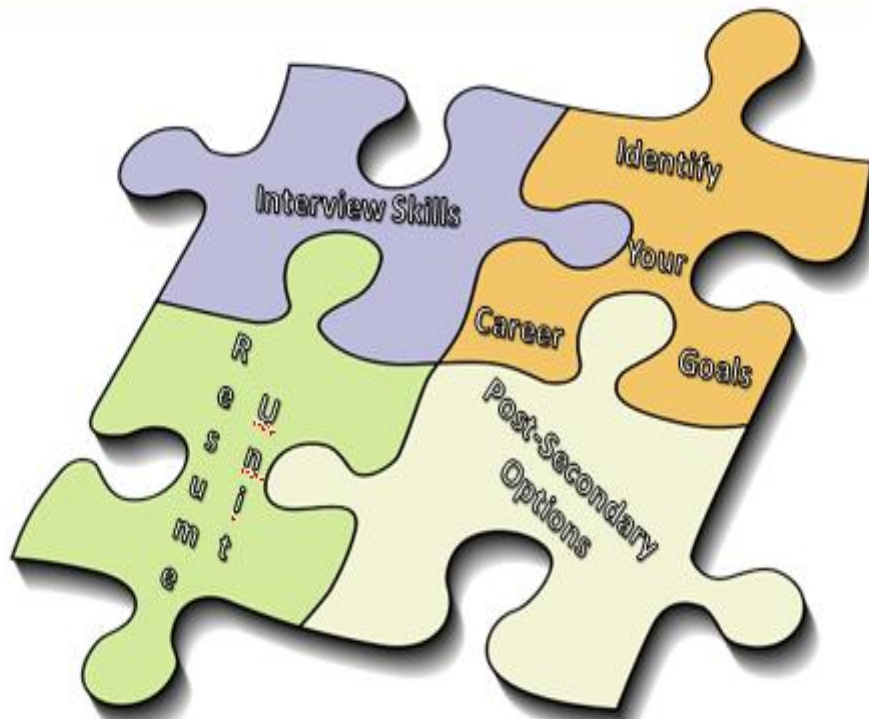


Name _____
School _____
Teacher/Period # _____

PUTTING THE PIECES TOGETHER



Junior Resume Unit Student Booklet

Resumes, Cover Letters, Interviews, Thank You Letters



A Project of

**The Grand Forks Public Schools
Counseling and Career Education Departments**

2400 47th Avenue South
Grand Forks, North Dakota 58201
www.gfschools.org/careereducation

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RESUME WORKSHEET

Remember, your resume should be custom tailored to fit you and the job you are applying for. This worksheet is just a starting point. Do not use it as a template. Look at the example resumes, there are a wide variety of formats.

First Name, Middle Initial, Last Name

Street Address, Apt. No., City, State, Zip

Area Code, Telephone Number

E-mail Address

Pg. 13 **OBJECTIVE** (One statement describing the position you are seeking.)

Pg. 13 **SUMMARY OF QUALIFICATIONS** (2-3 statements summarizing your skills and experience)

Pg. 14 **SKILLS & ACHIEVEMENTS**

Identify skills that are relevant to the job you are seeking and provide evidence that you possess those skills by citing specific past experiences.

Skill Category (Examples: Leadership Skills, Organizational Skills, Computer Skills)

◆

◆

Skill Category

◆

◆

Pg. 15 **WORK EXPERIENCE**

Start with most recent job first. Could be formal (Burger King or Target) or informal (mowing lawns or babysitting) work experience. Focus on showing you possess the necessary skills or attributes for the position in which you are applying.

[illegible]

Describe responsibilities, skills and successes using action words.

◆

◆

◆

Job Title, Name of Business	City	State	Dates of Employment
Describe responsibilities, skills and successes using action words.			
◆ _____			
◆ _____			
◆ _____			

Pg. 15 **VOLUNTEER EXPERIENCE**

List titles of work and/or places you volunteered. You may format this section the same as the Work Experience section if you have relevant experience you would like to elaborate on (see Brian Johnson's example pg. 5) or you may simply list them (see Kelly Anderson's example pg. 3).

Name of Business, Organization or Event	Dates
Describe responsibilities, skills and successes using action words.	
◆ _____	
◆ _____	
◆ _____	

Pg. 16 **ACTIVITIES / HOBBIES**

List clubs, organizations, sports, extracurricular activities

Activity	Years Involved	Noteworthy Accomplishments
◆	_____	_____
◆	_____	_____
◆	_____	_____

AWARDS, HONORS & CERTIFICATIONS

Name	Description	Date
◆	_____	_____

CREATE YOUR OWN SECTION – (If you have other relevant experiences you may highlight those in additional sections)

◆	_____
◆	_____
◆	_____

Pg. 16 **EDUCATION**

Expected Graduation Date: (May or December, and Year)	(List Your School, City, State)
_____	_____

List any courses, honors, awards, projects, etc., that are relevant to the position. This is optional. You may have a very simple education section like Kelly Anderson's on pg. 3 or a more involved section like Angela Rodriguez on pg. 6.

◆	_____
◆	_____
◆	_____
◆	_____

KELLY ANDERSON

1234 DeMers Avenue ♦ Grand Forks, ND 58201 ♦ 701-234-5678 ♦ kanderson@ymail.com

Objective

An individual with strong organizational and communication skills seeking an administrative assistance position with Altru Health System.

Summary

A motivated high school student with skills and abilities necessary to succeed in any employment situation. Experienced with computers, customer service, and sales. Honest, dependable and willing to accept responsibility and take on new challenges. Proven ability to get along with others and work as a team player.

Skills

Communication Skills

- ♦ Experienced with providing friendly customer service in a fast-paced environment
- ♦ Participated in debate for two years and won a first-place award in persuasive speaking
- ♦ Served as a team member on prom and yearbook committees

Computer Skills

- ♦ Experienced with operating computers, Microsoft Office Specialist certified
- ♦ Set up personal web page and assisted other businesses and individuals with web design
- ♦ Achieved an “A” in Computer Applications course

Organizational Skills

- ♦ Helped organize a food drive to benefit a Hunger Project
- ♦ Served as chapter president for Future Business Leaders of America
- ♦ Received perfect attendance award

Work Experience

Clerk, The Gap, Grand Forks, ND

June 2013 - present

- ♦ Responsible for selling merchandise, running cash register, opening and closing store
- ♦ Achieved over \$6,000 in sales during the summer working part-time

Crew Member, Hardees, Grand Forks, ND

March 2012 - May 2013

- ♦ Worked as part of a team to provide quality customer service
- ♦ Trained in all areas of the restaurant and received two raises based on performance

Volunteer Experience

Meals on Wheels, Grand Forks Humane Society, Senior Citizen Center, various church activities

Activities/Hobbies

Volleyball, Future Business Leaders of America, National Technical Honor Society, Band, Drama

Education

Grand Forks Central High School, Grand Forks, ND

Anticipated Graduation Date: May 2016

Elective Coursework: Microsoft Computer Applications, Accounting, Web Design

Achieved “B” Honor Roll, Freshman-Sophomore years

Jacob Green

4569 Meadow Lane
Grand Forks, ND 58201

J.Green@emailme.com
(701)456-2389

"Jacob is an ideal student. He stands out for his dedication to mastering every aspect of automotive repair. His knowledge of cars is simply remarkable for a student his age. His willingness to assist his fellow classmates is a testament of his character and leadership qualities."

