

Career Services

Simpson College
Brenton Student Center
701 North C Street
Indianola, IA 50125

Phone: (515) 961-1667
Fax: (515) 961-1674
Email: careers@simpson.edu

OBJECTIVE:

Career Services provides guidance in career exploration, assistance with all aspects of the job and graduate school search. It is our goal to help students become self-directed and achieve the maximum benefit from their college experience.

SERVICES:

INDIVIDUAL APPOINTMENTS

- Explain and administer career counseling assessments including the on-line Type Focus Careers program
- Discuss job search strategies and individual career goals
- Critique resumes, cover letters, applications
- Develop interviewing skills
- What to do with a major
- Graduate school admission

INTERNSHIPS

- Internship search and application
- Coop 119 Career Observation May term class
- View database of past internship opportunities
- Access current listings through the CS website:
- <http://www.simpson.edu/career/jobbulletin/index.html>

NETWORKING

- Network with Simpson alumni who volunteer to assist students with career questions
- Provide alumni mentoring services in various professions
- Workshops on networking

JOBULLETIN

- Full-time, part-time, summer jobs and internships up-dated daily
- View and apply for job openings across the country

IOWA COLLEGE RECRUITING NETWORK (ICoRN)

Utilize the collaboration of other private colleges in the state to offer more employment opportunities.

- Events planned each semester throughout the state including career fairs and interview days
- Job opportunities specific for recent college graduates

HTTP://WWW.SIMPSON.EDU/Career/INDEX.HTML

Check our home page frequently to stay updated on jobs and events.

- Dates of upcoming events and on-campus interviewing schedules
- Direct links to career resources and job openings
- Specific information related to your major

ACTIVITIES:

Career Fair	Practice Interview Day	Job Search Workshops
On-Campus Interview Days	TypeFocus Assessment	Class Presentations
Employer Information Tables	Club Presentations	
ICoRN Career Events	Choosing a Major for YOU	MUCH MORE

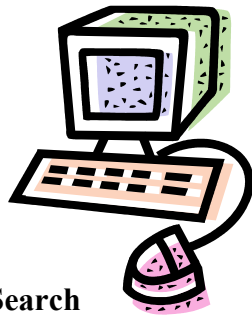
Career Services Online: Answering All of Your Career Needs!

<http://www.simpson.edu/career>

Countless Simpson students tap into online resources every day. Your life is busy; your time is valuable, so visit us online! Whether you need information on upcoming career days, resume samples, or tips on what you can do with your major, Career Services has an online answer for you! So sit back, flip on your computer, and let your fingers do the surfing...

Visit us online to view the following:

- JoBulletin (Employment and Internship Listings)
- Upcoming "Events"
- College Majors and Career Information
- Graduate School Information
- Services for Alumni
- On-Campus Interviewing
- Career-Related Internet Resources
- Extensive Resources for Education Majors
- Online Career Assessments such as TypeFocus
- Make a one-on-one appointment



Job & Internship Search

<http://www.eco.org>

<http://www.internship.com>

<http://www.internjobs.com>

www.internshipprograms.com

<http://www.monstertrak.com>

<http://www.planitplus.net/careerzone>

www.hotjobs.yahoo.com

<http://www.careers.org>

www.jobpostings.net

www.careerbuilder.com

www.usajobs.opm.gov

<http://iowajobcenter.com>

<http://www.flipdog.com>

<http://www.planitplus.net/careerzone/>

www.rileyguide.com

Hot Internet Sites

Employment, Careers & Beyond

"Your future lies at your fingertips"

www.wetfeet.com

www.CollegeGrad.com

College Majors & Careers

<http://www.simpson.edu/ccs/career/choose.html>

www.acinet.org/acinet

www.stats.bls.gov

<http://careers.typefocus.com>

www.bls.gov/oco

www.online.onetcenter.org

Job Outlook/Salary Surveys

www.bls.gov/oco

www.abbott-langer.com

[www.jobstar.org/tools/salary/ sal-surv.cfm](http://www.jobstar.org/tools/salary/sal-surv.cfm)

Graduate Study

www.petersons.com

www.gre.org

www.princetonreview.com

RESUME

The resumes purpose is to secure job interviews for you. It is a written summary of your personal skills, qualifications, education, experience, and activities. This is your opportunity to showcase your abilities to future employers.

CHRONOLOGICAL FORMAT

Chronological resumes are generally the easiest to prepare and are a popular style. The information is organized in reverse chronological order (most recent experience is listed first).

It is most appropriate to use when:

- Staying in the same field as your last position
- Job history shows logical growth
- The name of last employer is important
- In highly traditional fields

It might not be appropriate when:

- Work history is spotty
- You have changed employers frequently
- You wish to de-emphasize age
- You have been doing the same thing too long
- Changing career areas

How to start:

List the experiences you have had in reverse chronological order. Break down your experience into categories if it seems appropriate; for example “relevant experience” or “teaching experience”. Organize the resume based upon which category is most important to the job you are applying for.

FUNCTIONAL FORMAT

In this style your experience is listed under skill headings and enables the candidate to focus on skills and qualities that can be applied to a variety of employment settings.

It is most appropriate to use when:

- Entering highly traditional fields
- You have performed limited functions
- Most recent employers are highly prestigious
- You want to emphasize a growth pattern

How to start:

Ask yourself what five or six major skills are required to perform that job effectively; then decide on two to four final skill area headings you have adequate experience in. You’ll probably be amazed at the experience you really do have when you begin to think about it in this functional format method.

COMMON ELEMENTS OF A RESUME

Identifying Information

It is through this information that an employer will be able to contact you.

- Full Name
- Permanent Address
- Present Address (if different from above)
- Phone Number(s) including area code(s)
- Email

Objective (optional)

Some employers want to have an objective on the resumes they review. It acts as a guide to help them direct the resume to the appropriate person/department for the most appropriate job.

- Tell the employer what you want to do – the areas or fields of work for which you want to be considered.
- Provide the employer with any other guidelines that will help them understand your area of interest/expertise.

If you're having trouble, follow these tips:

- What do I want to do?
- For whom or with whom do I want to do it?
- Where do I want to do it?
- At what level of responsibility?

If you decide not to use an objective, be very clear in your cover letter about the kind of position or positions you are seeking.

Education

This section is used to communicate your college work. It may be placed directly after the objective. If, however, your work experience is more significant, place it first. You need to decide what you want to emphasize.

- List the colleges from which you graduated in reverse chronological order.
- List your degree, major and the date you graduated or will graduate; if you are a senior, you do not need to use a phrase like “anticipated graduation date”.
- Include Grade Point Average (GPA) if it will be advantageous to you – 3.0 +.
- If you weren't planning on a separate section for them, include extras such as: certificates, endorsements, honors, awards, licenses and activities.

Sample:

Simpson College, Indianola, Iowa
Bachelor of Arts, Expected May 2006
Major: Accounting
Minor: Marketing
GPA: 3.78

Experience

This is your opportunity to show the employer that you will be an excellent candidate because you have done things like this before and possess a proven track record. First, list all your work history; this may include paid as well as non-paid experience, internships, co-ops, military service, and volunteering.

- Be explicit and use action verbs (check the action verb list for examples).
- Emphasize what you accomplished and what skills you developed. Each should be supportive of the objective; e.g. increased productivity or improved public relations
- Include key words if your resume will be scanned (check the keyword list for examples)
- Quantify your accomplishments, where appropriate, telling how much, how many, how often
- Take credit for your role. If it was a team effort, say, “Assisted...” or “Co-led...” Describe the accomplishment so that it is clear what your contribution was.

*Source: Damn Good Resume Guide

Activities, Honors, Awards, Interests (optional)

These can be combined or separated in any way to best communicate what you have done. Indicate leadership skills, motivation, initiative, communication, and organizational skills. Highlight the experiences that are the most important and most applicable to the position you are seeking.

What it can include:

- Professional organization memberships, presentations, clubs, leadership roles/awards, Dean’s list, studying abroad, anything else relevant to the job you are seeking

Additional Optional Elements

Highlights of Qualifications or Summary of Qualifications:

This section typically comes at the beginning of the resume or immediately following the objective, and works best with a *functional* format.

- How much relevant experience you have; e.g., three years experience in public relations
- Significant accomplishments; e.g., proven successful in increasing sales and customer base
- One or two outstanding skills or abilities; e.g., Strong organization and communication skills
- Reference to your values/commitment/philosophy; e.g., Committed to producing results above and beyond what is expected

Special Skills and/or Training:

You may have additional competencies which were not previously mentioned but which may be of interest to an employer. This could include computer knowledge, foreign language fluency, technical expertise and artistic abilities. Label them as a group or according to the skill.

References

Select these individuals carefully. Always ask their permission before using them as references. They should be representative of what you have done; include advisors, faculty, supervisors and friends of your family. You should create a **SEPARATE** reference sheet to give to employers. List the name, title, company, street address, city, state, zip and telephone number (including area code) for each person.

In the fast changing job market, employers are using computers to read resumes more and more. It saves the organization time and money.

Scannable Resume

A scannable resume is read by a machine. One of the most important factors in a scannable resume is making sure the letters do not touch each other.

- Use popular, non-decorative typefaces
 - Use a font size of 10-12 point
 - Use light-colored, 8 ½” x 11” paper, printed on one side
 - Avoid tabs, graphics, italics, underlining, shading, and vertical and horizontal lines. If you do use these, be sure there is adequate spacing for the characters.
 - Utilize keywords throughout your resume (see keyword list)
 - Mail your resume in a flat envelope, folds may cause lines to be unreadable
 - Use round solid bullets or asterisk or dashes
 - Your name should be the first readable item on each page
-

Keyword Resume

Employers usually search resume databases using keywords; nouns or phrases, which represent skills, industry jargon, and expertise in employment areas. Organizations program their computers with a different set of keywords for each position. Check the job description or job listing for a clue to the desired skills.

- Identify all types of keywords that represent your skills and accomplishments and be sure they are included in your resume

How to start:

- Highlight the nouns in your current resume that you feel a computer might sort out as a keyword
- Ask yourself if those keywords adequately describe your experiences and accomplishments (see the keyword list for suggestions)
- Include several keywords so your resume gets recognized in a search

A scannable resume is not necessarily a keyword resume but a keyword resume can be a scannable resume also. Be sure to research the application process and format your resume accordingly.

Electronic Submission

There are basically three ways to submit your resume electronically: email, electronic forms or as a web page.

When emailing a resume it should be converted to ASCII (American Standard Code for Information Interchange); this is a form of data which can be understood by the majority of computers.

- Open the resume in your word processing program and “Save As” plain text (Word: select File>Save As>Save As Type>Choose Text Only)
- Change bullets to asterisks or dashes
- Add stylistic elements to the header sections to help them stand out. A horizontal line may be created by using a series of dashes or asterisks
- Make sure the most important information is in the top 1/3 of the document. Hiring managers generally print the screen shot, not the complete resume.

Sources: Electronic Resume Revolution, Job Choices, 1998, Eresumes 101 www.eresume.com, Kim Isaacs

Resume Tips

- Keep your resume to one page if possible. If you do have relevant information, do not hesitate to use what is needed to communicate your message.
- Use professional language. If you worked in a daycare and are not going into that profession, focus on the transferable skills you developed.
Occupation: *Day Care Associate*
Instead of: *Cared for Children*
Write: *Ensured safety of children through...*
- Utilize the specific vocabulary of the industry.
Occupation: *Computer Programmer*
Instead of: *Wrote computer programs*
Write: *Created program utilizing a (program name) to improve efficiency of data-entry personnel*
- You need to help the employer read your resume, to guide their eye to what is most important. Experiment with using **bold**, CAPS and larger point size to bring out important parts – be consistent.
- Quantify your achievements whenever possible.
Example: “*supervise others*” can be more specific and be changed to “*supervised six sales associates*”
- The look of your resume could make all the difference. Balance your information on the page so that there is not too much white space and so it looks framed on the page. Make the font size large enough to read easily but not too big; ten to twelve is recommended. Use a laser printer and print on high quality 8 ½ by 11” paper.
- Use action verbs to describe your past experiences. You want to catch the employers’ attention by utilizing strong, vivid language (see action verb list).
Instead of: *Responsible for preparation of monthly sales report for my superiors*
Write: *Prepared monthly sales report for management*
- Use present tense for jobs in which you are still employed and past tense in jobs in which you are no longer employed.
- There is no need to use personal pronouns unless the sentence will not make sense without it.
- Tailor your resume to each specific job for which you are applying.
- Always keep your purpose in mind. Stress your accomplishments. Readers will read from top to bottom and left to right, so place the most important information first to keep them reading. Be results oriented.
- Always send a cover letter with your resume. It serves as an introduction of you and your resume.

