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Introduction

Job seekers use a variety of methods to find employment. Some job seekers study resume books and other job search techniques, and then work very hard at finding a job. Others depend on luck. But the best way to find a job is to work hard and have a bit of luck. You can increase your job search luck by doing the required work.

You will probably look for jobs many times and even change careers too, during your life. Even people with a substantial career-related education often find themselves in unrelated careers. On the average you can expect to have between three and five career changes during your lifetime, and up to six job changes within a career. These changes will happen despite any plans you have, so understanding and being able to use job search methods will be a vital skill you can use throughout your life.

Some Cold Hard Facts!

1. There is no magic way to find a job. It is a full-time proposition, and it is hard work. At times it will be boring and frustrating. It is a task that will require all your skills in planning and follow through, but when done correctly it also pays the ultimate reward: the right job for you at this point in time.

2. No one owes you, the new graduate, anything. It is a normal part of job-hunting to receive rejections, so do not be discouraged by them. Let them teach you what you need to improve upon for the next opportunity.

3. Regardless of the level of assertiveness you have, increase it. You must take and maintain the initiative during each step of the process.

4. Remember that you are the one with a dilemma, since you are the one looking for a job. You are the one who has to get out there and make things happen. Expecting someone to knock on your door and ask you to come to work for him or her is a bit unrealistic as you can imagine. But unfortunately many college graduates believe that since they have a college diploma, employers will be knocking down their doors to get them.

5. Be prepared to send 150 - 200 various types of letters. A few members of the senior class will mail more than 200. Your job hunt has not really started until you send out at least 30 letters. Each week plan to send five letters and make at least a dozen telephone calls.

6. Although it takes time and effort to become effective in the job search, the steps in conducting a successful search make up a simple list!
   A) Know what you can do well (your skills).
   B) Decide upon a clear job objective and be able to articulate it.
   C) Know how and where to find the people who hire.
   D) Spend at least twenty hours per week in an active, well-organized job-search.
   E) Have a daily plan.
   F) Strive to schedule at least two interviews per week.
   G) Do well in these interviews.
   H) Follow up.

7. A successful job search depends primarily on your ability to clearly communicate in both the written and spoken form what you can do well and what you want to do. If you are not able to do this effectively, your employment chances are drastically reduced.
Career Planning Through Self-Analysis

There is more to getting the job of your choice than just having a degree. Your degree may qualify you for certain jobs, but it is up to you to obtain the employment you desire. Advance preparation is critical. Examine what you can do to successfully meet the challenge of stiff competition for employment.

First, recognize that searching for the position you desire will be a full-time job. Be prepared to commit time and energy towards analyzing your career and life goals, and be organized and flexible in pursuit of these goals. The greater your commitment to career planning and job hunting, the greater your chances of finding a satisfactory job in a rewarding career.

Second, accept the fact that to obtain the position you desire requires a sales campaign on your part. Consider for a moment that you have a product to sell and that the potential employer is the consumer. As a salesperson, you must search out potential customers of your product and learn how they could use your product. You must be aware of your competition and know the product you are selling.

Finally, putting this in terms related to the job search, you must do a complete analysis of yourself -- your values, interests, and expertise -- in order to determine what you want, what you can do, where you would like to do it, and what, if any, your second choice might be. The following questions serve as a guide to accomplishing this self-analysis.

WHO AM I?
Know yourself. Have you ever sat down and written a clear, concise statement related to this question? Could you, in five minutes or so, clearly describe your strengths, your weaknesses, your interests, and your special talents? If not, you may find yourself at a distinct disadvantage because your competition may have made this self-analysis. Being able to discuss these things with employers in an orderly and convincing manner will make a much more favorable impression.

WHAT DO I WANT TO DO?
Determine your interests. For many candidates, this is a very difficult question. To employers, however, it is one of the most important. The answer you give to this question will indicate whether you are realistic, and whether you have given serious thought to where you have been, where you are now, and where you hope to be in the future. The more thought you give to this question, the more convincing you will be. Employers need a starting point in evaluating candidates, and often this question is it. Remember that employers will be paying you for doing something and not just for knowing something.

WHY DO I WANT TO DO IT?
Recognize your aptitudes. When an employer asks you this question, will you be able to answer it convincingly? Have you thought through what motivated you to make this decision? Are you realistic? The answer you provide to this question, like the answer to the question, "What do I want to do?" will be a big factor in determining your success in convincing an employer that you are an excellent candidate for employment.

WHERE DO I WANT TO WORK? (This can have hidden meaning)
When an employer asks you, "Where do you want to work?" or "Why do you want to work for this organization?" the interviewer is anticipating a well thought out response.
1) It could mean to work for a specific employer.
2) It could mean to work for a particular size employer or a particular type of employer.
3) It could mean to work in a particular geographical location. The responses you make to questions like these will assist you in deciding whether you should even interview with a certain employer. Your responses to these questions, should they be asked, will help you make a favorable impression.
WHAT ARE MY GOALS?
No one expects you to say with absolute certainty what you plan to be doing 5, 10, or 20 years from the time you enter the job market. However, many employers will ask this question. Their purpose is to see if you have thought about where your entry-level job may take you.

It is important for you to realize that you are being hired not only for what you can contribute today, but also for the potential you are exhibiting for tomorrow. Today is a developmental stage bringing about change, growth, and future direction. Tomorrow is the era that allows leadership qualities to fully blossom.

Think of career goals as basketball hoops. Without hoops, playing the game is pointless. Without career goals, employers might think of you as unfocused - without direction - without purpose.

WHAT ARE MY PERSONAL QUALITIES?
Evaluate those traits that will make you an outstanding candidate and be able to discuss them clearly and concisely.

WHAT ABOUT MY PHYSICAL CAPACITIES?
Do you have any physical limitations that would prevent you from functioning in certain jobs? If so, concentrate your efforts on obtaining employment where these limitations will not be a hindrance in accomplishing your short and long-term goals.

WHAT ARE MY LEISURE TIME ACTIVITIES?
Evaluate your personal interests and extracurricular activities. Determine how these can be an asset to you in accomplishing your goals. If you include these types of items on your resume, you better be able to articulate what you did and how the experience has affected you in a positive fashion.

WHAT ABOUT MY WORK EXPERIENCES AND EDUCATION?
Determine what knowledge or skills you have acquired through your academic training and work experiences and how this new knowledge will transfer to your desired career path. Identify the special abilities you have at the present and for the future, and determine your best combination to promote.
The Job Search:  
**Readiness Test**

Studies conducted by the National Association of Colleges and Employers have found students who developed specific goals regarding:
- where they wanted to live,
- what they wanted to do and,
- in what type of environment they would like to work were significantly more successful at finding employment than those who did not plan.

The following short assessment test will help you determine how much thought and planning you have given to the job search. Beginning the job search is an overwhelming task for many students. However, effective planning and effort will pay off.

**Directions:** Score one point for each item. Total your score at the end of each section.

**Personal Requirement/Planning**
- I have considered my preferences and restrictions regarding:
  - a. Geographic locations I will consider: ________________________________
  - b. City, country, or suburban work setting: ______________________________
  - c. Other factors (i.e., health constraints, loved ones, etc.): ______________________________
- I know what type of organization that I want to work for (i.e., manufacturing, financial, social services, non-profit, large, small, etc.): ______________________________
- I have taken either the Myers Briggs Type Indicator or The Self-Directed Search or FOCUS to learn which professions best suits my personality style.
  - I can articulate five of my strongest skills and interests.
  - I can articulate how my skills and interests can benefit an employer.
- **TOTAL SCORE** (A score less than four indicates that you should seriously consider these issues further)

**Graduate School Planning**
- I know my career objective and understand that it will require an advanced degree.
- I have discussed my plans with my academic adviser.
- I understand applying to graduate school should be done early - preferably midway during the Junior year.
- I have taken, or arranged to take, the required admission exam.
- I am researching financial aid options such as scholarships, grants, federal aid, etc..
- **TOTAL SCORE** (A score less than four indicates an incomplete graduate school search process)

**Job Search Planning**
- I have developed a beginning list of at least 15 employers whom I will contact.
- I have conducted informational interviews with people in my field for advice and contacts.
- I have written drafts of letters of application, inquiry, and appreciation.
- I have a finished resume ready to send.
- I have asked three to five people to write letters of recommendation.
- I have developed a portfolio of my work to present during a job interview.
- I have used Career Services regularly to develop leads and/or do necessary career research.
- I have had at least one mock interview.
- **TOTAL SCORE** (A score less than six indicates an incomplete job search approach)
Job Search:  **Timeline**

**Junior Year**
1. Establish contacts in your area of geographic preference. Let people know of your career plans. Use alumni, friends, friends of friends, relatives, former employers, etc..
2. Attend academic major specific functions, visit with professors of interest, and ask questions.
3. Gain experience in paid or volunteer jobs, internships, and on/off campus activities. Those related to your chosen career are often best, but working in a totally unrelated area can prove valuable also.
4. Conduct information-seeking interviews to learn more about career opportunities and particular organizations that are of interest to you. (more on this later)

**Senior Year** (autumn quarter)
1. Become more acquainted with the resources and services offered through Career Services.
2. Going to Graduate School? Register for the appropriate graduate admissions test.
3. Ask appropriate persons to write letters of recommendation. Include three to five recommendations from faculty and employers. Persons who serve as references should be able to evaluate your potential professional performance as well as your academic and personal traits and abilities.
4. Attend as many of the special Career Services workshops as possible.
5. Qualify for on campus interviews by attending both the resume/cover letter workshop and the interviewing workshop.
7. Use the Marion Campus Library Career Resources as well as the materials available at Career Services: On-Line Listserv groups for obtaining job listings, general career information, information on individual companies and various geographical areas; employment trends; salary information, government employment, overseas jobs, and video tapes. Pick up free handouts and magazines on conducting a job search.
8. Strengthen job contacts via direct personal visits. December is a good time for this. If necessary, ask for a conservative interviewing suit as a Christmas gift. Appearance plays a vital role in interviewing.
9. Take part in as many mock interviews as possible both on and off campus.

**Senior Year** (winter quarter)
1. If attending the Columbus campus, register with your college's Career Services Office.
2. Draft formats for letters of inquiry, application, and appreciation.
3. Ask a Career Services staff member, members of the faculty, employers, and friends to critique documents. Tip: Anytime someone gives time/energy to advise you and helps you with your job search, follow up with a thank you note.
4. Set a weekly goal for yourself. If you send five letters a week during winter and spring quarters, you will have 90 letters circulating by graduation. Plan on sending 150 - 200.
5. While attending the Marion campus, Watch Buckeye E-Briefs and the job posting groups you subscribed to for employment opportunities.
6. Strengthen your interviewing skills by arranging additional mock interviews. The more you do the more comfortable and confident you will feel during an actual interview.
7. Increase your options by exploring alternate career opportunities.
8. Prepare to speak about the positive educational experience you obtained at OSU and how it has helped develop your personal strengths and skills.
9. Research resource available to help you with your job search. Career Services staff, faculty, library material, family, friends, previous employers, former high school teachers, etc.
Resources

A job search is like writing a term paper -- the hardest and longest part is doing the research. Since 75 - 80 percent of all vacancies are never announced publicly, it is extremely important that you identify organizations for which you want to work and contact them directly.

THE INTERNET
There are so many sites with a vast array of information it can sometimes be difficult to know which ones are best. From career exploration to job search advice there’s a web site to assist you. Do some exploring and bookmark those you find most helpful. Also, contact a professional association in your chosen career field and ask them what sites they recommend.

MARION CAMPUS LIBRARY
The career resource section of the Marion Campus Library contains a wealth of information that can help any job hunter.

The College Grad Job Hunter (http://www.collegegrad.com)
An excellent website devoted for recent college graduates seeking an entry level job after graduation.

OSU Marion Job Posting Distribution Groups
The OSU Marion Career Services Office offers free job postings sent directly to your OSU e-mail account To subscribe go to the Career Services website, http://www.marion.ohio-state.edu/careers and click "employment"

ALUMNI
Contact members of the alumni and former classmates who may be able to assist with networking or provide job leads.

ON-CAMPUS RECRUITING
Opportunities to interview on campus with employers who visit campus are announced in Buckeye E-Briefs and posted to appropriate career services job posting groups. Interview slots are assigned on a first-come, first-serve basis. To qualify for on-campus interviews you must have attended both a resume writing workshop and an interviewing workshop, and have a completed resume. Columbus campus procedures vary by college.

GRADUATE SCHOOL INFORMATION
Many graduate schools send catalogs and pamphlets that are kept on file for student use. Peterson's Guide to Graduate Programs and other resource material are also available for your use in the Marion Campus Library.

GRE and GMAT BULLETINS AND PRACTICE TESTS
Computer guided tests are available for your use in the Career Resource Library. Stop by Career Services and sign-up for a time to use the computer.

DIRECTORIES
A variety of directories can be located in the Marion Campus Library to assist locating companies, names, titles, addresses, cities, telephone numbers, and other pertinent information.
Tried and True Job Search Techniques

**Want Ads.** Read the want ads of several major newspapers faithfully. Respond to ads, which are related to your interests and qualifications. Don't be afraid to answer blind ads, although they seem to be less effective than those ads in which the organization is identified. Make it a habit to use the Marion Campus Library and/or the public library each week to read the Sunday editions of major newspapers. Use [http://www.onlinenewspapers.com/usstate/usatable.htm](http://www.onlinenewspapers.com/usstate/usatable.htm) to find online newspapers in cities of your choice.

**Resumes.** Send your resume to the Personnel Director of 25-50 companies in your area, inquiring if there are any openings and asking to be considered for future openings (attend a Resume and Letter Writing Information Session).

**State Job Services.** Register with the state job service in each state that interests you, and take the appropriate qualifying exams. In Ohio, you will find valuable information at the following web site: [http://www.state.oh.us/odjfs/0000OurServices.stm](http://www.state.oh.us/odjfs/0000OurServices.stm) Other states also have employment services that you should consider utilizing since there is no expense involved and they often are able to provide assistance.

**Federal Government Employment / Federal Civil Service System.** The federal government also operates an employment service to obtain employees for federal government work. For complete information on Federal employment visit [http://www.usajobs.gov/](http://www.usajobs.gov/)

**City and State Government.** Contact the Personnel Office or Human Resource Center of the cities and/or states and request information regarding hiring procedures. Ask for vacancies listings. In Ohio, visit [http://www.ohiomeansjobs.com](http://www.ohiomeansjobs.com) for complete information.

**Career Services.** Subscribe to any of the distribution groups from the Career Services website to have job postings delivered directly to your OSU e-mail address. Visit Career Services once a week to use the job listings in bulletin notebooks, newspapers, and the World Wide Web.

