

# Job Finders' Handbook

YOUR GUIDE TO FINDING A REWARDING CAREER.





# Job Finder's Handbook

The *Job Finder's Handbook* is designed to be a resource guide for candidates who are preparing for, or are actively engaging in, a job or internship search. Information contained in this publication includes job search strategies, resumes and cover letter samples, interviewing tips, and general information about the Office of Career and Counseling Services.

Additional career planning information is available in the Office of Career and Counseling Services (located in Jones Hall, Rm 1034) or on-line at the Career & Counseling Services web site at [www.yzu.edu/career-services](http://www.yzu.edu/career-services). Please remember that career coordinators are available during walk-in times or by appointment to assist you with your job search.

The Job Finder's Handbook was made possible by these generous organizations!

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Dear YSU Students,

This past year has been very challenging for job seekers like yourself. We in the Career and Counseling Services Office do not expect the dynamics of our economy to change that much in 2009/2010. Because of this, you are going to be in a more competitive job market that will require you to acquire skill sets in identifying employment opportunities, networking, and strategic correspondence with the employment community. Our team of Career and Counseling professionals is ready to coach, counsel, and support you in achieving your career objectives. We will customize our services to you and help you create an action plan that maximizes your strengths.

The Career Services staff specializes in kicking off and energizing your career transition from student to professional, which with your dedication becomes transformational. Our work with students has taught us that huge success and breakthroughs require strong desire from you to make your work life better, an unashamed bias for action, and a strategic and sometimes bold agenda for change. The effectiveness of Career Services is in the power of our connectivity with employers, faculty, alumni, and you the students who comprise our most critical service group.

The Job Finder's Handbook was written for you as a resource at your disposal when you are required to compete for a job, internship, co-op, etc. Securing work is competitive and the content of this manual will provide you the information and leverage to become a competitive job candidate. Each section is devoted to a different job search skill or activity. When read in its entirety, it will start you on the path of a purposeful plan and execution. The Career & Counseling Services Office looks forward to helping you in every way possible along the way including major selection, mental health counseling, networking, mock interviewing, internships, etc.

Sincerely,



Gary Boley  
Director of Career & Counseling Services

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# SECTION 1 Career & Counseling Services

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## OFFICE INFORMATION:

- **Location:** Room 1034 – Jones Hall
- **Phone:** (330) 941-3515
- **Website:** [www.ysu.edu/career-services](http://www.ysu.edu/career-services)
- **Office Hours:** Monday – Friday, 8 AM – 5 PM (Evening appointments are available upon request)

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## MEET OUR STAFF:

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### Gary Boley

**DIRECTOR OF CAREER & COUNSELING SERVICES**

*gmboley@ysu.edu*

Gary oversees the staff and operations of the office. He also leads in employer outreach and development initiatives.

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### Joanne Gallagher

**CAREER COORDINATOR**

*jlgallagher@ysu.edu*

Joanne works extensively with students and alumni from the Beeghly College of Education and the STEM College.

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### Susan George

**ADMINISTRATIVE ASSISTANT/PENGUINLINK**

**Administrator**

*slgeorge01@ysu.edu*

Susan works with employers to schedule on-campus recruiting visits. She plans career fair events and is also the PenguinLink system administrator.

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### Diane Hritz

**CAREER COORDINATOR**

*ddhritz@ysu.edu*

Diane works extensively with students and alumni in non-health majors from the Bitonte College of Health and Human Services.

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### Christina Hardy

**CAREER PLANNING COORDINATOR**

*chardy@ysu.edu*

Christina works in collaboration with the Center for Student Progress to help insure the success of first and second year students and undecided majors in achieving their career goals. She also works with students and alumni from the College of Liberal Arts and Social Sciences, CLASS.

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### Anne Lally

**MENTAL HEALTH COUNSELOR**

*alally@ysu.edu*

Anne provides individual mental health counseling to current students. She is both a Licensed Professional Clinical Counselor and a Licensed Social Worker.

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### Pam Schmalzried

**SECRETARY**

*pkschmalzried@ysu.edu*

Pam oversees the front office customer service area.

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### Leigh Ann Waring

**CAREER COORDINATOR**

*lawaring@ysu.edu*

Leigh Ann works extensively with students and alumni from the Williamson College of Business Administration, College of Fine and Performing Arts, and health services majors from the Bitonte College of Health and Human Services.

# CAREER SERVICES

The Office of Career Services is dedicated to assisting students and alumni with the definition, preparation, and implementation of their career plans. We offer a comprehensive collection of resources including the following services:

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## Individualized Counseling

- Individual assistance with career planning and preparation
- Guidance for undetermined majors
- Assistance with resume and cover letter writing
- Development of job search skills
- Appointments or walk-in hours available with a coordinator who specializes in a college

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## Career Information Center

- Occupational books and directories
- Government, school district, and company information
- Newspapers, professional magazines, and newsletters
- Job postings
- FOCUS computerized career exploration program
- Videotapes

## Mock Interviews

- One-on-one simulated job interviews
- Provide feedback regarding strengths and weaknesses

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## PenguinLink Job Database and On-Campus Recruiting

- PenguinLink is a web-based software program located on the Career & Counseling website
- Search and apply for professional jobs, internships, co-ops and student employment positions
- Participate in on-campus recruiting activities including job interviews and resume referrals
- Preview Job Expo employers

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## Comprehensive Website

- [www.ysu.edu/career-services](http://www.ysu.edu/career-services)
- Career exploration resources
- Job search websites by academic major/industry
- Detailed information on federal employment and internships
- Resources on international opportunities and domestic employment for international candidates
- Campus recruiting and Job Expo details
- Mental health counseling resources

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# MENTAL HEALTH SERVICES

Juggling life and career responsibilities is a challenge that can cause many people to feel anxious, confused and overwhelmed. Mental Health Services strives to provide a comfortable and confidential atmosphere for students to discuss problems and learn problem solving skills. Through individual counseling, a licensed mental health counselor will provide assessment, short-term counseling, consultation, and referral services for **currently enrolled** Youngstown State students.

Issues commonly presented are:

- Anxiety
- Relationship problems
- Adjustment issues
- Depression
- Eating disorders
- Time Management

Many other issues can be discussed...please call us to address your questions and concerns so that your college experience is optimal.

Please note that the Office of Counseling Services does not release information to University administrators, faculty, parents, family members, or outside agencies without client's written consent. All information obtained during counseling is kept confidential, with exceptions provided by Ohio Codes.

## SECTION 2 Deciding Upon a Major or Career

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Selecting a major or career path is a challenge that many individuals face during their lifetime. While this decision can be overwhelming, the following resources may help you make an informed choice. Also, remember that the Career Coordinators are available to assist you with exploring majors and careers.

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### Self Assessment

The first step in career development is to learn about yourself and your interests, values and personality. In order to do so, consider completing the following self assessment activities:

- Identify your values by making a list of what is important to you personally and professionally.
- Identify your personality traits – make a list of how you would describe yourself and then ask someone you know to do the same.
- Try out different academic areas by taking exploratory classes.
- Utilize the FOCUS career exploration program. Meet with a Career Coordinator to get your results interpreted.
- Ask yourself: What do I daydream about? What do I read? What am I curious about? What don't I like doing? What am I good at? What is difficult for me? What kinds of experience do I already have? Why did I come to college?

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### Methods for researching Careers & Majors

After learning about yourself, explore and evaluate the different career options that interest you and fit your personality. In order to facilitate your exploration, consider the following:

- Look at broad categories of occupations first. Then eliminate majors or fields in which you have no interest.
- Meet with advisors or professors from different majors to talk about coursework.
- Spend a day on the job with professionals from different career fields.

- Visit Career & Counseling Services' Career Information Center to investigate career options and trends associated with different majors.
- Attend career fairs and/or career panels to see where YSU grads are employed.
- Conduct informational interviews with professionals within fields that you're considering.

### Remember

- Be somewhat broad and open in your exploration, but also balance this by setting some parameters. This makes it easier to narrow down your choice.
- Keep in mind that every major will involve some courses you don't like. Try to get beyond this. Don't flit from major to major just because one or two courses don't appeal to you.
- Even after choosing a major, a career change is likely at some point in your life. Research shows that most people are working in fields other than their original majors. (Approximately 80% ten years after graduation)

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### FOCUS Interest & Personality Assessment

In order to insure that you are on a career path that supports your interests, personality, skills, and work values, we recommend that you take an assessment program called FOCUS. This program will give you more information about who you are and what you need to be satisfied in a career, helping you to make smarter career and job choices.

FOCUS is an online computerized career assessment program. Please call the Career and Counseling Services office to get instructions on how to access the Focus program and to schedule a follow-up meeting with a Career Coordinator.

The coordinator will help you explore occupations, career paths, and educational programs compatible with your personal attributes. The coordinator will also provide assistance with mapping out an action plan to meet your career and educational goals.

## Informational Interviews

An informational interview is a 30-60 minute conversation with a professional who is in a job or industry of interest. In this meeting, you will interview the professional in order to collect information about his/her job, industry, qualifications, as well as job search advice. This type of interview is not for employment, but rather to help you learn about career options.

In order to prepare for your informational interview, research the industry and company of the professional. Develop a list of questions that will help facilitate the interview. Some sample questions that you can ask include:

- How did you enter this line of work?
- What kind of education or training is required?
- What do you like most or least about your job?
- What career growth is possible in this industry?

- How can I best prepare for this type of work?
- What advice would you give to someone entering the field?
- What are the ideal qualifications for an entry-level position? How can I further enhance my candidacy?
- Do you know of anyone else that I could speak with or anyone that may be seeking candidates with my qualifications?

## Sample Informational Interview Evaluation

To help you evaluate the information discovered during your informational interviews, consider creating an evaluation table. Immediately following your informational interviews, record your thoughts and perceptions about the information learned.

