pencil.
 - o Scribble through mistakes.
 - o Leave blank spaces.

WRITING STYLE:

- Begin sentences or phrases with powerful action verbs.
- Use short paragraphs (under five lines) and short sentences.
- Be brief and concise (not wordy).
- Make sure the application is absolutely free from grammatical, spelling, punctuation, and typographical errors.

CONTENT:

Contact Information

- Contains name.
- Contains address.
- Contains telephone numbers and email address (if checked regularly).

Position Desired

- Indicates the sort of position, title, and area of specialization sought.
- Is specific.

Education and Training

- List highest level first.
- List training courses relevant to desired position.
- List addresses of institutions attended.

Special Skills

- Include all paid and volunteer experiences that are relevant to desired position.
- Include equipment and tools with which you are proficient and which are relevant to the desired position.
- List licenses and certifications earned.
- List accomplishments.

Employment History

- List most recent job first.
- List supervisor information with name, address, phone number.
- List job title.
- Give salary.
- Give reason for leaving.

References

- Names, addresses, and phone numbers.
- No relatives.

Signature and Date

- Legible signature.
- Current Date.

Notes:

**SECTION 3:
SAMPLE APPLICATIONS**

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SAMPLE EMPLOYMENT APPLICATION FORM #2 - Page 1

Print all information requested except signature.

APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS

Complete all sections of this application.

Date _____

Name _____
 Last First Middle Maiden

Address _____

How long have you lived there? _____

Social Security No. _____

Telephone _____

If under 18, list age _____

Position applied for (1) (Be specific) _____

Position applied for (2) (Be specific) _____

Day/hours available to work

No pref _____ Thur _____

Mon _____ Fri _____

Tue _____ Sat _____

Wed _____ Sun _____

How many hours can you work weekly? _____

Can you work nights? _____

SAMPLE EMPLOYMENT APPLICATION FORM #2 - Page 2

Employment desired:

Full-Time Only

Part-Time Only

Full- or Part-Time

Date available for work? _____

Type of School	Name of School	Location (Complete mailing address)	# years completed	Major & Degree
High School				
College				
Technical School				
Professional School				

SAMPLE EMPLOYMENT APPLICATION FORM # 2 - Page 3

DO YOU HAVE A DRIVER'S LICENSE? ___ Yes ___ No							
Driver's License No. _____ State of Issue _____							
Operator ___ Commercial (CDL) ___ Chauffeur ___						Expiration date _____	
Have you had any accidents in the past three years?						Yes/No	How Many? _____
Have you had any moving violations in the past three years?						Yes/No	How Many? _____
Office Use Only							
Typing	Yes No	___ WPM	10-key	Yes No	Word Processing	Yes No	___ WPM
Personal computer	Yes No	___ PC ___ MAC	Other Skills: _____ _____				
Please list two references other than relatives or previous employers.							
Name:				Name:			
Position:				Position:			
Company:				Company:			
Address:				Address:			
Telephone: ()				Telephone: ()			
<p>An application form sometimes makes it difficult for an individual to adequately summarize a complete background. Use the space below to summarize any additional information necessary to describe your full qualifications for the specific position for which you are applying.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>							

SAMPLE EMPLOYMENT APPLICATION FORM # 2 - Page 4

MILITARY	
Have you ever been in the armed forces? ___ Yes ___ No	
Are you a member of the national guard? ___ Yes ___ No	
Specialty:	Date Entered: Discharge Date:
WORK EXPERIENCE	
Please list your work experience for the past five years beginning with your most recent job held. If you were self-employed, give firm name. Attach additional sheets if necessary.	
Name of employer: _____ Address: _____ City, ST, Zip Code: _____ Phone No: _____	Name of Last Supervisor Employment Dates Pay or Salary Job Title
Reason for leaving (be specific):	
List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.	
WORK EXPERIENCE	
Please list your work experience for the past five years beginning with your most recent job held. If you were self-employed, give firm name. Attach additional sheets if necessary.	
Name of employer: _____ Address: _____ City, ST, Zip Code: _____ Phone No: _____	Name of Last Supervisor Employment Dates Pay or Salary Job Title
Reason for leaving (be specific):	
List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.	
May we contact your present employer? ___ Yes ___ No	
Signature _____	Date _____

Notes:

SECTION 4: RESUMES AND COVER LETTERS

“To learn, you have to listen. To improve you have to try.”
-Anonymous

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Introduction:

A resume is an advertisement of who you are in terms of your accomplishments and future capabilities. It is a unique, dynamic, and factual presentation of your skills and an indication of your potential.

