

The Interview Skills Workshop Workbook



***The Simi Valley
Youth Employment Service***

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For additional assistance, the **Simi Valley Youth Employment Service (YES)** offers one-on-one sessions for interview preparation and job referrals at no cost.
Call (805) 583-6868 to schedule an appointment.

A Message from the Simi Valley Youth Employment Advisory Board

Dear Workshop Participant:

The Youth Employment Service (YES) Advisory Board is proud to present to you an Interview Skills Workshop that will help prepare you to enter the work force. Our Board, made up of representatives of government agencies, schools, local business, students, and community members, is appointed by the Simi Valley City Council to act as an advisory board on employment issues related to youth.

YES Advisory Board members truly want to see you succeed and are offering information today to prepare you for your job search. As Board members, we are proud to share our knowledge and experiences in a way that offers improved possibilities for your future. With a variety of backgrounds, from business owners and human resources specialists to program coordinators and community volunteers, we can help you at all levels of the employment process. Don't be afraid to ask questions! We are here to help you today.

By the end of the workshop, you will know how to apply for a work permit, identify job skills you already have, how to submit a successful application, how to answer questions you will likely be asked during your interview, how to follow-up with an employer to increase your chances of a job offer, how to keep your job once hired, and more!

Take this time to invest in your future. You may not wish to get a job for a year or two. Just know that the information you receive today, will also assist you in applying for college or vocational programs and scholarships, as well as, improve your communication with others, such as friends and teachers.

You will have the perfect opportunity to apply the skills you learn today at our annual YES Job and Career Expo held each spring. Employers will be on-site to answer questions, accept applications, and/or to provide you career information. Don't miss out, arrive early and be prepared to apply and interview. Review your workbook as a refresher!

Wishing you the best of luck,

The City of Simi Valley Youth Employment Service Advisory Board

**You can be a part of YES. The YES Advisory Board recruits for students aged 16 to 22 years old to serve as Youth Representatives. For more information, visit www.simivalley.org/YES or contact the YES Coordinator at (805) 583-6868.*

PREPARING FOR YOUR JOB SEARCH

IDENTIFY THE HOURS YOU CAN WORK

Before applying for any job, ensure that you are eligible to receive a work permit if you are less than 18 years of age. Speak with the contact person at your school that issues work permits and ask them to verify your eligibility. Next, be sure you will be able to fit work in with all of your other commitments. Be able to provide an employer with a clear picture of the times you can work.

Things to consider when identifying a potential work schedule:

1. When does the law say you can work? (See next page)
2. What is your travel time from school to home? To work?
3. When will you have time to study and meet with group members?
4. When are your extra-curricular sporting team practices and games?
5. When do the clubs and organizations that you belong to, meet?
6. What are your family obligations?
7. Can you and are you WILLING to work on weekends?
8. How will you get to work? Will you rely on the bus or will you have a reliable ride?
9. Do you have to work close to home so you can make it to work on time?



HOURS MINORS ARE ALLOWED TO WORK

Ages 16-17

School in session:

4 hours max. per day (Monday-Thursday)

8 hours max. per day (Friday-Sunday)

36 total max. per week

5:00 a.m. to 10:00 p.m.

If no school the next day, may work until 12:30 a.m.

School in session AND enrolled in Work Experience (juniors and seniors only):

8 hours max. per day (Monday-Thursday)

48 hours TOTAL max. per week

5:00 a.m. to 10:00 p.m.

With special Extended Hours permit, may work until 12:30 a.m.

Summer/Vacation Permit:

8 hours max. per day, any day

48 hours Total max. per week

5:00 a.m. to 12:30 a.m.

Ages 14-15

School in session:

3 hours max. per day (Monday-Friday)

8 hours max. per day (Saturday-Sunday)

18 hours total max. per week

May work between the hours of 7:00 a.m. to 7:00 p.m. every day of the week

School in session AND enrolled in Work Experience (juniors and seniors only):

3 hours max per week day

8 hours max per day on Saturdays and Sundays

23 hours max. per week

Summer/Vacation Permit:

8 hours max. per day, any day

40 hours total max. per week

7:00 a.m. to 9:00 p.m. (June 1-Labor Day)

*By law, when school is in session, the Simi Valley Unified School District must ensure you meet additional requirements to be **ELIGIBLE** to receive a work permit, such as;*

Maintain a 2.0 GPA

Must maintain 90% attendance rate

*Six or fewer **periods** of truancy*

If in doubt, see the contact person at your school that issues work permits. The sooner, the better!



Once you have a job offer it's important to do the following:

1. Pick up a work permit application from the Work Experience (WE) Office or College & Career Center (CCC).
2. Complete your section, have the employer complete their section, and then have your parent/guardian sign it.
3. Return the completed application to the WE Office or CCC.
4. The Work Permit will be ready for pick up after two business days. You must give the Work Permit to the employer before you can start working.

Note: During the summer, work permit applications are available at the front counter of your high school (limited hours may apply, call to confirm).

SAMPLE SCHEDULE

Here is a sample weekly schedule you can use to help you identify how you will fit in all of your obligations like work, school, friends, and extracurricular activities:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5am							
6am							
7am							
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							
4pm							
5pm							
6pm							
7pm							
8pm							
9pm							
10pm							

While in high school, you will most likely be using your agenda book to track some of your activities. We also recommend using one of the many online apps to either import a calendar or subscribe. There are many free options available, such as; Google Calendar (shown), iCal, iPhone's standard calendar (shown), and Mobile OS (shown).



SUMMARIZE YOU AND YOUR SKILLS IN 30 SECONDS OR LESS

Sound daunting? It's not. Think of it as if you were writing an essay about yourself – there is an introduction, a body and a conclusion. The sections can and should include the following information:

Introduction:

- Name
- School and grade
- Age

Body:

- Generalized previous work experience
- Clubs, teams or any other extra-curricular involvement
- Volunteer experience
- Achievements or honors received
- Adjectives that describe you and your work ethic

Conclusion:

- Why you want to work for that employer
- How all of the information above makes you qualified for that job

When asked to “Tell Me About Yourself,” many people make the mistake of listing adjectives, like “I’m friendly, I like people, and I’m outgoing.” This doesn’t tell an employer anything about you. What makes you unique?

That’s what an employer wants to know.

HOW TO CREATE YOUR ANSWER TO “TELL ME ABOUT YOURSELF”

You're probably wondering, when am I EVER going to use this? Here are a few ideas:

- When you introduce yourself to a hiring manager
- At an interview
- In a cover letter
- Professional, social, organizational meetings

Here's a quick fill-in-the-blank way to start your answer to "Tell Me About Yourself."

My name is _____ and I am a _____ at
(Your name) (Sophomore, Junior, Senior)

_____. I have worked as a _____ at _____
(High School name) (Job Title) (Job or Volunteer #1)


and at _____ where I learned _____ and _____.
(Job or Volunteer #2) (Skill #1) (Skill #2)

I also _____ for _____ and _____ for _____.
(Activity #1) (Hours/week) (Activity #2) (Hours/week)

My teachers/coaches/former employers describe me as _____
(Adjective #1)

and _____. I am very interested in working for _____
(Adjective #2) (Name of Employer)

because _____ and _____.
(Reason #1) (Reason #2)



**Try not to memorize your answer
to "Tell Me About Yourself"
and you will need to tailor it to
each employer.**

HERE'S A GREAT ANSWER TO **"TELL ME ABOUT YOURSELF":**

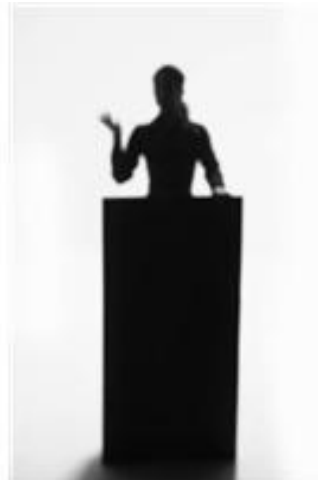
My name is Pat Smith and I am a junior at Local High School. I am very involved on campus and am currently serving as the President of the junior class. I have previous cashier experience from Jamba Juice where I learned how to deliver excellent customer service, as well as keep up in a really fast paced environment.