CHECK YOUR GRAMMAR AND SPELLING

DESCRIBING PREVIOUS WORK EXPERIENCE

CAMPUS EMPLOYMENT

Work Study Assistant:

- Improved communication skills by answering phone calls from students, as well as parents, on numerous issues.
- Developed organizational skills by assembling packets of information, sending out bulk mailings, and copying and filing documents.

Tutor:

- Assisted students with homework assignments and understanding of _____
- Worked with faculty to determine how best to assist students
- Organized group study and review sessions for students

Resident Assistant:

- Created, publicized, and presented programs and hall meetings
- Instructed and enforced college policies
- Strengthened hall community through individual and group interaction
- Developed and maintained positive working relationships with supervisors

Summer Orientation Leader:

- Promoted school and its services
- Conducted and supervised meeting with new students
- Communicated with faculty, staff, and parents

Student Ambassador:

- Selected by the Admissions Counselors for position to represent and market the school to prospective students and families
- Maintain current knowledge of Simpson classes, activities, and opportunities to ensure effective communication with prospective students

Computer Lab Assistant:

- Assist professor, students, and faculty with various software programs
- Install and configure new software on computers
- Trouble-shoot daily problems

OFF-CAMPUS EMPLOYMENT

Grocery Cashier/Clerk

Bakery/Deli Assistant:

- Served and assisted customers, communicated in a courteous manner
- Resolved complaints
- Stocked shelves

Farm/Field Work:

- Developed valuable leadership skills as a crew leader in charge of 8-10 co-workers
- Developed strong work ethic working long hours of field labor
- Developed organizational skills recording and charting the progress of the fields

Warehouse:

- Operated several types of heavy machinery
- Rotated through all positions in the warehouse

Golf Course Attendant/Waitress:

- Served food and beverages to customers in a friendly and efficient manner
- Opened and closed golf concession stand and balanced cash drawer

Retail Sales:

- Worked in a fast-paced environment advising and assisting customers
- Checked and stocked inventory on a daily basis
- Acquired an extensive knowledge of products and computer skills in order to efficiently assist customers quickly and accurately

Bank Teller:

- Performed general teller duties while maintaining a balanced cash drawer
- Performed opening and closing procedures
- Evaluated credit reports

Child Care/Day Care Facility:

- Evaluated children's progress and reported to parents on a weekly basis through discussions and a newsletter
- Planned and taught lessons according to a set curriculum
- Supervised students while in classroom and on field trips

Swimming Pool:

- Performed daily operations including opening/closing duties and testing/treating the water
- Coordinated employees work schedule and calculated payroll
- Supervised pool patrons/staff and solved conflicts that occurred
- Scheduled and staffed pool rentals

Lawn Service/Mowing:

- Maintained lawns and equipment
- Arranged scheduling to obtain highest customer satisfaction level possible
- Generated billing statements

REMEMBER!! Most summer jobs provide valuable work experience and help develop excellent skills. It is not necessary to make a summer job sound glamorous or to exaggerate your responsibilities; it is necessary to adequately describe all the duties and responsibilities held.

POSSIBLE TOPICS OR HEADINGS FOR CREATING RESUMES

OBJECTIVE

Job Objective
Career Objective
Position Desired
Career Goal
Teaching Objective

EDUCATION

Educational Experience
Educational Background
Educational Highlights
Educational Preparation
Academic Training
Related Coursework

EXPERIENCE

Work Experience
Work History
Professional Experience
Student Teaching Experience
Practicum Experience
Coaching Experience
Experience Highlights
Summary of Work Experience
Related Experience
Other Experience

HONORS AND ACTIVITIES

Honors
Academic Honors
College Distinctions
Activities
Activities in Related Field
Community Involvement
Involvement with Work Related
Community Resources
Volunteer Work
School Related Activities
Volunteer Activities
College Activities
College Organizations
Extracurricular Activities
Involvement in Sports
Team Participation
Team Membership
Accomplishments
Achievements

SKILLS

Summary of Skills
Special Skills
Areas of Knowledge
Special Knowledge
Qualifications
Capabilities
Organizational Abilities

PERSONAL

Summary of Qualifications
Special Skills
Travel Abroad
Language Competencies
Interests
Skills
Personal Interests
Special Interests

MEMBERSHIPS

Certifications
Licenses
Professional Memberships
Professional Organizations
Professional Meetings
Professional Associations
Professional Meetings Attended
Related Memberships

SPECIAL ACCOMPLISHMENTS

Workshops Attended
Publications
Presentations
Research

REFERENCES

Additional Information on Request
References Available on Request
References Available Upon Request
References Available
Credentials on File
Summary of Portfolio Materials
Credentials

ACTION VERBS

MANAGEMENT	RESEARCH	Represented	ACCOMPLISHMENTS
Administered	Clarified		Achieved
Analyzed	Collected	TEACHING	Expanded
Assigned	Critiqued		Improved
Attained	Diagnosed	Adapted	Pioneered
Chaired	Evaluated	Advised	Reduced (losses)
Consolidated	Examined	Clarified	Resolved
Contracted	Extracted	Coached	
Coordinated	Identified	Communicated	CREATIVE
Delegated	Inspected	Conducted	
Developed	Interpreted	Coordinated	Acted
Directed	Interviewed	Demystified	Conceptualized
Evaluated	Investigated	Developed	Created
Executed	Organized	Educated	Customized
Improved	Reviewed	Enabled	Designed
Increased	Summarized	Encouraged	Developed
Organized	Surveyed	Evaluated	Directed
Oversaw	Systematized	Explained	Established
Planned		Facilitated	Fashioned
Prioritized	TECHNICAL	Guided	Founded
Produced		Informed	Illustrated
Recommended	Assembled	Instructed	Initiated
Reviewed	Built	Led	Instituted
Scheduled	Calculated	Persuaded	Integrated
Strengthened	Computed	Set Goals	Introduced
Supervised	Designed	Stimulated	Invented
	Devised	Trained	Originated
COMMUNICATION	Engineered		Performed
	Fabricated	CLERICAL OR DETAIL	Planned
Addressed	Maintained		Revitalized
Arbitrated	Operated	Approved	Restored
Arranged	Overhauled	Arranged	Shaped
Authored	Programmed	Catalogued	Transformed
Collaborated	Remodeled	Classified	
Convinced	Repaired	Collected	FINANCIAL
Corresponded	Solved	Compiled	Administered
Developed	Upgraded	Dispatched	Allocated
Directed		Executed	Analyzed
Drafted	HELPING	Generated	Appraised
Edited		Implemented	Audited
Enlisted	Assessed	Inspected	Balanced
Formulated	Assisted	Monitored	Budgeted
Influenced	Clarified	Organized	Calculated
Interpreted	Coached	Prepared	Computed
Lectured	Counseled	Processed	Developed
Mediated	Demonstrated	Purchased	Forecasted
Moderated	Diagnosed	Recorded	Managed
Negotiated	Educated	Retrieved	Marketed
Persuaded	Expedited	Screened	Planned
Promoted	Facilitated	Specified	Projected
Publicized	Familiarized	Systematized	Researched
Reconciled	Guided	Tabulated	
Recruited	Motivated	Validated	
Spoke	Referred		Source: Damn Good Resume Guide
Translated	Rehabilitated		
Wrote			

Examples of “Key Words” for Scannable Resumes

ACCOUNTING

Accounts payable
Payroll
Lotus 1-2-3
Accounting systems
Year-end statement
Cost system
Outside audit
Financial analysis
TRA-86
CPA

COMMUNICATIONS

Articles
Booth development
Sales promotion
Promotion materials
Cable television
Image campaign
Aldus PageMaker
PagePerfect
Copy editing
Journalism
Technical writing
Manuals
Public relations

BUSINESS/MANAGEMENT/ECONOMICS

Account settlement
Commercial loan operations
Product and service enhancement
Estate planning
Cultivate relationships
Strategic planning
Interpersonal skills
Project management
Economic forecast
Contract negotiations
Exceeded quota
Collections
Customer Service

SCIENCE AND MATH

Biohazard control
Stabilization
Groundwater hydrology
Environmental compliance
Stat regression
Pesticides
Electrochemistry
Data reduction
Queuing theory
Computer modeling

INTERPERSONAL TRAITS

Ability to delegate
Flexible
Analytical ability
Self managing
Team building
Willing to travel
Accurate
Ability to train
Leadership
Public speaking
Organizational skills
Innovative
Results oriented
High energy
Problem solving
Detail minded
Enthusiastic
Multi-tasking

COMPUTER FIELD

UNIX
Compaq
System level problem
Computer simulation
Data modeling
Software protocol
Appletalk

HUMAN SERVICES/TEACHING

Crisis intervention
Group counseling
Clinical counseling
Clinical supervision
Community outreach
Evaluation training programs
Pre-school
Special education

HUMAN RESOURCES/TRAINING

Applicant tracking
Sales training
Cross-culture training
Affirmative action
Employee benefits
Grievance adjustment
Contract negotiation
401K

GENERAL EDUCATION TERMS

BA / BS
Specific major, e.g. Elementary Education,
Chemistry

Name

Current Address

Box xxxx, 701 North C Street
Indianola, Iowa 50125
Phone
Email

Permanent Address

Street
City, State, Zip
Phone

EDUCATION:

Simpson College, Indianola, Iowa
Bachelor of Arts Degree, Graduation Date
Major: Accounting
GPA: xxx/4.0

BUSINESS EXPERIENCE:**Accounting Intern**

Fall Semester 2009

Meredith Corporation, Des Moines, Iowa

- Provided assistance with monthly closings.
- Reconciled and analyzed various general ledger accounts.
- Assisted with analysis of distribution costs.
- Assisted with the preparation of monthly budgets.

Assistant Manager/Bookkeeper

Summers 2006-2008

Casey's General Store, Clear Lake, Iowa

- Prepared financial statements for internal use.
- Prepared both accounts receivable and payable ledgers.
- Assisted in taking year-end inventory.
- Assisted in the selection and purchase of inventory.

ADDITIONAL EXPERIENCE:**Tutor**

January 2007-May 2008

Simpson College, Indianola, Iowa

- Tutored other students in the areas of Calculus and computers.

SPECIAL SKILLS:

- Knowledge of Apple Macintosh Computers.
- Use of Microsoft Excel.
- Clear understanding of the Spanish language.
- Knowledge of Lotus 1-2-3 and SuperCalc spreadsheet applications.

COLLEGE HONORS AND LEADERSHIP:

- President's and Dean's Honor List.
- Alpha Chi Omega Sorority.
 - Assistant Vice-President of Finance.
 - Chapter Relations and Standards Board.
- Beta Sigma Business Society.
 - President.
- Students Against Nature's Destruction.

Name

115 College Hall
Denver, Colorado 51515
555-222-3333

200 Hunter Drive
Englewood, CO 90814
616-333-4444

OBJECTIVE

To obtain a management position that requires excellent interpersonal, organizational, and supervisory skills. Assignments in operations, sales/marketing, customer service, human resources, or related areas would be welcome.

EDUCATION

University of South Florida, St. Petersburg, FL
Bachelor of Business Administration, May 2008
Major: Management Minor: Math
Cumulative GPA: 3.40

PROFESSIONAL PROFILE

Customer Service Representative

September 2006 to present

Good Luck Rent-A-Car, Denver, CO

- Trained new employees in effective sales
- Strengthened necessary organizational skills and developed ability to pay attention to detail
- Resolved customer complaints effectively and efficiently
- Enhanced customer relations and interpersonal skills in dealing with peers and management

Sales Associate/Cashier,

Holiday Season 2003-2005

Chakotay gift Emporium, La Forge, Illinois

- Provided excellent customer service
- Gained stronger communication skills
- Frequently served as store supervisor in the manager's absence
- Designed and developed new departmental sales tracking

Telemarketer

May 2002-September 2003

Apex Window Replacement

- Solicited new business for the company by presenting products to prospective customers through telemarketing
- Arranged and coordinated appointments between customers and the company's sales representatives
- Acquired valuable skills in telephone communications, computerized research and marketing

COMPUTER SKILLS

IBM PC and Mac formats, Microsoft Word, Excel, PowerPoint, Outlook and internet research skills.