It is your chief marketing tool for opening doors of prospective employers. Your resume will be one of the most difficult documents you write. Fortunately, the final product is well worth the effort.

This lesson provides an opportunity for students to assess their strengths and build an effective resume.

Objectives:

- Gather information for a resume
- Identify examples of well-written resumes
- Create a resume demonstrating the skills required for a job
- Identify information for a cover letter
- Prepare a cover letter for a resume

TYPES OF RESUMES:

Chronological Resume:

In the chronological resume, job history is organized chronologically with the most recent job listed first. Job titles and employers are emphasized and duties and accomplishments are described in detail. This type of resume is easy to read and can highlight career growth. It is suited to those whose career goals are clearly defined and whose job objectives are aligned with their work history.

Good to use when:

- Your recent employers and/or job title is impressive.
- You are staying in the same career field.
- Your job history shows progress.

Not good to use when:

- You are changing career fields.
- You have changed employers often.
- You have been absent from the job market.

Functional Resume:

In a functional resume, skills and accomplishments are highlighted. These skills and accomplishments could have been developed through work, school, community service, etc. Job seekers' skills and potential can be stressed and lack of experience or possible gaps in work history deemphasized.

Good to use when:

- You want to emphasize skills not used in recent work experience.
- You want to focus on skills rather than employment history.
- You are re-entering the work force.

Not good to use when:

- You want to emphasize promotions/job growth.
- Previous job titles show responsibilities.

Combination Resume:

This type of resume combines elements of both the chronological and functional resumes. It presents patterns of accomplishments and skills in categorical sections. It also includes a brief work history and education summary. This format is good for those who wish to change to a job in a related career field or promote their most marketable skills.

Good to use when:

- You desire to change to a job in a related career field.
- You desire to promote to most marketable skills.
- You desire to acknowledge skills that are complimentary but not necessarily required.

Not good to use when:

- You are trying to circumvent specific job requirements as outlined on job advertisements (i.e. recent experience required, etc.).

Learning Exercise :

What are the three types of resumes?

1. _____
2. _____
3. _____

In groups of three, discuss the different types of resumes and select the best type for you.

Consider these items...

- Education
- Work experience
- Skills
- Accomplishments

Comments: _____

THE IMPORTANCE OF SELF-ASSESSMENT

Assessing Yourself:

Before you can write an effective resume, you must first be able to identify your skills and abilities as well as your special needs relating to the work environment.

Consider:

- The things you want from a job.
- Your specific interests.
- Your specific skills.

Learning Exercise:

What are ten job features that are important to you?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

These can include benefits, location, responsibility, wage, advancement, and others.

Now that you have your list, rank the items in order of their importance. Number 1 would be the most important, number 10 would be the least important.

Comments: _____

Learning Exercise :

Everyone has things that interest him or her. Being aware of these interests can help you choose a job that best fits you.

What are your interests/hobbies?

1. _____
2. _____
3. _____
4. _____
5. _____

Think of things you enjoy, i.e. working with people, repairing things, reading, working with numbers, public speaking, etc.

Learning Exercise:

You might be surprised how many skills you have that employers want. Think of things you have done in various areas of your life.

List six skills you have developed in each of the following areas:

Education

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Work

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Internships

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Volunteer

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Extra-curricular

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Don't worry about completing all the blanks. The point of the exercise is to think about individual strengths and skills.

Consider things you do everyday, i.e. manage children, manage money, manage time, problem solving, etc.

RESUME CONTENT

Contact Information:

No matter which type of resume you choose, and what skills you identify, there is some information that is crucial to writing an effective resume.

This section tells employers who you are and how to contact you.

- Begin your resume with your name by capitalizing and using bold type.
- Include street address, city, state and zip code.
- Include phone number(s). Designate “H” for home, “W” for work, “M” for messages, and “C” for cell phone.
- Add an e-mail address only if it is checked regularly.

Objective:

The objective is one of the most important parts of the resume. It informs potential employers that you are moving in a certain direction, relates to your work preference, and serves as a focal point from which to review and analyze your resume from a value added perspective for the company.