~John Anderson, Automotive Technology Teacher, Red River High School

Objective

Results-oriented, problem solver seeking acceptance into the Automotive Technician Intern Program at Rydell's Service Department.

Summary of Qualifications

Mechanically inclined high school student with future plans to be an automotive engineer or mechanic. Strong desire to gain experience in all areas dealing with automobiles, including repair, maintenance and design. Self-motivated and able to work independently or with groups to complete tasks quickly, yet to a high standard.

Relevant Skills

Automotive

- Reconstructed engine on 1965 Ford Mustang
- Received diagnostic specialist training
- Competent in carburetor repair

Computer

- Proficient in Microsoft Office Suite
- Competent internet-based researcher, familiar with multiple search engines
- Successfully rebuilt four computers

Interpersonal

- Participant in peer mediation training
- Chosen as team presenter for Auto Skills USA competition
- Responsive to problems and able to communicate solutions

Hobbies & Interests

Repairing and rebuilding classic cars, Auto-racing, Tinkering with computers, small electronics, and video equipment

Education

Red River High School, Grand Forks, ND
Anticipated Graduation Date: May 2016

Relevant Courses Completed

- Automotive Technology I & II
- Microsoft Applications
- Speech Communications

Brian Johnson

11223 45th Avenue South
Grand Forks, ND 58201
Brian.Johnson@email.com
(701)746-6789

Objective

To be selected for the Presidential Scholarship from North Dakota State University.

Personal Profile

Outgoing, goal oriented individual who is active in the community and concerned with helping others. Ideal candidate for this scholarship due to numerous volunteer and school experiences.

Volunteer Service

Sunday School Teacher, River of Hope Church September 2013-Present

- Effectively taught 4th graders the Sunday school curriculum
- Designed individualized lessons to go with each month's theme
- Developed relationships with all students
- Planned and supervised group activities and field trips that enhanced lessons

Food Drive, Northland Rescue Mission November 2013

- Organized school-wide food drive sponsored by National Honor Society
- Solved logistic problems of food collection and distribution
- Collected over 10,000 food items to donate

Lawn Care & Snow Removal, Elderly Neighbors May 2011-August 2013

- Provided free lawn care and snow removal services to neighbors
- Initiated contact with neighbors to establish service

Activities & Community Involvement

National Honor Society	2013-Present
Mayor's Youth Commission	2013-Present
Marching Band	2013-Present
Tennis	2009-Present
River of Hope Youth Group	2008-Present

Awards & Recognitions

Elected President of National Honor Society	2012-2013
Voted "Hardest Worker" by tennis team	May 2013
Received "Respect Award" from principal	April 2013
Elected Vice President of Youth Commission	2011-2012
Small Group Leader in youth group	2008-2009

Education

Grand Forks Central High School, Grand Forks, ND
Anticipated Graduation Date: May 2015
3.8 cumulative grade point average

Angela Rodriquez

1515 36th Street South
Grand Forks, ND 58201

(701)654-3210
Angela.Rodriquez@email.com

OBJECTIVE

To obtain an entry level position with a veterinarian, learning the roles and responsibilities of a veterinary technician.

SUMMARY OF QUALIFICATIONS

Enthusiastic animal lover with plans to one day work as a veterinarian. Well organized, responsible high school student with strong leadership qualities. Past experience demonstrates motivation, trustworthy nature, and eagerness to work with others.

WORK EXPERIENCE

Veterinary Assistant, Animal World, Grand Forks, ND June 2013 – Present

- Learned about veterinary medicine dealing with anesthetic, prescription drugs, and heartworm testing.
- Observed spray and neuter surgeries, along with other various surgeries performed on cats and dogs.
- Scheduled appointments, cleaned facilities, and maintained accurate records.

Farm Worker, Thompson, ND Summers 2011 – 2013

- Acquired experience in raising and caring for cattle, hogs, rabbits, ducks, chickens, and sheep.
- Helped with dehorning and castration on hogs and cattle.
- Administered vaccinations.

Crew Member, Burger King, Grand Forks, ND May 2012 – June 2013

- Accurately placed customers' orders and operated till.
- Assembled food orders for customers in timely fashion.
- Consistently built sandwiches according to quality control standards.

EDUCATION

Red River High School, Grand Forks, ND

Anticipated Graduation: May 2014

Related Classes: Physical Science, Honors Biology, Health, Medical Careers

Achievements: "A" Honor Roll, five semesters
Accepted into National Honor Society (NHS)
Accepted into National Technical Honor Society (NTHS)

School Activities: Photographer for school newspaper
Administrator of yearly school-wide blood drive
President of French Club
Member of Yearbook Committee



Sandy K. Miller

7289 Plains Drive
Grand Forks, ND 58201
(701) 776-8888

emailaddress@hotmail.com



OBJECTIVE

To obtain a position as a general laborer for Anderson Contractors.

SUMMARY

Hard working student with a lot of experience in construction, maintenance and grounds care. Enjoys the outdoors and working with hands on activities. Eagerly anticipates the opportunity to gain experience and complete worthwhile projects.

WORK EXPERIENCE

Tradesman, Red River High School, Grand Forks, ND 2012-13 School year

- Constructed wall framework for home
- Installed sheet rock, rafters, doors, cabinets, vanities, and electrical services
- Completed basic electrical and plumbing
- Shingled roof

Janitor, CPS Ltd., Grand Forks, ND January 2012 – Present

- Effectively cleaned and cared for building and grounds by collecting litter, vacuuming, dusting and dumping recyclables
- Cared for fleet vehicles through miscellaneous maintenance

Lawn Care, Neighborhood Lawns, Grand Forks, ND May 2008 – Present

References Available Upon Request

- Provided high quality lawn care for neighbors
- Invoiced and billed customers using Microsoft Office Excel

Farmhand, Anderson Farms Hatton ND Summers 2007-2013

- Maintained a ten acre plot of farm
- Operated variety of farm and lawn care equipment
- Repaired extremities to outbuildings and fences
- Documented farm yields, time sheets and overhead costs

EDUCATION

Red River High School, Grand Forks, ND

Anticipated Graduation Date: May, 2015

Relevant Courses: Building Trades II, Introduction to Engineering Design

School Activities: Hockey
National Honor Society
Baseball

Winters of 2012- Present
Spring of 2013 – Present
Spring of 2012

What is a Resume?

A resume is a living, changing document that summarizes your skills, qualifications, education, work history and other relevant information. Each resume should be customized to fit the job you are applying for.

High School Students Need a Resume, Too!

As a high school student, you may think that you don't need a resume until you are about to graduate from college and begin your search for a full-time job. However, high school students need resumes just as much as college students do. From getting into college, to obtaining a part-time job, a resume is essential because college recruiters and employers alike want to see a brief summary of your abilities, education, and experiences.

How can a resume be used?

A resume can be used to...

- market yourself.
- get you an interview (but it is the interview that gets you the job).
- apply to colleges, clubs, organizations, or for scholarships.
- assist you in filling out job applications, and/or attach to applications.
- network with other people.
- assist your references.
- give teachers/counselors information about you when writing letters of recommendation.