**Job Choices.** Obtain a FREE copy while they last from Career Services and write to those companies that interest you the most. (Available on a first come - first served basis)

**Resource Reading Material.** Read general books like the Occupational Outlook Handbook (OOH) to identify the careers of most interest, read paragraph entitled, "Where Employed" to get an idea of employment possibilities, and those places in the area of your choice. Periodical publications such as Career Opportunities News, Spotlight, CAM REPORT, Career Opportunity Update, Black Collegian, Equal Opportunity, are valuable resources during the job search process.

**Professional Employment Agencies.** Register with commercial recruiting firms but be careful. Be sure to check out the reputation of the agency before subscribing for any service they may offer.

**Professional Associations/Organizations.** Subscribe for a student membership in an association in your chosen profession. Many professional organizations provide placement services to individuals who have the necessary qualifications to utilize their services. For example, the American Personnel and Guidance Association will mail members information on counseling job opportunities and will allow them to interview at the APGA National Convention.

**Yellow Pages.** Pick a city. Any city. Look at the index, and copy down all the key words, which interest you. For example, you may be an art major, so these words may appeal to you: Antiques, Picture Frames, Graphic Arts, Advertising, etc. Next, look up all the places listed under those words. Call or visit them to talk about their products or services and to scout for possible job opportunities.
**The Public Library.** Go to the main branch of a relatively large public library and become friends with the reference librarian and ask assistance in locating employer directories and addresses for the career field of your choice.

**Trade Magazines.** Get a subscription or two to trade magazines related to your field. For example, business majors could begin reading "Management Science"; communication majors could read "Popular Communication." Check with your advisor or professor in your field to see which magazine he/she subscribes.

**Chamber of Commerce.** Visit or write the Chamber of Commerce in the city of your choice. Ask them for information on employers, places to live, cost of living, relocation, etc. Some chambers are excellent resources of information.

**Network.** Contact and tell EVERYONE you know that you are seeking employment. Give him or her a copy of your resume in case they hear of anything. Friends, relatives, friends of friends, lost cousins, parents, friends of parents, former boy/girl friends, roommates, professors, & alumni are excellent people who can often lead you others who may be able to assist you.

**Books.** Read career/job topic books. Not only will they help you occupy your time while looking for employment; they will help you become more knowledgeable and conversant so that you will do better at your inevitable interview. And you may even get some ideas about other career opportunities.

**Informational Interviews.** These interviews are NOT job interviews. One of the best ways to find out about job opportunities is to interview for information. Talk to lots of people who are working in your intended field. Ask them how they got started, what they like the most and least about their job. Where they see their profession heading in the years to come, etc.. You get the idea. (Read the section on networking)

**Share Information.** You may hear of a job that does not interest you, but may be perfect for another member of your network group. Remember, what goes around comes around. Do unto others as you would like them to do unto you.

**Expand Your Consideration.** Expand the variety of positions you will consider. Working with a friend, read through the want ads and yellow pages to discover jobs for which you are qualified but have not seriously considered.

**Situation Wanted Ad.** Granted, this is not the most effective technique, but if done properly and placed in appropriate publications it is one more method to reach as many employers as possible. List your formal qualifications and emphasize your job strengths and skills as related to the job you seek.

**Pound the Pavement.** This involves visiting organization after organization without making an appointment in advance. This method is time-consuming but has been effective for many first time job-seekers.
Resume Styles

There is no overall consensus as to what constitutes a good resume. However, one of the prime rules to keep in mind is that on average employers spend less than 45 seconds scanning your resume to determine if it is worth further consideration. Therefore, make certain your resume is organized and attractive enough to pass this test.

There are two basic formats for resume preparation: functional and chronological. Regardless of which style you elect to use, preparing a good resume will take time and effort. Remember, the resume is your sales tool, therefore, select the style and choose the content that will highlight your best qualities and yet remain visually appealing.

Design your resume so that it will quickly provide the employer with: **Who you are** - **What you can offer an employer** - **What you want to do** - **What you know, and What you have accomplished.** Emphasize the job qualifications and personal strengths that will serve the employer's needs. Your resume should be:

1. Prepared on a word processor and is easy to read.
2. Limited to two pages in length, preferably one page.
3. Brief and to the point, incorporating phrases rather than prose and complete sentences.
4. Complete, containing all information relevant to your education, work experience, and objective.
5. Demonstrating how you can effectively fulfill their employment need.

**FUNCTIONAL STYLE**
The functional resume enables the candidate to focus on skills, aptitudes, and qualities that can be applied to a number of situations. This style of resume de-emphasizes chronological listings and emphasizes qualifications, skills, and related accomplishments. Skills are organized into categories that tell employers what you will be able to do for them.

Functional resumes are especially valuable for candidates who lack direct job-related experience; who want to work in fields not related to their academic backgrounds; or for those whose education is so general that they must find a way of bridging the gap between their education and the job requirements. This type of resume is well suited for those candidates who have considerable work experience because it allows them to portray the skills they will be able to put into immediate use.

**CHRONOLOGICAL STYLE**
Chronological resumes are the easiest to prepare and thus appear to be the more popular style of resume used. In this style, you identify information in descending order, with the most recent events listed first under each heading.

Chronological resumes require selective wording in order to minimize the amount of interpretation the employer will have to do. Use active verbs in describing your experiences, and highlight transferable skills. Avoid cluttering up the resume with personal data and names of references.

**COMBINATION STYLE**
The combination style is as it states, a blend of the chronological style that lists past work experiences, etc. in reverse chronological order but in a skills/functional format.
Steps in the Resume Writing Process

To make your resume writing experience as easy and less time consuming as possible it is important that each of the following steps be followed.

Step 1. Tailor a ‘job objective’ for each resume you send out that states the job title and name of organization. An employer needs to feel that the resume is prepared for them specifically. **HINT:** Writing a resume is like writing a very stylized short essay. The job objective is your topic sentence or theme to the essay. Everything else supports it.

Step 2. Identify three to five specific skills and/or strengths you know will be necessary for the job. If you don’t know, find out!

   a. 
   b. 
   c. 
   d. 
   e. 

Step 3. Create sections on your resume that will categorically best show off your skills and knowledge.

Step 4. Prepare descriptive statements that highlight an accomplishment by using specific examples.

Step 5. Prepare a rough draft on a computer and store your information on a personal storage device. Don’t bother trying to make your resume perfect...yet.

Step 6. Bring a computer print out of your rough draft to Career Services to have it critiqued by a staff member. Review Career Services' selection of resumes from past graduates and examine reference books that have examples of resumes. This is an excellent way to get ideas. Edit the resume until each skill has been illustrated with specific examples.

Step 7. Make the necessary revisions and return to Career Services to discuss your resume with the Coordinator of Career Services. Afterwards ask others (academic adviser, faculty member, previous employer, someone currently in the field, relatives, etc.) to critique your resume so that you can learn what will make for the best resume possible.

Step 8. Make any additional revisions and have it checked again for errors.

Step 9. Print your final resume on a laser printer or take it to a qualified printer.

Step 10. Store and backup copies of your resume on your personal storage device for quick access. You may find it worthwhile to create a whole directory just for resumes. Save each changed resume with an identifiable name to access for later use and/or changes.
Items That Appear On a Resume

Identifying Information
This should include your name, current address and telephone number (including zip code and area code) and e-mail address. An alternate address and/or telephone number can be included in the event you’ll be moving during your search.

Objective or Summary Statement
Objective: Whenever possible, name the position you are applying for along with the name of the organization. Summary Statement: A brief section you can write about your experience, credentials, expertise, personal values, work ethics, background, or anything that makes you qualified for the job you're after.

Educational Background
Beginning with your most recent college degree, work backward. Be certain to include your degree, name of school, major(s), minor(s), concentration, date of graduation, grade point if above a 3.0 (overall or major – whichever is higher), class rank if in the upper quarter.

Related Course Work
List four or five relevant courses that relate to your job objective.

Related Experiences
Begin with experiences that relate to your job objective. Demonstrate in short phrases what you did. Paint a verbal picture in the mind of the employer showing him/her activities you performed successfully.

Employment Experiences
Beginning with the most recent job, work backward. Any kind of summer employment, part-time employment during the school year, volunteer work, internships, etc. should be included. Use bulleted descriptors to explain how you used key skills successfully while performing your work activities.

Activities
A prospective employer wants to hire a total person and, therefore, will be interested in your activities outside the classroom. List organization(s) to which you were actively involved. Use descriptive phrases to highlight skills used that directly relate to your job objective and/or the needs of the employer.

Honors
List all honors bestowed on you during your college years. These show achievement and recognition.

References
State that references are available upon request or list the names, addresses and telephone numbers of three references.

Do NOT include:

Personal Data
Since information such as age, sex, height, weight, religion, marital status, etc., does not reflect your qualifications and may be used to discriminate against you, do not include this type of information on your resume. Likewise, including a picture could give an employer the unfair advantage of screening you out based upon your looks. Remember your resume speaks only of your qualifications to do the job you are seeking.
Section by Section

IDENTIFYING INFORMATION

Use a personalized letterhead form for your resume, letter, and reference sheet. This section would typically include the following:

1. Your complete name (First, middle initial, last) in **BOLD CAPITALS** (14 or 16 point type)
2. Your mailing address, City, State, and Zip Code.
3. Your most used phone number including area code.
4. Your e-mail address.
5. Optional - Your web address. Provided it’s professional and not personal in content.

Example:

Justin Thyme
1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

OBJECTIVE STATEMENT

1. An objective is used to describe your career goals to an employer. Avoid being overly wordy or too limited in your focus.
   A. Use a want to statement and a willing to statement to identify the desired level and position. Better yet, write your objective to fit each specific opening.
   B. Capture attention by highlighting your strongest qualifications that match the employer's needs.
   C. Show what you can do for the employers, not what they can do for you.

Although the objective can often be difficult to write, the more you tailor or fine-tune your objective to specifically fit the district or position, the better. Avoid using vague philosophical fluff such as: "To obtain a rewarding career with a progressive organization that will allow me to contribute and at the same time provide a challenge while aiding in my personal growth." Rather, use something along the following:

- Entry-level position leading to financial management. Willing to relocate and travel.
- Entry-level accountant in public accounting firm.
- Marketing management or general management with an industrial products firm.
- Operations manager with the ZZZ Company, Inc.
- Fitness director with Ouch Firm and Fit Company

After writing the objective, list three to five skills on a separate sheet of paper. List those skills you know will be absolutely necessary in order to perform the job you are seeking. Incorporate these skills when developing descriptors of former or current jobs, internships, volunteer experiences, activities, etc. These descriptors will help the employer ‘see’ you performing specific tasks using the skills to obtain certain goals.

EDUCATION

1. Insert the heading: EDUCATION in bold capital letters.
2. List your most recent degree or education first, followed by the month and year.
3. Include the name of the institution, city and state where you received your degree.
4. Insert your major(s).
5. Insert your minor(s), concentration, and/or emphasis.
6. Include your Cumulative or Major Grade Point Average if it is 3.0 or above. It is not considered beneficial if your GPA is below 3.0. It is not necessary to refer to a 4.0 scale.
7. Insert class rank if in the top quarter.
RELATED COURSE WORK (optional)
1. Insert the heading: RELATED COURSE WORK in bold capital letters.
2. List three to five special or unique courses that reflect your ability to perform your job objective.

RELATED EXPERIENCES
NOTE: All your work experience may be included under this heading or you may prefer to separate items under one or more of the following headings: STUDENT TEACHING, FIELD EXPERIENCE, OTHER WORK EXPERIENCE, COACHING EXPERIENCE, LEADERSHIP EXPERIENCE, VOLUNTEER SERVICE, etc.

1. Insert the heading of your choice in bold CAPITAL letters.
2. List and underline the title of each position you held. Start with the most current and work backward.
3. Identify the name of the company or organization where you worked.
4. Enter the city and state.
5. Enter the period of time when you worked in parenthesis. Enter the information as simply as possible, for example; (Summers 20xx - 20xx); (20xx - 20xx); or (January 3 - March 15 20xx).
6. Describe your responsibilities and/or accomplishments for each position. Begin with an active verb such as, formulated, developed, initiated, achieved. Work to establish a case for hiring you. What did you do and how well did you do it? Employers like to see things in measurable terms, so present facts and figures whenever possible. Be sure to cite specifics, such as: promotions, programs you worked on, and special skills. Incorporate key words into your descriptors that employers might look for to find candidates whose skills and/or experience fit the job opening. Include nouns (key words) that an employer might use to scan your resume electronically. NOTE: The biggest mistake most people make when describing job responsibilities is not developing a case. Identify what you did for each position and then describe it fully so the prospective employer can see you performing the task.
   Poor example: Worked with students on individual basis.
   Good example: Prepared personalized vocabulary work sheets for five students needing individualized attention.

Examples:

STUDENT TEACHING
Third Grade, Carey Elementary School, Anytown, OH (August - October 20xx)
- Developed and taught hands-on lessons in reading, mathematics, writing, map skills, spelling and English
- Created and executed independent learning centers and units for over 35 students
- Counseled less than five individual students needing disciplinary action

Math/Computer Science, Westinghouse High School, Anytown, OH (October - December 20xx)
- Developed and continued a working relationship with predominately inner city minority students
- Planned and implemented two consecutive units on BASIC computer language
- Created individual units for students who needed to move at a slower pace

PRACTICUM
Social Service Network, Anytown, OH (Summer 20xx)
- Participated in weekly team assessments of over 50 clients
- Worked on a 24 hour on-call team in a shelter for abused children
- Assisted in interviewing and assessing needs of low income clients

INTERNSHIP
International Customer Service Representative, Anytown, OH (20xx)
- Responded to customer and internal bank inquiries about international services
- Researched political and economic conditions for reports on Saudi Arabia
OTHER WORK EXPERIENCE
Resident Assistant, Kostalott College, Anytown, OH (September 20xx - May 20xx)
• Functioned as liaison between 48 residents and college administration
• Counseled and advised residents on personal and college related problems
• Planned and implemented educational programs
• Assisted with administrative details

Staff Accountant, Marold and Alexander Certified Public Accountants, Anytown, OH (Fall 20xx)
• Participated in eight audits (banks, colleges, and schools)
• Handled cash receipts, cash disbursements, accounts payable and payroll
• Prepared corporate tax returns

Tour Guide, Admissions Office, Kostalott College, Anytown, OH (20xx)
• Developed and trained 17 participants in Admissions outreach programs
• Participated in staff meeting discussing retention and enrollment management
• Assisted in the selection, training, scheduling and development of 60 tour guide

Career Paraprofessional, Career Services, Kostalott College, Anytown, OH (20xx - 20xx)
• Assisted students with resume writing to highlight key achievements
• Conducted seminars on job search strategies
• Interviewed freshmen to determine career development needs

ACTIVITIES

NOTE: If you were active in extracurricular events during college it is recommended that you document these on your resume. Employers look for outgoing and active leaders. This section is a way to document your versatility to employers. Examples: offices held, activities or interest groups that you can demonstrate how you have taken an active part. However, be aware that by listing activities you will need to be able to discuss thoroughly the ways in which you contributed to the organization.

