JOB HUNT CHECKLIST

	abilities, and personal resources.	experiece I should get to better prepare myself for my choices.
	I have identified my interests.	I have taken the necessary steps to obtain this additional experience if necessary.
	I have thought about the type of lifestyle I want.	I have obtained employer and professor recommendations.
	I have (at least mentally) summarized my personal experience in terms of work, education, and vocational abilities.	I have prepared a good résumé and know how to write cover letters and thank you notes.
	I have identified personality characteristics that should be considered in my job decision.	I am familiar with the interview process.
	I know my feelings about the environmental setting I would like.	I have identified sources of assistance and other pertinent resources.
	I have researched (at least generally) various career possibilities.	I have identified some employers I want to contact for interviews.
	I have narrowed my career choices down to a manageable number worth further	I have (at least minimally) researched these employers.
_	exploration.	I have an understanding of the various approaches used to obtain interviews.
	I have identified people who would be good contacts in my career area.	I know what I want and the steps necessary to obtain it.
	I have talked to one or more persons in the field(s) I am considering.	I have reasonable alternatives in mind if unable to get my first choice.
	I have considered all related career groups in my employment exploration.	I have talked over my best alternatives with significant others (mate, friends, parents,
	I know the various positions in the field(s) being considered.	etc.).
	View the following link to JustJobs Academy for helpful insights and templates. http://academy.justjobs.com	

Preparing for the Job Search

JOB SEARCH TRACKING

								Company Name Posting
								of Date Sent ing Résumé
								Date Date Usited Int
								Date Of Date Of Interview Thank You
								f Date of Follow Up
								Comments

PROFESSIONAL IMAGE

- > Style reflects your personality. Your personal style, to a large extent, determines how other people remember you. Successful careers require a personal style that is professional so memorable associates will want to do business with you.
- Developing a personal style and image is an important part of your training. Competition can be intense. Many people have the book knowledge to succeed, but only those with special qualities will rise above the competition. Professional style and a winning image can help set you apart from the crowd.
- As you prepare for a career, you will need to learn new rules about how to look, what to say, and how to act appropriately for your chosen field. Personal style changes and develops as you mature and gain experience. As a student, your style is based primarily on your appearance; having the latest haircut and to dress in the newest fads. Professional style is based on taste and communication skills as well as appearance.
- Your overall appearance is the first thing that people notice. Appearance encompasses not only how you dress, but also how you stand, walk, and sit. Imagine a string attached to the top of your head being pulled upward! This will relax your shoulders and align your body. Ultimately, you will appear taller, more alert, and more confident.
- Good grooming habits are another sign of a positive and professional attitude. Pay special attention to hair and fingernails. Most successful professional women wear very little makeup and conservative jewelry. Wear little or no aftershave or perfume. The chemistry in perfumes may clash leaving a bad odor as the employers last impression of you.
- Professional men should be clean-shaven. Mustaches and beards, if present, should be neatly trimmed. If you decide to grow a mustache or beard, it is best to do so while on your vacation to avoid the "five o'clock shadow" look until it has grown.
- Tatoos and piercings are a unique way of expressing yourself. However, while interviewing or on the job, the goal is to make the interviewer and/or customer feel comfortable. To be professional, cover tattoos and remove piercings until you are able to assess the working environment to determine what is acceptable.
- An important part of your professional appearance is, of course, your clothing. The suitable wardrobe for your career depends to a great extent on where you work and what you do. The best way to determine what is appropriate is through observation.
- What do the managers wear? If you want to rise to their status, you will want to dress that part to stand out from your coworkers. However, you will want to dress appropriately for the type of work you will perform.
- A professional wardrobe must be clean, pressed (if appropriate for your field) and in good repair. Hemlines and buttons should be intact. Never wear torn or tattered clothing. Shoes should be clean.
- In addition to looking professional, you should sound professional. Speech habits are probably the most difficult to correct because it is not easy to hear yourself and, up to this point in your life, most of your conversations have been with friends and family. Become aware of your own communication style. Begin by listening to yourself when you speak. Do you say "yeah" instead of "yes?" "Cuz" instead of "because?" Or "gonna" instead of "going to?" Watch out for slang words and empty language like "you know," "um," "like," and "uh." The way to break these habits is to begin correcting yourself in everyday conversation. Successful people speak clearly and with a pleasant tone. Listen to public speakers and newscasters. These people make a living with their speech habits and are skilled communicators.
- Success is reflected in appearance, speech, and actions. These special qualities are found in people who love what they do and are good at it. It seems to spring from a combination of maturity, confidence, and good taste; it's professional style. You can develop your own professional style if you are willing to work at adjusting your appearance and behavior.

Professional image: It's what you wear and how you wear it, what you say and how you say it, what you do and how you do it...It's one of the most important keys to success!

WHERE TO LOOK FOR A JOB

Most jobs are not advertised. You will not likely find them by looking in the want ads or by reading employment bulletin boards. You must explore the "hidden job market" and acquaint yourself with the following resources:

1) Friends and Relatives

Let everyone know that you are looking for a job and be specific about the type of job you seek.

2) Internet

There are many internet sites which offer local, national, and worldwide career opportunities. This document offers a few of the many sites available. Use these listings to determine the qualifications needed in that particular profession.

3) Yellow Pages of the Telephone Directory or http://www.yellowpages.com

Use these to develop a list of contacts in your skill or occupational areas (business groups).

4) Business Firms

<u>eCIS</u> (page 12) provides business names, contact information and demographics of many businesses in Idaho. Conduct information interviews. Visit in person as many companies / agencies as possible that hire people with your skills and interests. Talk to the person with the "authority to hire." Also, visit with as many employees of these firms as possible. Discuss career opportunities and develop a list of contacts.

5) Chambers of Commerce

Information concerning major employers in an area can be obtained from the Chamber of Commerce offices. Many Chamber of Commerce offices offer a time employers and potential employees can meet.

6) College Career Centers

Make daily visits to see what jobs are posted and utilize resource materials; ask questions about possible problem areas, i.e., your résumé, your interviewing skills, how you present yourself, or perhaps even your personal appearance. Instructors are also a potential resource.

7) State Employment Service

Check daily for new listings.

8) Newspaper Want Ads

Check daily, but remember the majority of the better jobs aren't listed in newspaper ads.

9) Unions

Familiarize yourself with local union halls and check for apprenticeship openings and application dates.

10) Private Employment Agencies

Most require a fee for placement, which is paid by you or the employer. They also require a contract, so be sure to read the entire contract before signing since they are legally binding documents.

11) Temporary and Part-Time Help Agencies

Oftentimes, part-time jobs lead into full-time positions. Most agencies do not charge a fee to the job seeker, but it is wise to check for certain.

12) Local Libraries

Check for directories that list employers and associations. They also have information regarding attributes your industry is seeking.

13) Professional Journals and Trade Magazines

These provide a broad range of openings. However, details are often insufficient for determining if you are qualified. Analysis of the ads will provide information about the extent of the employment activity in job fields throughout the area.

JOB SCAM AWARENESS

Be aware when searching for jobs online. Not all job sites or job offers are legitimate. Some are scams intended to take advantage of unsuspecting job hunters. There are several easy steps to take to detect job scams. Avoid such dangers by becoming aware of the things to look for when applying for jobs online. These danger signals can be found on job web sites, emails, or job listings.

Warning Signs, "Red Flags," and Cautions:

- 1. Scammers commonly will ask for information that is inappropriate prior to hiring. This information includes: Personal bank account, PayPal account, credit card numbers, Social Security Number (SSN), or scanned ID such as a drivers' license.
- 2. Do not send the potential employer money under any circumstances; especially do not wire or transfer any money to them. This is not an appropriate request of a reputable employer.
- 3. Be cautious when responding to an email address from a "public" domain. For example, an employer calling itself "Omega Inc." with a Yahoo, Gmail or other common domain addresses. For example: omegainc@yahoo.com. A more legitimate business email account would be omegainc@omega.com. However, domain names can be easily acquired to appear safe. Watch for lettering after the @ symbol to determine if the company is foreign. omegainc@omega.com/JP would originate from Japan. "Hover" the pointer over the email address to display the true destination of your response. Make sure you know where you are sending your information.
- 4. Following are several things that are hints in detecting a scam:

Misspellings and grammatical	"Pay to Play" sites that charge	Long pages - you scroll down and
mistakes in the job posting	suspicious fees to get the job	down and it never seems to end.
Thistakes in the job posting	Suspicious lees to get the job	
		At the very bottom, there's the an unrealistic deal
Job ad that states: "You have to	Unusually high pay figures: "make	Lots of testimonials from "satisfied
act now!" or "Time is running out!"	up to \$1000 a day" or "\$100/hr"	customers" or employees
Sites that "guarantee" you will get	Anything that sounds too good to	Sites that say they are "scam-
the job	be true	free," or "totally legitimate"
Sites advertising special access	SHOUTY TEXT, exclamation	Extremely low qualification
to employer information or	marks, colored, large font text	requirements or a variety of
"hidden" lists	_	unrelated jobs
Certification fees, background-	A lack of contact information or	Sites that charge a fee for training
check fees or set-up fees	company website	materials
Work from home opportunities,	Announcements or information	Lots of graphics, pictures of
especially if the pay figures are	sent to your email without your	money, cars, or holiday
unusually high or you are required	request (unsolicited)	destinations
to be trained from home		

See more about job scams at these websites:

www.fightback.com

www.worldprivacyforum.org

If you think you have fallen into a scam, look to these sites for information:

http://www.ftc.gov

http://www.consumeraction.gov

VALUABLE JOB-SEARCH RESOURCES

Employment Links—Search On-line:

Eagle Jobs
Times News/Yahoo Hot Jobshttp://careers.csi.edu/eaglejobs
http://magicvalleyjobs.com

Idaho Department of Labor- https://labor.idaho.gov/idahoworks/es/jobsearch/default.aspx

Other on-line resources- <u>www.bettertwinfallsjobs.com</u> http://www.careerbuilder.com

> www.monster.com www.indeed.com www.simplyhired.com http://www.careerjet.com

http://itd.idaho.gov/careers/Index.htm

Employers Links —Some of Magic Valley Largest Employers—Apply-On-Line:

Medical

Saint Lukes of Magic Valley

http://www.stlukesonline.org/magic_valley/employment

Saint Benedicts

http://www.stbenshospital.com/jobopenings.html

Seastrom

http://www.seastrom-mfg.com

Glanbia

http://www.cytiva.com/cejobs/templateGlanbaN.asp

Jerome Cheese

http://www.daviscofoods.com/locations/about-jerome-cheese.html

UPS

https://ups.managehr.com/Home.htm

Target

http://sites.target.com/site/en/company/page.jsp?ref=nav%5Ffooter%5Fcareers&contentId=WCMP04-030796

Walmart

http://careers.walmart.com/SearchJob.aspx

Costco

http://www.costco.com/service/featurepageleftnav.aspx?productno=10045086

Education

College of Southern Idaho

https://employment.csi.edu/openings.asp

Twin Falls School District

http://www.tfsd.k12.id.us

Jerome School District

http://www.d261.k12.id.us

Filer School District

http://www.filer.k12.id.us



RESOURCES FOR CAREER SEEKERS

So you're in the job market.

? Are you thinking about a career change?

CSI Career & Counseling Services offers free weekly Career Exploration workshops as well as access to MyPlan.com, an online assessment and exploration tool which can be access anywhere, anytime. If you aren't sure about your future career choice, we can help. Learn more at http://careers.csi.edu/careerCenter/careerExploration.asp

? Do you have an up-to-date résumé?

offers online step-by-step assistance to create a professional Résumé and Cover Letter.

Go to http://idcis.intocareers.org/default.aspx and log into eCIS using the College of Southern Idaho information.

User name: CSI Password: 1career

You can then create your free account by setting up your personal MyCIS Portfolio. This allows log-on access anytime; anywhere you have access to the internet.

WRITE DOWN YOUR PERSONAL USER NAME AND PASSWORD so you can access the information later!

Use the Résumé Worksheet in this book to gather information about your background, education, experience, skills, and qualifications. Pay particular attention to the job announcement and highlight qualifications and skills the employer desires and match these with your qualifications and skills. Word your job description in a way that demonstrates you have the required skills and/or level of required abilities. Enter this information into the resume creator in eCIS. Follow instructions to create your resume, numbering the information in order of most importance to the employer.

? Are you familiar with the expectations of employers?

Be prepared for all aspects of the job search process to match the employer's needs:

Application

Résumé

Cover Letter

Interviewing

Thank You Letter and Follow-up

Find more information go to the CSI <u>Career Center Website</u>, at http://careers.csi.edu/careerCenter/preparation.asp to locate downloadable worksheets on all of these topics.

? Do you know where to look for job opportunities?

Some of our favorite websites are listed for you on the previous page. Choose several that you like and check them often for new listings. The best way to find a job is to think of searching for a job **as** your job; something you work on every day.

RESEARCH A COMPANY

Know about the company before scheduling an information interview or before applying for a job!

Why research a company?

Why is it important to learn about an employer before you go to the information interview or job interview? You will know whether it is the place you want to work before you meet with the employer. Additionally, you will be able to make a stronger argument to show that you have the skills needed and that you are the right person for that company or that particular job!

Picture yourself at an interview with XYZ Company where an occupation fits what you want to do. Think about answering the inevitable question, "Why are you interested in this company?" If you had <u>not</u> found out about the company before the interview, you might be able to say:

"I think I will enjoy the work and the people here. It seems to be a nice place to work, and I know I can do the job."

However, if you had done some investigating, you might be able to say:

"XYZ is a growing company. It has been in business for more than 40 years and has a reputation for being one of the best. The company offers so many high quality products such as name brand home entertainment systems, home appliances, and high end furniture. The employees seem to be happy in their work and committed to maintaining standards of excellence. I would love to grow with this company."

What's the difference? The person giving the second answer has found out how old the company is, what it does, and some of the company's goals. The interviewer, of course, already knows these things but will be impressed that the interviewee cared enough to find out and to use the information in the interview.

Having these facts at hand gives you the extra edge that is often the difference between making a good impression and a great one.

Sorting It Out

When you begin digging into a company's business, what should you look for? First, gather information that will help you learn enough to determine if you want to work there.

Here are some questions to consider:

- What does the company do, make, or sell?
- How did it get started and who started it?

- How big is the company? Is there advancement opportunity?
- What does the company pay for the desired position?
- What kind of positions are there in the company—in addition to the one I am interested?
- At what other places does the organization have offices/plants?
- Who is the president?
- ➤ Who is in charge of the department where I would work?

How Do You Find Out?

- Most companies have a website.
- > Talk to someone who works there or who worked there recently.
- Ask your parents, relatives, neighbors, etc., what they know about the company.
- Conduct an Information Interview (see next page).
- The local Chamber of Commerce may have information on smaller local employers.
- Public company"s annual report to stockholders will tell you what the company does and how it performed over the last year.

More Sources Of Information On Employers Are:

- Internet Websites.
- eCIS (See Resources).
- Also check the Magazine Index and the Business Periodicals Index at your library to find articles about specific fields.
- Better Business Bureau.
- Dun and Bradstreet's Million Dollar Directory.
- Standards and Poor's Corporation Records.

Remember, researching a company enables you to find out about the company so you can decide if you want to work for that company. You can stress the skills you have which matches the company needs and you can say positive comments about the company.

THE INFORMATION INTERVIEW

The goal of an information interview is to collect information about a career field, a particular industry, or a particular organization. It is one step in the career planning process.

REMEMBER: YOU ARE LOOKING FOR INFORMATION, NOT A JOB.

Don't turn an information interview into a job interview. People are generally interested in talking about what they do and how they do it. Don't waste their time or yours – <u>be prepared</u>.

SAMPLE QUESTIONS:

- 1) What do you do in a typical day?
- 2) How did you get into this type of work?
- 3) Why did you choose this occupation?
- 4) What classes should I take or projects can I do to be prepared for this career area?
- 5) What kind of education do you have or what kind is necessary for this job?
- 6) Knowing what you know now about this job, what would you do differently to prepare for this work?
- 7) What do you like most about your job? Is there anything you dislike about your job?
- 8) Are there any special skills or personal qualities necessary for this career?
- 9) In your opinion, what is the job outlook for this career area?
- 10) Generally, what is the salary range for this occupation? (**Don't** ask what that person is earning!)
- 11) Would you advise someone else to enter into this career area? Why or why not?

Follow-up: Always follow up with a thank-you note. In it, you might want to mention information that you found particularly interesting or helpful.

EMBRACE DIVERSITY

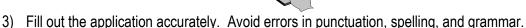
Value the differing perspectives of other. To build stronger working relationships, seek to understand varying cultures, points of reference, and skills developed by each time era.

	Four Ger	nerations W	orking Toge	ther
	4000 4045		1007 1000	
	1900-1945	1946-1964	1965-1980	1981-1999
	"Traditionalists"	"Baby Boomers"	"Gen X"	"Gen Y"
Media	Radio	Television	Computers	Cells, Palm Pilots
World Events	World War I and II	Vietnam	Gulf War	Terrorism
	The Depression	Civil Rights	Drugs	Gangs
	Labor Unions	Women's Movement	AIDS	School Violence
Family Life	Moms at home	Divorce	Single Parents	Diversity in family life
Career Goals	Build a legacy	Build a career	Portable Career	Parallel Careers
Policy/Rules	Conform	Protect	Mistrust	Why?
Authority	Obedient	Ambivalent	Unimpressed	Unconvinced
Entitlement	Tenure	Experience	Merit	Potential
Communication	Formal	Diplomatic	Blunt	Information-rich

APPLICATIONS

Your application is an advertisement of yourself and a sample of your work—an important reflection on you. By looking at applications, employers choose people to interview for the job and are generally more impressed with an application that has been filled out neatly and completely. The way in which you fill out the application may make a big difference in whether or not you get the job. Following are some guidelines in filling out applications.

- 1) Read the application completely before filling it out, including the small print. Follow directions.
- 2) Fill out the application neatly. Print or write with a fine-point blue or black pen. Use consistent lettering.



- 4) Be prepared to complete the application while you are waiting. Have references, education, employment history, dates, addresses, telephone numbers, etc., written out so you can simply transfer this information from your notes onto the application form. Include volunteer jobs, internships, etc., that relate to the job for which you are applying. An application worksheet is included in this packet following the application instructions.
- 5) If it is suggested that you take the application home to fill out and return later, make a copy to practice completing to avoid errors on the application you will submit.
- 6) Be aware of information which is illegal for the employer to ask during an interview. (Social Security Number, age, how many children you have, etc.). If the job requires a background check as a qualification for hiring, it is <u>not</u> illegal for the employer to request your Social Security Number.
- 7) Write something in every blank—no, none, or N/A. If there is a choice, choose appropriately and leave the other items blank. Or if you feel the question is unfair/illegal or has absolutely nothing to do with the job and you object to giving the information, simply state "Provided upon hiring."
- 8) Organize the space before you start to write. Do not abbreviate unless there is not enough space; then use an appropriate abbreviation if necessary and understandable.
- 9) Be sure to have a phone number, answering machine, and/or message number where you can be reached.
- 10) Include an appropriate email address as many employers will contact you electronically if they have questions or to notify you of the hiring status.