ACTIVITIES

Member: Marketing Society, Student Government, Promotions and Marketing
Committee Volunteer: Special Olympics, Homeless Shelter

Name

PRESENT ADDRESS

601 N. Main, Apt. 6
Anytown, IA 50000
(515) 966-8888

PERMANENT ADDRESS

4848 School St.
Sierra City, MT 60152
(515) 890-1234

OBJECTIVE: Obtain a position in the marketing field

RELEVANT SKILLS AND EXPERIENCE

ORGANIZATION

- supervised five to seven employees in screen printing facility
- oversaw quality control for screen printing facility
- supervised activities in sporting goods retail store
- utilized computers to find and document customer information
- supervised activities for large city park
- planned lessons and activities for up to fifty youth in a summer camp program
- documented game and incident reports for games and park activities

COMMUNICATION

- performed customer service in various settings
- collaborated with printers to reduce printing errors
- interacted with customer to obtain desired results in team sporting goods sales
- mediated problems with youth and parents
- addressed rules violations in city parks
- supervised numerous sporting events: volleyball league, umpiring crew, tennis courts

MARKETING

- sold and marketed services to customers over the telephone
- contacted customers to obtain market research information
- wrote, produced and performed in a radio advertisement for a local business
- worked on direct marketing campaign for BMG Music
- designed print, radio and television ads for Marywood Division of Adult Learning
- completed marketing plan for the Honda Accord as a group project
- created budgets for BMG and Marywood Division of Adult Learning advertising plans

WORK HISTORY

1999-present	Marketing Intern	United Delivery Service, Anytown, IA
1998	Counselor	ABC Summer Day Camp, Normal, IL
1998	Park Supervisor	Parks and Recreation Department, North Normal, IL
1995-1998	Inspector	Ted's Sport and Custom Printing, North Normal, IL

EDUCATION

MARYWOOD COLLEGE, Anytown, IA	B.A.: May 2001	GPA-3.6
Major-Management/Marketing Specialization	Minor-Communication Studies	

COLLEGE ACTIVITIES

President's List (4.0 GPA)-one semester	Marywood College Football Team
Dean's List-five semesters	four year letter winner, two year starter
Writer-Marywood newspaper	Marywood College Baseball Team
Fellowship of Christian Athletes	Marywood College Intramurals

Name

School Address 701 N C Street Unit 0000 Indianola, Iowa 50125 (515) 962-0000 name@simpson.edu
Permanent Address 1234 ? Avenue Anytown, Iowa 50201 (000) 000-0000 name@hotmail.com

STUDENT CENTERED ELEMENTARY EDUCATION TEACHER/COACH

"Name demonstrated exceptional proficiency as a student teacher! He incorporated a variety of activities that enhanced the learning environment and motivation in the classroom. Name exhibits leadership, dedication, and professionalism which would benefit any school district." By Names, Any Elementary School, Third Grade Teacher

EDUCATION

Bachelor of Arts Degree, May 2009
Simpson College, Indianola, Iowa
Major: Elementary Education and Liberal Arts
Endorsements: Reading and Coaching
GPA: 3.6

PROFESSIONAL EXPERIENCE

STUDENT TEACHING

Any Name Elementary School, Third Grade, Indianola, Iowa Spring 2009
Mentor Teacher: Ms. (Name)

- Introduced a reading skills program in which 70 percent of the students reached eighth grade reading comprehension level
- Effectively managed a classroom of 24 third grade students
- Created and taught multicultural lessons which integrated art and literature
- Broadened experience by attending in-service activities and parent-teacher conferences
- Organized learning centers and bulletin boards to go along with weekly themes
- Successfully used cooperative learning strategies

PRACTICUM EXPERIENCE

Any Name Elementary School, Sixth Grade, Norwalk, Iowa Fall 2007
Mentor Teacher: Mr. (Name)

- Developed, implemented, and assessed complete science units involving a variety of hands-on experiments
- Observed and developed classroom management techniques

Irving Elementary School, Indianola, Iowa Spring 2008
Mentor Teacher: Ms. (Name)

- Facilitated small reading groups
- Gained valuable experience observing teachers in an inclusive setting

COACHING EXPERIENCE

Basketball Camp Coach, Simpson College, Indianola, Iowa Summers 2006-2007

- Emphasized positive attitude and teamwork to successfully reach academic and personal goals
- Demonstrated basic skills to campers ages 12-18

Junior High Assistant Football, Indianola Middle School, Indianola, Iowa Fall 2007

- Introduced new drills to improve players basic football fundamentals
- Exhibited leadership skills by organizing practice when head coach was absent

ACTIVITIES AND AWARDS

- Dean's List (6 semesters)
- Education Club, Vice President
- Three year letter winner, Simpson College Basketball Team
- Special Olympics Volunteer

(COMPUTER INFORMATION SYSTEMS MAJOR)

NAME

Unit 0000
701 North C Street
Indianola, IA 50125

Phone: (000) 000-0000
E-mail:

COMPUTER SKILLS

- *Programming:* C++, COBOL, Java, Visual Basic, and SQL
- *Operating Systems:* Windows 95,98, ME, 2000, Macintosh OS, and UNIX
- *Installation:* Software, network cards, memory, modems, and CD-ROM drives
- *Database:* Oracle
- *Design:* AutoCAD Release 12 and 13
- *Writing/Publishing:* Microsoft Office and Adobe Photoshop

EDUCATION

Simpson College, Indianola, IA
Bachelor of Arts in Computer Information Systems, Expected May 2009
Cumulative Grade Point Average: 3.524

EXPERIENCE

Academic Computer Lab Technical and Training Coordinator: August 2007 – Present
Simpson College, Indianola, IA

- Install software, perform basic troubleshooting, and maintain computers in a multi-platform environment
- Train and supervise work-study students in computer lab procedures
- Demonstrate flexibility by being available on alternating weekends as a resource for the Team Leaders and Lab Consultants
- Coordinate schedules of the work-study students

Crew Leader: Summer of 2007

Laborer: Summers of 1999 and 2000

Jackson Landscaping, Mason City, IA

- Managed and trained crew members on multiple projects
- Developed human relation skills while interacting with customers to make their landscape plans as desired
- Improved problem solving skills in order to build retaining walls and paver patios correctly

Computer Lab Consultant: September 2006 – May 2008

Simpson College, Indianola, IA

- Supervised computer lab during open hours
- Assisted lab users with questions about programs on the computers
- Strengthened communication skills by interacting with students

ACTIVITIES AND HONORS

- Dean's List
- Member of Alpha Lambda Delta
- Intramural Activities

(BUSINESS MANAGEMENT MAJOR)

NAME

Present Address

1234 Any Street
 Indianola, Iowa 50125
 (000) 000-0000
 Email

Permanent Address

1234 Any Street
 Any Town, IA 50120
 (000) 000-0000

EDUCATION

Simpson College, Indianola, Iowa
 Bachelor of Arts Degree, May 2009
 Major: **Business Management**
 Marketing Specialization
 Minor: Political Science
 Study Abroad in London, Fall 2007
 Cumulative GPA: 3.48/4.00

WORK EXPERIENCE**Principal Financial Group**

Pension Processing Technician

- Researched and processed special handling items
- Identified and categorized documents on internal system
- Processed cash deposits with deadlines
- Recommended ways to improve work environment

Des Moines, Iowa
 April 2008 – August 2009

Menards, Inc.

Retail Cashier

- Provided customer service
- Handled incoming cash flows accurately

Des Moines, Iowa
 April 2006 – May 2007

ACTIVITIES

- Member of Pi Beta Phi Sorority, Fall 2006 – Present
 - Nominating Committee, Interest Group Chair Spring 2006 – Present
- Member of Beta Sigma, 2006 – Present
- Member of Pre-Law Society, 2006 – Present
- Member of Student Senate, Fall 2005

AWARDS

- Lettered in Simpson Volleyball, Fall 2008
- Nominee for National Leadership Honor Society, Omicron Delta Kappa
- Collegiate All-American Scholar, Spring 2007

VOLUNTEER WORK

- Night Eyes at Blank Park Zoo, Des Moines, Iowa
- The Village Retirement Community, Indianola, Iowa

SPECIAL SKILLS

- Proficient use of Microsoft Word, Excel, Power Point, 10 Key, 50 WPM
- Conversational Spanish speaking skills

(CRIMINAL JUSTICE MAJOR)

Name**Current Address**

Box 0000, 701 North C Street
 Indianola, Iowa 50125

Permanent Address

0000 Any Street
 City, State, Zip

(515) 000-0000
E-mail:

(515) 000-0000

Career Objective:

To obtain a position in the criminal justice field.

Education:

Simpson College, Indianola, Iowa
Bachelor of Arts Degree – Expected May 2008
Major: Criminal Justice/Justice concentration Minor: Psychology
Cumulative GPA: 3.22/4.0

Related Experience:

Campus Security December 2007-present
Simpson College, Indianola, Iowa
• Safeguard the campus
• Catalogue incidences and activities
• Communicate with campus community
• Interpret and enforce college policies

Co-Op Internship May Term 2006
Chickasaw County Sheriff’s Department, New Hampton, Iowa
• Learned basic policies of the department
• Participated in the day to day activities of the deputies and other staff
• Learned how to detect ingredients for the drug Meth

Co-Op Internship May Term 2005
Des Moines Police Department, Des Moines, Iowa
• Assisted officers on duty
• Corresponded with the public and other officers
• Prepared and organized reports and tickets

Other Experience:

Deli Employee May 2005– present
Liddles Supervalu, New Hampton, Iowa
• Cater to customers
• Fulfill orders

Cook and Waitress June 2005 – August 2006
Cedar Parkway Restaurant, New Hampton, Iowa
• Deal with orders and problems of customers

Related Training and Skills:

Certifications: First Aid and CPR
OSHA Blood Borne Pathogens and Hepatitis B Training

Campus Activities and Honors:

Dean’s List – Fall Semester 2007
SNAP 1998-1999
CASA (Cultural Association of Spanish Alumnus) (Spanish Club)

(JOURNALISM AND MASS COMMUNICATION MAJOR)

Name

Present Address

701 N. C Street, Box 0000
Indianola, Iowa 50125
(515) 000-0000

Permanent Address

1234 Any Street
City, State, Zip
(515) 000-0000

E-mail

OBJECTIVE: Obtain a position in a news department as a general assignment reporter.

EDUCATION:

Simpson College, Indianola, Iowa
Bachelor of Arts Degree, May 2009
Major: Journalism and Mass Communication Minor: English
GPA: 3.4

EXPERIENCE:

Television News Reporting Intern, May Term 2008/Fall Semester 2009
KCCI News Channel 8, Des Moines, Iowa

- Shadowed reporters and photographers.
- Produced practice package stories.
- Contributed story ideas.
- Wrote voice overs and edited tape for newscasts.
- Wrote kickers and teases for noon newscast.
- Used editing equipment for producing own audition tape.

Television News Reporting Intern, scheduled for December 2008
WBAY-TV Channel 2, Green Bay, Wisconsin

ADDITIONAL EXPERIENCE:

Radio Station Receptionist/Sales Assistant, Summer 2007
KFIZ AM 1450/K107 FM Radio, Fond du Lac, Wisconsin

- Announced contest winners on FM station.
- Read newscasts on AM station.
- Answered all incoming calls.
- Handled day to day contest winners.
- Designed and put out weekly newsletter.
- Designed creative copy writing and used general word processing.
- Assisted with scheduling and logs.

