

PRE~EMPLOYMENT

“Prosperous farmers mean more employment, more prosperity for the workers and the business men of every industrial area in the whole country.”
~Franklin D. Roosevelt

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PRE~EMPLOYMENT SUMMARY

PRE3

Revision 8.1
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PRE-EMPLOYMENT INSTRUCTOR'S SUMMARY

Title:	Pre-Employment
Hours:	6 hours
Description:	Pre-Employment is designed to provide the members with the skill needed to positively search for employment, construct a résumé and cover letter, complete a job application, and interview successfully. Additionally, the members will learn to compose a thank-you letter expressing appreciation for the opportunity to interview and reiterating interest in obtaining the job.
Objectives:	Upon completing this course, members will have the skills and tools necessary to construct a résumé, cover letter and thank-you letter, perform an effective job search, and professionally interview.
Materials:	A marker board or chalk board, a flip chart (optional), course outline handout, in-class exercises, and role-playing exercises.
Implementation:	The instructor needs to mirror the expectations that potential employers will have during the interview process. During mock interviews and other in-class exercises, the instructor should ensure that members are participating in a specific exercise, are paying attention and are behaving respectfully. Inform the members that as they progress through the program, the course structure will be less formal and more fun. However, it is important to point out that this module parallels the job interview process when they must make their best impression. The instructor should make use of handouts and a marker or chalkboard during the presentation of the content in this course. Computer overheads or PowerPoint presentation may also be used to convey topics of discussion.
Topics:	Job Search Skills Résumé Writing Cover Letter Format Completing a Job Application Interview Skills Thank you Letter Format (After Interview) Mock Interview
Certification Requirements:	Master all competencies for Pre-Employment (see PRE5) Score 80% or higher on the Work Certified® Certification Exam

PRE-EMPLOYMENT COMPETENCIES

PRE-21. Demonstrates knowledge of job search methods and sources by scoring 100% on the Job Search Exercise as evidenced by Q&A.

PRE-22. Demonstrates proficiency in writing an effective Résumé, cover letter, and thank-you letter as evidenced by product review.

PRE-23. Demonstrates development of a résumé, cover letter, and job application in applying for a chosen job position through the mock interview as evidenced by observation of performance.

PRE-24. Demonstrates effective interviewing skills by participating in a mock interview, demonstrating proper dress, preparing effectively for questions, and preparing a thank-you letter for the interview as evidenced by observation of performance.

PRE-EMPLOYMENT COURSE OUTLINE

LESSON 1

Course Introduction and Competency Requirements
Job Search Skills
Résumé Writing
Cover Letter Format

LESSON 2

How to Fill Out a Job Application
Interview Skills
Thank You Letter Format
Pre-Employment Worksheet
Mock Interview

PRE-EMPLOYMENT TEACHING PLAN OVERVIEW LESSON 1

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Course Outline & Competency Requirements	7 - 10 minutes	Competencies- page PRE5 Course Outline - page PRE6
<u>Competency</u> - Job Search Skills	50 - 60 minutes	Job Search Methods Handout - pages PRE11-14 Top 10 Online Job Search Tips- page PRE15-16 Job Hunting Mistakes - page PRE17 Competency -Job Search Exercise – pages PRE18-19
Résumé Writing	120 minutes	Résumé Handout - pages PRE20-22 Which Résumé is best for me? Handout- pages PRE23-24 Sample Résumés - pages PRE25-29 Résumé Worksheet - pages PRE30-32 Top 10 Skills Employers Want- page PRE33 Transferable Skills Worksheet - pages PRE34 Skills Worksheet- page PRE35 Posting A Résumé – page PRE36
“The Name Says It All” Handout		“The Name Says It All” Handout – page PRE37
Cover Letter Format Handout	30-45 minutes	Cover Letter Handout - pages PRE38 Cover Letter Style Guide Handout- page PRE39

PRE~EMPLOYMENT TEACHING PLAN LESSON 1

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Course Outline & Competency Requirements	Competency List-page PRE5 Course Outline- page PRE6	N/A	Review material on these documents

INSTRUCTOR NOTES:

1. Make sure you go over all competency requirements for this module with the members.
2. Let members know that the other 8 modules are for both them and their future employers but Pre-Employment is strictly for them.

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Job Search Skills- <u>Competency</u>	Job Search Methods Handout - pages PRE11-14 Top 10 Online Job Search Tips – pages PRE15-16 Job Hunting Mistakes - page PRE17 Job Search Exercise - pages PRE18-19	N/A	Ask the members to think about job effective job search methods. Then ask for volunteers and record their answers on a board or flipchart. Distribute the Job Search Methods Handout and amend the list generated from the class. Distribute and review the Job Hunting Mistakes Handout. Then distribute and have the class perform the Job Search Exercise.

INSTRUCTOR NOTES:

1. Be sure to review the content as well the topics on the Job Search Methods Handout. Be sure to prepare for the Job Search Exercise by knowing libraries, career centers and employment agencies in the geographic locations of **all** your members. ONET* Online (<http://online.onetcenter.org>) is an excellent resource that provides information on career tasks, job skills and knowledge, and can be used in developing Résumés.
2. You will also need to research and know the local newspapers and free magazines in your area. You can use local, state, national and government Internet sites to access local job openings. Other sites such as: www.usajobs.gov (federal jobs), www.monster.com (monster), www.helpwanted.com (help wanted), www.jobbankusa.com (job bank USA) or www.jobhunt.com (job hunt) can also be used.

This is a competency requirement that all participants must perform correctly.

PRE~EMPLOYMENT TEACHING PLAN
LESSON 1

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Résumé Writing	<p>Résumé Handout - pages PRE20-22</p> <p>Which Résumé is best for me? Handout- pages PRE23-24</p> <p>Sample Résumés - pages PR25-29 (Chronological, Functional-Skills, and Combination) Résumé Worksheet - pages PRE30-32</p> <p>Top 10 Skills Employers Want- page PRE33</p> <p>Transferable Skills Worksheet - pages PRE34</p> <p>Skills Worksheet- page PRE35</p> <p>Posting A Résumé- page PRE36</p> <p>The Name Says It All! Handout- page PRE37</p>	NA	<p>Distribute and discuss the Résumé Handouts.</p> <p>Have members evaluate the best Résumé for them depending on their individual status by using the Which Résumé is right for me? Handout and checking off the statement(s) that best describe them.</p> <p>Then distribute and discuss the three sample Résumés.</p> <p>Distribute the Résumé Worksheet and help the members complete it.</p> <p>Distribute the Résumé Skills Worksheet. Ask the members to complete this form using their own skills. Ask each member to discuss the skills they checked. Ask further questions to determine if skills can be added to the skills that members identified themselves.</p> <p>Have the members write their name on a piece of paper. Ask them to create words describing their personality or work traits utilizing every letter in their name.</p>

PRE~EMPLOYMENT TEACHING PLAN

LESSON 1

INSTRUCTOR NOTES:

1. Be sure to review the strategy and tips contained on the Résumé Handouts. There is no need to write the Résumé during this lesson plan. Writing a Résumé from these worksheets is part of the Pre-Employment Worksheet exercise at the end of lesson plan 2.
2. The “Name Says It All” exercise can be administered in-class or a homework assignment. It is important to instruct the member to be creative and use words that best define their personality or work traits. The words they come up with can possibly be used in the Résumé and cover letter.

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Cover Letter Format	Cover Letter Handout - pages PRE38 Cover Letter Style Guide Handout -page PRE39	N/A	Distribute the Cover Letter Handout and review the material.

INSTRUCTOR NOTES:

1. Everyone who sends out a resume needs to consider if they need a cover letter. Cover letters are not usually required unless the company they are applying to has requested that it is necessary. If written, cover letter should complement your Résumé down to the paper, font, and color.
2. The cover letter gives you a chance to emphasize what you have to contribute to the company or organization. Your cover letter will answer that question in your own words. Your Résumé will also answer that question but in a somewhat more rigid format.



TOPIC A: JOB SEARCH METHODS

The **Job Search** is the act of looking for employment, due to unemployment or discontent with a current position. The immediate goal of job seeking is usually to obtain a job interview with an employer which may lead to getting hired. The job hunter or seeker typically first looks for job vacancies or employment opportunities. Doesn't that sound simple...?

In order to be successful, be sure to know what you are looking for in a job or career. There are many jobs available and THE JOB is out there for you!

First things first, what is it that you are **interested** in?

1. Identify what you are interested in doing; include your leisure interests, too. Create a list of what you are interested in doing. Where do you want to work, inside or outside? Do you prefer to work within a team or independently? What hours will best fit your lifestyle? Can you work overtime? Would you work Saturdays and Sundays? What are your salary or wage needs? What are your current skills and work experience? If you are interested in another career, what type of education or training will you need? Evaluate your answers to reveal a job or career that will work for you!

2. In order to keep your information together, including the job postings for which you have applied, business cards you have acquired through interviews and networking, and copies of your **Résumé**, cover letters, and company notes, create a job search portfolio to assist in organizing your information. Include an information sheet of your prior employment information to assist in completing a job application, too. List your previous employers, supervisor names, numbers, duties, and your starting and ending wage. Make sure to have a list of references to offer when required on a job application or after an interview. It is not necessary to list these on your **Résumé**.



3. Job seekers research the employers to which they are applying, and some employers see evidence of this as a positive sign of enthusiasm for the position or the company, or as a mark of thoroughness. Information collected might include open positions, full name, locations, web site, business description, year established, revenues, number of employees, stock price if public, name of chief executive officer, major products or services, major competitors, and strengths and weaknesses.



Common methods of job searching are:

- Finding a job through a friend or an extended business network, personal network, or online social network service
- Using a job search engine
- Looking through the classifieds in newspapers
- Using a private or public employment agency or recruiter
- Looking on a company's web site for open jobs, typically in its applicant tracking system
- Going to a job fair

Classified Ads Most newspapers have a classified ad section. To locate where the classified ad section is, look at the newspaper's index on page 1 or page 2 of the newspaper. Depending upon the newspaper and the day of the week, the classified ad section can be a stand-alone section, in the sports section or in the business section. When reviewing the classified ad section, look for the category titled "Employment." In this section the jobs are listed alphabetically and by industry. In addition to mainstream newspapers, there are job classified ads in free periodicals that are distributed at your local business establishments. Finally, there are weekly periodicals devoted entirely to job openings. These resources available free at libraries, career centers or on the Internet.