Resume Tips:

Content

- Keep it simple and clean
- Limit your resume to one page
- Use action verbs
- Stress skills and accomplishments
- Be honest and don't exaggerate
- Be specific and accurate
- Put information in order of interest to your targeted reader
- Use key words to "speak" readers language
- Be positive and enthusiastic
- Have someone proofread and critique your resume

Formatting

- Use standard 8.5" x 11" paper
- Avoid fancy type or difficult-to-read styles
- Bold, underline, or capitalize headings
- Double space between sections
- Single space within sections
- Copy or print on quality resume paper

All resumes should be targeted, meaning they are written to an employer's specific needs.

Five Tips for Better Resume Writing

1) Avoid the first person pronoun

Instead of this:

I increased sales because I gave customers a chance to try out the merchandise.

Write this:

Increased sales by giving customers a chance to try out merchandise.

2) Keep your statements short and don't worry about fragments

Resumes call for short, crisp statements. These statements do not necessarily have to be complete sentences; you can frequently leave out the articles *a*, *an*, and *the*.

Instead of this:

I was involved in the creation and implementation of statistical reports for a large metropolitan hospital, which required the use of spreadsheet software for cost analysis and, in addition, the creation of a database to track patient visits.

Write this:

Created and implemented statistical reports for large metropolitan hospital. Analyzed costs with spreadsheet software. Created database to track patient visits.

Or try a bulleted format:

- Created and implemented statistical reports for large metropolitan hospital.
- Analyzed costs with spreadsheet software.
- Created database to track patient visits.

3) Use plain English

Keep things simple. Go easy on the adjectives. Don't use a bulky phrase that can just as easily be expressed in a single word. See the examples in the table below.

<u>Bulky Phrase</u>	<u>Better</u>
Effectuated the solution of	Solved
Engaged in the operation of	Operated
Offered assistance in the facilitation of	Helped facilitate



4) Use bullet statements when appropriate

Bulleted information is easy to read and stands out more than paragraphs. But bulleted information takes up more room.

If you decide to use bullets, keep the bulleted items brief and pay attention to parallelism. That is, try to make all the items in a sequence adhere to a similar grammatical pattern.

Examples of *nonparallel* statements include (bad)

- Reconcile all statements for cardholders
- Purchases are approved
- Have experience in performing training of tellers

Examples of *parallel* statements include (good)

- *Reconcile* statements
- *Approve* purchases for Marketing Department
- *Train* tellers

5) Go from general to specific

Sequence the information in a section by beginning with a general statement and following it with more specific ones.

Instead of this:

Supervised training of seven toy-making elves. Responsible for all toy-making and customer-related activities in Santa's workshop. Answered customer complaints during peak season.

Write this:

Responsible for all toy-making and customer-related activities in Santa's workshop. Supervised training of seven toy-making elves. Answered customer complaints during peak season.

Things to Avoid

- Don't use "I", "he/she", "we", "us", etc.
- Don't write in sentences
- Don't list personal references
- Don't include personal information (marital status, religion, appearance, etc)
- Don't mention salary or wage

ACTION WORDS BY SKILLS CATEGORIES			
Communication Skills - Articulated - Clarified - Collaborated - Communicated - Consulted - Conveyed - Convinced - Debated - Directed - Discussed - Explained - Influenced - Interpreted - Listened - Marketed - Mediated - Moderated - Negotiated - Persuaded - Presented - Proposed - Reported - Resolved - Summarized	Creative Skills - Adapted - Composed - Created - Customized - Designed - Developed - Directed - Established - Formulated - Founded - Illustrated - Initiated - Instituted - Integrated - Introduced - Invented - Modified - Originated - Performed - Planned - Revised - Revitalized - Shaped - Solved	Research Skills - Advised - Analyzed - Clarified - Collected - Conducted - Critiqued - Detected - Evaluated - Examined - Explained - Explored - Formulated - Gathered - Inspected - Interviewed - Investigated - Located - Measured - Researched - Reviewed - Solved - Summarized - Surveyed - Tested	Management Skills - Administered - Analyzed - Assigned - Coordinated - Delegated - Developed - Directed - Enforced - Established - Executed - Improved - Incorporated - Inspected - Instituted - Managed - Motivated - Organized - Planned - Produced - Reorganized - Reviewed - Scheduled - Streamlined - Supervised
Financial Skills - Administered - Adjusted - Allocated - Analyzed - Appraised - Assessed - Balanced - Budgeted - Calculated - Corrected - Determined - Developed - Estimated - Forecasted - Managed - Marketed - Measured - Planned - Prepared - Projected - Reconciled - Reduced - Researched - Retrieved	Helping Skills - Advocated - Aided - Assessed - Assisted - Contributed - Cooperated - Counseled - Demonstrated - Educated - Encouraged - Ensured - Guided - Helped - Insured - Motivated - Prevented - Provided - Referred - Rehabilitated - Resolved - Simplified - Supplied - Supported - Volunteered	Organizational Skills - Arranged - Catalogued - Categorized - Classified - Coded - Collected - Compiled - Distributed - Generated - Incorporated - Inspected - Maintained - Monitored - Operated - Organized - Prepared - Processed - Reviewed - Routed - Scheduled - Screened - Supplied - Updated - Verified	Technical Skills - Assembled - Built - Calculated - Computed - Constructed - Converted - Designed - Determined - Developed - Engineered - Installed - Maintained - Operated - Printed - Programmed - Rectified - Regulated - Remodeled - Repaired - Restored - Solved - Standardized - Upgraded - Utilized

WHAT SKILLS DO **YOU** HAVE TO OFFER?

ADAPTIVE SKILLS (Who you are – personality traits)				
Good Attendance		Honesty		Punctual
Follows instructions		Meets deadlines		Hard working
Gets along well with others		Ambitious		Patient
Flexible		Mature		Assertive
Dependable		Learn quickly		Completes assignments
Sincere		Team player		Problem solving attitude
Friendly		Good sense of humor		Leadership
Physical stamina		Enthusiastic		Good sense of direction
Persistence		Self-motivated		Accepts responsibility
Results oriented		Willing to ask questions		Pride in doing a good job
Willing to learn		Creative		Cooperative
Optimistic		Precise		Adaptable
Reflective		Perseverance		Conscientious
Efficient		Imaginative		Logical
Independent		Good communication skills		Industrious
TRANSFERABLE SKILLS (Things you do)				
Meet deadlines		Plan		Good public speaker
Budget		Good money manager		Supervisory skills
Instruct others		Accept responsibility		Manage people
Work effectively in groups		Meet the public easily		Organize projects
Take risks		Self-controlling		Self-motivator
Detail oriented		Basic computer skills		Can explain things to others
Problem solver		Good writing skills		Good math skills
Skilled with my hands		Good at assembling things		Experience building things
Construct things		Repair things		Make things
Observe, inspect things		Operate vehicles		Operate tools & machinery
Use complex equipment		Analyze data, facts		Audit records
Investigates		Internet familiarity		Send & receive e-mail
Research for information		Calculate & compute		Classify data
Interviewing skills		Good listening skills		Tolerant of differences
Understanding		Kind		Diplomatic
Counsel people		Trustworthy		Logical thinker
Public speaker		Design things		Edit
Remember information		Expresses ideas clearly		Welcomes new challenges
Creative thinker		Arrange social functions		Competitive spirit
Artistic drawing skills		Play instruments		Present artistic ideas
Musical appreciation		Expressive		Eager to learn
Delegate		Work out agreements		Manage time well
Motivate people		Can be decisive		Run meetings
Sociable		Tactful		Taught others
Good observation skills		Patient		Sensitive

Components of an Effective Resume

Heading

Your name, address, telephone number, and e-mail address should all go at the top. Be sure to use a permanent address and telephone number. Also, remember to use an e-mail address that sounds professional. Your name should be 6-8 points larger than the rest of the text (20 point font is good).

