

**OZARKS TECHNICAL  
COMMUNITY COLLEGE**

Career Employment Services • ICW 219  
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[www.otc.edu/careerservices/](http://www.otc.edu/careerservices/)

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**CAREER EMPLOYMENT  
SERVICES**

**GUIDE TO  
GETTING THE JOB!**

*Acknowledgements*

*Career Employment Services (CES) gratefully acknowledges the contribution of materials provided by University of Missouri—MU Career Center, University of Tennessee Career Services Department, and other institutions as noted throughout this document.*

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# **Employment Applications**

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# ***The Purpose of an Application***

Most companies require a prospective employee to fill out an application prior to interviewing. It is a legal document that is used to start your employment file. An application should present the job seeker in the most positive way possible, without lying. It is used in many instances to reduce the number of applicants interviewed as job applications are generally designed to help spot strengths and weaknesses quickly and screen people in or out of prospective positions.

## ***Hints for Getting Started..***

### **General application guidelines**

The application is often the first impression an employer has about you. Your application gives the employer an outline of your background and is usually the first step in the hiring process. An employer will pay particular attention to your work history, length of employment, specific duties, and reasons for leaving a position. Remember, you are trying to entice the interviewer to want to get to know you better, and ultimately hire you. You want to make a great first impression. In essence, the application becomes a calling card (please look at me!), it screens you in/out, and creates an agenda for the interview. The following are guidelines to filling out a strong and solid application:

- Look over the document and read the directions carefully before filling it out.
- Always print or type (neatness counts!), unless otherwise instructed.
- Use a black or blue pen, not a pencil.
- Answer every question in a positive manner, unless it is improper.
- Be accurate. Make sure all words are spelled correctly and avoid abbreviations if possible.
- Never leave a blank space. If a question does not apply to you, write N/A (not applicable).
- Be honest and don't exaggerate. Never give false information as this may disqualify you from a job opportunity or cause you to be terminated at a later date.
- Make sure your reason for leaving each job is honest, but as positive as possible.
- Use a copy of your résumé as a guide, but do not use "see résumé" on an application.
- Don't forget to sign and date the application! It's a legal document.



# *The Structure of an Application*

When you apply for a job you are typically asked to complete an application for employment. You may be asked to complete an application even if you have already submitted a résumé and cover letter. That way, the employer has a record of your personal and employment history, verified and signed by the applicant.

It's important for your job applications to be complete, correct (no errors) and accurate. Be prepared! Bring all of your information to fill out each application completely. Here is most of the information you will need to complete an application for employment, including tips and suggestions that will help you make a great first impression.

## **Personal Information**

- Name – *Full legal name, generally last name first*
- Address
- City, State, Zip Code
- Phone Number – *Use a number where you can be reached during the day*
- Social Security Number – *If required*
- Eligibility to work in U.S.
- Felony convictions – *Not your arrest record*
- If under age, working paper certificate – *Many jobs require you to be at least 18 years old*

## **Position/Availability**

- Title of the job you are applying for – *Be specific, don't use the word "any"*
- Hours/days available to work
- When you can start work – *Try to give your current employer at least a two-week notice*

## **Education**

- Schools/Colleges Attended – *Use the correct spelling of Ozarks Technical Community College*
- Major – *Use the proper terminology*
- Degree/Diploma – *Associate of Applied Science in... or Associate of Arts Transfer degree*
- Graduation Date(s) – *This may not be on an application because it can determine your age*

## **Work History**

- Names, addresses, phone numbers of previous employers – *Even if the company is no longer in business*
- Supervisor's name
- Dates of employment – *Month and year is sufficient*
- Salary – *Not always required*
- Reason for Leaving – *Be honest and positive*

## **References**

Another key part of your application is the reference section. Your choice of references may make the difference in whether or not you get the job. Ask permission from at least three of your references ahead of time so they'll be prepared for the call from your prospective employer.

# ***Awesome Applications***

THE FOLLOWING TIPS WILL MAKE YOUR APPLICATION SOLID,  
STRONG, AND MORE LIKELY TO GET NOTICED

By Kim Caponi

*Director of the North Iowa Career Center at North Iowa Area Community College*

“I have a résumé, why do I have to fill out an application too?” While a résumé may serve as your application at many organizations, others will require the completion of an official application form. Unfortunately, many job seekers believe their résumé should be enough and do not take applications seriously. They simply complete their application as quickly as possible without paying attention to details and then sabotage themselves without even knowing it. The following tips will make your application solid, strong, and more likely to get noticed:

- **Read through the application completely.** Organize your thoughts and plan your answers before you start writing. This will help you avoid a messy application and allow you to convey your qualifications and skills in as few words as possible as space is often limited.
- **Follow all directions and meet all deadlines.** If you cannot do this on your application it will be assumed you will not do it on the job.
- **Print neatly or type your application.** When reviewing hundreds of applications, an employer will not take time to decipher poor handwriting. In addition, your handwriting may be important on the job when communicating within the organization.
- **Most applications request the same information.** Carry this information with you when applying for jobs. (Tip: Put this information—correct employment dates, wages, reference names with contact information, and such—on a sample application form and carry it with you.)
- **Be honest.** If you have felony convictions or have been let go from a job, visit with someone from your school’s career center to develop the best answer. Your application is a legal document, and you can be fired for falsifying information.
- **List information in the order requested.** One purpose of an application is to see how well you follow directions.
- **Use your full legal name in the order requested.** If the application indicates “middle” then write your full middle name or place a dash if you do not have a middle name.
- **Do not write “see résumé.”** Many résumé styles do not match application formats and the information requested may not be part of your résumé.
- **If you are not sure of your dates of employment or wages** at a particular employer, contact the human resources department at that organization and ask.
- **Under “position desired” indicate a job title.** You may list more than one. Stating that you will do anything indicates a lack of direction on your part and is of little help to a potential employer.

- **When addressing salary expected**, write “open” or “negotiable” or perhaps give a salary range. You do not want to overprice or undervalue yourself so research salaries for the position in your area.
- **Do not leave blanks**. If the question does not apply, write N/A for not applicable or draw a line in the response area.
- **You should include internships and volunteer work that relate to the position desired**. This can be done as part of your work history section or in an additional skills or information section.
- **You may be asked for additional information or skills that make you a good candidate for the position**. Be sure to include memberships, related interests or hobbies, and transferable skills, such as being dependable, hardworking, and honest, etc.
- **Many applications request your permission to contact an employer to verify information on the application**. It is acceptable to check “no” or write “contingent upon offer,” particularly for a current employer. Many employees do not want their current employer to know they are applying for other jobs. It may look suspicious to check “no” for previous employers. This may be handled in how you state your reason for leaving. If possible, provide the name of a supervisory level employee that would speak well of your work.
- **You may be asked to identify friends or relatives that work for the company**. Choose your friends carefully. It will be assumed you would be a similar employee.
- **Be sure to sign and date the application**.
- **If possible, have someone review your application prior to submission**. Check for grammar and spelling errors. Again, completing a sample application with appropriate wording and spelling will be helpful here. Make corrections neatly or request a new application form.
- **Do not submit an application without including a résumé**.
- **If the application was mailed, faxed, or submitted online**, contact the organization to verify that it was received.
- **These tips hold true for online applications as well**, but being organized and prepared are even more important when you’re completing an online application. The web-based application page may “time out” before you have completed and submitted it, and the information you’ve just entered will have to be re-entered. Be sure to have your information ready before filling out the online application. A great cover letter and résumé may not be enough to counteract the effects of a poor application. It would be like wearing a brand new suit with your old tennis shoes!

Make sure your application materials look good from head to toe. Time and effort invested in a strong application pays off.

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# ***What You Should Really Know***

## **Employment Application Quiz**

It is not uncommon to find application forms that request information prohibited by state and federal anti-discrimination laws. How much do you really know about what can and cannot legally be asked on an employment application form? Take this short T/F quiz and find out!

**True/False** 1) An employment application can safely inquire about your past worker's compensation claims.

**True/False** 2) It is only necessary to list the last three positions that you have held.

**True/False** 3) It is legal for an employer to ask about your arrest record.

**True/False** 4) If a company has a non-smoking environment, it's okay to ask if you are a smoker.

**True/False** 5) An employer has the right to ask you if you own a vehicle.

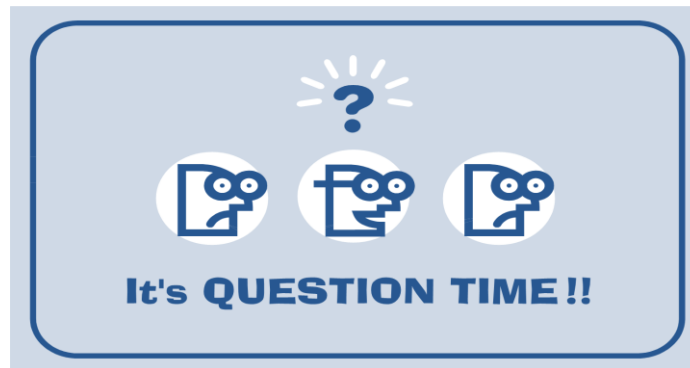
**True/False** 6) If you provide unsolicited personal information about race, religion, disabilities, etc. on an application, you could be selected out of a position.

**True/False** 7) It is acceptable for an employer to ask if you are a U.S. citizen.

**True/False** 8) An employer may not ask you about your age.

**True/False** 9) Three references should be provided on an application or résumé.

After taking this short quiz, see a full explanation of each statement on the following page.





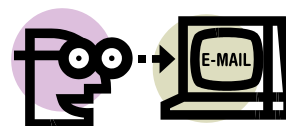
## Application Quiz Answers

- 1) **False!** The Americans with Disabilities Act (ADA) prohibits any employment application question that directly or indirectly leads to information concerning your health or disabilities. This is a question that should be removed from an employment application.
- 2) **False!** The application should list determining factors such as employment, education, professional affiliations, and employer references. It's critical that the application be a detailed and complete summary of your work history.
- 3) **False!** Questions about arrest records are not considered appropriate and information on the subject should not be requested on an employment application. Legal experts report that questions pertaining to job-related criminal convictions are permissible, but general inquiries regarding arrests or convictions should be removed from employment applications.
- 4) **False!** There is no problem with stating your company's non-smoking policy on an application, but asking you to declare your smoking status, may be violating state laws. This question is another one to be removed from job applications.
- 5) **False!** If a car is an important element to a position (i.e., a food delivery service) a better question to ask is whether or not you have access to a car for job-related use. Ownership of a car still wouldn't be an appropriate question.
- 6) **True!** Whether or not you are asked for that information, once the employer possesses it you are in a very gray area legally - one in which you can claim that their knowledge of that information was a factor (or the factor) in why you were not hired. Experts recommend that companies amend their applications to include a highly visible and strong statement advising applicants that any unsolicited information that isn't explicitly job-related will result in automatic rejection.
- 7) **False!** Most legal experts suggest asking the question in terms of legal eligibility to work in the United States rather than citizenship. Questions about citizenship are best left unasked, although all applicants will need to verify employment eligibility. However, many online applications do, in fact, ask the question: "Are you a U.S. citizen?"
- 8) **True!** Any question that directly or indirectly solicits information about your age should be removed from an employment application. Questions pertaining to age should be avoided. Legal experts suggest removing any graduation date fields from employment applications.
- 9) **True!** Three references are the least amount you should provide to a potential employer. You want to provide quality references that represent a good cross-section of your employment contacts over the past five years.

# Filling Out an Application

## Applying for a Job in Person

- Be prepared for a brief on-the-spot interview.
- Always be polite and friendly to the receptionist. Your application may never get past their desk.
- Bring a pen so you don't need to borrow one to fill out the application.
- Fill out your own application. Don't have someone else fill it out for you.
- Fill out one application for each position you desire. Avoid multiple job titles on one application.
- Make sure your contact information allows employers to contact you easily during business hours.
- Know what days/hours you are available to work.
- Grooming is important. Dress should be, at the least, neat and tidy. Business casual is usually appropriate.
- Call once a week or so to check on the status of your application.



## Applying for a Job Online or Sending an Email Attachment

- When applying for jobs via email, write your cover letter in the body of an email message, followed by your résumé and/or application.
- Proofread your email for grammar and spelling (do not trust spell-check software). Remember, this is your chance to make a critical first impression; even an emailed note needs to be professional and error-free.
- Be brief and to the point. Your application cover letter should not be any longer than three or four short paragraphs.
- Make sure you include a signature with your full name, email address and phone number.
- Include the title of the position you are applying for in the subject line of your message.
- Be sure that your email address/screen name has a professional tone.

If the job posting asks you to send an attachment, send your résumé as a Microsoft Word document (.doc or .docx) or in a rich text format (.rtf). However, many employers do not accept attachments. In these cases, paste your résumé into your email message. Use a simple font and remove the fancy formatting. Send the message to yourself first to test that the formatting works. If everything looks good, send to the employer.

# Sample Application Letter

1225 Sherman Ave.  
Springfield, MO 65809

April 20, 20--

Ms. Mary Kay Nelson  
Manager of Human Resources  
Continental Industries, Inc.  
2900 Rosemont Blvd.  
Rosemont, MO 60018

An **application letter** is used to generate job interviews. Use this type of letter to respond to specific openings. You want to demonstrate that you have the skills and qualifications required for the position.

Dear Ms. Nelson:

I am applying for the web developer position that was advertised with Ozarks Technical Community College Career Employment Services this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C, C++, Visual Basic, Assembler, Java, and SQL. In addition, I have extensive experience in using several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. My experience as a department computer consultant gave me exposure to PC (Windows 7, NT, XP) and Macintosh platforms as well as Novell and NT LANs. Additionally, I worked as a summer intern in computing operations for a local newspaper where I gained knowledge of enterprise systems and e-commerce operations. My enclosed résumé provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I'm confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Continental Industries, Inc. Your firm has an excellent reputation and comes highly recommended to me.

I have enclosed my résumé and would appreciate your consideration for a personal interview to discuss my qualifications and to learn more about this opportunity. I will call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at 417-683-4388 or [mlopez@otc.edu](mailto:mlopez@otc.edu).

Thank you for your consideration. I look forward to talking with you.

Sincerely yours,

*Marisa Lopez*

Marisa Lopez

Enclosure

Adapted from NACE's Job Choices

# Sample Applications

Date \_\_\_\_\_

1. **Personal Information**

Name \_\_\_\_\_  
(Last, first, middle)

2. Present address \_\_\_\_\_  
(Street) (City) (St) (Zip)

3. Permanent address \_\_\_\_\_  
(Street) (City) (St) (Zip)

4. Telephone \_\_\_\_\_  
(Home) (Work) (Cell)

5. Soc. Sec. Number \_\_\_\_\_

6. **Position** applying for: Teacher Assistant \_\_\_\_\_ Clerical \_\_\_\_\_ Custodian \_\_\_\_\_  
 Other (specify) \_\_\_\_\_

7. If hired, can you provide proof of legal age? \_\_\_\_\_

8. When are you available for an interview? \_\_\_\_\_

9. Date you would be available for employment: \_\_\_\_\_

10. How did you learn of this position/opening? \_\_\_\_\_

11. **Educational Background:**

High School: \_\_\_\_\_  
(Name of Institution) (City/State)

GED: \_\_\_\_\_ Passed (Date) \_\_\_\_\_

College: \_\_\_\_\_  
(Name of Institution) (City/State) (Degree or Certification/ Mo/Yr)

Trade School or  
 Other Educational/  
 Special Training: \_\_\_\_\_  
(Names of Institution) (Type of Training) (City/State) (Degree or Certification/ Mo/Yr)

12. Can you perform the essential functions of this position with or without reasonable accommodation in a safe manner?  
 No \_\_\_\_\_ Yes \_\_\_\_\_ (please explain)

13. Give full and accurate information regarding your **past employment**, listing most recent first:

Name/Location of Organization	Position Held	From - To	Immediate Supervisor/Telephone Number	Reason for Leaving

14. **REFERENCES** - List three references that have first-hand knowledge of your character, personality, and ability.

Name/Position	Relationship	Telephone
1.		
2.		
3.		

15. Please list and describe the specific skills you possess which are relevant to the position for which you are applying:

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16. **GENERAL:** Attach additional information which you believe to be of value in our considering you for a position.

17. Have you ever been convicted for committing or attempting to commit any one or more of the offenses covered under the Criminal Background Check Requirements of Sec. 10-21.9 of the *School Code*?\*

Yes \_\_\_\_\_ No \_\_\_\_\_

\*Please note that the applicant is not obligated to disclose sealed or expunged records of a conviction or arrest.  
20 CS 2630/12.

**PLEASE READ CAREFULLY:** A person who knowingly makes a false statement, or who intentionally omits any employment history or employer required on this application which is material to qualifications for employment, shall be deemed to have made a false statement.

We are an Equal Opportunity Employer and does not discriminate on the basis of race, religion, creed, color, gender, age, national origin, marital status, or physical or mental disability unrelated to ability to perform essential job functions.

I hereby certify that the above statements are true and complete to the best of my knowledge, and that if employed, false statements herein, or any willful omission of any pertinent employment information shall be considered sufficient cause for dismissal.

I hereby authorize **your company** to forward my name, sex, race, date of birth, and social security number to the Department of State Police for the purpose of conducting a criminal background investigation and agree to execute any forms required by said Department for such purpose. I hereby warrant that I have not been convicted of any of the offenses specified in Section 10-21.9 of the *School Code*.<sup>1</sup> I further warrant that I have not been convicted of any offense committed or attempted in any other state or against the laws of the United States which, if committed or attempted in this State would have been punishable as one or more of the offenses listed below.

I authorize my current employer and/or any previous employers, the references listed, and other persons to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you. A copy of this authorization and release is as valid as the original and should be recognized as such.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

<sup>1</sup>Listed offenses under the *School Code*, Section 10-21.9:

**Personal Information**

**Online Application**

\*Street Address

\*E-mail Address

\*City

County

\*State/Province

\*ZIP Code

\*Phone Number

Other Phone Number

**Position and Hours**

\*Position Desired (check one):

Usher

Box Office Cashier

Concessionist

Management

Other

Wage Desired

Date You Can Start

Select up to two USA theatres below who are currently accepting online applications. If the theatre you desire is not listed, you will need to apply in person at that location.

\*Theatre 1:

Theatre 2:

**DAYS AND HOURS AVAILABLE**

(Please consider school, extra-curricular activities, and other obligations when filling out this section.)

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

\* Can you work weekends and holidays?

Yes

No

If no, please explain.

**Miscellaneous Information**

\* Are you at least 18 years of age?

Yes

No

\* If hired, can you show proof of age?

Yes

No

\* In the past 10 years, have you been convicted of a felony; or have you been convicted of any crime involving dishonesty or violence to another person? (You need not respond as to convictions ordered expunged, sealed, or impounded.)

Yes

No\* (Note: A conviction will not necessarily disqualify you from employment.)

If yes, give dates of each conviction and explain complete details as to each:

Are you currently attending school?

Yes

No

If yes, where?

Days/Hours Attending:

\* Have you ever applied to AMC before?  Yes  No

If yes, where and when?

\* Have you ever worked for AMC before?  Yes  No

If yes, where and when?

List any relatives who work for AMC:

**IST ALL PREVIOUS EMPLOYMENT**

From/To	Rate of Pay	Place of Employment and Supervisor	Phone	Reason for Leaving - Include whether you were terminated or left voluntarily
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**EMPLOYMENT AT WILL AGREEMENT**

\* I understand that if hired, I will be an employee at will and that both I and this Company will have the right to terminate my employment at any time, with or without advance notice and with or without cause. This is called "employment at will" and no one other than this Company's president (and only if in writing, signed by the president and me) has the authority to alter this agreement, to enter into any written agreement for employment for a specified time, or to make any written or oral agreement contrary to this policy.