Career Centers Employment services are available through a national network of career centers administered by Workforce Investment Boards. To aid members, the career centers provide, free of charge, the use of business tools such as fax machines, computers, copiers, and newspapers. Additional benefits of the career centers are services such as: career exploration, career counseling, job search techniques, career workshops, reference books, trade magazines, videos, interview aids and networking opportunities with businesses. The career centers are an excellent resource for finding a comprehensive list of available local, county, state, national and federal job openings.

Employment Agencies Employment agencies are private organizations that provide temporary and full-time employment services to members. Many are free and conduct job searches for members; others charge fees for employment services. Members may consider working with "temp agencies" to acquire part-time employment to develop the needed skills and experience for better long-term employment.

Internet

The Internet is a great resource for finding jobs. Newspapers have web sites listed that can be used to search classified ads online. At times, open jobs will be listed longer online than they will run in the newspaper. In addition, there are web sites devoted entirely to job listings. Job search techniques using web sites will be taught in the Business Tools and Pre-Employment modules. Career Centers and libraries offer free computer and Internet usage. Examples of internet resources are: www.monster.com , www.careerbuilder.com , www.hotjobs.com , www.usajobs.gov and more. States also have career resources available online for job searches. Do note that internet job searches may require the member to list specific job search criteria for better job matching results based on skills, interest and knowledge.



Networking

Networking is an effective method of securing employment. At least 80% of all jobs are found by networking. Network by contacting friends, family, neighbors, college alumni, people in associations, or anyone who might help generate information and job leads. Formal networking includes going to a business social, Chamber of Commerce event or an association meeting. Job recruiters may use online social networking sites for this purpose. Use your personal and social networks to increase your job search. The more people know you are looking to find a job, the more they will remember you when they hear about job opportunities. This is a great way to boost your job search.

The Internet has opened up a whole new way of networking for job candidates. Online sites have sprung up to help connect people and jobs. LinkedIn.com is one of the more popular professional online networking sites currently in use.

Tips for networking include:

- talk to other parents when attending your child's sporting or music events
- visit with other members of your social clubs or religious groups
- strike up a conversation with someone else waiting at the grocery store or doctor's office
- talk to your neighbors
- job fairs, job fairs, job fairs!

Volunteer

Individuals who have limited networking resources may consider volunteering to work for an employer. In addition to expanding network resources and providing a community service, volunteering helps jobseekers to demonstrate their business values and skills that may open the doors to an interview and secure a position with that employer.

Flood the Market

This can be accomplished through a procedure of cold calling and mass mailing. Begin by contacting Human Resource Departments and inquire about the various jobs that are available in that company - both current and future. Ask the Human Resource Representative if they plan on having Career Fairs; this allows for networking opportunities. Determine a contact name and address to mail or e-mail a résumé to when seeking employment. Remember, even if the business says they are not currently hiring, send them your résumé so they have a copy on file for future openings. Within 48 hours of sending your résumé, follow up with and ask if they had received your Résumé.

Top Online Job Search Tips

Offered by CareerBuilder®.com

While the popularity of online job boards puts millions of jobs at one's fingertips, it has also made the job applicant pool that much bigger. For this reason, national job search sites and the Internet as a whole have gotten a bad rap from some industry professionals as an ineffective job seeker tool; on the contrary, the Internet actually can be a great resource for job seekers—they just need to know how to use it.

When it comes to a fruitful online job search, successful job seekers follow these guidelines.

If you build it, they can come.

Instead of simply posting your résumé on a Web site, take it one step further and design an easily-navigable Web site or online portfolio where recruiters can view your body of work, read about your goals and obtain contact information.

Check yourself to make sure you haven't wrecked yourself.

Google yourself to see what comes up -- and what potential employers will see if they do the same. If you don't like what you find, it's time to do damage control.

Narrow your options.

Many job boards offer filters to help users refine their search results more quickly. You should have the option to narrow your job search by region, industry and duration, and, oftentimes, you can narrow it even more by keywords, company names, experience needed and salary.

Go directly to the source.

Instead of just applying for the posted job opening, one of the best strategies to finding a job is to first figure out where you want to work, target that company or industry and then contact the hiring manager. Also, many employers' career pages invite visitors to fill out candidate profiles, describing their background, jobs of interest, salary requirements and other preferences.

Find your niche with industry Web sites.

Refine your search even more by visiting your industry's national or regional Web site, where you can find jobs in your field that might not appear on a national job board. More and more employers are advertising jobs on these sites in hopes of getting a bigger pool of qualified applicants.

Try online recruiters.

Recruiters will help match you with jobs that meet your specific skills and needs. Not sure where to start? Sites such as recruiterlink.com, onlinerecruitersdirectory.com, searchfirm.com and i-recruit.com provide links to online headhunters for job seekers.

Run queries.

You run searches on everything else, from your high school sweetheart to low-fat recipes, so why not jobs? Enter a query that describes the exact kind of job you're seeking and you may find more resources you wouldn't find otherwise (but be prepared to do some sorting).

Utilize job alerts.

Most job boards have features that allow you to sign up to receive e-mail alerts about newly available jobs that match your chosen criteria. Or go a step further and arrange an RSS (really simple syndication) feed from one of these job sites to appear on your customized Internet homepage or your PC's news-reader software.

Get connected.

How many times have you been told that it's not what you know, but who you know? Thanks to the emergence of professional networking sites like LinkedIn.com, job seekers no longer have to rely on the old standby of exchanging business cards with strangers. These sites are composed of millions of industry professionals and allow you to connect with people you know and the people they know and so forth. (A word of caution: When you sign up for online social networking sites, you are in a public domain. Unless you are able to put a filter on some of your information, nothing is private, and it can be difficult to erase once it is posted.)

JOB HUNTING MISTAKES



- Negative Thinking** If members think negatively about themselves, life in general, the job, or the company for which they are interviewing, negative thoughts will more than likely cost them the opportunity to get the job. When a member presents themselves with a positive attitude and confidence, it increases a possible job offer. Remember, it is much easier to decline a job offer – so think positive!
- Procrastination** Sitting home and waiting for something to happen is not an effective job search strategy. Members must develop a plan to include positive and concrete every-day efforts to secure employment. Successful people make things happen!
- Relying Totally** Although it is helpful for members to utilize counselors, recruiters, professionals, friends, etc. to help them in their job search, ultimately it is the members' responsibility to put forth the greatest amount of effort to secure employment. It is important for members not to totally rely on others for their own career destination!
- Pride** Members are cautioned to not look at the compensation or job title as a pride issue or a statement of their self-worth. Members are encouraged to be willing to look at the whole package when analyzing an employment opportunity. Benefits are often as important as compensation. Also take into account growth potential with the company, the industry and how it aligns with the individual's career focus. Accepting a lower paying position may lead to future career growth opportunities with greater financial compensation and benefits.
- Desperation** It is important for members to appear confident rather than desperate for employment during an interview. Employers want to know that the individual who accepts the job offer did so because of a desired choice. Employers will not offer a job to an individual who displays an attitude of desperation, because a desperate employee often stays in a position for only a short period of time.
- Too Flexible** While flexibility is often good on the job, it can be a hindrance in job searches. Members should determine their self-worth, strengths and skills when seeking employment in a preferred industry. Employment outcomes will be more successful when members are career focused.
- No Follow Through** Don't stop your job search preparation after obtaining an interview. After the interview, it is important to send a "Thank You" letter to the prospective employer. Also, if at all possible, call the interviewer within a week to determine if a decision has been made on your application for employment.

COMPETENCY JOB SEARCH EXERCISE

PERSONAL JOB SEARCH WORKSHEET

Fill out this worksheet the best that you can today in class. Then take it home and complete it. You will be asked to bring the completed worksheet to the next class where it will be reviewed by your instructor.

I. Write down at least three sources where you will look for jobs. Then circle where you will utilize that source.

1. _____
2. _____
3. _____

II. The location(s) where I will conduct my job search is:

III. The Employment/Career Center I will use in my job search is _____.

IV. Write down the information for employment agencies (some agencies charge fees).

1. Name: _____ City: _____ Phone number: _____
2. Name: _____ City: _____ Phone number: _____
3. Name: _____ City: _____ Phone number: _____

V. Write down the requested information for networking contacts in each category.

FAMILY

1. Name: _____ Phone number: _____
2. Name: _____ Phone number: _____

COMPETENCY JOB SEARCH EXERCISE (continued)

FRIENDS

1. Name: _____ Phone number: _____

2. Name: _____ Phone number: _____

COMMUNITY

1. Name: _____ Phone number: _____

2. Name: _____ Phone number: _____

3. Name: _____ Phone number: _____

4. Name: _____ Phone number: _____

PROFESSIONAL

1. Name: _____ Phone number: _____

2. Name: _____ Phone number: _____

3. Name: _____ Phone number: _____

4. Name: _____ Phone number: _____

NOTES:



TOPIC B: RÉSUMÉ

“A Résumé is a presentation of self.”- Lou Rizzolo

Purpose

Résumés are used by businesses to screen prospective employees. An employer looks at a résumé and determines if they want to interview a candidate for a specific job/position. Résumés are snapshots of a candidate’s qualifications to potential employers. Qualifications include education, work experience, attitude, and skills. Since potential employers often read many résumés, the objective is to describe your qualifications in a clear, effective and concise manner. A résumé is an advertisement of the candidate! It is suggested to keep a résumé to one page, although two pages are acceptable.

Types

There are several types of Résumés. The three main types that are explored most frequently are the chronological, functional (or skills), and the combination Résumé. It is suggested that you need no fewer than three versions of your Résumé: one hard copy Résumé printed on good stationery to hand-deliver or mail, a second for computer scanners (preferably in a Sans Serif font such as Arial), and a third for the use on the Internet (Portable Document Format (PDF) for e-mails and websites). Your résumé should be easy to read, concise and to the point.

