

IVY TECH COMMUNITY COLLEGE

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# CAREER HANDBOOK



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# Guide to Resume Writing

## YOUR RESUMÉ

Chances are your resumé will be the most important written statement you will ever make about yourself. The purpose of the resumé is to capture the employer's interest so that you will be granted an interview. It serves as your opportunity to list your accomplishments for prospective employers to see. Think of your resumé as your marketing brochure. Several steps are involved in writing a great resumé. The purpose of this packet is to outline those steps and to provide you with enough information so that you can begin working on your resumé.

The first step in writing a resumé is to identify what it is you want to do. Set your occupational goal. Your goal will help you determine what information should be included on your resumé and what facts should be omitted. This first step gives you a direction to follow. If you are having a difficult time identifying what you would like to do, think of your education, past experiences, volunteer work, skills, and abilities. You may want to work through the Identify Your Skills information, which is included in this packet on [page 12](#).

### Career Objective

Now that you have set your goal, write it on the Resumé Worksheet, which is located on page 15. This will become your career objective. Its purpose is to show the prospective employer that you have a specific career goal. It tells them what position you are interested in. The objective must fit the position you are applying for and the content of your resumé must support the objective.

Your career objective needs to be clear and concise. It should be limited to twenty-five words or less. Generally an objective would begin "Seeking a position in..." Remember to be as specific as possible without being too restrictive. For example, "Seeking a position at XYZ Company" closes any doors that could be open for you at ABC Company.

Another problem with this career objective is that it states where you want to work, not what you would like to do. A better career objective in this case would be "Seeking a Mechanical Drafting position with a local manufacturer".

### Experience

Next, on the Resumé Worksheet under experience, list all the positions you have held.

Make sure you include all volunteer work. For example, if you want to obtain a position as a bookkeeper it would be smart to include your volunteer work as the treasurer of the Student Government Association.

Once you have all your experiences listed, write down all of your duties, responsibilities, and accomplishments for each position. Include everything, no matter how trivial it may seem. You can edit later. Now is the time to brainstorm! After you have finished, take a break; put your information away for a while, preferably overnight.

After you have had a rest look over your information and see if you have forgotten anything.

The next step is to edit your information. Look over all your duties, responsibilities, and accomplishments and ask, "Which of these are related to my career objective?" Once you have eliminated irrelevant task and narrowed down your list, it is time to create action statements. Start each statement with an action word. An action word is a verb, which allows you to take credit for your efforts. It tells the reader you are a doer. Instead of saying, "When the boss

was gone on vacation, I was in charge of the cashiers.” An action statement lets the reader know you “supervised a staff of eight in absence of the manager.” An action statement gets the point across as quickly and in as few words as possible.

If you are not sure of these words or are using the same ones repeatedly, see the Action Word List on [page 14](#). Write your action statements on the Experience/Capability Worksheet on [page 18](#).

## Resumé Style

At some point you will need to decide what type of resumé fits your needs. There are two main resumé styles, the chronological and the functional. The chronological resumé is ideal for individuals who have had steady employment. Positions are listed in chronological order, starting with the most recent one first. This style is ideal for the individual who is planning on working in the same type of position, but wants to change employers. An inexperienced person or one who has not had experience within his or her chosen field should not use this style.

A functional resumé would be a better choice for this individual. The focus of the functional resúmes is to group skills together under headings. This allows you to put all your similar skills together, even if you attained them from different positions. You decide what skills you are most proficient in and the employer can easily identify those areas.

The functional resumé allows you to list action statements under headings such as “Capabilities” and “Experience,” see [Optional Headings on page 10](#). Experiences are what you have already accomplished, usually through paid employment and volunteer work. Capabilities, on the other hand, are activities you know you can do as a result of your training. Parts of a Resumé and definitions are listed on [page 9](#).

Since you know the two main types of resúmes, pick the one that will allow you to sell yourself best. After deciding which type you will use, begin to put your resumé together. If you have chosen the chronological resumé, transfer your information onto your Chronological Resumé

Worksheet on [page 19](#). If you have selected the functional resumé, decide which areas you want to focus on, for example, clerical skills, sales experience, etc.

Pull the action statements from all the areas that show your experiences and skills and transfer this information to the appropriate headings on the Functional Resumé Worksheet on [page 21](#). Be confident about what you list in the skills section because an interviewer will more than likely ask you about this information. Under Work History, list your employers name, city, state, job title, and dates of employment. Do not put addresses, telephone numbers, or contact names on your resumé. This information should be on a separate page just for references.

## General Information

If you have followed each of these steps you have completed the bulk of writing your resumé. The remaining information to include is your name, address and telephone number, which is **ALWAYS** at the top of the resumé. Include your educational information, listing your most recent first. You do not need to list your high school if you are attending college. List your grade point average if it is a B average or better.

Use numerical grade points, not letter grades, and list the scale. For example, a B average grade should be listed as “G.P.A. 3.0/4.0”. You may also add a section for honors received and professional memberships. The statement “References available upon request” is not necessary. Employers assume you will have three to five references available upon request. **DO NOT PUT YOUR REFERENCES ON YOUR RESUMÉ!** They belong on a separate page.

Since your resumé is limited to one page, no more than two, be careful to list only statements that will support your career objective. Only use relevant items. Also keep in mind that a resumé is not your life story. You will have a chance to go into more detail during the interview. Use the resumé to list your most noteworthy experiences.

Your resumé should be laid out so that employers can quickly look through the document and see if you meet his or her needs. Your name, address, and telephone number should always be the

first piece of information on your resumé. Your career objective should always be next. All other sections of your resumé may be arranged in the order that you feel will benefit you the most.

The following pages are to help you when you need information quickly. Action words, parts of a resumé, optional headings, skills list, and resumé tips, are included in this booklet. Pay special attention to the resumé tips. Also included in this booklet are worksheets to help you prepare your resumé and several examples of resúmes for you to use as guidelines.

Cover letter information, cover letter samples, other correspondence related to your career search, interviewing information and interview attire are also included to help you.

Good luck with your career search!