**Sample Evaluation Form:**

**Job Title:** \_\_\_\_\_ **Company Name:** \_\_\_\_\_

**Interviewee Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Areas of Evaluation	Your Thoughts, Insights & Opinions
What did you like most about the position, industry, and career?	
What did you like least about the position, industry, and career?	
What did you learn about job responsibilities? Include daily, monthly and annual duties.	
What are the preferred qualifications for this type of position? Include education, experience, and skill sets.	
What qualifications do you lack? How can you realistically gain these qualifications?	
Who else should you speak with regarding this career path?	

**As a result of your evaluation, are you interested in this position and/or industry?** \_\_\_\_\_

## BASIC TYPES OF RESUMES

### Chronological

- Most popular and familiar
- Widely used by new graduates
- Employment listed in reverse chronological order (most recent to past)

### Functional

- Emphasis on skills/knowledge/accomplishments
- Little or no focus on dates
- Qualifications are summarized or grouped according to various skill categories (e.g. sales/management/teaching/supervision, etc.)

### Combination

- Combines both formats (chronological and functional)
- Includes some dates but emphasis placed mostly on skills

### Electronic or Web Resumes

- Differ from hardcopies due to website configurations
- Follow the request of employer. If requesting a “scannable resume,” limit formatting to avoid database errors
- No fancy fonts, graphics, bullets, templates, headers, footers

Which style of resume you choose to utilize depends upon your individual circumstances. One type of resume may work more effectively for you than another. Keep in mind the main purpose of the resume is to secure an interview.

**NOTE:** Most employers scan a resume in *60 seconds* or less. Make sure your resume is visually attractive, easy to read, error-free, and highlights all of the best assets you have in relation to the position being sought.

## GENERAL RULES FOR RESUMES

### Keep it brief.

- A resume should generally be no more than one page if you are a new professional, however some exceptions apply.
- Include only information relevant to the position you are seeking.
- Omit personal information such as age, marital status, health, etc.

### Keep it readable.

- Use a layout that is visibly appealing. Alternate text with white space in between.
- Highlight important information by using bold and/or italics.
- Keep fonts, headings, and text consistent.
- Place more relevant information higher on the page.
- Use bullets to draw attention to important points.

### Keep it focused.

- Include an objective that focuses on one or two areas of interest.
- You may need more than one resume depending upon the type of position you are seeking.
- Place the emphasis on what you can do for the employer, not on what you want or need.

### Watch your language.

- Omit usage of personal pronouns such as “I” or “me”.
- Use short phrases rather than sentences.
- Omit articles such as “the” or “a” if not necessary to convey meaning.
- Use active verbs. (e.g. developed, assisted, supervised, etc.)
- Use present tense verbs for current experience; past tense for past experience.

## Consider your audience.

- Use industry-related jargon. This indicates your knowledge of a specific field.
- Spell out the names of degrees or affiliations in case your audience is not familiar with the particular abbreviations.

## Highlight special information.

- Create categories for special awards, activities, or skills.
- These categories could include computer skills, language skills, honors, club memberships, offices held, etc.

---

## Include all relevant experience.

- This includes work experience, internships, volunteer work, community service.
- List these experiences first before other less relevant types of work.

## Be careful!

- Keep the resume conservative by using white or cream colored, high quality resume paper.
- Make sure the resume is error-free. **Proofread** your resume before sending it.

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# COMPONENTS OF A RESUME

## Contact Information

- Includes your name, address, phone numbers (including home, work, or cell phone) and an e-mail address if you check your messages daily.
- Make sure your e-mail address reflects your professionalism. This means no funky, silly, or otherwise inappropriate names or suggestive phrases. Remember, this is the first impression the employer gets of you as he or she reads the resume.
- Make your name stand out by bolding the font and also increasing the font size two or three sizes larger than the rest of this section.

- Note graduation with honors if applicable.
- Spell out the name of your degree.
- Highlight the degree and major(s)/minor(s) by using bold and /or italics.

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## Relevant Coursework

- This category is used primarily if you are seeking an internship and want to let the employer know how many of your major courses you have completed.
- Courses may also be included on the resume if you are seeking employment outside of your major field of study and have taken courses related to the new field. (e.g. an education major who now is seeking work in a corporate setting may want to list any business courses taken while in college.)
- It is not necessary to include this category if it is obvious you meet the educational qualifications for the given position.

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## Objective

- An objective is recommended on the resume because it targets a particular area of interest or job function. The employer can readily see what type of position you are seeking.
- The objective should be short and to the point.

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## Relevant Experience

- List any experience you have that relates to the position you are seeking. This ensures that the employer will see this first and improves your chances of being noticed as a viable candidate for the position.
- State the job title, employer name, city, state, and dates of employment. (month year – month year). If still employed in a position, list starting month/year – present (or current).
- Use bullets with active verbs (e.g. developed, created, assisted, trained, etc.).

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## Education

- List the name(s) of institution(s) you have attended beginning with the most recent.
- Include degree(s) earned and year(s) of graduation. If you have not received a degree yet, you may state the date the degree is expected as well as how many credit hours you have completed.
- List any licensures/certifications you hold.
- Include G.P.A. if at or above a 3.00. (Cumulative and major GPA may be listed.)

This creates a more active, energetic resume. Utilize present tense verbs if experience still in the present.

## Professional Affiliations

- List all professional organizations, memberships, offices held. This may be in a separate category by itself or as part of the activities category.

**NOTE:** These are the main categories that usually appear on a resume; however, you can customize your own categories to reflect your individual background and experience. The important point to keep in mind is that a resume should be easy to follow, consistent in format, make logical sense, and emphasize experience and skills that are relevant to the position you are seeking. If you have any questions, please consult the Office of Career & Counseling Services. Help is also available in various publications as well as on the internet.

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## Other Experience/ Employment

- List any other work experience you have that may not necessarily be related to the position being sought.
- Do not put as much emphasis on this section. If the work is totally unrelated, it may be advisable to just list job titles, places, dates, with no further description noted.
- It is not necessary to list every job ever held.

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## Computer Skills

- It is important to let the employer know what computer skills you have.
- List the specific software or programs you know how to use.
- You can preface this list with a qualifying statement to indicate your level of skill. (*e.g. Working knowledge of..., Familiar with..., or Proficient in..., etc.*)

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## Special Skills

- Ability to write or speak in another language.
- Technical skill with equipment/lab instruments, etc.
- Research or presentation skills.
- Grant writing/fundraising skills.
- Extensive travel or knowledge of other cultures and/or any other skills that are specific to your situation.

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## Activities/Awards

- These can be placed together or in separate categories if there are a number of them.
- Include community service, volunteer work, student organizations.
- If you have attended or been a presenter at conferences or workshops, you may list these activities in this section.
- Also include any published materials or special recognitions you may have received for your work.
- List scholarships, Dean's List and any other awards received. Include the year(s) or terms of these awards. If you have made the Dean's List every term or several terms, you can state this as such rather than listing all of the terms.

**David A. Jones**

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**CURRENT ADDRESS**  
138 Lake Street  
Youngstown, Ohio 44505  
330-742-0000  
(Until May 31, 2009)

**PERMANENT ADDRESS**  
456 Timber Run Lane  
Ravenna, Ohio 44266  
330-298-5588  
dajones@student.ysu.edu

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**OBJECTIVE**  
To obtain an entry level position in the field of mechanical engineering

**EDUCATION**  
Youngstown State University, Youngstown, Ohio  
Bachelor of Engineering, May 2009  
**Major: Mechanical Engineering**  
Overall GPA: 3.4 Major GPA: 3.6

**SIGNIFICANT COURSEWORK**  
Engineering Acoustics, Engineering Communications with CAD, Thermodynamics, Design of Machine Elements, Engineering Materials, Heat Transfer I and II, Engineering Analysis, Kinematics of Machines

**TECHNICAL SKILLS**  
AutoCAD, MathCAD, Microsoft Word, Microsoft Excel, Microsoft Access, HTML, Adobe InDesign, Visual Basic

**RELATED EXPERIENCE**  
**Engineering Assistant Intern, Alexander Young Engineering**  
Youngstown, Ohio May - August 2007  
Learned new testing process for drafting equipment failures. Developed strong team relations with Engineering staff.

**Mechanical CAD Operator, G. W. Becker Inc.**  
Sharon, Pennsylvania October 2004 - July 2006  
Prepared drawings in support of the design, manufacture and servicing of overhead industrial cranes for a local machinery builder.

**OTHER WORK EXPERIENCE**  
**Sales Associate, Target**  
Boardman, Ohio May 2003 - Present  
Interact with the general public, operate cash register, stock and organize the men's department.

**LEADERSHIP EXPERIENCE**  
**Vice President, Theta Chi Fraternity, YSU**  
Youngstown, Ohio September 2007 - Present  
Recruit new members and maintain membership directory. Organize annual activities for approximately 100 alumni.

**HONORS/ACTIVITIES**  
Dean's List, four semesters  
Engineering Department Scholarship  
Habitat For Humanity

**REFERENCES**  
Available Upon Request

**JAMES WOODLING**  
6732 Forest Glen Trail • Boardman, Ohio 44555 • (330) 941-6789 • jwoodling@yahoo.com

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**OBJECTIVE**  
To obtain an internship for Summer 2009 in the field of accounting.