A chronological résumé is based on work experience and has a simple format in which the most recent experience is listed first, followed by each previous job. While chronological Résumés are the most commonly used format, they should only be used when the member has a consistent work history in several similar jobs. For job seekers with solid experience and a logical job history, the chronological résumé is the most effective.

A functional résumé, also known now as a Skills Résumé, is centered on experience and key skills instead of work experience. This Résumé is good for individuals 1) looking to enter a new industry or vocational field, 2) re-entering an industry where previously worked, or 3) for individuals with gaps in their work history that cannot be easily explained. The functional Résumé might be thought of as a "problem solving" format. The functional Résumé gives you latitude to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer in a traditional chronological format. Use this format if you have a “mixed bag” work history with no clear link or relationship between positions you have held, if you are a new graduate or new to the workforce, or if you are making a career change from one industry or occupation to another.

The combination Résumé includes elements of both the chronological and functional (skills) format. This Résumé is good to use if you have a good work history and want the advantages that a functional (skills) Résumé offers. You can emphasize certain skills or include other life experiences besides work to support your skills.

Structure Name - Use formal name; do not use nicknames. The name should be typed in a larger font than used in the body of the Résumé.

Address - Use a complete, unabbreviated address including Zip Code.

Phone number - Use a cellular phone number or other phone number, including the area code that will be answered all the time by either an individual or an answering machine with a professional-sounding message. Do not use a phone number that is often busy because of a connection to the Internet or fax. Employers may give up and call someone else for the job interview.

E-mail address - Use a conservative and professional e-mail address. An e-mail address on the Résumé shows that a jobseeker has basic computer and Internet skills. To create a conservative e-mail address, go to a web site like Yahoo (www.Yahoo.com) or Hotmail (www.hotmail.com) and create one.

Professional Summary - is a brief list of the highlights of your qualifications. It gives the hiring manager, at a glance, a synopsis of your professional qualifications.

Education and Training - List post-high school education. If you have not attended college, list your high school degree. You can list both completed education (include the name of the school, the years attended and the degree you obtained) and in-progress education (include name of school, year started to present, and degree pursuing). You can also list other certification and/or training programs that you have completed, such as the Work Certified certification program (include name, date certified, and certifying agency).

Skills or Experience - This section lists your skills with examples of work history that demonstrate expertise or work experience (start with the most recent job and then go backward) including the name of the company, the dates worked at that company and the specific duties performed in the job.

References - References should not be included on your Résumé nor be alluded to in the body of your Résumé (i.e., "Available upon request". Have them on a separate sheet of paper (three personal and three businesses). When the employer needs your references, they will ask for them! Make sure that you have asked permission from your selected references to use them for your applications and interviews.

Strategies Always include positive information on your résumé (no negatives)!

Modify your résumé to reflect the skills required for the job openings for which you are applying.

Be sure that your résumé shows you have value for potential employers which can be determined quickly (in less than 20 seconds).

Remember that your résumé is a representation of yourself. Write it yourself, make it positive, make it look good, be specific, error-free, brief and relevant. Does your résumé do a good job of selling you?

Do not clutter your Résumé with every detail of your life or career; just include the important information that will land you an interview.

If you have a skill that will help you get a particular job, make sure that your résumé reflects that you have that skill.

Make sure your résumé (and cover letter) is error free. Have someone proofread your résumé for errors, both spelling and grammar.

Résumés should be typed. Never write them or correct them in pen or pencil.

Be specific when stating your professional summary. If you want a flexible professional summary, it is better to write a separate professional summary section for each job type you are interested in, than it is to have an all-encompassing professional summary section.

Use “Bullet Statements” and list information rather than writing in paragraphs. This will make your Résumé easier to read and will allow you to put in more information in the allowable space (usually one page).

Present all information in a positive manner. Employment gaps should be explained in the Résumé.

Do not include irrelevant personal information on your résumé (except address, Phone number and e-mail address). There is no need to include marital status, health, hobbies, Social Security #, etc.

Never use the word “I” in a Résumé. Also, be careful not to use abbreviations (except for states in addresses).

Be sure to print your résumé on quality paper. A matching envelope for mailing is also recommended.



WHICH RÉSUMÉ IS BEST FOR ME?

Choosing the best résumé for yourself requires a quick inventory of your individual situation. Place a check mark next to the statement that describes your current status.

This will help in determining the best résumé for you! The following pages are examples of each of the three types of résumés most commonly used by today's workforce. Also, the résumé Worksheet pages are designed to assist you in gathering and documenting your personal information that will be required to complete any résumé.

Chronological Résumé is best if:

✓

Most/all of your experience has been in one field.	<input type="checkbox"/>
You are an established job-seeker with steady experience in your chosen field.	<input type="checkbox"/>
Your experience is primarily traditional paid employment.	<input type="checkbox"/>
You plan to stay in the same field when you pursue your next job.	<input type="checkbox"/>
You have minimal or no gaps in your work history.	<input type="checkbox"/>
Someone looking at your resume or work history for a few seconds would know immediately what you want to do and what you're good at.	<input type="checkbox"/>
Your field is very conservative (examples: banking, law), and functional résumés are not the norm.	<input type="checkbox"/>
You've been at most of your jobs for more than a year, and preferably at least two.	<input type="checkbox"/>
Submitting your résumé to Monster.com and/or other job boards is a primary part of your job-seeking strategy.	<input type="checkbox"/>

Functional (Skills) Résumé is best if:

✓

You have very diverse experiences that don't add up to a clear-cut career path.	<input type="checkbox"/>
You are a college student with minimal experience and/or experience unrelated to your chosen career field.	<input type="checkbox"/>
You have been unemployed for more than a few months or have gaps in your work history. Example: Homemakers who took time to raise and family and now wish to return to the workplace. For those with gaps, a chronological format can draw undue attention to the gaps, while a functional résumé enables you to portray transferable skills attained through such activities as domestic management and volunteer work.	<input type="checkbox"/>

Combination Résumé is best if:

✓

Some of your experience is not traditional paid employment, but internships, volunteer work, class projects, sports, leadership positions -- and/or the actual experience may be secondary to the skills attained.	
You want to transition to a new field that is very different from what all your previous experience points to.	
Someone looking at your Résumé or work history for a few seconds would not be able to immediately discern what you want to do and what you're good at.	
You seek a job in a field that is not extremely conservative.	
Your chronological résumé gives the appearance of a "job-hopper" because some of your jobs have been of short duration and/or you've held several jobs over a relatively short period.	
You do NOT plan to submit your résumé to Monster.com and/or other job boards that do not accept functional resumes (or you plan to have a chronological version for job boards and a combination version for other uses).	
You do NOT plan to submit your résumé to headhunters, recruiters, or executive search firms -- which tend NOT to favor functional Résumés (or you plan to have a chronological version for headhunters, recruiters, and executive search firms and a combination version for other uses).	

(These tips offered by: http://www.Resumesandcoverletters.com/services_prices.html#Resumes)

CHRONOLOGICAL RESUME SAMPLE

ROBERT JONES

2252 N. Main Street, Phoenix, AZ 85000
Home: 480/555-0000, robertjones@abc.com

A dynamic, results-oriented **Restaurant Manager** offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge / expertise in

- Team Building / Staff Training
- Purchasing / Inventory Management
- Quality Assurance / Control
- Facilities / Safety Management
- Customer Service / Guest Relations
- Cost Containment / Control
- Policies and Procedures
- Continuous Performance Improvement

Noted for outstanding communications skills, both with guests and staff; resolve problems quickly and equitably to ensure happy customers and happy employees.

Computer skills:

- MS Word, Excel and PowerPoint
- POS systems including Maitre d'

EXPERIENCE

THE FARM, INC., Phoenix, Arizona, 07/04 - Present

[Family dining / Complete meal concept / \$11 average check; seating for 450; 60 staff]

Manager

Employ an efficient, high-energy and professional approach to store operations management in order to:

- balance service with costs to ensure profitability
- promote guest satisfaction to steady repeat business
- coach / schedule servers to maximum levels of performance
- monitor BOG for consistent sanitation, food quality and presentation
- purchase / control inventory with attention to budget guidelines

Key Accomplishment

- Contributed to store's recognition as most profitable in 41-store chain, maintaining gross profit at 48%. Involved in special projects:
- Initiated three-month in-house customer service contest for bussers, servers and hosts to effect continuous improvements in service scores.
- Introduced a wine seminar for servers, strengthening knowledge of offerings, which dramatically increased wine sales.

CHILI'S GRILLE, Forest Grove, Washington, 2003
[Casual dining bistro; seating for 60; 22 staff]

Assistant Manager

Directed general restaurant operations, monitoring food quality and staffing requirements to ensure a positive dining experience for every guest

EDUCATION

OREGON STATE UNIVERSITY, Harrisburg, Oregon

B.S. - Hospitality and Business Management; minor: Business Administration

Course work included:

SAMPLE FUNCTIONAL (SKILLS) RESUME

JACK WILSON
567 Rosewood Lane
Colorado Springs, CO 81207
(960) 555-1212
jwilson@somedomain.com

PROFILE

Motivated, personable business professional with multiple college degrees and a successful 13-year track record of profitable a small business ownership. Talent for quickly mastering technology -- recently completed Microsoft Office Suite certificate course. Understand how to be diplomatic and tactful with both professionals and non-professionals at all levels. Accustom to handling sensitive and confidential records, the ability to demonstrate and produce accurate and timely reports when meeting stringent HMO and insurance guidelines.

Flexible and versatile -- able to maintain a sense of humor under pressure, poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments.

SKILLS SUMMARY

• Project Management	• Computer Savvy	• Insurance Billing
• Report Preparation	• Customer	• Accounting/Bookkeeping
• Written Correspondence	• Scheduling	• Front-Office Operations
• General Office Skills	• Marketing & Sales	• Professional Presentations

PROFESSIONAL EXPERIENCE

Communication: Reports/Presentations/Technology

- Prepare complex reports for managed-care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines.
- Author professional correspondence to customers and vendors.
- Design and deliver series of classes for local businesses and associations, providing ergonomic counseling and educating employees on proper lifting techniques to avoid injury.
- Conduct small-group sessions on meditation/relaxation techniques.
- Communicate medical concepts to patients using layman's terms to facilitate understanding.
- Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course.