Yes  No \*Date:  (MM/DD/YYYY)

Explain any gaps in employment:

\* Are you currently employed?  Yes  No

May we contact your current employer?  Yes  No

\* I hereby authorize and request any and all of my former employers and any other person, firm or corporation to furnish any and all information concerning any credit-worthiness and personal background and I hereby release each such employer or other person, firm or corporation from any and all liability by reasons of furnishing the requested information. I understand that if employed any misrepresentation or omission of facts requested is cause for dismissal.

Yes  No \*Date:  (MM/DD/YYYY)

\*First Name

Middle Initial

\*Last Name

Today's Date (mm-dd-yy)

# What Not to Do

Here is an application with a lot of mistakes. See if you can tell what's wrong.

Date April 1 <sup>(2)</sup>

## APPLICATION FOR EMPLOYMENT

PLEASE PRINT INFORMATION REQUESTED IN INK.

BROWN'S IS AN EQUAL OPPORTUNITY EMPLOYER and fully subscribes to the principles of Equal Employment Opportunity. Brown's has adopted an Affirmative Action Program to ensure that all applicants and employees are considered for hire, promotion and job status, without regard to race, color, religion, sex, national origin, age, handicap, or status as a disabled veteran or veteran of the Vietnam Era.

To protect the interests of all concerned, applicants for certain job assignments must pass a physical examination before they are hired.

Note: This application will be considered active for 90 days. If you have not been employed within this period and are still interested in employment at Brown's, please contact the office where you applied and request that your application be reactivated.

1 Albert C. Smith Social Security Number 411-76-2614 <sup>(3)</sup>

Last First Middle City State Zip Code 1526 N. Otter <sup>(4)</sup> Marion <sup>(5)</sup>

County Marion Current phone or nearest phone any <sup>(7)</sup>

Best time of day to contact any

Previous Address Same <sup>(6)</sup> City State Zip Code

If hired, can you furnish proof of age?  Yes  No

If hired, can you furnish proof that you are legally entitled to work in U.S.  Yes  No

Licensed to drive car?  Yes  No

Is license valid in this state?  Yes  No

Have you ever been employed by Brown's? Yes  No  If so, when \_\_\_\_\_ Position \_\_\_\_\_

Have you a relative in the employment of Brown's Department Store? Yes  No

A PHYSICAL OR MENTAL DISABILITY WILL NOT CAUSE REJECTION IF IN BROWN'S MEDICAL OPINION YOU ARE ABLE TO SATISFACTORILY PERFORM IN THE POSITION FOR WHICH YOU ARE BEING CONSIDERED. Alternative placement, if available, of an applicant who does not meet the physical standards of the job for which he/she was originally considered is permitted.

Do you have any physical or mental impairment which may limit your ability to perform the job for which you are applying? Yes, I have a back problem & was in Central State Hospital for 6 months. <sup>(8)</sup>

If yes, what can reasonably be done to accommodate your limitation? \_\_\_\_\_

EDUCATION	School Attended	No. of Years	Name of School	City/State	Graduate?	Course or College Major	Average Grades
		Grammar	6	Holy Trinity	Scranton	Yes	General
	Jr. High	3	Crestview	"	"	"	B
	Sr. High	3	W.C.H.S.	"	"	College Prep	C
	Other						
	College	3	State U	Scranton	NO		C

MILITARY SERVICE	Branch of Service	Date Entered Service	Date of Discharge	Highest Rank Held	Service-Related Skills and Experience Applicable to Civilian Employment
		USA	1995	1998	E-3

What experience or training have you had other than your work experience, military service and education? (Community activities, hobbies, etc.) \_\_\_\_\_

I am interested in the type of work I have checked:

Sales  Office  Mechanical  Warehouse  Other (Specify): anything

I am seeking (check only one):

Temporary employment (6 days or less)

Seasonal employment (one season, e.g. Christmas)

Regular employment (employment for indefinite period of time)

I am available for (check only one):

Part-Time

Full-Time

If part-time, indicate maximum hours per week and enter hours available in block to the right.

HOURS AVAILABLE FOR WORK	
Sunday	To _____
Monday	To _____
Tuesday	To _____

12

14

Adapted from JIST Works, Inc.



**15 REFERENCES**

LIST BELOW YOUR FOUR MOST RECENT EMPLOYERS, BEGINNING WITH THE CURRENT OR MOST RECENT ONE. IF YOU HAVE HAD FEWER THAN FOUR EMPLOYERS, USE THE REMAINING SPACES FOR PERSONAL REFERENCES. IF YOU WERE EMPLOYED UNDER A MAIDEN OR OTHER NAME, PLEASE ENTER THAT NAME IN THE RIGHT HAND MARGIN. IF APPLICABLE, ENTER SERVICE IN THE ARMED FORCES ON THE REVERSE SIDE.

NAMES AND ADDRESSES OF FORMER EMPLOYERS BEGINNING WITH THE CURRENT OR MOST RECENT	Nature of Employer's Business	Name of Your Supervisor	What kind of work did you do?	Starting Date	Starting Pay	Date of Leaving	Pay at Leaving	Why did you leave? Give details
<b>NOTE: State reason for and length of inactivity between present application date and last employer.</b>								
Name: <i>Eric Burgess</i>	School	Eric Burgess	Clean up	Month 99	Year 99	Month Present	Year Present	Fired
Address: <i>Walnut St.</i>					\$7.99			
City: <i>Scranton</i>					an hr			
<b>NOTE: State reason for and length of inactivity between present application date and last employer.</b>								
Name: <i>Fred Willis</i>	Houses	Rafael	electrician helper laborer	Month 98	Year 98	Month 98	Year 98	almost a year
Address: <i>?</i>					\$6.50		\$15.00	Boss always picked on me.
City: <i>Scranton</i>	PA				an hr			
<b>NOTE: State reason for and length of inactivity between present application date and last employer.</b>								
Name: <i>Wayne Constr.</i>	Construction	Kim Leszki	jack hammer + wiring	Month 94	Year 94	Month 94	Year 94	Company went broke.
Address: <i>1436 N. Anderson</i>					\$6.93		\$12.50	
City: <i>Scranton</i>	PA				an hr			
<b>NOTE: State reason for and length of inactivity between present application date and last employer.</b>								
Name: <i>Central Hospital</i>	mental hospital	Lynn Donovan	Clean up	Month ?	Year ?	Month ?	Year ?	El got better + was discharged.
Address: <i>Washington St.</i>					\$5.50		same	
City: <i>Scranton</i>	PA				an hr			

I certify that the information in this application is correct to the best of my knowledge and understand that any misstatement or omission of information is grounds for dismissal in accordance with Brown's policy. I authorize the references listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from all liability for any damages that may result from furnishing same to you. In consideration of my employment, I agree to conform to the rules and regulations of Brown's, and my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either the Company or myself. I understand that no unit manager or representative of Brown's other than the President or Vice-President of the company, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. In some states, the law requires that Brown's have my written permission before obtaining consumer reports on me. I hereby authorize Brown's to obtain such reports.

Applicant's Signature: *20 Smith, Albert C.*

**NOT TO BE FILLED OUT BY APPLICANT**

INTERVIEWER'S COMMENTS	Date of Emp.	Regular	Part-time	Job Title	Job Code	Grade	Compensation Arrangement	Manager Approving	Prospect for	Employee No.	Rank No.	Tested	Mailed	Completed
<i>I really need a job now.</i>												Physical examination scheduled for <i>next week</i>		
												Physical examination form completed <i>el didn't get one.</i>	REFERENCE REQUESTS	<i>not yet</i>
							<i>Make me an offer</i>					Review Card prepared	CONSUMER REPORT	
												Timecard prepared	With Tax (W-4)	
												Minor's Work Permit	State With Tax	
												Proof of Birth		
												Training Material Given to Employee		
												Unit Name and Number		
												<i>Albert Smith</i>		

Adapted from JIST Works, Inc.

## **Answers—What Albert Did Wrong**

1. Last name should come before first name.
2. Date should be written out.
3. Social Security number contains scribbled-out number.
4. City and state are missing.
5. ZIP code is missing.
6. Address should be written again.
7. Phone number is missing.
8. It's better to say "will explain at interview."
9. If you have a physical disability, you should be able to state what special equipment you would need to help you do the job.
10. The city and state should be written out each time.
11. Something such as "Army" should have been written, not "USA." List of skills should be more specific.
12. Only one option should be checked here.
13. Should write "Will explain in interview" here.
14. Should list the hours for each day (if you are available anytime, list the normal work hours for the position, if you know them).
15. Need the complete address for each employer.
16. Supervisor's last name is missing.
17. Need complete starting and ending dates for each job.
18. Rate of pay is missing.
19. Need to come up with better reasons for leaving each job.
20. Name should have been signed. First name should have come first.
21. Do not write *anything* in the section that says "Not to be filled out by applicant."

# APPLICATION FOR EMPLOYMENT

Date April 1, 2000

PLEASE PRINT INFORMATION REQUESTED IN INK.

BROWN'S IS AN EQUAL OPPORTUNITY EMPLOYER and fully subscribes to the principles of Equal Employment Opportunity. Brown's has adopted an Affirmative Action Program to ensure that all applicants and employees are considered for hire, promotion and job status, without regard to race, color, religion, sex, national origin, age, handicap, or status as a disabled veteran or veteran of the Vietnam Era.

To protect the interests of all concerned, applicants for certain job assignments must pass a physical examination before they are hired.

Note: This application will be considered active for 90 days. If you have not been employed within this period and are still interested in employment at Brown's, please contact the office where you applied and request that your application be reactivated.

Name Smith Albert Claude Social Security Number 411-76-2614  
Last First Middle  
 Address 1526 North Otter Street Scranton PA 18602  
Number Street City State Zip Code  
 County \_\_\_\_\_  
 Current phone or nearest phone 555-1212  
 Best time of day to contact after 12 p.m.  
 (Answer only if position for which you are applying requires driving)  
 Licensed to drive car?  Yes  No  
 Is license valid in this state?  Yes  No

Have you ever been employed by Brown's. Yes \_\_\_\_\_ No  If so, when \_\_\_\_\_ Position \_\_\_\_\_  
 Have you a relative in the employment of Brown's Department Store? Yes \_\_\_\_\_ No

A PHYSICAL OR MENTAL DISABILITY WILL NOT CAUSE REJECTION IF IN BROWN'S MEDICAL OPINION YOU ARE ABLE TO SATISFACTORILY PERFORM IN THE POSITION FOR WHICH YOU ARE BEING CONSIDERED. Alternative placement, if available, of an applicant who does not meet the physical standards of the job for which he/she was originally considered is permitted.

Do you have any physical or mental impairment which may limit your ability to perform the job for which you are applying? No

If yes, what can reasonably be done to accommodate your limitation? \_\_\_\_\_

EDUCATION	School Attended	No. of Years	Name of School	City/State	Graduate?	Course or College Major	Average Grades
		Grammar	6	Holy Trinity	Scranton, PA		General
	Jr. High	3	Crestview Junior H.S.	Scranton, PA		General	B
	Sr. High	3	Warren Central H.S.	Scranton, PA		College Prep	C
	Other	—	—	—	—	—	—
	College	3	Indiana-Purdue University at Indpls	Indpls, IN		Electronics in progress	B

MILITARY SERVICE	Branch of Service	Date Entered Service	Date of Discharge	Highest Rank Held	Service-Related Skills and Experience Applicable to Civilian Employment
		United States Air Force	6-2-94	4-15-98	A/1C Airman First Class

What experience or training have you had other than your work experience, military service and education? (Community activities, hobbies, etc.) \_\_\_\_\_

I am interested in the type of work I have checked:  
 Sales  Office  Mechanical  Warehouse  Other (Specify): Repair

Or the following specific job \_\_\_\_\_

I am seeking (check only one):  
 \_\_\_\_\_ Temporary employment (6 days or less) \_\_\_\_\_ Part-Time  
 \_\_\_\_\_ Seasonal employment (one season, e.g. Christmas)  Full-Time Work  
 Regular employment (employment for indefinite period of time) \_\_\_\_\_ If part-time, indicate maximum hours per week and enter hours available in block to the right.

If temporary, indicate dates available \_\_\_\_\_

Have you been convicted during the past seven years of a serious crime involving a person's life or property?  
 NO  YES \_\_\_\_\_ If yes, explain: \_\_\_\_\_

HOURS AVAILABLE FOR WORK		
Sunday	8 a.m.	To close
Monday	8 a.m.	To close
Tuesday	8 a.m.	To close
Wednesday	8 a.m.	To close
Thursday	8 a.m.	To close
Friday	8 a.m.	To close
Saturday	8 a.m.	To close

Adapted from JIST Works, Inc



Adapted from JIST Works, Inc.

**REFERENCES**

LIST BELOW YOUR FOUR MOST RECENT EMPLOYERS, BEGINNING WITH THE CURRENT OR MOST RECENT ONE. IF YOU HAVE HAD FEWER THAN FOUR EMPLOYERS, USE THE REMAINING SPACES FOR PERSONAL REFERENCES. IF YOU WERE EMPLOYED UNDER A MAIDEN OR OTHER NAME, PLEASE ENTER THAT NAME IN THE RIGHT HAND MARGIN. IF APPLICABLE, ENTER SERVICE IN THE ARMED FORCES ON THE REVERSE SIDE.

NAMES AND ADDRESSES OF FORMER EMPLOYERS BEGINNING WITH THE CURRENT OR MOST RECENT		Nature of Employer's Business	Name of Your Supervisor	What kind of work did you do?	Starting Date	Starting Pay	Date of Leaving	Pay at Leaving	Why did you leave? Give details
NOTE: State reason for and length of inactivity between present application date and last employer.									
Name <b>Fred Willis</b> Address <b>1275 E. 11th St.</b> City <b>Scranton</b> State <b>PA</b> Zip Code <b>18515</b> Tel. No. <b>555-2111</b>		<b>Electrical sub-contractor</b>	<b>Rafael Castillo</b>	<b>Electrician helper</b>	Month <b>8</b> Year <b>99</b>	<b>\$280</b> Per Week	Month <b>Present</b> Year	<b>\$280</b> Per Week	<b>Work slowdown — limited work schedule</b>
NOTE: State reason for and length of inactivity between present application date and last employer.									
Name <b>Scranton Public Schools</b> Address <b>593 Walnut Ave.</b> City <b>Scranton</b> State <b>PA</b> Zip Code <b>18505</b> Tel. No. <b>555-3111</b>		<b>Maintenance of school</b>	<b>Eric Burgess</b>	<b>Custodian</b>	Month <b>7</b> Year <b>98</b>	<b>\$260</b> Per Week	Month <b>3</b> Year <b>99</b>	<b>\$260</b> Per Week	<b>Did odd/independent jobs, college courses — 5 months Desired a more demanding position</b>
NOTE: State reason for and length of inactivity between present application date and last employer.									
Name <b>Grand Forks Air Force Base-USAF</b> Address <b>Hwy 2</b> City <b>Grand Forks</b> State <b>ND</b> Zip Code <b>58211</b> Tel. No. <b>701-597-2112</b>		<b>U.S. Air Force</b>	<b>Technical Sergeant Denise Hager</b>	<b>Small electronics + radio repair</b>	Month <b>1</b> Year <b>95</b>	<b>\$250</b> Per Week	Month <b>4</b> Year <b>98</b>	<b>\$275</b> Per Week	<b>Term of service expired — Honorable Discharge</b>
NOTE: State reason for and length of inactivity between present application date and last employer.									
Name <b>Wayne Construction</b> Address <b>1436 N. Anderson Dr.</b> City <b>Scranton</b> State <b>PA</b> Zip Code <b>18509</b> Tel. No. <b>555-4141</b>		<b>Heavy + light constr.</b>	<b>Kim Lenski</b>	<b>Electronic equipment installer</b>	Month <b>6</b> Year <b>93</b>	<b>\$240</b> Per Week	Month <b>4</b> Year <b>94</b>	<b>\$250</b> Per Week	<b>Completed basic training + electronics repair school — 6 mos. Company went out of business — joined U.S. Air Force</b>

I certify that the information in this application is correct to the best of my knowledge and understand that any misstatement or omission of information is grounds for dismissal in accordance with Brown's policy. I authorize the references listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you. In consideration of my employment, I agree to conform to the rules and regulations of Brown's, and my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either the Company or myself. I understand that no unit manager or representative of Brown's other than the President or Vice-President of the company, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. In some states, the law requires that Brown's have my written permission before obtaining consumer reports on me, and I hereby authorize Brown's to obtain such reports.

Applicant's Signature Albert C. Smith

INTERVIEWER'S COMMENTS		Date of Emp.		Regular		Part-time		Job Title		Job Code		Job Grade		Compensation Arrangement		Manager Approving Employee		Prospect for		1.		2.	

NOT TO BE FILLED OUT BY APPLICANT									
Tested					(Store will enter dates as required)				
Physical examination scheduled for					REFERENCE REQUESTS				
Physical examination form completed					CONSUMER REPORT				
Review Card prepared					With Tax (W-4)				
Minor's Work Permit					State With Tax				
Timecard prepared					Proof of Birth				
Training Material Given to Employee									

Unit Name and Number \_\_\_\_\_

Adapted from JIST Works, Inc.

# **Cover Letters and Other Job Search Correspondence**

~ 21 ~

# *The Purpose of a Cover Letter*

These are all important points to prospective employers that your résumé cannot always express.

- *To tell* the employer what type of position you are seeking and provide your résumé objective.
- *To entice* the employer to learn more about you by reading your résumé.
- *To impress* the employer by showcasing your knowledge about the company and/or its goals.
- *To show* the employer how well you can express yourself.

## *Getting Started...*

**Address the letter to a specific individual.** Call to request the name and title of the person who will be considering your application. If you are unsure of the gender of your addressee, always ask, and in your salutation, write “Dear Mr.” or “Dear Ms.” (never Mrs. or Miss). Avoid “To Whom It May Concern.” If you cannot find an individual to send the letter to, you may direct the letter to someone with a specific job title such as Human Resources Manager, Director of Editorial Services, or Dear Sir or Madam.

**Write an attention-getting introduction.** Remember, you are trying to entice the reader to want to get to know you better, and ultimately hire you.

**State the position for which you are applying and point out your relevant qualifications.** Do not merely repeat the contents of your résumé. Select specific experiences relevant to the job and discuss them. Fill in the blanks your résumé leaves open. Tell the employer why *you* are uniquely suited for the job. Avoid using “I” to start every sentence.

**Tailor your letters to the needs of the company and the requirements of the position.** How will *the employer* benefit by hiring you? Want ads and company publications offer clues about what to stress. Get inside information about the workings of your chosen industry and let them know that you are aware of – and possess – exactly what it is they are looking for in an employee.

**Inform employers of your intention to contact them within a specific period of time** (such as a week, 10 days, two weeks). Then, be sure to carry out the follow-up action you mention. It’s a good idea to tell the employer how to reach you during business hours.

**Match your stationery and résumé in size, weight, and shade. Also, do not exceed one page.** You are trying to get their attention in an organized and concise manner.