Objective

An objective lets the reader know your main goal. Target your objective to your reader and be specific. As an example, one job posting might say *Counselor: Social Services*. Another job posting might be *Social Services Manager*. Don't submit the same resume for both positions. By having a different resume with a specific objective for each, you will be more likely to get an interview.

Examples:

Acceptance into the psychology program at Boston College.

Part-time sales position with Hollister.

Hard-working and determined individual looking to obtain a cashier position at Target.

Summary of Qualifications

This is a list of the strongest qualifications you can bring to the job and should be tailored to each application specifically. The purpose of this section is to provide the reader with a brief narrative overview of the skills, attributes and experience you have. Your skills and work/volunteer experiences should then "prove" the claims you make in your summary of qualifications section. It is important that you focus on "highlighting" skills that would make you a good candidate for the position you are seeking. Some students find it easier to write this section after they have completed the skills and work experience sections so that they can better summarize.

Use key words from job advertisements on your resume (and cover letter). Read the ad thoroughly, and include in your resume some of the key words in the advertisement. Whatever you see in the ad, use the same words in your resume and cover letter. Remember that each resume receives an average of 30 seconds' screening. Unless it grabs the reader's attention and contains what they are looking for, your resume will not make the cut.

NOTE: If there is not much information in the job posting, you can do an internet search for other similar postings. This allows you to see common characteristics and skills the position requires.

Example Summaries/Profiles

(The **Skills Checklist** on page 12 may help with this section)

Assertive and hard-working individual willing to take on new challenges and responsibilities. Active in many clubs and extracurricular activities in school. Ability to take on leadership roles and serve as a team player. Future goal is to attend college and major in Business Administration.

High school student with future plans to be a Registered Nurse. Strong communication and interpersonal skills. Coursework in Health Careers and Anatomy and Physiology. Volunteer experience in hospital settings. Willing to work in any area of health care to gain experience. Self-motivated and able to follow directions and work independently.

Friendly, outgoing, and ambitious student looking for summer employment. Excellent organizational skills, punctual, and creative thinker. Strong computer skills—familiar with Microsoft Word and Powerpoint. Willing to be flexible and learn new skills.

Outstanding ability to translate practical business requirements and objectives into creative designs, including computer images, such as flash graphics and css templates and print designs, such as brochures, catalogs, newsletters, coupons, and annual reports

Skills & Experience

The experience section should briefly give an overview of work experience that has taught you valuable skills. Since many high school students do not have a lot of work experience, you can also describe class projects, volunteer experiences, etc. in which you have learned important skills. In this section, include: title of position, name of organization, location of work (town and state), dates of employment, and description of work responsibilities.

Possible Section Titles

Work Experience	Work History	Relevant Experience
Volunteer Experience	Skills and Experience	Relevant Skills

Examples of Skills and Achievements

Leadership Skills

- Elected Student Council President and served on student council for 2 years
- Coordinated student fund drive to raise money for school event

Interpersonal Skills

- Active listener, ability to gain trust and rapport with people
- Spent two summers volunteering in senior citizen home and assisting with recreational activities

Trade Skills

- Completed courses in Building Trades, Autos I & II, and CADD
- Experienced with hand and power tools and possess own tools

Customer Service/Sales Skills

- 2 years experience working in retail customer service and sales
- Worked in the school store for one year and sold over \$500 in merchandise

Problem Solving Skills

- Achieved “A”s in Algebra I & II and Geometry
- Experienced with troubleshooting computers and communicating solutions

Communication Skills

- Achieved an “A” in speech and won 2nd place on debate team
- Wrote four articles for school newspaper
- Experienced in resolving conflicts and mediating decisions with others
- Directed and motivated youth in a baseball program
- Received an ‘A’ in Dual Credit Speech Communications

Organizational Skills

- Monitored and directed youth in designated activities
- Arranged and compiled customer orders
- Directed a skills competition for youth hockey players

Computer Skills

- Proficient in Microsoft Word, Power Point, and Excel
- Efficient in keyboarding

Teamwork Skills

- Participated on hockey team that won the state championships in 2013
- Coached and motivated a youth baseball team
- Captain of two previous hockey teams

Example Work Experience

Lifeguard , Choice Health and Fitness

Summer 2013 and 2014

- Monitored swimming areas for rule violations and drowning victims.
- Assisted in maintaining pool facilities and recreation areas surrounding pool areas.
- Supervised entertainment activities sponsored by country club.
- Worked assigned shifts at check-in and concession stand.
- Attended training courses and maintained CPR certification.
- Taught summer swimming classes.

Office assistant, Hawkins, Robins, Warbler and Finch, Attorneys at Law Fall 2011 - Fall 2013

- Picked-up and delivered catering and supplies for luncheons and corporate functions.
- Sorted and delivered in-house mail and packages.
- Traveled to local merchants for office supply pick-up.
- Assisted clerk with research in the law library.
- Delivered documents to and from the courthouse and other law offices.

Waitress, Italian Moon, Grand Forks, ND

January 2012- Present

- Served food and beverages efficiently to large numbers of customers.
- Memorized multiple orders to input into restaurant computer system.
- Cleaned tables and kept restaurant sanitary and pleasant for customers.

Babysitter, Grand Forks, ND

2010- Present

- Cared for kids of ages ranging between ten months and ten years.
- Planned and organized food and activities for special events.
- Insured rules were followed, but fun was had.

Additional Information/Extracurricular Activities

Use these sections to place key elements of your background that don't fit in the above sections. You may want to include: special skills, leadership roles, participation in sports, band, yearbook, etc. This section is where you can demonstrate your uniqueness. Be sure to strategically use these sections as they relate to your objective.

Possible Section Titles

Community Involvement	Awards and Recognitions	Extracurricular Activities
Activities	Hobbies	Travel and Cultural Experiences

Education/Academics

List the schools you have attended. You can include your GPA (if it is a 3.0 or higher), academic honors, awards, and/or recognitions that you have received, and classes you've taken that relate to your objective.

POSTING YOUR RESUME TO JOB BOARDS OR SENDING IT BY E-MAIL

Before posting or sending your resume in an e-mail, you should save a copy as a PDF file. The advantage of this is that the formatting of the PDF version will not be affected by the user's software. This is sometimes a problem with Word documents. Another advantage is that a PDF file cannot be easily modified by the receiver like a Word file can. This prevents people from copying or changing your work. **Make sure that you keep a separate Microsoft Word or Google Docs version as well.** This allows you to modify your resume in the future.

To Save as a PDF

When you go to the Save As... function on your computer you will see the option to save or publish as a PDF file.

Keep multiple copies of your resume.

You will modify your resume for each use. When you do so, it is wise to keep copies of each one. This can easily be done by creating a resume folder. As you save each resume, simply note what position it was used for.

Example: Resume - Taco Bell

It is also wise to keep a printed copy of each resume somewhere safe as well, in case you ever have computer problems.

Resume Critique Checklist

By Kim Isaacs, Monster Resume Expert

Resumes normally get less than a 15-second glance at the first screening. If you want to know if your resume is up to par -- be sure you can answer yes to the following questions:

First Impression

- Does the resume look original and not based on a template?
- Is the resume inviting to read, with clear sections and ample white space?
- Does the design look professional rather than like a simple typing job?
- Is the [resume's length](#) and overall appearance appropriate given the career level and objective?