COLLEGE ACTIVITIES:

- A.C.S. (Association of Communication Studies)
- Writer/Photographer – *Simpsonian* Newspaper
- Lil' Sis to Kappa Theta Psi
- Student Senate
- Sigma Omega Sigma Sorority
- Pom Pon
- M.S.E.A. (Marian Students in Education Assistance)
- Intramural Sports

(ECONOMICS & MANAGEMENT MAJOR)

Name

Present Address – 701 North C Street Box 0000 – Indianola, Iowa 50125 – (515) 000-0000

Permanent Address – 1234 Any Street – Anytown, State, Zip – (515) 000-0000

E-mail Address –

Education

Simpson College, Indianola, Iowa
Candidate for Liberal Arts Degree in Economics and Management (Marketing Emphasis), May 2009
Cumulative GPA: 3.6/4.0

Richmond, The American International University in London, London, England
Participant in the International Internship Program Fall of 1999

Professional Experience

- HY-VEE CORPORATION, West Des Moines, Iowa Jan 2008 – Present
Conference Center Intern
Support the director of the conference center in coordinating corporate meetings, parties, and wedding receptions
- Contact prospective clients, draft inquiries and contracts, process billing and deposits, compile profit and loss reports, assist in developing budget and marketing strategy for conference center
 - Established new function plan for employees reducing time spent on room set up
- CITIBANK, London, England Oct. 2007– Dec. 2008
Marketing Services Intern
Managed attrition research project and developed prospect letter for the International Personal Bank, EMEA
- Compiled and analyzed background information, developed questionnaire given to ex-customers, hired translation agency, hired and trained temporary staff to implement research, gathered results, identified core reasons for attrition and developed solutions to reduce customer attrition
 - Developed letter Account Executives sent to prospective customers throughout Europe
- STERLING JEWELERS, Anywhere, Minnesota May 2006 – Aug. 2006
Sales Associate
Generated sales of jewelry, watches, repairs, warranties, and insurance plans. Administered financing plans and balanced registers
- Exceeded sales goal on a yearly basis
 - Exceeded goal of insurance sales by 15%
- SIMPSON COLLEGE OFFICE OF ADMISSIONS, Indianola, Iowa Sept. 2006 – May 2008
Student Ambassador
Conducted tours of college to prospective students and parents in group of up to twenty. Worked closely with Admissions Office in recruitment, promotion, and representation of Simpson College.

Computer Skills

Proficient in Microsoft Word, Excel, Outlook, and Power Point. Effective with Internet research.

Interests and Accomplishments

- Simpson College Softball Team (Member of 2006 and 2007 Division III National Championship Teams, 2006-2007 NFCA Academic All-American, 2007 Academic All-Conference, 2007 All-Region Team Selection, 2008 Most Improved Player, Captain)
- Delta Delta Delta (2007 Greek New Member of the Year, Risk Management Officer)
- Student Senate (President of Freshman Class 2005-1996)
- Advertising Executive for the Simpsonian (sold advertising to local businesses for college newspaper)
- Lambda Delta Alpha Honorary Society, Beta Sigma Business Society, Alpha Phi Omega Service Fraternity
- Simpson College Semester in London, Fall 2007

(SPORTS ADMINISTRATION MAJOR)

Name

Present Address:
701 North C Street, Box 0000
Indianola, Iowa 50125
Email:
Phone:

Permanent Address:
123 Any Street
City, State, Zip
Email
Phone:

EDUCATION**Simpson College, Indianola, Iowa**

Bachelor of Arts Degree, May 2009

Major: Sports Administration **Minor:** Wellness

Major GPA: 3.00/4.00

RELATED SKILLS

Knowledge of Macintosh Computers, Word 6.0, and Excel 5.0

Extensive knowledge of coaching techniques for baseball, basketball, and football

Coaching endorsement, May 2008

WORK EXPERIENCE**Health and Sports Club, Des Moines, Iowa****Administrative Assistant***August 2008 – Present*

- Responsible for assisting day to day operations of health club

Waterloo Bucks Baseball Team, Waterloo, Iowa**Administrative Assistant***Summer 2008***Sports Administration Intern***Summer 2007*

- Prepared event programs and concession stands prior to games
- Performed on and off the field promotions
- Reported statistics, highlights, and scores to media
- Supervised sports administration interns (2008)

Simpson College Athletic Department, Indianola, Iowa**Undergraduate Assistantship***Spring Semester 2008*

- Facilitated game day set-up for basketball and wrestling events
- Provided hospitality for game officials and visiting team members
- Responsible for payment of game and security officials
- Acted as supervisor and administrator before and during sporting events

Waterloo Recreation and Arts Department, Waterloo, Iowa**Maintenance Supervisor***Summer 2008*

- Responsible for daily public pool maintenance
- Chalked and prepared baseball/softball diamonds for little league games

Maintenance Assistant at Young Ice Arena*Winter 2008*

- Security official during Waterloo Black Hawks hockey games
- Day to day arena maintenance (ice, boards/glass, stands, locker rooms, etc.)

Little League (Optimist) Baseball Coach/Hitting Instructor*Summers 2006-2007***ACTIVITIES**

Member of Simpson College Football and Baseball Teams

Intramural sports participant

Member, Fellowship of Christian Athletes

HONORS

Simpson College/Amy Robinson Grant

City of Waterloo Certificate of Heroism

(MATHEMATICS MAJOR)

701 North C St. Box 0000
Indianola, IA 50125(515) 000-0000
Email**NAME****Objective**

To obtain a position that will allow me to apply my mathematics, computer science, and economics knowledge.

Education	<p>Simpson College, Indianola, Iowa Bachelor of Arts degree, anticipated May 2008 Major: Mathematics Minors: Computer Science, Economics GPA: 3.37/4.0 Major GPA: 3.66/4.0</p>
Experience	<p>Equitemp, September 2007 to present Equitable of Iowa Companies, Des Moines, Iowa</p> <ul style="list-style-type: none"> • Assist with employee benefits program • Enter monthly data for Wellness Program • Enter data for payroll <p>Student Office Assistant, May 2007 to present Financial Affairs, Simpson College, Indianola, Iowa</p> <ul style="list-style-type: none"> • Assume full responsibility for producing report for NCAA • Perform general clerical duties <p>Undergraduate Math Assistant, August 2006 to May 2007 Simpson College Math Department, Indianola, Iowa</p> <ul style="list-style-type: none"> • Created web page for Simpson Math Department • Assisted teaching a class in the use of the TI-85 calculator • Researched, evaluated, and created report of math department • Assisted in the preparation of grant request for math department <p>Tutor, September 2007 to December 2007 Hawley Academic Learning Center, Simpson College, Indianola, Iowa</p> <ul style="list-style-type: none"> • Tutored students in C++ programming language
Special Skills	<p>Strong understanding of COBOL and C++ programming languages, Visual Basic upon graduation Skilled in use of Microsoft Word, Excel, Access, and Lotus Proficient reasoning and problem solving skills</p>
Honors and Activities	<p>Honor Scholarship recipient Freshman Orientation Leader</p> <ul style="list-style-type: none"> • Worked with groups of freshmen to assist in their adjustment to college <p>Delta Delta Delta Sorority</p> <ul style="list-style-type: none"> • Philanthropy Chair – organized and facilitated volunteer events • Sponsor Chair – guided chapter to integrate new members <p>Sweet Sixteen Drill Team, 2 years Simpson’s National Annual Phonathon participant KSTM Simpson Radio DJ Simpson Computer Science Club and Math Club</p>

YOUR RESUME’S BEST FRIEND...THE COVER LETTER

An effective cover letter is as important in the job search as an effective resume. It serves as an introduction to your resume, and no resume should be sent without one. Studies indicate that your cover letter has the expectancy of about thirty seconds, so it must be brief, informative, and hold the reader’s attention. **Employers often use cover letters as the initial screening tool in deciding whom to interview.**

Where the resume is the selling tool, the cover letter or letter of application is designed with the goal of obtaining an interview. The cover letter allows you to expand on the resume and personalize your approach. A good cover letter expresses that you are seeking a more personal conversation about possible employment. It should draw a connection between the needs of the current job opening and the skills you can bring to the job. Cover letters are intended to summarize, mention particular points, provide additional information, and ask for an interview. Cover letters follow the same general rules of resumes – specific, concise, and error-free. **Always include a cover letter when you mail a resume.**

GENERAL OUTLINE FOR A COVER LETTER

Your mailing address
City, State, Zip Code
Phone Number
Date of letter

Employer's Name
Employer's Title
Organization Name
Mailing Address
City, State, Zip Code

Dear _____:

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

MIDDLE PARAGRAPH(S): Explain why you are interested in working for this employer and specify your reasons for desiring this type of work. If you have had relevant work experience or related education, be sure to point it out, but do not reiterate your entire resume. Emphasize skills or abilities you have that relate to the job for which you are applying. Be sure to do this in a confident manner and remember that the reader will view your letter of application as an example of your writing skills.

CLOSING PARAGRAPH: Refer the reader to your enclosed resume or additional media you are using to illustrate your training, interests, and experience. Tell the employer from where your credentials may be requested. Have an appropriate closing pave the way for the interview by indicating the action or steps you will take to initiate an interview date. Indicate that you are telling the employer you will be in contact with them.

Sincerely,

(Handwritten Signature)

Your Name Typed

Enclosure(s)

COVER LETTER OUTLINE

Your Street Address
City, State, Zip Code
Date

Ms. Betty Wilson
Director
Recruiting and Staffing
Jefferson Industries, Inc.
9463 East Broad Street
Richmond, VA 23261

Dear Ms. Wilson:

The opening paragraph should state why you are writing and why you are interested in the organization. If you are writing a letter of application, you should name the position for which you are applying and tell the employer how you became aware of it. A letter of inquiry should provide evidence of your career-mindedness; it helps to refer to specific job function, if not titles. If you were referred to the employer by a career counselor, a former employer, or an aunt, this is the best place to mention that person's name and to point out that he or she suggested you write.

The middle paragraph is where you draw attention to your resume and highlight specific skills relevant to the potential employer. Present your motives for seeking employment with this organization and cite achievements and qualifications related to the position desired. If you have qualifications that are not noted on your resume, this is your opportunity to discuss them.

The closing paragraph states what you will do next (such as calling to arrange an interview at the employer's convenience) or what you would like the recipient of the letter to do next. An assertive statement explaining what you plan to do and what you hope the employer will do is harder to ignore than a vague request for consideration. (Education majors: state that you have forwarded your transcript and credentials to the employer.)

Sincerely,

(Your Signature)

Your Name Typed

Enclosure

Source: Liberal Arts Power, Burton J. Nadler

ELEMENTS OF A PROFESSIONAL COVER LETTER

USE EFFECTIVE FORMATTING RULES

Your letter should follow the standard personal business letter format.

Do not exceed one page of approximately three to four paragraphs.

Use short words rather than long, complicated words; keep jargon to a bare minimum.

Avoid using script, bold fonts, and heavy typefaces.

Strive to keep your letters interesting, concise, and to the point.

Remember to hand-sign your name above your typed name.

PERSONALIZE YOUR LETTER

Write and type each cover letter individually. It should be personalized to each employer and company.

If possible, address your letter to a specific person in the organization. You can find the employer's name by utilizing Career Services resources, researching company literature, or calling the company and asking the receptionist for the contact person's name and job title.

Always refer to the employer as either Mr. or Ms., never Mrs. (unless specified in the vacancy announcement). If you are unable to identify the gender of the employer, omit the "Mr./Ms." Title and address correspondence to "First Name, Last Name".

COMMUNICATE YOUR INTEREST

Identify the desired position for which you are applying. Focus on your skills, training, or experience that relate to the position and draw a connection between the needs of the current job opening and the skills you can bring to the job.

Make the addressee want to read your resume. Be personable. Communicate enthusiasm and motivation.

Show that you are knowledgeable of the employer and the career field.

Make sure to refer briefly to your resume or additional enclosures, e.g., transcripts, application blanks, or letters of reference.

Do not make a reference to salary unless requested by the employer.

In closing, request an interview at the employer's convenience or indicate that you will be in contact with the employer.

CREATE A PROFESSIONAL-LOOKING FINISHED PRODUCT

Match the paper color and weight of your cover letter with that of your resume. Use high-quality bond (at least 20-pound weight). Generally, employers are conservative and a resume and cover letter prepared on white, off-white, light tan, or light gray will receive a more positive response. Additionally, matching envelopes provide a professional look.