**Don’t forget to sound positive and confident!**

# ***The Structure of the Cover Letter***

Your Street Address  
City, State Zip Code

Date

Mr./Ms. Recruiter's Full Name  
Recruiter's Title, Department Name  
Company Name  
Street Address  
City, State Zip Code

Dear Mr./Ms. Last Name Only:

The opening paragraph should state **why you are writing** and why you are interested in the organization. If you are writing a letter of application, you should name the specific position for which you are applying. Also, tell the employer how you became aware of the vacancy. If a former employer or someone else referred you to the employer, this is the best place to drop that person's name and mention that he or she suggested you write.

The second paragraph is where you draw attention to your résumé and highlight specific skills relevant to the potential employer. This paragraph is devoted to explaining **your qualifications**. Cite achievements and qualifications related to the position desired. If you have qualifications that are not noted on your résumé, this is your opportunity to discuss them.

The third paragraph, sometimes combined with the second paragraph, states why you are right for this job and **demonstrates your knowledge of the employer and their goals**. Tell them why you should be considered for the position you are applying for. A little bit of homework on the company or the industry can really pay off by showing the employer that you are serious about your application, and informed about the type of work and experience that it requires.

The closing paragraph states **what you will do next** (such as calling to arrange an appointment at the employer's convenience) or what you would like the recipient of the letter to do next. Ask for an interview. Mention that you are including your résumé. Inform the employer when you will make contact with them again. In your closing, thank the employer for their time.

Sincerely,

*Your Signature Here*

Your Name Typed Name

Enclosure(s) (This indicates that your résumé and/or additional materials are enclosed)

Adapted from NACE's Job Choices

## Sample Cover Letter

9781 College Street  
Springfield, MO 65807

April 15, 20--

Ms. Laura Liu  
Web Manager  
Amazon  
P.O. Box 6898  
Seattle, WA 98961

*The cover letter, sometimes called an application letter, serves as an introduction to your résumé, highlighting specific qualifications or objectives, and exhibiting written communication skills. It can also include additions to the résumé that specifically match the job description. Your cover letter and résumé should not contain contradictions.*

Dear Ms. Liu:

While researching information on Amazon.com, I discovered an opening in the web development department as a web designer. Upon graduation from Ozarks Technical Community College this May with a degree in Computer Information Science, I would like to use the knowledge, skills and experience to promote Internet businesses like yours.

I have had extensive experience in web design, along with writing creatively in the corporate world. However, my true interest lies in how to merge innovative writing with cutting-edge technology. For the past year, I have been working in the web development office at Ozarks Technical Community College improving the content of the website. In addition to my online experience, I have also worked for an e-commerce business located in Springfield. I am confident that I could bring creativity, grace-under-pressure, and style to the job.

I understand that Amazon.com has been on the forefront of technology since its beginning in 1995. With my flair for the creative and my ability to reach a rainbow of readers, I am well-suited to help your company expand well into the millennium. Your mission to transform Internet buying into the fastest, easiest, and most enjoyable experience possible is one that I could substantially aid with my web design experience.

More importantly, though, a letter and résumé can only tell you so much about my motivations and qualifications. I would like to discuss my background with you in person and would be willing to travel to Seattle at my own expense to do so. I'll call you at the end of next week to confirm that you have received my enclosed résumé and portfolio and to discuss whether such a meeting would be possible.

Thank you for your consideration.

Sincerely,

*Harper Smith*



# Sample Application Letter

1225 Sherman Avenue  
Springfield, MO 65809

April 15, 20--

Ms. Mary Kay Nelson  
Manager of Human Resources  
Continental Industries, Inc.  
2900 Rosemont Boulevard  
Rosemont, MO 60018

*An **application letter** is used to generate job interviews. Use this type of letter to respond to specific openings. You want to demonstrate that you have the skills and qualifications required for the position.*

Dear Ms. Nelson:

I am applying for the web developer position that was advertised with Ozarks Technical Community College Career Employment Services this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C#, Java, and SQL. In addition, I have extensive experience in using several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. My experience as a department computer consultant gave me exposure to PC (Windows 2010) and Macintosh platforms as well as Cisco and NT LANs. Additionally, I worked as a summer intern in computing operations for a local newspaper where I gained knowledge of enterprise systems and e-commerce operations. My enclosed résumé provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I'm confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Continental Industries, Inc. Your firm has an excellent reputation and comes highly recommended to me.

Would you please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity? I will call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at 417-683-4388 or [mlopez@otc.edu](mailto:mlopez@otc.edu).

Thank you for your consideration. I look forward to talking with you.

Sincerely yours,

*Marisa Lopez*

Marisa Lopez

# Sample Prospecting Letter

1600 Sherman Avenue, #301  
Springfield, MO 65802

April 15, 20--

Mr. Brent Newman  
Director of College Recruiting  
Gray Construction Company  
4500 Randolph Drive  
Chicago, IL 60601

*A **prospecting letter** is used to prospect or search for possible openings and generate job interviews. This type of letter is used most often in long-distance searches and focuses on broader qualifications that match the work environment.*

Dear Mr. Newman:

I read your company's description in NACE's *Job Choices for Science, Engineering, & Technology Students* and would like to inquire about employment opportunities in your civil engineering department. I want to work in the engineering field and would like to move to the Chicago area after graduation.

I shall receive my AAS degree in Drafting and Design Technology from Ozarks Technical Community College this May. My interest in engineering started in high school when I attended a student Introduction to Engineering program at a local university in my hometown. This interest further developed through a variety of construction jobs during college. My internship with a construction company in my hometown convinced me to pursue this field. When I researched the top construction firms in Chicago, Gray Construction emerged as having a strong market position, an excellent training program, and a solid reputation. In short, you provide the kind of professional environment I seek.

My education and experience match the qualifications you seek, but they don't tell the whole story. I know from supervisor feedback that I have the technical and interpersonal skills you seek. My relatively extensive experience gives me confidence in my career direction and in my abilities to perform competently.

My résumé is enclosed for your consideration. I plan to call you during the week of May 4 to discuss employment possibilities. In the meantime, if you need to contact me, my number is 417-491-8843 and my email is [jchen@otc.edu](mailto:jchen@otc.edu). Thank you very much for considering my request. I look forward to talking with you.

Sincerely,

*Jeff Chen*

Jeff Chen

Enclosure

Adapted from NACE's Job Choices

# Sample Networking Letter

543 State Street  
Springfield, MO 65803

April 15, 20--

Jessica Hudson, M.S.N.  
Missouri Institute of Health  
10 Center Drive  
Mount Vernon, MO 65708

*A **networking letter** is used to create informational interviews, not job interviews. It can open doors with employers to conduct job market research, define career goals and discover vacancy information within an industry or geographic location. Usually, a résumé is not attached to this document.*

Dear Ms. Hudson:

Dr. Charlotte Cook, instructor of practical nursing at Ozarks Technical Community College, suggested that I contact you. She thought that, as a former graduate, you would be in an excellent position to assist me with a career decision.

As a nursing student, I am exploring which career environment to pursue. Hospital, physician's office, and public health nursing environments all sound interesting to me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term career implications of each path.

Next week I will call you to see if we can arrange a brief meeting at your convenience. Thank you for considering my request.

Sincerely,

*Ashley Harrison*

Ashley Harrison

Adapted from NACE's Job Choices

## *Sample Thank-You Letter*

8976 E. Independence  
Springfield, MO 65804

April 15, 20--

Dr. Franklin Watson  
Director, Technical Design Group  
Midwest Engineering Systems, Inc.  
1220 Warwick Avenue  
Strafford, MO 64531

Dear Dr. Watson:

Thank you very much for interviewing me yesterday for the associate drafter position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for the position and my interest in working for MES were strengthened as a result of the interview. My education and cooperative education experiences fit nicely with the job requirements, and I am sure that I'll make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 417-685-5555 or [rrameriz@aol.com](mailto:rrameriz@aol.com) if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely,

*Robert Rameriz*

Robert Rameriz

*A thank-you or follow-up letter is one of the most important job search tools you can utilize. It is used to express your appreciation and strengthen your chances of being hired by a company. If possible, it should be sent within 24 hours of an interview. A letter should also be sent to anyone who helped you in the job search process. If that is not possible, request that your appreciation be extended to the entire group you met during the interview.*

Adapted from NACE's Job Choices

# Sample Acceptance Letter

2468 Freedom Road  
Mansfield, MO 65742

April 15, 20--

Mr. Jack Walinski  
Division Manager  
Data International Corporation  
1212 Corporation Lane  
Northbrook, IL 60022

An **acceptance letter** is used to accept a position and confirm the terms of employment. You usually send this letter following a telephone conversation offering you the position. It helps reinforce the employer's decision to hire you.

Dear Mr. Walinski:

I'm writing to confirm my acceptance of your employment offer of April 20 and to tell you how delighted I am to be joining Data International in Northbrook. The work is exactly what I have prepared to perform and hoped to do. I feel confident that I can make a significant contribution to the corporation, and am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:00 a.m. on July 1 and will have completed the medical examination and drug testing by the start date. Additionally, I will complete all employment and insurance forms for the new employee orientation.

I look forward to working with you and your fine team. I appreciate your confidence in me and am very happy to be joining your staff.

Sincerely,

*Andrea Nguyen*

Andrea Nguyen

Adapted from NACE's Job Choices

# Sample Withdrawal Letter

13579 Edison Avenue  
Bolivar, MO 64587

April 15, 20--

Ms. Melinda Long  
Director, Human Resources  
Irvine Regional Hospital  
8989 Wagner Road  
Irvine, CA 92618

*A **withdrawal letter** should be sent to a potential employer if you accept another job offer. You have an ethical responsibility to let that company know of your decision. You should thank them for considering you as a candidate. **DO NOT** say that you obtained a better job than the one they were offering to you.*

Dear Ms. Long:

I am writing to inform you that I am withdrawing my application for the physical therapist assistant position. As I indicated in my interview with you, I've been exploring several employment possibilities. This week I was offered a position with a local hospital and, after careful consideration, I decided to accept it. The position provides a very good match for my interests at this point in my career.

Thank you very much for interviewing and considering me for your position. I enjoyed meeting you and learning about your hospital. Best wishes to you and your staff.

Sincerely,

*Hannah Fox*

Hannah Fox

Adapted from NACE's Job Choices

# Sample Rejection Letter

1216 Emerson Street  
Battlefield, MO 65741

April 15, 20--

Mr. Greg Dupont  
Senior Chemist  
Ciba Specialty Chemicals Corporation  
1700 Colonial Parkway  
Williamsburg, VA 23176

*A rejection letter may be used to decline employment offers that do not fit your objectives and interests. You should be thoughtful when choosing the proper words to create this document. Indicate that you have given careful consideration to your decision not to accept the position. Be sure to thank the*

Dear Mr. Dupont:

Thank you very much for offering me the position of electronics technician with Ciba Specialty Chemicals Corporation. I appreciate your discussing the details of the position with me and giving me time to consider your offer.

You have a fine organization and there are many aspects of the position that are very appealing to me. However, I believe it is in our mutual best interests that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

Thank you again for the consideration and courtesy given to me. It was a pleasure meeting you and your fine staff.

Sincerely,

*Melanie Thomas*

Melanie Thomas

Adapted from NACE's Job Choices

## ***Power Phrases***

### **Consider using adaptations of these key phrases in a cover letter prior to face-to-face meetings.**

I have attached my résumé for your review. I would appreciate any feedback you may have regarding effectiveness and strength. I understand you may not have any searches underway that would be suitable for me at this time, but I would appreciate any future considerations.

I look forward to discussing my background and the position with you in greater detail.

I'm seeking an opportunity to join a company that can benefit from my expertise and experience while offering me a challenging work environment and continued professional growth, as well as commensurate compensation.

If you feel that any of the strengths outlined in my résumé could make a valuable contribution to your organization, please contact me at your convenience to discuss my qualifications.

### **Consider using adaptations of these key phrases in a follow-up/thank you letter after face-to-face meetings.**

In addition to experiencing a very enjoyable and informative interview, I came away very enthusiastic about the position you are seeking to fill within your organization.

It was a pleasure meeting with you yesterday in your office. I appreciate the time you spent with me, as well as the valuable information you offered during the interview.

I want to take this opportunity to thank you for the interview today. I was very impressed with the operation, and I am enthusiastic about the prospects of joining your team.

I would like to take this opportunity to thank you for the interview this morning, and to express my strong interest in the position of (*title*) with (*company*).

Since you are going to reach a decision quickly, I would like to mention the following points, which I feel qualify me for the job we discussed.

From our conversation, I feel confident in my ability to reach and exceed your expectations.

Adapted from Cover Letters That Knock-Em Dead



# **Résumé Writing**

# ***Your Résumé***

## **Piecing Together Your Résumé**

The following is an in-depth guide for constructing your résumé. Consider these steps as you create your document.

- Envision what the employer wants
- Assess your own interests, skills, abilities, experience, and personal characteristics
- Construct a rough draft of your résumé
- Test market your résumé
- Utilize Career Employment Services resources
- Utilize resources outside of Career Employment Services
- Revise your résumé
- Put your résumé on high quality paper
- Proofread your résumé a final time before sending it out

## **Sample Formats and Résumés**

Take a look at the following examples for some more ideas.

- Résumé Formats
- Typical Résumé Sections
- Chronological Format
- Functional Format
- Combination Format
- Before and After Résumé
- Allied Health Résumé
- Technical Education Résumés
- References
- General Education Résumé

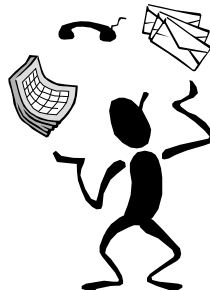
### **REMEMBER...**

**The purpose of a résumé is not to get a job, but to get an interview with the employer. Employers generally look at résumés for only 30-40 seconds.**

## **Additional Information**

**Don't forget** to take a look at the extra tips and information at the end of the résumé section!

- Action Verbs
- Electronic Résumés
- Common Mistakes
- Websites for Résumé Tips



## ***Résumé Builders***

Career Employment Services hosts résumé builders on both **College Central Network** and **Career Coach**. Now you can create, present and manage your résumé all online in a safe and friendly place.

- Easily write high impact résumés using interactive examples
- Display your résumé as an online document and make it available to employers to view
- Style your résumé using a myriad of format options
- Store it online and never worry about losing it
- Receive feedback from résumé professionals at Career Employment Services

Your résumé can be displayed as a traditional Microsoft Word document, or you can save it to a flash drive or your computer hard drive for later printing or mailing as an email attachment. These are extremely innovative, flexible, and powerful tools for getting noticed and gaining an advantage in today's competitive job market.

Here are a few reasons to use a résumé builder on **College Central Network** or **Career Coach**:

- Step-by-step instructions and examples
- Trouble free spell-check and cut-and-paste features
- Saves significant time and helps create a presentation of skills and abilities
- Multiple formats for use in varying situations: Rich Text, Plain Text, PDF & HTML

### **College Central Network**

[www.collegecentral.com/otc](http://www.collegecentral.com/otc)

College Central Network (CCN) allows you the ability to upload a résumé file or build it in CCN's Résumé Central; control who can see it; and forward it to prospective employers. Your résumé will be reviewed by the Career Employment Services office and must be approved before it is viewable to employers. Suggestions for improving the document are often made before approval is given. Uploading a résumé into Résumé Central enables you to apply online to job postings that are of interest to you. And, if you so authorize, it also makes you eligible for referrals to employers by the Career Employment Services Office, and/or allows employers to review your résumé online. Build an online portfolio in Career Portfolio Central to support your résumé and demonstrate your best work to employers.

### **Career Coach**

<http://otc.emsicareercoach.com>

Career Coach comes with a one-of-a-kind résumé builder. This easy tool uses a vast database of career information to automatically fill out portions of your résumé, getting you quickly on the right track. Let Résumé Builder help you with your phrasing and vocabulary. Enter the job title you are interested in and Résumé Builder will suggest tasks and skills that may apply to your situation, giving you the phrasing you need to present your point in a professional way.

## ***Piecing Together Your Résumé***

*A résumé should be long enough to entice hiring managers to call you for job interviews. There is no right way to construct a résumé, but by following these suggestions you will be able to make a concise representation of the knowledge, skills, and experiences you could bring into the workplace. The next few pages detail each item on the checklist, supplemented by information on posting online résumés, sending email résumés, and sample résumés.*

### **Envision what the employer wants**

Are they looking for people with a lot of experience in one area or those who have general experience in many areas?

Are they looking for people who are willing to work their way up the ladder?

Do they want someone who is willing to travel?

### **Assess your own interests, skills, abilities, experience, & personal characteristics**

What are you good at?

What tasks do you enjoy doing?

What are the areas in which you have experience and skill?

What are the areas that you would like to learn about?

How does all of this information pertain to the job for which you are applying?



### **Construct a rough draft of your résumé**

*The following are topic areas often included in résumés. These are typical headings, but not the only ones you can include. Use them as guidelines in developing a first draft. You'll also want to choose between a chronological or functional résumé, or use a combination of both. There are examples of each in this guide. Choose the one that best highlights the experience you have that relates the most to the position for which you are applying.*

#### **Personal Data**

Always include:

- your name (should be the biggest thing on the page)
- local *and* permanent address, if applicable
- local *and* permanent phone number(s), if applicable
- your email address (if you check it regularly & it is professional sounding)

#### **Professional Objective (optional)**

Make a concise, positive statement about your work goals.

Indicate:

- job title
- place (geographic preference if there is one)
- type of job (part-time, full-time, summer, internship)

The more focused the better. If you are aiming at a diverse group of jobs, consider leaving the objective off the résumé and explain your interests in the cover letter instead.

## **Education**

Include:

- name of school, city, and state
- your degree and program/major, date of graduation (month & year) or expected date of graduation
- minor and/or area of concentration
- GPA, cumulative and/or that of major, if it is 3.0 or above
- relevant course work that you feel will add to your qualifications and are not implied by your major or minor
- other colleges you have attended (optional)
- accomplishments (i.e., financed 80% of education through..., consistently worked 20-25 hours per week while full-time student, graduated in four years, etc.)

*Do not include high school information if you have substantial post-secondary education or training.*

## **Work History**

Include:

- job title, place of employment, city and state, and dates of employment (list most recent jobs first and work backwards in time)
- job description in a way that clearly highlights relevant skills. This can be done through several short concise statements that begin with a past tense action verb and are set apart from the rest of the text by bullets. You should also use high impact adverbs, qualifying adjectives, and action verbs
- quantification when possible (i.e., supervised a staff of 10, increased sales by 15%, handled up to \$15,000 daily, etc.)
- description of your experience as it relates to the position or field of interest
- alternative headings, if necessary, to separate experience that is most directly related to your objective. Examples include: Computer Experience, Sales Experience, Financial Experience, Writing Experience, Retail Experience, Banking Experience, or Foreign Travel, Languages, Leadership Experience.

## **Competencies or Career-Related Skills**

Inclusion of this section on your résumé can be very beneficial, especially if you do not have a lot of work experience. Under this heading, you would have one to five subheadings that describe skills that you acquired through any activities and/or jobs in which you have been involved.

Examples:

- financial skills
- communication skills
- creative skills
- computer skills
- writing skills
- leadership skills
- foreign language skills



## **Related Professional Information**

Any of the following can become a separate category if your background warrants:

- licenses and certificates currently held
- honors, scholarships, awards, and fellowships earned
- professional organization memberships and offices held
- publications
- affiliations with civic and community groups/volunteer work
- extracurricular activities/leadership
- internship/co-op experiences

## **References**

References can be listed in a variety of ways. Currently, the preferred method is listing your references' names, addresses, and phone numbers on a separate sheet of paper. Be sure to put your name and contact information at the top in case your reference sheet gets separated from the résumé. On your résumé do not indicate that *references are available upon request*. This is not necessary. References are expected; you are stating the obvious. Make sure each of your references has agreed in advance to write reference letters or answer phone calls concerning your candidacy. Professional references from work or school tend to carry more weight than personal character references.

