



**Tips on How to
Write a Resume & Cover Letters
Job Search
Interviewing**

Job Tips Index



Resume/Cover Letters

What is a resume?

Types of resumes

Cover Letters

Project/Design Editor's

Terry Smith & Jane Helmer

Job Search

Networking

Volunteering

Internet job sites

Cold calls

The Interview

Types of Interviews

Interviewing check list

Questions to ask at an interview

Thank you notes

What is a Resume?

Your resume is not a dossier.

It's a sales document.

Your resume's only purpose is to get the reader to pick up the phone to call you.

You're applying for only one job title.

If the resume doesn't clearly explain why you're the best candidate for the position get rid of the information or minimize it, because it doesn't belong there.



Joe Turner, Career Builder, June 5, 2009

Resume Tips

Your resume is essentially a 15-20 second commercial about you”

Consider Your Form A Chronological resume in which you list your work experience in reverse chronological order, has long been the standard format however it may not be the best style for showcasing your skills and experience. If you have frequent or large gaps in your employment history you may want to use a combination resume. Combination resumes place emphasis on your skills and accomplishments. A combination resume also could be a good choice if you are hoping to switch careers. If you don't have experience that relates to the job this format allows you to highlight transferable skills that are applicable to the position. (Transferable skills include previous jobs, volunteer work, hobbies anything you've done before in one field that you can apply to new employment in a different career field)

Customize Your Content – Customize your resume so it speaks directly to a potential employer's unique needs by highlighting your qualifications and expertise that match specific job requirements.

Summarize Your Strengths- Add a summary section before your work history write a few sentences about your experience, talents, and strengths as they relate to the job.

Show Your Numbers- Numbers can be included for all types of jobs not just sales. For example, compare served food and drink to customers with “Ensured customer satisfaction for 100+ customers a day in a fine dining restaurant”

Don't Be A Bore- Make sure your job descriptions are interesting and achievement –oriented. Instead of using the word *responsible for* replace it with *accomplishments (better success oriented word)*

Follow Instructions- If you fail to follow the job posting directions you may be screened out immediately no matter how qualified you are.

Check For Mistakes- It takes just one or two typographical errors on a resume to remove you as a candidate. Employers see these mistakes as a sign you lack professionalism and attention to detail. Use spell check, then go back over and review it, lastly have a second set of eyes review.

Use A Cover Letter- The cover letter is an invitation for the employer to pick-up your resume, read it and call you for an interview. Be sure to highlight your qualifications and personal attributes that match those requested in the advertisement. The cover letter also allows you to address any gaps you may have in your work history by including any volunteer work professional development courses or temporary assignments since your last full-time position.

FUNCTIONAL RESUME

NAME (IN CAPS) _____
STREET ADDRESS _____
CITY, STATE, ZIP CODE _____
AREA CODE & TELEPHONE NUMBER _____
E-MAIL ADDRESS _____ (Good idea to have one)

OBJECTIVE

Should relate to the type of work for which you are qualified and seek.
What type of job or position do you want?

HIGHLIGHTS

List several personal strengths related to, your objective: Are you a good communicator, a pro-active worker or skills?
Should adjust depending on the job description

- 1. _____
- 2. _____
- 3. _____

PROFESSIONAL EXPERIENCE

List action statements of fact that illustrate and support the Skill Heading-which makes it, credible. Did your previous work enhance this skill; how so?

Skill Heading _____
1. _____
2. _____
3. _____

Skill Heading: _____
1. _____
2. _____
3. _____

EMPLOYMENT HISTORY

| DATES | JOB TITLE | COMPANY | NAME City, State |
|----------|-----------|---------|------------------|
| 1. _____ | _____ | _____ | _____ |
| 2. _____ | _____ | _____ | _____ |
| 3. _____ | _____ | _____ | _____ |
| 4. _____ | _____ | _____ | _____ |

MILITARY HISTORY

DATES (Year): SERVICE/BRANCH RANK DISCHARGE:

EXPERIENCE/SPECIAL SKILLS

EDUCATION (List last school or training first)

SCHOOL/COLLEGE: CITY STATE: CERTIFICATE/DEGREE:

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

RELEVANT COURSES

SPECIAL SKILLS

VOLUNTEER EXPERIENCE

COMMUNITY/PROFESSIONAL AFFILIATIONS

Remember: If you ask 10 people for advice on your resume they will all be willing to give advice and no 2 of them will agree. You will have to make up your own mind about your resume

Sample Skills/Functional Résumés

Use the following two sample Skills/Functional Résumés as a guide. Review the JobSearch Guides: *Résumé Writing Made Simple and Writing Chronological and Skills Résumés.*

Before starting on your résumé, complete the **JobShop Guide Sample Employment Application**. This will help you organize the information you need to write your résumé.

Sample Skills/Functional Résumé

Mary L White

134 Main Street
Yourtown, FL 99999
(999) 555-1212
mlw@internet.net

Professional Objective

An **administrative position** with a social services agency that utilizes my excellent organizational and communication skills, and involves budgeting, personnel management and staff training.

Areas of Expertise

- Organization:**
- Coordinated a Child Protection Service (CPS) department servicing 475 clients annually.
 - Implemented an on-line record keeping system which decreased overcharges by 67%.
 - Managed an annual budget of \$350,000.
- Communication:**
- Presented monthly departmental reports to city council.
 - Represented CPS department at state and national conventions.
 - Maintained a private counseling practice for over ten years.
- Leadership and Training:**
- Supervised a staff of fifteen case workers.
 - Initiated professional development programs which have been utilized by ten departments.
 - Led workshops in parenting skills, conflict resolution, managing social service programs and other topics.

Experience: Associate Director, The Family Place, Yourtown, FL, 99999, 2000-present
Assistant Administrator, CPS Department, Yourtown Social Services, Yourtown, FL, 99999, 1990 - 2000
Counselor, private practice, Yourtown, FL, 99999, 1976-1987

Education and Licenses: M.S. Social Work, Anytown University
B.S. Psychology, Yourtown State College
L.C.S.W. State of Florida

References available on request

Sample Functional/Skills Résumé

Mary A. Adams

127 Main Street
Anytown, Maryland 99999
(999) 555-0002
maa@internet.net

JOB OBJECTIVE

Customer Service Representative with a major bank or lending institution. Desire a position that utilizes my expertise in the areas of bookkeeping, banking operations, financial transactions and communication.

CLERICAL SKILLS

Skilled at composing and typing correspondence, scheduling appointments, word processing (85 wpm) and compiling statistical reports. Adept at operating all office machines and proficient in the use of office and accounting software including: Microsoft Word and Excel, Quicken and Quick Books.

BOOKKEEPING SKILLS

Skilled at maintaining daily records of financial transactions, accounts payable and receivable and invoicing customer accounts. Am able to compile monthly, quarterly and annual business statistical reports to indicate profit/loss, and other pertinent business reports. I have managed all aspects of payroll including deductions, W-2 forms and quarterly tax deposits.

CUSTOMER SERVICE AND BANKING OPERATIONS SKILLS

Performed (as a student) all aspects of banking procedures common to general bank tellers, including; receiving checks and cash for deposit, issuing receipts, cashing checks, accepting payments on loans and credit card balances, computing service charges, accepting utility payments, issuing traveler's checks, opening new accounts and computing interest, principle and discounts. Skilled at customer service, pricing merchandise, stocking and organizing shelves and performing departmental closing procedures.

EDUCATION

A.S. Business Management, Anytown Business College, Yourtown, MD 99997
Concentrations in office procedures, communications and customer relations.

WORK EXPERIENCE

Administrative Assistant, Henry Construction Company, Yourtown, MD 99997, 1998 - Present
Sales Associate, Yourtown Department Store, Yourtown, VA 99996, 1994 - 1998
Newspaper Route Carrier, Yourtown Daily News, Yourtown, VA 99996, 1989 - 1994

INTERESTS

Sports, reading and music.
Fluent in Spanish.