This section tells employers what you want to do. It should be:

- Brief
- Specific
- Consistent with skills documented

Education:

The focus of the education section is on what you have learned in formal educational settings. This category is very important if you have not had a great deal of work experience. The most recent educational experience is listed first. If you have a degree, list it along with the institution it is from and the date you received it.

Work Experience:

The focus of this section is what you have done. Make it specific and use action verbs such as those listed on page 46. Employers are interested in active participation in work and related experiences.

If using a *chronological* resume, begin with your most recent position and work backward. Devote more space to recent employment.

- Describe in detail the last three to five positions held. (If you have only held two positions, describe both.) Summarize earlier positions unless they are relevant to your objective.
- Do not repeat skills that are common to several positions.
- Stress major accomplishments and responsibilities that demonstrate your competency and/or may add value to the company.

In a *functional* resume, use two to four sections to summarize each area of functional skill or expertise.

- Choose functional skill headings based on the skills you want to market to employers.
- Describe your skills in short phrases.
- Rank the phrases within each category and place the most important skill first.

In a *combination* resume:

- Choose general headings for functional skills and list experience or activities chronologically underneath.
- Describe skills and activities in short phrases.
- Emphasize skills and activities that add value to the company.

Additional Information:

Include information here that does not fit anywhere else. Remember that the employer is interested in the skills you have developed whether through volunteer or paid experience.

- Interests
- Computer skills
- Recent civic activities
- Hobbies
- Awards/Honors (most global or most important first)

References:

References are people who the employer can contact to verify information about you. You should choose your references carefully. Always ask their permission before using them in your job search and be specific with them about the type of job for which you are asking for a reference. Relatives are never used as references. Some people to consider as references are:

- Friends
- Neighbors
- Teachers
- Community contacts
- Professional contacts (if any)

RESUME GUIDELINES

Resume Requirements:

Well-designed resumes will be visually appealing and free from any errors. Employers who read individual resumes spend very little time on each resume, usually only twenty to thirty seconds. Make your resume stand out from the rest by following these requirements:

- Looks professional
- Uses short paragraphs
- Uses action verbs
- Contains no errors or misspelled words
- Uses proper punctuation
- Uses conservative font
- Printed on high quality paper
- Is easy to read
- Follows one page format

Do's and Don'ts:

There are certain things to remember when writing your resume. Review this list of do's and don'ts to help avoid common problems.

DO

- Be honest
- Tailor your information to the job
- Organize material in logical format
- Put strongest statement at the beginning
- Keep sentences short
- Use indented bullets
- Use simple terms
- Avoid the use of "I"
- Have several people review your resume
- Use simple font

DON'T

- Use one resume for all jobs
- Fold your resume
- Put resume in fancy binder or folder
- Include pictures
- List references on your resume (but always have a list of available references)
- Forget phone numbers
- Include salary information
- Use dark or brightly colored stationary

COVER LETTERS

Cover Letter Tips :

What is a Cover Letter?

A cover letter is an introduction, a sales pitch, and a proposal for further action all in one. It gives the reader a taste of what is to come -- not by simply summarizing the resume, but by highlighting the aspects of your background that will be most relevant to the reader. A cover letter also demonstrates that you can organize your thoughts and express yourself clearly and appropriately. It reflects your communication skills and, to some extent, your personality.

Cover letters are typically one-page documents with a beginning, middle, and end. They have an introduction saying who you are and why you are writing followed by a sales pitch of what you have to offer and then a closing where you propose steps for further action. These three components often amount to three or four paragraphs.

Five Things to Think About Before Writing

To build a foundation for your cover letter and make the actual writing go much more smoothly, ask the following questions.

1. What does the prospective employer need? Which skills, knowledge, and experience would be an asset in the job you are targeting?
2. What are your objectives? Are you applying for a specific job, trying to get an interview, or simply hoping to get someone to spend 10 or 15 minutes on the phone with you discussing general opportunities at that organization?
3. What are at least three qualities that you would bring to this employer or this job that would add value to the company? If you are responding to a job listing or classified, then those qualities should obviously be the job requirements mentioned in the ad. If you are not applying for a specific job opening, then think of which skills, knowledge, and experience would typically be valued.
4. How can you match your experience to the job? What are at least two specific accomplishments you can mention that reinforce the qualities you identified in question number 3?

5. Why do you want to work for this particular company? What do you know about the company? What is it about the company's products or services, philosophy, mission, organizational culture, and goals that relates to your own background, values and objectives?