I am also a member of the Girls' Softball Team. With all of my activities, I have become an expert at managing my time, as well as working with a diverse group of people.

I am now very interested in working for Best Retail Store because I feel that the customer service experience I have gained at Jamba Juice has prepared me to work in your environment.

Other ideas to get you started:

- I have a solid background in _____.
- I have extensive knowledge of _____.
- I have made presentations to _____.
- I am exceptionally good at _____.
- My strongest skills are _____.



EXERCISES

WORK EXPERIENCE: DO I HAVE ANY?

YES YOU DO!

Most everyone has some kind of work experience, even if you've never been paid. When you're applying for jobs, all kinds of experiences count, not just the things you've been paid for. Do some brainstorming. What do you come up with?

List all jobs or responsibilities (paid and/or volunteer) that you have had, including babysitting (siblings okay); yard work; pet sitting; Office Practice or Teacher's Aide at school, selling things (Girl Scout cookies, magazines for school, etc.); and helping your parents with their job related activities.

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



List any clubs, organizations, or team sports you've participated in:

Key Club
Interact ASB

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



**Have you been
a Club Officer?**

President
Vice President
Secretary
Historian

WHAT IS YOUR WORK EXPERIENCE?

NON-PAID OR PAID

<u>SKILL</u>	<u>MY EXPERIENCE</u>
Organizational (Example: Planned a school dance)	1. _____ 2. _____
Leadership (Example: Team Captain)	1. _____ 2. _____
Customer Service (Example: Serving at a party)	1. _____ 2. _____
Art (Example: Made posters for a dance)	1. _____ 2. _____
Music (Example: Performing at an event)	1. _____ 2. _____
Clerical (Example: Office Practice/T.A.)	1. _____ 2. _____
Teaching (Example: Sunday school classes)	1. _____ 2. _____
Written Work (Example: Wrote for school paper)	1. _____ 2. _____
Performing (Example: Acted in a school play)	1. _____ 2. _____
Team player (Example: Member of a soccer team)	1. _____ 2. _____

Mechanical
(Example: Repaired a bicycle)

1. _____
2. _____

Sales
(Example: Sold candy for a class)

1. _____
2. _____

Communicating
(Example: Gave a speech)

1. _____
2. _____

People skills
(Example: School party committee)

1. _____
2. _____

Working with Numbers
(Example: Class Treasurer)

1. _____
2. _____



Example:
Worked on a “team project” or Tutored = People skills

WHAT ARE YOU GOOD AT?

CIRCLE THE ITEMS THAT DESCRIBE YOU BEST OR A SKILL YOU HAVE:

ABLE TO MAKE DECISIONS
ABLE TO SPEAK WELL
ABLE TO WRITE WELL
ACCURATE
ARTISTIC
ATTENTION TO DETAIL
CASH HANDLING
CLEANING
CLERICAL SKILLS
COMPUTER KNOWLEDGE
CREATING IDEAS
CREATIVE
CUSTOMER SERVICE
DIGITAL PHOTOGRAPHY / PHOTOSHOP EXPERIENCE
EXPLAINING THINGS – TEACHING/TUTORING
FAST LEARNER
GOOD WITH NUMBERS – MATH SKILLS
LEADER
LOGICAL
MECHANICAL APTITUDE
OBSERVANT
PRACTICAL
PROBLEM SOLVER/TROUBLE SHOOTING
SALES ABILITY – GREAT AT FUNDRAISING
SOCIAL ABILITY – MAKES FRIENDS FAST, CAN SPEAK TO ANYONE
SOCIAL MEDIA SKILLS
STOCK WORK
TECHNICAL/TECH SAVVY
VIDEO EDITING
WEB DESIGN
WORKING WITH HAND TOOLS - FIXING THINGS
WORKING WITH MY HANDS
WORKING WITH PEOPLE

HOW TO LOOK FOR JOBS



WHERE TO GET STARTED

So you've decided you want to work, now what? You have many options! Here are a few ideas:

1. **Start with who you know.** Where do your friends work? Can they put a good word in with their boss for you? Ask Friends, Relatives, Neighbors, Teachers, Counselors, & Coaches. REMEMBER – Most people get jobs through who they know. USE YOUR NETWORK!
2. Check out these employment websites that specialize in part-time and hourly employment:

General	Best for over 18	
www.snagajob.com	www.caljobs.ca.gov	www.coolworks.com
www.groovejob.com	www.indeed.com	www.workforceventuracounty.org
www.teens4hire.org	www.careerbuilder.com	www.monster.com
www.jobsforteensHQ.com	www.linkedin.com	
3. Youth Employment Service (YES) - (805) 583-6868. Appointments available Mon.– Fri. between 9:30 a.m. – 4:00 p.m. **ALL YES Services are free!** www.simivalley.org/yes
4. Work Experience Office or College and Career Center at your school.
5. America's Job Center in Simi Valley. Open 9:00 a.m. – 5:00 p.m. Mon - Fri. No Cost! Walk-in. For Info call (805) 955-2282. Located at 2900 N. Madera Road, Simi Valley, CA.
6. Chamber of Commerce Directories – www.simivalleychamber.org or call (805) 526-3900.
7. Temp Agencies (18 and over) such as Select, Apple One, and Office Team.
8. Former Employers, Customers, and Competitors of Former Employers
9. Professional/Business/Trade Associations for particular industries
10. Industrial Parks & Commercial Districts - Walk in and ask

VOLUNTEER OPPORTUNITIES –

Living in Simi Valley, you have many ways to acquire necessary job skills, such as customer service, clerical, sales, stock work, special events, etc....)

1. For a list of current Community Volunteer Opportunities, visit www.simivalley.org/volunteer
2. United Way of Ventura County has a listing of local non-profit organizations that need volunteers for specific projects. Visit www.volunteerventuracounty.org
3. Visit www.volunteermatch.org
4. The Simi Valley Community Council has a listing of local non-profits that may need volunteers during the year, visit www.svcommunitycouncil.org
5. Simi Valley Hospital has a volunteer program for youth 14 years and older. Visit www.simivalleyhospital.com for application guidelines or call 805.955.6952 for more info.

DOES “ACCEPTING APPLICATIONS” MEAN THE EMPLOYER IS CURRENTLY HIRING?