Customer Service/Marketing/Problem Solving

- Oversee front-office operations and provide impeccable customer service
- Built a clientele supported by 60% referral business.
Develop and implement strategic marketing plan for business:
 - Launched a thriving private practice, building revenue from \$0 to over \$72K in first three years with minimal overhead.
 - Create special promotions, write/design print and outdoor advertising and coordinate all media buying.
- Won over a highly skeptical medical community as the first chiropractor to target MDs for informative in-service demonstrations, classes and booths:
 - Presentations resulted in standing-room-only crowds of 50+.
 - Four MDs subsequently became patients and referred family members as well.
 - Increased client base by one-third resulting from MD referrals.

Detail Mastery & Organization

- Manage all aspects of day-to-day operations as multisite owner and practitioner of Attwater Chiropractic:
 - Facility rental/maintenance.
 - Patient scheduling for busy office averaging 52 appointments weekly.
 - Finances: accounts payable/receivable, invoicing, insurance billing, budgeting.
 - Supervision of a total of eight medical receptionist interns.
 - Compliance with all healthcare facility, HMO and insurance requirements.

EMPLOYMENT HISTORY

ATTWATER CHIROPRACTIC -- Colorado Springs, CO; Pueblo, CO; Cheyenne, WY
Owner/Operator, 1997 to Present

LAKEVIEW RESTAURANT & CAFÉ -- Minneapolis, MN
Waitress, 1994 to 1997

EDUCATION

NORTHWESTERN COLLEGE OF CHIROPRACTIC -- Minneapolis, MN
Doctor of Chiropractic Degree, 1997

- Four-year advanced degree requiring 30-34 credit hrs. per quarter.
- GPA: 3.89/4.0
- Licensed to practice chiropractic in Colorado, Minnesota, Wyoming and Montana.

BARTON COUNTY COMMUNITY COLLEGE -- Great Bend, KS
Associate's Degree in Pre-chiropractic, 1993
GPA: 4.0/4.0

SAMPLE COMBINATION RESUME

DAVID J. MORROCO

66 Sheridan Lane
West Seneca, New York 14224

(716) 555-2897
dmorocco@hotmail.com

DATABASE ADMINISTRATOR EDI System Analyst / Information Manager / Application Specialist

Professional Profile:

Skilled MIS graduate with successful track record of enhancing efficiency, integrating data, implementing new technologies, and ensuring the smooth operation of IT systems. Hands-on experience in technical support, database management, staff training, and web development. Ability to interpret and convey technical ideas to user community, resulting in greater compliance and cooperation. Demonstrated commitment to upholding the highest standards of quality and accuracy.

Core Skills: Database Design / Integration ... Technical Troubleshooting ... User Education ... System and Multi-User Interface ... Customer Support ... Web Design ... Needs Analysis ... MOUS

Computer Skills:

MOUS Certification: Microsoft Word

Web Tools: FrontPage, Dreamweaver, Flash, Fireworks, Netscape Composer, HomeSite, and PhotoShop

Applications: Lotus Notes, Emacs, and Microsoft Excel, Access, and PowerPoint

Operating Systems: UNIX and Windows

Languages: Java, JavaScript, HTML, Visual Basic, and SQL

Education:

State University of New York at Buffalo

Bachelor of Science – Business Administration

2003

Concentration: **Management Information Systems**

GPA: 3.4/4.0 Member, Management Information Systems Association

Experience:

West Seneca Public Schools, West Seneca, New York

9/02-Present

Adult Education Teacher

Instruct adult Medical Office students in the use of Microsoft Office Suite applications. Help students enhance their PC skills to improve employment opportunities. Maintain students' attendance and performance records. Plan weekly lessons and grade completed projects.

- *Customize lesson plans to address each student's level of knowledge and comfort with materials.*
- *Teach students with little or no prior computer experience and promote enthusiasm for the benefits of technology.*

ATS Systems, Buffalo, New York

8/02-11/02

Technical Support Intern

Provided technical support for Sony VAIO desktop and notebook computers through the 1-800 customer support line. Resolved callers' issues by troubleshooting problems and providing technical solutions. Documented calls and maintained daily activity and outcomes log.

- *Consistently met productivity goals, handling 6-8 calls per hour to successful resolution.*
- *Increased customers' confidence in Sony's line of PCs and peripherals by meeting callers' needs in a professional and timely manner.*



RÉSUMÉ WORKSHEET

Please fill in the blanks with the appropriate information that you will use on your Résumé. Remember you can use this worksheet information to create a Résumé for a specific job you are applying for!

Name: _____

Address: _____

Phone number: _____

E-mail address: _____

Job objective main topic: _____

Job objective supporting skills: _____

Work Experience: Name of Business: _____
 Address of Business: _____

Years Employed: Start: _____
 End: _____

Responsibility (1)
Accomplishments: _____

Responsibility (2)
Accomplishments: _____

Responsibility (3)
Accomplishments: _____

RÉSUMÉ WORKSHEET

Name of Business: _____
Address of Business: _____

Years Employed: Start: _____
End: _____

Responsibility (1)
Accomplishments: _____

Responsibility (2)
Accomplishments: _____

Responsibility (3)
Accomplishments: _____

Name of Business: _____
Address of Business: _____

Years Employed: Start: _____
End: _____

Responsibility (1)
Accomplishments: _____

Responsibility (2)
Accomplishments: _____

Responsibility (3)
Accomplishments: _____

RÉSUMÉ WORKSHEET

Education: Completed Degree Program Institution name: _____
Degree obtained: _____
Years attended: _____

Completed Degree Program Institution name: _____
Degree obtained: _____
Years attended: _____

In-Progress Degree Program Institution name: _____
Degree achieving: _____
Year began program: _____

Other Training: Program: _____
Certification/Achievement: _____
Owner of Program: _____
Year(s) Attended: _____

Program: _____
Certification/Achievement: _____
Owner of Program: _____
Year(s) Attended: _____

Program: _____
Certification/Achievement: _____
Owner of Program: _____
Year(s) Attended: _____

TOPIC C: SKILLS & TIPS



Top Ten Skills Employers Want...

1. Communication Skills (Verbal and Written)
2. Honesty / Integrity
3. Interpersonal Skills (relate well to others)
4. Strong Work Ethic
5. Teamwork Skills (work well with others)
6. Analytical Skills
7. Motivation / Initiative
8. Flexibility / Adaptability
9. Computer Skills
10. Detail Oriented

TRANSFERABLE SKILLS WORKSHEET

KEY SKILLS

___ Speaking in public

___ Solving problems

___ Planning

___ Instructing others

___ Supervising others

___ Managing people

___ Managing budgets

___ Increasing sales

___ Meeting deadlines

___ Organized

___ Accepting responsibility

___ Developing reports

___ Using a computer

___ Filing/typing

___ Bookkeeping skills

___ Using the Internet

___ Following instructions

___ Writing

___ Using statistics

___ Working with a team

___ Marketing

___ Negotiating

___ Teaching

___ Creativity

___ Communicating with others

___ Arranging social functions

___ Motivating others

___ Delegating

___ Research skills

___ Running meetings

___ Dependable

___ Trustworthy

___ Time management

___ Decisive

___ Detail oriented

___ Sense of humor

USING MY HANDS

___ Observe inspect work

___ Good with my hands

___ Assemble

___ Construct/build

___ Operate tools/machinery

___ Repairing items

___ Making items

___ Using complex equipment

___ Operate vehicles

DEALING WITH DATA

___ Analyzing data

___ Classifying data

___ Compiling data

___ Researching data

___ Data entry

___ Detail oriented

___ Auditing records

___ Evaluating data

___ Mathematic skills

___ Maintaining financial records

___ Developing databases

___ Taking inventory

SKILLS WORKSHEET

Characteristics Desired by Employers

These are personality traits that can come across in a Résumé or during the interview process. They are also characteristics vital to your success on the job.

- | | | |
|--|--|--|
| <input type="checkbox"/> Good attendance | <input type="checkbox"/> Diligent | <input type="checkbox"/> Arrive on time |
| <input type="checkbox"/> Honesty | <input type="checkbox"/> Get along with co-workers | <input type="checkbox"/> Meet deadlines |
| <input type="checkbox"/> Completing assignments | <input type="checkbox"/> Get along with management | <input type="checkbox"/> Follow instructions |
| <input type="checkbox"/> Pride in doing a good job | <input type="checkbox"/> Self-motivated | <input type="checkbox"/> Reliable |

Successful Workplace Characteristics

These are personality traits that can come across in a Résumé or during the interview process. They are also characteristics vital to your career success.

- | | | |
|--|--|--|
| <input type="checkbox"/> Ambition | <input type="checkbox"/> Maturity | <input type="checkbox"/> Problem solver |
| <input type="checkbox"/> Results-oriented | <input type="checkbox"/> Creativity | <input type="checkbox"/> Persistent |
| <input type="checkbox"/> Patience | <input type="checkbox"/> Resourceful | <input type="checkbox"/> Friendly |
| <input type="checkbox"/> High motivation | <input type="checkbox"/> Using your intelligence | <input type="checkbox"/> Flexibility/Adaptable |
| <input type="checkbox"/> Learning quickly | <input type="checkbox"/> Appropriate sense of humor | <input type="checkbox"/> Leadership |
| <input type="checkbox"/> Enthusiasm | <input type="checkbox"/> Willing to learn new things | <input type="checkbox"/> Logical |
| <input type="checkbox"/> Positive attitude | | |

POSTING A RÉSUMÉ ONLINE

- How To:** Post a Résumé on the internet:
1. Go to www.careerbuilder.com, www.monster.com, or your choice of internet career posting site
 2. Click on the tab that says, “Post Résumés”
 3. Choose “Upload your Résumé”
 4. This takes you to a page that gives you two different ways to include your Résumé.
 5. You have the option to **upload your Résumé** (similar to attaching and e-mail) or **copy and paste it**. {Remember to use sans serif font such as Arial}
 6. To cut and paste your Résumé First **open your Resume in Word** (File, Open, click on the Résumé document); then hold down the left button on your mouse and highlight the entire document and then click the right button on your mouse; go down to “Copy” then close your Résumé; then go back to the “Paste Résumé” box and click the right button on your mouse again, then go to “Paste.” Your entire Résumé will appear in the box. Review your Résumé, then click, “Continue.”
 7. Then the **Personal Info screen** appears. Fill in all of the information and choose a password that you will use to access your CareerBuilder account in the future. All fields with an orange star next to them are required fields and you will have to complete them to move to the next screen. Click “Continue” after the screen is complete.
 8. Next you will complete the **Experience section**. Complete questions about the number of years/months of work experience. Answer all questions as accurately as possible. Once information is complete, click on “Continue.”
 9. The **Education section** is the place to enter your high school diploma, as well as any college certificates or degrees you may have earned. Once this information is complete, then click on “Continue.”
 10. Next complete the **Desired Position section**. Complete the desired salary (be open-minded and fair about this, or you might not get any phone calls from employers – you can leave this question blank), type of employment you seek (full or part-time, etc) and if you are willing to travel or relocate. After completing this information, click on “Continue.”
 11. The final screen is the **Review and Submit section**. It allows you to look over all the information that you have entered so far, review and make changes and corrections. Once everything looks correct, click on “Save” at the end of the page.
 12. You should receive a **confirmation** stating that your Résumé has been saved to your CareerBuilder account. Once you see this confirmation, you have completed your Résumé and can search for jobs or exit the website.