**EDUCATION**  
Youngstown State University, Youngstown, Ohio  
Williamson College of Business Administration - AACSB Accredited  
Bachelor of Science in Business Administration, May 2010  
Major: Accounting Minor: Finance  
Major GPA: 3.8 Overall GPA: 3.7

**SIGNIFICANT COURSEWORK**  
Financial Accounting, Managerial Accounting, Advanced Management Accounting, Auditing, Federal Taxation, Financial Management, Cost Accounting

**SPECIAL SKILLS**  
Computer Skills: Peachtree, Microsoft Access, Excel, PowerPoint, Word, Publisher, Email  
Language Skills: Fluent in Spanish and American Sign Language

**RELATED EXPERIENCE**  
Hill, Barth & King, Youngstown, Ohio  
**Intern** (January - May 2008)  

- Completed personal and corporate tax returns
- Performed audits of local companies, requiring extensive interaction with management teams
- Enhanced multitasking and organizational skills through maintaining multiple client accounts
- Improved time management skills by meeting daily deadlines

 First Bank of Youngstown, Youngstown, Ohio  
**Accounting Clerk** (August 2005 - January 2007)  

- Balanced the Federal Reserve and the local bank checks and bundles
- Created and verified customer bond orders on a daily basis
- Ensured accuracy for numerical data

**ADDITIONAL WORK EXPERIENCE**  
Admissions Office, Youngstown State University, Youngstown, Ohio  
**Office Assistant** (October 2007- Present)  

- Greet public, answered phones, directed students to appropriate personnel
- Perform general office work, such as typing, filing, and copying

 Parma Heights Recreation Department, Parma Heights, Ohio  
**Lifeguard** (Summers 2002 - 2005)  

- Ensured safety of swimmers

**ACTIVITIES**  
Member, Beta Alpha Psi  
Volunteer Income Tax Assistance (VITA) Program

References Available Upon Request

## Kathleen Cartwright

222 Broad Street  
Youngstown, OH 44505  
(330) 742-0000  
kcart@aol.com

### OBJECTIVE:

Seeking an internship in the area of biological research.

### EDUCATION:

*Bachelor of Science* (75 hours completed)

Youngstown State University

Major: *Biology*

GPA: 3.4/4.0 scale

Expected: May 2010

Youngstown, OH

Minor: *Chemistry*

### RELEVANT COURSES

Cell Biology

Clinical Immunology

Organic Chemistry

Research Statistics

### RELEVANT EXPERIENCE:

**Research Assistant**  
Biology Department, Youngstown State University, Youngstown, OH

June 2007 – May 2008

- Conducted research in molecular genetics
- Assisted professors in completion of alkaline plasmid screen on large and small scale
- Prepared frozen competent cells
- Performed DNA restriction digestion analysis, transformation, and recombination in bacteria

### OTHER WORK EXPERIENCE:

**Office Assistant**

Forum Health Beeghly Emergency Center, Youngstown, OH

June 2006 - present

- Perform basic office administration duties including typing, filing, and answering phones
- Maintain patient files and keep records updated

### COMPUTER SKILLS:

*Proficient in:* SPSS, Microsoft Word, Excel, Powerpoint, and Internet search

### HONORS

- Dean's List, every semester
- Biology Department Scholarship recipient, 2007
- Member of Omicron Lambda (Biology Honor Society), 2006-present

### ACTIVITIES

- NCAA varsity softball team (2006-present); nominated team captain for 2007-08
- Writer for monthly *Biology News*; a university sponsored student publication

## KAITLYNN M. JOHNSON

1333 AUSTIN STREET  
WARREN, OH 44485  
(330) 393-8990

### CAREER OBJECTIVE

Seeking a challenging position in the field of **Social Work** that will enable me to utilize my education, experience, and interpersonal skills.

### EDUCATION

Youngstown State University

Youngstown, OH

Bachelor of **Social Work** degree (MAY 2008)

Minor: **Sociology**

Major GPA: 3.9/4.0 Overall GPA: 3.6/4.0

### CAREER RELATED EXPERIENCE

**STUDENT INTERN**, Trumbull County Children Service Board, Warren, OH (08/08 – present)

- Shadow caseworkers and assist with specific cases
- Contact community agencies and subsequently provide referrals
- Work with assigned clients both individually and also in group settings
- Participate in agency and outside workshops
- Utilize and learn skills/concepts to include: case planning, assessment, interventions, strengths perspective, and generalist model

**TRAINING CONSULTANT**, Coleman Professional Services, Warren, OH (06/06 – 07/07)

- Assisted physically and mentally challenged individuals in acclimating to their work environment
- Learned various jobs within the community and subsequently taught jobs to clients enabling them to work independently
- Demonstrated time management skills by exceeding billable hours
- Served as member on the Cultural Diversity Team, developed new programs

### OTHER WORK EXPERIENCE

**LIBRARY ASSOCIATE I – REFERENCE DEPARTMENT**, Warren Trumbull County Public Library, Warren, OH (05/07 – present)

- Function as interlibrary loan librarian
- Assist patrons in using library and locating information
- Respond to telephone inquiries

### CERTIFICATIONS

- CPR and First Aid
- Supported Employment (Kent State University – Trumbull Campus)
- Therapeutic Assault Prevention Specialist (TAPS)

### HONORS AND ACTIVITIES

- National Association of Social Workers (NASW)
- Student Social Work Association (SSWA)
- Dean's List; Youngstown State University

### VOLUNTEER EXPERIENCE

Ronald McDonald House, Youngstown, OH (05/07 – 07/07)

- Provided support and helped address clients' needs

## JACK R. ROGERS

7481 Canton Road • Cleveland, Ohio • 44313 • 440/456-0021

**OBJECTIVE:** A unique opportunity to utilize my diverse procurement and engineering abilities in conjunction with my international experience.

**EDUCATION:** Bachelor of Science, Physics and Mathematics, 1987  
Youngstown State University, Youngstown, Ohio

**RELEVANT SKILLS:** International Experience: Three years employment in Germany, fluent in German  
Computer Skills: Microsoft Word, Excel, PowerPoint, Quattro Pro, Harvard Graphics, QuickExpense, Email/Internet, Champs (plant maintenance system)

**PROFESSIONAL EXPERIENCE:**

**JERRESSET COMPANY, INC.** Euclid, Ohio **1995-Present**  
Jerresset is a performance materials and industrial products manufacturer that achieved \$7 billion sales in 2007. The Performance Materials Division is a global supplier of specialty polymers/additives and consumer specialty products, achieving \$1.8 billion sales in 2007.

**Purchasing Manager** Corporate Capital Equipment/MRO June 1998-Present

- Manage and coordinate \$110 million in capital and MRO expenditures on global basis.
- Dotted line responsibility for 16 plant-purchasing agents with approval authority for purchases greater than \$100,000.
- Negotiated over 12 Design Build Contracts for manufacturing facilities in Belgium, India, and Malaysia.
- Average yearly savings resulted in seven percent of total expenditures.
- Launched and implemented MRO integrated supply project.

**Senior Purchasing Agent** Corporate Capital Equipment January 1995-June 1998

- Managed and coordinated \$75 million in capital expenditures on global basis.
- Supervised three senior buyers at corporate facility.
- Maintained and updated purchasing section of corporate policies and procedures manual.
- Implemented computer standardization program worth \$2.3 million in savings.
- Developed, maintained, and managed supplier base.

**AULOYAKA COMPANY** San Diego, California **1990-1995**

Auloyaka is an internationally recognized performance tire and technical products manufacturer.

**Supervisor/Purchasing Agent** Corporate Raw Materials and Capital Equipment May 1990-December 1995

- Purchased \$114 million in raw materials including textiles, wires, oils, lubes, and solvents.
- Negotiations during 1993 resulted in cost avoidance of 28% of total purchases.
- Supervised and trained current capital equipment buyer and customer service representatives.
- Supported five plant-purchasing groups.
- Performed forecasting, marketing analysis, inventory control, and just-in-time management.
- Specialized in purchase of custom designed equipment for all manufacturing processes.

**SUNUTOM INC.** Hanover, Germany **1987-1990**

Sunatom is one of the world's major automotive components suppliers.

**Buyer** Corporate Capital Equipment May 1987-May 1990

- Selected for General Tire - Continental Tire Exchange Program as liaison for \$400 million Upgrade Expansion Project.
- Substantial travel required in Italy, France, Holland, Germany, and Czechoslovakia.

## Patricia J. Carrington

1140 Wynona Drive  
Bainbridge, Ohio 44010  
440-982-2711 (Home) 440-982-4658 (Cell)  
pcarrington@aol.com

**Objective:** The teaching position at Special Education in a VHS/Vocational Administration includes:

**Plan and evaluate:**

Developed and delivered lessons at all times, May 2008  
Vocational Skills Program, Vocational Center, Ohio  
Experience: Special Education (VHS) Middle grades K-4  
LPA, BA/MA public administration

**Plan and evaluate:**

**Student Teaching:** Three Middle School - Vocational, J.E. Spring 2008  
Developed and implemented lesson plans in reading, math, science, and social studies  
for cross-sectional students in grades 7 and 8

• Conduct IEPs to meet individual needs of each student  
• Collaborated with parents and teachers on a regular basis to coordinate learning experiences and lessons  
• Participated in annual book fair fundraising event which helped raise \$1,300 for school  
• Initiated a special class which provides in-school alternative learning for students

• Administered a variety of specific assessments to determine level and create individualized plans

**Special Vocational Education Program Practitioner (VTEPP):** Vocational School - Bainbridge, OH, Fall 2007

• Received award from Vocational Center for services to students  
• Developed and taught a three-week unit plan for students to study  
• Student individually with students in creating two alternative plans

**Teaching:**

Sharon Lottus High Elementary School in Youngstown, OH Spring 2007  
Cincinnati Middle School in Cincinnati, OH, Fall 2006  
Hilltop Elementary School - Canton, OH, Spring 2006  
• Initiated a variety of grade levels and age including from grades 1-8 in math, science and reading  
• Initiated teaching unit special needs children in self-contained classroom

**Professional Development:**

**Teacher Assistant:** Hill Campus for Adults, Youngstown State University - Youngstown, OH  
Sept. 2005-present  
• Assisted teacher with care of twelve special students  
• Supervised children on field trips and in-line play and learning activities  
• Provided comments and feedback to students regarding their work

**Contributor:**

• Member - Read, Hand, Personal  
• Involvement  
• Fund and financial applications

**Professional Membership/Activities:**

• Kappa Delta Pi  
• Student Government Representative, 2004/2005

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## Leslie Williams

88 Brezeway Dr.  
Youngstown, OH 44502  
330 222-8976 (cell)  
L.Williams@anyemail.com

### Objective

Seeking position in the field of social services working with children.