- 11) Know the title of the job you want and if possible, the person responsible for hiring.
- 12) Select powerful, descriptive words that will reflect well on you. For example, when stating reason for leaving your last job, don't use negative words like "quit" or "fired." Use words or phrases with positive meanings such as "lacked advancement opportunities" or "left to continue education" or "reduction in force." If the salary being offered is known, write the amount in the "salary expected" blank. If not known, write "to be discussed" or "negotiable."
- 13) Be prepared to give three references. Make sure you have asked permission to use a person's name as a reference. Choose references carefully. They should be people who know you well enough to give positive information about your work performance or personal characteristics. Use a variety of sources:
 - Local business persons who can speak about your work ethic and skills.
 - Former instructors (sign waiver allowing them to speak about you).
 - > Former employers.
 - > Former co-workers.
 - > Directors of volunteer organizations with whom you have worked.

Avoid Using:

- Ministers or priests (unless you have a professional or working acquaintance with them).
- Doctors or psychiatrists you have seen only professionally.
- Lawyers (unless you have a professional or working acquaintance with them).
- Friends or relatives.
- 14) Sign your name legibly.



- 15) When you are finished, read over the application again to check for errors. If you have completed the application included in this book, you will be able to copy the correct information onto the employer's application form.
- 16) Include your résumé with the application.
- 17) When turning in the application, have the recipient read it over for completeness. Be sure to ask questions at this time: What is the total application procedure? When will applicants be notified for an interview?
- 18) Make follow-up contacts—let it be known that you are interested and available.
- 19) When faxing an application and résumé, call the employer to assure the fax was received. This is also an opportunity to inquire if additional information is required.

EMPLOYMENT APPLICATION

Applica	ant l	nfor	mati	ion														
Last Name	;							First						M.I.		Date		
Street Add	ress													Apartm	ent/Unit	t #		
City								State						ZIP				
Phone								Email Ad	dress									
Date Availa	able					Social Sec	curit	ty No.		•			Des	ired Sala	ry			
Position Ap	oplied f	for				•							•					
Are you a	citizen	of the U	Jnited	States?		YES 🗆	N	10 🗆	If no, ar	e you	autho	orized to	o work in	the U.S.?		Y	ES 🗌	NO 🗆
Have you	ever wo	orked fo	or this	company?		YES 🗆	N	10 🗆	If so, wh	nen?						•		•
Have you	ever be	en con	victed	of a felony	?	YES 🗆	N	10 🗆	If yes, e	xplair	n							
									•									
Educat	tion								1									
High School	ol			•	1		A	ddress					1					
From			То		Did you gra	aduate?	Υ	ES 🗌	NO 🗆		Degr	ee						
College							A	ddress										
From			То		Did you gra	aduate?	Υ	ES 🗌	NO 🗆		Degr	ee						
Other							Α	ddress										
From			То		Did you gra	aduate?	Υ	ES 🗌	NO 🗆		Degr	ee						
Refere				_														
Please list	three p	orofessi	ional r	eferences.														
Full Name											ationsh	nip I						
Company										Pho	ne	()					
Address																		
Full Name											ationsh	nip I						
Company										Pho	ne	()					
Address									1				1					
Full Name										Rela	ationsh	nip						
Company										Pho	ne	()					
Address																		

Previo	us Er	nplo	ymen	t									
Company								Phone	()			
Address								Supervisor					
Job Title						Start	ing Salary	\$			Ending Sal	ary	\$
Responsib	ilities												
From			То		Reason for Leaving								
May we co	ntact yo	ur pre	vious sup	ervisor for	a reference?		YES 🗆	NO 🗆					
Company								Phone	()			
Address								Supervisor					
Job Title						Start	ing Salary	\$			Ending Sal	ary	\$
Responsib	ilities												
From			То		Reason for Leaving								
May we co	ntact yo	our pre	vious sup	ervisor for	a reference?		YES 🗆	NO 🗆					
Company								Phone	()			
Address								Supervisor					
Job Title						Start	ing Salary	\$			Ending Sal	ary	\$
Responsib	ilities												
From			То		Reason for Leaving								
May we co	ntact yo	ur pre	vious sup	ervisor for	a reference?		YES 🗆	NO 🗆					
Military	y Ser	vice	,										
Branch										From		То	
Rank at Di	scharge									Type of	Discharge		
If other tha	n honor	able, e	explain										
Disclai	imer a	and	Signa	ture									
I certify tha	at my an	swers	are true a	and comple	te to the best of my know	vledge							
					erstand that false or misle			my application	or i	nterview	may result ir	n my rele	ease.
Signature											Date		

Show Off Your Soft Skills

Employers want to know you possess the soft skills necessary to be successful on the job. Soft skills are typically intangible behaviors. Following is a list of some employer-desired soft skills.

Attendance/Promptness

Dependability

Appearance/Dress

➤ Honesty/Integrity

Communication skills

Solve problems

Attention to instruction

Multitask

Willingness to participate

How do you communicate this information to your potential employer in your résumé and during the interview? Here are some examples.

PROBLEM SOLVER:

Employers want to know the process you use to work through problems. Be prepared for questions like, "Tell me about a time when you faced a tough problem. How did you solve it?" To communicate you have this ability:

- Make a list of at least 10 problems you solved effectively.
 - o Note—1) How you solved it 2) Why you chose to solve it in that way 3) What it reveals about you
- Practice telling the "story" out loud to another person.

COMMUNICATOR:

Your résumé and interview are great opportunities to demonstrate you have the ability to communicate verbally and in writing. To communicate you have this ability:

- ➤ Have others review your résumé and cover letter for accuracy. Avoid misspelled words, poor punctuation, and use correct terminology.
- > Have a friend ask you interview questions which you answer verbally.
- If you don't understand a question, don't panic; just ask the interviewer to elaborate.
- ➤ Breathe!!!
- Avoid lazy language like "gonna, wanna, uh, like," etc.

WILLINGNESS TO PARTICIPATE / TEAM PLAYER:

Show you have the ability to work with others. This is an invaluable selling point during an interview. To communicate you have this ability:

- Show you are willing to do more than your required share of the work.
- Give examples of committee work.
- Show you have leadership ability.
- Share a group conflict you were able to resolve.
- > Mention memberships in professional associations.

MULTITASK:

The employer wants to know if you are able to perform a variety of separate tasks simultaneously. To communicate you have this ability:

- Make a list of complex projects you handled in past jobs or activities. Write down the various tasks that it involved and the role you played.
- Give specific examples of how you were able to effectively balance several crucial tasks.
- ➤ Show willingness to handle all kinds of responsibilities, not just a select one or two.
- Display your enthusiasm.
- Show how you were able to handle the stress.

Some Hints About Words

Your résumé should convey the skills you can offer an employer. The words you use to describe your experience, activities, etc., can convey the skills you have developed. These words are crucial to your purpose of obtaining a job interview. Use concrete nouns, positive modifiers, and strong action verbs. Be aware of the tone which the words convey; avoid sounding arrogant or opinionated. Use concise phrasing rather than complete sentences. "Advanced to" rather than "promoted to"; "earned" rather than "was given" indicates a person who does things rather than received them. Try to construct sentences in the first person, minimizing the use of the word "I." For example, "Planned and implemented a training program for new employees" rather than "I designed a training program." The tense should make sense. Describe current experience in present tense and past experience in past tense. Be consistent with tense and punctuation.

ACTION VERBS

accelerated	designed	lectured	rejuvenated
accomplished	effected	maintained	reorganized
achieved	eliminated	managed	reviewed
adapted	employed	marketed	revised
administered	established	mastered	scheduled
advanced to	evaluated	motivated	simplified
advised	expanded	obtained	solved
analyzed	expedited	ordered	streamlined
approved	facilitated	organized	structured
arranged	formulated	originated	supervised
built	found	participated	supported
completed	generated	performed	taught
conceived	graduated	planned	trained
conducted	implemented	prepared	transferred
constructed	improved	proficient in	updated
controlled	increased	programmed	utilized
converted	influenced	proposed	verified
coordinated	initiated	proved	won
created	instructed	recommended	wrote
delegated	interpreted	reduced	yielded

CONCRETE NOUNS POSITIVE MODIFIERS competence proficient technical

ability competence proficient technical resources challenge qualified versatile capacity effectiveness resourceful competent results substantially vigorous actively pertinent

COVER LETTER

A cover letter "covers" your résumé. It serves as an introduction, stating the position for which you are applying and how you are qualified for that position. A well-written cover letter can assist an employer in interpreting your résumé and explain something that your résumé doesn't. It should grab the employer's attention and generate interest in you as a prospective employee.

WHEN THE LETTER IS USED

- You must have a cover letter if you send your résumé in the mail, or if you fax or email your résumé.
- The letter is used if you deliver your résumé and/or application to a prospective employer or organization.
- Job referrals by employment or placement services often require that your first contact be made by mail.

IMPORTANT POINTS

- 1) Remember that a letter asking for a job is a sales letter. It also serves as an introduction or "first impression."
- 2) Keep the language simple and friendly. Be your own natural self, but don't appear aggressive, familiar, or humorous. You may want to use language commonly used in your occupational area to show your knowledge and expertise but don't overdo it.
- 3) Keep the letter short usually one page with three to four paragraphs. Don't cover the same material as in your résumé.
- 4) Use plain white, standard business-size stationery or paper that matches your résumé.
- 5) It is possible to use the same basic letter for different employers, provided you make the appropriate changes. Be sure to send each employer an original letter.
- 6) If possible, address your letter to a specific person (head of the department or the personnel officer); otherwise, use you could simply address the letter "Goodday" or "Dear perspective employer."
- 7) Slant the letter toward what you can offer an employer, not what you think the employer should offer you. Show how your skills, experience, and attitude relate to the particular position for which you are applying.
- 8) Proofread your letter. Does it say what you want it to say? Then have someone else go over your letter to check for clarity and correctness in spelling and grammar.