1. Insert the heading: ACTIVITIES in bold capital letters. Example:

   ACTIVITIES
   Captain of Cross-Country Track, Kostalott College, Anytown, OH (Sept. 20xx - May 20xx)
   • Led team to a state title for two consecutive years
   • Provided team support to new members by spending extra time to discuss mutual strengths and goals

   Resident Hall Floor President, Kostalott College Anytown, OH (Sept. 20xx - May 20xx)
   • Supported and counseled 18-25 residence hall members to promote unity and cultural harmony
   • Served on committee to develop guidelines for new campus escort service

HONORS

List any honor that was bestowed upon you. Do not confuse this with "Activities". Honors are given to you, activities are those, which you sought out in order to participate.

Example:

   HONORS
   Dean's List, 20xx-20xx
   Student of the Year, Kostalott College, 20xx
   Faculty Citizenship Award, 20xx
INTERESTS
NOTE: This section is optional and is usually included only when there is something special that is pertinent to your career objective or to fill in unused space on your resume.

1. Insert the heading: INTERESTS in bold capital letters.
2. List those interests that match or relate to your career goal

REFERENCES or ELECTRONIC PORTFOLIO
1. Insert the heading: REFERENCES in bold capital letters.
2. Either state that references are available upon request or insert: Name, title, organization, address, city, state, zip, and telephone numbers for three of your best references. See last page for an example of a separate reference sheet.
3. Insert the heading ELECTRONIC PORTFOLIO in bold letters. Under the heading type the full address to your portfolio website.

How to Write Descriptors (One-Liners) for Your Resume
(Drawing attention to your relevant skills and experiences)

Be Explicit and Use Action Verbs. Banish the overworked phrase "Responsible for..." Employers don't need a job description; they need to see what you have accomplished.

- Initiated and wrote a petition signed by 1300 residents to ban non-returnable bottles, successfully getting it on the ballot.
- Taught computer programming to high school students.
- Interviewed, hired, and trained 24 waitresses and bartenders.
- Self-published a 62 page manual on how to write effective organizational newsletters.

Be "Punchy". Remember that more is not better, and use direct, simple English. For example, write "human relations" instead of in-ter-per-son-al relations.". Two syllables are punchier than five!

Quantify Your Accomplishments, where appropriate, telling how much, how many, how often. For example, you can say how many people you supervised, or what your total sales figures were.

Describe the Value or Benefit From Your Activity. For example, answer the implied question, "So what?" Perhaps your work ultimately saved money, or increased productivity, or improved public relations.

Take Credit for Your Role in the Activity. If it was a team effort, you can say "Co-authored..." or "Collaborated with..." or "Co-led..."

Describe the Accomplishment or Make It Clear What Your Contribution Was. For example:
- Supervised the entire relocation project of our company's satellite warehouse, successfully moving $6 million in equipment and materials in one weekend:
  - computed the best layout of floor space to assure a smooth flow of materials;
  - set up a computerized inventory location system
- Earned public recognition for outstanding project management of an important scientific study involving new uses for chemical research methods:
  - trained other technicians in correct research methods;
  - carefully monitored data and alerted engineers to any inconsistencies;
  - maintained consistent procedures to guarantee the integrity of the research.
Use Compound One-Liners, as in the example above, to describe an accomplishment involving several different steps. A compound One-Liner starts off with a fairly general overview statement, ending in a colon, and followed by several more detailed sub-statements. This gives you the chance to use even more action verbs, one at the beginning of each line. Notice how many action verbs are used above: "supervised," "set-up," "earned recognition," "trained," "carefully monitored," and "maintained." All in just two compound one-liners.

Be Aware of the Following...

1. **Don't Take Your Accomplishments for Granted.** Perhaps you resolved a long-standing problem, or discovered a new and better approach to getting things done.
2. **Don't be Modest** about saying that you are good at what you do. Perhaps you were just doing what you were supposed to do, but if you did it with pride and professionalism, and got results, that does matter.
3. **Don't Be Bound by "Official" Job Description** or responsibilities when describing your work accomplishments. Sometimes you do your most valuable and creative work when you're operating BEYOND or outside routine expectations.
4. **Don't Describe Activities That Are Not Relevant to the Job.** Keep referring back to your job objective. Think of it as your thesis for a persuasive paper. Your task is to convince the reader you have what it takes to do the job.
5. **Don't Describe Work Experiences You Didn't Like,** or want to avoid repeating in a new job.

Examples of Effective One-liners

**The Objective: Elementary Teacher**  
**Skill:** Teaching  
- Created flannel board stories to enhance learning  
- Developed, administered, and scored an Individualized Reading Inventory and Standardized Reading Inventory for 63 fourth graders  
- Taught individualized math and three reading groups

**The Objective: Position in the travel or hotel industry**  
**Skill:** Promotion Development  
- Developed training video for newly created activities programming board  
- Increased participation in summer campus activities by using direct mailers  
- Served as liaison to quickly resolve problems with college administrators

**The Objective: Staff Accountant**  
**Skill:** Financial Expertise  
- Clarified the financial status of four non-profit agencies experiencing financial chaos  
- Prepared budgets for capital projects and monitored actual costs  
- Appraised financial trends and implications of changes in tax law and GAAP

**The Objective: Social Worker**  
**Skill:** Counseling  
- Advocated and interpreted for clients having problems with community service agencies  
- Performed intake interviews; clinical assessments; referrals; treatment plans  
- Conferred with treatment team members to create problem-focused intervention plans

**The Objective: Marketing Agent**  
**Skill:** Organization  
- Identified the initial target market, maximizing usefulness of existing contacts  
- Enhanced the image of KOSU campus radio by creating a promotional video and showing it during admission/registration days, orientation, homecoming, and sporting events which increased audience by 30%
Active Verbs for Resumes and Letters

**MANAGEMENT**
- accelerated
- accomplished
- accounted for
- achieved
- acquired
- adapted
- added
- adjusted
- administered
- aided
- alphabetized
- analyzed
- anticipated
- applied
- appointed
- appraised
- arbitrated
- arranged
- assessed
- assisted
- assumed
- assured
- attended
- authored
- authorized
- awarded
- began
- boosted
- bought
- briefed
- brought
- budgeted
- calculated
- cataloged
- caught
- caused
- chaired
- changed
- checked
- chopped
- chose
- classified
- cleared up
- closed
- combined
- communicated
- compared
- completed
- composed
- conceived
- concluded
- conditioned
- conducted
- constructed
- forecast
- formulated
- forwarded
- fostered
- found
- gained
- gathered
- gave
- grabbed
- graded
- greeted
- grossed
- guided
- handled
- hastened
- heightened
- helped
- hiked
- housed
- hunted
- identified
- implemented
- improved
- included
- incorporated
- increased
- indicated
- innovated
- inspected
- instructed
- insured
- interpreted
- introduced
- investigated
- joined
- kept
- labored
- launched
- lectured
- led
- licensed
- located
- looked
- made
- maintained
- managed
- mapped out
- maximized
- met
- modified
- monitored
- motivated
- moved
- named
- negotiated
- netted
- observed
- opened
- operated
- ordered
- organized
- overcame
- oversaw
- paid
- painted
- participated
- perceived
- performed
- persuaded
- pioneered
- planned
- played
- policed
- prepared
- presented
- prevailed
- processed
- produced
- profited
- programmed
- projected
- promoted
- proof read
- proved
- purchased
- qualified
- quickened
- ran
- rated
- realized
- received
- recognized
- recommended
- reduced
- related
- renovated
- reported
- rescued
- researched
- resulted in
- returned
- revealed
- reviewed
- revised
- said
- saved
- saw
- screened
- scrutinized
- selected
- sent
- served
- set
- shipped
- shored up
- showed
- sifted
- simplified
- smoothed
- solved
- sought
- specified
- spoke
- started
- stated
- stopped
- straightened
- streamlined
- stripped
- studied
- submitted
- suggested
- summarized
- supervised
- supported
- surveyed
- targeted
- taught
- tested
- tightened
- took
- took over
- totaled
- toured
- tracked
- trained
- transferred
- transformed
- translated
- traveled
- treated
- tutored
- typed
- uncovered
- unearthed
- unfurled
- updated
- welcomed
- won
- worked
- wrote

**CREATIVE SKILLS**
- analyzed
- critiqued
- grossed
- painted
- smoothed
- conceptualized
- created
- designed
- drafted
- invented
- performed

**COMMUNICATION**
- assured
- devised
- implemented
- presented
- prevailed
- studied
- addressed
- authored
- drafted
- formulated
- persuaded

**FINANCIAL SKILLS**
- briefed
- dropped
- instructed
- insured
- interpreted
- introduced
- investigated
- joined
- kept
- labored
- launched
- lectured
- led
- licensed
- located
- looked
- made
- maintained
- managed
- mapped out
- maximized
- met
- modified
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- translated
- traveled
- treated
- tutored
- typed
- uncovered
- unearthed
- unfurled
- updated
- welcomed
- won
- worked
- wrote

**HELPING SKILLS**
- assisted
- did
- helped
- pioneered
- started
- performed

**RESEARCH SKILLS**
- attended
- did
- instructed
- proof read
- proved
- purchased
- qualified
- quickened
- ran
- rated
- realized
- received
- recognized
- recommended
- reduced
- related
- renovated
- reported
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- unearthed
- unfurled
- updated
- welcomed
- won
- worked
- wrote
The Scannable Resume

Increasing numbers of organizations are moving toward automated (paperless) resume processing and applicant tracking systems. Thus, if you write and design the technology-compatible resume and cover letter, you'll enjoy an edge over the applicant whose resume and cover letter can't be added to a database.

After your resume has been received electronically and/or scanned into the employer's database, those involved in the hiring process can query the database using criteria or key words intended to find candidates whose skills and/or experience fit the job opening. Resumes matching the job opening's criteria are typically forwarded electronically to the person with hiring authority who then selects candidates for interviews.

What today’s job hunter needs to know is that computers read resumes differently than people do. The computer searches resumes for the "key words" it has been programmed to find-words that define the requisites of a particular job. The key words for an accountant, for example, might include "BS accounting, accounts payable, accounts receivable, IRS Amendments, and CPA etc." If your scanned resume doesn't contain any of these key words, the computer passes it by...and you're out of the running.

The higher the number of key words you have on your resume the greater are your chances of leaving storage and popping to the screen where humans can get a good look at you.

Although scanners are getting better it's essential you keep your resume simple. The following guidelines provide you with the necessary information to enable a computer to read your resume and store the information it contains:

* Use popular, non-decorative typefaces (Times Roman or Arial are best).
* Use a font size of 10 to 14 cpi.
* Use light-colored (white is best) standard size (8 inch x 11 inch) paper, printed on one side.
* Avoid italic text, script, and underlined passages. CAPITALIZED words and boldface are OK.
* Avoid graphics and shading.
* Don't compress spaces between letters.
* Avoid horizontal and vertical lines.
* Avoid staples and folds. If you must fold your resume do not fold on a line of text.
* Your name should be the first readable item on each page.

Resumes via E-mail

When sending a resume using E-mail make sure that you send your documents as “attachments” or PDF file and not as part of your e-mail text. Attach each document separately.

In the e-mail message write something similar to:

Dear (name of person receiving the e-mail):

The attached (name the word document software program you use. E.g., WORD) documents include my letter of application, resume, and list of references. A reply would be appreciated as to whether the documents were received satisfactorily.

Sincerely,

(Your name)
Resume Critique Form
(Photocopy this form, attach it to your resume and give it to the person who has agreed to critique it.)

Name: ____________________________

Directions: Please rate the attached resume from 1 (low) to 5 (high) in each of the categories listed. Provide written comments for each category receiving a score of three or less.

1. ___ Overall Appearance
   Do you want to read this resume?

2. ___ Layout
   Does the resume look professional, well typed and printed, with good margins, etc? Do key skills stand out?

3. ___ Length
   Could the resume tell the same story if shortened? Should it be longer to strengthen potential?

4. ___ Relevance
   Has extraneous material been eliminated?

5. ___ Writing Style
   Is it easy to understand? Can you get a picture of the applicant’s qualifications and/or skills?

6. ___ Action Orientation
   Do descriptors begin with action verbs?

7. ___ Specificity
   Do the descriptors provide evidence (specific example) of having used the skills necessary to fulfill the job objective?

8. ___ Accomplishments
   Are the applicant’s accomplishments quantified and are problem-solving skills emphasized?

9. ___ Completeness
   Has the candidate supplied evidence of having used communication, thinking, people, leadership, and technical skills?

10. ___ Bottom Line
    Does the resume encourage the employer to invite the applicant in for an interview?
OBJECTIVE
Video editing assistant at KOSU television

EDUCATION
Bachelor of Arts, May, 20__
Kostalott College
Anytown, OH
Major: Broadcast Journalism
Emphasis: Video and Sound Editing
GPA: 3.4   Major: 3.7

MEMBERSHIPS
• National Broadcaster's Association
• Student Broadcasting and Film
• Producers of Mid-America
• Young Journalists of America

SPECIAL SKILLS
• Experienced in video equipment: porta-paks, studio cameras, mixing and switching boards and slide machines
• Knowledgeable about audio consoles including cart machines, revoxs and 350 tape machines
• Capable of using 8 and 16mm cameras, viewers, and splicers

INTERNSHIP
WBHI Television, Anytown, OH (May - December 20xx)
• Shot over 15 video tape segments for noon news broadcasts
• Edited own shooting for use with each broadcast segment
• Assisted with creation of TV graphics for station identification, local commercial, and news segments
• Aided with camera responsibilities as needed for the weekly production of "Eye on Central Ohio"
• Logged weekly editing and filming reports to correspond with daily activities

BROADCASTING ACTIVITIES
Channel 11, Kostalott College Cable Television, Kostalott College, Anytown, OH (Sept. 20xx- May 20xx)
• Directed five live segments of "Kostalott College Today"
• Served as audio engineer for three student projects
• Provided assistance with the video and audio crews for the creation of new alumni video

KCWZ Radio, Kostalott College, Anytown, OH (Sept. 20xx- May 20xx)
• Hosted daily morning radio show from 6:00 - 8:00 a.m. featuring popular music and local campus news
• Kept daily and weekly logs for programming department
• Announced live broadcasts of women’s basketball games during 20xx season
• Served a one year appointment on student broadcasting board of directors which provided direction for entire station

LEADERSHIP EXPERIENCE
Resident Assistant, Cedar Hall, Kostalott College, Anytown, OH (Aug. 20xx- May 20xx)
• Provided individual and group guidance services relative to problems of scholastic and personal/social nature
• Suggested remedial or corrective actions and assisted students in making adjustments toward communal living
• Planned and directed programs to orient new students and assist in their integration into campus life
• Initiated and conducted group workshops to address issues related to policy and problems related to hall residents

HONORS
Dean's List (four consecutive terms) - Who's Who Among Students in American Colleges
Awarded: "Most Outstanding Young Broadcaster Award" (20xx)
Yearly recipient of the Clifford Claven Academic Scholarship based on academic merit (20xx - 20xx)
WILLIS SCHUMCK
2103 Anton Avenue - Temple Hill, OH 52033 - (320) 555-1212 - SchumckW@kostalott.edu

OBJECTIVE
An entry-level position requiring writing, editing and/or research

STRENGTHS
- Technical command of the English language: grammar, syntax, semantics, spelling, and punctuation.
- Experience in copy-editing and proofreading according to the American Psychological Association.
- Significant experience in primary research; resourceful at finding data; developing primary and secondary sources.
- Wide-ranging knowledge of English, history, politics, cultures, and education.