Appearance

- Does the resume provide a [visually pleasing, polished presentation](#)?
- Is the font appropriate for the career level and industry?
- Are there design elements such as bullets, bolding and lines to guide readers' eyes through the document and highlight important content?
- Is there a good balance between text and white space?
- Are margins even on all sides?
- Are design elements like spacing and font size used consistently throughout the document?
- If the resume is longer than a page, does the second page contain a heading? Is the page break formatted correctly?

Resume Sections

- Are all resume sections clearly labeled?
- Are sections placed in the best order to highlight the applicant's strongest credentials?
- Is the work history listed in reverse chronological order (most recent job first)?

Career Goal

- Is the [career objective](#) included toward the top of the resume in a headline, objective or qualifications summary?
- Is the resume [targeted](#) to a specific career goal and not trying to be a one-size-fits-all document?

Accomplishments

- Does the resume include a solid listing of [career accomplishments](#)?
- Are accomplishments quantified by using [numbers](#), percentages, dollar amounts or other concrete measures of success?
- Do accomplishment statements begin with strong, varied action verbs?
- Are accomplishments separated from responsibilities?

Relevance

- Is the information relevant to hiring managers' needs?
- Does the resume's content support the career goal?
- Is the resume [keyword-rich](#), packed with appropriate buzzwords and industry acronyms?
- Is applicable additional information, such as awards and affiliations, included, while personal information like marital status, age and nationality unrelated to the job target omitted?

Writing Style

- Is the resume written with personal pronouns, such as I, me and my, avoided?
- Is the content flow logical and easy to understand?
- Is the resume as perfect as possible, with no careless typos or spelling, grammar or syntax errors?



Writing Your Cover Letter



PURPOSE OF COVER LETTER

(Taken from The University of Scranton's Office of Career Services)

A cover letter is used to:

- Introduce yourself and ask for consideration of your qualifications for a position with that organization.
- Summarize your qualifications for a particular position or for any position in that organization.
- Direct the employer's attention to something specific on your enclosed resume concerning your background and their needs.
- Communicate your interest in and enthusiasm for the position and that employer.
- Ask the employer for an interview.

COVER LETTER TIPS

(Taken from The University of Scranton's Office of Career Services)

- Your resume should be accompanied by a cover letter when mailed to prospective employers.
- Type the cover letter on the same color and quality of paper that you used for your resume.
- You should single space the letter and double space between the paragraphs. Your cover letter should be prepared individually for each employer. Ideally, you should research each employer and be able to note something unique about that organization or position.
- Address your cover letter to a specific person and include their job title. If necessary, telephone the organization for the correct spelling of the contact person's name.
- Personal characteristics such as reliable, dependable, strong work ethic can be included in the cover letter. You should, when possible, note evidence of these. Maintain a professional style of writing. Avoid clichés. Again, grammatical, punctuation, typographical, and spelling errors are inexcusable.
- Keep the tone of the letter positive - Don't apologize for any deficiencies in your background.

Ten Cover Letter Don'ts

By Kim Isaacs, Monster Resume Expert

Your cover letter is the first thing employers see when they open your materials. Avoid these 10 mistakes, and make your first impression a good and lasting one.

Mistake #1: Don't Overuse "I"

Your cover letter is not your autobiography. The focus should be on how you meet an employer's needs, not on your life story. Avoid the perception of being self-centered by minimizing your use of the word "I," especially at the beginning of your sentences.

Mistake #2: Don't Use a Weak Opening

Job seekers frequently struggle with how to begin a cover letter. This often results in a feeble introduction lacking punch and failing to grab the reader's interest. Consider this example:

Weak: Please consider me for your sales representative opening.

Better: Your need for a top-performing sales representative is an excellent match to my three-year history as a #1-ranked, multimillion-dollar producer.

Mistake #3: Don't Omit Your Top Selling Points

A cover letter is a sales letter that sells you as a candidate. Just like the resume, it should be compelling and give the main reasons why you should be called for an interview. Winning cover letter strategies include emphasizing your top accomplishments or creating subheadings culled from the job posting. For example:

Your Ad Specifies: The need for a strong computer background.

I Offer: Proficiency in all MS Office applications with additional expertise in Web site development and design.

Mistake #4: Don't Make It Too Long

If your cover letter exceeds one page, you may be putting readers to sleep. Keep it concise but compelling, and be respectful of readers' time.

Mistake #5: Don't Repeat Your Resume Word for Word

Your cover letter shouldn't regurgitate what's on your resume. Reword your cover letter statements to avoid dulling your resume's impact. Consider using the letter to tell a brief story, such as "My Toughest Sale" or "My Biggest Technical Challenge."

Mistake #6: Don't Be Vague

If you're replying to an advertised opening, reference the specific job title in your cover letter. The person reading your letter may be reviewing hundreds of letters for dozens of different jobs. Make sure all the content in your letter supports how you will meet the employer's specific needs.

Mistake #7: Don't Forget to Customize

If you're applying to a number of similar positions, chances are you're tweaking one letter and using it for multiple openings. That's fine, as long as you customize each letter. Don't forget to update the company, job and contact information -- if Mr. Jones is addressed as Mrs. Smith, he won't be impressed.

Mistake #8: Don't End on a Passive Note

When possible, put your future in your own hands with a promise to follow up. Instead of asking readers to call you, try a statement like this: I will follow up with you in a few days to answer any preliminary questions you may have. In the meantime, you may reach me at (555) 555-5555.

Mistake #9: Don't Be Rude

Your cover letter should thank the reader for his time and consideration.

Mistake #10: Don't Forget to Sign the Letter

It is proper business etiquette (and shows attention to detail) to sign your letter. However, if you are sending your cover letter and resume via email or the Web, a signature isn't necessary.



COVER LETTER GUIDE

(Taken from The University of Scranton's Office of Career Services)

Your Street Address
City, State, Zip Code
Date of Letter

Individual's Name
Job Title
Name of Employer
Street Address
City, State, Zip Code

Dear Ms. or Mr. _____:

State your reason for writing, the type position or career field for which you are applying and how you learned of the position or organization (newspaper, directory, friend, Career Service Office). Refer the reader to the enclosed resume and ask for consideration of your qualifications for a position.

Summarize your qualifications and point out any achievements or skills that relate to this employer or position. Explain why you want to work for this employer and/or in this career field by mentioning something about that organization or company's services, programs, products. Express enthusiasm for the possibility of being employed there.

Indicate your desire for a personal interview and offer information about how you may be contacted. Repeat your phone number and note the time of day you may be reached. Another approach is to mention that you will telephone to schedule an interview. Thanking your reader for the time and consideration given to your application is also a good idea.

Sincerely,

(Handwritten Signature)

Your Name Typed

Enclosure (Indicates resume is enclosed)

Carissa Bradshaw

1111 4nd Avenue South
Grand Forks, ND 58201

CBradshaw@email.com
(701)741-6000

David Walters
Director of Personnel
4749 W. 19th St.
Minneapolis, Minnesota 55305

October 22, 2014

Re: Bookshop Assistant Position

Dear Mr. Walters,

It is with great enthusiasm that I would like to apply for the bookshop assistant position with Amazon Books.

As a high school student with extensive experience in customer service, I am eager to continue delivering excellent service and developing my skills with Amazon Books, particularly due to my love of travel literature.