Structure of a Cover Letter:

When writing a cover letter, it can help to break the letter down into its various parts and concentrate on just one section at a time. The four main sections of a cover letter are the opening, why me, why you, and the request for further action.

The Opening

Tell employers who you are, why you are writing, and how you heard about the organization or the specific opening. Write a brief introduction of yourself with a phrase like "I am a mature adult with interest and some experience in retail management." Simply mention the basic facts about you and your situation, choosing the ones that will be most relevant to the employer.

The "why you're writing" part is where you mention which position you are applying for, or what your job objective is if no specific opening has been advertised. Then be sure to say how you heard about the organization or the job. You might say, "I read about the expansion of your company operations in my hometown and am interested in discussing entry-level opportunities that might have available."

Why Me?

The objective of this part of the letter is to list, either in paragraph form or as an actual list of bulleted points, the reasons why the reader should see you as a viable candidate. Start with a statement that provides an overview of your qualifications, then go into them more specifically, using the examples you identified before you started writing. A typical opening statement could be, "I have the following skills and accomplishments which will add value to your company." Then briefly list them.

Why You?

In this section, you comment on something positive about the organization and say why you would want to work there. You might mention the organization's reputation, sales record, size, corporate culture, management philosophy, or anything else managers take pride in. Prospective employers like to know that you have chosen them for a reason and that they are not just one of many companies you are writing. An example is, "I attended a family fun day for your company and was impressed with the company culture and caring attitude toward the employees and their families."

Request for Further Action

The closing paragraph is not just about thanking the reader for taking the time to read your letter or for considering you as a candidate for a job. It is also about where to go from here, about opening the door for further contact. The closing paragraph is where you suggest how to proceed with the next steps and should include a sentence saying that you will call or email to follow up for a possible interview. The important thing is to end the letter in an assertive, but courteous, way by taking the initiative to follow up.

Once you have gotten these four sections of the letter completed, proofread to be sure the letter says what you want it to say. Check for typos, misspellings and grammatical errors. Then you are ready for "Sincerely" and your signature.

Ten Rules for Writing Cover Letters

1. Tailor the letter as much as possible to the target reader and business or industry.
2. Talk more about what you can do for the prospective employer than about what they can do for you.
3. Convey focused career goals even if you would be willing to take any job offered you.
4. Do not say anything negative about your employment situation or your life in general.
5. Do not ramble.
6. Do not make empty claims or be dishonest in any way.

7. Do not write more than one page unless the prospective employer has asked for a detailed or extended cover letter.
8. Check and recheck your letter for typos and other errors.
9. Get other people's opinions of your letter before you send it.
10. Keep detailed, easily accessible records of your job search. Keep copies of all letters you mail, fax, or email along with a log of when correspondence occurred so that you can follow up.

WRITING RESUMES AND COVER LETTERS

Resume Checklist:

Appearance

- Is inviting and easy to read; not too much information.
- Uses appropriate font styles and font sizes (usually 12 pts).
- Uses enough white space to facilitate skimming.
- Uses appropriate formatting with adequate margins.
- Creates visual impact using bullets, boldface, underlining, etc. to emphasize key words.
- Printed on high quality bond paper.
- Uses letter quality printing.

Organization And Format

- Uses professionally acceptable formatting style.
- Presents strongest qualifications first.
- Is appropriate length (1 page preferred).

Writing Style

- Begins sentences or phrases with powerful action verbs.
- Uses short paragraphs (under five lines) with short sentences.
- Is not wordy.
- Is absolutely free from spelling, grammatical, and typographical errors.

Content

Contact Information

- Name
- Address
- Telephone numbers

Objective

- Indicates the sort of position, title, and possible area of specialization sought.
- Uses language that is specific and employer centered, not self-centered or vague.

Education

- Lists highest educational attainments first.
- Includes relevant training courses.

Work Experience

- Includes paid and volunteer experiences that are relevant to objective.
- Includes accomplishments and responsibilities.
- Includes contributions to organizations.
- Includes education and training that took place on the job.

Additional Information

- Lists relevant leadership roles, achievements, and transferable skills.
- Describes computer skills.
- Describes relevant community service and hobbies.

References

- Lists names, addresses, and phone numbers.
- Are available on separate sheet of paper.