Not necessarily. Many companies have a policy of "always accepting applications". This means that the company isn't currently hiring, but is accepting applications for a future opening. If you apply to multiple companies who are "accepting applications" and no one is calling you for interviews, don't be frustrated; just know that their hiring needs are not immediate. *Remember, this is just an overview as there are multiple businesses in the community are always accepting applications.*

Businesses Always Accepting Applications:

Restaurants such as:

Arby's
California Pizza Kitchen
Del Taco
Jack-In-The Box
McDonald's
Panera Bread
Red's Barbeque and Grillery
T.G.I. Friday's
Wendy's

Go direct to apply or visit www.snagajob.com
www.cpk.com
www.deltaco.com
www.jackinthebox.com
www.mcdonalds.com
www.panerabread.com
Go direct to apply
www.tgifridays.com/jobs
<https://careers.wendys.com>

Retail Stores such as:

ALDI
Bed, Bath & Beyond
Cost Plus World Market
Goodwill Thrift Store
Home Goods
Kohl's
Macy's
Target
Wal-Mart

www.aldi.us to download application
Go direct to Customer Service Desk in store
www.worldmarketcorp.com/careers
Go direct to the store
Go direct or apply at www.homegoods.com, select Careers
www.snagojob.com then select Kohls
www.macysjobs.com
In-store kiosk or apply online at corporate.target.com/careers
Kiosk in store

Grocery Stores such as:

Albertson's
Pavilions and Vons
Ralph's
Smart and Final
Stater Bros. Markets
Vallarta Supermarkets

www.albertsons.com
www.careersatsafeway.com
www.ralphs.com
www.smartandfinal.com/employment-opportunities
www.staterbros.com/careers/
Print out application at www.vallartasupermarkets.com then
bring to store completed

Miscellaneous:

Jamba Juice
Regal Cinemas
Yogurtland

Print application at www.jambajuice.com , then take to store
www.regmovies.com/about/job-opportunities
Print application at www.yogurt-land.com , then take to store

- Please note that most of these businesses have an online application process. Be prepared to answer basic math problems, as well as questions concerning hypothetical situations. To keep a record, print a copy of your completed application before you submit it to the employer.

BEFORE YOU APPLY

HOW TO DRESS TO TURN IN AN APPLICATION
AND FOR THE INTERVIEW

YES

Suits

Suit separates

Belts

Closed toe shoes

Dress Socks

Collared Shirt

NO

Too short

Too baggy

No sleeves

No/White socks

Wrinkles/Stains

Athletic/Tennis

Shoes

There are a few Do's and Don'ts on the following pages...pay attention because how you dress could either help you get or lose the job. Note. Before applying, look closely at what employees are wearing. Try to dress the same, but one step nicer.

WHAT TO WEAR

Yes



No



WHY?

yes



No



WHY?

Yes



No



WHY?



No



WHY?

Social Networking and Professional Etiquette

Before you turn in your first application, it is recommended that you review your “digital first impression”. Employers have been known to look for you on-line before offering you a job to give them insight as to your character and maturity level.

Social networking sites are sometimes used by employers (and colleges) as screening tools. Be aware of what your Facebook account says about you. Your post content, images, items “liked”, posts by friends and photos you have been tagged in are more easily accessible than you may think, even with privacy settings.

- Foul language, inappropriate photos and answers to your profile questions can have a negative impact on your chance of hire.
- Guilt by association – posts and photos you’ve been tagged in can also be cause for concern.

Recommended for Facebook or similar site users:

- Set your page to private, if it is not already;
- Avoid profanity;
- Avoid suggestive/inappropriate language;
- Be selective as to photos you post and photos you “like”;
- Review photos your friends tag you in, as well as comments they post on your page. Remove if inappropriate.

Professional Email address – you should create a professional email address, example pat.smith@gmail.com. Free email accounts, such as Google’s Gmail, Yahoo, or Hotmail, let you create an email that you can use solely for job searching. Check your email DAILY!

LinkedIn Profile – make certain your LinkedIn profile is up-to-date with a professional photo and both previous and current experience. Remember to list any volunteer experience and positions held in organizations held at school, especially if you don’t have any paid experience.

Cell phone outgoing message – if you have interim music set to play or what you may think is a funny message, please consider changing it to a conservative message, at least while you are looking for a job. An example, “Hi! I’m unable to make it to the phone right now or I’m driving. Please leave your name and number and I will return your call as soon as I can. Thank you!”

Don’t let Social Media or Unprofessional Etiquette cost you a job!

THE JOB APPLICATION



STEPS TO SUBMIT AN APPLICATION



Step One: Asking for the Application

- Dress professionally to pick up the application. Occasionally, some employers may want to interview you on-the-spot. **Be Prepared!**
- Bring a blue or black pen. Some employers will give you a red or green pen to fill out the application if you didn't bring a pen with you. This is their way of identifying who wasn't prepared to do the application. Most employers won't even consider these applications.
- Bring correction tape just in case you make a mistake.
- Go to the business when they won't be busy. *For example, don't go to a restaurant at lunch or dinner times, they won't have time to talk to you.*
- Ask to speak to the manager.
- Introduce yourself using your first and last name and say you are interested in working there.
- **BE SURE TO SHAKE THEIR HAND!!!**

What to say:

"Hello my name is Jane Smith and I was referred to you by the Simi Valley Youth Employment Service. I understand you have a Cashier position available and I would like to apply. May I please have an application? Thank you for your time."

Step Two: Completing the Application

- When possible, ask for two applications or make a copy.
- Take the application outside and complete it using your blue or black pen.
- Use your "Fact Sheet/Sample Application" to complete the application and ANSWER ALL QUESTIONS.
- If the question is not relevant to you, indicate "N/A" (Not Applicable).
- DO NOT leave anything blank! If you do, an employer will presume you didn't see the question or chose not to answer it – neither is good for you.
- If possible, make a copy of your completed application for your records – easy way is to take a photo with your cell phone.

Step Three: Turning in the Application

- Return the application to the manager you spoke with previously.
- Ask when they will be contacting applicants for interviews.
- Ask if it is okay if you follow up if you haven't heard from any one by the time and date they say.
- Reiterate how interested you are in working for their business.
- When you go outside, write down the name of the person you spoke with and the date, plus the date they told you to follow up on your Employer Contact Sheet. See page 39.



Step Four: The Follow Up Call

- If you haven't heard from the employer by the date they stated, call them.
- Ask for the manager you spoke with (But if they're not available, it's okay to speak with another manager, just reference which manager you spoke with previously).

"What to say" examples:

" Hello, my name is (first and last name), and I am calling to follow up on the application I submitted last Wednesday to Manager Mike. Is he available? Thank you. "

What to say when you speak with the Manager or Owner:

"Hello, my name is (first and last name), and I am calling to follow up on the application I submitted this past Wednesday. I wanted to ask if you received it and if you might be interviewing anytime soon? I would appreciate the opportunity. Is there anything else that you need from me at this point? (*Ask when would be a good time to follow-up with them, if they are not interviewing right at the moment*) Thank you for your time. "

What to say during your second follow up call:

"Hello, my name is (first and last name), and I spoke with you on (date). I was just calling to follow up to see if you might be interviewing any time soon. I'm still interested in working at (_____) and hope to be considered for an interview. Thank you for your time."

COMMON MISTAKES THAT COULD COST YOU THE INTERVIEW OR THE JOB!

- Misspelled words
- Crossed out writing (ALWAYS bring correction tape)
- Cursive writing
- Wrinkled/folded/messy application
- Incomplete information
- Leaving questions blank
- Not turning in the application by the deadline
- Using red flag words like “fired, personality conflicts”
- NOT FOLLOWING Directions
- Food or oil stains on the application
- Not listing all of the contact information requested for your references
- Not wearing appropriate clothing
- Bringing friends or parents when applying



Strongly recommended:

Have an adult review your Fact Sheet **BEFORE** you start completing and turning in applications.

The few minutes it takes them to review, will be priceless for you when it comes to having a great application that gets you to the interview!