# TIPS FOR A WINNING RESUMÉ

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- **WRITE IT YOURSELF:** It is okay to receive help with your resume, but you should write it yourself. This process will help you with the job interview.
- **KEEP YOUR RESUME TO ONE PAGE:** Unless you have significant prior experience your resume should only be one page. Be concise!
- **CONTACT INFORMATION AT THE TOP OF THE PAGE:** Do not make the employer search for your contact information. Always put it at the top of your resume. Include your legal name, address, telephone number, cell phone number, e-mail address, etc. Make sure your email is professional. If you have a professional web site, include your URL.
- **YOUR RESUME SHOULD BE ATTRACTIVE AND EASY TO READ:** Always type your resume. Use a font that is easy to read, 10 point or 12 point font size. Use adequate margins and spacing so that the page is not crowded, no less than .75" and no more than 1.5". Sufficient white space is necessary to keep it from looking cluttered.
- **ORGANIZE THE INFORMATION IN A LOGICAL MANNER:** The organization of your resume should be clear to the reader. Make sure the information flows. Underlining, bolding, bullets, capital letters, punctuation, etc. should be consistent.
- **USE ACTION VERBS:** Make statements, starting with action words, to describe and emphasize your duties, skills, and accomplishments.
- **BE RELEVANT:** Everything in your resume must be relevant to your job objective.
- **PROOFREAD! PROOFREAD! PROOFREAD!** Check and double check for spelling, grammatical and typing errors. Ask someone else to read it to check for errors and clarity.
- **USE RESUMÉ PAPER:** Use quality bond paper, 8 ½" x 11" inches. Stay with neutral colors; white or off-white is recommended.
- **BE POSITIVE:** Remove all negatives from your resume. Never mention your faults.
- **BE ACCURATE:** Emphasize your accomplishments; do not overstate your qualifications.
- **NO PERSONAL DATA:** Never mention your age, marital status, children, religious affiliations, etc.
- **ALWAYS INCLUDE A COVER LETTER WITH YOUR RESUMÉ.**

# PARTS OF A RESUMÉ

- **HEADING/IDENTIFICATION:** Include your full, legal name, permanent address and phone number, with the area code, cell phone number, and e-mail address.
- **JOB OBJECTIVE:** A job objective should state what you want to do, the position you are interested in and should be employer/position focused. Modify your objective to fit each employer and position you target.
- **SUMMARY or PROFILE:** (optional) a summary includes three or four bulleted statements highlighting your skills, enticing the reader to look at the rest of the resume. It supports the objective. Quantify the statements whenever possible.
- **EDUCATION:** List all your relevant education, training, and certifications. List degrees(s) awarded, school(s) attended, dates of attendance or year of graduation/completion and your program/major. List your education in chronological order, starting with your most recent first. Include your grade point average if it is a B or better.
- **QUALIFICATIONS or SKILLS:** Provide a concise list of your qualifications, skills, and accomplishments that are requirements for the position you are seeking. Use action statements to describe these and quantify whenever possible. List in order of importance. It is not necessary to identify the employment situation where these qualifications were obtained. Include computer software/hardware skills, technical skills, percent of increase in production, sales, etc.
- **AWARDS/ACHIEVEMENTS/HONORS:** You can use this as a separate category or place this information under the Education heading. This area should highlight formal recognitions, professional and academic awards.
- **WORK EXPERIENCE:** Include the name of the employer, geographic location (city and state only), position title, dates of employment, a brief statement of duties and your major contributions and accomplishments. Include military experience, internships/cooperative and volunteer experience. List these in reverse chronological order - the most recent first.
- **ACTIVITIES AND ASSOCIATIONS:** Include participation in professional associations, student government, clubs, or community activities. Include the name of the organization and any leadership roles you held.
- **REFERENCES:** Indicate that these are available upon request. Prepare a list of references on a separate piece of paper. Include the person's name, job title, phone number, name, and address of the organization. **DO NOT PUT YOUR REFERENCES ON YOUR RESUME.**

# OPTIONAL HEADINGS

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The following are some common resume section headings and possible alternatives you may choose from:

## **OBJECTIVE**

Career Goal, Career Interest, Career Objective, Employment Objective, Job Objective, Professional Objective, etc.

## **SUMMARY OF QUALIFICATIONS**

Highlights of Qualifications, Professional Summary, Profile, Qualifications, etc.

## **EDUCATION**

Academic Background, Academic History, Academic Training, Educational History, etc.

## **WORK EXPERIENCE**

Clinical Experience, Computer Experience, Employment, Employment History, Experience Highlights, Internships, Summer Work, Practicum Experience, Professional Background, Related Experience, Sales Experience, Volunteer Experience, etc.

## **ACTIVITIES**

Athletics, Campus Activities, Campus Involvement, Civic Involvement, Community Activities, Community Service, Professional Activities, etc.

## **SKILLS**

Accomplishments, Areas of Expertise, Areas of Knowledge, Certifications, Qualifications, Special Skills and Training, Professional Development, Professional Skills, Professional Training, Technical Tools, Workshops, Accounting Skills, Computer Competencies, etc.

## **PROFESSIONAL MEMBERSHIPS**

Associations, Memberships, Professional Affiliations, Societies, etc.

## **PUBLICATIONS AND PRESENTATIONS**

Articles in Progress, Concerts, Conference Presentations, Current Research Interest, Publications, Presentations, Writing Experience, etc.

## **HONORS**

Achievements, Awards, Distinctions, Recognitions, Scholarships, etc.

## **MILITARY EXPERIENCE**

Armed Forces, Military History, Military Services, etc.

# REASONS WHY EMPLOYERS MAY NOT REVIEW YOUR RESUMÉ

- **PHYSICAL APPEARANCE IS SLOPPY:** poorly typed and printed, uneven margins or inconsistent spacing, font too small or too fancy to read, paper not appropriate, looks unprofessional
- **ERRORS:** misspelled or misuse of words, poor grammar, typographical errors
- **DISORGANIZED:** information is scattered, hard to follow, employer has to search for information
- **TOO LONG/OVERWRITTEN:** one page, no more than two; unnecessary information, unrelated to your job qualifications, long paragraphs and sentences
- **TOO SHORT:** not enough information, gives only bare essentials of dates and job titles, sparse in describing duties or accomplishments on various jobs
- **WRONG RESUME:** resume does not fit position applying for; content does not support objective
- **INFORMATION NOT CURRENT:** resume does not include current information
- **CONTACT INFORMATION MISSING:** leaving out information such as your name, mailing address or telephone number
- **CONTAINS PERSONAL INFORMATION:** do not include information about age, marital status, health, height, weight, gender, photographs, etc.
- **NO COVER LETTER:** resume misdirected, sending resume without a cover letter

# IDENTIFY YOUR SKILLS

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Employers have stated that over ninety percent of the job applicants they interview cannot describe their skills. Although job seekers may have the necessary skills for a particular job they have trouble communicating them! Knowing this, one of the most important things you can do before developing or changing your career is to learn to identify your skills.

There are three types of skills: job related skills, transferable skills, and adaptive skills. The job related skills are those that are related to a particular job. For example, using AutoCAD would be a job related skill. The transferable skills are skills that can be useful in a variety of jobs and can be transferred from one career to another. For example, communication skills are transferable skills. Adaptive skills are the skills you use everyday to survive. An example of an adaptive skill would be getting along with others.