Action Verbs

The following is a list of action words that are usually used in a resume. If you are writing about an activity that occurred in the past, use the simple past tense (e.g. budgeted). If the activity is occurring right now, use simple present tense (e.g. budget).

Achieved	Managed
Acquired	Modified
Addressed	Motivated
Analyzed	Negotiated
Anticipated	Obtained
Assembled	Operated
Assisted	Organized
Calculated	Performed
Changed	Planned
Collaborated	Prevented
Composed	Produced
Constructed	Provided
Coordinated	Reported
Created	Resolved
Designed	Reviewed
Developed	Scheduled
Directed	Selected
Established	Set up
Expanded	Simplified
Formed	Solved
Guided	Supervised
Implemented	Taught
Improved	Tested
Increased	Trained
Instructed	Utilized
Maintained	Worked Independently

Sample Chronological Resume

Wendy May Rocket
555 Daisy Street
Newark, New Jersey 22222
Home: 555-555-5555
 WMRocket@mycom.com

- Objective:** Teacher's assistant with a commitment to providing dynamic instruction that fosters child development.
- Experience:**
- | | | |
|-------------------|--|--------------------|
| | Teaching Assistant - Kids Care of New Jersey | 6/1999-Present |
| | <p>Duties include managing classroom of 21 children from two to five years old. Provide children with learning experiences that promote cognitive, social, and emotional development. Deliver individualized instruction in all areas of the curriculum. Assist teacher with creating and implementing lesson plans. Participate in parent-teacher conferences, order supplies, handle recordkeeping, and keep a tidy classroom.</p> | |
| | Teaching Assistant - Learning Is Fun Day Care | 4/1990-5/1999 |
| | <p>Duties included creating child-centered learning environment for pre-school children aged three to five. Created a nurturing atmosphere using age-appropriate educational materials and learning strategies.</p> | |
| Education: | Bachelor's Degree in Early Childhood Education in progress at New Jersey College | Presently Pursuing |
| | Associate Degree in Early Childhood Education at Delk Community College, Cranberry, New Jersey | 1997 |
| | 25-hour Introductory Child Care for Preschoolers Training Course | 1995 |

Certification:	Classroom Instructional Aide Training Series	1998
	First Aid, CPR, HIV Training Series	1999
	Lesson Plan Development Series	2000
	Behavioral Management Series	2000

References: Available upon request

Additional Information Committed to creating a classroom environment that inspires children and fosters a love of learning. Excellent understanding of teaching strategies for children in various stages of development and with varying abilities.

Sample Functional Resume

Michael J. Meyer
555 Dusty Road
Newville, Oregon 22222
Home: 555-555-5555
MJM@ohmy.com

GENERAL MOTORS CERTIFIED/ASE MASTER CERTIFIED TECHNICIAN

Offering 6 Years Cadillac Specialization Experience

Well-qualified ASE master and General Motors (GM) Certified Technician with six years of experience in a fast-paced, high-volume dealership. Holds associates degree in automotive service technology, has extensive Cadillac drivability, electrical, and transmissions experience. Applicant is motivated, hard working, reliable, and productive with proven ability to deliver high quality work and excellent customer satisfaction ratings. Areas of strength include:

- Drivability/Engine Performance
- Engine Repair
- Electrical and Electronic Systems
- Automatic Transmission and Transaxle
- Manual Drive Train and Axles
- Heating and Air Conditioning
- Brake Systems
- Suspension and Steering

Qualification Highlights

- Produce an average 60 flat rate hours weekly performing GM automotive diagnostic analysis, repair, and maintenance; work as the only Cadillac, drivability, automatic transmission transaxle, and diesel experienced technician on the dealership's team.
- Maintain an excellent customer satisfaction rate with virtually no returns. Interface professionally and communicates easily with customers, service writers, and co-workers; known for integrity and honesty in all customer dealings.
- Upsell 20+ hours of work each month; accurately assess problems and needs and provide adequate information and advice for customer decision-making.
- Achieved ASE Master Technician certification, EPA Certified A/C Qualified Technician standing, and licensing as an Oregon State Certified Inspector.