References furnished on request

CHRONOLOGICAL

NAME _____ (IN CAPS) _____
STREET ADDRESS _____
CITY, STATE, ZIP CODE _____
AREA CODE & TELEPHONE NUMBER _____
E-MAIL ADDRESS _____ (Good idea to get one) _____

OBJECTIVE

Should relate to the type of work for which you are qualified and seek:

PROFESSIONAL PROFILE

List several personal strengths related to your objective:

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

WORK EXPERIENCE

[Start with your current/last employer] For Numbers 1 through 5, list job duties using ACTION Statements

____/____ to ____/____
Dates _____ Job Title _____

Name of Company, City State _____
1. _____
2. _____
3. _____
4. _____
5. _____

____/____ to ____/____
Dates _____ Job Title _____

Name of Company, City State _____
1. _____
2. _____
3. _____
4. _____
5. _____

____/____ to ____/____
Dates

Job Title

Name of Company, City State

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

MILITARY HISTORY

DATES (Year): SERVICE/BRANCH RANK DISCHARGE:

EXPERIENCE/SPECIAL SKILLS

EDUCATION

SCHOOL/COLLEGE: CITY STATE: CERTIFICATE/DEGREE:

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

RELEVANT COURSES

SPECIAL SKILLS

VOLUNTEER EXPERIENCE

COMMUNITY/PROFESSIONAL AFFILIATIONS

Sample Chronological Résumés

Use the following two sample Chronological Résumés as a guide. Review the JobSearch Guides: *Résumé Writing Made Simple* and *Writing Chronological and Skills Résumés*.

Mary A. Adams
127 Main Street
Anytown, Virginia 99999
(999) 555-0001
maa@internet.net

Job Objective

Customer Service representative with a major bank or lending institution. A position utilizing leadership, communication and analytical abilities.

Summary of Qualifications

- Adept in areas of financial transactions and sales.
- Skilled in office procedures, bookkeeping and banking operations.
- Proficient in the operation of office equipment and computers.
- Trained in Quicken, Quick Books, Microsoft Word and Excel and Tax Cut (a computer accounting system).
- Excellent oral and written communication skills.

Professional Experience

Bookkeeper/Administrative Assistant, Henry Construction Company, Anytown, VA, 2004 - present

- Maintain all financial records of company.
- Manage accounts receivable, payable, employee payroll and customer invoicing.
- Produce quarterly and annual financial reports.
- Implement and operate computerized bookkeeping system.

Sales Associate, Yourtown Department Store, Yourtown, VA, 1999 - 2004

- Provided customer service to over 150 customers daily.
- Received inventory, stocked shelves and maintained records for reorders.
- Operated Hewlett Packard 1000 electronic register system.
- Organized all daily closing procedures for the department.

Newspaper Delivery Person, Yourtown Daily News, Yourtown, VA, 1995 - 1999

- Increased customer base from 65 to 250 people.
- Managed all record keeping and accounts for route.
- Opened new accounts and provided daily customer service.

Education

Associate Degree Yourtown Business College, Yourtown, VA
Majored in business management and banking procedures.
Additional course work in accounting, customer relations and statistics.

Additional Skills and Accomplishments

Debate champion in high school.

Fluent in Spanish.

Earned financing for education through part time and summer work while maintaining 3.50 G.P.A. in school.

References available on request.

Sample Chronological Résumé

James R. White
134 Main Street
Yourtown, IA 99999
(999) 555-0009
jrw@internet.net

Job Objective

A sales position which utilizes my excellent communication skills and organizational abilities.

Work History

- 2004 - present **Sales Representative - Harrison Pharmaceutical, Anytown, IA 99999**
- Service customer accounts in a six-state area.
 - Responsible for establishing two new accounts per month.
 - Increased revenues in service area over 120%.
 - Suggested new products and researched sources for new inventory.
- 1995 - 2004 **Sales Associate - Carson Industries, Yourtown, IA 99998**
- Provided service to customer base of 1500 people.
 - Managed all product requests and orders for the office machine division.
 - Communicated with store managers to achieve customer satisfaction.
 - Served as a liaison for customers between sales and service divisions.
- 1988 - 1995 **Assistant Manager - S & O Hardware, Yourtown, IA 99998**
- Managed store when store manager was not present.
 - Managed sales, stocking, inventory ordering and closing procedures.
 - Assisted in the implementation of in-store promotions.
 - Supervised three sales associates.

Education

- B.S.** Communications and Marketing, Yourtown University, Yourtown, IA 99998
A.A.S. Business Administration, Anytown Community College, Anytown, IA 99998

Special Skills and Accomplishments

- Received award from Carson Industries for the most increase in sales by any salesperson in a six-month period.
- Proficient in the use of computerized accounting and inventory-tracking systems.
- Financed college education through part-time and summer employment.
- Trained in mediation and conflict resolution skills.

References available on request

List of Action Words



*Your résumé must emphasize what you have done in an interesting and enthusiastic way. Use words that describe your capabilities, skills and accomplishments. Below is a list of action words. Check the ones you want to highlight on your résumé. Review the JobSearch Guides: *Résumé Writing Made Simple* and *Writing Chronological and Skills Résumés*.*

- | | | |
|--------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> act | <input type="checkbox"/> counsel | <input type="checkbox"/> facilitate |
| <input type="checkbox"/> adapt | <input type="checkbox"/> create | <input type="checkbox"/> file |
| <input type="checkbox"/> administer | <input type="checkbox"/> deliver | <input type="checkbox"/> fix |
| <input type="checkbox"/> advise | <input type="checkbox"/> design | <input type="checkbox"/> follow |
| <input type="checkbox"/> analyze | <input type="checkbox"/> detail | <input type="checkbox"/> generate |
| <input type="checkbox"/> arrange | <input type="checkbox"/> detect | <input type="checkbox"/> give |
| <input type="checkbox"/> arbitrate | <input type="checkbox"/> develop | <input type="checkbox"/> guide |
| <input type="checkbox"/> assist | <input type="checkbox"/> diagnose | <input type="checkbox"/> identify |
| <input type="checkbox"/> audit | <input type="checkbox"/> direct | <input type="checkbox"/> imagine |
| <input type="checkbox"/> build | <input type="checkbox"/> discover | <input type="checkbox"/> implement |
| <input type="checkbox"/> calculate | <input type="checkbox"/> display | <input type="checkbox"/> improve |
| <input type="checkbox"/> check | <input type="checkbox"/> distribute | <input type="checkbox"/> improvise |
| <input type="checkbox"/> coach | <input type="checkbox"/> dramatize | <input type="checkbox"/> influence |
| <input type="checkbox"/> communicate | <input type="checkbox"/> draw | <input type="checkbox"/> increase |
| <input type="checkbox"/> compile | <input type="checkbox"/> drive | <input type="checkbox"/> initiate |
| <input type="checkbox"/> compose | <input type="checkbox"/> edit | <input type="checkbox"/> inspect |
| <input type="checkbox"/> conduct | <input type="checkbox"/> enforce | <input type="checkbox"/> instruct |
| <input type="checkbox"/> compute | <input type="checkbox"/> ensure | <input type="checkbox"/> install |
| <input type="checkbox"/> contribute | <input type="checkbox"/> establish | <input type="checkbox"/> interpret |
| <input type="checkbox"/> control | <input type="checkbox"/> evaluate | <input type="checkbox"/> invent |
| <input type="checkbox"/> consult | <input type="checkbox"/> examine | <input type="checkbox"/> investigate |
| <input type="checkbox"/> construct | <input type="checkbox"/> execute | <input type="checkbox"/> judge |
| <input type="checkbox"/> coordinate | <input type="checkbox"/> express | <input type="checkbox"/> lead |

| | | |
|----------------|----------------|----------------|
| ___ learn | ___ promote | ___ sing |
| ___ listen | ___ provide | ___ solve |
| ___ make | ___ publicize | ___ speak |
| ___ manage | ___ purchase | ___ start |
| ___ memorize | ___ raise | ___ study |
| ___ model | ___ read | ___ supervise |
| ___ modify | ___ reason | ___ supply |
| ___ motivate | ___ recommend | ___ talk |
| ___ negotiate | ___ reconcile | ___ teach |
| ___ observe | ___ recruit | ___ train |
| ___ operate | ___ reduce | ___ transcribe |
| ___ originate | ___ relate | ___ translate |
| ___ organize | ___ reorganize | ___ travel |
| ___ oversee | ___ repair | ___ tutor |
| ___ paint | ___ report | ___ type |
| ___ perform | ___ research | ___ understand |
| ___ photograph | ___ resolve | ___ unify |
| ___ pilot | ___ restore | ___ verbalize |
| ___ plan | ___ review | ___ utilize |
| ___ prepare | ___ risk | ___ verify |
| ___ present | ___ schedule | |
| ___ print | ___ sell | |
| ___ produce | ___ sew | |
| ___ program | ___ share | |