FACT SHEET/SAMPLE APPLICATION

Applicant's Name (Last)		First	Middle Initial	Date
Mailing Address (Number) Street				Contact Number ()
City	State	Zip		Alternate Number ()
EDUCATION				
Name of School	Location of School	Degree or Course of Study	Date Completed	
EXPERIENCE/EMPLOYMENT HISTORY – Begin with your most recent job. List each job separately.				
Job Title		Dates Worked From ____ To ____		
Name of Employer		Name of Supervisor		
Address:		City	State	Zip Code
Telephone Number ()		Reason for Leaving:		
Duties Performed:				
Job Title		Dates Worked From ____ To ____		
Name of Employer		Name of Supervisor		
Address		City	State	Zip Code
Telephone Number ()		Reason for Leaving:		
Duties Performed:				
Activities/Leadership Experience		Dates Worked From ____ To ____		
Name of Organization or Club		Name of Advisor		
Address		City	State	Zip Code
Telephone Number ()		Reason for end of assignment		
Duties Performed:				
PERSONAL REFERENCES: List the names of three references that employers may contact.				
1) Name		Telephone # ()	Job Title	
Address:				
2) Name		Telephone # ()	Job Title	
Address:				
3) Name		Telephone # ()	Job Title	
Address:				
Availability				
Sunday	Monday	Tuesday	Wednesday	Thursday

Unsuccessful Application Sample

Application for Employment

Our policy is to provide equal employment opportunity to all qualified persons without regard to race, creed, color, religious belief, sex, age, national origin, ancestry, physical or mental disability, or veteran status.

Date April 22, 2017
Last name Beach First name Ying Middle Initial to
Street Address 1111 My Address
City Bini State CA ZIP 93068
Telephone _____ Last four digit of Social Security # Can't find

Position applied for Any
How did you hear of this opening? _____
When can you start? now Desired Wage \$ 20.00
Are you a U.S. citizen or otherwise authorized to work in the U.S. on an unrestricted basis? (You may be required to provide documentation.) ☐ Yes ☒ No
Are you looking for full-time employment? ☐ Yes ☒ No
If no, what hours are you available? Thursdays after school

Education

School Name and Location	Year	Major	Degree
High School <u>Best High School</u>	<u>2019</u>		
College _____			
College _____			
Post-College _____			
Other Training _____			

In addition to your work history, are there other skills, qualifications, or experience that we should consider?

Employment History (Start with most recent employer)

• Company Name have never worked
Address _____ Telephone _____
Date Started _____ Date Ended _____ Job Title _____
Wage: _____ Reason for leaving: _____
Name of Supervisor _____ May we contact? ☐ Yes ☒ No
Responsibilities _____

• Company Name _____
Address _____ Telephone _____
Date Started _____ Date Ended _____ Job Title _____
Wage: _____ Reason for leaving: _____
Name of Supervisor _____ May we contact? ☐ Yes ☒ No
Responsibilities _____

• Company Name _____
Address _____ Telephone _____
Date Started _____ Date Ended _____ Job Title _____
Wage: _____ Reason for leaving: _____
Name of Supervisor _____ May we contact? ☐ Yes ☒ No
Responsibilities _____

I certify that the facts set forth in this application for employment are true and complete to the best of my knowledge. I understand that if I am employed, false statements on this application shall be considered sufficient cause for dismissal. This company is hereby authorized to make any investigations of my prior educational and employment history.

I understand that employment at this company is "at will," which means that either I or this company can terminate the employment relationship at any time, with or without prior notice, and for any reason not prohibited by statute. All employment is continued on that basis. I understand that no supervisor, manager, or executive of this company, other than the president, has any authority to alter the foregoing.

Signature _____ Date _____

Successful Application Sample

Application for Employment

Our policy is to provide equal employment opportunity to all qualified persons without regard to race, creed, color, religious belief, sex, age, national origin, ancestry, physical or mental disability, or veteran status.

Date 4/22/17
Last name Work First name Wanna Middle Initial T
Street Address 1234 My Street
City Simi Valley State CA ZIP 93065
Telephone (888) 888-8888 Last four digit of Social Security # 7777

Position applied for Sales Associate
How did you hear of this opening? Simi Valley Youth Employment Service
When can you start? May 8, 2017 Desired Wage \$ 10.50 per hour
Are you a U.S. citizen or otherwise authorized to work in the U.S. on an unrestricted basis? (You may be required to provide documentation.) ☒ Yes ☐ No
Are you looking for full-time employment? ☐ Yes ☒ No
If no, what hours are you available? weekdays after 3:00 p.m. and anytime on weekend.

Education

School Name and Location	Year	Major	Degree
High School <u>My High School</u>	<u>anticipated 2019</u>	<u>General Education</u>	<u>high school diploma</u>
College <u>Not applicable</u>			
Post-College			
Other Training <u>Red Cross First Aid and CPR</u>	<u>2016</u>	<u>N/A</u>	<u>N/A</u>

In addition to your work history, are there other skills, qualifications, or experience that we should consider?

Library Aid at high school where I received customer service experience, restocking books, and experience managing overdue book fees and printing fines, as well as issuing cash receipts.

Employment History (Start with most recent employer)

• Company Name Boys and Girls Club of Simi Valley
Address 2850 Lemon Drive, Simi Valley Telephone (805) 527-4437
Date Started June 8, 2016 Date Ended August 15, 2016 Job Title Leaders in Training
Wage: Non-paid Reason for leaving: Summer session ended.
Name of Supervisor Bruce Yi May we contact? ☒ Yes ☐ No
Responsibilities Provided homework assistance for elementary and middle school students; Fundraising activities included cash handling and customer service; ran snack bar; helped in office with making copies and data entry.

• Company Name N/A
Address _____ Telephone _____
Date Started _____ Date Ended _____ Job Title _____
Wage: _____ Reason for leaving: _____
Name of Supervisor _____ May we contact? ☐ Yes ☐ No
Responsibilities _____

• Company Name N/A
Address _____ Telephone _____
Date Started _____ Date Ended _____ Job Title _____
Wage: _____ Reason for leaving: _____
Name of Supervisor _____ May we contact? ☐ Yes ☐ No
Responsibilities _____

I certify that the facts set forth in this application for employment are true and complete to the best of my knowledge. I understand that if I am employed, false statements on this application shall be considered sufficient cause for dismissal. This company is hereby authorized to make any investigations of my prior educational and employment history.

I understand that employment at this company is "at will," which means that either I or this company can terminate the employment relationship at any time, with or without prior notice, and for any reason not prohibited by statute. All employment is continued on that basis. I understand that no supervisor, manager, or executive of this company, other than the president, has any authority to alter the foregoing.

Signature Wanna Work Date 4/22/17

RECORD OF EMPLOYER CONTACTS

Use this form to keep track of the applications you have submitted and who you have spoken with.

Interview Date					
Follow-up Date					
Position					
Phone Number					
Company/ Contact Name					
Date of Contact					



THE INTERVIEW

HOW TO HANDLE THE INTERVIEW

ATTITUDE

Your attitude is going to influence the employer's evaluation. This is not the time to be cool and aloof. This is the time to be warm and friendly. Employers want to hire people that will get along with the team. If you have a bad attitude in the interview the employer won't want to hire you.

DO

Relax and be yourself.

Emphasize your strong points and remember the employer is looking for energy and enthusiasm.

Have knowledge of the company – do your research.

DON'T

Act like you have somewhere more important to be.

Blame other people for why you left your previous positions.

FIRST IMPRESSION

DO

Dress appropriately for the interview. *Review “how to dress for an interview” beginning on page 25.*

Arrive at least 10 minutes early for your appointment.

Get directions to your destination ahead of time.

While waiting for interview, do not use cellular phone – no calls or texting, playing games while you wait. It is recommended to either leave your cell phone at home or turn it COMPLETELY off.

Greet the interviewer with a firm handshake and introduce yourself.

Stand until you are asked to sit down; if they forget to tell you, ASK.

Sit up straight and look alert.