## **Test market your résumé**

Give your résumé to ten people you trust to give you honest feedback. You should try to get the opinions of people in the industry, professionals/faculty/advisors in the field who know you, people who understand résumé format, Career Employment Services (CES) staff, and people who do well with grammar and editing.

## **Utilize Career Employment Services Resources**

Résumé reviews are essential in the résumé writing process. You can bring a typed draft of your résumé and a Career Employment Services (CES) staff member will talk with you one-on-one about what you have done well and what can be improved. This generally requires an appointment, and usually takes up to an hour.

Career Employment Services has other resources on a variety of career-related topics located in ICW 219-U that are available for your use. Stop by the CES office for more information on networking, interviewing, and writing letters to support your résumé.

Another resource to utilize is the Mock Interview program. You have the option of making an appointment for a mock interview with a staff member or using the online practice interview system at <http://otc.interviewstream.com/>. After the interview you and a staff member can review and discuss your performance. The InterviewStream self-produced practice interview is recorded and available to you, as well as to CES staff. You can instantly review your responses, request feedback from CES staff, or forward the simulated interview to instructors, employers, family or friends to seek their valuable feedback.

## **Utilize resources outside of Career Employment Services**

Be sure to use all accessible resources. Visiting websites is one great way to learn more about how a company works. Also, talk to people you know who are in the field you anticipate entering. Faculty, staff, advisors, professionals, etc. are almost always willing to speak with you.

## **Revise your résumé**

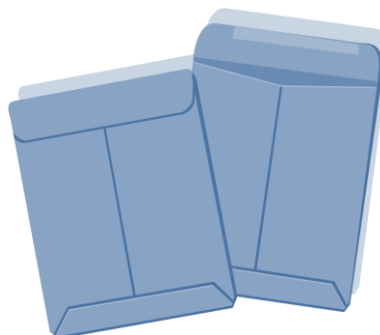
Consider what you have learned through research and your test market. Pay close attention to the words you choose. Look at the verb suggestions and common résumé mistakes sheets in this packet. Follow the same basic rules as described in the “make a rough draft of your résumé” section. Continue to have people review your résumé after each revision you make.

## **Put your résumé on high quality paper**

Make sure that your résumé and reference sheet both utilize the same color paper and font. If you have a cover letter, use the same type of paper for it, too. Don't use an exotic paper stock or color. In most cases the best paper to use is 32 lb. in white, ivory, or light gray. Be aware when choosing paper types that marbled paper does not fax or scan well, in case an employer would be faxing or scanning your information to a co-worker, etc. Photographs can be used in certain fields, (such as modeling or acting), but are usually inappropriate.

## **Proofread your résumé a final time before sending it out**

Make sure there are no grammatical errors or misspelled words. Also, check to see that you are consistent in using fonts, spacing, and overall style throughout your résumé, reference sheet, and cover letter. Do not staple anything together. If you want to attach anything, use a paperclip. It is ideal to put your résumé in a large envelope to prevent folding.



# Sample Formats and Résumés

*Chronological résumés are best used by people who have had one job or have been in the same field for a long period of time. This format emphasizes past experiences.*

Advantages:

- Easiest to prepare and most preferred.
- Steady employment record is highlighted.
- Most recent experience is listed first.



Disadvantages:

- Part-time and summer jobs may not relate to college major or industry.
- Reveals employment gaps.
- Skills and achievements may not match current position search.

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*Functional résumés are best used by career changers, frequent job changers, and those with limited experience. This format emphasizes sets of skills. (Generally speaking, this format is not recommended because it raises too many red flags and signals that all information is not included, such as relevant work experience directly related to your job target.)*

Advantages:

- Organizes experience in terms of skills and accomplishments.
- Camouflages spotty employment record.
- Downplays positions not related to current job search.
- Recent graduates with limited experience can emphasize courses of study and extracurricular activities.

Disadvantages:

- Raises employer suspicions if dates and places of employment are left out.
- Does not allow highlights on companies for whom you have worked.

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*Combination résumés are recommended for mid-career changers (downplay earlier dates) and recent graduates. Combination résumés combine the skills and accomplishments section from the functional format with the employment history from a chronological format.*

Advantages:

- Matches skills and accomplishments to job requirements.
- Shows stability and employment history.
- Sections can be changed to market you in the best possible light.

Disadvantages:

- May be difficult for inexperienced résumé writers to write.
  - Employers lose interest with poorly written and unattractive résumés.
-



# Typical Résumé Sections

Below are some typical resume sections; however, **the sections you include, and their order, will vary depending upon your own personal experiences, education, and skills.** Create sections that reflect your unique experiences and skills and organize within the resume so that the most relevant sections are first!

## NAME

Address  
City, State, Zip Code

Phone Number  
Professional Email

---

### OBJECTIVE or PROFILE

- Tailor this section to a particular type of career field and/or organization and highlight what value **YOU** offer the employer, not what you want to gain.
- Who you are (experienced professional, current student, recently degreed, etc.).
- Job title or general career field you are seeking.

### SKILLS AND QUALIFICATIONS

- Highlight in 3-6 bullet points a summary of your most applicable and/or transferable skills and qualifications such as computer programs, equipment, and/or procedures (e.g., 10-Key to Touch, Excel, MIG/TIG, CNC lathes, Radiographs)
- Place in columns or separate by use of bullets/symbols as dividers between data points.

### EDUCATION

- Include at a minimum:
  - College/University Name, City, State, Type and Name of Degree/Certificate seeking or earned (no abbreviations) and most recent first.
  - Graduation date (not dates of attendance), even if in the near future, or “In Progress”.
- GPA if 3.0 or higher (Overall or In Major), Dean’s List, Cum Laude, etc.
- Relevant courses completed, listed by title, if lacking related work experience.

### RELEVANT EXPERIENCE

#### Jobs, Internships, Practicums, Student Teaching

- Include at a minimum: Company/Organization Name, Job Title, City, State, Dates of Employment.
- Clearly distinguish between paid and unpaid experiences through the job title:
  - Medical Laboratory Technician vs. Practicum Student
  - Place unpaid experiences under a separate section like MEDICAL PRACTICUMS.
- Use strong resume action verbs to bullet 3-5 accomplishment statements.

### LICENSES and CERTIFICATIONS (Optional placement under EDUCATION)

- List any relevant licenses or certifications and date of certification or pending certification.

### HONORS, ACTIVITIES, LEADERSHIP, VOLUNTEER EXPERIENCE

- Include academic, program/major and college associations, committees, employment or academic recognition and dates, and titles (President, Chair, Secretary, Member, etc.).
- Include a short description of the group and/or your duties if it is not obvious to the reader.
- Format consistently within the section and use bullets to avoid long lists.
- Include special projects that provided you with “real work” experience.

### ADDITIONAL WORK HISTORY (Unrelated experiences but indicates employability)

- Include at a minimum: Company/Organization Name, Job Title, City, State, Dates of Employment.

# ***Chronological Résumé - Sample***

**Robert C. Roberts**

148 Conservation Lane • Springfield, MO 54321  
520-555-9088 • [rcroberts@provider.net](mailto:rcroberts@provider.net)

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## **OBJECTIVE**

Seeking an entry-level management position at ABC Management Company building on business skills obtained through education and 4+ years of work experience.

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## **EDUCATION**

**Ozarks Technical Community College**

Springfield, MO

Associate of Applied Science in Business & Marketing

May 2014

Business courses completed:

- Principles of Management
- Principles of Marketing
- Business Strategy
- Managerial Accounting

## **SUPERVISORY EXPERIENCE**

**Katz Department Store**

Springfield, MO

Sales Supervisor

September 2011 - Present

- Direct and supervise four sales clerks; train new sales employees on policy procedures and techniques for handling difficult customers.
- Plan and coordinate advertising campaigns and sales promotions; prepare advertising copy.
- Prepare sales reports for regional management; attained highest part-time sales volume with fewest sales returned in Missouri for 2012.

## **SALES EXPERIENCE**

**Value Variety**

Springfield, MO

Sales Clerk

Summers 2010, 2011

- Ascertained customer needs and improved customer satisfaction in sales and returns.
- Coordinated weekly inventory deliveries; directed stocking of holiday and sales merchandise.
- Received and processed debit, credit and cash transactions; balanced daily cash receipts in registers.

## **VOLUNTEER EXPERIENCE**

- Boy Scout Leader, Troop 566 2011- Present
- Valley Elementary Parent-Teacher Organization - Secretary-Treasurer 2012 - 2013
  - Maintained email correspondence; customized spreadsheet to track results of three fund-raisers that reduced reporting time by 50 percent; designed database for 500 families; kept books for two years and satisfied yearly CPA audits.
- National Diabetes Foundation 2013 Volunteer of the Year

# *Functional Résumé - Sample*

## **ROBERT C. ROBERTS**

148 Conservation Lane  
Springfield, MO 54321

520-555-9088  
rcroberts@provider.net

### **PROFILE**

Administrative Assistant with expertise in management strategies and current technology applications seeks position with ABC Management Company.

### **EDUCATION**

#### **Ozarks Technical Community College**

Associate of Applied Science in Business & Marketing  
Dean's List

Springfield, MO

May 2014

GPA 3.6

### **PROFESSIONAL EXPERIENCE**

#### **Document Preparation**

- Utilized Microsoft Word 2010 and PowerPoint 2010 entering text at 75 wpm and transcribing dictation at 60 wpm to create interoffice presentations.
- Wrote, formatted, and proofread printed and electronic business correspondence, reports, and newsletters; research topics on the Internet (Firefox, Chrome).
- Published printed and electronic newsletters and maintained correspondence for Valley Elementary School Parent-Teacher Organization (VES-PTO) for two years.

#### **Spreadsheet Management**

- Integrated tabular data and graphics into documents using Microsoft Access 2010.
- Designed spreadsheets using Microsoft Excel 2010 to track results of three fund-raising activities for VES-PTO to study parent participation of 500 district families.

#### **Bookkeeping**

- Performed manual (ten-key by touch at 250 kspm) and computerized (QuickBooks) bookkeeping functions from journal entry to end-of-period reports.
- Maintained books for VES-PTO for two years and satisfied yearly Certified Public Accountant audits.

#### **Human Relations**

- Successfully interacted with store manager, representatives of delivery companies and community organizations, and the general public.
- Held leadership positions in four community organizations over the last eight years; chosen 2013 National Diabetes Foundation Volunteer of the Year.
- Promoted to supervisor in two department stores; trained new sales clerks; coordinated weekly inventory deliveries; provided customer service in sales and returns; attained highest part-time sales volume and had fewest sales returned in 2012.

### **EMPLOYMENT AND VOLUNTEER HISTORY**

Katz Department Store, Supervisor	Springfield, MO	September 2011 - Present
Value Variety, Sales Clerk	Springfield, MO	Summers 2010, 2011
Community Volunteer	Springfield, MO	December 2011 - Present

# Combination Résumé - Sample

## ROBERT C. ROBERTS

148 Conservation Lane ■ 520-555-9098  
Springfield, MO 54321 ■ [rcroberts@provider.net](mailto:rcroberts@provider.net)

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### ADMINISTRATIVE ASSISTANT

- Generated and managed spreadsheets using Excel 2010
  - Designed and maintained databases using MS Access 2010 and Excel 2010
  - Wrote, formatted and proofread printed and electronic business correspondence, reports, and newsletters
  - Balanced ledgers, prepared payroll using QuickBooks software; ten-key by touch at 250 kspm
  - Text input at 75 wpm and dictation transcription at 60 wpm
  - Proficient in Microsoft Word 2010 and Microsoft PowerPoint 2010 software
- 

### EDUCATION

Ozarks Technical Community College Springfield, MO  
**Associate of Applied Science in Business & Marketing** May 2014  
Chancellor's and Dean's Lists

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### BUSINESS EXPERIENCE

Katz Department Store Springfield, MO September 2011 - Present  
**Sales Supervisor**

- Direct and supervise four sales clerks; train new sales employees on policy procedures and techniques on handling difficult customers
- Plan and coordinate advertising campaigns and sales promotions; prepare advertising copy
- Prepare sales reports for regional management; attained highest part-time sales volume and had fewest sales returned in Missouri for 2012

Value Variety Springfield, MO Summers 2010, 2011  
**Sales Clerk**

- Provided complete customer service in sales and returns and coordinated weekly inventory deliveries
  - Received and processed debit, credit, and cash transactions; balanced daily cash receipts
- 

### COMMUNITY SERVICE

**Community Volunteer** Springfield, MO December 2011 - Present

- Boy Scout Leader, Troop 566 2011 - Present
- National Diabetes Foundation Volunteer of the Year 2013
- Secretary/Treasurer, Valley Elementary Parent-Teacher Organization 2012 - 2013
  - Maintained correspondence; customized spreadsheet to track results of three fund-raisers that reduced reporting time by 50 percent; designed database for 500 student families; kept books for two years; satisfied yearly Certified Public Account audits

# BEFORE

## **Stella Smith**

100 W. Third St.

Springfield, MO 65802

417-252-2525 stellasmith@gmail.com

Objective: Recent graduate with A.A.S. as a Medical Laboratory Technician seeks a medical technician position in the Springfield, MO area.

**Education:**-2013 Ozarks Technical community College. Springfield, MO Associate of Applied Science, Medical --  
Laboratory Technician

## **Clinical Work Experience**

Regional Rehabilitation Center - Mt. Vernon, Missouri, Fall 2014

-Performed phlebotomy; vein punctures and finger sticks

Community Hospital - Lebanon, Missouri, Fall 2013

-Performed CBC hematology analysis and manual cells count

-Analyzed routine urinalysis and waived tests

-Conducted multiple blood chemistry analysis

-Observed and helped with specimen processing

-Operated and calibrated an assortment of laboratory/testing equipment and performed various chemical and microscopic tests.

-Conducted stat and routine testing on a variety of specimens quickly and accurately.

## **Skills and Qualifications:**

-Performed QC, Maintenance and analysis on analyzers:

-Lead Care II Blood Lead Testing Systems

-Vitros ECIQ/ ECI Immunodiagnostic system

-Vitros 5,1 (Hgb A1c and Urine Drug Screens)

-NRatio PT Monitoring system

-Coulter HmX Hematology Analyzer with Autoloader

-Clinitek Status Analyzer. Siemens Model # 48912

**Volunteering:** City Hospital South - Springfield, MO

### **Did you spot the errors?**

- Too much white space on the page. Format to fill entire page.
- Name is too small. Use 20-26 font.
- Text font is too small. Depending on style, use 10-12.
- Poor line spacing. Text should be single spaced. Double space only before a new heading.
- Section Headings get lost. Make headings 2 sizes larger than the text and put in all caps.
- Companies, job titles and accomplishment statements blend together. Use bold and indentations to distinguish between them.
- Dashes blend in. Use bullets rather than dashes to set off accomplishment statements.
- Avoid long lists. Format *Skills and Qualifications* in columns or bulleted across horizontally.
- Missing Dates. Include dates on all work, volunteer, internships, practicums, and put graduation date on education.
- Use either *MO* or *Missouri* but not both in the same resume.

# AFTER

## Stella Smith

100 W. Third Street ■ Springfield, MO 65802

417-252-2525 ■ stellasmith@gmail.com

### OBJECTIVE

Medical Laboratory Technician with associate degree seeks position in Southwest Missouri area hospital.

### SKILLS AND QUALIFICATIONS

Performed quality control, maintenance and analysis on the following analyzers:

- Lead Care II Blood Lead Testing Systems
- Vitros ECIQ/ ECI Immunodiagnostic system
- Vitros 5,1 (Hgb A1c and Urine Drug Screens)
- NRatio PT Monitoring system
- Coulter HmX Hematology Analyzer with Autoloader
- Clinitek Status Analyzer. Siemens Model # 48912

### CLINICAL SITE EXPERIENCE

#### Regional Rehabilitation Center

Mt. Vernon, MO

Practicum

Spring 2014

- Verify, record, and report lab results on all performed tests
- Performed phlebotomy; vein punctures and finger sticks; 250+ successful Venipunctures
- Performed CBC hematology analysis and manual cells count

#### Community Hospital

Lebanon, MO

Practicum

Fall 2013

- Analyzed routine urinalysis and waived tests
- Conducted multiple blood chemistry analysis
- Observed and helped with specimen processing
- Operated and calibrated an assortment of laboratory/testing equipment and performed various chemical and microscopic tests
- Conducted stat and routine testing on a variety of specimens quickly and accurately

### EDUCATION

#### Ozarks Technical Community College

Springfield, MO

Associate of Applied Science – Medical Laboratory Technician

May 2014

Courses Completed:

- Immunohematology
- Clinical Microbiology
- Clinical Chemistry

### VOLUNTEER

#### City Hospital South

Springfield, MO

Patient Care Volunteer

Summer 2013

- Escorted patients to their destination and provided progress reports to families.

# Allied Health Résumé - Sample

## Suzie Smiley, CDA

Springfield, MO  
<https://www.linkedin.com/suzie-smiley/11/11>

417-555-5555  
ssmiley@alumni.otc.edu

### Objective

**Experienced Dental Assistant** seeks full-time employment in a general dental practice performing vital skills which contribute to an organization's success

### Summary of Qualifications

- Certified Dental Assistant with one year of experience assisting with **direct patient care**; distinct interest in pediatric care, with the desire and willingness to learn other areas of dentistry
- Special expertise in **patient management** and making patients of all ages feel as relaxed and comfortable as possible relieving any anxiety or tension they might have; skilled in working with handicapped and other special-needs patients
- Sound knowledge of **clinical procedures** and dental/medical terminology

### Education

*Ozarks Technical Community College, Springfield, MO*

**Certificate in Dental Assisting, May 2014**

Academic Honors & Activities

- GPA: 3.875
- Phi Theta Kappa International Honor Society
- President's and Dean's List
- Clinical Observation at Queen City Dental Associates

### Professional Experience

*John Grinning, DDS, Springfield, MO*

**Dental Assistant, January 2012 - Present**

- Expose and develop radiographs
- Schedule patients, record treatment information in patient records, and file charts
- Prepare and sterilize proper instruments and equipment, set up instrument trays, and assist dentist during dental procedures
- Record patient's medical history and measure vital signs
- Educate patients in preventive care, oral hygiene techniques, and plaque control programs
- Assist dentist in restorative, orthodontic, prosthodontic, and periodontic procedures

### Professional Certifications & Affiliations

Certified Dental Assistant with Expanded Functions, June 2011

Certified in Monitoring Nitrous Oxide, March 2011

Cardiopulmonary Resuscitation (CPR) Certification, September 2011

Member of American Dental Assistants Association, 2009 - Present

# General Résumé - Sample

## Sarah E. Williams

somewhere@gmail.com • Springfield, MO 65802 • 417-447-1234

LinkedIn Profile: [www.linkedin.com/in/sarahwilliams/](http://www.linkedin.com/in/sarahwilliams/)

Harmony | Responsibility | Communication | Discipline | Relator

Business Professional | Team Leader | Entrepreneur

### OBJECTIVE

A full-time entry-level **accounting** position to complement my education, experience, and skills.