### Education

Bachelor General Studies  
Youngstown State University, Youngstown, OH  
Focus Areas: Early Childhood Education and Psychology  
GPA: 3.6/4.0

Expected: May 2009

### Relevant Courses

- Child Development
- Psychology of Education
- Abnormal Psychology
- Research Methods
- The Family
- Juvenile Delinquency
- Minority Groups
- Social Problems
- Conflict Resolution

### Career Related Experience

#### *Enrichment Program Assistant*

- Educational Services Center, Warren, OH
- Assist instructor with science-based hands-on lessons to gifted students, grades 4 through 6
  - Guide students of various abilities as they learn and apply the scientific inquiry method during age-appropriate experiences with physics, chemistry, and ornithology

5/2008-present

#### *Therapeutic Staff Support Worker*

- Family Counseling and Children Services, Sharon, PA
- Provided Therapeutic support for youth that exhibited difficulties in life situations
  - Counseled and educated parents on parenting skills
  - Kept detailed records of treatment plans to ensure efficient record keeping

5/2007-5/2008

### Other Work Experience

#### *Call Completion Operator/ Records Clerk*

- Ohio Telephone Company (formerly Bell Atlantic), Columbus, OH
- Assisted the public with their collect calls, call interrupts, long distance calls and toll free calls.
  - CRT Data Entry processing telephone and computer requests for telephone connects
  - Helped design a training program for circuit analysis, assisted with training.

5/2001-5/2005

### Volunteer Activities

- Youngstown Environmental Safety Society, Youngstown, OH
- Fund raising activities (raised \$5,500)
  - Conducted educational training sessions for Easter Seals, Boardman, OH
  - American Cancer Society Relay for Life, Boardman, OH

8/2005-Present

12/2005-8/2008  
2005, 2006, 2007

### Special Skills

Computer: Working knowledge of Microsoft Word, PowerPoint, and Publisher  
Familiar with Excel and Quark Express  
Spanish language: Fluent written and verbal skills  
Travel: 1 academic semester in Spain; 3 months travel in Costa Rica and Brazil

# THE FUNCTIONAL RESUME

A functional resume categorizes work experiences and abilities by skill area in order to highlight strengths and weaknesses rather than focus on specific jobs or dates of employment.

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## A functional resume is beneficial when:

- Track records do not justify a chronological resume for entry level type jobs.
- Much of the work has been volunteer, free-lance, consulting, or temporary.
- There is a variety of different, relatively disconnected work experiences.
- Career growth has been stagnant or there has been an extended absence.
- In the process of career change.
- The need to emphasize capabilities not used in recent work experience.
- Mature professional has extensive expertise and jobs.

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## A functional resume is not beneficial when:

- Career growth pattern is emphasized.
- Listing specific employers is important, as in highly traditional fields.
- Limited amount of functions have been performed.
- Recent employers are highly prestigious.

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## SETTING UP THE FUNCTIONAL RESUME:

### Contact Information

Includes your name, address, phone, email.

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### Job/Career Objective

Must be clear and concise because the functional areas will be selected and ranked according to the objective **OR Functional Summary**: a short one to three sentence description that summarizes experience and highlights skills related to the objective.

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### Functional Headings/Skill Categories:

- Four or five separate paragraphs.
- List in order of importance as related to the objective.
- Within each paragraph, stress significant abilities and accomplishments as related to the objective.
- Use past-tense, action-oriented verbs.

### Employment History:

- Brief synopsis of actual work experience: dates, employers, and titles.
- If no work experience or work experience is sporadic, leave section out, but prepare to discuss it in the interview.

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### Education:

- If last attendance date is within three years, include after Contact Information.
- If longer than three years or in an unrelated field, include education after work experience.
- Indicate degree received, date, institution.
- Grade point average can be included if it is above a 3.0.

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### References:

Same guidelines as chronological resume.

**MARIA KEPHART**

1845 Champlain Street • Canton, Ohio 44306 • (330) 123-4567 • mikephart@diebold.com

**OBJECTIVE**

Seeking a position in human resources, utilizing strong interpersonal communication and management skills.

**SKILLS**

Management

- Supervised and directed the daily activities of a staff of seven clerical personnel, including training, scheduling and workflow distribution
- Appraised employee performance levels based upon individual and team objectives
- Conducted monthly staff meetings and fulfilled the role of an effective liaison between management and support staff

Recruitment

- Wrote vacancy notices to accurately reflect the qualification requirements for clerical positions
- Utilized written and online resources to advertise vacancies and generate applicants
- Performed all aspects of the hiring process for support staff, including prescreening, behavioral interviewing, assessment of qualifications, and reference checks
- Negotiated wage and benefit agreements

Communication

- Developed an employee procedures manual for distribution to all new employees during orientation
- Organized and facilitated two in-service training programs for a staff of 20
- Coordinated with personnel office on EEOC compliance
- Utilized listening and verbal skills to resolve technical, professional, and interpersonal conflicts among individuals from diverse backgrounds

Technical

- Experienced with PC and mainframe computer operations
- Recently achieved Microsoft Office Suite certification
- Mastered new word-processing program in two weeks

**PROFESSIONAL EXPERIENCE**

Office Manager, Engineering Department, Diebold, Canton, Ohio  
2005 - Present

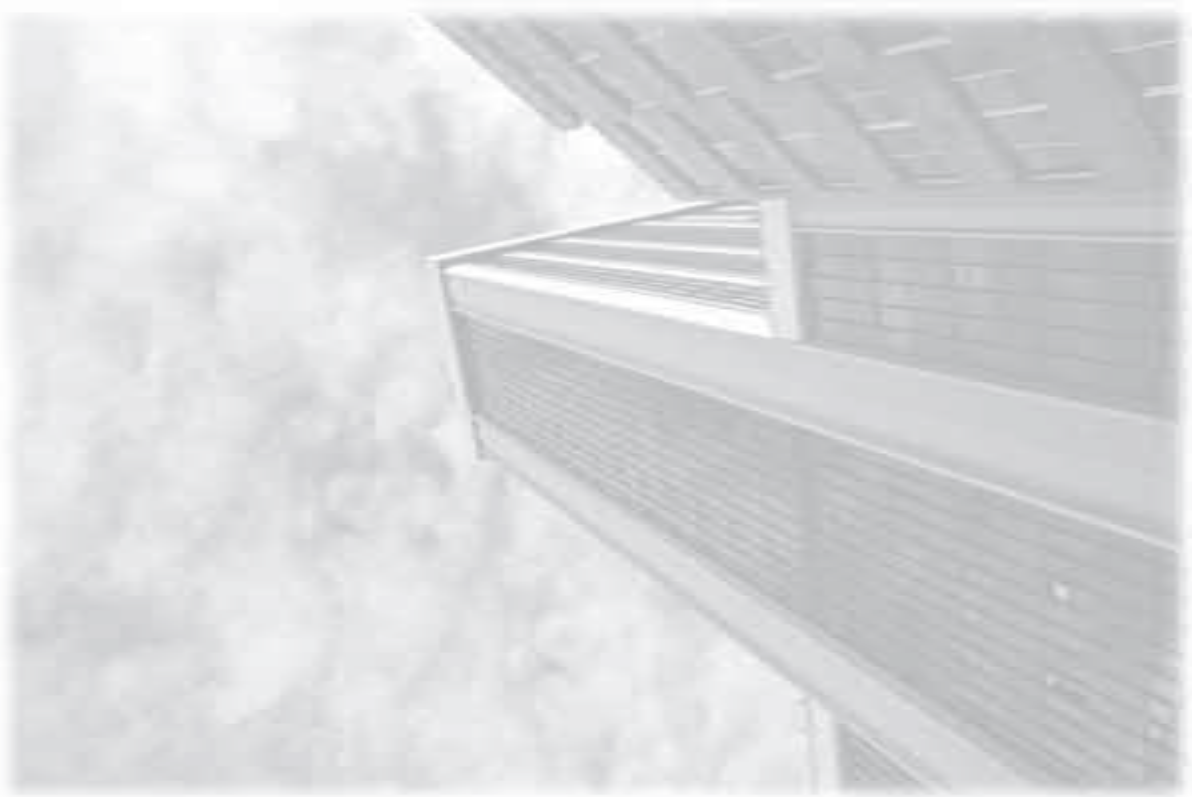
Administrative Assistant to Vice President, KeyCorp, Cleveland, Ohio  
2000 - 2005

**EDUCATION**

Youngstown State University, Youngstown, Ohio  
Bachelor of Arts, May 2000  
Major: History  
GPA: 3.3