Nod and make eye contact.

Smile.

FIRST IMPRESSION Continued

DON'T

Be late for the interview.

Dress trendy or too casually.

Chew gum.

Wear sunglasses.

Smoke beforehand.

Bring your cell phone.

NEVER wear jeans or tennis shoes.



MARKET YOURSELF

DO

Be prepared to “Tell them about yourself.”

Be confident in yourself and the skills you have. It’s not bragging.

Take your time; think before answering the question. If you need clarification about the question, just ask.

Sell yourself on your skills...convince the interviewer that you can do the job and how previous jobs or activities have prepared you.

Show a willingness to work, be enthusiastic and state how you can be of value to the company.

DON'T

Lie or give false information.

Reach across the table for your application to point to it or take it from the interviewer.

Bring a friend or relative to the interview. Do it on your own.

Answer questions with “yeah” or “nah”. Use complete sentences with yes or no and applicable examples.

Make negative comments about your past employers, teachers or anyone else.

LASTING IMPRESSION

DO

Tell the employer that you are interested in the position.

End with a smile, a handshake, and thank the employer for his/her time.

Be sure to send either a typed Thank You letter, handwritten card or email a thank you within 24 hours of the interview.



REMEMBER, YOU ONLY GET ONE CHANCE TO MAKE A FIRST IMPRESSION!!

COMMON INTERVIEW QUESTIONS

The following questions are frequently asked during interviews. This list is by no means exhaustive, but will give you an idea of the types of questions that might be asked to enable you to prepare ahead of time.

The key is to anticipate questions before the interview and be prepared to respond to them.

1. Tell me about yourself.

DO Keep it professional. This is not the time to talk about your family, that you like clubbing, or hanging out with friends.

This is the time to sell yourself – give your “30 Second Commercial.”

Be sure to tailor your description to the requirements of the job for which you are interviewing.

DON'T Give a laundry list of adjectives.

2. Why did you leave your last job?

DO Make your response simple and as positive as possible.

Some answers that employers will consider acceptable are that you left for:

I was presented with a better opportunity

A shorter commute

Security – The company was unstable.

Advancements – You had the talent, but there were too many people ahead of you.

Challenge – You were not able to grow professionally in that position.

Pride or prestige – You wanted to be with a better company.

DON'T Blame your boss or coworkers.

Do not bad mouth former employers or coworkers.

3. What is your biggest weakness? What areas do you need to develop? What are your strengths?

DO Turn your answer into a positive. Examples:
“Some people might say my lack of work experience is a weakness, but I am easily trainable (strength). In my last job I learned to run a cash register in a very short time.”

“I like projects done well (strength). Perhaps I am too particular (weakness), but I like doing the best job I can do (strength).”

DON'T Say something that prohibits you from doing the job.

4. I've interviewed people with more experience than you; why should we hire you over them? (A variation of the “Tell Me About Yourself” question)

DO Repeat a variation of your “30 Second Commercial.”

DON'T Say “I don't know.”

5. Why have you changed jobs so frequently?

DO Express the experience you gained from your prior positions and how it encouraged you to apply for the position for which you are interviewing.

Its okay to admit if you made bad choices by job-hopping, explain what you learned and how it won't happen again.

If you moved or relocated, it's okay to tell them that.

DON'T Blame your former boss or co-workers.

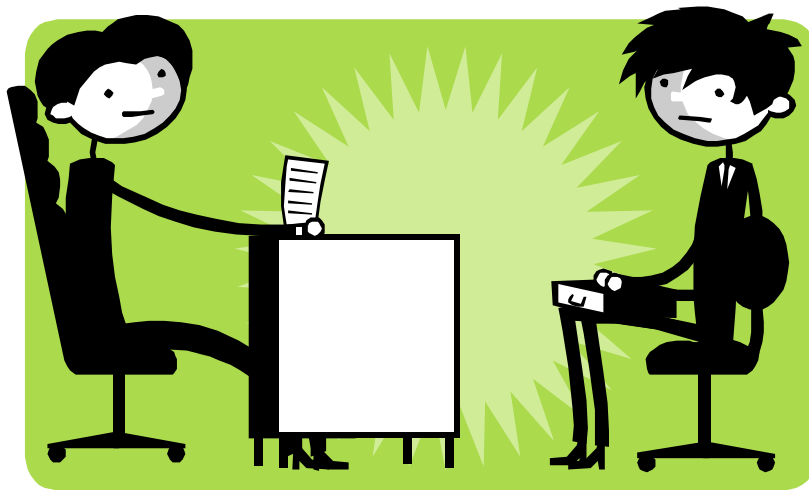
6. What do you hope to be doing in five years?

DO Express where you would like to be with the company you are interviewing with if you were to be offered and accept the position.

DON'T Say, “I don't know.”

7. Who would give you a good reference?

- DO Name someone as Mr. Smith, your former employer, but don't stop there. Sell yourself through this person. For example: "Mr. Smith would tell you I was always on time to work, put in 20 hours a week, got along well with my coworkers, and learned to use new machinery quickly."
- DON'T Say, "I've never asked; I don't know."



ADDITIONAL INTERVIEW QUESTIONS TO BE PREPARED FOR

If I were to talk to your teachers, what would they say about your work ethic?
What experiences do you have that might relate to this job?
How did you hear about this job?
What do you know about the company?
What accomplishments are you most proud of?
What skills do you have that could help you in this position?
Are you available to work nights and weekends?
What are your grades in school?
What kind of school attendance record do you have?
What would you do if ...? (*Situational Interview Questions are Common*)
Do you have reliable transportation?
What did you enjoy about your last job?
What are your long-term goals?
Why is this job appealing to you?
What kind of classes are you taking?
Which class is your favorite?
Is there anything you would like to tell us about yourself?
When can you start?
Will your former employer give you a good reference?
What do you think of your last boss? Company?
Why do you think you would like to work for our company?
What kind of salary are you seeking?
Are you looking for permanent or temporary work?
Can you work under pressure and/or deadlines?
Why do you think you would like this particular kind of work?
Do you have a clean DMV record? (For driving jobs only.)
How would you describe your personality?
Why should I give you a chance?
Do you consider yourself dependable? Why?

Be prepared to answer odd questions that attempt to gage your critical thinking skills, i.e. What fruit would you be if you were a fruit?

Be prepared to answer scenario questions, i.e. What would you do if at the end of your shift, your cash drawer had too much money in it?

QUESTIONS YOU MAY WANT TO ASK AT THE END OF THE INTERVIEW

What are you looking for in your ideal candidate?

What do you think is the most difficult responsibility in this job?

Is there some training involved?

What are the usual work hours?

Are there opportunities for advancement?

When will this position start?

What do you consider the most important qualifications for this job?

What is your selection process? When can I expect to hear from you?

What is it like to work here?

Why is this position available? Was the last person promoted or did they leave?

What is the biggest challenge for the person in this role?

Will I report to you or someone else?

RECOMMENDED:

Always have at least three questions prepared.



DO: Save your questions for the end, unless you need clarification during the interview.

DON'T: Say, "No, I don't have any questions." or "No, you answered them all."

DO: Ask "How would you like me to follow-up?" or "Do you have a business card?"

If the interviewer didn't give you a time frame to follow-up, we recommend contacting them one week from the interview date. Refer to the sample follow-up call on page 34

Also see pages 69 - 73 for additional interview questions and tips on answering.

SAMPLE THANK YOU LETTER OR EMAIL

April 26, 2020

Ms. Julie Rock, Team Leader
Target Stores
5678 Cochran Street
Simi Valley, CA 93063

Dear Ms. Rock,

Thank you for taking the time to meet with me today regarding the available Team Member position at Target. It was a pleasure to learn more about the responsibilities of the job as well as what a great place Target is to work.