### SUMMARY OF QUALIFICATIONS

- Ten years' experience in support and managerial positions
- Communication skills proven through meetings with supervisory personnel/other departments
- Sound knowledge of specialized accounting software applications

### EDUCATION

**Ozarks Technical Community College** Springfield, MO  
Associate of Applied Science in Accounting and Business Management May 2015

### PROFESSIONAL ACCOUNTING AND BUSINESS EXPERIENCE

**COWNTER ENTERPRISES** Springfield, MO  
Owner May 2010 - Present

- Manage daily operations of sales office and maintain bookkeeping and customer relations.
- Hire and train sales representatives to promote company cleaning products and systems.
- Perform financial calculations such as amounts due, interest charges, balances, and principal.
- Debit, credit, and total accounts on computer spreadsheets and databases using accounting software.

**THE CLEAN CARE CENTER** St. Joseph, MO  
Office Manager January 2003 - May 2005

- Managed bookkeeping department and maintained supply inventory.
- Developed work schedules according to budgets and workloads.
- Coordinated activities with other supervisory personnel, work units and departments.

**K-MART/A SEARS HOLDINGS COMPANY** St. Joseph, MO  
Bookkeeper/Accounting Administrative Support July 2008 - April 2010

- Achieved the highest accuracy rates on bookkeeping calculations and maintained auditing scores of 90-100%.
- Consistently performed general office duties such as filling, answering telephones, and handling routine correspondence in half the allotted time; verified cash register tapes against daily reports and reconciled office bank drawer.

### PROFESSIONAL AFFILIATIONS

- American Institute of Professional Bookkeepers (AIBP) September 2014 - Current
- The Professional Accounting Society of America (PASA) January 2015 - Current



# Technical Education Résumé - Sample

## Otto Fixx

---

123 Crankshaft Lane, Springfield, MO 65899  
417-555-5555 • ottofixx@yahoo.com

### OBJECTIVE

A full-time, entry-level position in an automotive machine shop

### PROFESSIONAL WORK EXPERIENCE

#### Springfield Auto Sales

Springfield, MO

*Oil & Lube Technician/Detailer*

June 2014 - August 2014

- Changed oil and lubed front ends on customer vehicles as well as cars on the sales lot
- Professionally detailed vehicles to increase resale value

### TECHNICAL EDUCATION

#### Ozarks Technical Community College

Springfield, MO

*Secondary Training in Automotive Technology*

Spring 2015

- Courses Completed:
  - ✓ Automotive Electrical Systems I & II
  - ✓ Automotive Brakes
  - ✓ Automotive Suspensions
  - ✓ Automotive Computer Systems & Diagnostics
  - ✓ Automotive Engine Rebuilding
  - ✓ Engine Performance I & II
- Member of Winning Team in State Ford/AAA Automotive Competition
- SkillsUSA Member
- Pursue AAS Degree in Automotive Technology

Fall 2015

#### Hammons High School

Springfield, MO

*Diploma*

Spring 2015

- Dual enrollment as a college student at Ozarks Technical Community College
- A+ Scholarship Program – completed 50 hours of tutoring 6<sup>th</sup>-grade math students, maintained GPA level above 2.5, and averaged over 95% attendance record

### ADDITIONAL WORK EXPERIENCE

#### Bob's Grocery

Springfield, MO

*Produce Clerk*

September 2013 - Present

- Maintain attractive displays of fresh produce and provide prompt assistance to shoppers

# *References - Sample*

## **Otto Fixx**

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123 Crankshaft Lane, Springfield, MO 65899  
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### **REFERENCES**

**Ron Renault**  
**Service Manager**  
**Springfield Auto Sales**  
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**Robert Leone**  
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**Bob Koenig**  
**Assistant Manager – Former Supervisor**  
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**Michael Armee**  
**Neighbor/Retired Military Officer**  
Springfield, MO 65899  
417-555-9999

# Technical Education Résumé - Sample

## ROBERT A. WELDER

417-555-1234

PO Box 1234 | Springfield, MO | 65899

[imawelder@gmail.com](mailto:imawelder@gmail.com)

### MACHINIST • WELDER • FITTER • ASSEMBLER

#### WELDING SKILLS & QUALIFICATIONS

Knowledgeable in various joint designs and welding positions and processes

Shielded metal arc welding | Oxy-fuel cutting | Plasma arc cutting | Gas metal flux cored arc  
Carbon arc cutting and gouging | Gas tungsten arc and inspections

#### TECHNICAL EDUCATION

**Ozarks Technical Community College**  
Certificate, Industrial Welding Specialist

Springfield, MO  
May 2015

#### TECHNICAL CERTIFICATIONS

- Arc Welding
- Vertical Outside Corner
- Gas Metal Arc Welding, Advanced
- AWS, SMAW 38" Butt Weld

#### PROFESSIONAL WELDING EXPERIENCE

**Acme Industrial Designs**  
Welder

Springfield, MO  
January 2014 – Present

- Inspect, measure, or test completed metal work pieces to ensure conformance to specifications, using measuring and testing devices.
- Read blueprints, work orders, or production schedules to determine product or job instructions or specifications.
- Set up and operate welding machines that bond components to fabricate metal products or assemblies.
- Weld components in flat, vertical, or overhead positions.

#### EMPLOYMENT HISTORY

**Regal Manufacturing Inc.**  
Production Worker

Springfield, MO  
August 2012 – December 2013

- Started machines and equipment to begin production processes.
- Observed equipment operations so malfunctions could be detected and operators notified.

**Walgreens**  
Pharmacy Technician  
2012

Springfield, MO  
September 2010 – July

- Received written prescription or refill requests and verified information was accurate.

# Action Verbs

Use this list of action verbs to compose short, concise phrases for your résumé. Read all of the categories and check off those that could be used to describe your work experience. The underlined words are especially good for pointing out accomplishments.

<b><u>Management/ Leadership Skills</u></b>	<u>Increased</u>	Arbitrated	Interpreted
Administered	<u>Initiated</u>	Arranged	Interviewed
Analyzed	Inspected	Articulated	Involved
Appointed	Instituted	Authored	Joined
Approved	<u>Led</u>	Clarified	Judged
Assigned	<u>Managed</u>	Collaborated	Lectured
<u>Attained</u>	Merged	Communicated	Listened
Authorized	Motivated	Composed	Marketed
Chaired	Organized	Condensed	Mediated
Considered	Originated	Conferred	Moderated
Consolidated	Overhauled	Consulted	Negotiated
Contracted	Oversaw	Contacted	Observed
Controlled	Planned	Conveyed	Outlined
Converted	Presided	<u>Convinced</u>	Participated
Coordinated	Prioritized	Corresponded	Persuaded
Decided	Produced	Debated	Presented
Developed	Recommended	Defined	Promoted
Directed	Reorganized	Describe	Proposed
Eliminated	Replaced	<u>Developed</u>	Publicized
Emphasized	Restored	Directed	Reconciled
Enforced	Reviewed	Discussed	Recruited
<u>Enhanced</u>	Scheduled	Drafted	Referred
<u>Established</u>	Secured	Edited	Reinforced
Executed	Selected	Elicited	Reported
Generated	Streamlined	Enlisted	<u>Resolved</u>
Handled	<u>Strengthened</u>	Explained	Responded
Headed	Supervised	Expressed	Solicited
Hired	Terminated	Formulated	Specified
Hosted	<b><u>Communication/ People Skills</u></b>	Furnished	Spoke
<u>Improved</u>	Addressed	Incorporated	Suggested
Incorporated	Advertised	Influenced	Summarized
		Interacted	Synthesized

Translated	Applied	Conducted	Conserved
Wrote	Assembled	<u>Coordinated</u>	Corrected
<b><u>Research Skills</u></b>	Built	Critiqued	Determined
Analyzed	Calculated	<u>Developed</u>	<u>Developed</u>
Clarified	Computed	<u>Enabled</u>	Estimated
Collected	Conserved	<u>Encouraged</u>	Forecasted
Compared	Debugged	<u>Evaluated</u>	Managed
Conducted	<u>Designed</u>	<u>Explained</u>	Marketed
Critiqued	Determined	Facilitated	Measure
Detected	Developed	<u>Focused</u>	Planned
Determined	<u>Engineered</u>	<u>Guided</u>	Prepared
<u>Diagnosed</u>	Fabricated	<u>Individualized</u>	Programmed
Evaluated	Fortified	<u>Informed</u>	Projected
Examined	Installed	<u>Instilled</u>	Reconciled
Experimented	Integrated	Instructed	Reduced
Explored	Maintained	<u>Motivated</u>	Researched
Extracted	Operated	<u>Persuaded</u>	Retrieved
Formulated	<u>Overhauled</u>	<u>Set goals</u>	<b><u>Creative Skills</u></b>
Gathered	Printed	<u>Simulated</u>	Acted
Identified	Programmed	<u>Taught</u>	Adapted
Inspected	Rectified	<u>Tested</u>	Began
Interpreted	Regulated	Trained	Combined
Interviewed	Remodeled	<u>Transmitted</u>	Conceptualized
<u>Invented</u>	Repaired	<u>Tutored</u>	Condensed
Investigated	Replaced	<b><u>Financial/Data Skills</u></b>	<u>Created</u>
Located	Restored	Administered	Customized
Measured	<u>Solved</u>	Adjusted	<u>Designed</u>
Organized	Specialized	Allocated	<u>Developed</u>
Researched	Standard	Analyzed	<u>Directed</u>
Reviewed	Studied	Appraised	Displayed
Searched	Upgraded	Assessed	Drew
<u>Solved</u>	Utilized	Audited	Entertained
Summarized	<b><u>Teaching Skills</u></b>	Balanced	<u>Established</u>
Surveyed	Adapted	Budgeted	Fashioned
Systematized	Advised	Calculated	Formulated
Tested	Clarified	Computed	<u>Founded</u>
<b><u>Technical Skills</u></b>	Coached	Compounded	
<u>Adapted</u>	Communicated		

Illustrated	Counseled	Charted	Reviewed
<u>Initiated</u>	Demonstrated	Classified	Routed
<u>Instituted</u>	Diagnosed	Coded	Scheduled
Integrated	Educated	Collected	Screened
<u>Introduced</u>	Encourages	Complied	Set up
<u>Invented</u>	Ensured	Corrected	Submitted
Modeled	Expedited	Corresponded	Supplied
Modified	<u>Facilitated</u>	Distributed	<u>Standardized</u>
Originated	Familiarized	Executed	Systematized
Performed	Furthered	Filed	<u>Updated</u>
Photographed	Guided	Generated	Validated
Planned	Helped	Implemented	Verified
<u>Revised</u>	Insured	Incorporated	<b><u>More Verbs for</u></b>
Revitalized	Intervened	Inspected	<b><u>Accomplishments</u></b>
Shaped	Prevented	Logged	<u>Achieved</u>
<u>Solved</u>	Provided	Maintained	<u>Completed</u>
<b><u>Helping Skills</u></b>	Referred	Monitored	<u>Expanded</u>
Adapted	Rehabilitated	Obtained	<u>Exceeded</u>
Advocated	Represented	Operated	<u>Improved</u>
Aided	Resolved	Ordered	<u>Pioneered</u>
Answered	Simplified	Organized	<u>Reduced</u> (losses)
Arranged	<u>Supplied</u>	Prepared	<u>Resolved</u> (issues)
Assessed	Supported	Processed	<u>Restored</u>
Assisted	Volunteered	Provided	<u>Spearheaded</u>
Cared for	<b><u>Organization/</u></b>	Purchased	<u>Succeeded</u>
Clarified	<b><u>Detail Skills</u></b>	Recorded	<u>Surpassed</u>
Coached	Approved	Registered	<u>Transformed</u>
Collaborated	Arranged	Reserved	<u>Won</u>
	Categorized	Responded	

# *Electronic Résumés*

Being aware of how electronic résumés work can be very beneficial. It is important to keep in mind that electronic résumés are different from print. Note that not all employers accept electronic documents. The following is a breakdown of five different forms that electronic résumés can take.



## **Copy and Paste in an Email**

This format is good because it is simple and most employers can access it. The downside is that you don't have as much control over format and style (you don't really know how it will show up on their screen). Employers usually have a preference for the text format used in email. A standard "text" format is simply text void of any special styles like bold, italic, or underlining. A "rich text" format allows you to design your text with special styles. Finally, a text in "HTML" format is written as a web document. To select a format for your email, use the formatting option on your email program (e.g., Outlook). Plain text is sometimes the best way to transmit a résumé, but you lose formatting.

## **Attachment**

You can email your résumé as a Word, Publisher, or HTML document as an attachment. This is good because there is no extra work involved and it looks like you want it to as far as format and styling go. However, there can be compatibility problems if, for example, you send your résumé as a Microsoft Word document and the employer does not have Microsoft Word. Too, the employer may not open the attachment for fear of viruses or because of company policy.

## **Online Résumé Sites**

Recruiting often takes place online, and job seekers need to be prepared to create or upload to an online résumé, job, or company site. Career Employment Services has a free online résumé database (College Central Network) where you can create, store, and make available your résumé to employers searching for applicants. There are other online résumé sites such as Career Coach that provide similar services. Such resources give many employers access to your résumé but unfortunately, they also provide access to anyone looking for your contact information. Remember to keep all of your online résumés up-to-date.

## **Scannable**

Some companies will scan your résumé into a database and will let their computers make an initial cut. Because of this, you must make sure to include keywords and nouns for your profession. Avoid using underline, italics, and fancy fonts as they will not scan well. This system lets employers keep your résumé on file and it is very quick. However, it is/can be impersonal and your formatting and styling options are limited.

## **Fax**

People still do fax résumés because it is quick and simple. Keep in mind the tips for scannable résumés and keep it simple since many faxed résumés are then scanned. Be aware that faxing may not result in a professional looking document.

# Electronic Résumés Continued...

Post your résumé to:

[www.collegecentral.com/otc](http://www.collegecentral.com/otc)

It will be reviewed by a staff member, who may make suggestions before it is approved for employer viewing. That way, you can be sure you put the best résumé possible online.

## College Central Network



<http://www.otc.edu/careerservices/careerservices.php>

### Tips

● **Think Nouns...not Verbs** by emphasizing nouns (i.e. key words), your résumé will be more likely to be selected when employers search from a résumé database.

● **Less is More...** use a straightforward font – nothing fancy that could turn into squiggles when downloaded. For the same reason, avoid underlining, bold, and italic.

● **Use Lots of White Space...** gaps between text allow the computer to recognize where a topic ends and another begins.

● **Use Common Language...** to maximize “hits,” use language everyone knows and don’t use abbreviations.

● **Keep It Short...** new graduates – 1 page maximum; senior executives up to 3.

## Where else should I go to post my résumé online?

Check the Career Employment Services website for a more extensive list of links.

Career Coach

<http://otc.emsicareercoach.com/>

Career Builder

<http://www.careerbuilder.com/>

Monster

<http://www.monster.com/>

Jobster

<http://www.jobster.com>

Best Jobs USA

<http://www.bestjobsusa.com/>

Vault Report

<http://www.vault.com/>

Career Site

<http://www.careersite.com/>

USA Jobs

<http://www.usajobs.gov>

Missouri Career Source

<https://www.missouricareersource.com/>



# Common Mistakes

Staff members at Career Employment Services, as well as employers from around the region, have identified some of the most common mistakes people make in writing their résumés. They are:

**The name is not big enough** – Your name should be large and bold at the top of your résumé. It should stand out clearly.

**Doesn't include correct personal information** – If you are an undergraduate, you should include a permanent *and* a current address and phone number. If you have an email address, be sure to put it on your résumé as well. Also, only include job-related information, not height, weight, marital status, sex, age, race, number of dependents, religion, health, national origin, hobbies, etc.

**Uses abbreviations** – Any words in the address, the name of states (optional), and type of degree you have should never be abbreviated. Spell out everything on your résumé.

**Too long or too short** – One page is preferred for a new college graduate. If your experience warrants it, two pages are acceptable, but only if you utilize the full two pages.

**Disorganized/poorly formatted** – Logically order information and keep your style consistent throughout the résumé. Make sure data is easy to read and understand.

**Uses personal pronouns** – Don't include words such as "I", "me", or "mine" in your résumé. Begin your points with action verbs, such as "modified" or "generated".

**Faulty writing style** – Spellcheck your résumé!! Remember it doesn't work in ALL CAPS. Don't be too wordy. Also, don't overuse the same adjectives, adverbs, or verbs.

**Unclear career objective** – Narrow your résumé down to a specific job. Don't make it too generic by trying to cover too many possibilities.

**Poor description of experiences** – Don't list course work that is implied by your major. Use in-depth descriptions of relevant tasks, responsibilities, skills, or accomplishments. Be sure to only include activities that are somehow relevant to the position for which you are applying. You don't have to list every job you've ever had.

**Too flashy** – Don't use overly fancy typesetting or binding, exotic paper stock and colors, or photographs if it is inappropriate for the field. It is desirable to use résumé paper, but don't go overboard. Make sure your résumé and cover letter paper match.

**Misdirected** – Too many résumés arrive on employers' desks unsolicited with little or no connection to the organization. Targeted cover letters, directed to an identified person in the organization, are much more successful.

## ***Résumé Tips***

Writing a résumé can be an overwhelming experience. Following is a list of tips that have helped others find meaningful employment.

1. Tailor your job objective (and résumé) to the employer's needs and to the position you are seeking.
2. Present the most relevant information first, organizing it in a logical fashion. Employers may spend less than 30 seconds skimming a résumé!
3. Remember that appearance and format are initially more important than content. If your résumé is too long or not visually appealing, the employer may not read it.
4. List "Relevant Course Work" if you do not have relevant work experience.
5. Use action phrases, not complete sentences, to list your job duties.
6. Use specific examples or statistics whenever possible to demonstrate your accomplishments.
7. Pay careful attention to spelling, grammar, punctuation, and style!
8. Include participation in clubs, associations, or community and volunteer organizations. "Activities" can be an excellent source of additional experience.
9. Remember "key words," which will be identified by electronic scanning systems.
10. Be sure to contact your references before listing them on your résumé.
11. Proofread your résumé carefully, and have several others proofread it as well.
12. Use a simple, easy-to-read font.
13. Confine your information to one page if you are a new graduate.
14. Ask for help at your Career Employment Services Office located in ICW 219.

## ***Websites for Résumé Tips***

Here are a few websites that offer tips for writing a productive résumé:

Job Web (NACE)  
[www.jobweb.com](http://www.jobweb.com)

College Grad  
[www.collegegrad.com](http://www.collegegrad.com)

Career Babe  
[www.careerbabe.com](http://www.careerbabe.com)

The Résumé Center  
[www.resume-center.com/page3.html](http://www.resume-center.com/page3.html)

University of Missouri  
<http://www.hiremizzoutigers.com/resources/resources.html>

Career Coach  
<http://otc.emsicareercoach.com>

Career Builder  
[www.careerbuilder.com](http://www.careerbuilder.com)

Rebecca Smith's eRésumés and Resources  
[www.eresumes.com](http://www.eresumes.com)

University of Minnesota  
[www.clacareer.umn.edu/resumes/index.html](http://www.clacareer.umn.edu/resumes/index.html)

Missouri State University  
<http://careercenter.missouristate.edu/ResumeTips.htm>



# GIVE YOUR RÉSUMÉ A BOOST!

Start with the basic résumé requirements\* (bottom) and go up the list to boost your résumé to the top of the pile with these tips...