Proofread the letter carefully for spelling, grammar, and punctuation errors. It is a sample of your writing and communication skills.

(SAMPLE)

Jane A. Smith

School Address:
701 N. C Street #0000
Indianola, Iowa 50125
(515) 000-0000

Home Address:
123 Any Street
City, State, Zip
(515) 000-0000

February 11, 2004

Mr. Jack Robertson
Vice President of Human Resources
Generic Insurance Company
1111 Main Street
City, State, Zip

Dear Mr. Robertson:

I am applying for the **NAME** position that you currently have open in your **NAME** Department. I became aware of this job through **NAME**, a professor in the **NAME** Department. My analytical skills, educational background, and accounting experience and eagerness to learn seem to be an ideal match.

I will graduate in May from Simpson College with a degree in Business Management and a minor in Accounting. My academic coursework and Undergraduate Assistantship position have prepared me with a thorough knowledge of business and accounting procedures. Your position requires a basic analytical and bookkeeping background, familiarity with standard office machines, attention to detail, strong telephone skills, and the ability to learn departmental procedures and functions, all of which I have. In my experience as an intern with **NAME**, I have gained knowledge in bookkeeping and accounts payable, become familiar with office machines and quickly adapted to the firm's procedures and functions. My experiences also have equipped me with strong interpersonal skills and ability to communicate with customers effectively through telephone conversations.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. **NAME** has an excellent reputation and comes highly recommended to me.

Thank you for taking time to review my resume for this position. I am anxious to hear from you. I will contact you next week to discuss the employment opportunity. Should you need to contact me, please feel free to contact me at school 515-000-0000 or my cell phone 000-000-0000, or at **EMAIL**.

Sincerely,

(Signature)

Typed Name

Enclosure

(Excerpts borrowed from actual resume)

(SAMPLE EDUCATION COVER LETTER)

March 10,

Box 1234, LaHavila College
Meadville, PA 16335

Dr. David W. Higgins
Superintendent
Akron Central School District
47 Bloomingdale Avenue
Akron, NY 14001

Dear Dr. Higgins:

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

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

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

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

Thank you for your consideration.

Sincerely,

Betty Theorem

Adapted from handout

PERSONAL STATEMENTS AND APPLICATION LETTERS

The process of applying for jobs, internships, and graduate/professional programs often requires a personal statement or application letter. This type of writing asks writers to outline their strengths confidently and concisely, which can be challenging.

Though the requirements differ from application to application, the purpose of this type of writing is to represent your goals, experiences and qualifications in the best possible light, and to demonstrate your writing ability. Your

personal statement or application letter introduces you to your potential employer or program director, so it is essential that you allow yourself enough time to craft a polished piece of writing.

1) PREPARE YOUR MATERIALS

Before you sit down to write, do some preparation in order to avoid frustration during the actual writing process. Obtain copies of documents such as transcripts, resumes and the application form itself; keeping them in front of you will make your job of writing much easier. Make a list of important information, in particular names and exact titles of former employers and supervisors, titles of jobs you have held, companies you have worked for, dates of appropriate work or volunteer experiences, the duties involved etc. In this way, you will be able to refer to these materials while writing in order to include as much specific detail as possible.

2) WRITE A FIRST DRAFT

After you have collected and reviewed these materials, it is time to start writing. The following is a list of concerns that writers should keep in mind when writing a personal statement/application letter.

Answer the Questions: A major problem for all writers can be the issue of actually answering the question being asked. For example, an application might want you to discuss the reason you are applying to a particular program or company. If you spend your entire essay or letter detailing your qualifications with no mention of what attracted you to the company or department, your statement will probably not be successful. To avoid this problem, read the question or assignment carefully both as you prepare and again just prior to writing. Keep the question in front of you as you write, and refer to it often.

Consider the “I” Problem: This is a personal statement; using the first person pronoun “I” is acceptable. Writers often feel rather self-conscious about using the first person excessively, either because they are modest or because they have learned to avoid first and second person (“you”) in any type of formal writing. Yet in this type of writing using first person is essential because it makes your prose more lively. Using third person can result in a vague and overly wordy essay. While starting every sentence with “I” is not advisable, remember that you and your experiences are the subject of the essay.

Avoid Unnecessary Duplication: Sometimes a writer has a tendency to repeat information in his or her personal statement that is already included in other parts of the application packet (resume, transcript, application form, etc.). For example, it is not necessary to mention your exact GPA or specific grades and course titles in your personal statement or application letter. It is more efficient and more effective to simply mention academic progress briefly (“I was on the Dean’s List” or “I have taken numerous courses in the field of nutrition”) and then move on to discuss appropriate work or volunteer experiences in more detail.

Make Your Statement Distinctive: Many writers want to make their personal statements unique or distinctive in some way as a means of distinguishing their application from the many others received by the company or program. One way to do this is to include at least one detailed example or anecdote that is specific to your own experience – perhaps a description of an important family member or personal moment that influenced your decision to pursue a particular career or degree. This strategy makes your personal statement distinctive and memorable.

Keep it Brief: Usually, personal statements are limited to 250-500 words or one typed page, so write concisely while still being detailed. Making sure that each paragraph is tightly focused on a single idea (one paragraph on the strengths of the program, one on your research experience, one on your extracurricular activities, etc.) helps keep the essay from becoming too long. Also, spending a little time working on word

choice by utilizing a dictionary and a thesaurus and by including adjectives should result in less repetition and more precise writing.

Personal Statement Format

As mentioned before, the requirements for personal statements differ, but generally a personal statement includes certain information and can follow this format (see following model).

Introduction

Many personal statements begin with a catchy opening, often the distinctive personal example mentioned earlier, as a way of getting the reader's attention. From there you can connect the example to the actual program/position for which you are applying. Mention the specific name of the program or company, as well as the title of the position or degree you are seeking, in the first paragraph.

Detailed Supporting Paragraphs

Subsequent paragraphs should address any specific questions from the application, which might deal with the strengths of the program/position, your own qualifications, your compatibility with the program/position, your long-term goals or some combination thereof. Each paragraph should be focused and should have a topic sentence that informs the reader of the paragraph's emphasis. You need to remember, however, that the examples from your experience must be relevant and should support your argument about your qualifications.

Conclusion

Tie together the various issues that you have raised in the essay, and reiterate your interest in this specific program or position. You might also mention how this job or degree is a step towards a long-term goal in a closing paragraph. An application letter contains many of the same elements as a personal statement, but it is presented in a business letter format and can sometimes be even shorter and more specific than a personal statement. An application letter may not contain the catchy opening of the personal statement but instead includes detailed information about the program or position and how you found out about it. Your application letter usually refers to your resume at some point. Another difference between a personal statement and an application letter is in the conclusion, which in an application letter asks for an interview.

3) REVISING THE PERSONAL STATEMENT/APPLICATION LETTER

Because this piece of writing is designed to either get you an interview or a place in a graduate school program, it is vital that you allow yourself enough time to revise your piece of writing thoroughly. This revision needs to occur on both the content level (did you address the question? Is there enough detail?) and the sentence level (is the writing clear? Are the mechanics and punctuation correct?). While tools such as spell-checks and grammar-checks are helpful during revision, they should not be used exclusively; you should read over your draft yourself and/or have others do so.

SAMPLE

As a child I often accompanied my father to his small coin shop and spent hours watching him work. When I was older, I sometimes set up displays, waited on customers, and even balanced the books. This experience instilled in me the desire to own and manage my own business someday, yet I understand that the business world today is more complex. This complexity requires more education, and with that in mind, I am applying to the Master's of Business Administration program at Indiana University Bloomington (IUB).

In addition to my helping out in my father's business, I have had numerous other work experiences that further enhance my qualifications for this program. My resume enumerates the various positions I have held at Kerasotes Theaters, Chili's restaurants, and Indiana University's new Student Recreational Sports Center (SRSC), and what all of these positions have in common is an emphasis on serving the public effectively. Further, as an assistant manager at the Showplace 11 and a staff coordinator at the SRSC, I

have gained valuable expertise in managing employees and creating work schedules. Both of these positions have allowed me to develop my sales and people skills, which are extremely important in an increasingly service-driven marketplace.

Not all of my work experience has been as a paid employee. Part of my volunteering experience at Middleway House, the local battered women's shelter, involved extensive work on computers, including work processing, organizing databases and creating spreadsheets. Also, I recently participated in an internship program for academic credit with the Eli Lilly corporation in the personnel division. As a

management intern, I was able to watch the workings of a major corporation up close and would like the opportunity to combine my experiences with the theoretical background available in the MBA program at IUB, with its emphasis on computers, marketing and human resources.

My successful internship is one element of my overall academic success as an undergraduate here at IUB, yet I have also made time for a variety of extracurricular activities, including working for my sorority and competing in intramural basketball. My positive experiences here have resulted in my desire to stay in Bloomington to continue my academic endeavors; furthermore, continuing my education here would allow me to make important business contacts, with the career goal of opening my own computer consulting firm in the Midwest.

Produced by Writing Tutorial Services, Indiana University, Bloomington, IN

THANK YOU LETTERS

Sending a thank-you letter after an interview is a must. Such a letter serves many purposes:

- 1.) Reminding the prospective employer that you are still available and still interested in the position.

- 2.) Showing them that you are an effective communicator.
- 3.) Proving that you have good business etiquette.
- 4.) Giving you a slight edge over your competition since the other applicants may not write.
- 5.) To express ideas you forgot to include in the interview.
- 6.) To highlight specific information about your experience.

If you are not interested in the position after going through the interview, employers appreciate it if you convey this in your thank-you letter. This will save the employer valuable time as they review their list of possible candidates.

The letter should be sent as soon as possible after the interview. (No later than five days.)

(6 returns)

Your address and box #
 Your city, state, zip
 Current date

(4 returns)

Employer's Name (include Ms., Mr., etc.)
 Employer's Title
 Company
 Street Address
 City, State, Zip

(2 returns)
 Dear _____:

(2 returns)
 Paragraph #1: Thank them for the interview. (2 returns)
 Paragraph #2: Discuss why you liked the company and briefly review why you feel you could be an asset to them.

(2 returns)
 Paragraph #3: Closing comments. Let them know that you are still available and interested.

(2 returns)
 Sincerely:

(4 returns – be sure to sign the letter- - preferably in black ink)

Your name (typed)

GENERAL OUTLINE FOR A THANK YOU LETTER

Your Mailing Address
 City, State, Zip Code
 Phone Number

Date of Letter

Employer's Name
Employer's Title
Organization Name
Mailing Address
City, State, Zip Code

Dear _____:

OPENING PARAGRAPH: Remind the interviewer of the position for which you were interviewed, as well as the date and place of the interview. Be sure to express your appreciation for the interview.

MIDDLE PARAGRAPH(S): Confirm your interest in the opening and in the organization. Highlight your qualifications and relate them toward the various points the interviewer considered as important for the job. Mention a key point that was discussed during the conversation. If you have done anything since the interview which demonstrates your interest in the position, such as talks with alumni, faculty, other persons, or research in the library, etc., be sure to mention it. Include any information not previously presented to supplement your resume, application letter, and the interview. If travel, location, or a similar subject was stressed during the interview, be sure to confirm your willingness to comply with these conditions.

CLOSING PARAGRAPH: Indicate that you look forward to hearing from the employer regarding possible employment.

Sincerely,

(Handwritten signature)
Your Name Typed

(SAMPLE THANK YOU LETTER)

1818 Shadow Lane

Hays, KS 67601
(913) 625-0000

May 12, 2000

Ms. Helen Hastings
Human Resources Manager
ABC Corporation
P.O. Box 2000
Denver, CO 80203

Dear Ms. Hastings:

Thank you for meeting with me on Thursday to discuss entry-level positions with ABC Corporation. The Customer Service Representative position you described sounds both interesting and challenging.

ABC Corporation appears to be a dynamic and exhilarating place to work. As I mentioned during the interview, my internship experience with IBM Corporation has given me insight into the operations of a large corporation and the interdependence of the various departments. I am eager to apply the knowledge I gained through my internship and education and begin a career with ABC Corporation.

I look forward to hearing from you regarding possible employment. It was a pleasure visiting with you. Thank you for your time and consideration.