When asked, “What are your skills?” People will often respond with, “I don’t know” or “I’ve only been a housewife” or “I’ve only worked in a factory,” etc. People have a difficult time describing what they can do. On the next page there is a list of skills. Read through the list and check off the skills you feel you have. Think about all the things you have accomplished throughout your life, such as, school, work, volunteer work, home responsibilities, etc.

After you have completed this task take a look at the skills you checked off. Would you enjoy doing any of these again? Now that you have discovered, or rediscovered, your skills use this information to put together a resume or to help you prepare for an interview.

# IDENTIFY YOUR SKILLS

administer	file records	plan
advise	find information	pleasant
analyze data	fix/repair	practical
anticipate problems	follow directions	precision work
appraise services	gather materials	prepare
arrange functions	generate	print
articulate	get along with others	pride
artistic	good with hands	process information
assemble things	good attendance	produce
assertive	guide/lead	program
assess situations	handle complaints	promote
audit records	handle money	protect
bargain/barter	helpful	public speaking
build	honest	public relations
calculate numbers	illustrate	question
capable	implement	raise money
care for	improve	read
chart information	improvise	recommend
check for accuracy	independent	record data
cheerful	industrious	recruit
classify	influence others	rectify
collect money	inform	reduce
communicate	initiate new task	rehabilitate
compare data	inspect products	reliable
competent	install	remove
competitive	instruct	repair
compile	interpret data	report
complete assignments	interview people	research
confront others	invent	resolve problems
conscientious	inventory	responsible
construct buildings	investigate	restore
consult with others	keep financial records	review
control situations		

What other skills do you have that are not on this list?

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

# ACTION WORDS FOR YOUR RESUMÉ

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Abstracted	Conceived	Excelled	Learned	Protected	Surveyed
Achieved	Conducted	Expanded	Lectured	Proved	Sustained
Acquired	Conserved	Expedited	Led	Provided	Symbolized
Acted	Consulted	Experimented	Lifted	Publicized	Tabulated
Adapted	Contracted	Explained	Listened	Published	Talked
Addressed	Contributed	Explored	Located	Purchased	Taught
Administered	Converted	Expressed	Logged	Queried	Theorized
Advertised	Cooperated	Extracted	Made	Questioned	Trained
Advised	Coordinated	Facilitate	Maintained	Raised	Translated
Advocated	Copied	Fashioned	Managed	Ran	Upgraded
Aided	Correlated	Financed	Manipulated	Ranked	Utilized
Allocated	Counseled	Fixed	Mapped	Rationalized	Validated
Analyzed	Created	Followed	Mastered	Read	Verified
Answered	Critiqued	Formulated	Maximized	Reasoned	Visualized
Anticipated	Cultivated	Fostered	Mediated	Recorded	Won
Applied	Dealt	Founded	Memorized	Received	Wrote
Appraised	Debated	Gained	Mentored	Reduced	
Approved	Decided	Gathered	Met	Referred	
Arranged	Defined	Gave	Minimized	Related	
Ascertained	Delegated	Generated	Modeled	Relied	
Assembled	Delivered	Governed	Modified	Reported	
Assessed	Designed	Guided	Monitored	Researched	
Assisted	Detected	Handled	Narrated	Responded	
Attained	Determined	Headed	Negotiated	Restored	
Audited	Developed	Helped	Observed	Revamped	
Augmented	Devised	Identified	Obtained	Reviewed	
Authored	Diagnosed	Illustrated	Offered	Scanned	
Bolstered	Directed	Imagined	Operated	Scheduled	
Briefed	Discovered	Implemented	Ordered	Schemed	
Brought	Discriminated	Improved	Organized	Screened	
Budgeted	Dispatched	Improvised	Originated	Set goals	
Built	Displayed	Inaugurated	Overcame	Shaped	
Calculated	Dissected	Increased	Oversaw	Skilled	
Cared	Documented	Indexed	Participated	Solicited	
Charged	Drafted	Indicated	Perceived	Solved	
Chartered	Drove	Influenced	Perfected	Specialized	
Checked	Edited	Initiated	Performed	Spoke	
Clarified	Eliminated	Inspected	Persuaded	Stimulated	
Classified	Empathized	Instituted	Planned	Strategized	
Coached	Enabled	Integrated	Practiced	Streamlined	
Collaborated	Enforced	Interpreted	Predicted	Strengthened	
Collected	Enlightened	Interviewed	Prepared	Stressed	
Comforted	Enlisted	Introduced	Presented	Studied	
Communicated	Ensured	Invented	Prioritized	Substantiated	
Compared	Established	Inventoried	Produced	Succeeded	
Completed	Estimated	Investigated	Programmed	Summarized	
Complied	Evaluated	Judged	Projected	Synthesized	
Composed	Examined	Kept	Promoted	Supervised	
Computed	Exceeded	Launched	Proposed	Supported	

# RESUMÉ WORKSHEET

## CAREER OBJECTIVE

(What career are you interested in/applying for?)

---

## EDUCATION & TRAINING (start with your most recent first)

### COLLEGE

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Attended \_\_\_\_\_ to \_\_\_\_\_ Grad. Date \_\_\_\_\_ Grade Point Average (G.P.A.) \_\_\_\_\_

Degree \_\_\_\_\_

Describe any honors/awards/activities/clubs/organizations you participated in during college:

---



---

### COLLEGE

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Attended \_\_\_\_\_ to \_\_\_\_\_ Grad. Date \_\_\_\_\_ Grade Point Average (G.P.A.) \_\_\_\_\_

Degree \_\_\_\_\_

Describe any honors/awards/activities/clubs/organizations you participated in during college:

---



---

## WORK EXPERIENCE

### EMPLOYER

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Job Title \_\_\_\_\_ Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Duties/Responsibilities \_\_\_\_\_

Promotions \_\_\_\_\_

Number of People Supervised or Trained (explain) \_\_\_\_\_

---

Machines, Tools or Equipment Used \_\_\_\_\_

---

**EMPLOYER**

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Job Title \_\_\_\_\_ Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Duties/Responsibilities \_\_\_\_\_

Promotions \_\_\_\_\_

Number of People Supervised or Trained (explain) \_\_\_\_\_

Machines, Tools or Equipment Used \_\_\_\_\_

**EMPLOYER**

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Job Title \_\_\_\_\_ Dates Employed \_\_\_\_\_ to \_\_\_\_\_

Duties/Responsibilities \_\_\_\_\_

Promotions \_\_\_\_\_

Number of People Supervised or Trained (explain) \_\_\_\_\_

Machines, Tools or Equipment Used \_\_\_\_\_

**VOLUNTEER EXPERIENCE**

Name of Organization \_\_\_\_\_

Address \_\_\_\_\_  
*Street City State Zip*

Your Title \_\_\_\_\_ Dates \_\_\_\_\_ to \_\_\_\_\_

Duties/Responsibilities \_\_\_\_\_

**MILITARY EXPERIENCE**

Service Branch \_\_\_\_\_ Entry Date \_\_\_\_\_ Discharge Date \_\_\_\_\_

Rank \_\_\_\_\_ Duties/Responsibilities \_\_\_\_\_

**OTHER INFORMATION**

Honors, Memberships, Professional Organizations, etc. \_\_\_\_\_

## REFERENCES

List 3 to 5 individuals, not related to you, who will give you a good reference. Make sure you get their permission before you list them as a reference.

Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_  
*Street City State Zip*  
Phone Number(s) \_\_\_\_\_ Yrs. Acquainted \_\_\_\_\_

Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_  
*Street City State Zip*  
Phone Number(s) \_\_\_\_\_ Yrs. Acquainted \_\_\_\_\_

Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_  
*Street City State Zip*  
Phone Number(s) \_\_\_\_\_ Yrs. Acquainted \_\_\_\_\_

Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_  
*Street City State Zip*  
Phone Number(s) \_\_\_\_\_ Yrs. Acquainted \_\_\_\_\_

Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_  
*Street City State Zip*  
Phone Number(s) \_\_\_\_\_ Yrs. Acquainted \_\_\_\_\_



# **Chapter 2**

## **Resumé Worksheets & Samples**

# CHRONOLOGICAL RESUMÉ WORKSHEET

Use at least a 10-point font

18

Name \_\_\_\_\_ Occupation \_\_\_\_\_

Address \_\_\_\_\_  
*Street City State Zip*

Phone Number(s) \_\_\_\_\_ Email \_\_\_\_\_

OBJECTIVE: \_\_\_\_\_

SUMMARY: (optional)

---

---

---

EDUCATION:

\_\_\_\_\_  
*School City State Zip*

\_\_\_\_\_  
*Degree Program Grad. Date GPA if a B or better*

EXPERIENCE: (start with your most recent position and work back)

\_\_\_\_\_  
*Company City State*

Job Title \_\_\_\_\_ Dates of Employment \_\_\_\_\_

Duties/accomplishments; make statements, starting with action verbs:

---

---

EXPERIENCE: (start with your most recent position and work back)

\_\_\_\_\_  
*Company City State*

Job Title \_\_\_\_\_ Dates of Employment \_\_\_\_\_

Duties/accomplishments; make statements, starting with action verbs:

---

---

HONORS: (highlight formal recognitions, professional and academic awards)

---

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# CHRONOLOGICAL RESUMÉ SAMPLE

## Any Student

123 Any Street  
Columbus, IN 47203  
(812) 000-0000  
astudent@???.com

**OBJECTIVE:** Seeking a position as an Accounts Payable Manager

### SUMMARY:

- Five years experience in accounts payable
- Proficient with Peach Tree and Quicken software
- Successfully trained and directed the daily work activities of three office assistants
- Cum Laude graduate with an AAS in Accounting

### EDUCATION:

Ivy Tech Community College of Indiana, Columbus, Indiana  
Associate of Applied Science degree in Accounting, May 2006  
Graduated Cum Laude with a G.P.A. 3.5/4.0

### EXPERIENCE:

Bookkeeping Services, Inc., Columbus, Indiana

Accounts Payable Manager July 1999-Present

- Recorded financial transactions and other account information to update and maintain accounting records
- Debited and credited accounts as appropriate
- Verified entries, calculations, and postings recorded by other workers
- Developed several Excel spreadsheet macros currently in use for reducing entry time and automatically cross-referencing errors
- Hired, trained and supervised a staff of three

Any Town Warehouse, Columbus, Indiana

Payroll Clerk January 1997- July 1999

- Compiled employee time and payroll data from times sheets and other records
- Verified attendance, hours worked, and pay adjustments
- Calculated wages and entered data into a computer
- Processed and issued paycheck to employees

### ACTIVITIES:

Phi Theta Kappa Honor Society, Treasurer, 2004-2006

Ivy Tech Community College Student Government Association, Treasurer

# FUNCTIONAL RESUMÉ WORKSHEET

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Name \_\_\_\_\_ Occupation \_\_\_\_\_

Address \_\_\_\_\_  
*Street City State Zip*

Phone Number(s) \_\_\_\_\_ Email \_\_\_\_\_

OBJECTIVE: \_\_\_\_\_

## EDUCATION:

\_\_\_\_\_ *School City State Zip*

\_\_\_\_\_ *Degree Program Grad. Date GPA if a B or better*

SKILLS: (This information can relate to what you have learned in school. Make statements about what you learned, starting with action words.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EXPERIENCE: (this information relates to work, volunteer, internships, externships, etc)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## WORK HISTORY:

\_\_\_\_\_ *Company City State*

Job Title \_\_\_\_\_ Dates of Employment \_\_\_\_\_

\_\_\_\_\_ *Company City State*

Job Title \_\_\_\_\_ Dates of Employment \_\_\_\_\_

HONORS and ACTIVITIES: (cite professional, academic awards, campus & community organizations)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# FUNCTIONAL RESUMÉ SAMPLE

Any Student  
0000 Central Avenue  
Columbus, IN 47203  
812-000-0000  
astudent@?????.com

**OBJECTIVE:** Seeking a position in Network Management

**EDUCATION:**

Ivy Tech Community College of Indiana, Columbus, Indiana  
Associate of Applied Science degree in Computer Information Technology,  
Spring 2006, G.P.A. 3.6/4.0

**COMPUTER SKILLS:**

Windows XP, NT Workstation 4.0, Netscape Communication/Navigator,  
Local Area Network, Microsoft Office 2000: Excel, Word, PowerPoint, Outlook,  
FrontPage, Lotus Notes, Lotus 123, Microsoft Visual Basic

**EXPERIENCE:**

- Set up and administered Local Area Network
- Installed Windows 98 and NT 4.0 on 60 workstations
- Installed and performed minor repairs on computer hardware, software, and peripheral equipment
- Tested software, hardware, and peripheral equipment to evaluate performance and effectiveness
- Consulted with staff, users, and management to determine computer needs
- Provided technical assistance and training to system users

**WORK HISTORY:**

Any Company, Columbus, Indiana  
Network Administrator                      May 2002-Present

Ivy Tech State College, Columbus, Indiana  
Computer Lab Technician                      September 2001-May 2002

**HONORS AND ACTIVITIES:**

Phi Theta Kappa Honor Society, 1999-2002  
Student Government Association, Secretary 2001-2002

0000 Central Place  
Columbus, IN 47203  
812-000-0000  
8anystudent@someaccount

## Any Student

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**OBJECTIVE** Interested in a position in Architectural Drafting

### EDUCATION

Ivy Tech Community College of Indiana, Columbus, Indiana  
Associate of Applied Science degree in Design Technology, Specialty in Architectural Drafting, May 2006. G.P.A 3.5/4.0