<b>LEVEL OF EXCELLENCE</b> (Chances of getting an interview)	<b>CRITERIA</b>
<b>An excellent résumé</b> If few applicants - almost certain to get an interview; If many applicants - still under strong consideration	<b>Meets all the following criteria, <u>plus</u> all those below this section:</b> Skill statements for each experience which show understanding of the basic skills needed for an entry-level position in your field – “Transferable Skills” Within each experience, skills listed beginning with the most sophisticated/knowledgeable at the top, going down to the least sophisticated at the bottom Résumé laid out so that your strongest qualifications for the position you are seeking appear in the top 2/3 of the page Contains at least two experiences related to the job you’re seeking (internships, summer, full-time, part-time, or volunteer) Reference list contains the current title of each of your references and an indication of their relationship to you (Examples: “Instructor” “Supervisor at Quick Shop”) Is accompanied by a customized cover letter, even when hand-delivered, or emailed (the only exception is a résumé submitted to an online database)
<b>A good résumé</b> if few applicants - very likely to get an interview; if many applicants - will definitely be considered	<b>Meets all the following criteria, <u>plus</u> all those below this section:</b> Objective stated in terms of what you can do for the employer – not what they can do for you (Example: “To work in the field of marketing and sales” – rather than “To obtain a position where I can continue to learn about my field and improve my skills”) Résumé is visually organized with appropriate margins and indentations so that it is easy to find the beginning of each section, and the beginning of each item within each section No verb used twice Lists <u>all</u> your <u>relevant</u> experience, including part-time and summer jobs, internships, college work-study, practice, volunteer, and campus activities – and is up-to-date Contains at least one experience with skills specific to the job you are seeking Overall GPA and Major GPA listed in education section (unless below a 3.0) (optional)
<b>A good average résumé</b> If few applicants - will be considered; If many applicants - the “later” pile	<b>Meets all the following criteria, <u>plus</u> all those below this section:</b> Concise objective – 6-8 words (options: profile or summary of qualifications) Each skill statement begins with an action verb No skill statement begins with “Responsible for,” or “Duties include” Uses short phrases with no little words (a, an, the) Lists your computer skills (include any software/hardware/languages with proficiency level) Content reflects efficient use of professional terminology References on a separate page - contains only names of professional references (people who know you as a worker, or an instructor/professor) not friends or family
<b>A notch above basic</b> - probably considered if there are few applicants	<b>Meets all the following criteria, <u>plus</u> all those below this section:</b> Name in larger font – at the top of the page Proper length for your field (typically one page, or two pages with 5+ years of experience) Your name appears on every page – including your reference sheet
<b>Very Basic</b> If few applicants: may be considered If many applicants: may be discarded	<b>Meets all the following criteria, but few of those above:</b> No spelling, grammar, or punctuation errors All experiences (including appropriate volunteer experiences) formatted identically Contact information listed at the top of the page (phone number has professional voice mail greeting) Each experience item contains a date indicating when you acquired that experience (Format = month/year – month/year) Experience listed from most recent (at top) going back in time (reverse chronological order) Printed on laser printer on white, or very light paper which will copy well

\*Start here and build

# ***Résumé Checklist***

- Is the résumé printed on white, 32 lb. paper, and the type black?
- Have all italics and underlining been omitted? (they may not scan)
- Does the word "résumé" appear at the top of the page? (it shouldn't)
- Do the section headings stand out? (bolding/capping should be used)
- Are the margins too large? Too small? (minimal margins are .7)
- Are the indentations even? (tabs should be used to insure this)
- Is the font readable? (Times New Roman, Arial, and other standard fonts work best)
- Is the font size appropriate? (10, 11, or 12 point fonts are generally accepted)
- Is the layout appealing? (not too many different margins; consistency in formatting)
- Does each position description have a heading containing the same information given in the same order each time? (for example: position title, employer name, city & state, dates)
- Are the jobs listed in order of importance and relevance to your Objective?
- Are the most important descriptions described more fully than lesser positions?
- If bullets are used, are they standard/conservative and "closed?" (filled in dots, squares)
- If a bullet contains more than one line, does the second line begin directly under the first?
- Are there any spelling errors?
- Is there consistency in use of abbreviations, such as IL (Illinois)?
- Do description phrases begin with a variety of action verbs? Try not to repeat verbs and phrases.
- Does the word "I" appear? (it can be used in the Objective, if necessary, but only there)
- Are pronouns eliminated? (they are seldom essential to meaning)
- Are phrases like "responsibilities were" and "duties included" eliminated?
- Are empty words like "various" and "numerous" eliminated?
- If there is a second page, are your name and "Page 2" on the top of the second page?

Adapted from: <http://www.niu.edu/careerservices/handouts/ResumeChecklist.pdf>

# **Successful Interviewing**

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# General Interview Preparation Guidelines

Employers expect today's applicants to be ready for the interview. Sitting passively in an interview will not get you the job. Research is necessary. Employers expect interview candidates to be knowledgeable and aware of industry trends. **Preparation** is the key to getting a job. Listed below are some general guidelines to assist you in preparing for your interview(s).



- **Know Yourself**
  - What you want to do and where you want to do it
  - What you have to offer
  - Strengths, skills, accomplishments, and goals
  - Contact Career Employment Services for a Strengths Assessment
  - Complete the Self-Assessment for Interviewing in this section of the guide
- **Look the Part**
  - Conservative, well-tailored look in wardrobe
  - Minimal jewelry
  - Well-groomed appearance (hair, nails, etc.)
  - Minimal use of perfume or aftershave
- **Research the Company and the Job**
  - Career Employment Services
  - Company literature
  - Internet
  - Library
  - Faculty
  - Friends
  - On-site observation/current employees
- **Know How to Answer and Ask the Right Questions**
  - Anticipate key questions
  - Review and practice answering the most commonly asked interview questions
  - Demonstrate interest in the company/position through your questions  
(See “*What You Should Know About Asking Questions in an Interview*” in this section of the guide)
- **Possess Effective Communication Skills**
  - What you say (verbal) must match your body language (nonverbal) or people will pay more attention to your body language than to what you are saying
    - Verbal: clear, concise, relevant responses
    - Nonverbal: good eye contact, good posture, appropriate facial expressions, and hand gestures
- **Follow Up After the Interview**
  - Send a note of appreciation thanking the employer and restating interest in the company  
(Not always recommended for on-campus interviews)

## Tips on Interviewing

*Interviewing is a skill that can be learned; but like any other skill it takes determination, care, practice, and coaching.*



**Be on time** – This means 10-15 minutes early.

**Be prepared** – Know the interviewer’s name and how to pronounce it. You should use Mr. or Ms. Also be familiar with the company’s major products or services, the organization of the company, and its major competitors. (See “*Researching the Company*” in this section of the guide)

**Bring several copies of your résumé and references in a folder** – This demonstrates that you are prepared.

**Watch your nonverbal communication** – Pay attention to your physical posture. Maintain appropriate eye contact (don’t stare). Sit at a reasonable distance from the interviewer. Feel free to place your chair at an angle in order to get comfortable. (See “*Nonverbal Communication*” in this section of the guide)

**Don’t be embarrassed by nervousness** – Interviewers are human and are probably nervous too. In fact, nervousness is a good sign because it shows that you are taking the interview seriously. However, try to avoid nervous mannerisms like tapping your fingers, swinging your leg, or playing with your rings.

**Emphasize the positive** – Act natural and dwell on the positive. Be frank and honest, but never apologize for lack of experience or weaknesses. Be self-confident.

**Don’t play comedian or try to entertain the interviewer**

**Don’t exaggerate or lie** – It will come back to haunt you.



**Follow the interviewer’s lead** – Don’t try to take over the interview. Stick to the subject at hand but don’t dwell too long on one point. It is better to deal with many questions rather than spend a lot of time on just one or two in-depth questions unless that’s where the interviewer leads.

**Be sure you understand the question** – Feel free to ask for clarification.

**Don’t interrupt the employer** – A few interruptions are natural, but keep these to a minimum.

**Be prepared for personal questions, even some inappropriate ones** – Some interviewers may not be aware of what they can legally ask. Anticipate how you will handle personal questions without blowing your cool. If an interviewer asks a question that you are not comfortable answering, try to address the concern behind the question. (See “*Discriminatory Questions That Are Unlawful*” in this section of the guide)

**Wait for an offer to talk about salary** – Let the interviewer bring up this subject.

**Pay attention to the timing of your answers** – It is more beneficial to wait and respond with thought and clarity than to reply too quickly and falter.

**Don't try to give the "answer he or she wants"** – Most recruiters and employers know a "set answer" when they hear one.

**Bring a pen and paper, but don't take notes during the interview** – Immediately following the interview, write down as much as you can remember, as well as jotting down your feelings and impressions. After a number of interviews, you will be glad you didn't trust your memory to remember everything.

**Avoid debate** – Arguing with an interviewer will shorten the interview...and negatively affect your chances of employment.

**Never slight a former employer, colleague, teacher, or institution** – If there were problems with previous experiences, try to put your answer in the positive rather than the negative. If you slight a former employer, the interviewer may assume that you will someday do the same to him or her.

**If you catch yourself making an error or contradiction, correct yourself** – It's better to stumble than get caught later.

**Watch your grammar** – Employers are interested in candidates who can express themselves properly. If you have to slow down to correct yourself, do it.

**Know your own strengths, interests, and abilities** – It will not only help you find a job that is a good fit for you, but it will make you much more attractive to the employer. (See "*Self-Assessment*" in this section of the guide or contact Career Employment Services for a *Strengths Assessment* appointment)



**Don't bring in a pile of exhibits or samples unless asked** – A few samples of your work can demonstrate preparedness and the skills that you possess.

**Prepare to ask questions** – When asked for comments or questions, have several ready. This demonstrates that you are prepared and interested. (See "*Questions That You Might Ask an Employer*" in this section of the guide)

**If you are applying for jobs in places that you can't commute to easily, suggest a telephone interview** – Some employers have hired candidates after examining written materials and talking on the phone for a while. Even a preliminary telephone interview can help you assess whether or not it would be worth your time and expense to travel for a personal interview.

**Don't expect an offer on the spot** – Offers usually follow the interview, sometimes two or three weeks later. If by chance you would be offered the position on the spot, it is appropriate for you to ask for one or two days thinking time before responding.

**Be enthusiastic!** – Showing enthusiasm and interest in the job can make the difference.

**Be yourself** – You don't want to get hired on the basis of something you are not. You want to be hired for who you are: You!



# Researching the Company

Be sure to look up some information on the company you are interviewing with before you go to the interview. This not only looks good in the interview, but it also gives you a better idea of whether or not this would be a company for which you would like to work.

## Why should you take the time to research the company?

- Provides you with general knowledge about the company
- Allows you to learn information specific to the position within the company
- Gives you the ability to ask informed questions
- Provides you with more knowledgeable and intelligent answers
- Offers you insight into whether or not you would want to work for the company

## What tools can you use to research the company?

Career Employment Services, Information Request Letters, Current Employees, College Professors, Internet Web Sites, Company Annual Reports, Chamber of Commerce, Better Business Bureau, Trade Journals, Fortune Magazine, Bloomberg Businessweek Magazine, Wall Street Journal, etc.

## Information Request Letters

**Purpose** – The purpose of an information request letter is to gain information about a particular company or occupational field. It should be one of the first steps in your job search strategy. It is not designed to get you a job, but it can be a good method for circulating your name among potential employers. For this reason, it is important to have a concise and well-written information request letter.

### Guidelines

**Brevity** – The information request letter should be kept short and simple.

**Professionalism** – Your letter should be typed, not handwritten. Remember, this is a potential employer or contact in your field.

**Follow-Up** – After you receive the information which you requested, be sure to send a thank-you letter. (See “*The Follow-Up Letter*”) Do not include your goals and

4439 Center Street  
Springfield, MO 65804

December 1, 20--

Melanie Roberts  
Director, Research and Development  
TRC Pharmaceutical Company  
1000 West Knight Street  
Terre Haute, IN 48732

Dear Ms. Roberts:

I am in the process of conducting research on various pharmaceutical companies as part of a career development project. Your company was highly recommended as one of the leaders in the field.

Could you please send me some information on your company, including an annual report as well as any other information that would help me better understand the future direction of your company? I am especially interested in learning about your operations in St. Louis, Missouri. I have enclosed a mailing label for your convenience.

Thank you for your assistance.

Sincerely,

*Cary Harmen*

Cary Harmen

Enclosure

## *Self-Assessment – Values, Interests, Abilities*

Knowing your own values, interests, and abilities will make you a much more attractive candidate to the employer and will help you find out if the job is a good fit for you. Your values, interests, and abilities will illustrate what is important to you and your career. Below is a list of terms relevant to assessing values, interests, and abilities.

**Mark the terms that you value to help figure out what type of job is the right fit.**

- **Advancement** – Having an opportunity to be promoted.
- **Benefits** – Can include, medical, dental, retirement, vacation (paid or not), paid sick leave, maternity leave or paternity leave.
- **Challenge** – Having your talents and abilities put to the test.
- **Choice of Environment** – Might include outdoor/indoor, smoke-free, clean vs. dirty, geographic mobility.
- **Compatible Co-Workers** – Getting along with your co-workers.
- **Competition** – Striving for success and competing with others.
- **Contribution to Society** – Benefiting others. Making a lasting contribution.
- **Creativity** – Receiving fulfillment from creating something yourself or exhibiting self-expression.
- **Diversity** – Handling an array of tasks, using a variety of skills, or working with a diverse group of people.
- **Easy Commute** – Driving a short distance to and from work.
- **Excitement** – Having fun and enjoying your work.
- **Family Life** – Having time to devote to personal relationships or your family.
- **Flexible Hours** – Working at your own convenience.
- **High Earning** – Improving your financial position significantly.
- **Independence** – Having the freedom to “do your own things” either on or off the job.
- **Leadership** – Possessing the responsibility of motivating others.
- **Leisure Time** – Having enough time to enjoy your other interests or hobbies.
- **Moral Fulfillment** – Maintaining your moral, ethical, and/or religious standards without conflict.
- **On the Job Training** – Improving your skills or learning new concepts on the job.
- **Power & Influence** – Getting others to follow the course of action that you prefer or influencing others.
- **Prestige & Status** – Receiving approval or attention from those whose opinions you respect.
- **Rewards** – Receiving job satisfaction, verbal praise, trips, new cars, raises, certificates.
- **Security** – Being free from concern about dangers or unexpected and/or unpleasant changes in your job. Having a steady income.
- **Travel** – Seeing the world or being exposed to different cultures.
- **Variety** – Having many different job tasks.

Knowing your values and strengths can greatly help you when you are job searching, interviewing with a company or organization, and negotiating the terms of your employment.

## Interests & Abilities

*Interests and abilities can also be a strong indicator of what professional path is best for you to pursue. Although you might have many different interests and abilities, here they are broken down into six different personality types. Read through the interests and abilities section of each category and check which one(s) best describe(s) you.*

<p style="text-align: center;"><b>Realistic</b></p> <p>People who have athletic or mechanical ability, prefer to work with objects, machines, tools, plants, or animals, or to be outdoors.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to build things?</li> <li><input type="checkbox"/> Do you like to be physically active?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you solve electrical problems?</li> <li><input type="checkbox"/> Can you operate tools and machinery?</li> </ul>	<p style="text-align: center;"><b>Investigative</b></p> <p>People who like to observe, learn, investigate, analyze, evaluate, or solve problems.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to read scientific or technical journals?</li> <li><input type="checkbox"/> Do you like to do research?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you solve math problems?</li> <li><input type="checkbox"/> Can you understand scientific theories?</li> </ul>
<p style="text-align: center;"><b>Artistic</b></p> <p>People who have artistic, innovating, or intuitional abilities and like to work in unstructured situations using their imagination and creativity.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to read fiction, plays, or poetry?</li> <li><input type="checkbox"/> Do you like to express yourself creatively?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you write stories, poetry, or music?</li> <li><input type="checkbox"/> Can you design fashions or interiors?</li> </ul>	<p style="text-align: center;"><b>Enterprising</b></p> <p>People who like to work with people, influencing, persuading, performing, or leading or managing for organization goals or economic gain.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to make decisions that affect others?</li> <li><input type="checkbox"/> Would you like to start your own service or business?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you sell things or promote ideas?</li> <li><input type="checkbox"/> Can you organize activities or persuade others?</li> </ul>
<p style="text-align: center;"><b>Social</b></p> <p>People who like to work with people to enlighten, inform, help train, or cure them, or are skilled with words.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to work in groups?</li> <li><input type="checkbox"/> Do you like to participate in meetings?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you mediate disputes?</li> <li><input type="checkbox"/> Can you cooperate well with others?</li> </ul>	<p style="text-align: center;"><b>Conventional</b></p> <p>People who like to work with data, have clerical or numerical ability, carry out tasks in detail, or follow through on others' instructions.</p> <p><i>Example Interests</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do you like to follow clearly defined processes?</li> <li><input type="checkbox"/> Do you like to collect or organize things?</li> </ul> <p><i>Example Abilities</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you keep accurate records?</li> <li><input type="checkbox"/> Can you work well within a system?</li> </ul>

For more information about which personality type(s) you are, your strengths, or what you are looking for in a job, visit Career Employment Services in ICW 219, at 417-447-6964, or email [careeremp@otc.edu](mailto:careeremp@otc.edu).

# Self-Assessment for Interviewing

**INSTRUCTIONS:** Using the scale below, rate yourself to your perception of your competence in each quality and skill. Write the number in the blank. Provide an example in the Evidence column.

4                      3                      2                      1                      0  
Excellent            Good                   Average                Weak                   Poor

## Personal Qualities

(Evidence for each rating of 3 or 4)

_____ 1. Enthusiastic/Energetic	_____
_____ 2. Resourceful	_____
_____ 3. Quality-Oriented	_____
_____ 4. Goal-Oriented	_____
_____ 5. Competitive	_____
_____ 6. Persevering	_____
_____ 7. Responsible/Reliable	_____
_____ 8. Demonstrated Initiative	_____
_____ 9. Proven Work Ethic	_____
_____ 10. Effective Team Member	_____
_____ 11. Analyze	_____

CONTINUED ON NEXT PAGE....

_____ 12. Create/Develop	_____
	_____
_____ 13. Implement	_____
	_____
_____ 14. Administer/Manage	_____
	_____
_____ 15. Communicate Effectively	_____
	_____
_____ 16. Sell/Promote	_____
	_____
_____ 17. Teach/Train	_____
	_____
_____ 18. Motivate	_____
	_____

\_\_\_\_\_ **TOTAL** Total your scores from the test. Below is a guide to help you evaluate how you scored.

There are a total of 72 possible points.

**SCORE      EVALUATION**

- |             |  |
|-------------|--|
| 58-72       | This score indicates that you have acquired most of the traits that employers desire. If you have good evidence of these abilities you have the potential to do very well in job interviews.   |
| 45-57       | You are a strong candidate with many of the necessary skills to succeed in job interviews. You need to build on these strengths and manage the weaker categories.  |
| 32-44       | There are two ways to look at this score. Either you are average at many things or you are good at some and weak at others. If you are average at many things, you need to identify ways to improve in some of these areas. If you are good at some and weak at others you need to build on the good points and work on some of the weaker ones. |
| 21-31       | There is definite need for improvement here. These are traits most employers value and you have ranked yourself weak on many of them. You may want to discuss your self-assessment with one of the Career Employment Services staff.   |
| 20 or lower | You should make an appointment with a Career Employment Services staff member.   |

# *What the Interviewer Looks For in Employees*

## **What Employers Want in Prospective Employees**

**Decent Grades** – Recruiters often use GPA as a way of screening out a large number of job candidates because employers often assume that good grades indicate that the applicant is motivated. Do not let this discourage you if your grades are somewhat less than expected. Use the interview to demonstrate to the employer that your abilities may exceed what the GPA on your transcript or résumé may reflect.