I have developed strong interpersonal skills as a result of over three years of experience in customer service. In my current position, I provide CopyJet customers with accurate information about the print and copy department's products and services, demonstrating my strong verbal communication skills and professionalism. I have also demonstrated exceptional organizational skills by managing all paperwork in my department and keeping orders on track for delivery. My effective time management skills are further evident by my ability to juggle full-time study and part-time work.

I am always eager to seek new responsibilities and learn new skills in the workplace. I am self-motivated and enjoy taking initiative to achieve better results. Learning new skills and seeking new responsibilities is an aspect of work that comes naturally to me. I also enjoy a challenge, and look forward to using my skills at Amazon Books.

I would love the opportunity to discuss my application with you in further detail, and look forward to hearing from you.

Yours sincerely,

Carissa Bradshaw

Carissa Bradshaw

SAMPLE COVER LETTER 1

KELLY ANDERSON

1234 DeMers Avenue ♦ Grand Forks, ND 58201 ♦ 701-234-5678 ♦ kanderson@ymail.com

Kathy Kenyon
Human Resources Manager
Altru Health System
P.O. Box 6002
Grand Forks, ND 58206

October 22, 2014

Dear Ms. Kenyon,

A surge of excitement came over me upon learning of the administrative assistant position with Altru Health System. It is with great enthusiasm that I apply for this wonderful opportunity to serve the hospital and gain experience in my chosen career field. My lifelong dream is to work in the field of nursing and to one day be a charge nurse. When Mrs. Adams, my Medical Careers teacher, suggested that I apply for this position, I immediately jumped on the idea. After reviewing my qualifications and experiences I am confident that you will find me to be an excellent fit for your organization.

Altru is an top-notch company with an outstanding staff. It would be a true honor to be a member of your team. The healthcare services you provide are second to none. In addition to that, Altru is very active in promoting education and contributing to the community. Over the years I have had multiple opportunities to meet with Altru staff members within my classes and on job shadows and am always impressed and astonished with their willingness to give as well as their professionalism and skill. That is exactly the kind of company I want to be a part of.

As a student, I have much still to learn, but I would come to this position with a solid foundation on which to build. I have very strong organization and computer skills that will allow me to complete all necessary tasks efficiently. More importantly, I have the written and verbal communication skills that will allow me to work well with patients and staff. My previous work and volunteer experience have proven my effectiveness with customers and co-workers. I am dedicated to contributing to the workplace and making my community a better place. Especially close to my heart is the idea of helping the elderly and those in need as can be seen by my ample and ongoing volunteer work.

I would urge you to consider me for this position and request an interview so that I can elaborate on my qualifications for this position. Please feel free to contact me at your convenience. I am available any day of the week after 3 p.m. Thank you again for your consideration.

Sincerely,

Kelly Anderson

Kelly Anderson



Job Applications and Interviewing



The Employment Application

How to Complete an Employment Application Form:

FACT: Research shows that 75% of the applications most companies receive are messy, incomplete, completed incorrectly, or all of these. Those who fall into this category significantly lower their chances of getting a job.

- Read carefully, follow directions, and write neatly. Each application you complete is the first sample of your work that employers will see.
- Use black ink (unless otherwise indicated).
- Do a rough copy first and correct all the errors before completing the actual copy.
- Answer all questions and write in every space provided: If a question does not apply to you, write “N/A” (not applicable).
- Be as specific as possible in identifying the “position desired.”
- Write in “scale” where you are asked for “salary desired;” this means that you expect to be paid what other workers in similar positions earn.
- **Do not write** your social security number on your application. This is something you will give a potential employer upon being hired.
- Be positive; do not volunteer negative experiences.
- Be honest.

****** Remember to include a copy of your resume with your employment application. Make sure the information on your resume and job application match.

Avoid These Common Mistakes on an Employment Application

1. Misspelled words
 2. “Crossed-out” writing
 3. Folded or wrinkled form
 4. Incomplete or unanswered items
 5. Failure to print
 6. Incomplete work history
 7. Submitted after deadline
 8. No signature
-

What do Employers Look for in an Employment Application?

The information you provide and how well you present it indicates:

1. Your ability to follow instructions
2. Your character
3. Your achievements
4. Your ability to hold a job
5. Your thoroughness

After completing an employment application, you may or may not get an interview. The outcome could depend on how well you completed the form.

Source: Minot Public Schools’ Nail That Job Booklet: <http://pages.minot.k12.nd.us/votech/careerdevelopment.htm>

PERSONAL INFORMATION

Last Name		First	Middle Initial	Home Phone ()
Other name(s) Used				Business Phone ()
Present Address	Street			
	City		State	Zip Code
Permanent Address	Street			
	City		State	Zip Code
Social Security Number			E-mail Address	
Have you ever interviewed with this company before ☐ Yes ☐ No			If yes, list date(s), job title(s) and location(s)	
Have you ever been employed with this company before? ☐ Yes ☐ No			If yes, list date(s), job title(s) and location(s)	
Have you any relatives employed by this company? ☐ Yes ☐ No			If yes, list date(s), job title(s) and location(s)	
Are you at least 18 years old? ☐ Yes ☐ No			If fewer than 18, do you have a work permit?	

EMPLOYMENT DESIRED

Position for which you are applying		Position number
Date you can start	Salary desired	
Are you employed now?	If so, may we inquire of your present employer?	
Present employer name		Phone number
Present employer contact name and title		

EDUCATION

	Name and location of school	Month/year from - to	Did you graduate?	Diploma, degree or certificate obtained
High School				
College or University				
Trade, Business, Technical				
Describe subjects of special study or research work:				
What languages do you speak fluently?				
Do you type (clerical applicants only)? If yes, WPM?				
List professional designations, special knowledge or qualifications:				

FORMER EMPLOYERS (List last four employers, including current position, starting with the last one first.)

Dates MM/YY	Name and address of employer	Position held	Salary	Reason for leaving
From:				
To:				
Describe duties and responsibilities				
From:				
To:				
Describe duties and responsibilities				
From:				
To:				
Describe duties and responsibilities				
From:				
To:				
Describe duties and responsibilities				
Computer Skills (hardware or software)				

ACTIVITIES (Civic, athletic, etc.)

Note: Exclude organizations whose name or character indicates the race, creed, sex, marital status, age, color or national origin of its members.

REFERENCES (Provide the information for three persons not related to you whom you have known for at least one year.)

Name	Address & Phone Number	Business	Years acquainted
1.			
2.			
3.			

TEN WAYS TO FIND 20 EMPLOYMENT OPPORTUNITIES

Networking:

Talk to the people you know. Ask your family, friends, relatives, teachers, neighbors, classmates, and counselors if they know of any employers who hire people with your occupation. Referrals land more jobs than any other method.

Community Agencies:

If you are a veteran, woman, minority, a teenager, a senior citizen, disabled, ex-offender, or handicapped, you have dozens of community agencies that would like to help you find out who they are. Contact your city government, Job Service office, church, synagogue, or public library for information.

Job Fairs:

The Chamber of Commerce, Job Service, colleges, business associations, large corporations, and high schools often sponsor job fairs or career days. Look for announcements in the newspaper or call to see when job fairs are being scheduled. At these fairs you'll get to meet employers, learn about their companies, and see where you might fit in.

Job Service:

There are about 2,000 state employment offices around the country. They help job hunters find employment and they help employers find workers. You can check the computerized Job Bank to see what job opportunities are available. You can also discuss your goals with a trained staff member who will provide counseling and arrange interviews with employers.