Cover Letter Guide

Your Name

Your Present Address City, State, Zip Code Phone Number

Date of Sending

Contact Name (be sure to spell it correctly!)
Title
Company
Street or Mailing Address
City, State, Zip Code

Dear Mr or Ms Blank:

1st Paragraph: Tell why you are writing: name the position, field, or general area of work about which you are asking. Tell how you heard of the opening or organization.

2nd Paragraph: Mention two or three qualifications you think would be of greatest interest to the employer, angeling your remarks to the employer's point of view. If you have had related experience, or specialized training, be sure to point it out. Indicate willingness to relocate, if appropriate.

3rd Paragraph: Tell why you are particularly interested in the company or type of work and how your qualifications "fit" the company. Use this paragraph to show that you know something about the company or the job requirements.

4th Paragraph: Close by making a specific request for an interview. Indicate that you are anticipating a request for an interview. Thank the prospective employer for his/her time and consideration.

Sincerely,

Your Handwritten Signature

Type your name

Enclosure: Résumé

Sample Cover Letter-Invited

SANDY KRAMER

2827 Canyon Road ◆ Twin Falls, ID 83301

Phone: (208) 316-8586 ♦ Email: skramer@gmail.com

June 20, 2013

Mr. John Brown
Personnel Manager
Sunrise Construction Company
PO Box 2008
Twin Falls, ID 83301

Dear Mr. Brown:

Please consider me for the position of bookkeeper with your company as advertised in *The Times-News* on June 10, 2010. In May, I completed the Accounting/Bookkeeping program with an Associate of Applied Science Degree.

The enclosed résumé shows that I have a good working knowledge of general office procedures and am capable of keeping a full set of books, preparing financial reports for management, and maintaining payroll records. The program included instruction in both Peachtree and QuickBooks Pro Accounting. As a workstudy student, I had the opportunity to apply work skills in the bookkeeping department of the Business Office at College of Southern Idaho.

Having grown up in a family of construction workers, I am familiar with building terms and most construction materials. I am confident that I have the skills required for this position.

I am available for an interview at your convenience and look forward to meeting with you to discuss my qualifications further. Thank you for your consideration.

Sincerely,

Sandy Kramer

Enclosure: Résumé

Sandy Kramer

Cover Letter

Sample Cover Letter—Career Change

4353 Bentley Court, Jerome, ID 83338

Phone: (208) 732-9733 Email: jayb23@yahoo.com

Jay Burns

June 5, 2010

Roberta Jackson
Personnel Manager
Computer Dynamics
1024 Main Avenue West
Twin Falls, ID 83301

Dear Ms Jackson

A recent article in the Times-News revealed that Computer Dynamics is expanding and will soon be hiring employees in several positions. I am interested in applying for a position as a Computer Support Technician.

Due to a plant closure, I was afforded the opportunity to receive training for a career change. I have always been interested in computers so I jumped at the chance to further my education. In May, I will be completing the Computer Support Technician program with a Technical Certificate.

My previous work experience has been primarily in manufacturing and processing operations. As you will see on my résumé, I quickly advanced to supervisory positions at both places of employment. My past supervisors will tell you that I am dependable, solve problems quickly, get along well with people and am a team player. These qualities are extremely important for computer support technicians as well.

I would very much like to contribute to the growth of Computer Dynamics. I look forward to meeting with you to discuss our mutual goals.

Sincerely

Jay Burns

Jay Burns

Enclosure: Résumé

Sover Letter

Sample Cover Letter-Uninvited

2263 Westwood Ave Twin Falls, ID 83301 Phone: (208) 734-2468 email: echurchill@yahoo.com

ELLEN CHURCHILL

March 25, 2009

Mr. William Smith Owner The Wood Shop 1234 State Avenue Boise, ID 83706

Dear Mr. Smith:

I am applying for the position of Drafter as posted on simplyhired.com. As an upcoming graduate of drafting technology, I can apply my knowledge and skills directly to this entry-level position for your company.

The Drive and Focus to Achieve: Being a successful drafter is highly dependent upon having the ability to grasp a problem, evaluate the best way to solve it, and then work diligently until the solution is in hand. This is precisely the process I followed to graduate with a 3.5 grade-point average from the College of Southern Idaho.

Creativity and Flexibility: Keeping updated in the most recent technology could add a competitive edge in todays market. Having received hands-on training in the most recent aspects of drafting using CAD programs and in addition to traditional methods, I may be able to incorporate new approaches to software usage. Hiring me would add to your team someone who thinks independently in the role of a strong participant or leader as circumstances determines. This proven ability was demonstrated as the Drafting Club Vice President, coordinating efforts and resources between students, faculty, and administration.

An interview would grant me the opportunity to further demonstrate my abilities. I have attached my résumé, references, and examples of drafting drawings for your review. I can be reached at (208) 734-2468 to schedule an interview.

Thank you in advance for considering me.

Sincerely,

Ellen Churchill

Ellen Churchill

Enclosure: Résumé

RÉSUMÉ

WHAT IS IT? It is an organized summary about you, an advertisement of you, and a record of your strengths, abilities and accomplishments. It is positive information that you want the prospective employer to know which will satisfy the company's employment needs..

PURPOSE: The purpose of a résumé is to be selected for an interview. It serves as a reference during an interview and as a reminder of you after the interview.

APPEARANCE: There are several general formats to use. Choose a format that best represents you (see examples). A résumé should be:

- Free of grammatical errors and spelling mistakes.
- Concise (1 to 2 pages long), with the most important information on the top of the first page. Don't staple!
- If 2 pages, place name and contact information on both pages.
- Size minimum 11 font, maximum 12 font is preferable.
- Informative arouse interest. Be specific.
- Neat and attractive get attention. Well organized easy to read.
- Printed on good quality paper.
- In proper format if sent electronically (plain text, PDF, etc).

CONTENT:

*Personal: Name, address, phone number, email address (DO NOT include marital status, children, and pets).

Objective: Job title or area in which you are applying. Place it at the beginning of your résumé. State it positively – what you

can do for the employer. You may want to develop separate résumés for different objectives. Many job seekers

are substituting a Summary of Qualifications in place of an Objective.

Summary of

Qualifications: A brief list of your most relevant strengths and qualifications that apply to the job. Use broad terms. For example

"office technology" rather than "typing skills." Provide evidence of this summary in your résumé.

*Education: Name of school, location, dates (optional), degrees, or major area of study; list in reverse chronological order –

most recent education first; may also include grade point average (if 3.2 or higher), internships, honors, awards,

special programs, skills etc.

*Experience: Name of company/organization/person, city and state, job title, description of duties, and dates of employment.

List in reverse chronological order – most recent experience first. Include volunteer experience, if appropriate. Use action words to describe duties. Include specific accomplishments rather than tasks completed. Include non-

paid experience.

Military: Branch of service, dates (optional), and brief description of duties if appropriate.

Special Skills: Skills that may not be included in other information – such as foreign languages, computer knowledge,

cardiopulmonary resuscitation (CPR).

Activities: Include memberships in school or community organizations. Indicate leadership positions if appropriate. This may

include professional memberships and volunteer activities. Church activities should be described in general terms.

Achievements: State achievements if applicable and if not listed in other information.

References: Be sure to ask permission before using anyone as references (no relatives or friends).

Topics marked with an asterisk (*) are necessary information. Other information may be included if it further explains your skills and abilities or gives information that you want a prospective employer to know. <u>eCIS</u> is available as a free internet-based tool for Résumé creation. Ask for more information at the CSI Career Center.



RÉSUMÉ WORKSHEET

1. List the qualifications and skills <u>you expect</u> from someone in the position for which you are applying. Secondly, think as a manager. What qualifications and skills do you think the <u>employer</u> wants? Look at the job announcement for which you are applying. Many times you can find this information either stated or "hidden" in the description of the company for example, "looking for an energetic individual to work for a rapidly growing, fast paced company." You would want to emphasize to the employer you have energy, may be flexible and willing to move if necessary as the company grows and able to multitask to keep up with the fast pace.

Example: I expect the person at the desk to be welcoming and knowledgeable, willing to assist.

2. Now write down every job or volunteer experience you have had, leaving space to write relevant skills under each. Match your experience/skills which would demonstrate to the potential employer that you have the skills and qualification you listed in number 1.

Example: Provided a welcoming environment, acknowledging each customer as they entered the office. Listened to customers' requests, provided information or accompanied them to the appropriate person to obtain needed information.

Resume

Résumé Worksheet page 2

Full Name:
Objective: (optional) list position you are seeking. Make sure you word your objective as a benefit to the employer. <i>Example: To rejuvenate smiles while working for Smiles R Us as a Dental Hygienist.</i>
Summary of Skills: list the summary of the relevant skills you identified in sheet 1, number 2. • • • • • • • • • • • • • • • • • •
Education: Year of completion or anticipated completion, school name, city/state, and degree received List courses or activities that would interest the hiring manager Example: 2009 College of Southern Idaho, Twin Falls, ID, AAS Drafting Add special certifications or abilities received such as typing speed, AutoCAD, etc.
Work Experience: Employment Dates, Job Title, Company's Name, City, State List your important accomplishments, duties and responsibilities which relate to the job for which you are applying. Keep sentences brief, under 12 words, use bullets at the beginning of a list. U power words and quantifiable information. For Example: "Coordinated a 4 member team to collect research data. Prepared itemized report and proposal for management. Recommended change saved the company \$15,000 annually in operational expenses." Example: June 2008 – Present Jake's Drafting and Design, Twin Falls, ID Assist architectural engineer plan and design 20 one-of-a-kind projects. Other: list accomplishments or tools used that would be specific to the job for which you are applying.