**Communication and Interpersonal Skills** – According to recruiters and employers, the ability to communicate effectively with others and get along with a variety of different types of personalities are two of the most desirable qualities in job candidates.

**Enthusiasm** – It's not just enough to have the right qualifications; an employer needs to know that you are willing to give 100% to your job. Candidates who are alert, responsive, and energetic impress interviewers.

**Adaptability and Flexibility** – Employers need to know that the people they hire can expand and change as do their companies. Applicants who are receptive to new ideas, concepts, and situations are highly valued by employers.

**Leadership** – Even in entry-level positions, most employers look for evidence of leadership qualities. Successful companies need self-starters who are not afraid to take responsibility for doing the best job possible.

**High Energy Level** – A job candidate's willingness to work hard matters a great deal. Employers want to know that you are committed to devoting the prime hours of your day to the job.

**Maturity and a Positive, Professional Attitude** – An elusive quality that employers almost always mention in connection with first job hires, maturity essentially means knowing how to handle yourself in a business situation. Misplaced humorous remarks, giggling at inappropriate moments, or being indiscreet about company information are telltale signs of immaturity.

**Analytical Skills** – The ability to problem-solve, use critical-thinking skills, and think on your feet is becoming more and more valuable to employers.

**Great Personality** – Once you have advanced to the interview stage, you more than likely have the minimum qualifications for the job. Don't be surprised if it comes down to whose personality fits better with the culture of the company!

**Well-Rounded Individual** – Employers want employees with many skills, interests, and abilities. Employers are also searching for employees with hobbies and interests that will keep stress levels down!

**Consistent Questions and Answers** – Make sure that your answers do not contradict each other.

**Related Work Experience and/or Transferable Skills** – Although you may not have experience directly in the field in which you wish to be employed, do not worry; simply emphasize what you can do for the organization. This means emphasizing your transferable skills. Employers are concerned most with what you can do for them. Focus on your ability to learn quickly and easily, and on communication skills, interpersonal abilities, analytical thinking talents, and other skills developed while in college.

**Initiative, Ambition, and Motivation** – Signs of initiative are very compelling for the interviewer. The ideal employee knows when to take action without prodding by management.

**Creativity and Intelligence** – Are you innovative? People who are constantly thinking of new ways to accomplish tasks make perfect job candidates because they can improve the status of a company.

**Teamwork Skills** – Many occupations now require that you be able to work with a team of other individuals to work toward a common goal.

**Dependability and a Strong Work Ethic** – Employers need the security that you are going to be a reliable employee; therefore, they will be drawn to individuals who are dependable, responsible, trustworthy, motivated, and consistent in their job performance.

**Job-Person Fit** – Employers are not only looking for individuals who have skills and experience; they also want individuals who will fit well within the organization and position. Employers desire employees who want to work for them. Moreover, you should also desire working for an employer who wants to hire you.

**A Reason Not to Hire You** – You have many more chances to talk your way out of being hired than you have of impressing the interviewer. Be careful of what you say and take extra time to respond to difficult questions if necessary. However, do not be so careful that you aren't yourself!

**Also**...a good handshake, appropriate eye contact, appropriate body language, appropriate dress, knowledge of the company and the position, and clarity of career goals.

## **What Employers Do Not Want**

1. Lack of interest and enthusiasm.
2. Inability to express oneself clearly.
3. Poor research prior to the interview.
4. Overemphasis on money.
5. Unwillingness to start at the bottom.
6. Lack of tact and/or courtesy.
7. Failure to look interviewer in the eye.
8. Poor personal appearance.
9. Babbling on and on and on...
10. A "know-it-all" attitude.
11. Lack of career planning.
12. Lack of confidence and poise.
13. Poor scholastic record.
14. Excuses.
15. Evasive/ill-mannered behavior.
16. Condemnation of past employers.
17. Limp, fishy, or crushing handshake.
18. One word answers.

## Workforce Development

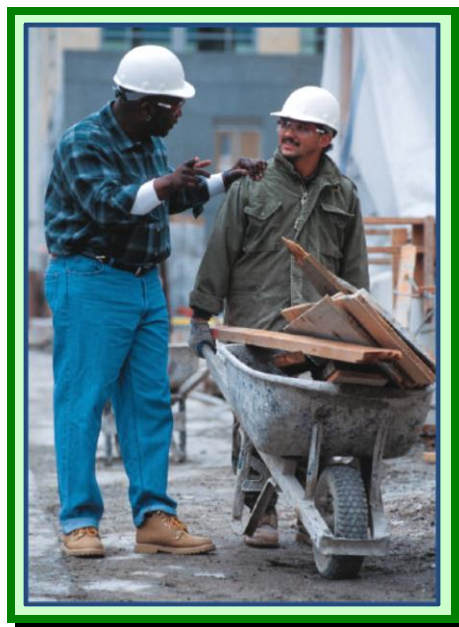
### Minimum characteristics needed to meet business needs in Missouri

<b>Characteristics</b>	<b>Description</b>
<b>Work Ethic</b>	Be responsible and committed to doing a task well or doing a good day's work. This includes showing up for work, being prepared to work, and not looking for ways to cut corners at the expense of quality. It also includes a sense of self-accomplishment and gratification that comes from knowing you did the job right the first time and it's done well. A willingness to ensure that commitments made are kept. This basic foundation has to start at home with the parents.
<b>Honesty</b>	A truthful approach in all actions. A willingness to admit faults or weaknesses. It includes an ability to diagnose an audience in order to share information that is understandable and appropriate to the audience. Best modeled by parents or mentors at an early age and reinforced through positive feedback.
<b>Communication Skills</b>	Reading skills, verbal (oral) skills, writing skills, and listening skills. The ability to read and interpret. The ability to convey thoughts, ideas, and concerns to others. The ability to understand what others are communicating and clarify that understanding.
<b>Ability to Learn</b>	A willingness to be open to learning new concepts, ideas, or other ways of doing things. A desire or curiosity to want to know more. Disciplined and organized in the thinking process.
<b>Dependability</b>	Tied to work ethic. It includes a demonstration of follow-through on commitments so that others can rely upon an individual and trust that commitments made will be kept. A willingness to ensure that promises are kept, deadlines are met, etc. so that integrity can be established.
<b>Teamwork</b>	Approaching job responsibilities with a sense of team commitment. The ability to support team members and wanting the team to succeed versus the need to be individually recognized.
<b>Sense of Fairness</b>	Being sensitive to the needs of others. The ability to see other sides of issues and attempt to understand other points of view.
<b>Flexibility or Adaptability</b>	Being open to change. A willingness to learn new ways.
<b>Basic Problem Solving</b>	Exploring and examining options and outcomes. Reviewing possible outcomes to determine the best course of action.
<b>Ability to Use Technology</b>	Basic keyboard functions. A willingness to try technology, whether it be using the keypad on a phone to select options, making selections on a banking machine, or basic computer skills for accessing data.



<b>Characteristics</b>	<b>Description</b>
<b>Entrepreneurial Inclination</b>	The ability to act independently to take ownership of a task, be creative, and be sensitive to possible outcomes. Use initiative to see what needs to be done and do so without direct or constant supervision.
<b>Goal Setting</b>	The ability to set goals and achieve them. Includes the ability to monitor one's own progress and evaluate the end product.
<b>Basic Number Functions</b>	Manipulation of numbers. Basic number skills such as adding, subtracting, multiplying, and dividing. The ability to read and transfer numbers.
<b>Focus on Health and Wellness</b>	A focus on health and fitness will support the mental and physical well-being of an individual on and off the job. It will help instill good personal hygiene and help in dealing with stress. Good role modeling will also help pass on this quality to offspring, who are the workforce of the future.
<b>Respect for Self and Respect for Others</b>	Treat others the way you want to be treated. Respect the diversity in others. Demonstrate a self-worth. Provide the "customer service" to others that you would like to receive.
<b>Appropriate Education and Experience</b>	Education and experience that is appropriate to the job level and job environment. This will vary from industry to industry and job to job. Usually at least a high school diploma.

Springfield Area Chamber of Commerce Workforce Task Force



## ***Nonverbal Communication***

Although what we say in an interview provides the content by which our verbal communication and knowledge are judged, nonverbal communication can be even more powerful. Nonverbal messages often contradict what we say in words. When we send mixed messages or our verbal messages don't jive with our body statements, our credibility can crumble. Most people believe the nonverbal, whether true or not.

**The interviewer will form an opinion of you within the first 3 minutes of the interview based on your attire, attitude, greeting and nonverbal behavior—first impressions are key!**

Nonverbal communication can include everything from what we wear to how much we look at the interviewer and in what manner. The way you walk, the way you sit, and facial expressions can have a profound effect on how you come across to an interviewer.

In addition, nonverbal communication will make up a large part of your greeting and first impression. Make sure to offer your hand for a handshake before you sit down. Keep your handshake firm, but not crushing. Curl your fingertips around the interviewer's hand for a complete shake of 2-3 pumps!

## ***Interview Attire 101***

In an interview, your attire plays a supporting role. Your conduct, your interpersonal skills, and your ability to articulate intelligent and well thought-out responses to questions are the most important elements. Appropriate attire supports your image as a person who takes the interview process seriously and who understands the nature of the industry in which you are trying to become employed.

Be aware that in some industries, customer contact and image presented to the customer is critical. In such industries, your attire will be judged more critically.

Your attire should be noticed as being appropriate and well-fitting, but it should not take center stage. If you are primarily remembered for your interview attire, this is probably because you made an error in judgment. Dressing nicely and appropriately is a compliment to the person you meet, so if in doubt, err on the side of dressing more conservatively. Even if you are aware that employees of an organization dress casually on the job, it is recommended that you dress up for the interview unless you are specifically told otherwise by the employer.

**Never confuse an interview or business function with a social event.  
Don't dress for a party or a date!**

## *Grooming Tips for Everyone*

**Hair** – Hair should be clean and neat.

**Shoes** – Shoes should be in polished condition and should be comfortable. Invest in a good pair, even if you don't wear them daily on the job. You'll need them for other occasions and you should expect to get many years out of good shoes.

**Details** – No missing buttons, no lint; and don't forget to remove external tags and tacking stitches from new clothes.

**Hands** – Clean your fingernails and make sure your hands are washed.

**Fit** – Clothes should be clean, neatly pressed, and fit properly.

**Smell** – Perfume or cologne should be used sparingly or not at all. Don't smell like smoke.

**Jewelry** – Wear a conservative watch, earrings, and rings. Don't over-accessorize. It might be distracting to the interviewer.

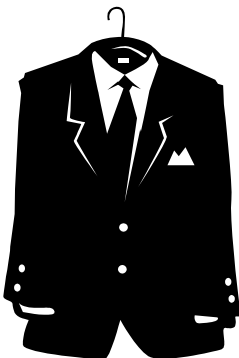
**Tattoos and Piercings** – While visible tattoos and body piercings have become more acceptable in mainstream society, there are still industries that are just not tolerable of body art. If your career field or company discourages visible tattoos or body piercings, keep them discreet. Cover up tattoos and/or remove non-earlobe piercings to accommodate personal-appearance policies.

**Portfolios** – Bring a professional looking folder containing several copies of your résumé and cover letter for distribution at your on-site or on-campus interview.



## *Interview Attire Guidelines for Men & Women*

**Suit** – A two-piece matched suit is always the best and safest choice, but may depend upon the position for which you are applying.



**Conservative Colors/Fabrics** – Navy, dark gray, and black are the safest choices. Other color trends may come and go; avoid the extremes. Solids or very subtle weave patterns or plaids (the kind that look solid across a room) are the safest. Wool is generally the best fabric in all seasons. Avoid acetate/rayon blends.

**Cost/Quality** – You are not expected to be able to afford the same clothing as a corporate CEO. Do invest in quality that will look appropriate during your first two or three years on the job. One good quality suit is sufficient for a job search if that is all your budget allows. You can vary your shirt, blouse, tie, accessories.

**Details/Style** – Everything should be clean and well pressed. Carefully inspect clothes for tags, dangling threads, stains, and other flaws. Remember that styles come and go, especially with ties, suit colors, jewelry, scarf styles and shoes. Avoid extremes of fashion and err on the side of conservatism.

## ***Tips Specifically for Men***

**Ties** – Select good quality silk ties, if appropriate for your interview. Notice what men in your industry wear on the job.

**Shirts** – Long-sleeved white, light blue solid, or conservative stripes.

**Shoes** – Leather, lace-up or slip-on business shoes, preferably black.

**Belt** – Black leather, like your shoes.

**Facial hair** – If worn, should be well-groomed. Observe men in your industry if you are unsure what's appropriate or if you are considering changing your look.

**Jewelry** – If you choose to wear other jewelry, be conservative. Removing earrings is safest, especially for conservative industries. Observe other men in your industry to see what is acceptable.



## ***Tips Specifically for Women***

**Suit-Pants/Skirts** – Tailored pants suits are appropriate for women and are preferable to very short skirts. If you wear pants, they should be creased and tailored, not tight or flowing. If you are in doubt, observe well-dressed women in your industry.

**Skirt lengths** – Avoid extreme trends, especially with short lengths and/or high slits. Before choosing a skirt to wear, sit down in it facing a mirror. That's what your interviewer will see.

**Color** – Women generally have more options with suit color than men. For example, while women would look conservative in a slate blue or light gray suit, these colors would be inappropriate for men.

**Shirt/Sweaters** – Underneath the suit jacket, wear a tailored blouse in a color or small print that coordinates nicely with your suit or a fine gauge, good quality knit shell.

**Jewelry/Accessories** – Keep your choices simple and leaning toward conservative. If your industry is creative, you may have more flexibility than someone pursuing a conservative industry.

**Cosmetics** – Keep makeup conservative. A little is usually better than none for a polished look. Nails should be clean. Avoid extremes of nail length and polish color, especially in a conservative industry.

**Shoes** – Shoes should be leather or fabric. Choose closed-toe pumps, not strapped sandals or stilettos.

**Hosiery** – Hosiery should be plainly styled (no patterns), sheer (not opaque), and in neutral colors complementing your suit. Avoid high contrast between your suit and hosiery color.

Excerpted from the Virginia Tech website at <http://www.career.vt.edu/>

# Body Language

## Body Language Doesn't Lie

Your body language speaks volumes about your attitude and how you would perform at a company. In fact, some experts say nonverbal cues are more important than verbal ones. A significantly meaningful aspect of communication lies in body language. Body language is so important that it frequently torpedoes what we say. Since body language is more eloquent, honest, and accurate than verbal communication, such actions can reveal your inner confidence. While words can deceive, many people don't mean what they say or say what they mean. Since it's more spontaneous and less controlled, body language shows our true feelings and attitudes.



### Confidence

Confident applicants have relaxed, balanced postures. They hold their body upright, walk freely with their arms swinging and take determined strides. Less-assured candidates, on the other hand, have rigid or stooped postures, drag or shuffle their feet when walking and take short, choppy strides. When your movements are in sync with your words, you'll be more confident, expressive, and controlled.

### Nervousness

Gestures that exhibit nervousness include clenching or wringing your hands. Holding your legs or arms tensely, perching on the edge of a chair, or playing with a watch or ring conveys stress.

## Eye Contact

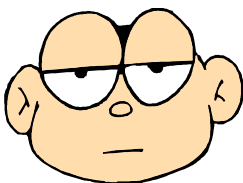


### Basic Eye Contact

Maintaining good eye contact signifies openness and honesty. A candidate who avoids eye contact can be taken as showing nervousness or a lack of confidence. Less-assured candidates act shy or ashamed, smile at inappropriate times, and don't maintain eye contact. They may appear downcast or pleading, or drop their eyes and head, giving them an untrustworthy appearance.

### Is the Interviewer Interested?

Be cognizant of interviewers' expressions as well. If they don't maintain eye contact, it may mean they're anxious, irritated, disinterested, or that they want the conversation to end. An interviewer who looks up may be uncomfortable, trying to remember something, or doesn't believe your answer.



### Staring

Remember that there is a distinct difference between staring at someone and making proper eye contact! Maintain enough eye contact to show your interest in the position and the interview, but not enough to make the interviewer feel uncomfortable.

# Interview Questions

**The interviewer determines the course of the interview, but you determine the content!**

There are several different kinds of questions you may encounter in your interview.

**Direct** questions require a specific answer or just a one or two word answer like yes or no.

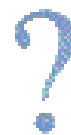
*Examples:*

- What do you do at your present job?
- When are you available to start working?

**Open-ended** questions do not have one specific answer. They provide the interviewee an opportunity to expand and communicate more about what their experiences have been and what they hope to offer a prospective employer. A one word response is generally not appropriate for open-ended questions.

*Examples:*

- Tell me about yourself.
- What can you offer our company?



**Behavioral** questions indicate to the employer your possible future performance based on your past performance in similar situations. Traditional questions only give the employer general answers, whereas behavioral questioning involves much more storytelling and additional questions regarding the interviewee's story. With this technique, the interviewer is looking for responses to certain situations.

*Examples:*

- Describe the most significant or creative presentation which you have had to complete.
- Tell about a time when you had to go above and beyond the call of duty.

**Discriminatory and Unlawful** questions are protected by federal, state, and/or local laws and regulations that prohibit discrimination on the basis of race, color, religion, national origin or citizenship, ancestry, medical condition, physical handicap, marital status, arrest record, group affiliations, and age.

*Examples:*

- What church do you go to?
- How old are you?
- Do you prefer Ms., Miss, or Mrs.?

**Questions to Ask an Employer** show that you are interested in the position and that you have thought about how you would fit in with the organization. Have some questions prepared to ask the interviewer before you go into an interview. Never ask any information that can be found readily on paper, in a brochure, or on the website. (See "*What You Should Know About Asking Questions in an Interview*" in this section of the guide)

*Examples:*

- What characteristics do you look for in applicants?
- Will you notify me or may I contact you?
- Can I provide you with any further information?



# Commonly Asked Direct & Open-Ended Questions

## Personal Information

1. What do you consider your greatest strength?
2. How would you describe yourself?
3. How do you think a friend or professor would describe you?
4. Why should I hire you?
5. What qualifications do you have that make you think you will be successful in (\_\_\_\_\_)?
6. What qualities should a successful manager possess?
7. Describe the relationship that should exist between a supervisor and those reporting to him or her.
8. What two or three things are most important for you in your job?
9. Do you have a geographical preference?
10. Will you relocate?
11. Are you willing to travel?
12. Are you willing to spend at least six months as a trainee?
13. Why do you think you might like to live in the community in which our company is located?
14. In what kind of work environment are you most comfortable?
15. How do you work under pressure?

## Goals

1. What are your long-range and short-range goals and objectives, when and why did you establish these goals, and how are you preparing yourself to achieve them?
2. What specific goals, other than those related to your occupation, have you established for yourself for the next ten years?
3. What do you see yourself doing five years from now?
4. What do you really want to do in life?
5. What are your long-range career objectives?
6. How do you plan to achieve your career goals?
7. What do you expect to be earning in five years?



**“Knowing these questions will help you rise above the rest!”**

## Education

1. Why did you select your college or university?
2. What led you to choose your field of major study?
3. What college subjects did you like the least? Why?
4. What college subjects did you like the best? Why?
5. If you could do so, how would you plan your academic study differently?
6. How has your college experience prepared you for a career in (\_\_\_\_\_)?
7. Describe your most rewarding college experience.
8. What changes would you make in your college or university experience? Why?
9. Do you have plans for continued study? An advanced degree?
10. Do you think your grades are a good indication of your academic achievement?
11. What have you learned from participating in extracurricular activities?