SAMPLES; HIGHLIGHTS OF QUALIFICATIONS OR PERSONAL PROFILE STATEMENTS

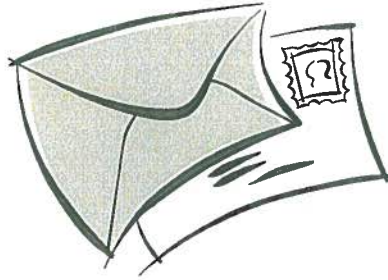
___years experience in _____

- Good organizational skills; ability to follow through
- Can be counted on to get the job done without supervision
- Takes pride in doing a good job and achieving results
- Excellent record of dependability and reliability
- Able to relate to patients quickly and work effectively with medical staff
- Fast learner with conscientious work habits, able to adapt to new situations
- Easy to work with; cooperative and supportive employee
- Able to handle irate customers and complaints in a friendly manner
- Skilled at handling the public with professionalism and sensitivity
- Capable and personable; interact easily with the public
- Able to build productive working relationships with co-workers
- Strongly self-motivated and willing to assume responsibility
- Enjoy a challenge; work well under pressure
- Able to handle stressful situations responsibly
- Outstanding person-to-person communication skills
- Experienced team player; able to work cooperatively or independently
- Maintain good working relations with co-workers
- Flexible, adaptable to change
- Gives full attention to what other people are saying.....
- Able to think independently and quickly resolve problems
- Convey information effectively to others
- Sensitivity and responsiveness to the needs of clients
- Compassionate, professional approach and commitment to service-oriented work
- Adept at tuning in to clients priorities to assure accurate needs assessment
- Excellent command of both English and Spanish languages
- Motivated to advance in a career
- Able to set and achieve goals, manages time to ensure on time completion of
- Enjoy working weekends, holidays and long hours
- Honest, hardworking, dependable, punctual
- Warm and enthusiastic personality
- Well-groomed appearance
- Understand and carefully follow instructions. Pay strict attention to set standards and guidelines
- Competent and reliable professional, committed to top quality work
- Communicate equally with technical and business staff

Energetic with the willingness to learn new tasks and accept responsibility
Experienced with(computer programs)
Expert troubleshooter and problem solver
Results-oriented; confident in making on-the-spot decisions
Well organized; strong in planning and implementing programs
Resourceful in solving problems and maximizing available resources
Adept at handling multiple complex projects simultaneously
Special talent for persuasion and problem solving
Skilled in mathematical computation and data organization
Adapt at quickly and accurately locating needed information
Extensive public service experience in not-for-profit organizations
Outstanding record of recruiting, training and motivation employees
Equally effective working in self-managed projects and as member of a team
Able to accurately establish priorities and adapt quickly to changing needs
Extensive experience in the design and implementation of training programs
Solid experience in staff orientation, scheduling, evaluation and development
Highly effective in promoting a positive, productive work environment
Knowledge in computer applications to program research and development
Sharp, innovative, quick learner; proven ability to adapt quickly to a challenge
Exceptional ability to quickly master new software and apply its full range of capabilities
Special talent for organizing complex projects and following through to completion
Background in financial management and control using latest computer technology
Troubleshooter in both manufacturing and packaging
Committed to professional growth and development in_____

Dedicated professional attitude; mature and willing to work
Sharp eye for details while maintaining the project overview
Personable, articulate; professional in appearance and manner
Ability to recognize, analyze and solve problems
Experienced in coordinating projects involving people and activities
Consistently take the initiative to solve problems
Ability to prioritize, delegate and motivate
Inspire others to work along with me to their highest capacity
Highly successful in recognizing, analyzing and solving problems

COVER LETTER TIPS



The cover letter is usually the first thing the hiring manager sees, and is one of the best tools to make positive first impression. Hiring managers view this document as more than just a supplement to your employment history- it offers insight onto your career aspirations and level of initiative. The following tips can help you make sure you convey the right message,

- Address the letter to the person hiring for the position. Call the firm's main phone and ask for the name and the title of the person if it is not spelled out in the job ad. Verify and double-check the spelling of the name and the person's title
- Start strong, with a powerful opening paragraph that briefly describes how you heard about the position and why you are interested
- Tailor it to the specific job opening and company. Research the firm and the industry through the internet, trade publications and the library. With the letter, demonstrate your knowledge of the field and the position's requirements, and explain why your background meets the firm's needs
- Be careful not to rehash your resume in the cover letter, instead, focus on key aspects of your background that relate directly to the job
- Close the letter by outlining your next step, stating when you will contact the person to follow up, reinforcing your enthusiasm for the job

Cover Letters



A cover letter is the letter that introduces you to a potential employer. Like a résumé, the cover letter gives you the opportunity to tell the employer why the employer should hire you. A properly crafted cover letter will entice the reader to not only examine your résumé, but to call you for an interview.

There Are 11 Basic Components To A Good Cover Letter

- ① Every cover letter needs to have your address on it, either in a letterhead or typed at the top as shown. You may want to include your e-mail address.
 - ② The date you are writing is the next important part of the letter. Keep a copy of the letter so you can know when your first contact was made.
 - ③ Always type the address just as it appears in the advertisement or job posting.
 - ④ This is called the "salutation." Every letter should have one. It is your way of saying "hello." If you don't know a name, use the salutation shown.
 - ⑤ The first paragraph is the statement of your purpose of writing. You need to identify the job you are applying for and say that you are interested in applying.
 - ⑥ This is the "meat and potatoes" of your letter. This is where you explain why you are qualified for the position. Be sure to highlight the qualifications and personal attributes that match those requested in the advertisement.
- ① 45 Ace Drive
Your Town, NC 99999

② Today's Date

Acme Widget Company ③
Personnel Department
123 Any Street
Alltown, NC 99999

Dear Sir or Madam: ④

⑤ I am writing in regards to your advertisement in the Sunday edition of the *Times Herald*. I am interested in the personnel assistant position. My résumé is enclosed for your review.

⑥ I have worked for two years as an administrative assistant in the human resources department of a large medical center. In this job, I was responsible for the weekly payroll for 24 people, maintained the payroll bank account and conducted training for new employees.

① I would welcome the opportunity to discuss my qualifications with you.

② I can be reached by phone at (999) 555-4545 during the evening or by e-mail to msd@internet.net any time. If you do need to contact me during the day, I can be reached at work, with discretion please, at (999) 555-1212.

③ Sincerely,

④ Mary Smith Doe

Enclosure: Résumé ⑤
- ① The next to last paragraph of your letter is where you try to "set the hook." One option is to state that you will be calling next week to see if an interview can be arranged. If you do this, be sure you do call exactly when you say you will or you will lose your credibility. If you don't feel comfortable cold calling the employer, use this paragraph to tell them you would welcome an opportunity for an interview.
 - ② Always include your telephone number. If possible, include a day time, an evening number and cell phone number. Be sure to provide a convenient time for them to call you.
 - ③ This is the closing of the letter. Always use one. If you prefer a closing with more than one word (*Very truly yours* or *Sincerely yours*), be sure you capitalize only the first word and always use an ending comma for proper punctuation.
 - ④ Type your name here. There are always four lines between the closing and your signature line. Make sure you actually sign it in this area.
 - ⑤ Be sure that you note on the letter that your résumé is enclosed. Don't forget to enclose it!

Review the *JobSearch Guide Sample Cover Letters*.



Setting the stage...

The cover letter is often the first impression that the employer will have of you. Do not minimize its importance. Approach your letter with seriousness. It is as important as your résumé. You want the reader to be impressed with your cover letter. You want the reader to want to talk

to you. There are books available in libraries and stores on cover letter formats. Check the Internet resources below for web sites that provide sample cover letters.

Obtaining a name...

It is best to have the name of the person to whom you are sending the letter. If you do not have a name, locate the phone number of the organization to which you are applying. Call and politely ask the person who answers the phone to give you the name of the person who is responsible for hiring for the position that is available. Make sure you get the exact spelling of the person's name and verify it. Also, ask for the title of the person, since titles vary from organization to organization.



Word Choices

How you word your letter is very important:

Don't just say...

I ran a cash register.

I babysat.

I worked as a waitress.

I was a night manager at a convenience store.

I answered the phone.

I can type.

I fixed cars.

I was a receptionist.