Sincerely,

(Handwritten Signature)

Your Name Typed

Interview Tips
From Deloitte & Touche, LLP

Tip #1: Do your homework.

We're impressed when candidates have taken the time to do some research and learn about us. Search our web site, you will find valuable information. Take a look around and learn as much as you can. Being prepared will also minimize your anxiety.

Tip #2: Make an impact.

Dress for the occasion. The rule is, when in doubt, overdress. Recent trends have dictated business-casual attire, but it's still appropriate to wear a business suit. If you mean business, show us. And remember...it's not always what you say, but how you present yourself that makes an impression. Be sure to shake hands firmly and maintain eye contact. During the interview, sit up and stay focused. If your mind starts to wander, it shows.

Tip #3: Be confident.

Composure in the business world is crucial. And an interview is a good measurement of how you handle pressure. You don't want to appear too nervous. At the same time, don't be too relaxed. Maintain an appropriate level of professionalism without being unapproachable. The best advice is to be yourself. You're an outgoing, likeable person. Let that come through in your interview. We're looking for individuals who will thrive in our team-based environment.

Tip #4: Ask questions.

When you want to learn more about who we are and what we do, it lets us know you're interested. Depending on what you ask, it may also prove you've done your homework. Before the interview, make sure you've prepared a list of questions that we may not have addressed.

Tip #5: Sell yourself.

Your qualifications got you in the door. Make sure you can speak confidently about any experiences you've had in the workplace and in the classroom. Specific examples of how you've contributed to an organization or learned something exciting are of interest to us. We see potential in you, so be sure to see yourself by promoting your skills and abilities.

Tip # 6: Get clarification.

If you don't understand a question, don't hesitate...ask us to repeat it. You have a better shot at giving your best answer if you know exactly what we're asking.

Tip #7: Follow up.

It's good etiquette to thank interviewers for their time. Make sure you get a business card from the person or people that you meet with and send a letter to each one as soon as possible after the interview. This will also let the company know that you liked what you heard and wanted to be kept in mind.

Behavioral Based Interview Questions

Communication:

- Tell me about a time when you had to present complex information to a customer or peer. How did you ensure that the other person understood?
- Describe a situation of such importance that you felt it necessary to summarize the results of a conversation in a memorandum or letter.
- To what extent are you or have you been involved in public speaking, debating or dramatic presentations?

Interpersonal Skills:

- What was your most challenging personal encounter with someone? How did you deal with that individual?
- When working on a team project, have you ever had an experience where there was strong disagreement among team members?
- Tell me how you would deal with the following factors in achieving objectives through other:
 - People who place their own interests above that of the company
 - Building a team out of independent individualists
 - People who are working at cross-purposes
 - Overstepping of authority by a subordinate

Self-Motivation/Initiative:

- Tell me about some projects you have initiated. What prompted you to begin them?
- Can you relate some experiences in which you felt you gained something because you persisted over a length of time?
- Have you found a way to make your current work easier or more rewarding?

Professional Presence/Initial Impact:

- What are the reasons for your success?
- How would a friend, a boss and a client each describe you?
- What do you think you do best?

Demonstrated Leadership/Leadership Potential:

- Tell me about a time when you influenced the outcome of a project by taking a leadership role.
- Give an example of a situation in which you developed a high-morale working group.
- Who have you most respected for leadership qualities? Has there been a time when you tried to use that person's style?

Analytical/Problem Solving Skills:

- How do you gather information to analyze problems? Give me an example.
- What was the most challenging work or technical problem you ever encountered? What happened? What did you do?
- How would you describe yourself as a decision maker?

Academic Achievements:

- What parts of your course work are most applicable to this position?
- Describe three significant achievements from your academic life.
- Why did you choose this academic institution?

The “Innerview”

Many business professionals find that having a deeper understanding of people enhances their ability to create an environment that elicits commitment instead of compliance. Conducting an

“Innerview” has been a proven method of deepening the understanding of our people. Questions are asked in three basic categories.

Factual Questions: These are questions that are of a typical conversational nature that revolve around factual information. Examples of “factual questions: are:

- *Where did you grow up?*
- *What kind of activities were you involved in as a kid?*
- *Where did you go to school? What did you major in?*
- *What did you do when you graduated?*
- *How long have you worked there?*
- *What do you do for recreation?*

Causative Questions: These are questions to determine the motives or causative factors behind some of the answers to the “factual questions”. These are typically “why” and “what” questions. Examples of “causative questions: are:

- *Why did you pick that particular school?*
- *What caused you to major in...?*
- *What caused you to pursue that profession?*
- *How did you happen to come to work for this company?*
- *How did you get involved with that particular hobby?*

Value-Based Questions: These are questions that help determine a person’s value system. They are designed to help us understand that “worth” that this person places on things. These are questions that people are probably rarely asked and they give a greater view of the inner person. Examples of “value-based questions” are:

- *Tell me about a person that has a major impact on your life.*
- *If you had it to do over again, what, if anything, would you do differently?*
- *As you look back over your life, tell me about a turning point.*
- *It is obvious from our discussion that you have had many accomplishments. Tell me about something that you look back on as a “high point” or a point of pride.*
- *You have probably also gone through some tough times. Tell me about a time that was particularly low for you. What got you through that low point?*
- *What words of wisdom would you give a young person if he or she sought your advice? How would you sum up your personal philosophy to him or her in a sentence or two?*

Do's and Don'ts for Second (and Subsequent) Job Interviews

by Katharine Hansen

It's gratifying to be called for a second or subsequent interview because you are another step closer to the job. Don't blow it now! Read our second-interview do's and don'ts.

- **Do** take a practice run to the location where you are having the interview -- or be sure you know exactly where it is and how long it takes to get there.

- **Do** pat yourself on the back for being called for a second interview. While some career experts say your chances are 1 in 4 to get the job at this point, others say you have as much as a 50 percent chance. Even with the field narrowing, it's important to distinguish yourself and ensure that you stand out above your competition.
- **Do** remember these three words: More, More, More. Compared to the first interview, a second interview will likely involve more preparation, more people, more questions, more intensity, and more pressure -- in addition to more likelihood that you will land the job.
- **Don't** neglect to review your performance from your first interview. Note any questions or situations that caused you difficulty and plan how you will handle those aspects better in the second interview. Derive confidence from knowing that if you hadn't performed well in the first interview, you wouldn't have landed the second. Think about what made you shine in the first interview, and plan to do more of the same. Further, brainstorm new information you can bring into the second interview -- new accomplishments, new examples, new evidence of how much you know about the employer.
- **Do** prepare -- even more than you did for the first interview. Presumably you researched the company before the first interview. Now it's time to delve even deeper into that research. . Some experts suggest that talking with company insiders is one of the most productive ways to prepare for a second interview. Before your second interview, consider conducting informational interviews with company folks who aren't the ones who'll be interviewing you. If you are a college student, particularly seek out alumni from your school or sorority/fraternity who work for the employer. Also be sure you're up to date on developments in your field or industry by reviewing trade publications.
- **Don't** be surprised if the second interview is actually a series of interviews -- in both individual and group/panel formats -- making for a long day. You may interview with managers, senior executives, department heads, and prospective team members. You may also get a tour of the workplace and be taken out to eat. For college students, this second-interview day may represent the first time the student has been interviewed in the employer's workplace. Plan to bring ample copies of your resume for all the people you may be meeting with.
- **Do** try to find out in advance exactly what the agenda will be and whom you can expect to interview with. If you aren't given this information when the interview is set up, contact the assistant of the main person with whom you'll be meeting to see what you can find out. If you see that a workplace tour is not included on the agenda, ask if someone can show you around as time permits.
- **Don't** forget the cardinal rule of panel interviews: As you respond to a question, maintain eye contact with everyone on the panel -- not just the panelist who asked the question.
- **Do** be up on business dining etiquette if you are asked to dine with representatives of the prospective employer.
- **Do** get a good night's sleep the night before this potentially grueling day. Also look for opportunities to refresh yourself during the interview day. If there's a break in the action, splash some water on your face or take a brisk walk to rejuvenate. You might want to take along a pocket- or purse-sized snack in case there is no lunch break. Breath spray or a mini-bottle of mouthwash is also not a bad idea. Be careful not to run out of steam toward the end of the day. Maintain your energy, confidence, and enthusiasm.
- **Do** be aware that you might be asked to complete psychometric tests dealing with such things as skills, intelligence, and personality. There's not a lot you can do to prepare for them -- but that good night's sleep will help.
- **Don't** slack off with your interview attire. A second interview generally doesn't denote a more casual interview. The former Andersen Consulting (now Accenture) had a protocol for the three on-campus interviews it conducted with college students that called for skirted suits for women for the first two interviews. Female candidates were permitted to wear pantsuits to the third interview. Check with company insiders to see what attire is expected for each interview.
- **Do** remember these three more words: Fit, Fit, and Fit. A major reason for the second interview is so the employer can see how well you fit in with the company culture. Put yourself inside the employer's head and realize that the interviewers at your second interview want to learn how well you will get along with other team members with whom you'll be interacting with every day. Deploy your very best interpersonal communication skills. Keep in mind the idea of showing your fit -- but remember that it's OK not to fit. If you aren't a good fit with the employer, you probably wouldn't be happy working there anyway. And remember, that this interview is also your opportunity to determine whether the company is a good fit for *you*. Think about whether you would accept if the employer extended an offer.

- **Don't** neglect to talk to other people beyond those you are interviewing with. Chatting up -- not too excessively -- the receptionist and prospective co-workers serves the dual purpose of giving you a better feel for how much you'd like to be part of this workplace culture, as well as making a positive impression on as many people as possible.
- **Do** expect to be asked some of the same questions you were asked in the first interview, but some new ones as well. Second-interview questions may delve more into your personality, or they may be more targeted toward specific technical skills -- or both. Plan to keep your responses fresh yet consistent for each person you meet with during the second-interview, and don't worry about repeating yourself since you will likely have a different audience every time you give roughly the same response. If you've followed the advice above to obtain the full list of interviewers, a good way to keep your answers fresh is to try to find out something about each interviewer and tailor your response specifically to that person. You can also vary your delivery to freshen your responses. Interviewing expert [Carole Martin](#) suggests that a good way for the interviewer to get to know about your personality is through the quotes of others; for example, tell the interviewer what your boss would say about you if asked.
- **Do** expect behavioral questions, which are commonly asked in second interviews, even if they haven't been in asked in the first interview. Watch out also for off-the-wall questions. Prepare for those with our article,. The second interview is also a likely venue for case questions, especially in consulting firms.
- **Do** listen for clues that get at the heart of what the employer seeks in the person hired for this position and key into the needs, concerns, issues, and problems that you would be expected to handle.
- **Do** prepare for as many kinds of questions as possible. You've already interviewed with this employer, but it wouldn't hurt to do a mock interview with a friend, family member, or career counselor/coach to prepare for the second interview. You may also want to prep with [Practice Interviews](#).
- **Don't** be shocked if some of the people you meet with aren't very competent interviewers. While managers trained in interviewing often conduct first interviews, the array of people who might talk with you during the second-interview experience may include people lacking skills and training in how to conduct an interview.
- **Do** be prepared with lots of questions to ask. You will likely have more opportunity to ask questions in the second interview and will be expected to make more sophisticated inquiries than you did in the first interview. Although these [questions are designed for informational interviews](#), many of them also work in a second-interview situation in which you are attempting to make a personal connection.
- **Do** get a feel for what second interviews are like. The University of Kent in the UK offers [write-ups that describe second and subsequent interviews](#) at numerous major, international companies.
- **Don't** be caught off guard if an interviewer raises the subject of salary and benefits. Be prepared to negotiate. Arm yourself by visiting on-line [Salary Negotiation and Job Offer Tools and Resources](#).. You may also be asked about your willingness to travel and relocate, so be ready with your responses.
- **Don't** necessarily give an answer immediately if the employer makes an offer. Ask for a few days to think about it.
- **Do** ask about the next step in the process if you don't receive an offer. How soon will a decision be made, and how will they let you know?
- **Do** try to collect the business card of everyone you meet with. Keep a small notepad handy to write down names in case there's someone from whom you can't get a card.
- **Don't** forget to send a thank-you note or e-mail to everyone you meet with. That's right -- every single person. Aren't you glad you collected those business cards? You can write the same basic message to all, but vary it a bit in case they compare notes.
- **Do** realize that you have some degree of control if the interview process drags on. A job-seeker who had gone on six interviews with one employer and still had not heard a decision recently sought advice from [Ask the Headhunter](#) columnist Nick Corcodilos. Corcodilos's first-choice response was to simply ignore the indecisive company and pursue other opportunities. But he also noted that the job-seeker could offer a polite ultimatum: "I appreciate that you have internal reasons for this taking so long. However, I need to make decisions about some other commitments I'm facing. I'd like to set a deadline for us both, say, two weeks? If your team can't make a decision by that point, I need to withdraw my candidacy for the job and move on. I want you to know how much I've looked forward to working with you. I know I can do this job profitably for you, and I want to join your team."