Based on what you shared with me about the job, I am even more excited about the opportunity and feel that my previous experience makes me an excellent candidate.

If you have any additional questions about my background, please contact me at (805) 555-5555. I look forward to hearing from you soon.

Sincerely,

Pat Smith

Pat Smith

HOW TO SUCCEED ON THE JOB



HOW TO BE A GOOD EMPLOYEE - THE BASICS

It's your first day at your new job – Now What?

Set yourself up to succeed! Take notes on what the employer expects and ask for detailed directions. Be Prepared - Bring a note pad with you, that way you won't have to ask the same questions again on your second day!

Rules to help keep your job:

1. BE ON TIME – WHICH MEANS 5 MINUTES EARLY. *You must consistently be ready to work right at your start time and finish right at your end time.* This competency is called **Professionalism/Work Ethic**, which means you need to demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time/workload management, and understand the impact of non-verbal communication on professional work image.
2. Work like your boss is ALWAYS watching.
3. Have a good attitude.
4. SHOW INITIATIVE and help solve problems – This competency is called Critical Thinking/Problem Solving, which means you can exercise sound reasoning to analyze issues, make decisions, overcome problems and make recommendations.
5. Always be busy, there is always something to do such as, maintain a clean work area. Exceed your employer's expectations.
6. BE NICE to the customers, without them you wouldn't have a job (and be nice to co-workers!). This competency is called **Teamwork/Collaboration**, which means you build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. You need to be able to work within a team structure, and negotiate/manage conflict. Introduce yourself to fellow employees.
7. Dress appropriately for your work environment.
8. You are being paid for every minute you're at work, so WORK!
9. NO CELL PHONES AT WORK! You are not getting paid to make personal calls, text friends or play games.
10. Do not have friends visit or hang out where you work.
11. Do not give any "friend discounts", unless authorized by your employer. Otherwise, you may get fired for stealing or violation of company policy.





HOW TO BE A GOOD EMPLOYEE - ADVANCED

Aside from the basics, if you want to keep your job or be considered for a promotion or raise, here are a few tips to keep in mind:

1. Your NUMBER ONE PRIORITY should be to **MAKE YOUR BOSS LOOK GOOD**. Consider this to be one of your responsibilities, along with answering the phone, greeting customers, and running the register.
2. Remind your boss daily that you were the right person to hire for the job. Not by telling him/her, but by showing him/her.
3. Understand your boss' expectations. If you do, you'll perform better in your job.
4. If you don't understand something, ASK. But pay attention when you're told. It is unacceptable to ask the same question over and over, or repeat the same mistake.
5. Promotions and raises don't come because you've been at your job for a certain period of time, you need to earn them.





HOW TO QUIT YOUR JOB (*BUT KEEP YOUR REFERENCES*)

MOVING ON

Congratulations! You were such a great employee at your last job, that you were able to find a new and even better job.

You may be ready to be finished at your job, but remember, there are some guidelines to follow when quitting a job. *Past employers will be important professional references after you leave.*

1. Always provide two weeks' notice to your employer.
2. Provide your notice in writing (See the sample on the following page).
3. Continue to work as though you had not given notice (Employers will fire you if you slack off during your last two weeks).
4. Ask your boss if they will be a reference for you in the future.
5. Get your boss' cell phone number and/or personal email address so you can stay in touch if they leave the company too.
6. NEVER just walk out on your job. Take a deep breath before doing anything drastic. Ultimately quitting on the spur of the moment will hurt you, not your boss.
7. Before you leave, confirm you are eligible for re-hire (that means a lot to future employers even if you never want to return to that job).
8. Stay in touch with your references.
9. Good luck in your new job!



SAMPLE RESIGNATION LETTER

August 14, 2020

Ms. Jane Doe
Sr. Management Analyst
Great Opportunities, Inc.
2929 Tapo Canyon Road
Simi Valley, CA 93063

Dear Ms. Doe,

Please accept this letter as my official resignation. My last day as a Community Services Specialist with Great Opportunities, Inc. will be two weeks from today, August 28, 2020.

I have appreciated all of the opportunities I have had at Great Opportunities, Inc. and specifically the opportunity to work for you.

If there is anything I can do to ease the transition or assist in finding my replacement, please let me know.

Respectfully,

Sam Jobs

Sam Jobs

COVER LETTERS AND RESUMES

COVER LETTERS

Employers are asking for cover letters more often. Submitting a cover letter, along with your resume and application, may also give you a competitive edge when compared with other applicants. They are designed to do the following:

1. Introduce yourself to the hiring manager
2. Emphasize how you are a good fit for the job
3. Present experience that your resume or application cannot describe
4. Further explain the main points of your resume and/or application

Cover Letter Format:

1. Contact Information (For both you and the employer)

2. Greeting and Introduction (research website or call to get the hiring manager's name!)

3. Sell Yourself - The second paragraph should respond directly to the job description written by the hiring manager. Describe how your previous job experiences, skills, and abilities will allow you to meet the company's needs. To make that easier, you can (and should) literally include words and phrases from the job description in your cover letters. This is especially important for today's job seekers as many companies are using computers to scan applications, resumes, and cover letters.

4. Conclusion - The final paragraph is called the "call to action." Inform them that you'd love to get interviewed. Tell them that you'll be in contact with them in a week if you don't hear back. Thank them for spending the time to read your letter.



Samples - for a high school student with no work experience

Jan Smith

123 Main Street
Simi Valley, CA 93065
(999)999-9999
myname@gmail.com

March 1, 20XX

Hiring Manager's Name

Employer's street address

City, State Zip Code

Employer telephone number

Dear [Mr. or Ms.] [Hiring Manager's last name],

My name is [your name]. I am thrilled to be applying for the [position] role in your company. After reviewing your job description, it's clear that you're looking for an enthusiastic applicant that can be relied upon to fully engage with the role and develop professionally in a self-motivated manner. Given these requirements, I believe I am the perfect candidate for the job.

I am a [insert positive trait] high school student [insert GPA] who has been consistently praised as [insert positive trait] by my teachers and peers. While working on academic and extracurricular projects, I have developed proven [insert 1-3 soft skills] skills, which I hope to leverage into the [name of open position] role at your company.

After reviewing my resume, I hope you will agree that I am the type of positive and driven candidate that you are looking for. I am excited to elaborate on how my specific skills and abilities will benefit your organization. Please contact me at [PHONE] or via email at [EMAIL] to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

OR

My name is [your name]. Thank you for the opportunity to apply for the [position] role at your company. After reviewing your job description, it's clear that you're looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am a [insert positive trait] high school student [insert GPA] who has been consistently praised as [insert positive trait] by my teachers and peers. While working on academic and extracurricular projects, I have developed proven [insert 1-3 soft skills] skills, which I can leverage into the [position] role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization. Please contact me at [PHONE] or via email at [EMAIL] to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

Respectfully,

My Name

Samples - for a high school student with work experience

Jan Smith

123 Main Street
Simi Valley, CA 93065
(999)999-9999
myname@gmail.com

March 1, 20XX

Hiring Manager's Name

Employer's street address

City, State Zip Code

Employer telephone number

Dear [Mr. or Ms.] [Hiring Manager's last name],

My name is [your name]. I am thrilled to be applying for the [position] role in your company. After reviewing your job description, it's clear that you're looking for an enthusiastic applicant that can be relied upon to fully engage with the role and develop professionally in a self-motivated manner. Given these requirements, I believe I am the perfect candidate for the job.