Work History

General Motors Technician

Memory Motors, Newville OR, 1994-Present

Automotive Center Associate

Sears Auto Center, Mytown, Oregon, 1991-1993

Education

A.S. General Motors Automotive with Dean's list Honors

Oregon Technical College – Portland, OR, 1991

Certified in all GM/Cadillac Courses

GM Training Center, Dedham, MA 1994-Present

Sample Combination Resume

THOMAS BARRON, MCSE, CNE, CCNA
5687 East Poplar Street
Chicago IL 60666
555-786-8083
tom@myaddress.com

Objective: Information Systems Director/ Network Services Manager	Proven technical and management expertise in a career spanning 15+ years.
---	---

Technically sophisticated and business-savvy management professional with a pioneering career reflecting strong leadership qualifications coupled with “hands-on” IS and networking expertise. Maintain focus on achieving bottom line results while formulating and implementing advanced technology and business solutions to meet a diversity of needs. Has superior record of delivering simultaneous, large-scale, mission-critical projects on time and under budget. Has steam-based management style with excellent interpersonal and communication skills.

Professional Experience:

Information Systems
Manager, Clinic Health
Systems, Chicago, IL

1993-Present

Recruited to upgrade and replace obsolete technologies in this world-class health care organization with more than 2000 users in 15 remote locations. Hire, train, develop, and lead a 20-person technical team. Manage a \$2 million capital budget and \$1.2 million operating budget. Scope of position is expansive and includes departmental direction and full design, installation, engineering, implementation, support, training, administration, and management authority for LAN. WAN network Services, Applications Systems, Web/Internet Design and Operations, PC Desktop Systems, UNIX Systems Administration, database administration, and help desk operations.

Key Projects and Achievements:

- Directed design and installation of complete LAN/WAN infrastructure.
- Completed in eight months, 22 months ahead of schedule, a complex \$15 million project forecasted to take 2.5 years and involving replacement of more than 30 systems.

Network Manager, Sellers Inc, Akron OH 1993	Managed and delivered ahead of schedule a nationwide \$10+ million network project involving development of a fully redundant credit verification system.
---	---

Education and Credentials:

- American Institute of Computer Science, Chicago IL, BS candidate in Computer Science, completed 3 years of study.
- Total Technical Institute – Chicago IL, Computer Systems Support Certification, Intensive 2-year program
- MCSE, CNE, CCNA, CNA

Sample Cover Letter

Date

2842 South Plaza
Chicago, Illinois 60228

David C. Johnson
Director of Personnel
Bank of Chicago
490 Michigan Avenue
Chicago, Illinois 60222

Dear Mr. Johnson,

The accompanying resume is in response to your listing in the Chicago Tribune for a security officer.

I am especially interested in this position because my experience as a senior security professional in the Army has prepared me for a disciplined, secure work environment and the challenges associated with unexpected events. I'm looking forward to using this experience to enhance the security of a growing and community-conscious bank.

I would appreciate an opportunity to meet with you to discuss how my experience will best meet your needs. My ideas on how to improve your bank's security posture may be of particular interest to you. Therefore, I will call your office on the morning of March 17 to inquire about an interview.

I look forward to meeting with you.

Sincerely,

Joyce Peterson

Notes:

**SECTION 5:
STEPS IN AN INTERVIEW**

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Introduction :

Your hard work has paid off; you have gotten the call to set up an interview. What do you do next?

One key to success is to develop effective interviewing skills. Selective presentation of your background, thoughtful answers to interview questions, well-researched questions about the organization, and appropriate thank you letters contribute to successful interviews.

There is no magic to interviewing. Interviewing is a skill that is learned and improved with practice. The job interview is a strategic conversation with the purpose of helping you to land the job you want. You can strongly influence the outcome of the interview by realizing that the interview is not an objective process in which the employer offers the job to the best candidate based on merit alone. An interview is a highly subjective encounter in which the interviewer offers the job to the qualified person who is the most likeable and who does the best job in the interview.

Personality, confidence, enthusiasm, a positive outlook, and excellent interpersonal and communication skills count heavily in the success of a job interview.

Your job interview begins as soon as you walk in the door of the interviewer's office.

This lesson will give students an opportunity to learn and practice effective interviewing techniques.

Objectives

- Students will understand the parts of an interview.
- Students will be able to identify positive and negative components of interviews.
- Students will participate in mock interviews.
- Students will be able to write a follow-up letter.

Opening Exercise:

Complete the sentence below:

“The best or worst thing about interviews is...”

Interview Steps:

Most interviews follow similar formats. Interviews are broken down into the following categories:

- Preparation
- Presentation
- Follow-up

Preparation:

Preparation is a very important step in the interview process and happens before the interview takes place. The more preparation you do, the more comfortable and confident you will be in the interview.