Newspaper Want Ads:

The help-wanted section of your newspaper can be used to spot the job you're looking for. It can also be used to spot which companies are hiring. Don't be afraid to approach a company that's hiring – it doesn't matter that they aren't advertising for your particular occupation. What matters most is that they are hiring people.

Trade Directories:

If you're looking for a job in a specific industry, go to the library and ask the librarian to help you find the trade directories. Directories list all the businesses in a certain industry. There are directories for hospitals, publishers, banks, department stores, computer companies, and just about any other industrial group you can think of. Practically every occupation has its own trade journal or magazine. There's a journal for nurses, teachers, writers, bankers, lawyers, auto mechanics, engineers, and so on. Check your library to see if they subscribe to a trade journal for your occupation. Most have a help-wanted section.

State Indexes:

Most states publish indexes of all the registered businesses in their state. The index to manufacturers would list all the textile, plastics, computer, appliance, and other manufacturers. The index to retail firms would list all the department stores, pharmacies, restaurants, gas stations, and other retailers. The index to service firms would list all the banks, barber shops, hospitals, law firms and so on. Check

your library to see if your state publishes indexes of the businesses in your state.

Local Businesses:

If you want a job in your own hometown, check the membership lists of your local Chamber of Commerce. You might also check with your city or country government for a list of businesses in your neighborhood.

Yellow Pages:

The Yellow Pages of your telephone book is another good place to check for prospective employers. You will get a cross-sectional view of all the businesses in your area, plus a breakdown of businesses by their specialty (beautician, auto repair, veterinarian, and the like).

Internet:

Whether you are looking for a job locally, nationally, or internationally, the internet has thousands of job banks and employer information. Many companies list employment opportunities on their homepage. Search by company, location, or job title to find the many sites available to you.

Why 20 Employers?

It's a numbers game. If you market yourself to 20 employers at one time, you should land at least one job interview. Statistically, you should expect a five to six percent success rate. Five percent of 20 employers is one. Market yourself to less than 20 employers and your success rate may be less than one – so zero.

BEFORE THE INTERVIEW

Pre-Interview Checklist



- ⤴ Attitude – Do I have a positive upbeat attitude?
 - ⤴ Outfit – Overall, do I look neat and conservative? (see below)
 - ⤴ Arrival time – Have I allowed ample time to get there? Do I know where to park?
 - ⤴ Paperwork – Do I have extra resumes, list of references, letters of recommendations, etc?
 - ⤴ Personal items – License, money, watch, social security card.
 - ⤴ Cell phone – TURN IT OFF! Or better yet, leave it in the car.
 - ⤴ Transportation – Have I planned my transportation?
 - ⤴ Personal appearance – Look in the mirror!
-

DRESS FOR SUCCESS

- ⤴ You can never be too conservative!
- ⤴ Dress one step above the business attire at the interview site.
- ⤴ Make sure everything is clean, washed and pressed.
- ⤴ Shower, shave, trim and groom hair, manicure hands & nails.
- ⤴ Avoid excessive jewelry. Nothing big, dangling or colorful.
- ⤴ Remove other body piercing.
- ⤴ Nothing too bright in color. Solid colors are best (blue, tan, black, etc.)
- ⤴ Watch the perfume/cologne/aftershave.
- ⤴ No smoking before the interview.
- ⤴ Modest make-up.
- ⤴ Try on the interview outfit and practice sitting.





Successful Interviews

Make the best impression possible during job interviews. Here are some tips:

1. Research the employer so that you know all that is possible about their company, the position and the interview process. Ask questions!
2. Prepare mentally to sell yourself as a product. Consider what your strengths are for this position and be able to communicate your qualifications and skills for the job.
3. Review the list of possible interview questions. Actually verbalize responses to each question. Practice!!!
4. Go to the interview alone. Plan to arrive a few minutes early, but not too early!!
5. Be neat and wear clean clothes. Don't chew gum. Dress suitably for the kind of work you are seeking.
6. Have your social security number, proof of age, employment and school records, driver's license, and references with you.
7. Be alert during the interview. Sit up straight and answer questions in a businesslike manner.
8. Be a good listener. Pay close attention to each question and be sure you understand what is being asked. If you are not sure, ask the interviewer to repeat or clarify.
9. Emphasize what you can do. Show interest and say you are willing to learn. Don't apologize for what you can't do.
10. Don't be afraid to ask questions, but don't ask about the pay or other benefits until you are offered a job.
11. Don't argue with the employer or try to get sympathy. Don't complain about previous employers, co-workers, or jobs.
12. If you aren't hired during the interview, ask when a decision will be made. If you don't hear from the employer, you may make a phone call to find out the status of the job. Always be polite.
13. Thank the employer for the interview and say you hope to get the job.
14. Follow up with the person you interviewed with! Send a thank you note.

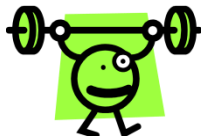


Most Common Interview Questions by Category

Many people perform only passably well during an interview. The cause is almost always a lack of preparation or improper preparation. This is easily preventable with just a little effort. Since the majority of questions used in almost all interviews tend to follow certain patterns or themes, they can be easily anticipated. You can gain a real advantage over others just by preparing in advance to answer the following questions.



Selling Personal Strengths



- Tell me about yourself
- What is your greatest strength?
- What can you offer us that someone else can't?
- What are your three most important career accomplishments?
- How would you describe yourself?
- Why should I hire you?
- Describe the biggest crisis in your life?
- What is unique about you?
- How would your (previous) supervisor/boss describe you?
- Rate yourself on a scale of 1-10.
- How have you benefited from disappointments?

Overcoming Negatives and Objections

- What is your greatest weakness?
- Have you ever been fired or asked to resign?
- What is the biggest mistake you ever made?
- What didn't you like about your last job and why?

Personal Factors

- What are your career goals?
- What do you really want to do in life?
- What personal, non-job related goals have you set for yourself?
- Are you willing to travel?
- How do you feel about overtime?
- What have you learned from your past mistakes?
- What do you think determines a person's progress with a good company?
- Who has exercised the greatest influence on you? How?
- What public figure do you admire most and why?
- What are your primary activities/interests outside of work?
- What qualities do you admire in people?
- What have you done to increase your personal development?
- What was the last book you read?
- Describe yourself in 1-3 words.

Selling Personal Qualities

- Can you work well under stress?
- Do you prefer to work individually or as part of a team?
- Are you a team player?
- Tell me about the last incident that made you angry? How did you handle it?
- What are the things that motivate you?

- How do you handle people that you really don't get along with?
- What have you done that shows initiative?
- What personal qualities are important for success in this field?
- Sell me this pen.

Job Factors

- Describe your perfect job.
- What is most important to you in a job?
- Why do you want to change jobs?
- Why do you want to get into this field?
- Why did you leave your last job?
- What do you like least about this position? Most?
- Tell me about your duties at your present job?
- What is the most important aspect of your job?
- Describe a time when you were criticized on your job?
- What is the most difficult situation you ever faced?
- What frustrates you about your job?
- What jobs have you enjoyed most? Least? Why?

Organizations and Supervisors

- Where do you see yourself in five years?
- Why would you like to work for us?
- What is your opinion of your present or past employer?
- How long would you stay if we offered you this position?
- What do you know about our company?
- Why do you want to leave your present job?
- What kind of recommendations will you get from previous employers?
- What kind of supervisors do you like the most? Least? Why?
- Do you have any activities, commitments or responsibilities that might cause you to be absent from work?
- May I contact your last employer?