Personal (optional) Mention any special talents, skills, or experiences that might interest the manager.

BUILD AN ECIS RESUME

Step 1. Go to www.idahocis.org

Step 2. Use the College of Southern Idaho login

User Name: CSI Password: 1career

Step 3. Set up your personal MyCIS Portfolio (see the link at the top right of the eCIS home page).

Step 4. Start using eCIS? Use your own login to create resumes or other important job seeking information.

Note: **if you are outside of Idaho** and this login information does not give you access, use the generic eCIS access:

UserName: pa_access1 Password: ecis_01

(If outside of Idaho--To have access to business using skills in your chosen occupation in your state, contact your state's Department of Labor and ask that your eCIS account be transferred to their plan)

Short cut to building a Resume on eCIS

- Create a My CIS portfolio on right top corner and then sign in.
- 2. Go to top right corner and click **My CIS Portfolio**.
- 3. Click on My Education and Work History on the left side.
- 4. Click Education and Training, open each prompt underneath and fill out accordingly.
- 5. Where it says **add file** on the right side click it to enter your information.
- Click Save Information button at bottom of screen each time you enter information on a section.
- 7. When finished entering information for all **5 main prompts** and the information for each, go to **Format** and **Create My Resume** at the bottom of the list.
- 8. Select **New**, and then select the <u>format</u> you like. And finish selecting the <u>following prompts</u> to your satisfaction.
- 9. Select Next Button.
- 10. Go to the **Include Section** and after each section there is a plus button click it and check each box that you want to show on your resume.
- 11. Select **Update List**.
- 12. Select **Save My Option** button.
- 13. Select **Create Resume** button then select open and there is you resume.

Resume

CHRONOLOGICAL RESUME

The chronological résumé is the most widely used résumé format. It is a good way to highlight a steady work history, particularly if it is related to your next job target. Professional interviewers are most familiar with this form.

2263 Westwood Ave Twin Falls, ID 83301 Phone: (208) 734-2468 Email: echurchill@yahoo.com

ELLEN CHURCHILL

CAREER OBJECTIVE

Administrative Assistant position with a variety of responsibilities to include accurate data entry and word processing.

EDUCATION

College of Southern Idaho Twin Falls, ID Anticipated Graduation - Dec 2013

Major: Administrative Assistant

Degree: Associate of Applied Science, GPA: 3.7

• Acquired Skills: Keyboarding (50 wpm), Microsoft Suite — example portfolio available

Twin Falls High School, Twin Falls, ID

Graduated

EMPLOYMENT

Karl's Service Station Twin Falls, ID 2004 - Present

Bookkeeper: Maintain all internal bookkeeping, operations, payroll, and inventory in QuickBooks Pro. Prepare records for the accountant to process taxes due; Document customers' vehicle service requests and schedule appointments; Manage office communication including multiline phone system, intercom, and mail processing.

College of Southern Idaho Twin Falls, ID 2001 - 2004 (Part-Time)

<u>Office Assistant</u>: Created a welcoming atmosphere for students, faculty, and staff; Processed student information, maintaining their confidentiality; Accurately input data in company specific software and constructed letters, memos, and other office communications using Microsoft Word 2010 and Outlook; Prepared instructional materials for instructors via Xerox copier/printer, scanner, and fax machine.

HONORS

President of Communications Club, Employee of the Year Award, 2010.

COMMUNITY ACTIVITIES

American Cancer Society's Relay for Life Event – Planning Committee Member

REFERENCES

Mr. George Cummings Instructor College of Southern Idaho Twin Falls, ID 83301 (208) 732-9554 qcommings@qmail.com Mr. Karl Mann Manager Karl's Service Station Twin Falls, ID 83301 (208) 733-6220 karls@me.com Ms. Kathleen White Instructor Twin Falls High School Twin Falls, ID 83301 (208) 733-6214 whitekath@tfhs.edu

FUNCTIONAL RÉSUMÉ

The functional résumé may be a good format for those who have been self-employed, had employment gaps, or are changing careers. This format focuses on groupings of skills and competencies which apply to the job.

Jack Chill

2937 E Avenue ◆ Twin Falls, ID 83301 ◆ (208) 733-5367 ◆ jackchill@gmail.com

CAREER OBJECTIVES: To rejuvenate bright smiles as a Dental Hygienist.

SUMMARY OF QUALIFICATION AND SKILLS:

- Integrity Take pride and ownership of my responsibility. 11 years experience working in high security fields following protocol & procedures, assuring privacy issues remain secure.
- Customer Service 8 years listening and asking questions to help clients articulate their needs, validating their frustration and partnering with them to help resolve their problem.
- Motivator 4 years working with a team of educators, challenging students to take on additional learning responsibilities, improving their feelings of self-worth.
- Problem Solver Ability to think outside of the box to quickly resolve sensitive issues while staying within regulations.
- Conflict Management 12 years evaluating clients' and students' complaints, approaching issues from a variety of angles to create win-win solutions for all.

EDUCATION:

College of Southern Idaho, Twin Falls, ID Projected Completion Dec 2013 **Dental Hygiene Major**, Associate of Applied Science Degree (currently enrolled)

EMPLOYMENT:

Sept 2006 – Oct 2010	Licensed Agent – Wardly Real Estate, Henderson, NV Communicated loan objectives and requirements with applicants.
June 2005 – Feb 2006	Customer Service Professional – Site Inc., Las Vegas, NV Worked with clients from diverse backgrounds providing troubleshooting services and support for data and internet issues.
Feb 2003 – June 2005	Substitute Teacher – Nevada County School District, Ely, NV Quickly responded to late requests to substitute in teacher's absence. Maintained an organized learning environment. Volunteer instructor for after school educational enrichment program.
May 2001 – Feb 2003	Nursing Assistant – Leisure Lodge Nursing Center, Tyler, TX Cared for residents as directed by licensed nursing staff. Charted carefully and completely. Treated each resident with dignity.

COMMUNITY ACTIVITIES:

American Cancer Society's Relay for Life participant ♦ President Dental Hygiene Club ♦ Walk dogs at the Humane Society ♦ Organized and participated in health clinic events.

Resume

COMBINATION RÉSUMÉ

FRED M. JENSEN

2240 Lincoln Avenue Jerome, ID 83338 (208) 324-4872 fmj@magicvalley.com

QUALIFICATIONS SUMMARY:

- Bilingual: English and Spanish—both in writing and orally.
- Insight—Four years experience working within the building construction industry.
- Organized—ability to quickly create scenarios to determine the best plan of action.
- Cooperative and Dependable—experienced leading or following as the situation requires.
- Conflict Management—reduced company expenses by effectively communicating with co-workers and customers to formulate positive solutions.

EDUCATION:

Graduated May 2013 College of Southern Idaho, Twin Falls, ID

Drafting Technology, Associate of Applied Science Degree

Graduated May 2012 Twin Falls High School, Twin Falls, ID, General Studies

EMPLOYMENT:

May 2004 - Aug 2009 Connors Construction Company, Twin Falls, ID

Carpenter: Advanced to perform all phases of house construction from framing to completion including: concrete work, dry wall, and interpreting blueprints.

Carpenter Assistant: Supplied building materials to the carpenters, analyzed order list to assure all needed materials and tools were loaded, performed construction under the direct supervision of the carpenter; cleaned sites to maintain a safe working area. Translated directives to non-English speaking

employees and customers.

May 2002 - Apr 2004 Johnson's Building Supply, Twin Falls, ID

Laborer: Filled customer orders; unloaded trucks to restock inventory, operated forklift and large commercial saw; cleaned and maintained yard and sheds.

Oct 2000 - May 2002 Miller's Grocery, Jerome, ID

(Part-Time while in high school) Courtesy Clerk: Welcomed and directed customers while conducting theft

control services; operated electronic cash register and processed card

transactions; replenished inventory on shelves following explicit store procedures

and policies.

SPECIAL SKILLS: Microsoft Office 2010, Windows XP, Internet and Email, CPR certified, AutoCAD

ACTIVITIES: Worked with a team of volunteers since 2005 building houses for low income

people in Mexico; Twin Falls Search and Rescue team volunteer member.

Resume

OTHER RÉSUMÉ FORMATS

Combination Résumé – It capitalizes on the strengths for both the functional and chronological résumé. Usually used when applicant has a long history. This format is typically a longer résumé.

Curriculum Vitae Résumé – Usually used in the scientific, academic, and medical communities. A type of portfolio describing "the course of one's life."

International Résumé – a type of Curriculum Vitae résumé used internationally. Other countries may require information which is illegal to ask in the United States. Here are a few examples: marital status, date of birth, passport, and health.

E-Résumé –Many larger companies are using computer software to search for applicants who have the required skills and knowledge to meet their needs. Your electronic résumé needs to follow a different format if it is going to be "read" by a computer. This format is also appropriate for Internet and email résumés. Electronic résumés, or E-résumés for short, can follow one of three formats.