Prepare for an interview by doing the following:

- Learn about the company.
- Review your resume and think about how your experiences support the job requirements.
- Double-check time and location. Drive to the location ahead of time to familiarize yourself with the route and drive time.
- Prepare what you want to say. Think about your strengths and weaknesses and your long-range goals.
- Rehearse with mock interviews.
- Try on and prepare appropriate clothing.

Comments:

**SECTION 6:
THE IMPORTANCE OF FIRST IMPRESSIONS**

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What The Interviewer Looks For...

The interview begins as soon as you walk into the room. You must be aware of what interviewers are looking for to increase your chance of an effective interview.

Interviewers are looking for:

- **General personality**
 - o Poised, sincere, trustworthy.
 - o Articulate, analytical, ambitious, initiative, and genuinely interested in the company.
- **Personal appearance**
 - o Neat, conservative.
 - o Demonstrates professionalism.
- **Work experience**
 - o Ability to talk about the importance of specific job skills formerly learned or used in terms of the new job.
 - o If there is no former work experience, discuss skills developed through training, etc.
- **Verbal communication skills**
 - o Verbalize thoughts clearly.
 - o Listen effectively.
 - o Be confident.
- **Work skills**
 - o The interviewer will evaluate your skills for the job, i.e. organization, analysis, and research.
 - o Emphasize the skills you feel the employer is seeking and give specific examples of how those skills were developed.

- **Goals/Motivation**
 - o Employers will assess your ability to express your short- and long-term goals in terms of ambitious, yet realistic.
 - o Demonstrate a sincere interest in the functional area or industry and express a desire to work hard and succeed.

- **Knowledge of company and/or industry**
 - o Research the company to be aware of its products and purpose. Do not waste interviewing time asking questions that could have found in printed material/research.
 - o Ask specific questions or be able to discuss how the job relates to company goals and objectives.

Appearance:

The first few moments of your interview are extremely important. The interviewer will begin assessing you the moment you walk into the interview session. The following list can help you make a good first impression.

- **Clothes**
 - o Clean
 - o Conservative
 - o Pressed
 - o Well fitted

- **Hair**
 - o Clean
 - o Conservatively styled

- **Nails**
 - o Clean
 - o Trimmed
 - o Clear polish, if any

- **Jewelry**
 - o Conservative
 - o Not flashy
- **No Cologne/Perfume**
- **Make-up**
 - o Light
 - o Natural

Body Language:

Non-verbal communication is a very important factor in the success of a job interview. Some positive traits communicated through body language are:

- **Openness**
 - o Open hands and arms
 - o Relaxed but good posture
- **Confidence**
 - o “Steeple” hands
 - o Eye contact
- **Cooperation**
 - o Head tilted
 - o Sitting on chair edge

Some negative traits communicated through body language are:

- **Defensiveness**
 - o Crossed arms/legs
 - o Pointing fingers
 - o Clenched fists

- **Suspicion**
 - o Sideways glance
 - o Rubbing nose
- **Nervousness**
 - o Throat clearing
 - o Fidgeting
- **Frustration**
 - o Short breaths
 - o Running hand through hair
- **Insecurity**
 - o Chewed pen
 - o Fingernail biting
 - o Hands in pockets
 - o Slouched posture

Why didn't they hire me?

Remember that an interview is subjective. The interviewer is observing your behavior, your communication style, and much more.

Following is a list of reasons why people were NOT hired:

- Lack of enthusiasm
- Sloppy, unprofessional appearance
- Know-it-all attitude
- Discourteous
- Limp handshake
- Late to interview
- Criticize previous employer
- Nervous and unprepared
- Inability to express ideas clearly

- Focused on money
- Lack of eye contact
- Asks no questions about the job

Points to Remember:

- Be natural
- Be confident, not cocky
- Do not exaggerate your experience
- Be attentive
- Do not lounge
- Do not be a joker or make wisecracks
- Do not dominate the conversation
- Make sure you understand questions

Notes:

SECTION 7: INTERVIEW QUESTIONS

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Common Questions:

Each interview is different but there are common questions that you should be prepared to answer. If you practice answering these questions, you will appear more confident. Practice your responses but do not memorize answers.

Learning Activity:

Complete the following questions with a well thought out response. Use the back of the page if more space is necessary.