### COMPUTER SKILLS

AutoCad R13, R14 and AutoCad 2000, CAD Programming Language, Pro E, ArchitectureCAD, Microsoft Office: Word and Excel

### EMPLOYMENT

Cabinets by Someone, Somewhere, Indiana  
**Cabinet Maker** 9/99 to Present

- Designed, constructed and installed kitchen cabinets
- Consulted with clients to assess design wants and needs
- Produced custom designed cabinets
- Cut and installed counter tops

Self-Employed, Somewhere, Indiana

**Carpenter** 3/99 to 5/01

- Remodeled several residential properties
- Drew up plans
- Acquired permits and complied with all codes
- Estimated cost within budgets and selected materials

### ACHIEVEMENTS

American Design Drafting Association Certified Drafter  
Student Government Association, President 2005 to 2006

0000 Central Avenue  
Columbus, IN 47203

812-000-0000  
jdoe@someaccount

## Jane Doe

**OBJECTIVE:** Medical Assistant

### EDUCATION:

Ivy Tech Community College of Indiana, Columbus, Indiana  
Associates of Applied Science Degree in Medical Assistant, May 2006, G.P.A. 3.2/4.0

### CLINICAL:

- Interviewed and prepared incoming patients
- Obtained and recorded vital signs, such as blood pressures, temperature, pulse and respirations
- Administered injections, venipunctures, fingerpricks, nasal smears, throat culture, and pulmonary function test
- Knowledgeable of common medications, uses, classifications, routes of administration, dosages, interactions, incompatibilities, and side effects
- Sterilized and cleaned instruments

### ADMINISTRATIVE:

- Prepared patients ledger cards, recording test results
- Processed laboratory and x-ray slips
- Completed patient insurance forms
- Scheduled appointments, recorded payments, prepared billings
- Handled release of information, filing, and processing of charts

### CERTIFICATIONS:

Certificate in Cardiopulmonary Resuscitation  
Advanced First Aid

### WORK HISTORY:

Sandcrest Family Medicine, Columbus, Indiana  
*Externship* January 2003-Present



# Chapter 3

## Cover Letter Writing

# Cover Letter Writing

## WHY SHOULD I WRITE A COVER LETTER?

A cover letter is essential to introduce you to a prospective employer. The purpose of this letter is to sell your skills and abilities so that an employer will want to meet you and discuss what you have to offer his or her company. You will use your cover letter to point out how your education, experience, abilities and accomplishments will be an asset to the employer.

## ALWAYS INCLUDE IN YOUR COVER LETTER:

- What you can do for the company-how you can make contributions, not what the organization can offer you
- Reasons you are qualified for the position
- Skills that relate specifically to the position
- A specific request for an interview

## HOW DO I BEGIN WRITING?

Writing is actually the last step to a long thought-out process. You must know both yourself and the company to which you are writing, in depth, before you finally sit down to form a letter.

## RESEARCH, RESEARCH, RESEARCH

Be sure to consider the following questions:

- What do you know about the company? Has its name been in the news lately? Do you know anything about its goods and services?
- What do you know specifically about the job for which you are applying? What skills are required? What will your responsibilities be? Is there a chance for advancement?
- What work or school experience has prepared you for this position?
- What will make you stand out from anyone else applying for this same position?
- What key points about your abilities do you want to emphasize?
- What is the most effective way to present your strengths and qualifications?

If you do not know the answer to these questions, learn them before you go any further. It is only through organizing a blend of knowledge about yourself and your prospective employer that you will be successful. An employer wants to know that an applicant is interested enough in his or her company to have tailored a letter to suit his or her needs.

## HINTS FOR A SUCCESSFUL COVER LETTER

1. Confine the length to one page.
2. Single-space the body of the letter, double space between paragraphs.
3. Use the same kind of paper that your resume is on.
4. Proofread at least three times, twice by yourself and once by someone else.
5. Check all spelling! DO NOT rely on the computer software's spell check.
6. Tailor each letter to a specific employer and a specific position. Cover letters should not be copied.
7. State the position you are applying for within the first sentence.
8. State how you found out about the position.
9. Refer to your resume, but do not simply restate facts.
10. Write with your reader in mind.
11. Sound confident! End by requesting an interview. Set a specific time to contact the employer and follow through.

# CHECKLIST FOR COVER LETTERS

- Is the letter brief, concise and to the point?
- Did you show that you are a problem solver, a profit maker, a winner? Did you show how you can help the company?
- Did you back up your claims with financial data, percents, or statistics?
- Did you sound enthusiastic and interested in the company and the position you desire?
- Did you mention the company name?
- Does your letter focus on a specific position?
- Check the heading: Is your address correct? Did you include the Zip code? Date?
- Did you include the title of the addressee? Did you check the spelling?
- Does the letter display your writing ability? Check your spelling and grammar.
- Did you use the pronoun “I”?
- Did you request an interview?
- Did you indicate when you will make further contact?
- Did you include your telephone number?
- Did you highlight your accomplishments and achievements?
- Did you include your resume?
- Did you sign the letter?
- Did you use 8 1/2” by 11” quality bond paper that matches your resume?
- Did you address the envelope properly?
- Is there a postage stamp on it?
- Did you write down who you sent it to so you can follow up?

# COVER LETTER FORMAT BLOCK FORM

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Street Address  
City, State Zip Code  
Date

Contact Person  
Contact Person's Title  
Company's Name  
Mailing Address  
City, State Zip

Use complete name, title and address

Dear Mr./Ms. Contact Person:

Use last name

**OPENING PARAGRAPH:** State why you are writing, name the position or type of work for which you are applying, and mention how you heard of the opening or organization.

**MIDDLE PARAGRAPH (S):** Explain why you would like to work for this employer and why you are interested in this field or type of work. If you have had relevant experience or training draw attention to it, but do not repeat what is already on your resume.

Be specific,  
but brief

Emphasize any of your achievements or special qualifications that are related to the position you are applying for. Refer the reader to the enclosed resume and/or other application materials.

**CLOSING PARAGRAPH:** Write an appropriate closing requesting action such as asking for an interview, giving your phone number, and noting when you can be reached. If you know of required application forms, ask for them.

Sincerely,

Applicants Name

Be sure to sign, DO NOT use nicknames

Applicant's Name

Enclosure

If enclosing anything, like a resumé, note it

Space the letter with equal top & bottom margins

# COVER LETTER SAMPLE/FORMAT

4475 Central Avenue  
Columbus, Indiana 47203  
November 5, 2000

Mr. Jack Jones  
Jones and Jones Enterprises  
238 W. Fourth Street  
Columbus, Indiana 47201

**Purpose of letter**

Dear Mr. Jones:

I am applying for the position of \_\_\_\_\_ for which you advertised in \_\_\_\_\_.