When you can say this:

I operated a cash register and was responsible for balancing the cash drawer at the end of each shift.

I was responsible for the daily care of two children. This included preparing nutritious meals, planning educational activities for them and providing a safe and enjoyable atmosphere.

I have experience hosting, as well as waiting tables. I am quick with my side work and had over a 20% rate of tipping.

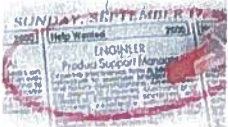
As night manager at the convenience store, I was responsible for the total operation of the store including cash register operation, cash balancing, restocking, maintaining a neat and clean environment, dealing with vendors and ensuring friendly and prompt service to the customers.

I handled multiple phone lines, routed calls and took messages.

I have experience with a number of common word processing programs and can type 50 words a minute.

I have experience trouble-shooting and repairing both domestic and foreign autos.

As a receptionist, I handled multiple phone lines, transferred calls, took messages and made appointments. In addition, I received visitors, directed inquiries and ensured a smooth flow of office traffic.



Matching your qualifications to the job

Are you qualified for the job? Employers often list the qualifications of the perfect person, hoping to find someone who comes close. Don't worry if you don't have every qualification listed. What you need to do is help the reader see that you are very close to that perfect person.

- Read the advertisement closely.

- Write down the qualifications listed by the employer on the left side of a piece of paper.
- On the right side, write down the qualifications that you have that closely match those requested.
- Use these items in your letter.

Qualifications:

3 years experience in an office setting.

Word processing experience.

Ability to handle changing priorities.

Qualifications I Possess:

I have 5 years of office experience.

I have knowledge of both WordPerfect and Microsoft Word.

I handle pressure well, can prioritize and can adapt to a changing environment.

Internet resources



http://jobsearch.about.com/od/coverletters/Cover_Letters.htm -- Sample cover letters.

<http://jobstar.org/tools/résumé/clletters.php> -- More sample cover letters.

<http://www.quintcareers.com/covres.html> -- Resources for cover letters.

Sample Cover Letters



Include a cover letter with each resume that you send to a prospective employer. Use the cover letter to highlight specific skills, experience or interests that match the description of the job for which you are applying. The cover letter should be 1) typed, printed or neatly written on the same type of paper as your resume, 2) addressed to the same person to whom you are sending your resume, 3) be short and 4) request a meeting to discuss the job opening. Use these sample letters as a guide. Review the JobSearch Guide Cover Letters.

207 Oakhill Road
Anytown, PA 01234
(999) 555-9999
February 20, 2009

Mr. William Saunders
Editor-in-Chief
Sandford Times-Dispatch
123 Main Street
Thistown, WV 00000

Dear Mr. Saunders,

I am writing in response to your advertisement in the *Daily News* of February 18 for an Assistant Editor. I have had six years of experience as an Editor for a small-town newspaper. I have developed a number of ideas that may be of interest to you.

In my current position as Editor of the weekly newspaper *The Anytown Weekly*, my responsibilities have ranged from coordination of all full-time and part-time reporters to final copy accountability for the entire newspaper. While serving in this position, I have developed several cost-efficient ways to insure editorial accuracy in every department.

I would welcome the opportunity to meet with you to discuss in greater detail my potential value to your publication's staff. I have enclosed my résumé for your review. I will contact you later in the week to arrange a meeting at a time that is convenient for you.

Thank you for your consideration. I look forward to our meeting.

Sincerely,

Robert Morris

Robert Morris

enc. Résumé

Sample Cover Letter #2 Using a Personal Letterhead

Karen Austin

132 Main Street
Anytown, CT 99999
(999) 555-9879
March 6, 2009

Mr. James Benson, President
Davis, Benson & Co.
426 Park Street
Yourtown, NY 99999

Dear Mr. Benson,

At the recent ARC convention in San Diego, your production manager John Carson mentioned that Davis, Benson & Co., is looking for a sales associate to manage new client's accounts. I believe I am an ideal candidate to fill the position for your company.

My background includes over ten years of experience in account management, product sales, customer service, invoicing and accounts servicing. I thoroughly enjoy interacting with customers in order to achieve maximum satisfaction for both the customer and the company. In my current position with BKL, Inc., I am a product representative and am responsible for a four state territory. I am interested in your position because it not only will allow me to use my sales expertise, but it will also involve less travel away from the main office than is currently demanded of me.

I have been very impressed with the information that was in the recent issue of Retailer's Trade Journal which named Davis, Benson, & Co., as one of the top ten distributors in the country in terms of product quality and customer satisfaction. It would be a pleasure to work with a company that fosters such high standards.

I have enclosed my résumé for your review. I will contact you early next week so that we can arrange a convenient time to meet in order to discuss the position of sales associate.

Thank you for your consideration. I look forward to meeting with you soon.

Sincerely,

Karen Austin

Karen Austin

enc. Résumé

Networking



It has been estimated that 70% of the people who secure a new job got the job as the result of some form of personal contact and referral. The primary referral comes from current employees. Learning how to use personal contacts effectively, therefore, is crucial in your job search. Networking is the process of contacting individuals who can help you in your job search by either suggesting job leads or giving you a referral to people who may know of job openings.

Networking allows you to:

- Find out about job openings.
- Get names of other people to contact.
- Inform many people that you are looking for work.
- Have a "foot-in-the-door" for job openings.
- Discover job openings before they are advertised.
- Face less competition for jobs.
- Be more familiar to the hiring authority.
- Let people know what your skills and interests are.

Some networking facts

- Over 80% of jobs are never advertised in the newspaper or listed on any service. Most jobs are filled before they need to be advertised or listed with an employment agency. These never-advertised job openings are referred to as the "hidden" job market. Networking is the only way you will gain information about these job openings.
- Networking is a simple process that enables you to gather information about job leads. It gives you access to potential employers that you could not gain by any other method. Not everyone you contact will be willing or able to be part of your network, but many people will. Networking is one of the most effective methods of gathering information about job openings and gaining access to employers.
- Employers generally feel more comfortable interviewing and hiring someone they know or someone who has been referred to them by someone they know. Networking will give you the advantage of being "known" by the employer before the interview.



Begin networking now

Networking can happen all the time, even if you are not in the process of job hunting. Networking begins by forming relationships with members of your community and becoming familiar to them. Tell people what your interests and skills are. Let your neighbors, friends and colleagues know that you value them. Be willing to help others when they need it. When the time comes, they will be familiar with you and willing to help.

Do your homework first

Before you start networking for the specific purpose of finding job leads, you need to prepare yourself. You need to know:

- What your skills and interests are.
- The type of work you want.
- The kind of place where you want to work.
- The employers who employ people with your skills.

Do not expect your networking contacts to make career decisions for you. To be effective at networking you need to know what you are looking for. Be specific when you ask about job leads. Do not say, *If you hear of anything*. Instead, identify the job you want. *I am looking for a job as a finish carpenter*. Contacts cannot help you if you are not clear about what you want.

Networking basics

- Be polite and friendly.
- Contact people at their convenience. When you call, ask if it is a good time to talk. If not, ask when would be a good time to call back.
- If someone sounds reticent talking with you, thank them for their time and move on to another person.
- Do not ask your networking contacts to give you a job. Ask them if they know of any available openings for the type of job you are seeking. Ask for referrals to other contacts.
- Do not use your networking contacts as your emotional support system. Reserve discussions of your feelings for conversations with your family or friends.
- Listen - be interested in what your contacts have to say.



Make a list of people to contact. Start with people you know. The following are examples of the people to add to your list:

- Relatives
- Members of your church or synagogue
- Former school classmates and teachers
- Doctors, dentists, hairdressers, shopkeepers, etc.
- Former supervisors
- Professional associates
- Work colleagues
- Members of social or sport groups
- Neighbors
- Friends



You will probably be surprised at the number of names on your list. You do not need to know everyone on your list personally. If you have some association through work, a social or religious organization, school, etc., put them on your list. Most people are willing to help if you are friendly, ask politely and are clear about what you need from them.

Once you have an initial list of people with whom you are familiar and their telephone numbers, you are ready to begin the process of contacting them and building your job-hunting network.

Helpful hints

Get organized

Your network of contacts will quickly expand as you contact people and obtain referrals. You will be gathering lots of information, so it is important to be organized. Be prepared to take notes as you talk with or meet with someone. Get names and phone numbers of all referrals. Write down the information you gather in an organized way, rather than on scattered pieces of paper that will get misplaced or lost. You will find that you will often need to refer back to the information. Use the *JobSearch Guide Daily Job Search Log* to record your information.