- ➤ Email or ASCII Résumé The ASCII format, a text-only version, contains no frills such as bold, underline, or bullets. ASCII is the universal language that allows computers using any software to read and understand text. An emailable résumé should be loaded with keywords that will appear within the first 20 to 25 lines of a computer screen.
- Scannable Résumé A scannable résumé typically starts out as a paper résumé and is then scanned into the employer's software tracking system, at which point it becomes an E-résumé. If you can, find out if your résumé will be scanned so you can follow the proper formatting procedure. Any Résumé that will be scanned, whether by man or machine, should contain keywords.
- ➤ **Multimedia Résumé** A multimedia résumé is like having your own Web page. It is a résumé that you create with pictures, graphics, and sound that employers "click" through to review your qualifications.
- Résumé Examples To view other free résumé examples specific to careers, go to: http://www.bestsampleresume.com/sample-teachers-resume/sample-teachers-resume-2.html

KEYWORDS

Keywords are a collection of nouns and phrases that describe your knowledge base, software experience, specific responsibilities, and skills. They may also include job titles, technical terms associated with your work, impressive "brand name" companies, degrees, licensure, or affiliations. The keyword summary can be the most important part of an E-résumé.

DO'S AND DON'TS FOR WRITING AN E-RÉSUMÉ OR SCANNABLE RÉSUMÉ

Consider the following guidelines for writing an E-résumé or scannable résumé.

- 1) Put your name first, followed by your address, phone number, email address or fax number. Put each on a separate line. Include your name on additional pages.
- 2) Keep text aligned to the left.
- 3) Use a standard font such as Times News Roman, Arial, Courier, or Helvetica in 12 point font size.
- 4) Avoid italics, bold, script, underlines, boxes, shading, columns, graphics or bullets.
- 5) Make section headings in all capital letters. Use white space between sections to differentiate them.
- 6) Print a scannable résumé on 8.5 by 11 inch white paper of average thickness, on one side only. Use a laser or other letter-quality printer.
- 7) Don't staple multiple pages and never fold a scannable résumé.

he Interview

THE INTERVIEW

A typical interview lasts 20 to 30 minutes. You have the <u>first four minutes</u> to convince the interviewer that you are the best person for the job. Employers hire people, not degrees, union cards, etc. <u>You must sell yourself and your skills/ideas</u>. BE PREPARED! It is critical to getting the job.

OBJECTIVES OF THE INTERVIEW:

The interviewer

The main objectives for employer are as follows:

- > to gather relevant information about the candidate's qualifications for a particular job.
- > to assess how these qualifications match the requirements of the position.
- to present the company/agency positively and to attract well-qualified candidates to the position.
- Develop trust with the applicant (like speed dating)

The applicant

The applicant, however, is primarily concerned with selling himself/herself. For the applicant, the main objectives are:

- > to communicate relevant information and qualifications about oneself clearly and accurately.
- to seek relevant information about a particular job, position, and employer. From this information, the interviewee should be able to make a tentative decision about whether this position is a "good" match between personal needs and what the job can offer.
- Prove trustworthyness; be honest

TYPES OF INTERVIEWS:

There are as many kinds of interviews as there are interviewers because everyone does things a little differently. However, there are four basic types that can be identified.

The **structured** interview is the most common type of interview. The interviewer has a predetermined list of questions to ask the interviewee and often takes notes during the interview.

The *unstructured interview* is more informal. The questions are broad and general and will require that the interviewee do most of the talking.

In the *group/committee/panel/board interview* there is one interviewee and several interviewers. Each interviewer will have a few questions to ask from a list of predetermined questions and all will take notes. These are often used when hiring for higher-level positions.

The **stress interview** is designed specifically to put the interviewee under stress so that behavior, responses, and reactions can be observed. This type may be used when the position is a high-stress job.

STAGES OF AN INTERVIEW:

In a job interview you can anticipate four stages. Allow for some variety as each interviewer has his/her own particular style.

- 1. **Opening and introductions:** Your interview begins the moment you walk through the door. The initial conversation may appear to be meaningless chitchat; but at this stage, it is very important to develop a good and a positive first impression.
- 2. Discussing the Candidate's background: This is the "why, how, when, where" phase of the interview. During this stage, the interviewer will be asking questions which will give you an opportunity to talk about yourself and your background. This is the time for you to sell yourself. Be honest, straightforward, and articulate. Be specific. Tell the interviewer what you can do for his/her company and why you are the best candidate for the position.
- 3. Your turn to ask questions: During this stage of the interview you have the opportunity to ask for the information you need to know in order to determine if you want to work for this particular organization. It is best to focus your questions on the job and the organization, rather than on what the company can do for you. Ask about training and advancement opportunities rather than about pay and benefits. See "Questions an Applicant May Wish to Ask" later in this document.
- **Closing:** Ask for the job! Briefly summarize the interview verbally from your perspective and indicate that you want to work for that company. Also clarify the next steps of action or communication. Ask when they will be making a decision.

In job hunting, as in most other endeavors, persistence pays. The key to success is your ability to sell yourself—to communicate your assets to an employer.



PHONE INTERVIEWS:

Testing the Water:

The phone interview is the second step in the process for many recruiters. Often a phone interview serves as a way to narrow down the pool to the semifinalists and finalists. 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. Relax, be professional, and be yourself!

Before the call:

Make sure your cell 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. Even if you are not seen by the interviewer, you will present yourself better if you are well groomed. It may help to have your notes and résumé in front of you, and to have a pen in your hand to take notes. (Don't rattle papers.) 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 so 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?" As with any interview, be prepared to ask questions at the end.

After the call:

Immediately after the call, write a short thank-you note; 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 would be interested in an on-site interview and would welcome the opportunity to further discuss my candidacy."

INTERVIEW EVALUATION RUBRIC

Total Points	Points	S	Points_	Points	Points		
l	Stated he/she wanted the job, when they would be making a decision, smiled, and thanked the panel for their time.	he wanted the job Ild be making a nt did smile and I for their time.	Did not state he/she wanted the job or when they would be making a decision, applicant did smile and thanked the panel for their time.	Applicant smiled	Left without saying anything	Closing the Interview (courteous?)	œ
<u> </u>	Asked questions about the company, position, working environment, etc.	but not related to	Asked questions by the job	Questions appeared "off the cuff", not prepared	Applicant had no questions	Questions by Applicant (clear precise, intelligent?)	7.
L	Cooperative, positive attitude confident, helpful,	Cooperative, neutralneither positive or negative, somewhat confident	Cooperative, neutralneither pos or negative, somewhat confident	Uncooperative, moody, unsure of self, self-focus	Unenergetic, arrogant, aggressive, or extremely quiet	Attitude	6.
	Answered questions clearly and concisely, obviously prepared	ons with some	Answered questions with some hesitation	Stammered, hesitated, not concise, short or rambling	Did not answer questions	Answered Questions Clearly	51
	Kept good eye contact. looked at more than one member of the interview panel when answering questions	most of the time, n when not sure	Kept eye contact most of the time looked up or down when not sure what to say	Looked around constantly, obviously was not prepared	Did not look up	Eye Contact	4.
	Spoke clearly, confidently and little sign of nervousness	t somewhat shaky,	Spoke audibly but slightly nervous	Spoke softly but could understand, voice shaky, very nervous	Could hardly hear, shaky, So nervous they could hardly communicate	Speaking Skills: Voice, Manner	မှာ
<u> </u>	Enthusiastic, energetic, sharp, bright, smiling	somewhat energetic.	Sharp, confident, somewhat enthusiastic and energetic.	Lacks energy, not smiling, sharp looking, somewhat confident	Dull, unenthusiastic unimpressive	First Impression	2.
	Clean, pressed, dressed for one position higher. Sharp looking	ean but not pressed	Good hygiene, clea and polished.	Not dressed for position, hygiene needs improvement	Look un-kept, clothes wrinkled, improper dress, hygiene needs improvement	General Appearance	. -
Total points possible 160	20 points each		15 points each	10 points each	0 points each		
	Date:		Checklist	Interview Evaluation Checklist		Name of Applicant	Name o

The Interview

FIRST IMPRESSION:

Although most job interviews last 20 to 30 minutes, research indicates that interviewers tend to make an overall evaluation of the applicant within the <u>first four minutes</u>. Use your awareness of this to your advantage by making your initial impression on the interviewer a very positive one. Remember that nonverbal behavior is an important consideration. Here are some factors that affect first impressions.

Eye Contact: Upon first meeting, make direct eye contact and greet the person(s) interviewing

you with a smile.

Appearance: Project a professional, businesslike image. You should be well-groomed and

conservatively dressed. Your clothes should be clean, and well pressed. If you do

not have an outfit to wear to an interview in which you feel comfortable and confident, buy one; it is a worthwhile investment towards your future success. If you're on a tight budget, check out second-hand stores. A rule of thumb: Dress

as if interviewing for the next highest position in that organization.

Handshake: Take your cues from the employer. If the employer reaches out to shake your

hand, reach to shake their hand using a firm handshake.

Voice: Be enthusiastic – sounding upbeat but not "gushy." Enthusiasm projects energy

and motivation. Avoid talking too quickly or too slowly.

Posture: During the interview, lean slightly towards the interviewer rather than away. This

will communicate your interest in what the interviewer is saying and show confidence as you speak. Keep your arms and legs unfolded and your head up.

INTERVIEW TIPS: DO'S & DON'TS:

Do:

- Find out as much as you can about the company before the interview.
- ➤ Be prepared review your personal and professional qualifications.
- > Arrive 15 minutes early. Have accurate address and/or directions. Telephone if delayed.
- ➤ Wear well-fitting, appropriate clothes. Be neat and well-groomed.
- > Go to the interview alone.
- Be polite and considerate of all office personnel.
- > Pronounce the interviewer's name correctly.
- Maintain good eye contact.
- ➤ Be as natural as possible. Let some personality show.
- Show enthusiasm and a positive attitude about work.
- Answer questions completely, but be concise and to the point –no longer than 60 seconds.
- ➤ Ask relevant questions about the job and the company.
- ➤ Have résumé and/or a completed application, letter of recommendation, etc., with you.