As you will see on my resume (highlight your outstanding qualifications; such as an Associates degree, Technical Certificate, typing skills, computer skills, clinical experience, special licenses, work experiences, etc.)

**Qualifications or reasons why applicant**

I would like to meet with you to discuss my qualifications. I am available at your convenience. You may contact me at 812-000-0000.

**Request for an interview**

Thank you for your time.

Sincerely,

Any Name

Any Name

Enclosure



# Chapter 4

## Cover Letter Samples

# SAMPLE COVER LETTER - BLIND AD

32

123 South Elm Street  
Columbus, Indiana 47203  
May 30, 2007

Personnel Director  
P. O. Box 0000  
Columbus, Indiana 47202

Dear Personnel Director:

I read in The Republic, May 27, 2007, about the opening your organization has for an accounting clerk.

My experience in the accounting field the past two years with Able Accounting, Inc. would be of great value to your firm. While at Able, I worked with accounts payable and supervised the work of three clerks. In addition to my experience, I received an Associate of Applied Science degree in Accounting from Ivy Tech Community College and graduated Cum Laude. As you will see by my enclosed resume, I have had extensive training in the accounting area.

I would like to meet with you and discuss my qualifications. Please call me at your convenience to set up a time. I can be reached during the day at 812-000-0000 or in the evening at 812-000-0001.

Thank you for your consideration.

Sincerely,

*Jill Jones*

Jill Jones

Enclosure

# SAMPLE COVER LETTER - RESPONSE TO AD

88 Willow Way  
Columbus, Indiana 47203  
May 5, 2007

Aaron Mobile, Publisher  
Automobile Digest  
454 West Street  
Indianapolis, Indiana 46227

Dear Mr. Mobile:

I am replying to your advertisement in The Indianapolis Star, May 4, 2007, offering a position as copy editor on a sports car publication.

As my resume demonstrates, I have my Bachelors Degree in Journalism and have been working as a copy writer and assistant copy editor on magazines for the past six years.

Your ad specified an interest in and knowledge of sports cars. I did not feel it appropriate to mention it in my resume, but I am the owner of one of the few surviving Type 57 Bugattis in North America, having restored and maintained the car myself. The car is registered with the Bugatti Club of America, to which I belong. I trust that this establishes my credentials as a sports car enthusiast.

I am very interested in this position and would like to discuss further with you my ualifications and how I can benefit your organization. If my background is of interest to you, please contact me at your convenience at 812-000-0000.

I appreciate your consideration.

Sincerely,

*Raymond Shasta*

Raymond Shasta

Enclosure

# SAMPLE COVER LETTER - RESPONSE TO AD

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4475 Central Avenue  
Columbus, Indiana 47203  
May 23, 2007

Jane Doe  
Human Resource Manager  
First Department Store  
000 West Boulevard  
Indianapolis, Indiana 46227

Dear Ms. Doe:

I am responding to your advertisement for an Associate Manager Trainee, which appeared in the May 20 issue of The Republic. First Department Store is highly respected in the industry and I am personally familiar with your Indianapolis store.

Currently, I am completing my Associate Degree in Business Management at Ivy Tech Community College in Columbus. My education has provided me with a broad knowledge of business, sales, and human resource issues. In addition, I have worked successfully in a number of part-time positions in the retail industry, including customer service.

The enclosed resume provides further details about my education and work experience I would welcome the opportunity to discuss this position with you and how I might contribute to your organization's goals. I will call you next week to see if we can arrange an interview at your convenience. If you need to reach me before then, I can be reached at 812-000-0000. If I am not in please leave a message and I will return your call.

Thank you for your time and consideration.

Sincerely,

*Any Name*

Any Name

Enclosure

000 Main Street  
Columbus, Indiana 47201  
May 5, 2007

Gloria Physician  
River Boat Medical Care  
700 E. Fork Street  
Columbus, Indiana 47203

Dear Ms. Physician:

Brenda Hotopp, Director of Career Services for Ivy Tech Community College, has informed me of a Medical Assistant opening with your office. I would like to be considered as a possible candidate for this position.

I will graduate from Ivy Tech Community College this month with a Technical Certificate in the Medical Assistant Program. My training and externship have provided me with the necessary professional skills to succeed as a qualified Medical Assistant. My training included office management procedures, patient relations, and clinical procedures. These skills would make me a valuable employee in the position you have open.

I have enclosed a copy of my resume for your review. I would like to discuss my qualifications with you at your convenience. I can be reached at 812-000-0000.

Thank you for your consideration.

Sincerely,

*Sally Smith*

Sally Smith

Enclosure



# Chapter 5

## Other Useful Letters

# OTHER USEFUL LETTERS

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## WHY SHOULD YOU WRITE A THANK YOU LETTER?

- It will help you be remembered.
- Gives you an opportunity to restate that you understand your prospective employers' responsibilities.
- Gives you an opportunity to show a genuine interest in the job.
- Because most people DO NOT take the time to write a thank you or follow up letter! So be one of the few that takes the time and makes the effort...you won't be sorry.

## HINTS FOR A SUCCESSFUL THANK YOU LETTER

- Thank the interviewer for his or her time.
- Refer to the position you interviewed for.
- Express enthusiasm about the opportunity to work with this company.
- Refer to your strengths.
- Refer to a personal conversation that took place during the interview. For example, "I enjoyed learning about your favorite hobby, fishing. I hope your trip to the lake was enjoyable."
- Present ideas or qualities that you did not mention in the interview.
- State that you look forward to speaking with the interviewer again. Restate the date that a decision will be made.
- Keep the letter and your thoughts organized. Write a rough draft before making a final copy. Remember, this could be the last contact you have before the employer makes his/her decision.
- Keep this shorter than the cover letter. A half a page is enough.
- Write it and drop it in the mail as soon as the interview is over.

# LETTER - THANK YOU FOR AN INTERVIEW

4475 Central Avenue  
Columbus, Indiana 47203  
May 28, 2007

Robert Disk  
Director of Information Systems  
Computer Industry Company  
62 See Drive  
Indianapolis, Indiana 46227

Dear Mr. Disk:

I appreciated the opportunity to talk with you on Friday, May 27. The information you shared with me about the Computer Industry Company was excellent and I am excited about the possibility of applying my education and experience to the position we discussed.

If I can provide you with any additional information, please let me know. I look forward to hearing from you soon.