Systematically contact people

Once you have developed your initial list of names and phone numbers, begin contacting them systematically. It is often difficult to make the first couple of calls, so start with people you know well. Once you become familiar with talking to people about your job-hunt, the calls will get easier. Continue calling those on your list. Write down any pertinent information from your contacts.

Calls or meetings



Most networking can be done with phone calls. If you have the name of someone who you think has valuable information, call

them and ask if they have the time to meet with you in person. Decide on relevant questions ahead of time in order to use the meeting time productively.

Questions to ask



It is important to be brief and to the point when you call people on your networking list. Remember that your purpose is to gather information about job leads and referrals that will lead you to a person who has the authority to hire you. If someone wants to talk about other things, be polite and listen, but try to keep the conversation directed toward your goals.

Begin your calls by introducing yourself. Tell the person that you are in the process of looking for a job as (state your goal). Then ask:

- Do you know of any openings for a person with my skills? (Identify what your skills are.)
- Do you know of anyone else I might contact about openings? (Get names and phone numbers, if possible.)
- Do you know of anyone else who might know of someone who could help me locate openings?
- May I use your name when I contact...?

Be sure to thank the person and say, *If you hear of any openings, I would appreciate a call. My number is...*

Review the *JobSearch Guide Interview For Information*.

Contact referrals

When someone on your list gives you the name and number of other people to call, follow up and contact those people. Mention the name of the person who gave you their name when you make the call. Employers are often more willing to speak to a "friend of a friend" than to someone with whom they have no connection.

Gradually, you will build your network of people. Your goal is to continue contacting people until you reach a person who has the authority to hire you.

Present yourself well

Be polite and gracious with each contact. They are doing you a favor by talking with you. Let them know what you are looking for. Be persistent but not pushy. You want them to be comfortable referring you to someone they know.

Follow up

Thank each person verbally. If someone has been especially helpful, a written thank you note is appropriate.

During your calls, ask if you may send them a résumé in case they hear of any job openings in your field. If they agree, follow up by sending your résumé with a thank you note attached.



Review the *JobSearch Guide Thank You Notes and Follow-up*.

Internet resources

www.rileyguides.com/network.html -- Great information on networking.

www.career-advice.monster.com/job-search/professional-networking/networking-confidential-under-cover/article.html -- Discusses issues related to networking while still employed.

www.enetsc.com/jobsearchtip14.htm -- Eight job networking tips.





Volunteer Opportunities

Volunteering is not only a wonderful way to give back to your community it can also benefit you in the following ways:

- Opportunity to network and learn about possible job opportunities
- Gain additional skills and work experience to add to your resume
- Helps to sustain your self esteem
- “Keep yourself current”

Volunteer Center of Central NY (United Way) website: www.1-800-volu

Questions on Volunteering While Collecting Unemployment Insurance

A: If you are doing volunteer work and looking for full time employment, you may put your volunteer work on your resume.

In certain instances, you may collect unemployment benefits while you do volunteer work provided you meet **ALL** of the following criteria:

- 1) The volunteer work is for a charitable, religious or cultural organization;
- 2) And, you do not receive payment in any form for your volunteer work;

For example, if you “volunteer” at a school in exchange for tuition abatement or scholarship, this work would not be considered to be true volunteer work, and would affect your eligibility for unemployment benefits.

- 3) And, the volunteer work is not a precondition to being hired or rehired into a paid position;

For example, if you volunteer while on a lay-off from a social services agency that is between budgets or grants, this work would not be considered to be true volunteer work, and would affect your eligibility for unemployment benefits.

- 4) And, your volunteer duties do not interfere with your ability to search for work, and do not affect or limit the number of days and hours you are willing to work.



Using the Internet in Your Job Search

The internet has become an important resource for the job seeker. Many public and private organizations and companies both large and small are listing job openings on the internet. It is critical therefore, that today's job seeker understands how to use this resource.

If you are new to the Internet, ask for assistance from your local One-Stop Career Center. CNYWorks is the local One-Stop Career Center in Onondaga County located at 443 N. Franklin St. Syracuse, NY 13202 (315) 473-8250, website: www.cnyworks.com

Open an e-mail account if you don't have one you will need it to search for jobs/apply online. If you need help in setting up an e-mail account CNYWorks your local One-Stop Career Center can assist you.

Search Engines: Search engines are internet companies that compile and reference information posted on the internet. Their methods of searching the World Wide Web differ so you may find one engine more responsive than another. The following are popular search engines:

Google www.google.com

Ask www.ask.com

Yahoo www.yahoo.com

AOL www.aol.com

Internet Job Search Sites:

CNYWorks, Inc. www.cnyworks.com

NYS Department of Labor www.labor.state.ny.us

Monster www.monster.com

Craigslist www.craigslist.com

Simply Hired www.simplyhired.com

Syracuse Newspaper www.syracuse.com

Indeed www.indeed.com

Hot Jobs www.hotjobs.yahoo.com

Career Builder www.careerbuilder.com

All Retail Jobs www.allretailjobs.com

Essential NY Jobs www.essentialnyjobs.com

Executed www.execunet.com

Davinci Jobs www.davincitimes.org

Syracuse Help Wanted www.syracusehelpwanted.com

Job Central www.jobcentral.com

ONET www.online.onetcenter.org

Job Bank USA www.jobbankusa.com

United States Postal Service www.USDS.com

Terry's Weekly Employment Picks www.cnyworks.com

Civil Service Sites: Federal: www.usajobs.opm.gov

Onondaga County www.ongov.net

New York State www.cs.state.ny.us/jobseeker/public/index.cfm

Getting along with co-workers

How you feel about your co-workers is a major factor in job satisfaction. If you cannot get along with your co-workers, not only will you be miserable, but your co-workers will have little to do with you. It is essential, therefore, that others see you as being cooperative, friendly and a hard worker. The following are suggestions on how to get along with your co-workers:



Know your co-worker's names

Everyone wants to be called by name. In the first few weeks you will meet many new people.

Keep a pad of paper handy and jot down names and something about each person. "Jane Doe, janitorial supervisor." They will not be offended.

Compliment coworkers

Everyone loves a compliment. Go out of your way to recognize others and what they do. Look for things to praise. "You really did that job fast." Don't feel as though you need to be competitive with your coworkers. You are part of a team.

Control your anger

It is human nature to occasionally get angry at work. A customer may have insulted you, or a coworker said or did something to offend you. Rather than losing your temper, walk away for a few minutes. It is better to "lose face" than to lose your temper and get fired.

Don't gossip

Never gossip or say unkind things about co-workers at work. If you need to talk about how you feel about a co-worker, talk in confidence to a close friend. Sometimes just talking about a situation will reduce your anger.

Accept criticism

Don't get offended by criticism. None of us likes to have a fault pointed out. We must, however, be willing to learn from our mistakes. This means that we need to listen to constructive criticism and be open to correcting our deficiencies. Don't hesitate to ask your supervisor for assistance and suggestions.

Don't cover for co-workers

Covering for a co-worker can get you into trouble with your supervisor. If asked to clock-in for a co-worker, respectfully decline.

Don't forget your manners

Phrases such as "thank you," "please," and "have a good day" not only are good manners, they convey respect for others.

Dealing with Conflict at Work

On most jobs you will, at some point, experience conflict with a co-worker or supervisor. Before you do something that gets you into trouble, talk to someone. If the problem is with a fellow worker, talk to your supervisor. If the problem is with your supervisor, talk to your supervisor's supervisor. If a resolution to the conflict cannot be resolved at this level, request a transfer to another area in the company or a change in shifts.

Remember, you do not lose face when you compromise. If, after discussing the issue with your supervisor, there appears to be little opportunity for resolution, compromise. This may mean that you have to give a little to get a resolution. The next time a conflict occurs, you have a greater chance of success. There will be times, however, when you are not willing to compromise your values. In these cases, you will be respected for standing your ground.



Getting along with your supervisor

- Supervisors have a job to do. Like you, they make mistakes, have good days and bad days. You don't have to love, or even like, your supervisor in order to get along with him or her.
- Analyze your supervisor. Get to know their strengths and weaknesses, what sets them off and what gets you praise.
- Understand your supervisor's job responsibilities. If you can, help your supervisor to realize his or her job goals and objectives. You will be perceived as a team player.
- Don't compete with your supervisor. If the supervisor thinks that you are vying for that job, you will no longer get along. Let your supervisor know that you do not want their job.