## Experience

1. In what part-time or summer jobs have you been most interested? Why?
2. What major problem have you encountered and how did you deal with it?
3. What have you learned from your mistakes?
4. What two or three accomplishments have given you the most satisfaction?

## **Motivation**

1. What are the most important rewards you expect in your business/education/career?
2. Why did you choose the career for which you are preparing?
3. Which is more important to you, the money or the type of job?
4. How would you describe the ideal job for you following graduation?
5. What motivates you to put forth your greatest effort?
6. How do you determine or evaluate success?
7. If you were hiring a graduate for this position, what qualities would you seek?

## **Company Knowledge**

1. Why did you seek a position with this company?
2. What do you know about our company?
3. What do you think it takes to be successful in a company like ours?
4. In what ways do you think you can make a contribution to our company?
5. Are you seeking employment in a company of a certain size? Why?
6. What criteria are you using to evaluate the company for which you hope to work?

## **25 Additional Questions**

1. What are your major strengths?
2. What are your major weaknesses?
3. What is a weakness you have and what are you doing to correct it?
4. What does success mean to you?
5. What qualities do you admire in others?
6. What were the three most important events (decisions) in your life?
7. Are you a leader? Give me examples.
8. What do you do in your leisure time?
9. Tell me about accomplishments in which you take pride.
10. What magazines or books do you read? Why?
11. What personal characteristics are necessary for success in your chosen field?
12. What are your career goals?
13. How does your education relate to our needs?
14. What position in our company interests you the most?
15. Would you make a good (\_\_\_\_\_)? (e.g., sales representative, advisor, editor, etc.)
16. Why do you want to work for us?
17. In addition to the literature we sent out, what other sources did you use to find out about our company/organization?
18. How long do you intend to stay with our company/organization?
19. What are the disadvantages of this field?
20. What has annoyed you about people that you have worked with in the past?
21. What have you learned from your past jobs?
22. How do you handle criticism?
23. How often, and in what way, did you communicate with your subordinates and superiors?
24. What percentage of your college expenses did you earn?
25. What kinds of professors did you like? Why?



**“Having company knowledge will help you soar through your interview.”**



# Behavior-Based Interviewing

## What exactly is behavior-based interviewing?

Behavior-based interviewing is a newer style of questioning that more and more companies and organizations are using in their hiring processes. The basic premise behind behavior-based interviewing is this: **The most accurate predictor of future performance is past performance in a similar situation.** It provides more objective facts on which to base employment decisions than other interviewing methods. Traditional interviewers ask general questions such as “Tell me about yourself.” The process of behavior-based interviewing is much more probing and tries to pinpoint certain characteristics.

## Important tips on behavior-based interviewing!

- Employers predetermine which skills are necessary for the job opening and then ask very pointed questions to determine if the candidate possesses those skills. To assess which skills the employer is seeking, talk with alumni, read the company literature carefully, or visit the company’s website.



“After you finish this section, you will be a wizard at Behavior-Based Interviewing.”

- In the interview, your response needs to be specific and detailed. Tell them about a particular situation that relates to the question, not a general one. Briefly explain the situation, what you did specifically, and the positive result or outcome. Frame it in a three-step process; **(1) Situation/Task** (the circumstances involved in the story), **(2) Action** (what you did in this situation), and **(3) Result/Outcome** (what happened as a result of your actions). (See “*STAR Interviewing Technique*”)
- The interviewee tells a story for a few minutes. Typically, the interviewer will pick apart the story to try to get at the specific behavior(s). The interviewer can probe for more depth or detail such as “What were you thinking at that point?” or “Tell me more about your meeting with that person” or “Lead me through your decision process.”
- Always listen carefully to the question, ask for clarification if necessary, and make sure you answer the question completely.
- Your interview preparation should include identifying examples of situations where you have demonstrated the behaviors sought by a company.
- Your résumé will serve as a good guide when answering questions. Refresh your memory regarding your achievements in the past couple of years. Demonstration of the desired behaviors may be proven in many ways. Use examples from past internships, classes, activities, team involvement, community service, and work experience. In addition, you may use examples of which you may be especially proud such as running a marathon, running for student body president, exhibiting paintings at an art show, climbing half of the high peaks in the Adirondacks, or biking across country.

## Examples of Behavior-Based Questions

These are often difficult questions to answer without preparation. Use a separate sheet of paper to jot down examples of stories in your past that you would use to answer these questions. Careful preparation is the key to an effective behavior-based interview.

1. Give an example of an important goal which you had set in the past and tell about your success in reaching it.
2. Give an example of a time in which you had to use your written communication skills in order to get an important point across.
3. Describe a time on any job that you held in which you were faced with problems or stresses that tested your coping skills.
4. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
5. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
6. Describe an instance when you used good judgment and logic in solving a problem.
7. By providing examples, convince me that you can adapt to a wide variety of people, situations, and environments.
8. Give a specific occasion in which you conformed to a policy with which you did not agree.
9. Describe the most significant or creative presentation that you have had to complete.
10. Give an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).



**“You are almost finished putting together the key elements of a successful interview!”**

**Sample:** Show your stuff and answer one of the behavior-based questions listed above. If you say you are good at resolving something, prove it with a story. You should be able to back up everything on your résumé or anything you mention in an interview with an example from your personal experiences.

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## *More Examples of Behavior-Based Questions*

1. Give me an example of a time when you set a goal and were able to meet or achieve it.
2. Tell me about a time when you had to use your presentation skills to influence someone's opinion.
3. Please discuss an important written document you were required to complete.
4. Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
5. Give me an example of a time when you had to make a split-second decision.
6. What is a typical way of dealing with conflict? Give me an example.
7. Tell me about a difficult decision you've made in the last year.
8. Give me an example of a time when you tried to accomplish something and failed.
9. Give me an example of when you showed initiative and took the lead.
10. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker (or group member).
11. Give me an example of a time when you motivated others.
12. Tell me about a time when you delegated a project effectively.
13. Give me an example of a time when you missed an obvious solution to a problem.
14. Describe a time when you anticipated potential problems and developed preventative measures.
15. Tell me about a time when you were forced to make an unpopular decision.
16. Please tell me about a time you had to fire a friend.
17. Describe a time when you set your sights too high (or too low).



## ***STAR Interviewing Technique***

One strategy for preparing for behavioral interviews is to use the STAR technique, as outlined below.

### **Situation**

or

### **Task**

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

### **Action**

You

Took

Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. Don't tell what you might do, tell what you did.

### **Results**

You

Achieved

What happened? How did the event end? What did you accomplish? What did you learn?

### **EXAMPLE:**

**Situation/Task (ST):** Advertising revenue was falling off for my college newspaper, *The Eagle*, and large numbers of long-term advertisers were not renewing contracts.

**Action (A):** I designed a new promotional packet to go with the rate sheet and compared the benefits of *The Eagle* circulation with other ad media in the area. I also set up a special training session for the account executives with a School of Business Administration professor who discussed competitive selling strategies.

**Result (R):** We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent [quantity is always good] over the same period last year.

## ***Discriminatory and Unlawful Questions***

Many types of questions are protected by federal, state, and/or local laws and regulations that prohibit discrimination on the basis of race, color, religion, national origin or citizenship, ancestry, medical condition, physical handicap, marital status, arrest record, group affiliations, and age. Any questions that may address these protected categories are unlawful. Please note that although many of these are protected by federal law, some laws will vary from state to state and region to region.

### **Three of the most common ways to handle these questions are:**

1. Answer the question. This is generally the easiest way to handle the question, but not always the most appropriate. Only answer the question if you feel comfortable doing so.
2. State that you do not see the relevance of the question and do not answer. This is generally the most confrontational response, possibly creating unwanted tension with the interviewer.
3. Answer the question by responding to the concern that is behind the question being raised. Although not as easy as answering the question, if the interviewee is not comfortable answering the question, this is the best way to respond. Two examples of this follow.

Question: Do you plan to have any children?

Question behind the Question: What priority are you placing on this position? How dedicated will you be?

*Answer: My dedication to my career has always been the highest of priorities whether or not I decide to have a family. In my previous position...*

Question: What's the general state of your health?

Question behind the Question: Can we depend on you?

*Answer: I would have no problem performing the job as you have it outlined. In my previous position...*

## ***What You Should Know About Asking Questions In An Interview***

After 30 minutes of being grilled by the interviewer with question after question, the interviewer finally asks, ***“Do you have any questions for me?”*** Now it is your turn to “interview” the interviewer. It is your opportunity to evaluate whether the position and organization has something to offer you.

The questions you ask are just as critical as the responses you give. Although you may have impressed the interviewer with your answers to the questions posed, you can leave the interviewer in doubt of your interest in and knowledge of the position and organization by not asking questions or not asking the right questions. Asking thoughtful, intelligent questions requires advance preparation on your part.



## **KNOW THE PURPOSE OF ASKING QUESTIONS**

- Demonstrates you have done your homework and prepared for the interview. Shows your level of interest.
- Allows you to learn more about the position and organization. Helps you determine if the position/organization is right for you.
- Gives you the opportunity to further “sell” your qualifications by gathering specific information from the interviewer. By listening to the interviewer’s responses to your well thought-out questions, you may learn more about the organization’s needs. Then you can follow up with how you can help them meet these needs.



## **KNOW HOW TO ASK QUESTIONS**

- Ask questions that are of genuine interest to you and will help you make an informed decision.
- Ask questions that show the depth of your research and preparation. Do not ask questions that could easily be answered on the organization’s website or by reviewing the job description.
- Do not ask questions about salary or benefits until you are offered a job. These types of questions will make the interviewer wonder about your priorities.
- Tailor your questions to the interviewer. A human resources representative may not be able to answer specific questions about day-to-day functions of the position, whereas a manager or supervisor can discuss the technical, more detailed aspects of the job.
- Ask questions throughout the interview. You do not have to wait until the end of the interview to get clarification of something the interviewer shared. Additionally, if the interviewer begins the conversation by discussing an area of the organization, such as the training and development program, and this discussion sparks a question you have, then by all means ask. You might forget the question by the end of the interview. However, do not monopolize the conversation with questions and your own agenda. Let the interviewer lead and follow his/her cues.



## **KNOW WHAT QUESTIONS TO ASK**

- Make a list of the information you need to learn about the position and the organization. Prepare at least five good questions. Prioritize your questions and write them down to take with you to the interview.
- Consider questions that concentrate on the broad view of the organization and on the specific details of the position.
- Review the list of questions below. Use the questions to help you develop your own and/or adapt these questions to your own interests and concerns.



## **KNOW HOW TO PREPARE FOR THE INTERVIEW**

- Research the organization so that you can compile a list of thorough, knowledgeable questions. Use the tools provided on the Career Employment Services website in the “Student and Alumni Resources” section.
- Participate in a mock interview and practice your interviewing skills, including how to ask appropriate questions in the interview. Get feedback from a Career Employment Services staff member. Call 417-447-6964, email [careeremp@otc.edu](mailto:careeremp@otc.edu), or visit the office in ICW 219 to make an appointment.

## **Sample Questions Demonstrating Your Research Efforts**

1. I read in your literature that your training program is comprised of three six-month rotations. Do the employees have any input into where they will go at the end of each rotation? How do you evaluate the employee’s performance during the training period?
2. I recently read in *Forbes* that a major competitor of yours is increasing its market share in your main market. What plan does your firm have to regain its lost market share?
3. In the brochure “Diversity and Inclusion at Dow,” it mentions Dow’s plans to include progressive employee development programs. Could you tell me more about this initiative and the goals of the program?
4. On Kimberly-Clark’s website I reviewed the career information provided about the logistics opportunities. I understand that Kimberly-Clark offers ways to advance, one of which includes specializing in a particular area. What kind of input does the employee have in selecting the area of specialization and, once you gain experience in that area, how long does it typically take to advance?
5. After reading your brochure about the Global Sourcing Internship Program at International Paper, I was excited about the possibility of developing and implementing my own project. What are the chances that this would be a part of my experience, and what kinds of projects have interns completed in the past?



# Questions You Might Ask An Employer

## General Sample Questions

1. What kinds of people do you usually look for in an employee?
2. What sort of person are you looking for to fill this position?
3. Can you tell me about your own experience with the company/organization?
4. What have you liked most and least about working for (\_\_\_\_\_)?
5. What happens during the training program?
6. What was your first job in your career?
7. What does it take to advance in your field?
8. What aspects of your job provide you with the most satisfaction? The least?
9. Has your company hired (\_\_\_\_\_) graduates before? How have they done?
10. How do you rate your competition?
11. What do you consider to be your organization's three most important assets?
12. What do you see ahead for your company/organization in the next ten years?
13. What are your plans for expanding the (\_\_\_\_\_) department?
14. Is this a newly created position or is someone being replaced?
15. What is the person who previously held this position doing now?

## The Position

1. What are the main objectives and responsibilities of the position?
2. How does the organization expect these objectives to be met?
3. Can you tell me about the primary people with whom I would be dealing?
4. Can you describe a typical day?
5. Is this a newly created position? If not, how long did the previous person hold it? Was the previous person promoted? What is the potential for promotion?
6. How many and whom would I supervise? To whom would I report?
7. How and when would my performance be evaluated?
8. Is regular travel a part of this position?
9. Where does this position fit into the company's organizational structure?
10. What results would you expect from my efforts and on what timetable? What improvements need to be made on how the job has been done until now?

## The Company

1. What are the organization's strengths, and what major problems/challenges does it face?
2. What significant changes do you foresee in the near future for the organization?
3. What do you see ahead for the company in the next five years?
4. What do you see in the future for this industry?
5. What type of training program does the organization offer?
6. How does the organization stand in comparison with its main competitors?
7. Can you describe the company's culture?
8. How does the company recognize diversity in its workplace and with its customers?



## **Education and Training**

1. What additional training might be necessary for this position?
2. Is training done in a classroom/group session or is it handled on an individual basis?
3. Are there training and development programs offered within the organization so that I can learn and grow professionally?
4. Does the organization support further education for its employees?
5. Does advancement to upper management usually require an advanced degree?

## **The Interviewer**

1. Can you please tell me how your career has developed at the organization? Would someone entering the organization today have similar opportunities?
2. How would you describe your management style/philosophy?
3. What do you enjoy most about working for this organization?
4. If you could change one thing about your position or the organization, what would it be?
5. How long have you worked for this organization?
6. What qualities are you looking for in a new hire?

## **The Closing**

1. Are there any further questions about my qualifications I can answer?
2. What is the next step in the process?
3. When do you expect to make a hiring decision for this position?

**\*\* Always state you want the job (if you sincerely do) and why!**

**Remember - never ask a question for which you can easily find the answer!**



## Dining Etiquette

Don't forget your table manners. Interviews may include a meal or attendance at a reception. These situations offer the interviewer an opportunity to evaluate your social skills and to test your table manners. The following frequently asked questions may help you avoid a faux pas in a dinner interview.

**Q: Which direction should you pass the food?**

A: When passing food, take the item closest to you, don't serve yourself, and pass it to the right.

**Q: How expensive a meal should you order?**

A: Follow the lead of the host or ask what they recommend.

**Q: What should I do if I bite into gristle from the entrée?**

A: Chew slowly, use your napkin and remove the gristle from your mouth.

**Q: When should I start eating?**

A: You may begin eating once everyone has been served. Should someone's meal be delayed, they should tell others in the group to please go ahead and begin because the food will get cold.



**Q: What should I do if I need to leave the table?**

A: Simply excuse yourself politely. You do not need to say *WHERE* you are going.

**Q: Do I need to order an alcoholic drink, even if I don't want one?**

A: If you don't want to drink, don't. When you are offered a drink, simply say "no thank you," and you don't need to provide further explanation. Be aware of your tone when you say it so that you don't put up a social barrier that makes others feel uncomfortable.

**Q: If I order an alcoholic drink, how many should I have?**

A: You should only have ONE drink, even if the employer orders more than one.

**Q: How quickly (or slowly) should I eat?**

A: It's important to "keep pace" during the meal. If you notice you are almost finished and the others in the party are not close to finishing, slow down! You can put down your silverware, take a drink and talk with others at the table. If you are eating too slowly, pick up the pace.

**Q: What should I do if food falls off my plate?**

A: If it lands on the table, quickly pick it up and put it on your plate. Don't make a big deal about it. If it lands on the floor, don't mess with it—ignore it.

**Q: Where should I put my knife when I am not using it?**

A: Your knife should rest across the top of your plate when it is not in use.

**Q: What should I do with my napkin when I leave the table?**

A: Fold the napkin nicely and place it to the left of your plate.

**Q: Who will pay for the meal?**

A: You will not be expected to pay for your meal if you are invited out by an industry representative for an interview.

**Q: Where should I put my silverware when I have finished my meal?**

A: When finished, place the fork and knife at the 4 o'clock position on your plate.

Excerpted from the Kansas State University Career & Employment Services Interview Guide

## *The Thank-You Letter*

**Purpose** – The purpose of a follow-up or thank-you letter is to thank the interviewer for his or her time and information. It also provides you with another chance to remind the interviewer of your interest in the position and the skills that you have to offer.

**Timeliness** – Follow-up letters should be sent promptly after the interview (if possible within 24 hours), because you will still be on the interviewer’s mind. Timely follow-up letters make a good impression on a person whom you should consider a potential member of your long-term network.

### **Suggested Thank-You Letter Format and Example:**

1947 Grace Avenue  
Springfield, MA 10281

(Your Address)

December 1, 20--

(Date)

James R. Quinn  
Director, Personnel Department  
Davis Enterprises  
22900 Cambridge Street  
Boston, MA 01181

(Interviewer’s Name)  
(Interviewer’s Title, Department Name)  
(Company Name)  
(Company Address)

Dear Mr. Quinn:

(Dear \_\_\_\_\_:)

**Paragraph 1: Thank the interviewer for his or her time, and then make some mention of the interview.**  
Thank you for the opportunity to interview yesterday for the Sales Trainee position. I enjoyed meeting you and learning more about Davis Enterprises. You have a fine staff and a sophisticated approach to marketing.

**Paragraph 2: Reiterate your interest in the position and remind the interviewer of your relevant skills and experience. Stress the “fit” between you and the company.**  
Your organization appears to be growing in a direction which parallels my interests and career goals. The interview with you and your staff confirmed my initial positive impressions of Davis Enterprises, and I want to reiterate my strong interest in working for you. My prior experience in operating office equipment plus my training in communication would enable me to progress steadily through your training program and become a productive member of your sales team.

**Paragraph 3: Extend final thanks and indicate where you can be reached.**  
Again, thank you for your consideration. If you need any additional information, please feel free to call me at 444-222-7777.

Sincerely, (Closing)

*Cary Harmen* (Signature)

Cary Harmen (Your Name)

## *Interviewing Tips on the Web*

JobWeb.com

<http://www.jobweb.com>

MSN.com

<http://msn.careerbuilder.com/MSN/Articles.aspx>

CareerBuilder.com

<http://www.careerbuilder.com/>

CollegeGrad.com

<http://www.collegegrad.com/intv/>

EmploymentGuide.com

<http://www.employmentguide.com/interviewtips.html>

GaryWill.com

<http://www.garywill.com/worksearch/intres.htm>

Missouri Career Source

<https://www.missouricareersource.com/>

Monster.com

<http://career-advice.monster.com/job-interview/careers.aspx>

WSU.edu

<http://students.careers.wsu.edu/content/documents/careerservices/interviewpacket-f2008.pdf>

Missouri State University

<http://careercenter.missouristate.edu/>



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Stephanie Evans

**St. John's Health System**

Alan Dixon

**Silver Dollar City**

Katy Cameron

**SRC**

Travis Morrison

**Wal-Mart**

John Waters