Sincerely,

*Any Name*

Any Name

**Express thanks**  
**Re-emphasize your interest in the position**  
**Offer or provide additional information**  
**Mail immediately**

# LETTER OF ACCEPTANCE

40

4475 Central Avenue  
Columbus, Indiana 47203  
May 30, 207

Robert Brief  
Attorney at Law  
Smith and Jones Legal Center  
000 West Boulevard  
Indianapolis, Indiana 46227

**State your acceptance and affirm  
the employer's decision to hire you.  
Reconfirm details  
Express appreciation**

Dear Mr. Brief:

I am very pleased to accept your offer of the paralegal position as outlined in your letter of May 29. The position is exactly what I have been looking for. I look forward to joining the fine staff of Smith and Jones. (Include all details of offer-location, starting salary, starting date, report time, etc.)

I will have completed the medical examination by June 5, the start date. I have completed and enclosed all the employee forms, as you requested.

I look forward to meeting the challenges of the job and I shall make every attempt to fulfill your expectations. Thank you for your confidence in me.

Sincerely,

*Any Name*

Any Name

Enclosure

# LETTER OF REJECTION

4475 Central Avenue  
Columbus, Indiana 47203  
June 1, 2007

Robert Mega  
Director of Information Systems  
Computer Industry Company  
62 See Drive  
Indianapolis, Indiana 46227

**Acknowledge the offer.  
Show that you have given the offer careful  
consideration.  
Express your appreciation for the opportunity  
and for the person's time and attention.**

Dear Mr. Mega:

After considerable thought, I have decided not to accept your offer of employment as outlined in your May 30 letter. This has been a very difficult decision for me. However, I feel I have made the correct one for this point in my career.

Thank you for your time, effort, and consideration.

Sincerely,

*Any Name*

Any Name

# LETTER - THANK YOU FOR A VISIT

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4475 Central Avenue  
Columbus, Indiana 47203  
June 1, 2007

Gwen Plotter  
Director of Information Systems  
Computer Industry Company  
62 See Drive  
Indianapolis, Indiana 46227

**Express appreciation  
Confirm visit details.  
Re-emphasize interest.**

Dear Ms. Plotter:

Thank you for your letter of May 29 suggesting an office visit at 10:00 a.m. on the following dates: June 1, June 3, and June 6. The most convenient date for me would be June 3. I will arrive at your office at 9:45 a.m.

Enclosed is a copy of my resume, along with the application for employment that you requested.

I appreciate the opportunity to visit your office. I am very interested and eager to learn more about possible employment opportunities with Computer Industry Company.

Sincerely,

*Any Name*

Any Name

Enclosure

# LETTER - RESIGNATION

0000 Your Street  
Your City, ST 00000

June 6, 2007

Supervisor's Full Name & Title  
XYZ Company  
Company Address  
Company City, ST 00000

Dear Mr/Ms. Supervisor:

This is to inform you that I have been presented with an opportunity that will enable me to work in the area of my stated preference, nursing. Therefore, I am tendering my resignation from XYZ Company and wish to advise you that July 8, 2007, will be my last day of employment.

I would like to thank you for the experience of having worked for XYZ Company, a truly outstanding organization.

Sincerely,

*Your Name*

Your Name

# LETTER - RESIGNATION MEMO

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## MEMO

TO: (Your Supervisor)

DATE: June 6, 2007

SUBJECT: Resignation

FROM: Your Name

This will confirm my resignation as Assistant to the Director at XYZ Company.

I have accepted a position as a Licensed Practical Nurse at a nursing home in Columbus. I am looking forward to the new challenges that await me.

My last day of work will be July 8, 2007, which should allow me plenty of time to finish ongoing projects and turn over my position to my replacement. Please feel free to contact me at any time should you have any questions regarding my past work. I hope that the transition will go smoothly for everyone.

My experience with XYZ Company has been very rewarding. I appreciate having had the opportunity to work for such a fine company. I wish you and the organization continued success.

# Chapter 6

## Interviews

# INTERVIEWS

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Congratulations! You have made it to the interview. This is one of the last crucial steps you will take before being hired. Because an interview is so important, the following information is provided to help you prepare. Read this information carefully to prepare for your interview. If you would like more help with the interviewing process visit or call Career Service.

An interview is your opportunity to talk with someone who is in a position to hire people with skills like yours. As an interviewee you are primarily a sales person. The product you are selling is yourself and the products assets consist of your experiences, skills, and accomplishments.

A job interview can be fun! If not fun, it should at least be a positive, exciting experience. Treat interviews as opportunities to meet interesting people and a chance to increase your knowledge about particular careers or companies.

Before you go on your interview you must know something about the company. **RESEARCH THE COMPANY!** Make sure you at least know some basic information about them. What do they do? What is their product? How big are they? How many employees work there? When were they established? Not knowing something about the employer will make you come across as unprepared. It will also make it very difficult for you to ask intelligent questions.

There are many resources available to help you research employers. The Internet is an excellent place to start. Most companies have web sites explaining who they are and what they do. Many even post their openings and give a brief description about the position. The telephone book has a list of all the companies. The yellow pages categorized companies according to the services provided; this is also a good place to start your research. Local Chamber of Commerce's will usually have information about business. The library is a good resource. Talk with employees who work at the companies. Visit your school's Career Service Office to see if they have any information about the employers you are interested in. Ask your instructors if they have any information about companies. If time allows, write or call a company to see if they will send you information.

## COMMON INTERVIEW QUESTIONS

Following are common questions you may be asked during an interview. Not all are related to your situation since questions vary depending on the job.

Answer each question in the space provided. You can write your answers in abbreviated form since some of the actual spoken answers may be too lengthy to write in this short space. The object here is to put down enough key points to provide you with an idea of what answers you would give if a similar question was asked.

As you answer each one of these questions keep in mind three things: Do you understand what the interviewer is really asking? Did you present enough facts to make yourself look good? Did you give examples to support your best skills related to the position you are applying for?

After you have answered the questions, go back and practice your responses until it becomes comfortable to you. Make sure that all of your responses are positive. If you have negative issues in your past, figure out a way to turn them into a positive. This will often require a lot of thought and work, but it can be done. For more practice team up with a friend and interview each other.