Stress on the job

All jobs have stress. Stress is not always bad. In fact, many people use stress to stay focused and alert on the job. Professional athletes and entertainers thrive on stress. It is when stress becomes incapacitating that stress is bad. You need to recognize the signs of disabling stress and take measures to reduce it. Talk to your supervisor or a professional counselor and see if there are ways to reduce the workplace stress. These may include a restructuring of your job tasks, change in shifts, relocation or time off.

The *JobSearch Guide Handling the Stress of the Job Search* provides suggestions as to how to deal with stress.

Sexual Harassment

Sexual behavior of any sort in the workplace is not tolerated by most employers. In fact, such behavior may be illegal and grounds for immediate dismissal. Forbidden behavior can range from suggestive remarks or jokes to actual physical contact. As one employer states in their Employment Manual, "Treat everyone in the workplace as though the person is your mother or father."



Internet resources



www.fabjob.com/advice.html#succeed -- Suggestions on succeeding on the job.

www.moneyunder30.com/office-etiquette -- Rules for the office.

www.quintcareers.com/bad_bosses.html -- How to deal with difficult supervisors.

Keeping Your Job



Now that you have secured a job, it is important that you do the things that will insure your keeping the job. This Guide will give you suggestions on how to keep your job.

Being a good employee

Review the **JobSearch Guides: What Employers Expect from Employees** and **Starting a New Job**. Since the employer decided to hire you, the employer must think that you have the traits and qualities that the employer was seeking. The following are things that you can do to improve your value to the employer and assure your success on the job.

Be at work on time, every day

It goes without saying that you cannot be a good employee if you don't show up for work. Your employer needs for you to be at your work station on or before the specified start time every day. That is why you were hired. When you do not show up, for whatever reason, it requires your coworkers to not only do their job but also yours.

If you have to miss work for a legitimate reason, call your supervisor as soon as you realize that you will either be late or not able to work. Let them know why.

Properly present yourself

Think of every work day as an interview. That means that you need to shower, shave and use deodorant every day. Wear clean, appropriate clothing. How you appear says a lot about you and your attitude toward the job.



Be ready to work

The employer expects you to be able to give 100% of yourself to your job. This means that you cannot come to work tired, preoccupied with personal problems, hungry or hung-over.

Get a good night's rest, eat breakfast and try to leave personal problems at home.

Improve your skills

Although most employers will provide on-the-job training, you can improve your value by constantly trying to improve your skills. Ask your supervisor about ways that you can learn new skills. This may mean reading a manual on a new piece of equipment or attending special training classes. Be open to new learning opportunities.

Have a positive attitude

Nothing can get you terminated quicker than having a bad attitude. Although you may not like everything about your work, how you deal with the negatives of your work says a lot about you. Be creative and find ways to liven up boring, unpleasant or routine tasks.

Respect the employer

Employers expect you to treat their property at work with the same care and respect that you want someone to treat your property. Don't assume that it is okay to "borrow" items from your employer because "the employer will not miss them." The truth is that employers are sensitive to any "borrowing" and consider it to be theft. Employers expect all employees to be honest. Violation of this rule will result in immediate termination.



Remember, that while you are on the time clock, the employer expects you to be engaged in work activities. Goofing off, using the telephone for personal business, non-business related conversations with co-workers, surfing the Internet and any activity not related to business are not considered acceptable by employers.

Be flexible

One of the most important persons on a baseball team is the utility player: the person who can, at a moments notice, perform any of a variety of tasks. That player is flexible. Even in the most routine employment environments, things happen that interrupt the routine. Flexible employees are able to respond to problems and change.

Know the rules

Every workplace has a written, as well as unwritten, list of rules. These rules detail acceptable and unacceptable activities and behaviors. They also describe company policies and procedures.



Many rules are common to all workplaces. These include policies on drinking, using tobacco, drugs, firearms and weapons and aggressive behavior. These rules are printed in a company manual. If you have not been given one, ask your supervisor for a copy. Don't assume that acceptable behavior at your previous employer is acceptable at your new place of work.

Thank you note helpful hints

- Keep the thank you note focused and brief - 1/2 to one page.
- Mail the note the next business day after the interview. Do not e-mail the note unless you are asked to use this medium.
- Write the note on paper that matches your résumé. Mail in a matching envelope.
- Maintain a consistent style and tone in all written correspondence.
- Use a typewriter or computer printer. If you hand write the note, print neatly.

- Proofread the note carefully, and then have someone else proofread it.
- Obtain business cards from everyone with whom you interview, including the secretary and/or administrative assistant. Having the names of the interviewers makes follow-up contacts easier and more business-like.



Follow-Up - Keep In Contact

An employer knows you only by what you show about yourself. It is important to stay in contact with the employer until a hiring decision has been made. Polite persistence can pay off. Following-up with the employer enables you to:

- Create a lasting positive impression.
- Emphasize that your skills, interests and experience match those of the desired job.
- Show that you are well-organized and can follow through.
- Demonstrate your good written and oral communication skills.
- Show that you are interested in the job.
- Reemphasize or correct a point that was made during the interview.
- Stand out among many applicants.

Preparing for Follow-Up: Information you will need

Listen carefully during the interview. Immediately after the job interview complete the **JobSearch Guide Post-Interview Worksheet**. Do not rely on your memory; be sure to include the following information:

- 1) The name, title and address of the person(s) who interviewed you. Get their business card if possible.
- 2) Specific skills or background experience that you have that will match the job.
- 3) The employer's time-frame for making a hiring decision.
- 4) The personal qualities that the employer is looking for in an employee.

The interviewer may not have hiring authority

In most companies, the person who will be your immediate supervisor has the ultimate hiring authority. If the person with whom you interviewed is not the hiring authority, get the hiring authority's name. Write a letter to both the interviewer and the hiring authority. Express your interest in the job, and close the letter to the hiring authority with, *I look forward to meeting with you.*

Phone calls

If you do not receive a response in the time-frame discussed in the interview, call the interviewer or hiring authority. Use the call to express your continued interest in the job and to inquire if a hiring decision has been made. If a decision has not been made, follow up in another week with a second phone call or letter. It is important to stay in touch, as new job openings occur every day. Remember to inquire as to convenient times for the employer to receive your call.



What if I don't want this job?

If, after the interview, you have decided, for whatever reason, that the job is not for you, you should immediately remove yourself from consideration. Write a brief note to the hiring authority, stating that you would like to remove your name from consideration. You may indicate the reason(s) why, provided that the reason is not negative. An example response may be, "I am looking for a position that better matches my current interests. Thank you for considering me." In the future, you may want to reapply or need this person as a contact in the industry.

Internet resources



<http://jobsearch.about.com/od/thankyouletters/a/samplethankyou.htm> -- Sample thank you letters.

www.quintcareers.com/sample_thank-you_letters.html -- More sample thank you letters.

www.interviewstuff.com/job-interview-follow-up-etiquette.html -- Follow up procedures and etiquette.

Thank You Notes and Follow-Up



The thank you note is written to the employer immediately following the interview. In the note you should again highlight the match between you and the job. A courteous and enthusiastic note leaves a lasting positive impression. Your pursuit of the job does not end with the interview; therefore, it is essential that you stay in touch with the employer until a hiring decision is made.

① Susan Peters
1920 Mountain Road
MyTown, OH 12345
(999) 555-1515
sp@internet.net
② March 27, 2009

Ms. Jane Willis ③
Carlson Industries
124 9th Avenue
MyTown, OH 12345

Dear Ms. Willis: ④

Thank you for your time and attention during our meeting yesterday. I remain very interested in your position as marketing director. I was impressed with Carlson Industries' new computer-aided design program and can see how your program, *Homesite*, will fill an important niche in the market for home builders. ⑤

My background in construction and architectural design makes me very appreciative of the value of your product. During my years as a builder, I relied heavily on CAD programs and developed the ability to determine which features make truly effective programs. *Homesite* has those features. ⑥

In my former position with Tyson Company, I directed the marketing campaign for a number of their software programs, which were primarily directed at individual consumers. I thoroughly enjoy the process of getting a product into the marketplace and seeing it become a commercial success. I would very much like to assist Carlson Industries in making *Homesite* the success that I know it will be. ⑦

I look forward to hearing from you next week. ⑧

⑨ Sincerely,

⑩ *Susan Peters*
Susan Peters

- ① Include your name, address, phone number and e-mail address on all correspondence.
- ② Mail the letter the next business day after the interview.
- ③ Be sure to spell all names correctly.
- ④ Letters go to all interviewers and the hiring authority.
- ⑤ Be courteous. Restate your interest in the position.
- ⑥ Emphasize your knowledge, skills and experience. Show a match between you and the job.
- ⑦ Again express your interest in the job. Close on a positive note.
- ⑧ Use 12-point, easily readable font. Reiterate time-frame for the next contact.
- ⑨ Include a closing.
- ⑩ Sign first and last name.