“THE NAME SAYS IT ALL”

Have the members write their name on a piece of paper. Ask them to create words describing their personality or work traits utilizing every letter in their name.

For example, the name Mary could be:

coMpetent

creAtive

oRganized

sportY

or the name Louis could be:

Leader

Optimistic

enthUsiastic

intellIgent

superSavvy

COVER LETTER

Nina M. Gardner
1234 Wayman Street
New York, NY 02214
Home:(999) 123-4567 Cell: (999)987-6543
ninamgard@whoohoo.com

January 12, 2010

National Savings and Loan Bank
Human Resources Department
Box 1111
c/o New Job Times
New York, NY 02114

Dear Employer:

The accompanying Resume is in response to your recent listing in the Sunday edition of the *New Job Times* for a Head Teller at National Savings and Loan Bank. If you are looking to hire someone who is reliable, organized, hardworking, and adaptable, then I am your candidate. I am very interested in this position and would appreciate your review of my qualifications.

As noted on my Resume, I have previous experience as a Teller for Company Two Savings Bank. My responsibilities included processing financial transactions, solving customer problems, producing the end-of-day proof and training new Tellers.

I welcome the opportunity to further discuss my qualifications with you, as I know that my skills and work experience would be an asset to your company. You may contact me at my home number, (772) 337-2929, or my cellular number (772)333-3030.

Thank you for your time and consideration.

Sincerely,

Nina M. Gardner

Nina M. Gardner

Enclosure: Résumé

COVER LETTER STYLE GUIDE

Cover Letter Components

1. Your name and address (personal stationary is acceptable)
2. The date you are writing the letter
3. The address of the employer as contained in the ad (if not listed, contact the company for the address)
4. A salutation
5. A first paragraph stating the purpose of the letter
6. A paragraph containing your qualifications and career highlights
7. A paragraph stating your interest in the job and the best way you can be contacted
8. A final paragraph thanking them for their time and consideration
9. A closing (i.e. sincerely)
10. Your name with space for your signature between the closing and typed name
11. A notation that your Résumé is enclosed

An effective cover letter should accomplish the following:

1. **Introduce yourself and your reason for writing.** Get the reviewer's attention and say precisely why you have submitted your Résumé.
2. **Sell yourself.** Briefly state the skills you possess which will specifically meet the employer's needs. Highlight how you will use your skills and experience to benefit the company.
3. **Make a plan.** Give correct contact information and how to reach you. Indicate that you will follow up if you do not hear from them. Be assertive but polite.

Your letter is an example of how well you communicate your talent!

1. Personalize the letter. Address your cover letter to the individual responsible for hiring the position. If not known, address the letter to "Dear Employer or Dear Sir or Madam." Do not use, "To Whom it may concern."
2. Be specific, efficient and natural. Use simple language and sentence structure. Be concise. Use action words like you use in your Résumé. Make your letter answer the question, "Why should I hire this person?"
3. Be professional, positive and confident. Be confident by choosing positive words. Keep all negative comments out of your cover letter. Explain why you find the company attractive.
4. Type your cover letter and proofread and before sending. Carefully read each letter, checking for grammar and spelling mistakes. Have others review your Résumé for errors. Be sure to sign the letter.

PRE-EMPLOYMENT TEACHING PLAN OVERVIEW LESSON 2

This lesson plan is for three hours. Take two 10-minute breaks at appropriate times.

TOPIC	TIME	COPIES REQUIRED as HANDOUTS
Competency-How to Fill out a Job Application	20 - 25 minutes	Job Application Handout - pages PRE44-45 Competency- Job Application Exercise - page PRE46-47
Interview Skills	60 - 90 minutes	Preparing for an Interview Handout - pages PRE48-51 Ten Rules for Interviewing Success- page PRE52 Dress for Interview Success- page PRE53-54 Final Tips for Interviewing Success- page PRE55 25 Difficult Interview Questions Handout - page PRE56 25 Difficult Interview Questions Answer Key - pages PRE57-60
Competency- Thank You/Follow-Up Letter		Competency- Thank You/Follow-Up Letter Handout- pages PRE61 Thank You Letter Style Guide Handout- page PRE62
Competency-Mock Interview Checklist	35 - 40 minutes	Competency-Mock Interview Checklist/Evaluation - pages PRE63-65
Competency- Mock Interviews	15-25 minutes	

PRE~EMPLOYMENT TEACHING PLAN LESSON 2

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
How to Fill Out a Job Application- <u>Competency</u>	Job Application Handout - pages PRE44-45 Job Application Exercise - pages PRE46-47 This is a competency.	N/A	Distribute and review material on the Job Application Handout. Distribute the job application exercise and ask the members to complete the exercise.

INSTRUCTOR NOTES:

Stress how filling out the job application provides employers with their first look at how job applicants perform tasks (following directions, neat and legible, finishing tasks, completeness and preparation).

This is a competency requirement that all participants must perform correctly.

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Interview Skills	Preparing for an Interview Handout - pages PRE48-51 Ten Rules for Interviewing Success- page PRE52 Dress for Interview Success- page PRE53-54 Final Tips for Interviewing Success- page PRE55 25 Difficult Interview Questions Handout - page PRE56 25 Difficult Interview Questions Answer Key - pages PRE57-60	N/A	Distribute and review the Preparing for an Interview Handout. Distribute the Top Interview Questions. Have the class attempt to answer some of these questions. Provide the Top Interview Questions Answer Key and review how these questions can be answered effectively.

INSTRUCTOR NOTES:

1. Be sure to stress why companies put so much emphasis on the interview process. Talk about group interviews and indicate how certain behaviors (i.e. body language) are even more important for group interviews.
2. Inform the members that they should to try to answer all questions that appear personal in nature with a business response.
3. Advise the class to be careful of the interviewer who comes across as your best friend. In these interviews, remain professional. Do not fall into the trap of letting your guard down. The interviewer may seem to be relating but they are really screening.

PRE~EMPLOYMENT TEACHING PLAN LESSON 2

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Competency- Thank You Letter	Thank You Letter – page PRE61 Thank You Letter Style Guide Handout- page PRE62 This is a competency.	N/A	Distribute and review material on the Thank You Letter Handout. Distribute the job application exercise and ask the members to complete the exercise. Review the exercise with the class.

INSTRUCTOR NOTES:

Thankyou letters are critical to your job search success.

This is a competency requirement that all participants must perform correctly.

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Competency-Mock Interview Checklist	Mock Interview Checklist - pages PRE63-65. This is a competency.		Distribute the Mock Interview Checklist to the class. Have them complete the checklist to ensure they have completed each element which includes generating a Resume from the previous worksheets.

INSTRUCTOR NOTES:

Members are allowed one re-write of their Resumes after your review. If the course is taught without computers and the members are motivated, you can allow them to type their Resume using the facilities computer one day after their Business Tools class (where they learn word processing). You can have the members create their Resumes on the computer during class and/or a take-home assignment.

This is a competency requirement that all participants must perform correctly.

PRE~EMPLOYMENT TEACHING PLAN LESSON 2

TOPIC	TOOL	ANSWER KEY	LECTURE FLOW
Competency-Mock Interviews	Mock Interviews This is a competency.	N/A	Inform the class they will be completing a process for applying and interviewing for a position. They will have chosen their position from the list below or select their own. The company they choose must be a real company and actually offer a position like the one they are interested in. This must be chosen during the first week. Have them research the position and the company to which they are applying, and be prepared to submit documents and complete an interview.

INSTRUCTOR NOTES:

Manage your time wisely. You will have to structure your time to allow for at least a 15-minute interview segments for each of your students. Ideally, having a co-worker or instructor complete these interviews for you would be best, but it is up to you and your available resources. Each student must meet the requirements for this competency by completing each of the steps in this exercise. As the interviewer/instructor, you have a score sheet for each student to ensure that they have completed each step/task and to provide them feedback and constructive critique on their overall performance including their documentation, dress/behavior, and interview interaction and answers. Allow time available for each mock interview/feedback session based on the number of members and the time you allow for this exercise (between 15 and 25 minutes per member). If more time is necessary for a student, arrange that before or after class; do not inconvenience another student who has a set interview time. Remember, we are acting as the responsible employer as well!

USE ONE OF THE FOLLOWING JOBS FOR THE MOCK INTERVIEW:

Customer Service Phone Rep	Receptionist in Doctor's Office
Phone Telemarketer (sales)	Office Building Maintenance Worker
Assembly Line Worker	Security Guard at Mall
Bank Teller	Flower Delivery
Department Store Salesperson (Pick a department)	Data Entry Clerk

This is a competency requirement that all participants must perform correctly.

TOPIC D: JOB APPLICATION

Employment applications are an important part of your job search. Some employers require the application as the first step in the selection process. Others may not require it until later.