**REFERENCES**

Available upon request



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# ACTION WORDS FOR RESUMES AND LETTERS

accelerated	controlled	fostered	perceived	started
accomplished	convinced	gained	performed	straightened
accounted for	coordinated	garnered	persuaded	streamlined
achieved	corrected	gathered	pioneered	strengthened
acquired	counseled	graded	placed	studied
added	counted	greeted	planned	submitted
adjusted	crafted	guided	policed	suggested
administered	created	handled	prepared	summarized
advised	critiqued	hastened	presented	supervised
aided	dealt	heightened	processed	supported
alphabetized	decided	highlighted	produced	surmounted
analyzed	defined	housed	profited	surveyed
anticipated	delegated	hunted	programmed	targeted
applied	delivered	identified	projected	taught
appointed	demonstrated	implemented	promoted	tested
appraised	designed	improved	proofed	tightened
arbitrated	determined	included	proved	took over
argued	developed	incorporated	purchased	totaled
arranged	devised	increased	qualified	toured
assessed	digested	indicated	quickened	tracked
assisted	diminished	innovated	realized	trained
assumed	directed	inspected	received	transferred
assured	discovered	instructed	recognized	transformed
attended	dramatized	insured	recommended	translated
authored	drew up	interpreted	reduced	tutored
authorized	earned	interviewed	related	uncovered
awarded	edited	introduced	renovated	
boosted	educated	investigated	reported	
bought	employed	labored	rescued	
brought	encouraged	launched	researched	
budgeted	enjoyed	lectured	resulted in	
built	enlarged	led	returned	
calculated	enlisted	licensed	revealed	
catalogued	ensured	located	reviewed	
caught	entered	maintained	revised	
caused	established	managed	saved	
chaired	estimated	mapped out	scouted	
changed	evaluated	maximized	screened	
checked	excelled	modified	scrutinized	
chose	exercised	monitored	selected	
classified	expanded	motivated	served	
cleared up	expedited	named	shipped	
closed	expended	negotiated	shored up	
combined	explained	netted	showed	
communicated	explored	observed	sifted	
compared	familiarized	opened	simplified	
completed	financed	ordered	smoothed	
composed	forecast	organized	solved	
conceived	foresaw	overcame	sought	
concluded	formulated	oversaw	spearheaded	
conditioned	forwarded	participated	specified	
conducted				
constructed				
continued				
contracted				

## SECTION 4 Reference Page

- Develop a separate sheet listing three to five professional references.
- Do not attach reference sheet to your resume. References should be produced only upon request.
- References should be people who know you in terms of your ability to perform the job.
- Place your name at the top of the page. You may also copy the contact information format from your resume.
- Include the following information about your references:
  - Name
  - Title/position
  - Company/organization
  - Address
  - Phone number(s)
- List references in the order you wish them to be contacted. Strongest references should be listed first.
- Make sure you ask permission before listing references.
- Periodically remind your references that you are applying for positions. This will help them to be prepared in the event a prospective employer contacts them.
- If you need reference letters, give your references at least two weeks notice to compose a letter. You might want to consider having your references prepare letters before you begin your job search so you will have them when necessary.
- Always thank your references and keep them informed of your job status.

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### Mary B. Smith

1034 Summit Avenue, Youngstown, OH 44555  
(330) 941-5555

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#### References

**Mr. John Preston**  
General Manager  
Success Industries  
411 S. Pine Street  
Youngstown, OH 44505  
(330)759-5555

**Ms. Linda Crawford**  
Senior Auditing Supervisor  
Jones and Green, Inc.  
102 N. Main Street  
Warren, OH 44505  
(330) 759-8888

**Ms. Carole Sunate**  
Manager  
Leitzenger Corporation  
1234 Main Street  
Clearland, OH 44552  
(330) 556-6666

**Mr. Ben Highland**  
Manager  
McDonald's Corporation  
100 Fifth Ave.  
Youngstown, OH 44504  
(330) 747-4444

Sample  
Reference Sheet

# The Cover Letter or Letter of Application

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The letter of application, or the cover letter, as it is commonly called, accompanies a resume that is mailed. A cover letter may or may not be required for an online job posting, so it is best to pay attention and adhere to application guidelines. When handing your resume directly to an employer, a cover letter is not needed.

The cover letter is an important tool in the job search and can serve to highlight your written communication skills, which can help you stand out as a candidate. It must be well written, free of errors, and grammatically correct. In order to help get noticed by the employer, you need to customize your letter to each organization and match your skills, experience, and personality traits to the advertised position. The cover letter should be personable, introduce you and your resume to the employer, and generate interest in the reader.

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## Tips for Writing Effective Letters

- The letter should be one page in length and composed of three to five paragraphs.
- Identify the person to whom the letter should be addressed and, if necessary, call the organization for the correct name spelling and title. For online postings, include contact person and/or title that are listed. Only address the letter to “Dear Sir or Madam” if you are not able to find the necessary contact information.
- Highlight specific information in your letter not contained in your resume, such as “soft skills” (teamwork, communication) and personality traits. Use the letter to connect experiences with skills and traits.
- Do not over use the word “I.”
- If the employer asks you to include “salary requirements” in the letter, always state your requirements in a range and that you are open to negotiation. You should research salary figures for position and geographic area.
- Read your letter out loud to ensure that your ideas flow, and to catch any awkward sentences or overuse of words or phrases.

- Have somebody else proofread your letter.
- Print your letter on quality paper, preferably the same paper as your resume.

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## Cover Letter Do’s

- *Do* address the letter to a specific person.
- *Do* maintain a positive, upbeat tone.
- *Do* alternate between long and short sentences.
- *Do* use powerful language (action verbs).
- *Do* demonstrate knowledge of the organization.
- *Do* demonstrate skills and abilities relevant to the position.
- *Do* show eagerness to do the job.
- *Do* ask for an interview.
- *Do* proofread your letter before sending.

---

## Cover Letter Don’ts

- *Don’t* make the letter too long.
- *Don’t* use form letters.
- *Don’t* try to be “cute” or funny.
- *Don’t* sound desperate. (I need a job)
- *Don’t* make demanding statements.
- *Don’t* refer to yourself in the third person.
- *Don’t* start every sentence with “I”.

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# Cover Letter Recommended Format

*(Letter should be centered vertically on the page.)*

Your street address

City, state and zip code

Today's date

-----3 Line Spaces-----

Name (Make an effort to obtain a name - this is important).

Title of the professional

Name of the organization

Address of the organization

-----1 Line Space-----

Dear Dr., Mr., Mrs., or Ms. Jones:

-----1 Line Space-----

**First Paragraph:**

- a. Specify the position for which you are applying and where/how you found out about it.
- b. Specify your degree and where you received it.
- c. State basic reasons for applying.

-----1 Line Space-----

**Second Paragraph:**

- a. Highlight your qualifications - past work experience - internships - academic development - personality traits. Try to elaborate on at least one major achievement.
- b. In all likelihood, this will be your largest paragraph – remember, you are “selling” your skills.

-----1 Line Space-----

**Third Paragraph:**

- a. Refer the reader to the enclosed resume.
- b. Make general comments about resume highlights.
- c. Indicate why you wish to work for their company/organization specifically – requires research.

-----1 Line Space-----

**Fourth Paragraph:**

- a. Express the fact that you are qualified for the position.
- b. Express your desire to meet and discuss your qualifications - Ask for an interview.
- c. Give your phone number. If necessary, specify a certain time to call.
- d. Indicate that you will call in one week to confirm that your materials have been received.

-----1 Line Space-----

Sincerely,

(Be sure to place your signature here.)

-----3 Line Spaces-----

Your name - typed out.

-----1 Line Space-----

Enclosure (Use only when including your resume or other materials with your letter.)

# Cover Letter Samples

1427 Main Street  
Youngstown, Ohio 44555  
August 27, 2008

Ms. Cathy Harris  
Human Resources Director  
Ernst and Young  
12345 Main Street  
Youngstown, Ohio 44555

Dear Ms. Harris:

I am very interested in the Staff Accountant position currently posted on your web site. Please accept this letter and the enclosed resume as an application for this position. I will receive my Bachelor of Science in Business Administration degree in Accounting with a minor in Finance from Youngstown State University this December. I believe that my education and experience are well suited for this position.

I recently completed an internship at Hill, Barth & King CPAs in Youngstown, Ohio. As an intern, I completed personal and corporate tax returns for multiple clients. My responsibilities also included performing audits of seven mid-size corporations in the Mahoning Valley region. To ensure the accuracy of the audits, I had to communicate regularly with the executive management staff of these companies. This required me to utilize strong communication and analytical skills while maintaining an extreme attention to detail. My experience at Hill, Barth and King allowed for me to see firsthand the operations of a major accounting firm and has reinforced my desire to work in a public accounting setting such as Ernst and Young.

In addition to my experience as an intern, my resume also reveals that I have a solid background in administrative and communication skills, as evidenced by my three years of service as a Student Receptionist in the Williamson College of Business. Finally, my ability to maintain my academic GPA while actively volunteering at the Mahoning Valley Foodbank demonstrates my ability to successfully multi-task.

In reviewing the Ernst and Young web site and other literature, one aspect of the organization that truly intrigues me is the international presence of your corporation. I have a strong interest in international business and am fluent in both Spanish and Japanese. While my current experience specifically targets domestic accounting, I feel that my strong communication, research, and analytical abilities will allow for me to advance within the corporation and contribute to Ernst and Young's international initiatives.

I would welcome the opportunity to meet with you and further discuss my qualifications. I am sincerely interested in this position and in learning more about Ernst and Young. You can contact me between the hours of 8:00 a.m.-5:00 p.m. by phone at (330) 555-5555 or anytime by email at [jlanding@student.ysu.edu](mailto:jlanding@student.ysu.edu). Thank you in advance for your consideration.

Sincerely,

Jennifer A. Landing

123 Elm Street  
Youngstown, OH 44505  
(330) 744-0222

November 10, 2008

Michael Perkins, Program Director  
Cherry Valley Social Services  
100 S. Main Street  
Youngstown, OH 44000

Dear Mr. Perkins:

Currently, I am a student at Youngstown State University pursuing a bachelor's degree in Psychology. My expected graduation date is December 2008. I am interested in applying for a caseworker position at your agency.

Throughout my college years, I have been actively involved in a variety of social services type work. Besides completing an internship at a local mental health facility for drug dependent clients, I also have been employed as a youth monitor for three years at a residential center for at-risk teens. In addition to this experience, I served as a volunteer at *Help Hotline* during my junior year in college. All of these positions have helped me to develop my relationship building skills, as well as my organizational skills which are necessary to be an effective case worker.

I am eager to begin my professional career in the field of social services and would appreciate the opportunity to meet with you to discuss any openings you may have available. Enclosed is my resume listing the details of my experience and education.