EDUCATION
Bachelor of Arts, English - Kostalott College - Anytown, OH (May 209x)
- Graduated 32/430
- Senior Research Paper: Cinderella Learned to Fly: An Examination of Women Aviators of WWII.
- Summer Semester at Sea, University of Pittsburgh, PA (Summer 209x)
  - Traveled around the world on the U.S.S. Universe
- Attended Writers’ Symposium, New York, NY (October 209x) Participated in Aspen Writers Conference as student panel member (February 209x)

Associate of Arts, Anytown Community College, Anytown, OH (May 209x)

EXPERIENCE
Researcher, Kostalott College, Anytown, OH (209x - 209x)
- Collected data from across the country on women aviators of World War II. Researched primary and secondary materials in USAF National Archives and other government sources.
- Found and interviewed women veterans. Visited USAF Academy to record views of women cadets of today.
- Wrote 80-page academic thesis.

Instructor’s Assistant, Kostalott College, Anytown, OH (209x - 209x)
- Selected by the chair of the history department to serve as student research and study aide.
- Proctored tests and classes as needed by instructors from English and history departments.

Tutor, Kostalott College, Anytown, OH (209x - 209x)
- Chosen as one of five senior students to serve as a specialized tutor for the department of English for first year students.
- Worked with over 75 students to improve writing and reading skills.

TRAVEL
- Bicycled in New Zealand and Great Britain (Summer 209x)
- Traveled in Australia and Thailand (Summer 209x)
- Traveled in Europe (Summer 209x)

ELECTRONIC PORTFOLIO
http://home.homestead.com/bartonthomas

REFERENCES
Dr. Wallace Smith Dr. Wilma Shelton Ms. Judy Kreig
Department Chairperson Counseling Director Juvenile Division
Ohio Probation Center Kostalott College Court Building
Anytown, OH 00000 Anytown, OH 00000 Anytown, OH 00000
(222) 222-2222 (333) 333-3333 (444) 444-4444
smithw@ipc.org w_shelton@kost.edu kreigjudy@courthousestoh.gov
SHARON S. GOOD

CURRENT ADDRESS
111 North 1st Street
Anytown, OH  50010
(320) 333-3333     good@kostalott.edu
http://home.homestead.com/finesharon

PERMANENT ADDRESS
222 South 2nd Street
Somecity, OH  52222
(333) 331-3333 (after May 23)

OBJECTIVE
A position as Financial Analyst with the DB&R Financial Consulting Group. Possess strong financial planning and funds management skills.

EDUCATION
Bachelor of Arts, June, 20xx  
Kostalott College  
Anytown, OH  50677  
Major: Business Administration  
GPA: 3.65  RANK: 14/330  Dean's Honor List - four terms

Associate of Arts, June, 20xx  
Anytown Community College  
• Anytown, OH  50436

RELATED COURSE WORK
• Current Accounting Issues  
• Computer Information Systems  
• Advanced Tax Law  
• DATA BASE Management Systems  
• Business Affairs Seminar  

• Personnel Management  
• Business Writing  
• Interpersonal Communications

RELATED EXPERIENCE
Internship, Holt Corporation, Alpha Insulation Division, Anytown, OH (Summer 20xx)  
• Analyzed operating, pricing and purchasing variance weekly  
• Prepared financial performance reports  
• Provided financial analysis for three special projects  
• Took part in year-end closing and LIFO cost calculations

Business Manager, Kostalott Crier, Anytown, OH (20xx - 20xx)  
• Planned and conducted verification system for advertising and subscriptions  
• Trained and supervised five student volunteers in advertising  
• Audited and reconciled newspaper budgets  
• Recommended methods to enhance advertising

Class Treasurer, Kostalott College, Anytown, OH (20xx - 20xx)  
• Instituted new budgeting procedure for entire student government  
• Prepared weekly, monthly and yearly budget reports  
• Recommended investments to increase class funds

WORK EXPERIENCE
Library Assistant, Kostalott College, Anytown, OH (20xx - 20xx part-time)  
• Processed journals, checked out assigned reading and general books  
• Assisted students obtain information and answered general questions

Assistant Manager, Lucky Food Store, Anytown, OH (20xx - 20xx part-time)  
• Directed all facets of produce management: inventory control, quality assurance, and work schedule  
• Assumed full-time management position during all departmental vacations

ACTIVITIES
President, American Management Association  
Volunteer Income Tax Assistance
ANITA JOB
(555) 888-8888 - joba@gmail.com - http://homestead.com/sailaway

OBJECTIVE
To apply experience and education in crisis and career counseling for first time offenders.

EDUCATION
Bachelor of Arts Degree, May, 20xx
Kostalott College, Anytown, OH
Major: Criminal Justice
GPA: 3.4    Major GPA: 3.8

• Completed degree in 5 years to take advantage of an internship in Columbus that took four hours per day year round.
• Nearly 75 percent of grades in major were "A" and never received anything less than a "B" across the curriculum

RELATED COURSE WORK
Career Counseling Techniques
Management Programming
Guidance and Counseling

SKILLS
• Counseling. Conducted over 100 one-on-one counseling sessions with first offenders in the area of career assessment, job advice, alcohol dangers, and drug abuse consequences.

• Leadership. Coordinated a 20-member class project in criminal justice designed to prevent returning to court. Led a student judicial board during last two years of college.

• Human Relations. Developed the reputation with diverse ethnic groups during college and first internship as being a firm yet fair person. Possess a natural ability to mediate disputes and misunderstandings.

• Management. Took responsibility for scheduling and coordinating the schedule of 10 different counselors in three communities during internship. Ran the academic probation board for my academic department in college.

• Programming. Organized the student chapter of Counselors International into groups of 30 members who traveled to the international conference. Conducted a student workshop at the conference with 25 participants.

RELATED EXPERIENCE
Counselor, Ohio State Probation Center, Des Moines, OH (May 20xx - present)
• Started working as a student intern during my junior year in college
• Received a full-time job offer upon graduation based upon recommendations by supervisors
• Earned a promotion after one year

Peer Counselor, Counseling Center, Kostalott College, (Academic year 20xx - 20xx)
• Worked as a team member with director and four other counselors to promote mental health concerns
• Led seminars and panel discussions on AIDS in accordance with Sexual Awareness Week 20xx
• Discussed and counseled peers one-on-one about personal, confidential issues

ACTIVITIES
• Appointed as one of three student members to the Dean's Academic Advisory Board
• Campus Blood Drive, organized donor schedule
• Member, Lacrosse Club
• Publisher of Departmental Newsletter, managed all aspects of monthly publication

REFERENCES
Dr. Arya Smith       Dr. Zema Shelton       Ms. Samantha Kreig
Department Chairperson Counseling Director Juvenile Division
Ohio Probation Center Kostalott College Court Building
Des Moines, OH 00000 Anytown, OH 00000 Somecity, OH 00000
(223) 222-2222   (333) 333-3333          (444) 444-4444
smithw@ipc.org     w_shelton@kost.edu     kreibudy@courthousestoh.gov
MARTY GRAV
Box 1826, Kostalott College, Anytown, OH 50677 - (320) 555-555 - Quej@kostalott.edu
http://homestead.com/quejohn1

OBJECTIVE
Entry-Level Youth Ministry position. Seek experience to ultimately serve as a pastoral minister.

EDUCATION
Bachelor of Arts Degree, May 20xx
Kostalott College, Somecity, OH
Major: Philosophy
GPA: 3.6

RELATED EXPERIENCE
Venture Education, semester in Tanzania, East Africa (Spring 20xx)
• personally responsible for integrating into the community
• learned to be conversant in Swahili
• taught English in secondary-level school

MINISTRY EXPERIENCE
Camp Director, The Pittsburgh Project (Summer 20xx)
• advocate for staff of 15 promoting healthy inter-staff relations, including one-on-one meetings
• primary responsibility for planning and execution of nightly programming
• integral involvement in pre-camp staff training

Speaker, Junior High School Summer Camp, (Summer 20xx)
• prepared and gave talks each night for one week about Philippians to 40 students

Ministry Intern, The Pittsburgh Project, (Summers 20xx & 20xx)
• organized and led student groups in home repair at work sights
• served as small group leader for eight students and adult leaders
• played important role in nightly programming including guitar playing and skits

President and Vice President, Kostalott College Campus Ministry Board (January 20xx - April 20xx)
• provided leadership in direction and mission of Board
• planned agenda for monthly meetings
• organized personnel retreats for 20 members

SPEAKING OPPORTUNITIES (September 20xx – 20xx)
• delivered two messages at Kostalott College Chapel Service
• delivered dialogue sermon for Kostalott College Sunday Worship with Campus Pastor
• served as pulpit supplier at North Liberty United Methodist Church, North Liberty, Ohio

WORK EXPERIENCE
Resident Assistant, Kostalott College (20xx-20xx)
Maintenance, University of Ohio Hospitals and Clinics, Ohio City, Ohio (Summer 209x)
Maintenance, Saint Andrew Presbyterian Church, Ohio City, Ohio (Summers 208x, 208x)

HONORS AND ACTIVITIES
Alfred Nolle Scholarship, 1 of 6 given nationally, Alpha Chi - Dean's List - Varsity Soccer Letter-winner
Alpha Chi, National Honor Society of Christian Colleges - Dell Award for Peace and Justice
Presenter, NMSU Religious and Philosophy Conference (209x, 209x) - Kostalott Choir Member
Correspondence / Letters in the Job Search

Effective letters are as important as an effective resume. Employers read the cover letter before they read the enclosed resume. If you are serious about obtaining a professional position, you will find it essential to develop a strong letter writing campaign. Without this type of letter, you have little chance of getting the interview, which is necessary to get the job you desire. Use .07 side margins and center document top to bottom so that it appears in the middle of the page.

Formatting the Letter…

Justin Thyme

1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

Today’s date

Employer's Name
Title
Organization
Mailing Address
City, State and ZIP
(2 lines of space)

Dear Mr./Ms./Dr./Individual's name: (Always write to a specific person, never To Whom It May Concern)
(1 line of space)

First Paragraph - Identify the purpose of the letter. Identify as specifically as possible, the position for which you are applying. Don't say "anything". Define what you want to do. If appropriate, it is advantageous to refer to a mutual contact. Example: "John Doe suggested that I contact you about ..."  
(1 line of space)

Second Paragraph - Explain concisely why you are interested in working for this particular organization, and your interest in this type of endeavor. Write the entire letter from the employer's point of view - in other words, what's in it for them! Call attention to related experience, your college training, or unique qualifications. Be specific. Be positive. Never be apologetic or accusing. This may be one of the most difficult paragraphs you will ever have to write, but well worth it when done correctly.
(1 line of space)

Third Paragraph - Refer to the attached resume and indicate that you have your references that you would be pleased to send them upon request to support your application.
(1 line of space)

Fourth Paragraph - ASK FOR AN INTERVIEW. This is the reason you are writing! Remember it is the interview that leads to an offer, not the letter or resume. Use your own wording, but request a personal meeting. Example: "I would be pleased to visit (organization/school) to interview for the position." Or, "May I call to make an appointment for an interview?" Don't overdo your gratitude as you close, just a simple, "Thank you for you time and consideration" will do.

(2 lines of space)
Sincerely, (Very truly yours, Sincerely yours, Cordially yours, etc.)

(Your handwritten signature)

(4 lines of space)
Your typed name (Full name as signed above)

(2 lines of space)
Enclosure

How to fold your letter.
1. Place letter on top of your resume.
2. Fold bottom up 2/3 of the way. Fold top down ¼ inch from the bottom fold.
3. Insert letter in envelope so that smooth fold is on top.
Letter Of Application  (sometimes referred to as a "cover letter" Style: Extreme Block)
This letter in normally the first letter you send to an employer. Letters of application are sent to express interest in a vacancy that has been announced. This letter should always be accompanied by your resume. In this letter you are bringing your candidacy to the attention of the reader. You are identifying the position for which you are applying, and you are asking for an interview. In addition, you are encouraging the reader to review the attached resume. This letter is seldom more than four paragraphs long.

Approach

Justin Thyme
1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

July 30, 20xx

Mr. Simon Simple
Vice President
Pies and More, Inc.
9696 Crusty Boulevard
Distant, OH 40404

Dear Mr. Simple:

I am writing to apply for the procedure tester position at your Cleveland facility. I am aware from researching your organization that you have an excellent training program for entry level employees and an orientation that is rated in the top ten in the nation. I want to be part of your organization.

During my academic program at Kostalott College I have used a number of your products and, as a paraprofessional laboratory supervisor, I have discovered the procedures we have learned are very similar with those used by your company. Your upcoming project of applying testing procedures using microcomputers and the Internet web sites in automatic control systems interests me a great deal and as my enclosed resume states, fits well with my interests and background.

I would appreciate the opportunity to discuss how my education and experience are consistent with your needs. Please take the time to review my qualifications and I will be in contact within two weeks to talk about the possibility of arranging an interview.

Thank you for your time and consideration.

Sincerely,

Justin Thyme

Enclosure
**Letter Of Inquiry**  (also known as a “prospecting letter”)

Letters of inquiry are sent to employers to determine if vacancies exist or are anticipated. Job candidates find this letter useful if they intend to live in a specific geographical location. Use the letter of inquiry to target specific employers.

Since you are not responding to a specific advertisement this type of letter will be more general than a letter of application. Present yourself in a broad way and refer to the skills and qualifications outlined in your resume. Ask for information concerning possible openings. Also, be sure to ask for application forms and be sure to inquire if there are any other application procedures. Do not expect to receive an answer to every inquiry.

**Approach**

Justin Thyme  
1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

Today’s date

Employer's name  
Title  
Mailing address  
City, state and zip

Dear *(Salutation and Last Name)*:

I am writing to inquire about a possible K - 6 teaching position in your school district. As I am dedicated to education, I hope you will add my name to the top of your list of qualified applicants.

My desire to teach arose out of my fascination with English, and from my feeling that each young person is a very valuable individual. Therefore, my goal is not just to teach the subject of English, but also to build confidence and skill in each student. I feel very qualified to do this for I am a strong individual with confidence in my abilities.

I have enclosed my resume for your perusal. If there are any positions for which I might be considered, please send application materials and information in the enclosed envelope. I would also appreciate the opportunity to discuss my qualifications with you further at your convenience. I may be reached at (000) 000-0000 at any time.

Thank you for your time and consideration.