No matter when the application is requested, it is an important job search tool. It provides an opportunity to sell your qualifications. The completed application may be the first impression the employer has of you. The application is a legal document and is required by many employers, regardless of the submittal of a resume.



The employment application is used to obtain information about your qualifications and to compare you to other applicants. Companies may receive hundreds or even thousands of applications each year. Therefore, they look for ways to reduce the number of applications they will read thoroughly. The employer "screens out" many applications based on various factors in the application. You need to do everything possible to create the "perfect" application.

REMEMBER: The application is truly a pre-employment test!

Employers use job applications to:

- determine if the applicant is right for the job;
- screen out applicants;
- obtain required information on applicants;
- match applicants to a job opening;
- determine if applicants can successfully follow directions and/or complete a simple task.

Job applicants use job applications to:

- make a good first impression;
- communicate basic skills;
- demonstrate that they are prepared and can properly complete a task;
- obtain an interview opportunity.

Information on job applications is usually in the following categories:

- personal information;
- employment history;
- education history;
- military experience;
- references

There are a variety of ways to complete a job application. Applicants for employment can apply online for positions at a large number of jobs sites or apply directly at company sites. In many sectors, employment applications can be completed in person. When companies do not require a job application, send a resume and cover letter as your employment application. The most important rule to remember when applying for jobs is to follow the directions. If the employer tells you to apply in person, don't call. If the job posting says to mail your resume, do not send it via e-mail.

Come prepared to complete the job application and make a good first impression by:

- bringing your résumé so you have your work and education information with you;
- bringing information on your education starting with high school and additional information that is not on your résumé;
- bringing a list of three personal and three work references with names, addresses and phone numbers;
- printing your responses clearly and carefully;
- answering **all** questions;
- using a phone number where the employer can either reach you or leave a message (do not use a phone number that is blocked at times by internet use);
- bringing accurate and complete information on your prior employers including phone numbers and addresses;
- write nothing negative about any of your prior jobs – focus on the strengths you gained;
- have appropriate messages on your answering machine – keep it conservative.

Helpful tips

Practice, practice, practice! Being familiar with application forms and having your information available to complete an application accurately and neatly promotes success.

If asked an expected pay rate or salary, respond with either “negotiable” or your last pay rate. If you know what the job pays and are willing to accept that rate, enter that amount.

If you have a gap in your employment, write an asterisk (*) between the two jobs and explain that gap in that space or at the bottom on the page in the space provided for additional information.

Always give a positive reason for leaving a prior job. Don't write, “My boss was a jerk,” or “I got fired.” Instead make it positive, like “I wanted a job with the potential for career growth,” or “The company downsized.”

If asked to list your skills or prior job duties, list ones that relate directly to the job for which you are applying.

Check out this interesting website for online applications as well as, downloadable applications for some of the most popular employers! <http://www.job-applications.com/>

COMPETENCY JOB APPLICATION

APPLICATION FOR EMPLOYMENT Employment Questionnaire / Equal Opportunity Employer

DATE _____

PERSONAL INFORMATION

NAME (LAST NAME FIRST)

SOCIAL SECURITY NUMBER

PRESENT ADDRESS

CITY

STATE ZIP CODE

PHONE NUMBER

REFERRED BY:

EMPLOYMENT DESIRED

POSITION

DATE YOU CAN START

SALARY DESIRED

ARE YOU EMPLOYED?

CAN WE CONTACT CURRENT EMPLOYER?

YES NO

YES NO

EVER APPLIED TO THIS COMPANY BEFORE?

WHERE?

WHEN?

YES NO

SCHOOL INFORMATION

	Name and Location	Years Attended	Did You Graduate	Subjects Studied
High School				
College				
Trade, Business or Graduate School				

Subjects of special study, special projects, special training skills, research work, etc.

U.S. Military Service ___ YES ___ NO Rank _____

FORMER EMPLOYERS

Dates Employed	Name and Address	Salary	Position	Reason for Leaving
From: To:				

REFERENCES

Give the names of three persons not related to you, whom you have known for at least one year.

NAME	PHONE NUMBER	HOW KNOW THEM	YEARS KNOWN

CERTIFICATION

I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal.

I further authorize investigation of all statements made on this application and give permission for all references and employers listed to be contacted.

Date _____ Signature _____

INTERVIEWED BY: _____

----- DO NOT WRITE BELOW THIS LINE -----

REMARKS _____

PREPARING FOR AN INTERVIEW

It's wise to begin researching the company as soon as possible prior to your interview. You may find reams of information and you must be able to sort out the pertinent information and retain the key facts. If you are interviewing with a number of different employers, it's smart to keep a file on each one. As you do more research, the file will help you keep facts organized which will make the preparation easier. The information in each file should include articles from periodicals or newspapers, tips and comments from others and annual reports. When it is time to prepare for the interview, you can organize the information in a way that will impress the recruiter during the interview.

The Key to a Successful Interview? Be Prepared!

Facts to Know About the Organization

- Size of organization in industry
- Annual sales growth for past five years
- Complete product line or services
- Potential new products or services
- Age of top management and their backgrounds
- Location of corporate headquarters
- Number of plants, stores, and outlets
- Recent developments via news stories
- Name and correct spelling of recruiter
- Potential growth
- Competition
- Geographical locations
- Organizational structure
- Type of training program
- Promotional path
- Relocation policies
- History of organization
- Typical career path in your field



Never leave the interview without knowing the recruiter's name (including correct spelling), title, and address. Ask for their business card! This information will be invaluable when you begin your correspondence with the organization.

Researching an organization can be done through a variety of sources. The primary source should be annual reports and employment brochures. While this information is prepared by the organization and includes predominantly positive information, it is a good starting place. All publicly held companies are required to report to their stockholders through annual reports.

IS IT REALLY NECESSARY?



This may seem like a lot of trouble to go through just to be prepared for the interview. Finding the right job is hard work and should be approached in such a manner as to stack the odds in your favor. There is much competition and you're trying to market a product (yourself) successfully! There is rarely a professional position open that does not draw at least five qualified applicants. Remember, you are trying to create a positive impression by appearing informed and goal-directed.

One way to demonstrate your goals is to indicate during the interview what interested you in that specific organization and how your goals, qualifications, and personality fit that employer's opportunities. You only get one chance to leave the right impression; so take the time to do your homework and research the organization, and you will increase your chances of leaving a positive impression.

What Happens During the Interview?

The interviewing process can be scary if you don't know what to expect. Most interviews tend to fit a general pattern and share 3 common characteristics: the beginning, middle and conclusion.

The typical interview for an **entry-level** position will last 30 minutes, although some may be longer. A typical structure is as follows:

- Five minutes--small talk
- Fifteen minutes--discussion of your background and Credentials as they relate to the needs of the employer
- Five minutes--asks you for questions
- Five minutes--conclusion



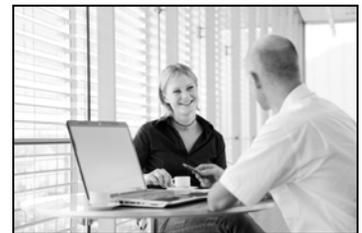
There is not much time to state your case. The employer may try to do most of the talking. When you do respond to questions or ask your own, your statements should be concise and organized without being too brief.

The typical interview starts before you even get into the interview room or office. The receptionist/recruiter begins to evaluate you the minute you are identified. You are expected to shake the recruiter's hand upon being introduced. Don't be afraid to extend your hand first. This shows assertiveness. It is a good idea to arrive at least 15 minutes early. You can use the time to relax and look over notes you've prepared.



Many recruiters will begin the interview with some small talk. Topics may range from the weather to sports and will rarely focus on anything that brings out your skills. Nonetheless, you are still being evaluated. Recruiters are trained to evaluate candidates on many different points. They may be judging how well you communicate on an informal basis as well as react to pressure! Let's face it, we experience pressure in these situations! You must do more than just smile and nod.

The main part of the interview starts when the recruiter begins discussing the organization. If the recruiter is vague about the position and you want more specific information, ask questions. The opportunity to ask these questions is usually offered once the interviewer has given the basic overview. Be sure you have a clear understanding of the job and the company.



As the discussion turns to your qualifications, be prepared to deal with aspects of your background that could be determined as negative, e.g., no related work experience, gaps in employment, criminal record, etc. It is up to you to convince the recruiter that although these points appear negative, positive attributes can be found in them. You might have no related work experience, but plenty of experience that shows you to be a loyal and valued employee. Be sure to indicate this through calm, confident answers and conversation.



You will soon have an opportunity to ask questions; therefore, be sure to have your notes and carefully thought out questions that will ensure positive responses from the interviewer. The questions should bring out your interest in and knowledge of the organization. In asking intelligent, well thought-out questions, you show the employer you are serious about the organization and need more information. It indicates that you have done your homework.

During your interview, you may be asked some unusual questions. Don't be too surprised! Many times these questions are asked simply to see how you react. For example, surprise questions could be, "Tell me a joke" or "What time period would you like to have lived in?" These are not the kind of questions for which you can prepare in advance. The interviewer will evaluate your reaction time and the response you give, but there's no way to anticipate questions like these. They are intended to force you to react under some stress and pressure! The best advice is to think, relax, and give a natural response.

Remember that the interviewer will be observing and evaluating you throughout the interview:

1. How mentally alert and responsive is the job candidate?
2. Can the candidate demonstrate an understanding of the questions and how they can relate their skills and abilities to manage and accomplish what is expected of them?
3. Has the candidate used good judgment and common sense regarding life planning?
4. What is the candidate's ability in reflecting problem-solving skills?
5. How well does the candidate respond and/or react to stress and pressure?

The interview is not over until you walk out the door. The conclusion usually lasts 5 minutes and is very important. During this time the interviewer is assessing your overall performance. It is important to remain enthusiastic and courteous. Often the conclusion of the interview is indicated when the interviewer stands up. Shake the recruiter's hand and thank him or her for considering you and the opportunity to have had the opportunity to meet them and learn more about their organization.



Ten Rules of Interviewing

By Carole Martin, Monster Contributing Writer

In the current job market, you'd better have your act together, or you won't stand a chance against the competition. Check yourself on these 10 basic points before you go on that all-important interview.