- **Tell me about yourself.** _____

- **What are your greatest strengths?** _____

- **Why do you want to work here?** _____

- **What does teamwork mean to you?** _____

- **What is your greatest weakness?** _____

- **Why are you the best candidate?** _____

- **How do you handle problems with people?** _____

- **What are you looking for in a job?** _____

- **What salary are you looking for?** _____

Illegal Questions:

Most interviewers know to avoid the following types of questions. You are not required to answer questions about:

- Sex, race, religion or ethnic background.
- Age, unless there are legal restrictions about age related to the job.
- Marital status, children, or other family members.
- A non-work related disability.
- Any arrest record.
- Any details of a military discharge.

Questions To Ask

The Interviewer:

There is an opportunity in most interviews for the job seeker to ask questions.

You should always have a few questions prepared to ask the interviewer. **DO NOT ASK ABOUT SALARY AND BENEFITS IN A FIRST INTERVIEW UNLESS THE EMPLOYER BRINGS UP THE TOPIC.**

Some suggested questions are:

- What is the greatest challenge of this position?
- Where does this job fit in within the organization's activities?
- What is a typical day like for this position?
- Are there opportunities for advancement and self-improvement?
- Why is this position open?
- When do you expect to make a hiring decision?

SECTION 8: MOCK INTERVIEWS

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Ground Rules:

- Give the person your attention.
- Look for strengths
- Look for opportunities for improvement
- Maintain respect for all individuals
- Be courteous and professional

Observer Checklist:

Review the following items and make notes on what you observed during the interview. Check the appropriate box and make notes for discussion purposes.

<p>1. Appearance</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p>	<p>4. Asks Questions</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p>
<p>2. Body Language</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p>	<p>5. Areas of Improvement</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p>
<p>3. Answers Questions</p> <p><input type="checkbox"/> Excellent</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Fair</p> <p><input type="checkbox"/> Poor</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p>	

Do's and Don'ts:

Review this list of do's and don'ts to help avoid common problems during job interviews.

DO

- Use proper language skills.
- Have a good, firm handshake.
- Maintain eye contact.
- Display good posture.
- Listen carefully to questions.
 - Organize your thoughts beforehand. (Job seekers should use a few seconds to formulate answers to interview questions.)
- Be honest.
- Speak freely and naturally.
- Be enthusiastic.
- Prepare questions to ask.
- Have excellent personal hygiene and grooming.

DON'T

- Use poor language skills or jargon.
- Have a limp, “cold-fish” handshake.
- Dominate the conversation.
- Criticize or otherwise diminish your previous employer.
- Interrupt the interviewer.
- Be late.
- Chew gum.
- Smoke or use other tobacco products.
- Leave your cell phone, pager or blackberry on, even on vibrate, and never answer it.

**SECTION 9:
FOLLOW-UP LETTERS**

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Tips For Follow-Up Letter:

Follow up letters are effective for the following.

- Accepting an invitation to an interview.
- Asking if a position for which you interviewed or submitted a job application is still open.
- Asking interviewers for feedback explaining the reasons you were not selected for a job.
- Offering additional information not included on a resume.
- Staying in touch and reaffirming your interest in the company or job.
- Staying in touch with a company and reaffirming employment interest after a “lay-off.”
- Thanking an employer for a job opportunity after you have accepted it.
- Thanking an employer for a job opportunity even after you have declined it.

After the interview, you should prepare a follow up letter to the interviewer. The purpose of the follow-up letter is to thank the person or persons who interviewed you and reaffirm your interest in employment with the company.

Your letter should be short and friendly, printed on high-quality paper, and mailed within 24 hours after the interview.

Sample Follow-Up Letter: Thank You for The Interview

[Your Name]+
[Street Address]
[City, ST, Zip Code]
[Date]

[Recipient Name]
[Title]
[Company Name]
[Street Address]
[City, ST, Zip Code]

Dear [Recipient's Name]:

Thank you for the interview today. I appreciate your consideration of my qualifications and application for the job of logistics technician with your company. As my resume and application show, I am qualified for the job because of my training and previous experience. To work for your company would enhance my long-term goals and my employment would add to your team of loyal, dedicated employees.

I will check with you next Monday to see if you have made a decision about the position. Please contact me if you have any other questions.

Sincerely,

[Legible Handwritten Signature Here]

[Your Name Typed Here]