Sincerely,

Justin Thyme

Enclosure
Letter Of Appreciation (also known as the "Thank You" letter)
A letter of appreciation should be written after every interview. This letter may be brief, but it should express your appreciation for the interview, mention a key point that was discussed during the interview, reiterate your continued interest in the possibility of employment, and indicate your desire that your candidacy will receive favorable consideration. Doing this displays common business courtesy. This type of letter should be written within two days of the initial interview.

Approach:

Justin Thyme
1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

Today’s date
Employer's or interviewer name
Title or position
Department
Organization
Mailing address
City, state & zip

Dear (Salutation and Last Name):

First Paragraph - Thank the interviewer and/or express appreciation for the courtesy and consideration extended to you. State the position for which you were interviewed, date of interview, and place where the interview was conducted.

Second Paragraph - Reaffirm your interest in the position. Mention anything you feel may be important that you may have forgotten in the initial interview, especially additional qualifications or work experiences not included on your resume.

Third Paragraph - Show a willingness to submit any further information they may want in addition to your application.

Fourth Paragraph - Close with a suggestion for further action or a statement that you will be available for additional interviews at the interviewer's convenience.

Sincerely,

Your typed name (Full name as signed directly above)
**Letter Inquiring About Status**
After a reasonable period of time, if you have not heard from the employer, you may want to inquire about the status of your application. Recap the history of your application, indicating dates of your correspondence and your interview(s), and tell the employer why you need to know your status (perhaps because you have other opportunities). Be certain to express your continued interest in employment with this employer, and express your appreciation for the employer's cooperation.

**Approach:** (body of letter)

Since our last meeting in an interview on March 16 at Kostalott College, I have not received word about the status of my application for the position of systems analyst. I would like to know if my application is still being considered.

Recently another firm made a very attractive offer to me, and I must soon notify them of my decision. However, because of Unlimited Electronics' excellent training program, I am still interested in joining your company. If you need any further information, I will be happy to provide it. Likewise, I am available for a second interview before May 10.

In any case, I must know of the status of my application before that date. I look forward to hearing from you soon.

**Letter Seeking Additional Information**
This type of letter may be written at anytime. Most often it is written after a job offer is received and you need more information in order to make your decision. Be certain you ask for specific information. Do not deal in generalities. Getting answers to your question in writing may eliminate unpleasant surprises later should you decide to accept the offer. In writing this letter, always reinforce your interest in the opportunity and express your appreciation for an offer of employment.

**Approach:** (body of letter)

Thank you for your letter of April 20 offering me the position of pharmaceutical dealer with A.H. Robbins Company. The job offer is most attractive, and I will be giving it my serious consideration during the next few days.

I have one question about the "Employee Benefits" brochure, which was enclosed with your job offer. I believe you mentioned in our conversation on April 15 that one month's vacation was included in the standard benefit package. However, I could not find reference to the length of vacation in the brochure. Could you clarify this matter for me?

I appreciate your offer and will let you know of my decision soon after receiving this clarification. Thank you for your effort on my behalf.
**Letter Of Acceptance**

This letter is the most exciting letter of all to write. To begin, you should refer to the letter you received from your new employer that outlined the terms of employment. Also confirm your date of reporting to work. Finally, express your pleasure and appreciation at joining the organization.

**Approach:** (body of letter)

Thank you for your letter of March 12. I am pleased to accept your offer for the Social Worker position. I understand that this position reports to Mr. James Preston in the Drug Abuse Unit at a salary of $280 per week.

I will have relocated to Los Angles by May 10 and will be able to start on May 20. The financial aid defraying my moving expenses is greatly appreciated and is a major factor in my ability to relocate so readily.

Thank you for all your help. I look forward to working with you at the Los Angles Mental Health Clinic.

---

**Letter Rejecting An Offer Of Employment**

_Do not neglect this letter._ The key to this letter is to make certain you don't burn bridges. You can never tell when, sometime in the future, you may want to contact this employer about employment. Therefore, always be positive in rejecting the offer. If appropriate, advise the employer where you will be going to work or, if you are going to graduate school, where you have enrolled. You need not indicate why you accepted the other position or the salary you accepted. However, always express your appreciation for the offer and the interest and confidence the employer showed in making an offer to you.

**Approach:** (body of letter)

Thank you for the offer you extended to me for a position as a research assistant in the Department of Interior extension library. The offer was very attractive, and I had much to consider in reaching my decision.

Unfortunately, I am declining your offer to take a position as researcher at the Library of Congress. Their specialized resources and location in Washington, where my family resides, were the deciding factors in this difficult decision.

I appreciate your interest in me and wish to express my gratitude for your courtesy and consideration.

---

**Helpful "HINTS" on Letter Writing**

1. Avoid over using the word "I".
2. Use a colon, not a comma, after the salutation.
3. Offer new specifics in your letter. Bring up new points or highlight a particular point.
4. Use matching paper for resume and letters.
5. Use the same type font and size as the resume.
6. Use a laser printer to print your letter. Do not use a dot matrix printer!
7. If you intend to send your letter as an e-mail be sure it is formatted the same as hard copy version. Be professional, not casual as if you were writing to a friend. Follow-up by sending a paper copy through the U.S. Postal Service.
8. Always find the name of the person to whom the letter should be addressed.
9. Read your rough draft out loud.
10. Have a friend proofread your rough draft and ask for suggestions.
11. Prepare your letter(s) ahead of time. A well written letter is never rushed.
12. Bring your letter to Career Services for a final critique.
December 20, 20xx

Dr. Isaac Daily  
Superintendent  
Desert Cove Unified School District  
333 Edgar Lane  
Dessert Cove, CA  55555

Dear Dr. Daily:

Betty Flunks, a former instructor in your district and currently my supervising teacher, recommended I contact you. I am writing to inquire if you anticipate any elementary teaching vacancies in the fall for which I might be considered. As an honor student, I will receive my Bachelor of Arts degree in Psychology and my teaching license in May.

Ms. Flunks told me that you are a growing district with strong interests in open classroom and team teaching learning environments. My student teaching assignments have provided me with team teaching opportunities in both primary and upper grades. As an actively involved team member, I participated with three other teachers to target students' needs in math and English. We developed small group and individualized instruction centers to reach objectives. There was significant improvement on weekly test scores. As well as regular classroom activities, my strong computer knowledge was useful in assisting students on an individual basis in the computer lab.

As you can see from my resume, teaching has been a part of my life since 20xx, when I was employed as an instructional aide. I look forward to sharing my enthusiasm, specialized training, and professional experience with the Desert Cove Unified School District.

If there are any positions for which I might be considered, please send me application materials and information in the enclosed envelope. I would also like the opportunity to talk with you. You can reach me at (555) 555-5555 or a message may be left at (555) 555-0000 at any time.

Sincerely,

Miriam Quick

Enclosure
Letter of Application

Zack Lee Wright
1234 West Boulevard - Somecity, OH 00001 - (740) 725-6343 - Wright.3@osu.edu -

January 30, 20xx

Dr. Colin Zick
Superintendent
Akron Central School District
47 Bloomingdale Avenue
Akron, NY  14001

Dear Dr. Zick:

Please consider me for the position of mathematics instructor in your senior high school. I am well grounded in mathematics, and have the skills and penchant to motivate students to learn.

My best teachers had command of their subject matter and were capable of imparting their knowledge to students. Equally important, they loved teaching and working with youth. I am of the same mold. I challenge students to go beyond self-imposed learning barriers, and provide them with the encouragement and knowledge to do so.

As highlighted in my enclosed resume, my volunteer experiences with Anytown's Greenhouse (a shelter for battered women) enhanced my ability to work with "special populations." This helped me immensely to relate to the diverse student body I encountered in my student teacher position within the Hughes City Public Schools.

My employment candidacy offers you a well-established work ethic, a moral compass, and a desire to challenge others to exercise more control over their future. My teaching practicum showed me that mathematics is a dreaded subject for many students. With my joy for teaching and ability to illuminate math concepts, I will impart my enthusiasm and knowledge to your students. Mathematics class will not be dreaded; it will be eagerly anticipated.

Sincerely,

Zack Lee Wright

Enclosure
Letter of Appreciation / Application

Will B. Starr
1234 East Boulevard - Somecity, OH 00001 - (740) 725-6345-Starr.3@osu.edu -

February 28, 20xx

Ms. Claire Voyent
Personnel Director
Downtown Playhouse
712 Redneck Road
Anytown, OH 00000

Dear Ms. Voyent:

Thank you so much for your quick response to my letter of inquiry, the listing of your current vacancy for the coming year, and the formal application packet. I am interested in the assistant managing director position in the Downtown Playhouse and would like to be considered a candidate for the opening.

I noticed the responsibilities listed on the vacancy announcement include children’s theatre and teaching. My varied professional experience is detailed on the enclosed resume, but I do wish to point out my background includes extensive curriculum development in the field of creative dramatics. I have served on the theatre curriculum committee for the past two years as our department introduced course work incorporating drama, cultural studies, literature, and current events. The Washington Education Association based this successful program on the information we gathered while attending seminars and workshops for theatre educators.

I feel my academic background and experience in theatre education would permit me to make a strong contribution as your assistant managing director. I am returning the completed application form, along with another copy of my resume. As requested, a set of my reference letters is being forwarded to you under a separate cover.

I am traveling to Ohio at the end of the month and would be pleased to arrange a meeting with you to discuss the position in detail. If further information is needed, please feel free to contact me at (000) 000-0000 or (000) 000-0000. I look forward to hearing from you soon!

Sincerely,

Will B. Starr

Enclosure
Letter of Inquiry

Dee Zyne
1234 North Parkway - Somecity, OH 00001 - (740) 725-6346 - Zyne.3@osu.edu -

March 30, 20xx

Mr. Anson House
President
Southwest Tooling Research, Inc.
200 Mountain View Boulevard
Santa Fe, NM 80801

Dear Mr. House:

I read with great interest a recent article in *Engineering Today* entitled "Southwest Tooling's Push to Maintain Engineering Excellence." The article talked of your plans to increase your Engineering Research Lab Team. This emphasis on expansion appears to be a positive sign of Southwest's continuing dedication to quality service. I am extremely intrigued by the team research concept you have developed. The motivating force within a research team offers each member a sense of pride and accomplishment.

The enclosed resume demonstrates my extensive, long-range commitment to tooling research. You will also notice my own experience working with the team research concept. It goes without saying that you are looking for the best possible people to staff your growing organization. I feel I can offer you and Southwest Tooling substantial experience and the high degree of excellence you need.

I look forward to getting together to discuss your open position. I will call you during the early part of the week beginning March 22, to arrange an interview to discuss my possible involvement with Southwest Tooling.

Sincerely,

Dee Zyne

Enclosure
April 30, 20xx

Mr. Will Cheetem
Dewey, Cheetem and Howe Associates
3128 Brockway Road
Falls City, OH 50703

Dear Mr. Cheetem:

I recently became aware of an opening within the accounting department at Dewey, Cheetem and Howe from a mutual friend, Ms. Penny Pincher. Please accept my resume and letter as an application for the entry-level accounting position. I will receive my Bachelor of Arts degree in Accounting in May. I have experience in various aspects of business, specifically, tax preparation, bookkeeping, and financial services.

My experience in tax preparation would allow me to make an immediate, positive contribution to your firm. I have experience both as a practitioner and a supervisor of the federal and state tax preparation process. My experience also includes the use of computers and various software packages.

The enclosed resume outlines several other achievements and experiences which demonstrate my commitment to both higher education and working full time to support my family.

I have a solid background in business with a performance record that demonstrates leadership and goal orientation. I am a creative, self-motivated person who performs well individually or as part of a team. I feel I am well qualified for this position and would welcome the opportunity to meet and demonstrate my qualifications and sincere interest in this position. I will call your office next Tuesday to discuss the possibility of arranging a personal interview at your convenience. If this time is inconvenient for you, please feel free to contact me or leave a message at 319.555.5555.

Thank you for your time and consideration.

Sincerely,

Penny Pyncher

Enclosure
May 30, 20xx

Mr. Barry M. Deep  
Staff Director  
Urban Renewal Agency  
1717 Bronx Highway  
New York, NY  10046

Dear Mr. Deep:

Thank you for the time you gave me yesterday on the telephone, it was most helpful.

I was very interested to hear that you have made so much progress on your relocation study, and that you have already obtained full funding. You have certainly accomplished a great deal since we first met at the City Council meeting last year.

After our conversation, I found the two reports that you mentioned, and am now more certain than ever that my experience will dovetail nicely with your plans, particularly in the research and report writing phases. As you will note from my resume, I have had a good combination of administrative, research, and writing experience - - something that you stated you needed.

Although I have received a good offer from a firm in Boston, I would prefer to remain in New York and would like to meet with you at your earliest convenience - - if possible, before the end of the month. Would a week from next Thursday or Friday be good for you? I will call next Tuesday to discuss the details.

Again, thank you for your initial interest. I am looking forward to the opportunity to show you some of my work.

Very truly yours,

Sandy Beach

Enclosure
June 30, 20xx

Ms. Miriam Young  
Principal  
North Side High School  
321 West School Street  
Anytown, OH  00000

Dear Ms. Young:

Thank you for the opportunity to discuss teaching opportunities with North Side Community High School. Since our meeting I have completed additional research on your school district. My interest grew after reading the article in the March 1 issue of Education Today that praised your efforts to increase writing skills by using innovative computer programming.

I am convinced that the English position is a great match with my own career goals, my student teaching experience, and my summer internship with Harcourt, Brace and Jovanovich. These experiences allow me to immediately begin contributing toward your continued success. I just received my final grades and am pleased to inform you that my grade point average went up to the final cumulative 3.5.

Please pass along my thanks to Ms. Bobbi Sox; her enthusiasm and her pride in the English Department are contagious. I will be looking forward to hearing from you soon.

Thanks again for your time and consideration.

Sincerely,

Anita Jobb
July 30, 20xx

Ms. Lacy Sandals
Marketing Manager
Shoes Are Us
1000 Seashore Drive
Panama City, FL 00005

Dear Ms. Sandals:

Thank you very much for taking the time to see me on March 12. Now more than ever, I am convinced that Shoes Are Us is a top-notch organization, one for which I would like to work. I realize you are looking for someone with more management experience, but let me try to briefly outline exactly why my background is the best alternative.

My sales experience at Sellright Shoes has given me a valuable insight to the overall needs of the shoe apparel industry. I have a good sense of what manufacturers are looking for in stylish shoes, and I know what the consumer looks for on the retail level. A good sales manager must be in touch with the market in order to motivate his sales force. I not only believe I can do well, but am also quite confident that I can contribute significantly to your organization.

I would be happy to meet with you again to answer any further questions you might have, and I would be glad to prepare an outline of my management strategies, designed specifically for your company. I realize how busy things can get around an office, if I have not heard from you within a week or two, I will call to see if we can set up another appointment.

Again, thank you very much for your time.