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

Sincerely,

Mary Collins

Enc. Resume

12345 Main Avenue  
Youngstown, Ohio 44555  
October 2, 2008

Timothy M. Williams  
Vice President  
Bank of America  
Human Resources, Northwest Division  
P.O. Box 37000  
Portland, Oregon 97707

Dear Mr. Williams:

I am writing in reference to the Management Trainee position available at multiple locations in Columbus, Ohio. I became aware of the opening through the Office of Career and Counseling Services at Youngstown State University. I will be graduating from Youngstown State University this December, receiving a Bachelor of Science in Business Administration with an emphasis in Finance.

Six years of full-time and part-time work in the field have captured my career interests in banking. I realized that a degree was needed in order to fulfill my goal of attaining a higher managerial position, so I pursued my education and am nearing its completion. Through my banking experiences and academic background, my communication, time management and leadership skills have all been strengthened. This is evidenced by my involvement in work, classes, and professional organizations. I am eager to learn new skills and ideas, and strive for results.

In researching your organization, I was impressed by the 35% growth rate that Bank of America has experienced within the past three years. Additionally, I am very interested in the many innovative ideas that your organization has implemented, including the mentoring program for first year employees.

The enclosed resume highlights my experiences and skills; additional information and references are available upon request. I would welcome the opportunity to meet with you and further discuss my fit at Bank of America. I currently live in Youngstown, Ohio, but am planning to relocate to the Columbus area shortly after graduation. I will be in Columbus beginning December 20<sup>th</sup>, and will be available for an interview at that point. If it fits with your schedule, I would be eager to speak with you via telephone prior to that date. You can reach me in Youngstown at (330) 123-4567 until December 19<sup>th</sup>. Beginning December 20<sup>th</sup>, you can reach me in Columbus at (614) 123-4567. Additionally, I use email regularly and can be contacted at any time at [srichards@yahoo.com](mailto:srichards@yahoo.com). Thank you for your time and consideration.

Sincerely,

Stephen R. Richards

Enclosure



## SECTION 6 The Thank You Letter

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The thank-you letter does make a difference. During the job search, it is imperative to stand out among prospective candidates. This follow-up correspondence shows that a candidate is sufficiently motivated to undertake a little extra effort and is polished enough to know how to do so. Basic professional etiquette suggests such a letter after an interview is ideally sent within 24 hours following the interview.

Traditionally, thank you letters should be typed on a computer. However, depending on your relationship with the person who interviewed you, a handwritten note on professional looking stationary or a note card might also be appropriate in certain situations.

It is best to keep this letter brief and concise. If possible, reiterate a point of interest discussed during the interview, confirm follow up procedures, and remember to express your thanks.

---

### Thank You Letter Example

121 Main Street  
Youngstown, Ohio 44555  
May 2, 2008

Dr. Jennifer Bailey  
Vice President  
Widget Corporation  
117 Main Street  
Cuyahoga Falls, Ohio 44221

Dr. Dr. Bailey:

Thank you for the interview we had yesterday. I appreciated the facilities tour and the opportunity to meet with the Manufacturing Supervisor, Mr. Spencer.

My time at the Widget Corporation reinforced my initial perception that your organization has a philosophy matching my interests and abilities. I remain enthusiastic about beginning my engineering career in the Production Department at Widget Corporation.

Again, thank you for your time. Please let me know if any additional information is needed. I look forward to hearing from you soon.

Sincerely,

Leslie Robertson

Job searching is a full-time job, requiring a significant time commitment. Reports suggest that to be successful, a job seeker should spend at least 2-4 hours per day, 6 days a week in active job searching. The number of hours devoted to searching will impact the length of your job

search, but set realistic timelines for yourself. The actual amount of time spent will depend upon yourself – for example, if it takes you one hour to write one cover letter, then two hours per day may not be enough time to effectively address all of your job leads.

## 7 STEPS FOR JOB SEARCH SUCCESS

### STEP ONE

#### Deciding When and How To Start

- Don't wait until you graduate or are unemployed. The saying "It's a lot easier to find a job when you're working" is true – the extra pressure of being unemployed often times negatively impacts a job seeker's attitude, which employers can sense.
- In order to make your job search easier, consider researching the following topics before sending out your first resume:
  - Knowledge of yourself – Determine your relevant qualities and skills, and know how to most effectively articulate them to employers. Ask yourself: 1.) Can you define your career goals in terms of the next 2 years? 10 years? Lifetime? 2.) Can you describe your strengths and weaknesses? 3.) Have you defined your salary requirements?
  - Knowledge of employment and employers - Determine the types of position(s), industry(s), and names of employers you wish to target in your job search. Research at least 3 different position titles for which you meet qualifications. Set a targeted geographic area for your job search.
  - Knowledge of the job market – Having current information on the job market and occupational trends (both nationally and locally) will assist in setting realistic goals and developing an effective job search plan. Job

markets can vary according to geographic region and are reactive to events such as politics, natural disasters, international policy, etc.

- Knowledge of job search strategies – Create a comprehensive job search plan that utilizes a combination of strategies in order to best source employment opportunities.

### STEP TWO

#### Defining a Career Objective & Identifying a Job Goal

- A career objective identifies the career path or direction you want to take both short and long term. It provides focus in targeting employers and marketing your strengths.
  - *Example:* My career objective is to work in the financial industry in a position that will eventually lead to an executive-level opportunity.
- A job goal specifically defines the type of position that you are seeking.
  - Job goals help you to identify which industry or type of organization you are seeking and determine the responsibilities or functions you want to perform.
  - *Example:* My job goal is to secure a Management Trainee position where I will learn the fundamentals of the banking industry while contributing to the growth and development of a major corporate financial lender.

---

**STEP  
THREE****Identify Target  
Employers**

- Once you determine your geographical limitations, investigate which organizations in that area offer the kind of opportunities you are seeking.
- Utilize the following resources to identify potential employers:
  - Internet research
  - Network with friends & acquaintances
  - Professional association publications
  - Chamber of Commerce
  - Local business publications (Business Journal) and newspapers (Wall Street Journal)

---

**STEP  
FOUR****Develop Effective  
Marketing  
Materials**

- Customize your resume for each different industry.
- Customize your cover letter for each separate company/organization.
- Make sure to have all of your correspondence proofed by a friend, professor, or advisor.

---

**STEP  
FIVE****Apply to Open  
Position Postings**

- In today's challenging job market, it is important to source and apply to as many positions as you are qualified/interested. If you don't apply, you won't receive an offer!
- Use a variety of job search techniques – don't rely only on internet or newspaper classifieds
  - Also consider using: PenguinLink database, departmental bulletin boards, professional publication newsletters, networking, etc.
- Don't procrastinate! Many employers start scheduling interviews as soon as the position is listed - so the candidates who apply early have an advantage.

---

**STEP  
SIX****Initiate  
Contact**

- Telephone calls, letters, and personal contacts can all show your interest in working for your target organization(s).
- When contacting an employer, keep the tone of the meeting professional but light - you want to be viewed as assertive but not aggressive.
- Although initiating contact can make you stand out from other applicants, always respect the employer's wishes. For example, do not call or email if the organization specifically states "no phone calls please."

---

**STEP  
SEVEN****Maintain a  
Positive Attitude**

- Remember that rejection is built into the job search process – learn from it and move on to find the right opportunity.
- Employers can detect frustration and/or desperation in candidates - seek out support from friends, family, faculty, and YSU staff to help you stay motivated.

# JOB SEARCH: SOURCING OPEN POSITIONS

- 2 types of open positions exist in the job market.
  - Posted positions – advertised by the employer.
  - Hidden job market – positions that are not publicized by the employer.

## Posted Positions:

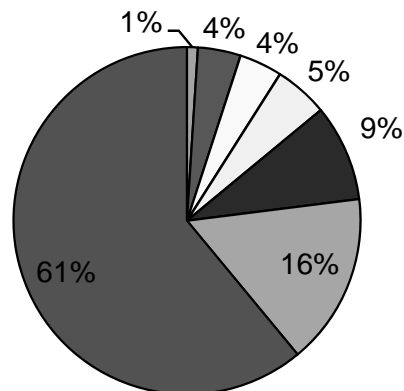
- Only about 15-25% of positions are posted.
- Job search strategies for posted positions include:
  - Newspaper classifieds – print and online versions
  - Online job databases/job search websites – both general and industry specific
  - Company websites
  - Magazines, journals, trade newsletters
  - Professional associations – websites, employment clearinghouses, publications
  - University Career Services – PenguinLink, campus recruiting, resume referrals
  - Job Fairs
  - Listservs/ mailing lists
  - Department bulletin boards
  - Faculty connections
  - Temporary agencies
  - Head hunters

## Hidden Job Market:

- Approximately 80% of positions are not advertised - the “hidden job market.”
- Reasons employers choose not to advertise positions vary including:
  - Other jobs have higher priority for being filled.
  - The job is slated for budget approval, but not yet approved.
  - Management is too busy to search for a needed employee.
  - Advertising position is too financially costly for employer.
  - Management prefers hiring from referrals.
- Pursuing hidden jobs is well worth the effort because your competition may not be aware of the opportunities.
- Job search strategies for the hidden job market include:
  - Networking
  - Informational interviewing
  - Alumni contacts
  - “Cold calling” - Cold calling is the process of visiting an organization where you don’t know anyone.
  - Direct application
  - Yellow pages of phone book
  - News articles (find out which organizations are new or expanding)

## Job Success Rates by Source for Young Professionals:

Source: Taylor Nelson Sofres Intersearch



■ College/University Connections 1%	■ Employment Agencies 4%
□ Internet Job Sites 4%	□ Newspaper Website 5%
■ Cold Calling 9%	■ Newspaper Ads 16%
■ Networking 61%	



### Youngstown State University Recruiting Services

The office of Career & Counseling Services at Youngstown State University is proud to offer students a variety of ways to connect with employers, some of which are listed below. It is our pleasure to assist you along your pathway to a successful career.