Look Sharp

Before the interview, select your outfit. Depending on the industry and position, get out your best duds and check them over for spots and wrinkles. Even if the company has a casual environment, you don't want to look like you slept in your clothes. Above all, dress for confidence. If you feel good, others will respond to you accordingly.

Be on Time

Never arrive late to an interview. Allow extra time to arrive early in the vicinity, allowing for factors like getting lost. Enter the building 10 to 15 minutes before the interview.

Do Your Research

Researching the company before the interview and learning as much as possible about its services, products, customers and competition will give you an edge in understanding and addressing the company's needs. The more you know about the company and what it stands for, the better chance you have of selling yourself. You also should find out about the company's culture to gain insight into your potential happiness on the job.

Be Prepared

Bring along a folder containing extra copies of your resume, a copy of your references and paper to take notes. You should also have questions prepared to ask at the end of the interview. For extra assurance, print a copy of Monster's handy interview take-along checklist.

Show Enthusiasm

A firm handshake and plenty of eye contact demonstrate confidence. Speak distinctly in a confident voice, even though you may feel shaky.

Listen

One of the most neglected interviewing skills is listening. Make sure you are not only listening, but also reading between the lines. Sometimes what is not said is just as important as what is said.

Answer the Question Asked

Candidates often don't think about whether they are actually answering the questions asked by their interviewers. Make sure you understand what is being asked, and get further clarification if you are unsure.

Give Specific Examples

One specific example of your background is worth 50 vague stories. Prepare your stories before the interview. Give examples that highlight your successes and uniqueness. Your past behavior can indicate your future performance.

Ask Questions

Many interviewees don't ask questions and miss the opportunity to find out valuable information. Your questions indicate your interest in the company or job.

Follow Up

Whether it's through e-mail or regular mail, the follow-up is one more chance to remind the interviewer of all the valuable traits you bring to the job and company. You don't want to miss this last chance to market yourself.

DRESS FOR SUCCESSFUL INTERVIEWING

First impressions count! Project a professional image. You are trying to sell yourself! Your main task is to choose clothing and accessories that will not take the interviewer's attention from you and your qualifications.

Stick to the accepted "corporate" standard interview to be safe. Make sure the interview clothes you have chosen enable you to feel comfortable, confident and secure!



GENERAL GUIDELINES:

- Dress for the job you want, not the job you have.
- Absolutely no gum, candy, or cigarettes. Never smoke before an interview, the odor will linger on clothes, hands and breath.
- Good hygiene is essential. Shower, use deodorant, brush your teeth, comb your hair and shave.
- Avoid overpowering aftershave, cologne or perfume.
- Nails should be neat and clean.
- Wear a dress watch. Your belt should always match the color of your shoes.
- Clothing, shoes and accessories should be neat, clean and ironed. Clothes should be new or at least in very good condition.
- Arrive early, go to the restroom and check the mirror for your appearance.

GUIDELINES FOR MEN'S PROFESSIONAL DRESS:

- Conservative, well-fitted, two-piece business suit (navy, gray, black, green, pinstriped or solid)
- Long-sleeved, ironed, lightly starched dress shirt of 100% cotton, in white-off white or pale blue. Long sleeves give the impression of authority and professionalism (no stripes or short sleeves).
- Wear a white undershirt underneath your dress shirt.
Note. Wear underwear.
- Matching silk tie that extends just below the belt line. If possible find a tie that has a pattern accenting the company color and coordinates with the color of your suit.
- To build a basic corporate wardrobe, buy a good suit in a dark color. Add items as you can afford them.
Purchase a blue or black blazer and two additional pairs of pants to go with the suit and sport jacket. Buy two good-quality white or off-white cotton shirts and one light-blue shirt. Purchase three silk ties, one with a conservative pattern. Buy black wing tip shoes or other dress shoes with a black belt. If you opt for a dark brown suit (less formal), buy brown shoes with a matching belt.
- Wear mid-calf dark socks with polished lace-up dress shoes in black or brown. If new, wear at least one day to break in. When you are seated the sock should be above pants cuff.
- Carry a leather portfolio, leather-like or a briefcase.
- Keep hair neat and clean. Short hair is expected.
- No facial hair is most conservative. If you have facial hair, trim it neatly.
- Remove visible body piercings, including earrings, and cover tattoos.
- No casual clothing (jeans, t-shirts, sport tube socks).



GUIDELINES FOR WOMEN'S PROFESSIONAL DRESS:

- Conservative, well-fitted suit (navy, gray, black-dark colors are best). Stylish, professional pantsuits are acceptable with many employers. When in doubt, wear a skirt suit (the hem should be no shorter than 2" above the knee, wear appropriate undergarments).
- Blouse of 100% cotton or silk, carefully ironed, in white, ivory, pale blue, gray, or light pink. It should not be too tight, sheer or revealing. Remember, no plunging scoop necklines.
- Don't wear anything considered sexy!
- Avoid or use sparingly colognes or perfumes. Your scent should not linger after you leave.
- To build a basic wardrobe, buy a good suit in navy, black, gray, olive, camel or wine. Then purchase a white or ivory shell or blouse (silk, polyester, rayon, cotton, acrylic/cotton blend), black pants, knit top, print blouse and fine gauge sweater top. All items should go well together. Add pieces to match your basics, and you will have many professional alternatives.
- Neutral, non-patterned pantyhose in skin tone. Bring an extra pair in case of runs.
- Polished, closed toe, low-heeled pumps or flats in black, navy, brown, or burgundy.
- No dangling earrings, no more than two earrings per ear and no more than one ring per hand. Remove visible piercing and cover tattoos.
- No deep necklines, no frilly dresses, no casual clothing (jeans, t-shirts).
- Keep hair neat and clean, without obvious dark roots. If hair is long, pull it back or keep away from forehead and eyes.
- Make-up should be minimal and look natural.
- Nails should be neat and clean. Use natural, or a complementing color, if desired.



Last but not least, do a pre-interview dress rehearsal. Think about the message you want to send and make sure it is conveyed in your professional attire.

FINAL TIPS FOR INTERVIEW SUCCESS

Body Language

- Smile during the interview.
- Shake hands firmly.
- Sit when you are offered a seat.
- Use good posture and maintain eye contact.
- Show that you are listening by nodding, taking notes, etc.
- Avoid sending negative messages (yawning, looking at your watch, etc.).
- Show composure (no fidgeting, playing with your hair, biting your nails, etc.).

Responsiveness

- Be on time or, better yet, early.
- Use the employer's title and last name.
- Know the job for which you are applying.
- Know about the company.
- Show enthusiasm.
- Speak clearly, using proper grammar.
- Avoid using slang, swearing and suggestive language.
- Answer questions clearly, completely and honestly.
- Focus on your strengths.



Attitude

- Show respect.
- Be positive and enthusiastic.
- Know the interviewer's name.
- Have all paperwork completed.
- Do not say anything negative about any of your former employers.

Miscellaneous

- Turn off your cell phone prior to the interview.
- Do not bring your children to the interview.
- Do not seem desperate for the job; emphasize your interest in the job. It is always better to get a job and turn it down than to not be offered a job.
- Ask when a decision will be made.
- Send a thank-you letter to the person with whom you interviewed.

Group interviews

While these behaviors are important for individual interviews, they are often criteria for selecting members during group interviews. For example, your appearance, the body language you use and the attitude you portray are often used to screen prospective members during group interviews.

TOP 25 INTERVIEW QUESTIONS



1. Tell me about yourself.
2. What do you know about our organization?
3. Why should I hire you?
4. How long would it take for you to make a meaningful contribution to our firm?
5. How long would you stay with us?
6. Why are you leaving your present job?
7. Describe what you feel would be an ideal working environment.
8. What do your co-workers think of you?
9. Please describe a situation where your work was criticized.
10. If I spoke with your previous boss, what would he/she say are your greatest strengths and weaknesses?
11. How well do you perform under pressure or with tight deadlines?
12. If you had your choice of jobs and companies, where would you work?
13. Why aren't you earning more money at your age?
14. What do you feel this position should pay?
15. What kind of salary are you worth?
16. Do you have any objections to taking psychological tests?
17. Why do you want to work for us?
18. What other types of jobs and companies are you considering?
19. What was the last book you read? What was the last movie you watched?
20. Give me an example of your creativity.
21. What are your goals? What position do you expect to have in two years?
22. What are your strengths?
23. What are your weaknesses?
24. How did you do in school?
25. How do you feel about minority groups? Would you object to working for a woman?

25 DIFFICULT INTERVIEW QUESTIONS ANSWER KEY

1. Tell me about yourself.

Be on guard against interviewers who give you free rein. Don't spend too much time answering one particular question (1 1/2 to 2 minutes a question should suffice). Be careful not to ramble. Relate your answer to the job opening. You can also ask what more or what additional information would they like to know more about. The interviewer can ask specific questions after your initial response.

2. What do you know about our organization?

Discuss the products and services offered by the company and any other details you have learned during your preparation for the interview.

3. Why should I hire you?

Discuss your maturity, problem solving ability, ability to relate to others, and link your responses to the responsibilities of the job for which you are interviewing and the needs of the company. Make sure you let them know that you meet their qualifications and are ready to work with them.

4. How long would it take for you to make a meaningful contribution to our firm?

It usually takes 3 to 6 months to understand the expectations of the boss, the organization structure and culture, and your peers. Keep this fact in mind when answering this question. However, if you have all the pertinent experience and skills for the job, you may start making meaningful contributions sooner. Be realistic.

5. How long would you stay with us?

As long as I am challenged, have an opportunity to grow and am treated fairly.

6. Why are you leaving your present job?

Do not say anything negative about your former employer. Do not indicate that your former employer has a negative opinion of you. You can answer that you are not actively looking for a job but that this opportunity caught your eye so you decided to get more information. You can also indicate that you believe this opportunity will offer you a better potential for career growth than your current position.

7. Describe what you feel would be an ideal working environment.

An environment where you are challenged, have an opportunity to grow as a person and as a member, and are treated fairly.