Sincerely,

Doris Open

Enclosure
January 30, 20xx

Mr. Dwayne D. Watter
Job Service Manager
P.O. Box 2390
1810 Lower Muscatine Road
Ohio City, OH 55555

Dear Mr. Watter:

I am writing to apply for a possible summer job opening at Ohio Workforce Development. I spoke with you briefly on December 20, and I have enclosed my resume for your perusal.

As mentioned during our telephone conversation, I have been employed as a peer counselor at Kostalott College's Career Services which has provided me the opportunity to become well versed in the areas of resume writing, job search techniques, and career counseling. I believe these skills will be beneficial to Job Service. Also, an experience at Job Service would further enhance my knowledge in these areas.

I appreciate your time and attention and will be looking forward to your reply. I will be in Ohio City on February 6th, and I would be pleased to interview for the position.

Sincerely,

Tillie Dyes

Enclosure
Reference Sheet

It is permissible to provide an employer with a list of references they may contact. Three, four or five references are enough. You will typically make this list available immediately after an interview unless otherwise requested. Always get permission from references before listing.

* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *

Justin Thyme
1234 North Boulevard - Somecity, OH 00001 - (740) 725-6344 - Thyme.3@osu.edu -

(Name)
Jack N. DeBoux
Director of Human Services
Green Hills Social Service Agency
3211 North Cedar Lane
Somecity, OH 50555
333.343.5555
JacksonTh@GreenHill.net

(Title)
(Name of Organization/Business)
Green Hills Social Service Agency

(Mailing Address)
3211 North Cedar Lane
Somecity, OH 50555

(City, State, Zip)
333.343.5555

(Telephone number)
JacksonTh@GreenHill.net

(E-mail)

Neal Down
Viola Lynn
Supervisor of Student Interns
Assistant Director
Customer Shoppers Mall
Child Care Agency of N.E. State
9812 West Shore Drive
48 Lackencare Road
Big City, OH 50606
Anytown, OH 54322
712.321.3456
320.357.8024
Thyne12@aol.com
Scinder@NEStateAg.edu
Interviewing

The Interview Readiness Test. Each of us has a capacity to do well in a job interview. Some people always seem to interview well. They have the personality, social graces, knowledge and experience that impress potential employers. Others are not so fortunate. Finding the job interview an extremely stressful situation, they need tips on what they should know and how they should best prepare for the interview. They find job search and interview books useful in their preparation.

How well you prepare for the job interview as well as how you actually conduct yourself in the interview depends in part on your perceptions of the purpose of the interview as well as your notions of the goals of the interviewer and the interviewee. The greater the similarity of your expectations for this job interview and the reality of the situation, the more likely both you and the employer will leave the interview feeling good about what was accomplished. So sharpen you pencil and get ready to see how you view the job interview. This will probably be the least stressful test you have ever taken!

Complete the following exercise by indicating your degree of agreement or disagreement with each statement by circling the number to the right that best represents your situations.

1= Strongly Disagree  2 = Disagree  3 = Maybe, not certain  4 = Agree  5 = Strongly Agree

1. I know five specific skills I possess that I can offer employers.
2. I know which skills employers most seek in candidates.
3. I can clearly explain to employers what I do well and enjoy doing.
4. I can specify why an employer should hire me.
5. I can identify and target employers I want to interview.
6. I can develop a job referral network.
7. I can prospect for job leads.
8. I can generate at least one interview for every 10 contacts I make.
9. I can follow up on job interviews.
10. I can persuade an employer to renegotiate my salary after six months on the job.
11. I know the questions interviewers are most likely to ask me.
12. If asked to reveal my weaknesses, I know how to respond with an answer that is honest, yet stresses my strengths.
13. I know how to best dress for the interview.
14. I know the various types of interviews I may encounter and how to appropriately respond in each situation.
15. I can easily approach strangers for job information and advice.
16. I know where to find information on organizations that are most likely to be interested in my skills.
17. I know how to go beyond vacancy announcements to locate job opportunities appropriate for my qualifications.
18. I know how to interview appropriate people for job information and advice.
19. I know many people who can refer me to others for informational interviews.
20. I can uncover jobs in the hidden job market.
21. I know how to prepare and practice for the critical job interview.
22. I know how to stress my positives.
23. I know how to research the organization and individuals who are likely to interview me.
24. I have considered how I would respond to illegal questions posed an employer.
25. I can telephone effectively for job leads.
26. I am prepared to conduct an effective telephone interview.
27. I know when and how to deal with salary questions.

42
28. I know what to read while waiting in the outer office prior to the interview. 1 2 3 4 5
29. I can non-verbally communicate my interest and enthusiasm for the job. 1 2 3 4 5
30. I know the best time to arrive at the interview site. 1 2 3 4 5
31. I know how to respond using positive form and content when responding to the interviewers’ questions. 1 2 3 4 5
32. I know how to summarize my strengths and value at the closing of the interview. 1 2 3 4 5
33. I know what to include in a thank you letter. 1 2 3 4 5
34. I know when and how to follow up the interview. 1 2 3 4 5
35. I know what to do during the 24 to 48 hour period following a job offer. 1 2 3 4 5
36. I can explain to interviewers why I made my particular educational choices, including my major and grade point average. 1 2 3 4 5
37. I can clearly explain to interviewers what I like and dislike about particular jobs. 1 2 3 4 5
38. I can clearly explain to interviewers what I want to be doing ten years from now. 1 2 3 4 5
39. I have a list of references who can speak positively about my work abilities. 1 2 3 4 5
40. I can clearly state my job and career objectives as both skills and outcomes. 1 2 3 4 5
41. I have set aside 20 hours a week to primarily conduct informational interviews. 1 2 3 4 5
42. I know what foods and drinks are best to select if the interview also includes a luncheon or dinner meeting. 1 2 3 4 5
43. I know how to listen effectively. 1 2 3 4 5
44. I can explain why an employer should hire me rather than someone else. 1 2 3 4 5
45. I am prepared to handle the salary question if it comes up early in the interview. 1 2 3 4 5
46. I know when to use my resume in an informational interview. 1 2 3 4 5
47. I can generate three new job leads each day. 1 2 3 4 5
48. I can outline my major achievements in my last three jobs and show how they relate to the job for which I am interviewing. 1 2 3 4 5
49. I know what the interviewer is looking for when he or she asks about weaknesses. 1 2 3 4 5
50. I am prepared to handle both series and stress interviews. 1 2 3 4 5

Total IQ  _____

**Interpret Your Results**

Once you have completed this exercise, add your responses to compute a total score.

000 – 149 = you have a great deal of work to do in preparation for the job interview. Like any acquired skill, interviewing requires knowledge, application and practice.

150 – 199 = you are heading in the right direction but could use some polish on those skills.

200 – 250 = you are well prepared to successfully handle the interview process.
Networking

Networking means utilizing friends, relatives, and acquaintances to learn about employment opportunities. Let people know that you are looking for a job, what type of job you are looking for, and when you will be available for employment. The employment potential of networking with your families' friends and relatives cannot be overestimated.

Have you ever heard the expression, "It's not what you know but who you know?" As distasteful as this may seem, it's somewhat true to the point of making contacts that will turn into an interview. No matter who you know, you'll still have to prove what you know during an interview, and that's where you will prove your worth.

Informational Interviews

Do not confuse this type of interview with a job interview. This type of interview is a part of networking. It's an activity that allows you to:
1) clarify thoughts about career plans.
2) learn more about different professions or areas of the profession.
3) get inside an organization and talk directly to people who could potentially hire you at a later date.

Why should I do it?
If done well, this type of interview yields a non-threatening dialogue between you and potential employers. You can obtain useful information that will help you in selecting your career and the type of organization you want to work.

Is it worth my time?
Although the informational interview may seem a bit off-the-track of your goal of obtaining a job, it is actually the best approach for eventually securing employment. This type of interview should not be used, however, as a job interview or a practice interview.

Will managers take the time to talk with me?
If surveyed they would probably indicate that they do not have the time for such an activity. In practice, however, they usually are flattered to be asked, especially if you have sought them out because of their expertise. Besides, most people enjoy talking about themselves, their profession, and the organization for which they work. It also gives them a chance to reflect upon their constantly changing needs and circumstances.

How do I arrange a meeting?
Call the head of the department or the manager in the area of your interest who has the authority to hire you. Be considerate and verbally recognize their busy schedule when asking for an appointment to ask questions relating to a field of work, the industry, or their particular company or department. Try to limit discussion to 15 to 20 minutes.

Should I use referrals in the networking process?
Referrals are important in making contacts, but they are not necessarily the best way to proceed. Referrals help ease the process of introducing oneself to strangers, and they build on relationship of others. However, too much emphasis is often place on referrals to the detriment of taking the individual initiative of establishing cold contacts. Indeed, you may do just as well on your own by making contacts with strangers. The problem with referrals is twofold:
1) They are often time consuming because they rely too much on personal relationships.
2) You cannot be certain of the nature of the relationship between the sources of your referral and your contact. Cold calling techniques can be more effective because they can be initiated rapidly and they do not involve a questionable third party. However, for shy individuals who have difficulty making cold contacts, the referral method will be the easiest because they will receive fewer rejections.
**What should I ask during an informational interview?**

Once you have met with the person, express interest in all you see and hear. Be courteous. Ask for a tour, if they have time. Learn as much as possible about your field of interest and options available to you. A few good questions to include in your discussion are:

1. How did you get where you are today?
2. What do you like most about your job?
3. What do you like least about your job?
4. What would you suggest I do to prepare to enter into a job in this industry?
5. What does it take to be good in this field?
6. What kind of special skills or certifications are needed?
7. What are the minimum requirements for an entry-level position?
8. What kind of personality is required: physical and mental requirements?
9. What are the rewards and frustrations of your job?
10. What does your spouse think about your job?
11. How much overtime is there and when does it occur -- seasonal, end of the month, etc?
12. How much pressure is involved with your job? (deadlines)
13. How much social contact with others is there? (employees and clients)
14. Is it a job where you are sitting, standing, or doing a mixture of both? Amount of physical activity?
15. What are the number of job levels in the career, normal pattern of advancement, normal salary progression?
16. How much more do top people get in comparison to the rest of the employees?
17. How much travel is involved with your job?
18. If you were to hire a __, what experiences, skills, and personal characteristics would you consider most important?
19. In the position you now hold, what do you do on a typical day?
20. What previous jobs did you have that led up to this one? Qualifications?
21. What entry-level jobs qualify one for this field?
22. Are there other areas of this field to which people may be transferred? What are they?
23. What types of training do companies give to persons entering this field?
24. What special advice would you give to a young person entering this field?
25. Do you view this field as a growing one?
26. As a woman, will I face any special problems in a career in this field?
27. Will you recommend another person in whom I might contact for further information?

Take paper to write names and addresses if the person will refer you to others. Other than this, do not take too many notes during the interview. When you do take notes, keep them short.

Remember the purpose of the informational interview is to network, make a friend. This is NOT the time to ask for a job, this is not a job interview. This is one of the few occasions in your life when you can randomly talk with individuals about things that interest you...enjoy it.

**Do I ever bring up the subject of employment?**

There should be a natural shift in the conversation after you have many of your questions answered, so that the other person will typically ask you some questions about yourself and your future. Explain that you are interested in the profession and are gathering information to assist you in your decision. Don't be anxious to say that you are currently looking for a position. If you have made a favorable impression, he/she will remember you and possibly even suggest that you consider their company or refer you to another company with a current opening.

**What do I do after the informational interview?**

After the phone conversation or preferably a personal meeting with the individual, send a letter of appreciation thanking the person for their time and information you received. It may be that you have decided that this is the career you want to commit yourself to and the organization for which you want to work. You can certainly say this in the letter of appreciation and ask if he or she is aware of any opportunities with the company. Always stay in touch with your new networking contacts.
Use the Telephone to Get an Interview

The telephone is a job search tool.
The object of using the telephone during the job search is to get the interviewer on the phone, and you off the phone and into their office. You may be thinking that the interviewer will be angry with you, and you will therefore not be hired. The fact is, the average interviewer who is hiring is so busy trying to place job orders, run advertisements, review resumes, arrange for interviews, interview, verify employment data, check references, rationalize why the position has not already been filled, and justify exceeding the hiring budget, that there is no time to be angry. However, the time you call is extremely important, because you want to speak to the interviewer the first time, when they will be most receptive and when you are fully prepared. Statistically, this should be any Tuesday through Friday between 9:00 a.m. and 11:00 a.m.. Mondays are unpredictable and should be avoided, because the interviewer's nervous system will still be stabilizing from the weekend, new hires are being processed, the employer may be deluged with telephone calls from advertisements in the Sunday paper, and staff meetings are more likely.

Avoid using the telephone to check on available jobs.
Among the poorest methods of seeking a position is to call prospective employers to inquire about openings. This practice nevertheless continues to be used by both the uninformed and by those who seek to minimize the work of finding a job. Perhaps an occasional caller does succeed by such means in entering into the "employment funnel" and eventually landing a position. But the method remains a poor one. To begin with, callers are unlikely to reach persons who need to be reached. In most cases they will reach secretaries and other clerical personnel who may not know and cannot be expected to know their organizations' staffing needs. Furthermore, these persons have probably been instructed to weed out callers so that the personnel employees, department managers, and section heads who know the staffing needs may continue their work without interruptions. The following illustration demonstrates an effective approach to use for arranging an interview:

Receptionist:   Good morning. XYZ Company. May I help you?
You:    Good Morning. Mr./Ms. (last name of the person you want to talk to) please. This is (your first and last name) calling.
Receptionist:   May I tell him/her what this is regarding?
You:   (Employer's first name) asked me for background information regarding the (title) position.
Receptionist:   Have you sent us your resume?
You:   Yes, and I need to fill him in on a couple of points.
Receptionist:   Just a moment, please. I'll ring... Sorry, his/her line is busy. May I take your number?
You:   Actually, I'll be away from the telephone for the rest of the day. I had better wait.
Receptionist:   It might be awhile.
You:   I'll wait, thank you. (Indeed, you may have to wait, but be patient and try not to think about the phone bill)
Receptionist:   I can ring now.
Interviewer:   Hello, this is (His/her first and last name).
You:   Hello, Mr./Ms. (Last name). This is (your first and last name). I've been hoping to hear from you to discuss the (title) position.
Interviewer:   I'm sorry, we've been just deluged with responses. You're still being considered and we hope to let you know within a week or so.
You:    I know how hectic things must be. I'm under a bit of pressure myself, and it looks like I'll have to make a decision soon. The (title) position sounds like a great opportunity, and I'd really like to discuss it personally as soon as possible.
Interviewer:   Hang on a minute...Oh, here's your resume...When did you leave your last employer?
You:   I'm sorry, (His/her last name), but I'm just about to leave for an appointment. I'd really like to meet with you soon. How about (date) morning at 8:30?
Interviewer:   I can see you at 9:30.
You:   I'll rearrange my schedule. I'm looking forward to meeting you. I'll see you on the (date) at 9:30.
Interviewer:   Thank you. See you then.
You:   Goodbye.
Interviewer:   Goodbye.