Recruiting services available through the Office of Career & Counseling Services include:

- **PenguinLink Online Recruiting System:** PenguinLink is an online recruiting system that is designed to connect YSU students and alumni with employers. Employers post internship and co-op opportunities as well as full- or part-time professional opportunities for students to view and apply. By creating an account with PenguinLink you will be able to upload your resume and cover letter, view and apply for job postings, view employers participating in career fairs, and much more!
- **Resume Books:** Upload your resume to PenguinLink to be included in Resume Books. Uploading your resume also allows employers to “search” resumes of YSU students and alumni.
- **On-Campus Recruiting (OCR)/Interviews:** Employers visit the YSU campus to conduct interviews for full-time professional and internship positions in our interviewing suites, located inside the Office of Career & Counseling Services. Interviewing times are available throughout the academic year, and employer visits are actively promoted to students, alumni, and faculty.
  - On-Campus Recruiting dates usually occur from mid-September through November for Fall semester and mid-January through May for Spring semester.
- **Career Fairs:** This is your chance to network with employers and engage in face-to-face contact with recruiters looking to hire bright individuals. The Office of Career & Counseling Services sponsors two career fairs throughout the academic year. The Career Fairs for the academic year 2009 – 2010 are scheduled as follows:
  - **Fall 2009 Job Expo** will be held on Wednesday, September 30<sup>th</sup> from 10:00 am – 2:00 pm
  - **Spring 2010 Job Expo** will be held on Wednesday, April 7<sup>th</sup> from 10:00 am – 2:00 pm
- **Information Sessions:** Employers host information sessions on campus to promote their organization or upcoming interview dates.
- **Information Tables:** Employers set up information tables to increase their organization's visibility, distribute company literature, and informally meet potential job candidates. Be on the lookout for these tables throughout Kilcawley Center.

#### QUESTIONS OR PROBLEMS?

Best of luck in getting started with the software! If you have questions about PenguinLink site navigation or run into any problems with the software, please contact Susan George at (330) 941-3299.



**To Create Your PenguinLink Account:**

- Go to the Career & Counseling Services website: [www.yzu.edu/career-services](http://www.yzu.edu/career-services)
- Under PenguinLink, click **Students**
- Click the **Register** button and fill in the registration form
  - Use your **full email address** for your **username**. Example: [ptpenguin@student.yzu.edu](mailto:ptpenguin@student.yzu.edu)
  - The registration **password** is: **penguin01**
- Your registration will be processed within 24 – 48 hours
- Once processed, you will receive an email with your Username and Password

**To Login:**

- To login, go to [www.yzu.edu/career-services](http://www.yzu.edu/career-services)
- Under PenguinLink, click **Students**
- Enter your Username and Password in the appropriate fields.
- Once logged in, you can use all the system's tools that are listed below:

**Posting Your Resume and/or Cover Letter on the PenguinLink Recruiting System:**

- **RESUME:** It is important to post your resume on the system. Once your resume has been reviewed and approved by YSU Career Services, you will be able to apply online to positions and campus interviews posted on the site. In addition, employers searching through our resume database and online resume books will be able to view your information.
- Once you have your resume developed and are ready to upload it to our database, click the **"Documents"** tab located near the top of the screen. Then click on the **"Add New"** button.
- To Upload a File: On the Student Document screen –be sure to label your document and choose **Resume** for the Document Type. Then simply click **Browse** to locate and upload your document, then click **Submit**.
- Once you post your resume, it will be reviewed by YSU Career Services. Within a short time you will receive email notification informing you that it has either been approved, or it has not been approved and revisions are needed. You may upload multiple versions of your resume. **"If you upload more than one resume - Be sure to click "Make Default" for the resume that you want to be your primary resume. This resume will automatically attach when you apply for a job, unless you choose a different resume.**
- **COVER LETTER:** to upload a Cover Letter, click the **"Documents"** tab located near the top of the screen. Then click on the **"Add New"** button.
- To Upload a File: On the Student Document screen –be sure to label your document and choose **Cover Letter** for the Document Type. Then simply click **Browse** to locate and upload your document, then click **Submit**.
- **OTHER DOCUMENTS:** You may also upload additional documents that are not resumes or cover letters. You can upload any file that is in Microsoft Word, or Adobe PDF, such as writing samples, unofficial transcripts, etc. Simply follow the same directions outlined for Resumes and Cover Letters.
  - Please note that cover letters and other documents are not subjected to the approval process and can be immediately accessed once they are uploaded.



**To Edit Your Personal Information:**

- Once logged into the system, click on the **"Profile"** tab at the top of the screen.
- Here you can edit any information that you would like to change. Once finished, click on the **"Submit"** button at the bottom of the screen. This saves any information that you just entered.
- **To change your Password**
  - Click the **"Profile"** tab
  - Click the **"Password/Preferences"** tab
  - Fill in the appropriate information and click the **"Submit"** button at the bottom of the screen.

**Searching for Jobs:**

- Once logged into the system, you can click on the **"Jobs"** tab, located at the top of the screen, to search for jobs.
  - To choose positions that are posted locally, click on **CSM Jobs**
  - To choose positions that are posted nationally, click on **NACELink Extended Job Search**
- You can search by the following fields:
  - **Show Me:** you can choose – All Jobs & Interviews, All Job Listings, Interviews I Qualify For, or Career Fair Postings.
  - **Position Type:** you can choose from an A – Z listing of position types
  - **Job Function:** you can choose from an A – Z listing of job functions such as Account Management – Writing.
  - **Industry:** you can choose from an A – Z listing of industries.
  - **Keywords:** you can type in a key word to search
  - Note: the fewer requirements you enter, the more jobs that will be found. Keep your search basic.
  - Once you have decided on the search criteria, click the **"Search"** button.
- You will see a list of positions that is generated from the requirements that you entered. To view a position, click on the job title. To view information about the organization, click on the employer name.
- **To apply for a specific position:**
  - Read the contact information and choose the application method that is listed under **HOW TO APPLY**.
  - On the right side of the screen, you will see a section labeled **APPLICATION STATUS**. This is where you will choose the resume that you wish to attach.
    - As previously mentioned, if you have uploaded more than one resume, your default resume will automatically populate the resume field. If you want to switch to a different resume, simply click the drop-down menu and choose the appropriate resume.
    - You can also attach a Cover Letter (only if requested by the employer) by clicking the "Add New" button.
  - After you have made your selection(s), click the **"Submit"** button.



### Applying to Interviews for On-Campus Interviewing:

- Click on the **Employers** tab
- In the **On-Campus Events** section, click **YES**
- Click the **Search** button
- A list of all organizations who have scheduled On-Campus Interviews will populate at the bottom of the screen: In the column labeled **On-Campus** you will see the dates of all On-Campus Interviews. **To apply, click the date**
  - Under the Application Status section: Check to make sure the resume that you want to use is populated in the Resume field.
  - If the resume that appears in the Resume field is correct, click the **Submit** button.

### Creating a Search Agent:

- A search agent will email you each job that matches your search criteria as soon as it has been posted.
- Once logged into the system, click on the **Jobs** tab, then click on **CSM jobs**
- Click the **Advanced Search** tab and select locations, positions types, etc. to run a combination search for the jobs list.
  - Note: *Put a  $\surd$  in the box next to Save as: and name your search in the Save as field.*
- Click the **Submit** button.
- Your search will now be saved under the **Search Agents** tab. You can view the search agents that you have saved by clicking on the **Search Agents** tab.
  - To enable the search, click the **Schedule** button and under **Enabled**, checkmark **Yes**.
  - Choose the **Period** and **Multiple** that you prefer.
  - Click **Submit** button
- You will receive emails according to the criteria that you chose

### Signing up for Events:

- Once logged into PenguinLink, on the Home page, click the **Events** tab
- To apply for Job Expos
  - Click the **Job Expos** tab
  - Click the appropriate Job Expo link under the Fair column
  - Click the **Go** button
  - Select the specific employers know that you are interested in them, **click the box next to that employer's name** (you may select more than one).
  - Click the **Submit** button
- To apply for Information Sessions
  - Click the **Information Session** tab
  - Click the **date** under the **Information Session Start Date/Time** column
  - Click the **RSVP** button

### To view the Student User Guide:

- Go to your Home page
- Under Quicklinks, click the **View Document Library** link
- Click the **Student Interface User Guide** link

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# CREATING A JOB SEARCH ACTION PLAN

The creation of a Career Action Plan can assist you with a structured and organized approach to searching for an entry-level position or internship. Your Career Action plan should consist of the identification of your short-term and long-term career goals along with alternate plans should your first career choice become unattainable. For your long-term career goal, list the type of position that you desire to be in within 5 years after graduation (i.e.: Sports marketing and sales manager for NBA team). After identifying your long term career goal, list 3 different short term career goals that can assist navigating your career path towards your long term goal. (i.e.: Plan A: Internship with Cleveland Cavaliers; Plan B: Volunteer with Akron Aeros; Plan C: Student Assistant with YSU Athletics)

Use the worksheet below to begin developing your personal Career Action Plan:

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<b><u>MY CAREER ACTION PLAN</u></b>	
<b>My Long Term Career Goal: (where I want to be in 5 years)</b>	
<b>My Short Term Job Goal – Plan A</b>	<b>Target Employers</b>
<b>My Short Term Job Goal – Plan B</b>	<b>Target Employers</b>
<b>My Short Term Job Goal – Plan C</b>	<b>Target Employers</b>
<b>Areas of Weakness in My Qualifications:</b>	<b>Ways to Obtain Lacking Qualifications</b>

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# TIPS FOR SUCCESS AT A CAREER/JOB FAIR

## Information:

Career fairs can be a valuable tool in your job search plan; however be sure maximize these events to their fullest potentials. The following tips can ensure that you are making the most of college and community career fairs:

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## Research:

Many job-seekers go to career fairs to “see the sights” and are not prepared to interview.