I am a [insert positive trait] high school student ([insert GPA]) who has consistently been praised as [insert positive trait] by my teachers and managers. During the course of my academic career, I also managed to accrue nearly [# of months/years of experience] of work experience. I had the privilege of working for [your current company's name] in a [your current job title] role in my free time, where I learned valuable professional skills such as [insert 1-3 hard professional skills]. Whether working on academic, extracurricular, or professional projects, I apply proven [insert 1-3 soft skills] skills, which I hope to leverage into the [position] role at your company.

After reviewing my resume, I hope you will agree that I am the type of positive and driven candidate that you are looking for. I am excited to elaborate on how my specific skills and abilities will benefit your organization. Please contact me at [PHONE] or via email at [EMAIL] to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

OR

My name is [your name]. Thank you for the opportunity to apply for the [position] role at your company. After reviewing your job description, it's clear that you're looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am a [insert positive trait] high school student ([insert GPA]) who has consistently been praised as [insert positive trait] by my teachers and managers. During the course of my academic career, I also managed to accrue nearly [# of months/years of experience] of work experience. I had the privilege of working for [your current company's name] in a [your current job title] role in my free time, where I learned valuable professional skills such as [insert 1-3 hard professional skills]. Whether working on academic, extracurricular, or professional projects, I apply proven [insert 1-3 soft skills] skills, which I hope to leverage into the [position] role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization. Please contact me at [PHONE] or via email at [EMAIL] to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

Respectfully,

My Name

SAMPLE RESUME #1

Jess Jobseeker
XXXX Any Street
Simi Valley, CA 930XX
(XXX) XXX-XXXX
jess_jobseeker@gmail.com

OBJECTIVE

Sales Associate (Be very specific – you will have a new resume for every job)

SKILLS

Familiar with Word, Excel, Power Point
Type 75 words per minute
Cash Handling Experience

Customer Service
Fast Learner
Sales/Fundraising

WORK EXPERIENCE

Cashier

Mar. 2016 - Present

Cold Stone Creamery

- Demonstrated excellent customer service skills while assisting customers in person and over the phone
- Managed multiple tasks efficiently in a fast paced environment
- Experienced with assisting irate customers and resolving their complaints
- Served up to 50 customers per shift

Babysitter

Jan. 2014 – Mar. 2015

Multiple Families

- Worked with children as young as 6 months and as old as 10 years
- Handled difficult situations while maintaining order
- Provided security and care to numerous children simultaneously

VOLUNTEER EXPERIENCE

Key Club Member/Historian

Oct. 2015 – Present

Volunteer

- Organized and participated in fundraising activities to support local non-profit organizations, such as; collected change for March of Dimes and held a donation drive for the Samaritan Center
- Worked at the Kiwanis Rummage Sale; priced and grouped items, answered questions regarding items being sold, and made change when needed

EDUCATION AND AWARDS

Your High School

Anticipated Graduation - June, 2019

- Achieved a 3.5 GPA during the 2015 - 2016 academic year
- Achievement Awards for Perfect Attendance, all years

SAMPLE RESUME #2

FirstName LastName
XX My Street, Simi Valley, CA 930XX
Phone: XXX.XXX.XXXX
Email: firstletter.lastname@gmail.com

Job Objective: Social Media Marketing/General Clerk

Skills:

- Customer Service
- Proficient with Microsoft Office
- Internet Research
- Social Media

Work Experience:

Pet Sitter
20XX - Present

- Provide pet sitting services including dog walking, feeding, and yard care.

Child Care
20XX - Present

- Provide child care for several families after school, weekends, and during school vacations.
- Meal prep, homework assistance, general clean-up of kitchen and play areas.

Volunteer Experience:

Little League Assistant Coach
20XX – 20XX

- Organized endurance drills and other athlete training.
- Field maintenance.
- At tournaments, checked in players and helped sell water in snack bar.

Public Library Summer Literary Program
20XX – 20XX

- Assisted students in selecting summer reading books.
- Tracked student reading progress.
- Presented summer reading goal incentives.

Annual Cancer Walk
20XX – 20XX

- Helped with event set-up of booths and marking walking track.
- Manned children's craft booth that included keeping supplies orderly and helping youth when needed.

Achievements

- National Honor Society
- Academic Honor Roll

SAMPLE RESUME #3 WITH SUMMARY SECTION

First Name Last Name

XXX My Street, Simi Valley, CA 930XX

Cell: (XXX) XXX-XXXX

First.lastname@email.com

SUMMARY

Honor roll high school student with a passion for working with children. Extensive experience working with youth of a variety of ages. Praised and awarded for organizational skills and ability to develop safe, fun environments for children.

VOLUNTEER & COMMUNITY SERVICE

Adventist Health Hospital, Simi Valley, CA

Pediatric Ward Volunteer

Fall 20XX - present

- Develop and implement activities to entertain patients ages 5-15, including arts and crafts activities and theater workshops
- Perform administrative work and run errands for pediatric staff
- Received Volunteer-of-the-Summer award for critical role in developing a theater program for patients

Rancho Simi Recreation and Park District, Simi Valley, CA

Counselor in Training (CIT)

Summer 20XX

- Led arts, crafts, sports, games, camping and hobby workshops for groups of 8-10 year olds
- Monitored groups of up to seven children on weekly field trips to the zoo, water parks and on walking tours
- Co-wrote and co-directed summer play performed by 15 campers
- Ensure campers were dropped off and picked up safely

EDUCATION

Central High School, Simi Valley, CA

High School Diploma anticipated in June 20XX

GPA 3.86, honor roll each semester

Electives: Screen printing, Culture & Foods, Independent Living, Family Advocacy

Activities: Wind Ensemble, Stage Crew

CERTIFICATION

CPR and AED Certification, April 20XX

APPENDIX

1

Additional Resources

“Teen Job Interview Questions, Answers, and Tips.” Alison Doyle.

The Balanced Career, December 7, 2018.

<https://www.thebalancecareers.com/teen-job-interview-questions-and-best-answers-2063882>.

When you are a teen preparing for a job interview, it can be helpful to review typical interview questions that you will most likely be asked. Reviewing answers as well can help you come up with your own responses. Take the time to personalize your answers, so they reflect you, as a person and as a candidate for employment. If you're not sure how to answer the question, review the suggested answers below and tailor them to your personal situation:

Teen Job Interview Questions and Suggested Answers

Why Are You Looking for a Job?

Of course, everyone wants to make money at a job, but the reasons you should share with a potential employer should reflect your interest in the field, or in helping to develop your skill set. Suggested answers below:

- I am thinking of a career in this field, and it would be good to get experience at the entry level and see what professionals in this field do in their positions.
- I like to work with people, and this job will help me develop my skills in communicating with customers.
- I think I'd enjoy a job in marketing or communications and I'll develop those skills in this customer service job.
- I like to work with my hands, and this job will let me develop those skills.
- I would like to work so that I can earn some spending money. I appreciate my parent's help, but I'd like to have a little more money to spend on my own.
- Ever since I could remember, I have looked forward to the day I was old enough to get a job. I cannot wait to start earning my own money so that I can save up for something special, like a car.
- Since I will be a senior in high school in September, I am starting to save for the books, supplies, and extra spending money I will need for college.
- I am looking for a job because I am trying to save money to pay for a trip that my best friend that I would like to take over winter break or when my work schedule permits.

Why Are You Interested in Working for Our Company?