- ➤ Have examples of work (if appropriate) or equipment for possible skill demonstrations.
- ➤ Ask for the job! Let the interviewer know you are interested in the position.
- Thank the interviewer for his/her time and shake hands.
- > Follow-up with a thank-you letter or a thank-you phone call.
- > Take a pen and small notebook with you.

DON'T:

- Take friends or family with you to the interview.
- Park in reserved places or in front of loading zones.
- Sit down before you are asked.
- Smoke, chew gum or tobacco, or drink anything in the interview.
- Wear hats or sunglasses.
- > Put arms, elbows, purses or other articles on interviewer's desk.
- Use slang "yeah," "you know", "na," "huh."

NEGATIVE FACTORS IN AN INTERVIEW:

The following is a list of reasons employers give for rejecting applicants during the initial interview.

- Poor personal appearance.
- Nervousness.
- > Failure to look interviewer in the eye.
- Limp, "fishy" handshake.
- > Sloppy application.
- ➤ Inability to express himself/herself clearly, poor voice, diction, grammar.
- Indefinite response to specific questions.
- > Sarcasm.
- > Appearance of hostility, overbearing, over-aggressive, conceited, know-it-all.
- Lack of interest and enthusiasm (passive, indifferent, apathetic).
- Over-emphasis on money (interested in only the best dollar offer).
- ➤ Unwillingness to start at the bottom; expectation of too much, too soon.
- ➤ Making excuses, being evasive, and hedging on unfavorable factors in record.
- Lack of maturity.
- ➤ Lack of courtesy, ill-mannered, failure to express appreciation for interviewer's time.
- Condemnation of past employers, no tact.
- Desire a job for only a short time.

- Lack of knowledge of field of work, no interest in company.
- > Low moral standards, intolerance, strong prejudices.
- ➤ Poor handling of personal finances, marital troubles, poor personal life.
- ➤ Inability to take criticism, failure to accept instruction.
- ➤ Lack of appreciation of the value of experiences or education.
- Arriving late for interview.
- Indecision about the job wanted.
- > Lack of smile.
- > Bringing friends or relatives to the interview.
- Arguing or disagreeing with interviewer.
- Failure to ask questions in the interview.

EXPLAIN NEGATIVE PAST IN THE INTERVIEW:

Be prepared for questions such as these:

- Last year, how many days of work (or school) did you miss?
- ➤ Have you ever been fired from a job?
- ➤ Have you ever been convicted of a crime?

4-step process for explaining a negative past event or pattern:

- 1. Briefly explain what happened and take responsibility. (10-20 seconds)
- 2. Briefly explain how you have changed, what you've learned and why things are different. (15-25 seconds)
- 3. Briefly introduce why the problem will not reoccur, not a problem for the employer. (10-20 seconds)
- 4. Transition into why you would be qualified for the position. (30+ seconds)

The Interview

COMMON INTERVIEW QUESTIONS: (Learn to Think Like an Interviewer)

Interview questions often have common themes that can help you understand what the employer is trying to learn. Use these questions to your advantage in an interview so you can show off the features the employer is seeking. The five themes are:

- Background and Goals
- 2. Skills and Experience
- 3. Behavior Questions
- 4. Reliability/Accountability
- 5. Work style

Capitalized questions are the most common questions.

Theme 1: Background and Goals: Show the employer you are goal oriented and have prepared for the interview by learning something about the company.

- 1. TELL ME ABOUT YOURSELF. Discuss your overall background which relates to the employer's needs: what type of experience do you have? How does this job fit into your career plan? What are your career goals for the next few years? Don't discuss your age or your family. The purpose of this question is to summarize your qualifications and skills that would demonstrate to the potential employer you can do the job.
- 2. WHERE DO YOU WANT TO BE IN 5 YEARS?
- 3. IS THERE ANYTHING ELSE THAT YOU WOULD LIKE TO TELL ABOUT YOURSELF THAT MAY HAVE BEEN OVERLOOKED?
- 4. TELL ME WHAT YOU KNOW ABOUT OUR COMPANY.
- 5. How did you hear about the opening?
- 6. Why do you want to work here? What salary are you seeking?
- 7. What are your future career plans?
- 8. What personal characteristics are necessary for success in your chosen field?
- 9. Why do you think you would like this particular job?
- 10. If you had to describe yourself in one word, what would it be?
- 11. What do you like to do when you're not at work?
- 12. What motivates you to do a good job?
- 13. Why are you leaving or why did you leave your previous job?
- 14. What did you like most about your previous jobs?
- 15. Do you plan to continue your education?
- 16. What do you like most about yourself? Least?
- 17. Describe your dream job.
- 18. What do you know about opportunities in the field in which you are trained?

The Interview

- 19. You have one minute to convince me that you're the best candidate for this job. Begin.
- 20. How do you determine or evaluate success? Give me an example of one of your successful accomplishments.

<u>Theme 2: Skills and Experience</u>: Use brief examples to demonstrate your skills. Talk about what you have learned from each career experience. When you talk about a weakness or a skill you would like to improve, emphasize that the weakness will not be a problem to the employer. What have you done or are currently doing to improve yourself?

- 21. WHAT ARE YOUR GREATEST STRENGTHS? WEAKNESSES?
- 22. WHAT DO YOU THINK DETERMINES A PERSON'S PROGRESS WITH A COMPANY?
- 23. What can you do for us that other candidates can't?
- 24. Define customer service.
- 25. Tell me about your professional training.
- 26. What skills or requirements are needed for this job?
- 27. Why should I hire you rather than anyone else?
- 28. How would you define cooperation?
- 29. In what school activities have you participated? Which did you enjoy most?
- 30. Have you held any offices?
- 31. What have you learned from some of the jobs you've held?
- 32. What are the disadvantages of your chosen field?
- 33. Have you ever supervised people before? How many?
- 34. Why is customer service so important today in business?
- 35. Tell me about your current or most recent job.
- 36. What do you think are the most important abilities that lead to success on the job?
- 37. If there were one area you've always wanted to improve upon, what would that be?
- 38. What was the most complex assignment you have had? What was your role?
- 39. Give two examples of things you've done in previous jobs or school that demonstrate your willingness to work hard.
- 40. Describe a time when you took personal accountability for a conflict and initiated resolution.

Theme 3: Behavior Questions: These questions often begin with "tell me about a time..." and are a request that you demonstrate you have acquired a skill. Don't give your philosophy; tell a brief story (30 seconds to a minute) which shows your skill in the area requested. Often employers will ask questions about how you handled a problem in the workplace. The employer wants to be sure that if you have a conflict at work, you will not (1) get into a fight; or (2) quit. Be positive if you are discussing a difficult situation. Emphasize your efforts to solve the problem directly and if applicable, tell about going to a supervisor if you were unable to resolve the conflict directly.

41. Give me an example of when you had to deal with an angry customer or client. What were the results?

- 42. Tell me about a time when you had to make a difficult decision. How did you go about making the decision?
- 43. Think of a time when you worked on a team. What was your role? What was the process? What were the results?
- 44. Think of a situation where you had a conflict with another individual. How did you resolve it?
- 45. Give me an example when you had to deal with stress. How did you handle it?
- 46. Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the results? What did you learn?
- 47. Describe a specific problem you solved for your employer or professor. How did you approach the problem? What role did others play? What was the outcome?
- 48. Describe a time when you got co-workers or classmates who dislike each other to work together. How did you accomplish this? What was the outcome?
- 49. Tell me about a time when you came up with an innovative solution to a challenge your company/class/organization was facing. What role did others play? What was the oucome?
- 50. Describe the system you use for keeping track of multiple projects. How do you track your progress so you can meet deadlines? How do you stay focused?
- 51. Tell me about a time when you had to make a decision, but didn't have all the information you needed.
- 52. Describe a situation in which you had to use reference materials to write a research paper or report. What was the topic? What resources did you use to collect the information?
- 53. Describe a situation that required a number of things to be done at the same time. How did you handle it? What was the result?
- 54. Give me an example of when you were able to meet the personal and professional (or academic) demands in your life yet still maintained a healthy balance.
- 55. Tell me about the most difficult or frustrating individual that you've ever had to work with and how you managed to work with that person.

<u>Theme 4: Reliability/Accountability</u>: The employer is trying to learn more about your work ethic and your soft skills (problem solving, teamwork, attendance, punctuality, grooming, etc.). Do you do what you say you will do? Do you put forth 100% effort?

- 56. HOW WAS YOUR ATTENDANCE AT SCHOOL OR YOUR LAST JOB?
- 57. Who did you ask to serve as your personal reference and why did you choose them?
- 58. Why did you leave your last job?
- 59. What jobs have you held and why did you leave?
- 60. Do you think your extracurricular activities were worth the time devoted to them? Why?
- 61. How did your previous employer treat you?
- 62. Can you get recommendations from previous employers?
- 63. How much overtime did you work in the last year?

The Interview

- 64. What have you done which shows your initiative and willingness to work?
- 65. What are three things your last boss would say about you? What will your manager say when you give notice that you're leaving? How have you handled work pressure or deadlines?
- 66. Is it all right to call your previous employer for reference?
- 67. If you are hired, how long do you plan to stay with our company?
- 68. Would you be willing to attend any special training programs?
- 69. Why are you leaving or why did you leave your previous job?
- 70. Are you planning to give notice that you're leaving for another job?
- 71. Do you have a driver's license? What type? Do you have a car?
- 72. How were your grades in math? English?
- 73. What quality or attribute do you feel will most contribute to your career success?