Additional information:

During the interview, if the employer requests additional information from you, or you feel supporting documents will be helpful, include these documents in your Thank You note. Add a paragraph to the note like: *Enclosed you will find a copy of my high school diploma as you requested.* Another example of a note you may add to the letter: *In the interview you asked about my training with the Smith Lathe. I have enclosed a copy of the certificate that I received from the ABC Technical School course that I took last year. If you desire further information or documentation, please let me know.*

QUESTIONS TO ASK AT AN INTERVIEW

Questions about the organization:

- What do you consider to be the organization's strength and weaknesses?
- What are the opportunities for this department /company in the next year'?
- What do you like about working for this company?
- What are the challenges that have to be faced?
- In your opinion, what is the most important contribution that this company expects from its employees?
- Do you see growth opportunities for yourself?

Questions about the job:

- Why is this position available?
- How many people have held this position in the last three years?
- How do my skills compare with those of the other candidates you have interviewed?
- What are challenges that have to be faced?
- What are the attributes of the job you'd like to see improved?
- Can you tell me more about my day to day responsibilities?
- What would be my first assignment?

Questions about the work environment:

- How does the company promote personal and professional growth?
- How would you describe the corporate culture/environment?
- Who will make the final hiring decision?

- **What are your career goals?**

This question tests whether you have established career goals, and whether your goals match what the organization has to offer. Mention goals that you feel the organization can help you attain. Express them in terms of experience, you hope to receive and the expertise you hope to develop. You want to leave the impression that you are a growth-oriented person with realistic expectations regarding promotional opportunities.

- **Can you work well under stress?**

You do not have to say that you like stress, but you need to demonstrate that you can work effectively under stress. Give examples where you have coped well with stress. Most stress comes from deadlines and long hours. You should know in advance this organization or company typically requires long hours or faces a lot of deadlines.

- **Are you a team player?**

This question indicates that the organization is looking for a team-oriented person. Describe how you are committed to working in a team. You need to show that you are flexible and cooperative and when the group makes a decision, you willingly go along with it. Provide examples demonstrating that people enjoy having you on their team and that teamwork was essential to the success of a project on which you worked.

- **What are the things that motivate you?**

Challenge, creativity, success, opportunity, and personal growth are most frequently mentioned. You can also mention specific skills that you are motivated to use. These might include problem solving, decision making, listening, writing, speaking, planning, or counseling people.

- **What is the most important thing to you in a job?**

What do you value in a job: challenge, good working conditions, friendly coworkers, traveling? Mention one or two items and explain why they are important:

- **Tell me about your duties at your present job?**

This question provides an opportunity to really sell yourself. As you describe your major duties, describe an associated accomplishment as well. Be concise. People know their own duties so well that many go on and on adding unnecessary details that bore the interviewer.

- **What duties have you enjoyed most? Least? Why?**

Select your favorite and least favorite duties based on what you have learned about the job for which you are interviewing. In general, you should mention major duties you like and minor duties you dislike.

- **Why would you like to work for us?**

This is your opportunity to describe what you know about the organization. Mention positive points that you have discovered on your own, as well as some mentioned by the interviewer. You might mention that the job is a factor in your wanting to work for the company.

Interviewing

Choices/ July 10, 2007

- **Tell me about yourself**

Most people hate this question. It is the most frequently asked question in interviewing. It usually serves as a bridge to go to the real interview. Briefly describing your education or your work history are appropriate responses to this question. Expand briefly on some of your results. This will likely cause the interviewer to select an accomplishment and ask you to tell more about it. This is exactly what you want; you score points every time you discuss results.

- **What is your greatest strength?**

The question asks for your number one strength, skill, or asset and requires you to analyze yourself. Going into the interview you should have several strengths in mind. Begin with a brief statement and provide a clear example.

- **What are your three most important career accomplishments?**

Choose accomplishments that are related to the job you are interviewing for, and ones to which the interviewer can relate. Avoid unnecessary detail,

- **Why should I hire you?**

This question is often asked at the end of an interview and allows you to summarize your strengths. Since this is a summary, you can discuss points that you have already covered and mention new points as well. Sell yourself. This may be one of your opportunities. Try to focus on everything you learned about the job, your future boss, and the needs of the company.

- **How would your supervisor describe you?**

This is an opportunity to mention positive qualities that you know or assume would be said about you. Discuss the qualities that you received high ratings on during reviews. Also give quick examples that demonstrate why your boss would see such in you.

- **What is the most difficult situation you have ever faced?**

Select an example that will demonstrate your positive qualities and one in which you ultimately came out on top. Tell it concisely to reveal as many qualities as possible. This is an opportunity to sell qualities such as maturity, perseverance, emotional stability, effectiveness under stress, and sound judgment.

- **What would you like to improve about yourself?**

This is one of the most asked questions. When asked this question, it is best to state a weakness that you are improving. You do not need to demonstrate that you have totally dealt with it, but indicate that you have made major progress with it. The goal is to provide a short answer which satisfies the interviewer.

- **What have you learned from your past mistakes? What were some of them?**

Everybody makes mistakes. Often there are lessons to be learned from these mistakes. The best mistakes to share are those from which you were able to recover. In any event, use your mistakes to show how you have matured and grown from these experiences.

Closing the interview:

- ✓ Do not drag the interview out
- ✓ End the interview with a positive comment
- ✓ Conclude with an understanding of the next steps
 - A job offer or
 - A second interview or
 - Final decision date
- ✓ Do not hesitate to ask for the job

Follow-up after the interview;

- ✓ Write the Interviewer (s) to express thanks for the interview; expressing interest job within 24 hours
- ✓ Debrief the interview with an objective third party

Interview Checklist



Before the Interview:

- ✓ Have the basic information about the company involved:
- ✓ What does it do or produce
- ✓ Job description of position targeted
- ✓ Name of interviewer
- ✓ Company location: make a trial run so you arrive on time

Interview preparation:

- ✓ Proper dress and appearance
- ✓ Research the company through the internet or the library
- ✓ Be prepared to ask questions. Base these questions on your research to show that you've done your homework.
- ✓ Prepared resume; bring several to the interview along with references and your portfolio

Leading up to the interview:

- ✓ Arrive ten minutes early
- ✓ Never take children or friends to the interview
- ✓ Never get upset if asked to wait past the scheduled interview time
- ✓ Be friendly and courteous to everyone especially the gatekeeper
- ✓ Greet the interviewer by name with a firm hand shake, a smile and look them in the eye
- ✓ Wait for an invitation to be seated

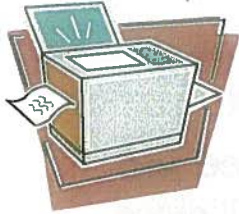
During the interview:

- ✓ Maintain eye contact
- ✓ Early in the meeting try to get the interviewer to describe the job and duties so you can focus your responses on your background, skills and accomplishments that relate to the position
- ✓ Be alert, confident, enthusiastic and sincere
- ✓ Project an image of dedication and high energy level
- ✓ Be calm and courteous - do not interrupt
- ✓ Maintain good posture
- ✓ Don't answer with a simple 'yes' or 'no'. Explain when possible.
- ✓ If you don't understand a question or need a moment to think about it say so. Never pretend to know something or someone when you don't
- ✓ Don't inquire about salary, vacations, benefits etc on the initial interview, If the interviewer asks what salary you want, give a range based on your research on the job market, but indicate that you're more interested in the opportunity for continued learning and professional development than a specific salary
- ✓ Answer questions directly, pause before you answer and don't ramble

Points to Remember... About The Interview

- An interview is simply an opportunity for two people to meet and determine whether an employer-employee relationship will prove beneficial to both parties.
- Interviewing is a two-way street. You are not begging for a job, you are an equal.
- The employer is on your side. He or she has a need and has every reason to hope you are the right person to meet it. Keep the employer on your side through attentive listening, and by detecting the employer's real needs.
- Dress properly, be on time, listen intently, demonstrate your potential and enthusiasm, and provide brief well thought-out responses to the questions.
- Concentrate on giving examples of your accomplishments that demonstrate your potential.
- Be yourself, but also be your best. Leave any personal concerns at home showing confidence in yourself will create a favorable impression.
- Relax and enjoy your interviews.