1. What have been your two most important career accomplishments? What accomplishments have given you the most satisfaction? (Cite examples involving skills that could be applied to the job for which you are interviewing.)
2. What do you know about our company? (This is a very popular question.)
3. Why did you leave your past job? (Give an acceptable reason if possible, i.e. school, better pay, forced layoff, no chance for advancement, etc. If you admit to something negative, do not dwell on your response. Respond to the question and move on.)
4. Explain a time when you had to work under stress.
5. What do you consider your major strengths and weaknesses? (Cite strengths related to the job you are interviewing for; cite weakness that are unimportant or unrelated to the job or weaknesses that you have corrected.)
6. How long would you stay with us if this position were offered to you?
7. What can you offer us that someone else cannot?
8. What did you like least about your last job?
9. What did you like most about your last job?
10. What are your short and long range plans? (Indicate goals that are realistic and which represent a logical career path within your occupational field.)
11. Why are you interested in working for us? Why are you interested in this particular position? (Make sure you know something about the company.)
12. What characteristics of this position interest you the least? What interest you the most?
13. Do you like to work individually or as part of a team? Why? (Your responses to be yes to both.)
14. Why do you feel you are qualified for this position? (Demonstrate your knowledge of the company and the specific responsibilities of the position and relate those responsibilities to your interest, skills, training, and achievements.)
15. What salary do you expect? (Avoid an exact figure. Ask the employer what they usually start the position at or state your pay requirements vaguely. Give them a range, for example, mid to upper twenties.)
16. Tell me about yourself. (Your response should remain professional. Stay away from personal information. This is where they find out about children, marital status, etc.)
17. What hours are you willing to work?
18. What are your hobbies?
19. What skills or abilities do you have that would enhance your performance in this job?
20. Why should I hire you? How can you make a contribution to our company? (If possible, indicate your knowledge of the employer's needs and state specifically your training, skills, and personal qualities that will satisfy them.)
21. Would you please explain the gap in your job history?
22. Why have you held so many jobs?
23. How do you determine or evaluate success?
24. If you were hiring for this position, what qualities would you look for?
25. What might your response be if you made a mistake on the job?
26. What qualities does a good supervisor have?
27. What makes you angry? How do you deal with these situations?
28. Why did you choose the occupation for which you are prepared? (Give reasons that demonstrate planning and forethought on your part as well as knowledge about the particular job or career field.)
29. Do you have any questions you would like to ask us?

## EMPLOYMENT QUESTIONS WHICH MAY DISCRIMINATE

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Be aware that there are certain questions that employers CAN NOT ask. Below is a sample of questions that may allow an employer to discriminate against candidates. If you feel like you have been discriminated against during an interview you may wish to seek legal advice.

1. How old are you?

*The Age Discrimination in Employment Act (29 U.S.C. 621-34) prohibits discrimination on the basis of age between 40-69.*

2. Have you ever been arrested?

*You must answer questions about any convictions, but not arrest. Arrests do not indicate guilt.*

3. How many children do you have? How old are they? Are you pregnant?

*Many employers hold the false belief that women with young children are apt to be absent from work more than men or single women.*

4. Do you owe any money or have a poor credit rating?

*Unless it is a business necessity, your credit is your personal business.*

5. What is the lowest salary that you will accept?

*Women generally are paid less than men for the same work.*

6. What is your maiden name? Are you married? What is your spouse's name? Spouse's place of work?

*Your marital status is in no way related to your ability to do a job.*

7. Questions regarding your gender.

*Title VII prohibits sex discrimination. There are a few jobs where you must be a certain sex, but generally this is not the case.*

## QUESTIONS TO ASK AN EMPLOYER

An interview is not only a time for the employer to find out about you; you need to use this opportunity to find out about the employer. Ask question of the interviewer(s). Below are some questions that you may wish to ask.

1. If hired, would I be filling a newly created position or replacing someone?
2. Was my predecessors promoted?
3. Would you describe a typical work day and the things I would be doing?
4. Which duties are most important for this job? Least important?
5. How would I be trained or introduced to the job?
6. How long should it take me to get my feet on the ground and become productive?
7. How is this job important to the company; how does it contribute?
8. What are the departments' goals for the year?
9. How many people work in this department? In the company?
10. Who will I be working with and what do they do?
11. Can someone in this job be promoted? If so, to what position?
12. If hired, how will I get feedback on my job performance?
13. If hired, would I report directly to you or someone else?
14. What major market does this company compete in?
15. Are annual sales for the company ahead of last year's sales?
16. If you were to offer me this job where could I expect to be in five years?
17. Could you give me a brief tour?
18. I want this job; would you consider hiring me on a 30-day trial period to prove that I can do this job?

# Chapter 7

## Appearance

# APPEARANCE

Forty percent of the job seekers who stay unemployed do so because of their personal appearance.

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Many people have the attitude that they should not be judged by their appearance, but by how well they do their job. Reality is that your appearance is the first thing that most employers will notice. The employer's first 'visual' perception of you can be the hiring factor.

Think about it. When you meet someone for the first time, don't you immediately size him or her up? Employers are no different. Their first impressions are formed by what they see. If you look neat and clean the employer will see someone who takes pride in their work. If you look like a slob, the employer will assume your work will be sloppy.

## WHAT TO WEAR TO AN INTERVIEW

What you wear to an interview depends on what kind of position you are applying for. A good rule to follow is to always dress one step above the position you are applying for. If you are interviewing for an administrative position you should wear a business suit. If you are interviewing for a technical position wear business casual; for example, dress pants or a skirt, dress shirt or a nice blouse, a conservative dress. Men should wear a tie. If in doubt, wear a suit. Avoid clothes that are too casual. **NEVER WEAR JEANS!** Remember, you want to make a good impression.

Always have your outfit picked out before the day of the interview. Make sure everything is clean, neat, freshly pressed, and fits.

Make sure your shoes are appropriate for the interview and polished. Never wear sandals or open toe shoes. Women should always wear nylons.

## CHECKLIST

- Wear clean freshly pressed clothes
- Wear appropriate clothes
- Shine your shoes
- Take a shower
- Shampoo your hair
- Shave
- Brush your teeth
- Use mouthwash
- Use deodorant
- Avoid flashy colors or loud fashions
- Avoid excessive jewelry
- Avoid perfumes or colognes
- Clean and trim your nails
- Comb your hair
- Get plenty of rest the night before the interview

# EXECUTIVE UNIFORM

## WOMEN

Jacket or blazer with a matching  
linen or wool skirt  
Man-tailored shirt blouse, cotton or  
silk in contrasting color

## BEST SUIT COLORS

Gray, navy blue, or browns

## MEN

Suit  
Dress shirt  
Tie

## BEST SHIRT/BLOUSE COLORS

White or off-white

- WEAR CONSERVATIVE COLORS-BLUES, GRAYS, AND BROWNS.
- MAKE SURE IT IS A FLATTERING COLOR FOR YOU!

## HOW TO SHOP FOR YOUR INTERVIEW/JOB WARDROBE

- Make a list of your clothing needs.
- Inventory your present wardrobe.
- Repair or remodel garments, which can be of service to you.
- Get rid of clothing you cannot use. Have a garage sale!
- Carry color swatches or specific articles of clothing with you to match colors exactly.
- Carry your list of needs with you always.
- Be certain all articles of clothing fit properly.
- Consider only articles that are on the list.
- Buy only the articles on your clothing list and within your present budget.
- Shop second hand and thrift shops often.

### CAUTION:

DO NOT OVER BUY FOR YOUR CAREER. THE POSITION YOU ACCEPT MAY NOT REQUIRE THE TYPE OF OUTFITS YOU HAVE PURCHASED.