<u>Theme 5: Work Style</u>: The employer is trying to learn whether you will fit in well with the work group or team. Demonstrate that you are flexible and exhibit a positive attitude.

- 74. When were you most satisfied with your job?
- 75. Do you prefer to work alone or in a group?
- 76. What courses did you like best? Least? Why?
- 77. Would you speak up if your point of view differs from your co-workers or supervisors?
- 78. What types of people seem to rub you the wrong way?
- 79. If you were told to report to a supervisor who was a woman, a minority, or who had a disability, what problems would this cause for you?
- 80. What jobs have you enjoyed the most? The least? Why?
- 81. Would you prefer working for a large or small company? Why?
- 82. Do you like to travel?
- 83. What would you change about your previous jobs?
- 84. Which course in school did you find most difficult? Why?
- 85. Would you rather be in charge of a project or work as part of the team?
- 86. Would you be willing to relocate?
- 87. If you could change or improve anything about your college, what would it be?
- 88. How would you describe yourself in terms of your ability to work as a member of a team?
- 89. How was your transition from high school to college or career? Did you face any particular problems?
- 90. Would you say that you can easily deal with high-pressure situations?
- 91. For what kind of supervisor do you work best? Provide examples.

he Interviev

WHAT QUESTIONS DO YOU HAVE?

Asking informed questions is an important element of your interview and shows whether you have prepared. Note: Wait until you have been offered the job to ask about salary and benefits. You can research this information prior to your interview by going to the company's website, talking to people you know who work there, or calling the Human Resources office. During your interview, your questions should focus on the job.

- 92. When do you expect to make a decision about this position?
- 93. What are the opportunities for advancement?
- 94. What kind of on-the-job-training is available?
- 95. How did this position become available?
- 96. Who would be my supervisor?
- 97. What are the goals of the department for the next year?
- 98. What kind of assignments might I expect for the first six months on the job?
- 99. Does your company encourage further education?
- 100. How often are performance evaluations given?
- 101. Do you have plans for expansion?
- 102. What are your growth projections for the next year?
- 103. Is this a new position or am I replacing someone?
- 104. What do you like best about your job/company?
- 105. Do you fill jobs from outside or promote from within first?
- 106. What qualities are you looking for in the candidate who fills this position?
- 107. What skills are especially important for someone in this position?
- 108. What characteristics do achievers in this company seem to share?
- 109. Is there a lot of team/project work?
- 110. Where does this position fit into the organizational structure?
- 111. How much travel, if any, is involved in this position?
- 112. What is the next course of action? When should I expect to hear from you or should I contact you?

Close the interview by "asking for the job." Tell the interviewer that you are excited about the possibility of working for his/her company. Then thank the interviewer for his/her time and consideration and shake hands if/when the employer offers his/her hand.

THANK YOU LETTER

No interview is finished without a follow-up. Now is the time to be on top of the list of applicants! There are several advantages to writing a thank you letter after your interview.

- The interviewer gets another look at your name and a reminder of your qualifications.
- > You have the opportunity to mention anything you thought of after the interview that is important to the employer.
- You make another chance to show your responsibility, your personality, and your initiative.
- > This is another opportunity to express your interest in and enthusiasm for the job.
- You may restate your understanding of the next step in the process.
- You may pleasantly surprise the interviewer with your sophistication in job seeking.

Even if there was no job available or your qualifications weren't suitable for the particular position for which you interviewed, a thank you letter will make a positive impression on the interviewer. This could pay off in the future.

The thank you letter should be typed on high-quality white paper (many times sold by the page at office supply stores) with correct grammar, spelling, and form. The letter should be mailed within a day or two of the interview.

In certain circumstances, a thank you email could be sent if the job is information technology related. However, a mailed note is uncommon and would not be deleted or overlooked by a busy manager.

Thank You Letter Guide

Date

Your Name Your Present Address City, State, Zip Code Phone Number

Name of Interviewer Position or Title Name of Organization or Company Address City, State, Zip Code

Dear Mr. or Ms. Interviewer,

1st paragraph: Express thanks for the interview; name the date of interview, and the title of the position for which you are being considered. Describe your positive feelings about the interview, the organization, and the position. State your interest in working at that position.

2nd paragraph: Highlight your skills, interest, and abilities which relate to that position by mentioning two or three of your strongest assets. Reinforce your beliefs that agree with the company's goals or direction.

3rd paragraph: Bring the letter to a close and review next steps. Mention that you are willing to give more information if needed.

Sincerely,

Your handwritten signature

Type your name

Sample Thank You Letter

(Where applicant IS qualified)

October 24, 2013

Thomas Jenkins 523 4th Avenue East Twin Falls, ID 83301 (208) 734-5099

Ms. Marcia Thompson United Business Systems 1315 York Street South Twin Falls, ID 83301

Dear Ms. Thompson

Thank you for the time you took with me on Monday afternoon, October 23, to discuss the electronics technician position. I enjoyed the interview and was excited to learn that United Business Systems is expanding. I would very much like to be part of that growth.

After talking with you, I feel that my comprehensive training with electronic systems and my ability to work well with people would be of particular help in your growth plans. In addition to my qualifications and experience, I strongly believe in continuing education as a necessity to keeping on top of technological changes. I would look forward to the training opportunities that you offer at United Business Systems.

Thank you for your consideration. I look forward to hearing from you on Friday, October 27, as you mentioned during the interview. If there are further questions I may answer, please call me.

Sincerely

Thomas Jenkins

Thomas K. Jenkins

Sample Thank You Letter

(Where applicant is **NOT** qualified)

July 26, 2009

Jesse Wong 8003 Rimview Lane Twin Falls, ID 83301 (280) 734-9372

Mr. John T. Reilly Personnel Interviewer Whittaker, Inc. 876 Martin Street Twin Falls, ID 83301

Dear Mr. Reilly:

Thank you for your time on the afternoon of Monday, July 24. I enjoyed our discussion about the word processing position and about Whittaker, Inc.

I was impressed by your company's word processing setup. I am definitely disappointed that my qualifications at this time do not meet your requirements. Our discussion has provided me with even more motivation to further my training.

I plan to stay alert to job openings for which I would be qualified with Whittaker, Inc. I hope you will keep my résumé in mind should something suitable to my qualifications and skills develop.

If you have additional questions we may discuss, feel free to contact me.

Sincerely,

Jesse Wong

Jesse Wong

HOW TO NEGOTIATE SALARY

Provided by Kevin Donlin from <u>Guaranteed Résumés</u> Copyright © 2000 by Kevin Donlin

Here's an odd fact of life.

While everyone wants a handsome salary, almost nobody wants to discuss that salary before being hired. Few questions inspire as much dread among job seekers as: "So, what kind of salary are you looking for?"

Yet, there are no escaping questions of salary. Here are the tips to help you negotiate effectively before and during the job interview.

When replying to want ads that ask for salary requirements or a salary history, I always advise my clients to NOT answer directly, because any answer will hurt your chances.

Remember that a typical classified ad can produce hundreds of résumés. That's a pretty big pile. And a fast way to make that pile smaller is to weed out applicants who are either too expensive (over qualified) or too cheap (under qualified).

So, in your cover letter, I would just say: "My salary requirements are negotiable."

This shows that you have read the want ad carefully, but are choosing to dodge the issue. Most HR professionals and hiring managers I have talked to won't take offense. On the contrary, it gives them one less reason not to call you.

What about salary questions in the interview? These require some advanced planning.

You can say: "Well, I would like to make as much as other employees with my qualifications." (Here, you can repeat 2-3 of your most valuable skills or achievements, just to remind them of how qualified you are.) Then add: "And what is the typical salary for this position?"

Another strategy is to avoid a specific salary. Name a pay range instead. Say: "I was thinking of a salary in the \$25,000.00 to \$35,000.00 range, (with \$25,000.00 being the lowest amount that you would accept). That way, you can name a higher figure, if they try to pin you down, yet still be able to retreat to a point that satisfies you.

Finally, information is power here. If you can back your salary request with a list of average salaries that you have obtained from the Internet or from your own phone calls, you'll enjoy greater leverage in your negotiations.

Article by Kevin Donlin of Guaranteed Résumés, Minneapolis based résumé service. Since 1995, Guaranteed Résumés has provided résumés, Internet résumés, cover letters and job searches for clients in 44 states and 23 countries.

For more information, point your browser to http://www.grésumés.com.

HINTS FOR JOB SUCCESS

Please Do:

- Be on time. Reliability is the first measure of employee value. Tardiness and absenteeism are the foremost of employer dissatisfaction measures.
- > Dress neatly and appropriately. Check to see if the company has regulations or a dress code.
- Ask your supervisor if you have questions about the job.
- Take your responsibility seriously.
- Cooperate with your co-workers.
- Set standards and goals for your work experience. Show enthusiasm for your work.
- Be careful with company property.
- Observe company rules and procedures.
- Follow instructions carefully.
- Be honest.
- ➤ Keep neutral when it comes to company policies. It takes a lot of time to understand situations fully. Listen carefully.
- Treat agreements made as commitments and keep all of them with supervisors, managers, or fellow employees; for example, to call in, show up at certain times, pick up goods, make arrangements or make contacts.
- Keep cool with difficult employees.
 - ➢ Be friendly, but careful. Don't identify yourself solely with the first person or group who befriends you. Avoid emotional involvement with people at work.

Please Don't:

- Loaf on the job, text, or talk on cell phones.
- Take long lunch hours or breaks.
- > Come on too strong with your new boss. Don't jump to a first name basis unless the boss asks you to.
- Immediately tell the boss how you think it should be done. Watch, listen, and learn before making suggestions for improvements.