School: How are you doing?

- Why did you pick your major?
- What kind of grades do you have?
- Do you feel you did the best work at school that you were capable of doing?
- Do you plan to continue your education?
- How has schooling prepared you for this job?
- What extracurricular activities did/do you participate in?

Expect a hypothetical situation such as:

- ☐ How would you react if your boss is stealing from the company and you find out?
- ☐ What do you do if a colleague is drinking on the job?
- ☐ How would you react if a family member or friend comes in and tries to take something without paying?
- ☐ Tell about a time when you were put into the situation of doing something you did not feel was right.? How did you react?
- ☐ Describe a situation where you were responsible for getting numerous things done by a set time. How did you prioritize? What was the result?

Questions to Ask the Employer During An Interview

1. Would you describe a typical workday and the things I'd be doing?
2. Which duties are most important for this job? Least important?
3. How would I be trained or introduced to the job?
4. How long should it take me to get my feet on the ground and become productive?
5. How is the job important to the company—how does it contribute?
6. What are the department's goals for the year?
7. Who are the people I'd be working with and what do they do?
8. Can someone in this job be promoted? If so, to what position?
9. If hired, would I report directly to you, or to someone else?
10. What major markets does this company compete in?
11. What is it like working here in terms of the people, work loads, and rewards?
12. What are the challenges facing this company?



Questions to Consider AFTER you are offered the position and BEFORE you accept it!

1. What will my hours be? Will I be guaranteed a certain amount of hours per week?
2. What will my hourly/monthly wage be? Do you give performance appraisals and/or raises? How often?
3. Does the company offer any benefits?
4. Who will be my immediate supervisor?
5. When would you like me to start? What if I need time off?
6. Can I change my schedule once school starts?

Most Frequent Reasons for Rejection

The following list of reasons that a person is rejected for an employment opportunity was compiled from discussions and surveys with over 150 large firms.

1. Poor personal appearance
2. Was overbearing, overly aggressive, conceited, superiority complex, know it all.
3. Inability to express themselves clearly. Lack of communication skills. (poor voice quality, diction, grammar)
4. Lack of planning for career. No set goals or purpose. Didn't know what the company was looking for in an employee. Didn't do their research.
5. Lack of interest or enthusiasm. Appeared passive, indifferent, apathetic.
6. Lack of confidence and poise. Overly nervous or ill at ease.
7. Overemphasis on money. Interested only in best dollar offer.
8. Unwilling to start at the bottom. Expected too much too soon.
9. Makes excuses. Lies. Didn't take responsibility for past actions.
10. Lack of tact. Too blunt.
11. Lack of maturity.
12. Lack of courtesy. Ill mannered.
13. Spoke negatively of past employers.
14. Lack of social understanding.
15. Lack of vitality (shuffle around, slow movements, responded with only "yes" or "no" to questions). See #5
16. Fails to look interviewer in the eye.
17. Weak handshake.
18. Indecisive.
19. Poor personal life (relationship troubles).
20. Sloppy or incomplete application.
21. Was "shopping around" or only wanted job for only a short time.



RATE YOUR INTERVIEW SKILLS

<u>How Do You Look</u>	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
1. Clothing clean and well-pressed?	☐	☐	☐
2. Clothing conservative in style and color appropriate?	☐	☐	☐
3. Body clean and fresh from odor?	☐	☐	☐
4. Hair trimmed, clean, and combed?	☐	☐	☐
5. Shoes clean and polished?	☐	☐	☐
<u>How Will You Act</u>			
	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
6. Greet interviewer with a smile?	☐	☐	☐
7. State your name proudly?	☐	☐	☐
8. Shake interviewer's hand FIRMLY?	☐	☐	☐
9. Sit only when asked to do so?	☐	☐	☐
10. Look interviewer in the eye?	☐	☐	☐
11. Listen carefully to what the interviewer says?	☐	☐	☐
12. Take the time to think questions through before answering?	☐	☐	☐
13. Place your gloves and purse on the floor beside your chair, rather than on the desk or table?	☐	☐	☐
14. Emphasize what you could do for the firm rather than what the firm could do for you?	☐	☐	☐
15. Speak well of previous employers and associates?	☐	☐	☐
16. Refrain from arguing with the employer?	☐	☐	☐
17. Show your desire to work?	☐	☐	☐
<u>Planning and Conduct</u>			
	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
18. Will be open to new ideas?	☐	☐	☐
19. Will be courteous and tactful?	☐	☐	☐
20. Will be enthusiastic about school, work and life in general?	☐	☐	☐
21. Ask questions about the job and the company?	☐	☐	☐
22. Demonstrate your sense of humor when appropriate?	☐	☐	☐
23. Prepared to tell the employer how you could benefit their company?	☐	☐	☐
24. Will not lie or exaggerate your qualifications or experiences?	☐	☐	☐
25. Emphasize what you can do, not who you know?	☐	☐	☐
26. Will not chew gum, smoke or eat candy?	☐	☐	☐
27. Stick to the point and answer the questions briefly, but completely?	☐	☐	☐
28. Will be on time for the interview?	☐	☐	☐
29. Thank the interviewer for their time?	☐	☐	☐
30. Thank the receptionist or secretary for being helpful before leaving.	☐	☐	☐

Thank You Letter

SAMPLE THANK YOU LETTER

2913 Your St.
Grand Forks, ND 58201
September 27, 2013

Dr. Julia Edmonds
Administrative Manager
Altru Health Systems
960 S. Columbia Rd.
Grand Forks, ND 58201

Paragraph 1:
Express your
appreciation

Dear Dr. Edmonds:

Paragraph 2:
Emphasize
your strongest
qualifications.

Show you are
a good match
for the job

I want to thank you for interviewing me yesterday for the administrative assistant position. I enjoyed meeting you and learning more about your company projects.

My enthusiasm for the position and my interest in your company has strengthened since interviewing with you. I think my training provides me with the necessary qualifications to be a successful fit in your company.

I am extremely interested in the position as Administrative Assistant and the chance to work with your company. Please feel free to call me at 701-337-5555 if I can provide additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Frederick Bryan
Frederick Bryan

Paragraph 3:
Restate your interest in
the position. Provide
supplemental information
not previously given.

Letter of Resignation

SAMPLE LETTER OF RESIGNATION

July 15, 2009

Mrs. Diane Peters
Department of Human Resources
Bethesda Hospital
559 Capital Blvd.
St. Paul, MN 55103

Dear Mrs. Peters:

Please accept this letter as notice of my resignation to become effective August 30, 2009.

With the start of my senior year of high school, I feel I need to put more of my time and energy into my school work. This year I am enrolled in two advanced placement courses, as well as a Medical Careers course. Since nursing is the career I am interested in pursuing, it is very important to me to do well in these classes.

I would like to thank you, Mrs. Peters, for giving me the opportunity to learn many new and useful skills. Bethesda allowed me to explore various areas and to expand the skills necessary to become a successful nurse. I will always recognize you and your human resources department for the high level of professionalism and support.

Working with Bethesda has been a pleasure. I will always be proud to have been associated with such a fine staff.

Sincerely,

Ineeda Job

Ineeda Job
2510 E. 8th Street
St. Paul, MN 55106
701-555-5555