You have been direct, time-conscious, businesslike, and affirmative. The rest is easy, because now you are ready to shine at that one-on-one interview. The only way you will earn the position you desire is to begin working to make it happen. There are a number of approaches to a successful job search, but one element is common to all: it takes time and effort. Therefore, plan your schedule so
Preparing for the Interview

Know yourself. Be sure that you can articulate your career goals, job-related skills, and why you will be an asset to the organization.

RESEARCH THE ORGANIZATION
Without researching employers, you cannot tell whether you should spend the time contacting them about employment. Without research, if you do contact them, you won’t be able to personalize your letter of application. Without research you won’t be able to intelligently discuss how you can benefit the employer.

Being able to converse intelligently with interviewers about their organization always creates a favorable impression. Information on most organizations or companies is usually available via the Internet/Web or the Marion Campus Library. If you experience difficulty finding information about a particular company or organization, the library can arrange a computer search for you; a terrific service and inexpensive.

UNDERSTAND THE EMPLOYER'S PERSPECTIVE
Because of its importance, the process you soon will go through requires advance preparation. Only you will be able to cause the outcome to be satisfactory. You must be able to successfully compete with the competition for the job you want. In order to do that, be certain you have considered the kind of job you want; why you want it; how you qualify for it. You also must face reality: is the job attainable at this time?

In addition, recognize what it is employers want in their candidates. They want "CAN DO" and "WILL DO" employees. Recognize and use the following factors to your benefit as you develop your sales presentation. In evaluating candidates, employers consider the following factors:
- Ability - Character - Loyalty - Initiative - Personality - Work record - Recommendations - Outside activities while in school - Impressions made during the interview

DEVELOP A PROSPECT LIST
Once you have done your research, you should be able to list those employers that are of interest and could use your skills. The typical job seeker contacts 20 - 25 prospects for every interview and average two to five interviews before accepting an offer. Thus, it becomes quite clear that you will need to generate a substantial list of employers who may be in a position to hire new college graduates with your qualifications and career interests. The Career Resource Library is your best first step for developing your prospect list.

DO MOCK INTERVIEWS
Interviewing is a learned skill, just like riding a bike or driving a car. Any actor or athlete would not attempt to perform without having practiced many times -- why should you try to earn a job offer without interviewing practice? You are encouraged to arrange as many mock interviews with as many different people as possible to begin to understand how you come across during an interview and how to improve your technique.

CONTACT THE EMPLOYER
All the research and development of your prospect list will be worthless unless you take the time to make contact. Employers are unaware of your existence, your special skills, your unique interests until you tell them. Bring these things to their attention through an outstanding letter of application and an informative resume.

Timing is very important in making contact with employers, for the whole process of finding suitable employment takes considerable time. From the start of your research to the time you finally write your letter accepting employment, as much as eight months may elapse. With this in mind, students who want to have suitable employment by the time they graduate should contact Career Services and potential employers very early in their senior year.
Remember that it is not unusual for a job seeker to send at least 125 letters before accepting an offer of employment. This means that they can receive up to 124 rejection letters before getting a yes response. Don't be discouraged; it's a fact of life. Instead, take a positive approach to your search. Consider every "no" you receive as bringing you one step closer to the inevitable "yes" you desire. Be persistent. Manage your time well. Faith and diligence will pay off in the long run. Whatever you do, never, never, never, never, never, never give up.

FOLLOW THROUGH
Candidates often become discouraged when they begin to receive rejection letters or when they fail to hear anything from employers to whom they mailed their application letter and resume. To keep from getting discouraged, take the bull by the horns and make these rejections a learning experience.

Rather than wonder why you were rejected, place a telephone call to the employer to ask for assistance in several different ways. One way is to ask the employer why you were not given consideration. You might ask for any recommendations for presenting yourself, through your correspondence, in a more positive manner.

Another thing you may discuss is whether the employer knows of any position in the geographical area for which you might qualify and, if so, would the individual be willing to advise you of the name of the employer and contact person.

Keep in mind that you will have to be very tactful in doing this. Do not put the person on the defensive. Make the individual aware you are doing this so you can improve yourself for future opportunities. You will be surprised at how responsive employers are to this approach. People like to be recognized for their expertise and enjoy the feeling of being able to help someone who shows a sincere desire to accomplish a goal and goes about doing so in a positive manner.

Who knows, this may even cause that particular employer to go back and review your materials, which could then lead to the interview you wanted.

Questions to Anticipate
- Tell me about yourself.
- In what college activities have you participated? Why?
- If I were to contact one of your references, what would they say about you?
- Have you held any leadership responsibilities? If so, what were they and what did you learn from this experience? If you didn't hold any leadership responsibilities, why not?
- Why did you choose your particular college major? Would you choose the same one today? Why?
- Which classes did you enjoy the most? The least? Why?
- Do you feel you have done your best work yet? If so, why? If not, why?
- Why did you decide to attend the college you graduated from?
- As a result of graduating from the college you attended, what is the single most important statement you would make about your experiences while enrolled?
- What are your greatest strengths? Weaknesses?
- What are your short term (5 years) and long-term (10 - 20 years) goals?
- What do you think determines an individual's success in a work situation?
- What qualifications do you have that will make you successful in your chosen field?
- How do you define success?
- Do you consider yourself a leader or a follower? Why?
- Do you prefer working with others or by yourself? Why?
- How do you define cooperation?
- How do you work under pressure? Give me an example.
- What jobs have you held? How were they obtained? What did you like/dislike about the jobs? Why?
• Why are you interested in our organization? What position would you like to have? Why?
• What major problem have you encountered and how did you deal with it?
• What do you consider to be your most significant accomplishment? Why?
• Are you willing to relocate? To travel? If you are willing to relocate, do you have a geographical preference?
• What do you expect in a supervisor?
• Describe the relationship that should exist between a supervisor and employees.
• What kind of work environment do you prefer?
• What do you know about our organization?
• If you were hiring someone for this position what qualities would you look for?
• Why should we hire you?
• What are the three most important priorities in your life?
• What could you contribute to our company to make it more successful?
• Why would you be successful in this type of job?
• What qualities do you like to see in others?
• If you could do anything in life, and know you could not fail, what would you do?
• What salary range are you anticipating?
• How do I know that you are the right person for this job?
• What are the essential elements in a job that would make it right for you?
• When you have found yourself in a "tight spot", how did you handle it?
• Describe how you have or would respond to an unethical situation.
• Tell me about an event in your life that has really challenged you.
• How do you handle procrastination?
• What types of decisions are the most difficult for you to make?
• What have you done that shows initiative?
• How do you respond to criticism?
• Do you live to work or work to live?
• What do you think hampers most innovative/creative ideas?

Questions You Might Want To Ask
• How long do people stay in this job? Where do they leave to?
• Describe your strengths and weaknesses.
• What non-traditional skills are the most valuable to be successful at this type of job?
• What parts of your job are the most challenging?
• How are goals for the position set? (Formally or informally)
• How is success in this position measured and rewarded?
• How often is performance measured? Who participates?
• How is job performance fed back to the employee?
• What is the expected rate of advancement?
• Explain to me what the job entails day-to-day.
• What traditionally have been the most important aspects of the job?
• What activities must be routinely performed in this job?
• What is typically at the top of the "TO DO" list?
• What other areas of your company will I interact with most?
• How much travel is involved with the job and where (customers or company sites)?
• What control will I have over my daily work?
• What activities are/were taking place on a current/recent project?
• What is the ideal profile of the person for this job?
• How much travel is normally expected?
• Do employees normally work many hours of overtime?
• Can I progress at my own pace or is it structured?
• How frequently do you relocate professional employees?
• What is the average age of your first level supervisors?
• Is the sales growth in the new product line sustainable?
• How much contact and exposure to management is there? Is it possible to move through the training program faster?
• When does the training program begin?
• About how many individuals go through your program a year?
• What is the housing market for (single/married) people in (city)?
• How much freedom is given and discipline required of new people?
• How often are performance reviews given?
• Is it possible to transfer from one division to another?
• How much decision-making authority is given after one year?
• Have any new product lines been decided upon recently?
• How soon after graduation would I report to work?
• In promotions, are employers ever transferred between functional fields?
• Is a car provided to traveling personnel?
• How much input does the new person have on geographical location?
• What is the normal routine of a (title of position) like?
• How are budgeting decisions made?
• What is the average time to get to ___ level in this organization?
• What is the policy on promotions?
• What is the policy on continuing education?
• What are the short term and long term goals for the company?
• What are the strengths of your company when compared to the competition?
• How is the mission supported by strategies and operating systems (promotions, budgets, and compensation)?
• What recent changes have forced your company to re-focus its efforts? What has been the impact?
• What major decisions have been made that impact your area or department?

Acceptable and Illegal Interview Questions

Acceptable / Legal Questions
• "Have you worked for this company under a different name?"
• "Have you ever been convicted of a crime under another name?"
• Applicant's place of residence.
• How long applicant has been resident of this state or city?
• "Can you after employment, submit a work permit if under eighteen?"
• "Are you over eighteen years of age?"
• "If hired, can you furnish proof of age?/Statement that hire is subject to verification that applicant's age meets legal requirements.
• Statement by employer of regular days, hours or shift to be worked
• Statement that photograph may be required after employment
• Statement by employer that if hired, applicant may be required to submit proof of citizenship.
• Languages applicant reads, speaks or writes fluently
• Applicant's academic, vocational, or professional education; schools attended
• Applicant's work experience
• Applicant's military experience in armed forces of United States, in a state militia (U.S.) or in a particular branch of U.S. armed forces
"Have you ever been convicted of any crime? If so, when, where, and disposition of case?"
Names if applicant's relatives already employed by this company
Name and address of parent or guardian if applicant is a minor
Name and address of person to be notified in case of accident or emergency
Organizations, clubs, professional societies, or other associations of which applicant is a member, excluding any names the character of which indicate the race, religious creed, color, national origin, or ancestry of its members
Who referred you for a position here?
"Do you have any physical condition which may limit your ability to perform the job applied for?"
Statement by employer that an offer may be made contingent on passing a physical examination
Notice to applicant that any misstatements or omissions of material facts may be cause for dismissal

Illegal / Unacceptable Questions
- Former name of applicant whose name has been changed by court order or otherwise
- Birthplace of applicant
- Birthplace of applicant's parents, spouse or other relatives
- Requirements that applicant submit a birth certificate, naturalization or baptismal record
- Questions which tend to identify applicants 40 to 64 years of age
- Applicant's religious denomination or affiliation, church, parish, pastor or religious holidays observed
- "Do you attend religious services/or/a house of worship?"
- Applicant may not be told "This is a Catholic/Protestant/
- Jewish/atheist organization."
- Complexion, color of skin or other questions directly or indirectly indicating race or color
- Requirement that applicant affix a photograph to his or her application form
- Request applicant, at his option, to submit a photograph
- Whether applicant or his parents or spouse are naturalized or native-born United States citizens
- Date when applicant or parents or spouse acquired U.S. citizenship
- Requirement that applicant produce his or her naturalization papers or first papers
- Whether applicant's parents or spouse are citizens of the U.S.
- Applicant's nationality, lineage, ancestry, national origin, descent or parentage
- Date of arrival in United States or port of entry; how long a resident
- Nationality of applicant's parents or spouse; maiden name of applicant's wife or mother
- Language commonly used by applicant, "What is your mother tongue?"
- How applicant acquired ability to read, write or speak a foreign language
- Date last attended high school
- Applicant's military experience (general)
- Type of military discharge
- "Have you ever been arrested?"
- Marital status or number of dependents
- Name or address of relative, spouse or children of adult applicant
- "With whom do you reside?"
- "Do you live with your parents?"
- Name and address of relative to be notified in case of accident or emergency
- List all organizations, clubs, societies, and lodges to which you belong
- Requirement of submission of a religious reference
- "Do you have any physical disabilities?"
- Questions on general medical condition
- Inquiries as to receipt of Workmen's Compensation
- Any inquiry that is not job-related or necessary for determining an applicant's eligibility for employment
If or when you find yourself being asked an illegal question it’s to your advantage to rephrase the question so that it’s in the legal framework. Don’t make accusations or put the interviewer on the defense. If you believe the question is illegal, ask the interviewer for clarification as to how the question relates to your qualifications for the position.

**Dress as a Professional**

**Men**

**Suit:** Two-piece, single breasted, navy blue or charcoal gray, wool or wool blend, solid or with thin pinstripes. Single-vent American-style cut is preferable to double-vent or vent-less. No polyester.

**Shirt:** All cotton, well-ironed, long-sleeved, white or light blue, with a standard or button-down collar. The cuffs and collar should be the same color as the body, and stripes are only acceptable if they are light blue and disappear from a distance. Striped shirts are not worn with striped suits. No monograms or cuff links.

**Tie:** Silk in simple stripe or repeating pattern, with no more than three colors. The background color should be neutral; navy blue and maroon are ideal. Bright yellow and pink ties are no longer popular; nor is the entire power-tie concept. Use a tie tack at the end of breastbone to keep the tie from flying.

**Shoes:** Footwear should be black, polished (new looking), leather and in a simple or wing tip style. Socks should be pattern-less and match your pants or shoes in color.

**Hair:** Short to medium hair is acceptable. Long hair is still considered "out" by many employers. Ask for advice if in doubt. Avoid using too much hair gel over powering cologne. No earrings or visible tattoos.

**Women**

**Suit:** Long-sleeved jacket, straight or pleated skirt (no mini skirts), dresses, or pant suit. Black, gray, dark blue is your safest bet for your first interview. Patterns are acceptable if they are subtle, such as fine dress tweed. The jacket should be tailored to fit. The skirt should be at or just below the knee. Without calling attention to itself, the suit should not be so plain as to make you look stiff or domineering. If possible, see what your female interviewers are wearing and go slightly more conservative. No polyester.

**Blouse:** White, or pastel shade, in a material that does not look shiny or unnatural. Cotton or matte silk is ideal. Frills such as puffy sleeves and lace should be used sparingly, if at all. No cleavage.

**Collar:** Should be fully buttoned. A collar pin, simple gold necklace, or small string of pearls is a nice touch. A colorful scarf is also acceptable if it is neither too bright nor displayed too prominently. Those thin collar-ribbons are fine unless combined with a completely bland outfit. Avoid larger bow ties unless you can tie them perfectly.

**Shoes:** Sheer stockings or pantyhose in a skin tone, or lighter (white stockings are only acceptable if the suit is on the light side). The best shoes are simple pumps with a one-to-two-inch heel. (You can go higher if you don't feel tall enough, but make sure that you can still walk quickly and steadily.) Shoes should be of high quality leather in black or the color of your suit. No spike heels or elevated shoes.

**Jewelry:** Post earrings preferred. One ring per hand and one bracelet if any. A tasteful lapel pin is fine, but not together with a collar pin. No large pieces of jewelry or class rings. No visible body piercings or tattoos.