Employers ask this question to gauge your interest in the field, and to see if you have done your research. Make sure you check out the company's website at the very least and familiarize yourself with what the company does, what the work and the work culture are like, and what's important to them. Suggested answers below:

- "I am interested in working for your company because I am a frequent customer of your store. As a customer, I've gotten to know your company well and appreciate your products and the environment that you've created here. It's important for me to work someplace that I admire, and I know that I would be proud to work here."
- "I would love to work for your company because I have a passion for X, and I plan to study X once I am enrolled in college."
- "I try to keep myself up to date with the latest styles and trends. I feel that working for you would enable me to put my passion to good use, and allow me to share it with your customers."
- "I am looking forward to the real-world experience I would get from working in your shop. I know I don't have the strongest resume, but I am a hard worker and would love the opportunity to show you how I can contribute."
- "I have aspirations of owning my own business one day, and would love to learn from a successful small business owner such as yourself."

Why Should We Hire You?

New hires take time to train, and the company wants to know you are worth it. Let them know about your interest in contributing to the company immediately, and be sure to mention if you think they are a firm you would like to consider when your studies are complete. Suggested answers below:

- I am eager to be one of your best employees, and I hope to work for you for a long period of time. The experience I will gain here is invaluable and once the summer is over, I hope we can arrange a schedule that allows me to continue working throughout the school year.
- I appreciate the investment your company is preparing to make in me, and I look forward to learning what your company can teach me, and how I can make an impact. My achievements in school and my after-school activities show that I am responsible, trustworthy, and a quick learner. I know that I can put these skills to good use working for you at your company.
- The investment your company will be making in me will not be going to waste. I am already familiar with this market and feel training will not take the amount of time anticipated. I am ready to start as soon as you need me and I look forward to working with a team who shares the same goals as me.

What Do You Think It Takes to be Successful in This Position?

The job posting can be very helpful in letting you know how they will want you to answer this question. Let them know about the skills you have that they are looking for. Suggested answers below:

- I think like, in most jobs, to succeed in this position I'll have to be hardworking, responsible, trustworthy, and a good team member.
- I feel it is important to believe what I am doing is meaningful and that I can make a difference. Keeping these two things in mind only motivates me to work harder.

- This cashier position requires someone who is detail-oriented — after all, it deals with money and taking orders, and it's important that everything be correct. Having a good attitude is also important for this job. In my last job, I was a greeter at a store, so I have a lot of experience with making sure people get a good first and last impression.
- When working with children, it is important to always make them feel like they are special. To be successful in this position, I will be energetic, creative, and understanding of the various needs of all the children.

How Would You Describe Your Ability To Work as a Team Member?

There have likely been many times you have worked as a team, on projects, in sports or while volunteering. The interviewer will want to hear a specific example of a time you worked successfully in a team situation. Suggested answers below:

- I have had many experiences working with a team as a member of my high school athletic program. As a member of my sports team, I understand what it means to be a part of something bigger than myself. Team sports have taught me how to work with a group to accomplish a shared goal.
- As captain of my debate team, I acquired many different team-building skills. I have learned how critical it is to make every member of the team feel important, included, and motivated to be the best that they can be.
- Over the summer I interned at Just Practicing Law Firm in downtown Detroit and six of us teamed up to research a particularly difficult case. We decided to split up the research and meet twice a week and then pool our research results. I discovered that I could never have completed the work on my own, but working together we got the job done. I enjoyed the experience of a shared experience in which each of us used our best skills and talents to produce one cohesive result.

Tell Me About a Major Problem you Recently Handled.

With this question, the interviewer is trying to determine how skilled you are at problem-solving. It's fine to use an example from school, work, sports or volunteering. Make sure you show a positive resolution. Sample answer below:

A good example would be, "I had a major paper due for my biology class. It was an extensive research project and accounted for a big part of my grade. I was almost finished and was just writing the conclusion when a thunderstorm hit and the power went out. My professor has a strict lateness policy and accepts no excuses, so I knew I had to hand it in the next morning on time or I'd fail the assignment. I used my phone to look up coffee shops that were open all night and that had wireless internet.

I did backup my work frequently, so I only lost about a page and a half. I was able to go to the coffee shop, rewrite the sections of the paper I lost, add in my sources and proofread it. I handed it in the next morning on time, and ended up getting an A on the paper and in the class."

Have You Ever Had Difficulty With a Supervisor or Teacher?

The interviewer will ask this question to determine how you relate to authority. Always answer honestly, but make sure that you have a positive outcome. Remember that the most difficult situations are sometimes the best learning experiences.

APPENDIX

2

Additional Resources

“The Five P’s for an Interview: Proper Preparation Prevents Poor Performance.”
Katie Roth, SHRM-SCP, SPHR. BioSpace, September 1, 2018.
[https://www.biospace.com/article/the-five-p-s-for-an-interview-proper-preparation-prevents-poor-performance-/](https://www.biospace.com/article/the-five-p-s-for-an-interview-proper-preparation-prevents-poor-performance/)

The Five P’s for an Interview: Proper Preparation Prevents Poor Performance!

Treating an interview as anything but serious is a huge mistake. I have interviewed thousands of people and some high school graduates performed better in an interview than some college degreed individuals. You don’t need a PhD to perform well in an interview. Proper preparation is the key.

Let’s start with the basics:

1. Drive by the building the night before so you know where you are going. Scope out one-way streets, road construction, and parking (bring quarters). Many employers will let you know where to park and if not, ask. Remember, if your interview is around drive time, plan extra time and if you are running late, be sure to call. Showing up late and blaming it on traffic is bush league.
2. Dress appropriately. If you are coming from work and it will tip off your current employer that you are looking because you showed up in a suit or a skirt with hose, ask the potential employer if your current business dress is ok and explain you are coming from work. They will always say yes because they understand the situation. If not, dress appropriately for the position.
3. While tattoos and body art, things like nose and eyebrow rings, are generally accepted in the workplace, I would recommend any outrageous tattoo be covered up and facial jewelry (besides earrings) taken out. If you get the job, you can see what the clothing culture is like once you have been there. It’s distracting for the interviewer when someone’s tongue stud keeps clacking against their teeth. If you are interviewing for a job in a tattoo parlor, knock yourself out!
4. Spit out your gum.
5. Turn off your phone. If your kid is sick and you must go to an interview, explain to the interviewer you might get a call from a doctor and is it ok to have your phone on?
6. Bring a portfolio or notebook and a pen with an extra copy of your resume and your list of questions (see below).

Prior to the Interview:

1. Ask the interviewer to send you the position description prior to the interview. Read it and be prepared to answer questions about the skills you will need for the position.
2. Visit and read their website thoroughly – cover to back. Prepare some questions about their industry.
3. Go online and research behavioral based interview questions like “tell me about a time your supervisor was gone, and you had to make a decision”. Be prepared to answer those types of questions in addition to your work experience and skills.
4. Prepare your questions for the end of the interview. The interviewer will typically ask if you have any questions. This is your time to shine. Avoid questions about benefits, vacation or Paid Time Off – if you get a second interview or offer you will have time to ask those questions then. Your questions should demonstrate you did your homework about the position and the industry. A good question to start with is: “What will be my biggest challenge during the first 90 days?”
5. Close the interview. At the end of the interview and your last question, you need to close the interview. What is the next step? When can I expect to hear back from you? And if you have a lot of courage, you can ask “Can I ask you a tough question and I want you to be honest? Why wouldn’t I get the job?” That will knock the interviewer's socks off!
6. Have a leave behind. Go online and find an article about their industry. At the end of the interview, pull it out, hand it to them and say, “I saw this about your industry and I thought it was interesting. You probably saw it as well, but I brought it just in case”.

After the interview:

1. Go to your car, take out a thank you note. Write it and bring it back in to the receptionist, or put in the mail. Very few people send handwritten thank you notes.
2. Follow up. Call weekly.



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