- **Do** remember that most of the guidelines that apply to first interviews also relate to second interviews.

How Important is it to Follow up an Interview?

Follow-up can significantly affect whether or not an offer is extended. Following up after an interview addresses a key employer concern: your interest level in the position. In addition, you are demonstrating, by the very act of following up, personal and professional qualities that are

typically sought by an employer: dedication, tenacity, attention to detail, and the ability to follow through. In some instances, employers may even use the lack of follow-up as a screening device: a way to narrow down the number of candidates to a short list; those who do follow up become finalist.

More often, however, there are usually several top candidates, each with various tradeoffs regarding their strengths and liabilities. The employer is often faced with a difficult decision, and follow-up, when handled correctly, offers a strategic means of tipping the scales in your favor.

Besides demonstrating your interest level and the desired qualities employers seek, strategic follow-up offers the opportunity to reassure the employer regarding any concerns they might have about you being the best choice for the position. This can make the difference between an offer being extended to you rather than another candidate. Even if an offer is not extended to you at this particular time, it helps you to stand out-and you could lead to another position in the future.

What are the Best Ways to Follow Up After an Interview?

There are several ways to follow up and you may want to let your interest level in each guide you. Thank-you cards and letters, and strategic letters are most common.

Strategic letters are considerably more effective; however, they require a little more effort on your part. These letters can be sent via e-mail, or postal mail. It is best to save thank-you cards for those who have been particularly helpful, such as administrative assistants, etc.

Strategic follow-up strengthens the interviewer's perception of you and addresses any concerns you felt the interviewer might have about this position being right for you. It also provides an opportunity to add any related skills, abilities or interests, and other information that you did not think of in the interview, which may have a bearing on your candidacy. Since there will typically be several top candidates for the position, each with various tradeoffs regarding strengths and liabilities, the follow-up helps nudge that often difficult decision in your favor.

Immediately after the interview, it is essential to write down particulars. Include the details of the job description as described by the interviewer; as well as specific information regarding the company and department in which you would be working and any skills for which you felt the interviewer had a concern.

Keep in mind that while follow-up can make the difference in being extended an offer now, it also helps to leave doors open for the future; interviewing for one position may lead to another.

What if After I Follow Up, I have still yet to hear back from an employer?

If you have already followed up after the interview and...

- A. The time frame* within which the employer indicated the next step would occur has passed; or

B. The employer did not indicate a time frame and several weeks have passed since the follow-up; then it may be appropriate to follow up again- in a slightly different manner.

*Ask near the conclusion of the interview as to what the next step would be, and within what time frame this step and/or a decision would be likely. Of course, along with asking this question, be sure to express clearly your interest in the position.

Often, other organizational priorities surface and the hiring process gets delayed (and some companies have a fairly lengthy hiring process). While this can be frustrating, it is often the nature of business. The good news is that the delay may have nothing to do with whether the employer views the candidate as the right fit; it may stem from other unrelated issues.

A second follow-up of this nature can be via e-mail, or even telephone. A telephone call is a little more intrusive and may put the employer on the defensive unless you are very tactful; however, it is an option, especially for sales/marketing/public relations types of positions (where tactful tenacity is a desired skill). However you follow up at this stage, reaffirm your interest in the position and ask how the hiring process is proceeding.

Phone Interviewing Do's and Don'ts

by Maureen Crawford Hentz

Here are the keys to successful phone interviewing. Follow these simple rules and you should achieve success in this important phase of job-hunting.

- **Do** give accurate and detailed contact information in your cover letter so your interviewers can easily connect with you.
- When in job-hunting mode, **don't** have a disproportionately silly or long greeting on your answering machine or voicemail.
- **Do** ensure that household members understand the importance of phone messages in your job search.
- **Do** know what job you are interviewing for.
- **Do** practice, if possible. Have a friend call you to do a mock phone interview so you get the feel of being interviewed over the phone.
- When being interviewed by phone, **do** make sure you are in a place where you can read notes, take notes, and concentrate.
- If you cannot devote enough time to a phone interview, **do** suggest a specific alternate time to the recruiter. It's often best to be the one who calls back so you can be mentally prepared.
- **Do** consider using a [phone interview log](#).
- **Do** consider keeping some note cards or an outline in front of you to remind yourself of key points you want to cover with the interviewer. You don't want your responses to sound scripted, but you don't want to fumble for important points either. **Do** also have your resume in front of you so you can remember highlights of your experience and accomplishments.
- **Do** ensure that you can hear and are being clearly heard.
- **Do** consider standing when being interviewed on the phone. Some experts say you'll sound more professional than if you're slouching in an easy chair.
- **Do** consider dressing nicely for the phone interview. It may sound silly since the interviewer can't see you, but you really will project a more professional image if you're dressed for the part instead of wearing, for example, a ratty bathrobe.
- **Don't** feel you have to fill in the silences. If you've completed a response, but the interviewer hasn't asked his or her next question, don't start babbling just to fill in airtime. Instead, ask a question of your own related to your last response.
- **Do** create a strong finish to your phone interview with thoughtful questions.
- **Don't** panic if you have special needs. If you are hearing-impaired, for example, phone interviews are still possible.
- **Don't** snuffle, sneeze or cough. If you can't avoid these behaviors, say "excuse me."
- **Don't** chew gum or food, or drink anything noisy.

Phone interviews are terrifying to some job seekers and absolutely painless to others. Regardless of your feelings about phone interviews, you can develop techniques and skills that will maximize your phone interview's impact on the hiring staff. Here are some phone interviewing tips to get you going:

Pre-contact

It's important to prepare for a successful phone contact even as you are applying for positions. I recommend that the last paragraph of every application letter include contact information in the event the recruiter needs to contact you with questions or offer an interview. When providing this information, it's important to list the number(s) at which you can be reached, indicating whether or not it is acceptable to be contacted at your current position. Also include your email address if you check it often. Even if your letter is on a letterhead that includes contact information, it never hurts to repeat the information in the last paragraph.

In certain circumstances it may be important to give additional contact information. For example, a college student going on spring break during the contact interval after submitting a letter and resume might choose to include a sentence such as "From March 17 to March 29, I will be out of the state/out of the country on spring break. During that time I can be reached at this number/I will be unreachable/I will be unreachable by phone but plan to check my email daily." An applicant who cannot be contacted during work hours might include information such as "Although I prefer to receive messages at my home number, I check messages frequently throughout the day and can usually return calls during breaks." Finally, if you will soon be moving, include "until" dates with your phone, email and mailing information.

Next, think about your answering machine message. A trend observed by many recruiters is voicemails/answering machines that treat incoming callers to a snippet of music from the resident's favorite band of the moment. When I was a 20-something myself, I felt that my three-minute Depeche Mode greeting was an expression of my individuality and coolness; as a recruiter, I am mildly annoyed if

the concert goes on too long before I can leave a message. It's important to decide what's right for you while at the same time creating a professional impression.

It is helpful if recruiters can be sure they've called the right number. For privacy and security issues, many people do not list their first names, last names, or telephone numbers on their answering-machine/voicemail greetings. My recommendation is usually to leave *one* of these identifiers in the message: "You've reached Amy, Cathy, and Mark. Please leave a message" or "You've reached the Sizemores. Please leave a message" or "You've reached 617-973-5235. Please leave a message." Again, each job seeker must determine what is comfortable. Don't change your message if you feel uncomfortable about having this information on your outgoing greeting.

If you have roommates, housemates, a spouse, or children it's important to work out a system of message-taking. Twice this week, I have called a candidate only to be greeted by a toddler who told me, "Daddy's in the shower" before she hung up. If you anticipate a "season" of job searching, it might be a good idea to invest in individual voicemail boxes for each member of your household. You can also instruct them not to answer the phone unless they can carefully write down the entire message and remember to give it to you (this strategy works equally well for both preschoolers and roommates!).

After you mail your applications and while you are waiting for the phone to ring is a good time to create a mini-job log to have near the phone. My advice to job-searchers without photographic memory is to make a list of the companies at which they've applied and the titles of the positions applied for. Some people even list qualifications requested for each position. Thus, if you are called by hiring staff, you will have some idea of which job they're calling about. This week of phone interviewing has really sensitized our staff to this issue. Ideally, the interviewer would like to think his or her company is the only employer to which you've applied. But this hope dies quickly when you say something to the effect of "now what job is this again; I've applied for so many....?" At best, it makes you look disorganized and at worst as if you are sending out hundreds of resumes desperately.

When You Miss the Contact

If the hiring staff leaves a message for you, return the call as soon as you can. As you are returning the call, remember that the recruiter may have called 10 other people that day about the same or a different position. When you return the call, give your full first name and last name and indicate that you are returning the recruiter's call regarding the xxx position.

If the message was left for you at 1 pm, and you didn't get it until you returned home at 7:30, call and leave a voicemail *then*. In this circumstance, voicemail is your friend. Again, give your full first name, last name, specific position *and* your contact information for the next business day. Caution! Be prepared in case the recruiter is still there at 7:30 and wants to do a phone interview right then!

When You're There for the Contact

The moment comes! The phone rings, and you are there to answer! Our standard recruiting rap goes something like this "Hi Aurora, this is Bridget calling from the New England Aquarium in Boston. I'm calling regarding our water quality position and would like to spend about 10 minutes on the phone with you asking some preliminary questions. Is this a good time to talk, or could I arrange a time to call you back?" Many interviewers like to make sure that interviewing now is convenient for the candidate. Most recruiting professionals will give candidates this courtesy, particularly when calling a candidate at her current place of employment.

Where there is less universal agreement among recruiters, however, is your answer. Many recruiters want you to talk to them when they call, and may not want to call again later. They may have only one or two clarifying questions that would take just a few minutes. Or they may want to do the full 10-60 minute phone interview with you, and they *want* to have you do it extemporaneously. Other recruiters want the candidate to feel composed and settled and have a quiet place to talk and think, and may not mind making a later appointment. If you are good on the phone and quick on your feet, you may want to go ahead with the interview. If you are in the middle of something, running out the door, or can't remember what the job is, it may be best to suggest an alternate time. A good way phrase is "I'm so happy you called. I have about 10 minutes before I have to run out the door. Is that enough time, or can I call you back later this afternoon?" This way, you are expressing your interest, being clear about the time you have, and suggesting a time to connect later.

While you are talking, make sure that your cordless phone battery is not about to run out, that your roommate is not about to run the vacuum, and that you will be able to concentrate. It may help to have your notes and resume in front of you, and to have a pen in your hand to take notes. If the entire hiring committee is on the other end in a conference call, you will want to write down each person's name/role down so that you can refer to it later.

It's important that you are clear about whether or not you can hear the interviewer clearly. *Don't* say, "can you speak up?" *Do* say "I'm having trouble hearing you. Can you hear me clearly?" The latter is slightly less confrontational *and* clarifies whether the connection between you is bad or if the problem is on the recruiter's end.

As with *any* interview, be prepared to ask questions at the end. You want to have the recruiter(s) hang up with a good impression of your interest in the company.

After the Call

Immediately after the call, write a short thank-you note. Correct phraseology for a phone interview would be something like "Thank you for spending time with me on the phone today talking about the enrollment management position. I enjoyed the conversation and have a better understanding of the job. I'd be interested in an on-site interview, and would welcome the opportunity to further discuss my candidacy."