**Makeup:** Use makeup modestly. No frosted or bright lipstick, eye shadow, or nail polish. Little perfume, if any.

**Hair:** Keep your hair out of your face, it is best to pull it back away from your face whenever possible.
The Initial Interview

You have been contacted and invited to a job interview. The employment interview is an opportunity for two parties to provide and evaluate information that will lead to a mutually satisfying conclusion. An interview is a conversation with a purpose.

Prior to the interview

- Ask about travel arrangements and reimbursement procedures: Organizations handle arrangements differently. Learn procedures before the interview. Ask for clarification if you're unsure.
- Request a copy of your day's schedule, listing the people with whom you will meet.
- Read: If you don't read daily newspapers, do so. Read the *New York Times*, *Wall Street Journal*, or any other daily that has thorough news coverage. You'll be amazed how a week's worth of reading current events helps you in conversing with others. In addition, read recent articles about the company or its career field. Conduct a periodical literature search for articles at your college library.
- Speak with alumni working with the company.
- Know your resume: Have PARS in mind.

Key Points

- Dress appropriately: Dress as if you already work for the organization. Err on the conservative side.
- Accept that the day will be long: Try to get a good night's rest before the interview day, and show enthusiasm and interest in the visit. Always ask questions when given the opportunity.
- Be consistent: Don't try to "read into" an individual and give answers you think he is looking for.
- Honesty and sincerity are essential. Interviewers will compare notes at the end of your visit. Don't change answers for each person you meet.

Your role in this conversation is to provide adequate and accurate information that will assist the employer in evaluating your skills, experience, goals, objectives, and personal traits for the positions the employer is trying to fill. Your other role is to listen and obtain information from the employers regarding the position, work environment, and the employer, that will assist you in determining whether you want to continue pursuing this opportunity.

Normally, this first interview is looked upon as a screening interview. This means the employer is trying to determine whether to consider you as a viable candidate and invite you for a follow-up interview, or to terminate discussions at the end of that interview. What this means is that you have approximately 30 minutes to convince the interviewer that you have all the skills needed to be successful in the position for which you are applying. With this in mind, you will recognize the importance of being well prepared for the initial screening interview.

Attitude and Appearance

One of the factors that will be on the mind of every employer is: “How will this candidate be accepted by the current employees?” Therefore, you must present an attitude and appearance that will allow the representative to be proud to present you to fellow employees. Be positive. Have a smile on your face. Have a twinkle in your eye. Let your enthusiasm shine through. Be fun. Display some humor. How, you ask? It's easy once you remember that you were offered the interview because they are already interested in you, probably because they saw that you were competent by examining your informative resume. Now enjoy yourself and let your confidence show. However, do all this within the context of a professional setting and manner.

There is an old adage that says a lot about interviewing: "You only get one chance to make a good first impression." Whether we like it or not, interviewers begin sizing you up the very second they lay their eyes upon you. With this in mind, don't let your appearance undermine your chances for a successful interview. Always take particular care to be conservatively well dressed and well groomed. The best rule to follow is "keep it conservative!"
Structure of the Interview

The job interview is structured so the greatest exchange of information can take place in the least amount of time. The key to a successful interview is to communicate effectively. The interview usually consists of three distinct parts: the introduction, the body, and the conclusion.

The introduction is the "ice breaking" portion of the interview. The interviewer will set the tone in attempting to establish a positive atmosphere and put you at ease. Your appearance and mannerisms will reveal the first impression you generate. Remember the overall evaluation of you as a candidate begins the very moment the interviewer greets you in the reception area. Be sure to stand up from your chair immediately and offer your hand and a friendly, confident smile right away. A firm handshake is essential. This means you are ready to do business. A weak handshake non-verbally says, "weak person."

The body of the interview requests specific information. The interviewer, using questions and answers, begins to evaluate your qualifications and suitability for employment.

The interviewer is measuring and evaluating how you handle yourself -- your degree of self-confidence, your ability to relate to others, and your motivation level. Most interviewers will seek information about your specific skills, knowledge, abilities, and attitudes. Employers look for well-adjusted candidates who are self-starters, willing to take the initiative and assume responsibility, and are not afraid to work.

The interviewer will try to determine your qualifications and how to match these with particular job openings. Be prepared to discuss specifics about the organization, such as job responsibilities, operations, and policies. Know your immediate and long-range career objectives and be able to communicate them in an organized fashion. Be prepared to discuss geographical preference and mobility. Do not bring up salary during the initial interview. If a discussion occurs on salary and benefits, the interviewer must initiate it. He/she will expect you to already have done your research regarding beginning salary offers in the field of work you are preparing to enter.

During this part of the interview, you must be prepared to ask intelligent questions that will show you have done your research on the employer and have an interest in this organization. These questions frequently set candidates apart from one another.

The closing is very much like a close of a sales presentation. Exit from the interview as soon as courtesy allows you to do so, but only after expressing a sincere interest in the job, should you feel that the job is best for you. The interviewer will never know of your interest unless you make it very clear. Before leaving the interview, be certain you understand what the next step will be. Will the interviewer contact you? Or must you make the next contact? Find out.

Salary Concerns

The employer usually addresses salary. If not, it is acceptable to ask about salary and benefits. Keep in mind that salary levels for entry-level positions (especially for structured training programs) are determined with little room for negotiation. Experience shows that the larger the organization, the less flexibility exists to negotiate salary. Any negotiation involves minimal amounts. Employers will expect that you know what the average salary range for the type of job you are anticipating. You may ask for clarification about the salary range to make sure you're both on the "same page."

Know the average salaries of previous graduates by asking career services staff. Advancement potential is more important than beginning salary. Assess the total package - not just beginning salary.
Handling questions about your grade point average

Frequently, college graduates indicate that they feel their academic record does not tell the entire story of their achievements in college. Employers are not overly enthusiastic about hearing explanations of grade point averages if it appears that four years were spent just "getting by."

Employers are receptive to legitimate explanations, however. For example, "My father died and I had to work 30 hours a week for one year instead of the usual 15 hours. My grades dropped that year, but since then they have continued to improve. Or ... "I fooled around in college for two years, didn't know what my goals were, dropped out and went to work. When I came back I knew what I wanted to do and my grades the last two years demonstrate it."

These examples have become so common that some employers have space on the application blank for a listing of GPAs for the first two years and the average for the last two years.

Interview Behaviors

- Always check your appearance before entering the office where you will be interviewed.
- Greet the interviewer by the individual's last name in a friendly, businesslike manner. Do not address the interviewer by the individual's first name unless specifically advised to do so.
- Introduce yourself in a firm, confident manner.
- Shake hands firmly. It is appropriate for the candidate to initiate this gesture.
- When you get into the interview room, remain standing until you are offered a seat. After a certain time period, if the interviewer has not offered you a seat, ask: "Where would you like me to sit?"
- Once seated, sit erectly but not rigidly. Place your arms and hands on the armrests of the chair or in your lap.
- Avoid unnecessary hand and arm gestures.
- Do not place portfolios, purses, briefcases, etc. on the interviewer's desk.
- Maintain eye contact, yet do not stare the interviewer down. The 80/20 rule can apply here; when you divert your eyes make sure you look at a common area so the employer does not wonder what you are looking at behind him or her.
- It is permissible to take a few notes, just keep them short and to the point. You can elaborate on them after you leave the interview.
- Retain the interviewer's attention by varying the tempo of your speech and the tone of your voice.
- Use a portfolio to display some of your work. A mini-presentation of yourself and accomplishments.
- Use personal stories to illustrate your capabilities that will make you stand apart from other applicants.
- Remember that this is your sales presentation. Take the opportunity to present yourself in a logical, confident manner.

Second Interviews

You made a favorable impression during your first interview. The employer conducted these interviews to identify candidates for his company's short list of potential "new hires." Through the initial interview, YOU were identified as having the skills and competencies to become a productive employee.

This follow-up interview, if offered, will allow you to talk more in-depth with an employer to determine how your qualifications and interests match the needs of the organization. If you receive an invitation to visit the employer for a follow-up interview, recognize that the employer is now interested in you and wants to see how you respond under different circumstances.

When you receive an invitation, the employer will normally suggest a date with one or two alternative dates from which you can select. Before accepting the invitation, always check your personal calendar and consult with those who need to know of your plans. Avoid conflicts at all costs. If the suggested dates are not suitable to your schedule, advise the employer of the conflict and suggest alternative dates. In any case, prompt acknowledgement of the offer for the follow-up interview is imperative.
The follow-up interview will be conducted in much the same manner, as was your initial screening interview. However, you will undoubtedly meet more people, and the length of time spent with each will be longer. Therefore, you will be expected to be more familiar about the employer, your personal background, your academic and work experience, your career and life goals, your activities, and how all of these accomplishments, put together will make you a valuable member of the employer's team.

Plan to spend most of one day with the employer. Though the time spent will differ by employer, you can expect to spend a full working day at the organization. Remember that this will be a stressful situation in many cases. Always get a good night's rest beforehand. If all goes well during the follow-up interview, you may receive an offer of employment prior to leaving. This, however, is not always the case. The offer may be made within a few days after the interview. Therefore, don't be alarmed if you leave not knowing whether you have an offer.

After the interview, sit down and record your observations. Recording your thoughts will help you should you need to ask the employer additional questions. This will also help in comparing one employer with another. This practice will be very beneficial when it comes time to make a decision. You should also write a letter of appreciation expressing your gratitude and reaffirming your interest in the position. If you are very interested in the opportunity, send a letter of appreciation to everyone who spent time with you that day. This little courtesy may be the one little extra thing needed to cause you to stand out among all applicants.

The screening interview over, your task now is to demonstrate a "fit" with the employer's organization. The company visit allows you this opportunity. It also provides the employer more time (and more people) to assess your candidacy. Second interviewers focus on your interpersonal skills and your ability to represent the organization well. Therefore, most callback interviews involve meeting several people - including those with whom you will work if hired.

Each interviewer may have a different approach in evaluating your candidacy. One may talk with you about everything from sports to your opinion of some political controversy. Another individual may ask questions related to a real or hypothetical situation, and yet another person may question your knowledge about the company or industry. Regardless of the individual approach, the interviewers' "agenda" is to measure your ability: to communicate; to think on your feet; and, to demonstrate interest and knowledge about their organization.

After the Interview
It has already been suggested that should you get a letter of rejection, it may be advisable to turn that letter into a learning tool. To do this, contact the person from whom you received the letter and ask why you were not given consideration. Before you do this, however, analyze the following reasons employers normally give for rejecting candidates and see if any of them fit you for that particular interview.

Top Reasons for Rejection Given by Employers

- Poor personal appearance.
- Overbearing, overaggressive, conceited, superiority complex, know-it-all attitude.
- Inability to express thoughts clearly -- poor voice, diction, grammar
- Lack of planning for career -- no career objectives!
- Lack of interest and enthusiasm -- passive, indifferent.
- Failure to participate in student activities.
- Overemphasis on money, interested only in best dollar offer.
- Poor scholastic record -- just got by.
- Unwilling to start at the bottom -- expect too much too soon.
- Makes excuses, is evasive, and/or hedges on unfavorable factors in record.
- Lacking in courtesy; poor manners.
- No questions asked about the job.
• Lack of knowledge of the employer's organization.
• Late for the interview.
• Extreme nervousness.
• Poor eye contact during the interview.
• Unorganized.
• Misses the point of the question.
• Talks too much or rambles.
• Lack of confidence and poise.
• Indecisive, lacks initiative.
• Timid, introverted, lacks sufficient degree of assertiveness.
• Questionable long-term potential for advancement.

The Offer
This is what the interview is all about. This is the reward for the hours spent preparing for and excelling in the interview. Cherish it — but not for long. Now you have an important decision to make. Do you accept or reject the offer? A decision is required and it demands that you take prompt action.

The employer will tell you when they expect to hear of your decision. If not, ask when you must let them know of your decision. Don't be pressured into accepting an offer. Although employers need to make timely hiring decisions, you need time to weigh options and decide. Employers understand that graduating seniors can be interviewing with several employers, and need time to make an informed decision. If needed, ask for additional time. If you accept the offer of employment, make sure you understand all the details of the offer. Be certain:

• The initial assignment and salary meet with your satisfaction.
• The starting date is clearly understood.
• The location of the assignment meets with your approval.
• The opportunity offers future growth potential.

Before accepting the employment it is wise to ask for a formal letter that offers employment with the above details and/or others spelled out in detail so that you will have it in writing should there be a discrepancy in the future. If the job offer meets these criteria, you may accept by telephone, but a formal letter of acceptance is also necessary. Once you have accepted an offer of employment, write letters of rejection to all other offers you may have. Do this with great diplomacy. You may wish to consider employment with this employer in the future.

Sometimes an extension of time is needed to consider more than one offer. Don’t be afraid to ask for an extension. Most employers will give you a couple more weeks if you really need it. However, once you have accepted an offer, stop interviewing! To continue is unprofessional and unethical!

Salary Negotiation
If the employer truly wants you, he or she may be willing to meet your terms. It happens more often than you might imagine. But you can't blame the organization for trying to save money. Remember:

• Discussion of money starts after you have been offered the job.
• Know in advance the probable salary range for similar jobs in similar organizations.
• Always bracket your stated salary range -- begin with the employer's probable range and end above what you expect to settle for.
• Don’t hesitate to ask for more than what you will actually settle for. It’s called bargaining.
• Don't reject an offer until you have negotiated the best possible settlement.
• There are negotiable areas other than money that are often overlooked: Titles - Hours – Six-month salary review - Advancements - Vacations - Fringe Benefits - Working conditions.
Record Keeping
During the job search, you will make contact with many employers, either through the letter writing campaign, by telephone, or through personal interviews. To be most effective and make the best use of your limited time, you will need to establish some system for keeping a record of your activities.

By using the form on the next page, you will be able to keep track of the employers with whom you have been in contact. You will also have a record of when you wrote, the names of those with whom you interviewed, the date, and outcome of the interview. You will know when you received an offer of employment or a letter of rejection and when you followed up with other correspondence. Using the form will assist you in determining the next step you should take to either keep this contact alive or close it off, and when to begin making other contacts.

And finally, remember this... In aiming at any position of responsibility, you must find that position for which you fit, qualify and where you will be able to demonstrate a high level of skill. Your first task is to prove to your employer that you have the ability to learn and to learn quickly. This should be coupled with the obvious desire to take on responsibility. You must, therefore, look for that employment situation which offers the best chance to continue the learning process and the opportunity to take responsibility as soon as you are able.

May you be richly blessed in all of your personal and professional endeavors.
# Job Search Record

Use dates to record when items were sent.

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<th>Letter of inquiry or application</th>
<th>Resume</th>
<th>Letters for Recommendation</th>
<th>Transcript</th>
<th>Follow-up Phone Call</th>
<th>Thank-You Letter</th>
<th>Accept/Reject Letter</th>
<th>Notes:</th>
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