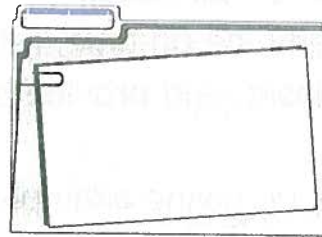


Electronically Sending Your Resume & Job Applications

Copy & Paste

Post your resume/cover letter to an online job application

1. Keep the application open on your screen and pull up your resume/cover letter
2. Highlight your resume or cover letter hold down **Ctrl A** at the same time to highlight
3. Click on Edit than click copy
4. Minimize your resume on your desktop
5. Click on the job application where you want your resume or cover letter to appear and hold down **Ctrl V** you resume and or cover letter is now attached to your online application



Attach Files

Attach your resume/cover letter to an online job application

1. Keep the application open on your screen and pull up your resume/cover letter
2. On the job application click on the browse button
3. Click on the document you want to attach (resume or cover letter) the click open
4. Your resume or cover letter is now attached to your online application



E-Mail

Add an attachment such as your cover letter or resume to an employer

1. Click on your e-mail provider and log into your e-mail
2. Click on either new or compose
3. Click on the attach files button (looks like a paper clip) below subject area
4. In the window that opens click browse to find and select the file you want to send
5. Click on then file the click open
6. Click the attach files button again to initiate the uploaded of the file
7. When upload is completed, click and continue to the message button
8. Complete the message and click send

Calling someone you know

Most people are more comfortable calling someone they know. If you know the person with the power to hire you, you're very lucky and should definitely use your connection with that person to get yourself an interview. Review the **JobSearch Guide Networking**.

You should still use your script.

Before you start your script, talk informally with the person about whatever common links you have. If you are only an acquaintance, explain how you know the person so they can place your name.



If you are calling on a referral, this is the time to mention the person who suggested you call them.

This will make the person you're calling more likely to listen to you. Having someone they know endorse you is a big selling point for most employers. In addition, they will feel like they are doing that person a favor by talking to you and will be more willing to spend time talking with you.

Once you have established a connection with the person, go back to your script.

As you are more familiar with someone you know than with a stranger, you might need to alter it beforehand to make sure the wording isn't too formal or stiff. *Hello, Ms. Jones, this is Joe Smith. Our children play soccer together.*

Sample scripts

Hello, Ms. Jones, my name is Joe Smith. Mary Williams suggested that I call you.

I would like to talk to you about a position as a machinist with the Widget Company. Do you have a few minutes?

Ms. Jones? My name is Joe Smith. I wrote you a letter about setting up a meeting with you to talk about a position as a machinist with the Widget Company.

Keep track of your calls

Do not rely on your memory. Immediately after you complete the cold call, complete the **JobSearch Guide Cold Call Telephone Log**.

Using cold calls, letters and E-mails

Sending a "cold letter" prior to making your call can give you your introduction.

In your letter, state what positions you are interested in and why you would be a good hire for those positions - the same points you put in your script. Include your résumé, if you like, and state that you will be calling them in a few days.

Sending cold e-mails.

If you are able to obtain the hiring person's e-mail address, you may send them an e-mail. Make the message short and to the point. Be sure to include your e-mail address, as many workers today use this medium for most of their correspondence. Be aware that some companies do not accept e-mails from unknown addresses, so don't be offended if your e-mail gets rejected by the company's computer.



When you call, mention the letter and again highlight the information you wrote in your letter.

Remember, your goal is to get an interview!

You should send a letter after you call someone

In the "thank you note," thank them for their time and confirm the date and time of your interview. If you didn't get an interview, you should send a letter anyway, thanking them for taking the time to talk to you. Be sure to enclose a copy of your résumé. Review the **JobSearch Guide Thank You Notes and Follow-Up**.

In your job search...

- Cold calling may be the only way for you to approach companies where you would like to work, but where you don't have a contact. It is much more effective than simply sending your résumé to the personnel department.
- Research target employers before you call. Consider the type of job you're looking for and only call companies who would be likely to hire people into those positions. A fast food restaurant wouldn't be a good choice for a sales job. You'll be more successful calling a retail store.
- Don't forget to network! Once you have identified companies you want to call, ask around to see if you have any connections you can use to avoid making a completely cold call. Review the **JobSearch Guide Networking**.
- Use your local One-Stop Career Center as a resource. It can provide lists of companies in the area, information on the companies and give you suggestions on companies that employ workers with your skills and background. Review the **JobSearch Guide Using Your Local One-Stop Career Center**.



Internet resources



www.businessknowhow.com/marketing/cold-calls.htm -- Great suggestions on how to make cold calls.

www.quintcareers.com/cold_calling.html -- How to make cold calls.

www.jobwhiz.com/cold_calling_your_way.asp -- Good suggestions for making cold calls.

How to Make Cold Calls



As many as 80% of all job openings are never published or advertised. As a job seeker you are challenged with trying to locate these "hidden" job openings. One of the most effective methods of identifying "hidden" job openings is "cold calling." Cold calling involves your contacting an employer without knowing if the employer is hiring or not. The goal in making cold calls is to get an interview. This Guide provides information on how to make these contacts.

Steps to making cold calls

Find a company you want to work for.

Start by targeting employers who may need your skills. You can get a list of companies from your local Chamber of Commerce or local One-Stop Career Center. From this list of employers identify those employers who may be interested in you. See if each employer has a web site by "googling" the name of the company. If they have a web site, check to see if they have posted job openings.

Your local One-Stop Career Center will be able to help you to identify employers in your area of interest, to research web site information and to check if the employer has any job listings. Review the **JobSearch Guide Using Your Local One-Stop Career Center**.

Find the person who has the power to hire you.

This requires you to call the company. Do not ask for the Human Resources Department. Unless you are seeking a job in the Human Resources Department, they are not the final hiring authority. In a small company you can simply ask for the person in charge. In a larger company ask for the person in charge of the department in which you want to work.

If you can't get past the receptionist, call back in a couple of days and tell the receptionist that you wish to mail some information to the person in charge of the department where you would like to work. Ask for the name of the individual, the correct spelling of the name and the correct address of the company. With this information send the person a letter stating that you will be calling them within the next week. Then when you speak to the receptionist the next time, you can tell the receptionist the person is expecting your call.



Script your call.

Write exactly what you will say, but be sure to write it as you would naturally speak. Keep it fairly short, about thirty seconds. Practice reading your script out loud. Here's one possible format:

- Introduce yourself.
- State what you want.
- Explain why they should hire you.
- Ask for an interview.

You may have to ask for the interview several times. Be persistent. It usually pays off. If, however, you aren't successful in getting an interview, try to get another good lead.

When You're Nervous

Many people are nervous about making cold calls. This is because we don't like immediate rejection. It is estimated that it takes between ten and fifteen cold calls to get one interview. It sounds like a lot of failure, but it shouldn't take more than a couple of hours to make those calls. If you are nervous, try some of the following:

- Remember, you're not asking for a job, but offering the potential employer something they need - you!
- Try to make your voice lower than it usually is, and speak more slowly too. We tend to speak faster and at a higher pitch when we're nervous.
- Keep to your script and practice it before you call.



Sample scripts for different occasions

May I please speak to the person in charge of the engineering department?



I would like to send some information to the person in charge of the engineering department. Could you please tell me their name and address? How is the name spelled?

Hello, Ms. Jones, my name is Joe Smith. I am interested in a position as a Machinist.

I worked as a machinist for the Wilson Company for three years. Prior to that, I ran my own small engine repair shop for five years. I went to Samuels Technology Institute and graduated at the top of my class. I am hard-working and reliable.

I would like to talk to you about the Widget Company. When would be a good time to meet? or Could I set a time to meet with you?

I understand that you won't be hiring in the foreseeable future. Do you, however, know of anyone who is? Do you have their phone number? Can I tell them you suggested that I call?