For Individuals With Hearing Loss/Deafness

Phone interviews are not an impossibility. Many recruiters are quite accustomed to interviewing via relay service or TTY. Certainly, *all* companies should be prepared for and facile in communicating in these ways. Too often, however, they are not. For recruiters who are not, as unfair as it may be, the candidate may have to suggest alternatives to the speaking-and-hearing phone interview. A hard-of-hearing candidate may want to send a note to the recruiter before the interview indicating some basic TTY vocabulary. It is up to you whether or not you want to educate the recruiter about communicating via TTY or relay. In my opinion, the single most important vocabulary non-TTY users need to know is "GA," which is a way for both parties to indicate that they are finished with their answer/question/comment. GA means go ahead, as in go ahead it's your turn to talk.

In the computer age, another suggestion may be a real-time conversation via chat technology. Companies may have specific areas on their Web site where employees can meet in real time from different locations. Such a site would be an ideal venue in which candidates and recruiters can interview.

A Chance to Test the Waters

The phone interview is the second step in the process for many recruiters. During a phone interview, interviewers can check out whether you are as good as you sound on paper, if you are articulate and if you'd be a good person to have join the firm. Most importantly, a phone interview serves a way to narrow down the pool to finalists and semifinalists. Few people get hired solely on the basis of a phone interview. The phone interview is a way for both the candidate and the interviewer to test the waters. So, relax, be professional, and be yourself! Remember, the best thing about phone interviews is that you *don't* have to wear a suit!

The Phone Personality Matching Technique

A variation on the [Personality Matching Technique](#) is to apply the same basic principles within your phone interview. Although you obviously cannot match the interviewer's physical characteristics, try to match the interviewer's speaking rate and pitch. Remember to stay within your personality range, but venture toward that portion of your range which most closely matches that of your interviewer. This is an excellent way to establish rapport quickly over distance and phone lines.

Advantage of the Phone Interview

You have a major advantage in a phone interview which does not exist in a face-to-face interview. Namely, you cannot be seen. Use this to your advantage.

Have all of your materials on yourself and the employer open and available on your desk as you are speaking on the phone. This includes not only your resume, but also a "cheat sheet" of compelling story subjects which you would like to introduce. It can also include a "cheat sheet" about the employer, including specific critical points describing the employer and their products.

As I am speaking with you on the other end of the phone, I have no idea that you are actually being prompted from a document as you are speaking. All I can hear is a well-informed, well-prepared interviewee. Keep in mind that this preparation is not "cheating" at all. It is preparation, pure and simple.

So have your materials open and available when you are preparing for a phone interview. They are there to support you and enhance your value to the employer, who will greatly respect your ability to answer questions with focus and meaningful content.

As people become more mobile and budgets become tighter, telephone interviews become more common. Prepare for it as well as you would prepare for an in-person interview by going over your resume, preparing a list of questions, and having information about the employer and the job at your fingertips. But due to the unique circumstances of the telephone format, also do the following:

- If possible, pre-arrange the time for the call.
- Make sure your answering machine has a professional-sounding message – no songs, funny jingles, or odd voices.
- Use a regular phone, not a cell phone, as its battery may die or it may lose reception, and avoid using a speakerphone – who wants to conduct an interview in a wind tunnel?
- Take the call in a comfortable, quiet place where you will not be interrupted or distracted.
- Telephone interviews tend to be shorter than in-person interviews, so don't waste time – be concise with your responses and questions.
- Since you can't use body language, use verbal cues to let the interviewer know you're "still there" and interested.
- Have paper and a pen ready and make notes during the conversation. These notes will help you recall the details of the conversation and alert you to a question you should have asked or an elaboration you should have made.

Interview Preparation

A list of the steps to take before you go to the interview

1. Research the company. Look for your breakthrough questions.*
2. Research the industry. Look for your breakthrough questions.*
3. Research the person who will be interviewing you. Look for your breakthrough questions.*
4. Make a list of the skills you think someone who gets the job will need.

5. Prepare stories that demonstrate that you have those skills.
6. Green flag your resume --- that means knowing what parts of your resume make you perfect for the job.
7. Red flag your resume --- that means taking a critical look at it to see what might make the interviewer question whether you are right for the job. Prepare to overcome those objections.
8. Know exactly what points you want to make about yourself to show that you are the person for the job.
9. Prepare your answer to "Tell me about yourself" so that it relates directly to the skills you need for the specific job you are interviewing for.
10. Prepare answers for "What are your strengths and weaknesses?" so that you are on target for the specific job you are interviewing for.
11. Prepare your answer to "Why did you leave your last job?" and "How long have you been unemployed?"
12. Think of the questions you would ask if you were the interviewer. Be ready for these questions.
13. Have your breakthrough* through questions ready.
14. Research the salary for the job.
15. Prepare small talk. (Things to say in order to brake the ice before the interview begins.)
16. Know how to pronounce your interviewer's name.
17. Get ready for your appearance. Sew up the lining of your coat, polish your shoes, organize your briefcase etc.

*Breakthrough questions are the questions you can insert into the interview at the appropriate moment to get the interviewer to do the talking. If you can get the interviewer to enjoy talking with you, instead of it just being a question and answer session, then you will stand out as a top candidate.

Yes, it's a lot of work, but think of it this way -- the amount you will be paid for the hours you spend preparing will be one years salary!

Practice makes perfect! Schedule an appointment with Counseling & Career Services to practice your interviewing techniques.

"Tell me about yourself."

This is the question that is most often asked at interviews. Often it will be the first question. The general nature of the question can be a trap. Have your answer prepared and do not ramble. Here is a simple and effective way to prepare your response to "Tell me about Yourself."

Prepare your response in three steps and then put the steps together.

- 1) Work out what the THREE most important qualities are for the job. Begin your answer by stating that you have these qualities. For example, if it is a sales job, the most important qualities they are looking for might be:

- The ability to communicate well with people.
- The ability to set yourself goals and stay on track.
- The ability to handle rejection.

So you would say: "I am an extravert who interacts well with people. I like to set myself goals and keep them and I'm very persistent."

- 2) Say where you last worked (or say the job that was most relevant to the position that you are applying for now) and pick one or two things you achieved at that job. For example: "I worked as a sales rep for the Savoy Company and I was their top salesman for three years running. Last year I sold over 1 million dollars worth of widgets"
- 3) Say why you want to work for the particular company you are applying for. Show specific knowledge about the industry and the company that you are applying for. Show enthusiasm about the company. Example: "I want to work in pharmaceutical sales because it is an area where I can use my ability to create solid long term relationships with clients. I want to work for your company in particular because you concentrate on gastroenterological drugs which is an area that is growing at the rate of 20% a year. That gives you a solid base from which to introduce new products like Endophine. I'd like to be part of that."

If you put 1, 2 and 3 together in our examples, you get a reply to "Tell me about yourself" that goes like this:

"I am an extravert who interacts well with people. I like to set myself goals and keep them and I'm very persistent. I worked as a sales rep for the Savoy Company and I was their top salesman for three years running. Last year I sold over 1 million dollars worth of widgets. I want to work in pharmaceutical sales because it is an area where I can use my ability to create solid long term

relationships with clients. I want to work for your company in particular because you concentrate on gastroenterological drugs which is an area that is growing at the rate of 20% a year. That gives you a solid base from which to introduce new products like Endophine. I'd like to be part of that."

Prove that you are the best person for the job

Know the answers to these questions so that you are ready to convince the interviewer that you are the best person for the job.

Why are you the best person for the job?

Why do you want to work for the company you are interviewing for?

Why do you love the field you are in?

What challenges have you faced successfully?

In what ways did you and your boss (supervisor) work well together in your last job?

What makes you a person who works well with customers/clients?

What makes you a person who works well with your co-workers?

Where do you want to be in 5 years and in 10 years?

What motivates you?

In what ways have you shown that you go the extra mile for your job?

What difference did you make to the bottom line at the last company you worked for?

If you got the job, what could you do for the bottom line of the company you would be working for?

If you get the job, why will you be happy in that position and not get frustrated, bored, or expect to be promoted too quickly?

If you got the job, why could you be of value immediately with minimal training time?

What job experience are you lacking for the job and why that would not be a problem?

What proof do you have that you are reliable?

If you are going to be managing people, what do you do when people do not perform their jobs well?

If you are going to be managing people, what do you do if a person can not get on with the other people?

If you are going to be managing people, how do you keep track of their progress and what specifically do you do to motivate them?

What trade magazines, newspapers and books have you read that the interviewer might also have read?

Interview Questions, List 1

Tell me about yourself.

What is your definition of success?

What is the toughest job problem you have ever faced?

How good are you at making oral presentations?

How do you organize your time?

What do you look for in an employer?

Do you prefer to work under supervision or on your own?

Who are your role models?

What was the last book that you read?

Where do you see yourself in ten years?

NON VERBAL COMMUNICATION				
	Excellent	Good	Needs Work	Comments
Eye contact				
Smiled				
No fidgeting				
Body posture				
Natural gestures				
Facial expressions				
Voice volume				
Vocal speed				
Vocal tone				
Correct grammar				
Confidence				
Sincerity				
Enthusiasm				

Interview Questions List 2

What was a typical day like at your last job?

Tell me about a situation where you and your boss disagreed about something.

Could you give me an example of how you demonstrated your ability to work with a team?

If you had a co-worker who was not pulling her weight and consequently you ended up doing a lot of the work she was supposed to do----what would you do about the situation?

Who was the toughest employer you have ever had, and what was it that made them tough to work for?

What aspects of your last job did you like the best?

How do you measure the success of your work?

What are your greatest strengths?

What are your greatest weaknesses?

What achievement are you most proud of?

NON VERBAL COMMUNICATION				
	Excellent	Good	Needs Work	Comments
Eye contact				
Smiled				
No fidgeting				
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Natural gestures				
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Vocal tone				
Correct grammar				
Confidence				
Sincerity				
Enthusiasm				

Interview Questions List 3

How do you manage your work week and make realistic deadlines?

How do you feel when things go wrong with a project?

Describe your relationships with your colleagues when you are at work.

What situations excite and motivate you?

Describe a time when you had to assist a co-worker.

Are you most productive working alone or in a group?

What type of people do you work with most effectively?

Describe how you have used a problem solving process.

Tell me about a major accomplishment.

What are your long term career plans?

NON VERBAL COMMUNICATION				
	Excellent	Good	Needs Work	Comments
Eye contact				
Smiled				
No fidgeting				
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Natural gestures				
Facial expressions				
Voice volume				
Vocal speed				
Vocal tone				
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Confidence				
Sincerity				
Enthusiasm				

Interview Questions List 4

What are your strengths and weaknesses?

Have you ever spoken in front of a large group of people?

What was the biggest difficulty you faced in your last job?

Could you give me an example of how you demonstrated your ability to work with a team?

Describe your best and worst boss.

Where do you see yourself in three years?

What could you have done better on your last job?

What would you find most difficult about supervising other people?

What did you like the most about your last job?

Tell me about a person you did not get on with in your last job.

NON VERBAL COMMUNICATION				
	Excellent	Good	Needs Work	Comments

Eye contact				
Smiled				
No fidgeting				
Body posture				
Natural gestures				
Facial expressions				
Voice volume				
Vocal speed				
Vocal tone				
Correct grammar				
Confidence				
Sincerity				
Enthusiasm				

Interview Questions List 5

What was your last boss like?

Describe your ideal job.

What did you learn from your last job?

What is your biggest weakness?

What is your greatest strength?

Why did you leave your previous job?

What type of books do you read?

Tell me about your education.

How good are you at working with computers?

Would you prefer to work for a large company or a small one?

NON VERBAL COMMUNICATION				
	Excellent	Good	Needs Work	Comments
Eye contact				
Smiled				
No fidgeting				

Body posture				
Natural gestures				
Facial expressions				
Voice volume				
Vocal speed				
Vocal tone				
Correct grammar				
Confidence				
Sincerity				
Enthusiasm				

I Interview Questions for Sales People

Tell me about the product you sold in your last job.

What is your biggest difficulty in selling?

Give me an example of a recent difficult sale and how you closed the deal.

Tell me about a recent sale that you failed to get.

How have you performed relative to your goals or quotas?

What lead sources have you found most productive?

Are you good at record keeping?

How do you keep yourself going when everyone around you is complaining of having a bad day?

What kinds of rewards do you find most satisfying?

How do you deal with rejection?

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