25 DIFFICULT INTERVIEW QUESTIONS ANSWER KEY (continued)

8. What do your co-workers think of you?

Describe your interaction with peers and subordinates. You should have a co-worker as part of your reference list. You can also indicate that they consider you a hard worker, friendly, reliable, etc.

9. Please describe a situation where your work was criticized.

Pick a situation and describe it very briefly. Then explain how you corrected and learned from the situation with your boss's guidance.

10. If I spoke with your previous boss, what would he/she say are your greatest strengths and weaknesses?

Describe a few of your strengths. Try to identify a weakness that can be turned into a positive. For example, "When assigned a new task, I often ask a lot of questions. However, I want to be sure that I perform the task correctly the first time, not learn from my mistakes."

11. How well do you perform under pressure or with tight deadlines?

Give a specific example where you had to produce under a tight deadline and how well the project turned out.

12. If you had your choice of jobs and companies, where would you work?

You are interviewing with this company because you feel that the job and company are a good match for your skills and career objectives and their needs.

13. Why aren't you earning more money at your age?

Be acquainted with the differences in pay scales between industries and companies within an industry. Also, you can say that salary is not the only thing that is important to you when considering a job. The nature of the work, the work environment, the benefits and potential growth within the company and industry are also important. Another possible response (depending upon your work experience) could be "I tend to stay with good companies (do not job hop) so my raises are within a percentage range of my salary, which has limited my salary growth."

14. What do you feel this position should pay?

Know what similar jobs in the industry are paying before going on the interview. This information is available from industry resources. You can also anonymously call companies and ask for salary ranges of similar jobs.

25 DIFFICULT INTERVIEW QUESTIONS ANSWER KEY (continued)

15. What kind of salary are you worth?

Similar to previous question. Know the compensation being paid in your industry prior to going on an interview.

16. Do you have any objections to taking psychological tests?

Many companies give psychological tests. Be open to taking these tests.

17. Why do you want to work for us?

Explain that the job, work environment and career opportunities offered by this company fit into your career objectives.

18. What other types of jobs and companies are you considering?

Do not name any specific companies. Explain that you are looking at firms that are offering a challenging position with career growth potential. That is why you are interviewing for this position.

19. What was the last book you read? What was the last movie you watched?

Do not pick a controversial book or movie, even if that was the last book you read or movie you saw.

20. Give me an example of your creativity.

Give a specific example of your creativity. If possible, give an example that relates to the position for which you are interviewing.

21. What are your goals? What position do you expect to have in two years?

These questions are really: How do your goals relate to this job, and do your long-term goals include this company? Answer the questions they really mean, not the ones they asked.

22. What are your strengths?

Give strengths that can be utilized in the job you are interviewing for.

25 DIFFICULT INTERVIEW QUESTIONS ANSWER KEY (continued)

23. What are your weaknesses?

Use an example that can be turned into a positive or a weakness that helps you screen for the job. For example, if you do not want to travel you can say a weakness is that you have a lifestyle that limits how much you can travel at work. Here, this will only be perceived as a weakness if the job will involve travel and that is a job you do not want anyway.

24. How did you do in school?

Summarize as favorably and straightforward as you can.

25. How do you feel about minority groups? Would you object to working for a woman?

You should have no objections. If you had a manager who was a minority or woman you can mention that you have worked for minority/women in the past and the experience was very positive. However, there is no need to prove you have minority or woman friends.

TOPIC E: THANK YOU/FOLLOW~UP LETTER EXAMPLE

Date

Title

Organization

Address

City, State, Zip Code

Dear Mr./Ms. Last Name:

It was very enjoyable to speak with you about the Head Teller position at National Savings and Loan Bank. The job, as you presented it, seems to be a very good match for my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.

In addition to my enthusiasm, I will bring to the position strong customer service skills, assertiveness and the ability to encourage others to work cooperatively with the department. My banking background will help me to work with all levels of staff and provide me with an understanding of the customer expectations of the bank.

I understand your need for team leadership and support. My managerial and organizational skills will help to free you to deal with larger issues. I neglected to mention during my interview that I had worked for two summers as a temporary office worker while in college. This experience helped me to develop my customer service and clerical skills.

I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you about this position.

Sincerely,

Nina M. Gardner

THANK YOU LETTER STYLE GUIDE

A job interview may be the most important meeting that you have in your life. Therefore, it is essential that you look into all the aspects of the meeting before you proceed to your job interview. There are several aspects to the interview even after the physical interview is over. These aspects include sending a 'thank you' message (i.e. e-mail or letter) to the interviewer after the job interview. Make sure that you keep in mind these aspects before you complete the interview process. The general follow up thank-you letter after interview or thank you e-mail is aimed at better demonstrating your interest in the job position. It is only cordial for you to send a thank-you letter or e-mail once the interview is over.

Reasons to send the Thank You letter after a job interview:

The thank-you letter or e-mail is a very important piece of conversation that is conducted by the interviewee with the interviewer.

This thank-you e-mail message after the interview is an important after-effect that should be used to better enhance your interaction during your job interview. In fact, a thank-you letter is a way of maintaining interaction with the interviewer even after your interview is over.

“Why should I send a post interview thank-you letter?”

1. Your professional attitude: The thank you letter not only adds sincerity about being hired by the company, but it also serves as a mirror to your professional attitude. In fact, a carefully written thank you letter can actually act as a defining and deciding factor when almost everyone is at the same level in comparison with qualification and expertise required for the job.
2. A communication tool: The thank-you letter is not only useful for interacting with the interviewer; it is also a good tool to use for professional networking. Any piece of communication is a good way of putting forth your aptitude, attitude and thoughts as a professional. If you make a mark with the thank-you letter, there are chances that the interviewer will remember you, and who knows whether the interviewer knows others who are looking out for the same professional!
3. Providing further information: It is the best piece of conversation with which the interviewee can provide further information or elaborate on information already provided to the interviewer. Therefore, the interviewee can either use the thank-you letter as a means of underlining his/her inclination towards the job, or giving some more information about him/her, or even using the communication as damage control.
4. Send to the important people: This letter should be sent to the important people whom you have met in the company, or at least the individuals involved in the hiring process.
5. Time to send: You should ensure that the thank-you letter reaches the people whom you have met during the course of the interview within a minimum of twenty-four hours and a maximum of forty-eight hours from the time that you attended the interview.

Make sure your thank-you e-mail or letter note is a cordial note that keeps open communication between the company and you.

TOPIC F: MOCK INTERVIEW CHECKLIST

After selecting a job position that you are interested in you must be ready to submit your interest to the company or organization for consideration for an interview opportunity. You will be expected to react to this job position and interview opportunity as if it were the real thing! Your instructor will arrange an interview appointment with you in which you will be expected to prepare for, participate in, and complete the follow-up. The interviewer may or may not be your instructor, so do not assume that it will be a simple exercise. You and your documents will be evaluated on this exercise and be given constructive feedback for improvement and guidance for a successful real interview in your near future! Your documentation (cover letter, application, etc.) may be required to be revised or corrected for acceptance. The interviews will be scheduled within the second or third week of the course and should be scheduled for at least 15-25 minutes each. Each of the below tasks must be completed to accomplish this competency.

Submitting Interest in the Job Position

1. Resume

2. Cover letter

3. Application

Interview Acceptance

1. Interview appointment details

2. Company/organization research

3. Prepared with questions to ask interviewer

Interview

1. Appropriate dress

2. Appropriate presence in interaction with interviewer

3. Appropriate close to interview

Interview-Follow-up

1. Thank-you letter

Comments:

COMPETENCY~MOCK INTERVIEW CHECKLIST

Interviewer Review/Evaluation Sheet

Name: _____ Position Applied: _____ Date: _____

Part I: RESUME

Items to be reviewed	Completed	Incomplete	Comments
Grammar	_____	_____	_____
Punctuation	_____	_____	_____
Proper Grammar	_____	_____	_____
Spelling	_____	_____	_____
Personal Data	_____	_____	_____
Career Objective	_____	_____	_____
Educational Background	_____	_____	_____
Work Experience/Skills	_____	_____	_____

Part II: COVER LETTER

Items to be reviewed:	Completed	Incomplete	Comments
Neatness and Appearance	_____	_____	_____
Grammar, Spelling, Punctuation	_____	_____	_____
<u>Content</u>			
Job applied for	_____	_____	_____
Education	_____	_____	_____
Experience	_____	_____	_____
References	_____	_____	_____
Requesting an Interview	_____	_____	_____
Includes Complete Address and Telephone Number	_____	_____	_____

Part III: APPLICATION

Items to be reviewed:	Completed	Incomplete	Comments
Neatness	_____	_____	_____
Grammar, Spelling, Punctuation	_____	_____	_____
<u>Content</u>			
Personal Data	_____	_____	_____
Educational Information	_____	_____	_____
Employment Experience	_____	_____	_____
References	_____	_____	_____
Certification Statement	_____	_____	_____

COMPETENCY~MOCK INTERVIEW CHECKLIST
Interviewer Review/Evaluation Sheet (continued)

Part IV: INTERVIEW

Items to be reviewed:	Completed	Incomplete	Comments
Greetings and Introduction	_____	_____	_____
Voice	_____	_____	_____
Speech-Grammar, Vocabulary	_____	_____	_____
Personality and Composure	_____	_____	_____
Self-Confidence	_____	_____	_____
Attitude	_____	_____	_____
Courtesy	_____	_____	_____
Knowledge and Presentation of abilities and skills	_____	_____	_____
Response to questions	_____	_____	_____
Appearance	_____	_____	_____

Part V: THANK YOU LETTER

Items to be reviewed:	Completed	Incomplete	Comments
General Appearance	_____	_____	_____
Composition	_____	_____	_____
Grammar, Spelling, Punctuation	_____	_____	_____
Expresses Appreciation	_____	_____	_____
Comments on Interview	_____	_____	_____
Expresses Interest in Position	_____	_____	_____
Review of Relevant Qualification	_____	_____	_____
Plans for follow-up stated	_____	_____	_____

- Part I: Resume _____
- Part II: Cover Letter _____
- Part III: Application _____
- Part IV: Interview _____
- Part V: Thank-You Letter _____

Interviewer: _____ Date: _____