- Get a huge jump on the competition by getting a list of the companies attending the fair and doing some research on each of the companies you want to interview with.
- While all of the recruiters will have company literature at their booths at the fair, you often can’t access those until after the interview. With so much information about companies on the web, there is no excuse not to do your homework.

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## Resumes:

Create the ideal resume – it should be short, sharp, and digestible in one minute’s reading by an employer.

- Make sure yours is one that is memorable but totally professional. Use good quality resume paper.
- Forget pictures, graphics, colored paper, funky print styles – they don’t leave a positive impression and they aren’t scannable. Most major employers today will scan your resume into an automated applicant tracking system that can mean quicker retrieval for current or future interviews.
- Bring lots of resumes to the fair, at least two for each company for which you have interest. If you have multiple interests or job objectives, make sure you bring enough of each version of your resume.

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## Take the Event Seriously:

It is an interview. You are making that all-important first impression.

- Only a small percentage of hundreds of interviewees will stand

out at the end of the event. Make sure you are one of them.

- Dress well, practice your best handshake, award-winning smile and make eye contact!

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## Interviewing:

You may only have 2 to 5 minutes to market yourself and protect yourself from being screened, thus you need to make the most of your time.

- Many experts suggest that you develop a one-minute “commercial” that highlights the key benefits that you can offer the organization and then use this at the beginning of the interview.
- Also remember the three keys to all interviews: make eye contact, offer a firm handshake, and show enthusiasm.
- You should also prepare answers to interview questions just as you would any other employment interview. The most common question you will face is something along the lines of “what are you here for today?” Seems like an easy question to answer, especially if you’ve done your homework – you can tailor your answer to your interest and the company’s interest, thereby marketing yourself. Make sure you also have some questions ready to ask the interviewer.
- A great concluding question for you to ask is, “What do I need to do to obtain a second interview with your firm?”
- Make sure to avoid poor communication habits, such as fidgeting, rocking, chewing gum, etc.

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## Ask Questions Directly, Politely, and Concisely:

Your goal is to get a second interview, “in house” this time, so you don’t have to play all your cards on the first round.

- If you are genuinely interested, let them know. “I am quite excited about the possibilities your company offers, and I think I have the talent to help you achieve your

goals... What do I need to do to arrange a second interview?"

- This isn't "pushy"; it is flattering and says you are professionally assertive. Ask them how they rate your credentials and "fit" compared to other candidates they are seeing. Asking for an honest appraisal is one of the best ways to raise it a notch!

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### Attire:

Conservative business attire is essential because image and first impressions are critical.

- Know what the expected attire of your profession is and dress accordingly. It is always better to be overdressed than underdressed.

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### Follow-Up:

Follow-up is very important! You would be surprised at how few job-seekers actually take the time to follow-up their career fair interviews, thus when you do it, you will get an edge over the many others who do not.

- Write a thank you note and mail it the next day to the address on the recruiter's business card. In the letter, thank the recruiter for his/her time, restate your interest and qualifications for the position; reiterate your interest in a second interview, and make a promise to follow-up the letter with a phone call (and then make sure you do in fact call). You should probably enclose another copy of your resume to be sure.

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## QUESTIONS TO ASK AT CAREER/JOB FAIRS

As with any situation where you find yourself with a potential employer, job seekers must be prepared to ask insightful questions of recruiters at job and career fairs. There are 4 categories of questions you can ask recruiters at career and job fairs. Each category of questions has a specific strategy. Which questions should you ask? It depends on the recruiter, on your interest and knowledge of the company, and how much time you have with the recruiter.

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### Strategic Comback Questions:

These questions are designed to give job seekers the chance to respond to the recruiter's answer with a positive spin on how you perfectly fit (and ideally exceed) what the company is looking for in an employee.

- What kinds of skills and experience do you look for in the employees you hire?
- What are the characteristics of your most successful employees?
- Are graduate degrees important to advancing within your organization? Which ones?
- Which courses or experiences do you suggest to be a successful candidate?

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### Strategic Planning Questions:

These are questions designed to give the job seeker more information and knowledge about the hiring process for each particular employer.

- What kind of entry-level positions (or internships) exist within your organization?
- Does your company hire on a continual basis or just at certain times of the year?
- How long does the hiring process take? What does it consist of?
- What percentage of applicants are eventually hired? What is the retention rate?

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### Key Company Information:

These questions are designed to provide you with inside information you need to know when making a decision about the attractiveness of each potential employer. Remember, a job fair is a two-way street and you should be evaluating these companies as much as they are evaluating you.

- Are there specific career tracts within the organization? In other words, what can a typical employee (for the position I am seeking) hired in your division expect to be doing 2, 5, or 10 years after hiring?
- What is your organization's culture like?

- How many years does the typical employee stay with the company?
- Are there opportunities for ongoing training through your organization?
- Do you expect your employees to relocate? How much travel is involved?

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## Recruiter Information:

Some experts advise not asking the recruiter personal questions relating to his/her job, but especially if the recruiter is an alumni of your university – or you have some other personal connection – these questions are fine. Even if there is no connection, these questions can be asked – and their answers can provide you with some critical insights.

- What made you choose this company and why do you stay?
- How long have you been with the company?
- What's the one thing that most surprised you about this company?

# GENERAL RULES FOR INTERVIEWING

## Be Prepared

- Know yourself. Review your strengths, weaknesses, skills, career goals, etc. Be able to articulate why the employer should hire you. Before your interview, be able to say “YES” to the following statements.
  - Can you discuss your career goals and how employment with a particular organization fits into them?
  - Do you know what skills you will bring to the job and in what ways you will be an asset to the organization?
  - Can you be clear, complete and concise in answering direct questions?
  - Can you turn negative qualities in yourself or your background into positive statements?
  - Are you enthusiastic about the organization/job?
  - Do you have at least one positive thing to say about your education and your former employers?
  - Can you listen to a non-stop talker yet “fill in” for a quieter interviewer?
  - Is your attitude 100% sincere? Is it focused 100% on the positive?
  - My first goal is to secure a job offer. My second goal is to examine factors (money, working conditions, etc.) that will help me decide if I should accept the offer.
  - I am aware that many personality questions (sincerity, tactfulness, enthusiasm, etc.) are being answered indirectly while I am directly answering other specific questions.
- Know the employer. Research the organization and position. Check the Internet for the organization's homepage.
- Schedule a mock interview with Career & Counseling Services or practice interviewing with a friend.

## Before the Interview

- Confirm interview time, place and with whom you will be meeting, including titles.

Be sure to get directions and ask about where to park and the cost.

- Bring extra resumes and other relevant materials that show what you've accomplished.
- Be well groomed; dress neatly and professionally.
- Arrive about 15 minutes early so you aren't rushed and have time to collect yourself before the interview.
- Be aware that once you arrive in the parking lot, you may be observed by or have the opportunity to interact with employees from the organization. Be friendly and act professionally!
- Be sure to show respect and courtesy to all levels of employees with which you interact. They may get asked for input on candidates for the position.

## During the Interview

- Be confident and enthusiastic. This will come more easily if you are well prepared.
  - Be honest, be yourself. Many hiring decisions are made based on personality and fit, since several candidates may actually be well qualified for the position.
  - Listen - follow the lead of the interviewer. Never interrupt the interviewer. Be sure that you understand the question asked, or ask him/her to clarify it for you. If you need to pause and take a few minutes to collect your thoughts before answering a question, do so.
  - Ask intelligent questions. Prepare your questions ahead of time and ask for clarification on information told to you during the interview that wasn't specific.
  - Clarify follow-up procedures. Who calls whom, and by when.

## After the Interview

- Send a thank you letter ideally within 24 hours.
- Keep records about the interview, with whom you talked, and timelines for following up.

# TELEPHONE INTERVIEW TIPS

- Let your roommate(s) know you are in a job search, so they can answer the phone professionally.
- Try to relax. Take some deep breaths before answering.
- Be mentally prepared to interview. Smile when answering the phone and speaking to the interviewer.
- Don't smoke, chew gum, eat, or drink. Speak slowly and enunciate clearly.
- Keep water handy to wet your mouth.
- Control background noise such as TV, CD player or roommate(s).
- Disable call waiting temporarily.
- Have a pen and notepad, information you found out about the employer, and your resume in front of you for handy reference.
- Take your time. It's acceptable to collect your thoughts before responding.
- Use the person's title (Ms. or Mr.). Use first name only if they prefer.
- Don't interrupt the interviewer.
- Give concrete examples of your achievements.
- After you thank the interviewer for the phone interview, ask if it would be possible to schedule an in person interview.
- Send a thank you letter within 24 to 48 hours which reiterates your interest in the position.

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## 50 QUESTIONS MOST OFTEN ASKED BY EMPLOYERS DURING THE INTERVIEW WITH COLLEGE SENIORS

- 1 What are your long-range and short-range goals and objectives, when and why did you establish these goals and how are you preparing yourself to achieve them?
- 2 What specific goals, other than those related to your occupation, have you established for yourself for the next 10 years?
- 3 What do you see yourself doing five years from now?
- 4 What do you *really* want to do in life?
- 5 What are your long-range career objectives?
- 6 How do you plan to achieve your career goals?
- 7 What are the most important rewards you expect in your business career?
- 8 What do you expect to be earning in five years?
- 9 Why did you choose the career for which you are preparing?
- 10 Which is more important to you, the money or the type of job?
- 11 What do you consider to be your greatest strengths and weaknesses?
- 12 How would you describe yourself?
- 13 How do you think a friend or professor who knows you well would describe you?
- 14 What motivates you to put forth your greatest effort?
- 15 How has your college experience prepared you for a business career?
- 16 Why should I hire you?
- 17 What qualifications do you have that make you think you will be successful in business?
- 18 How do you determine or evaluate success?
- 19 What do you think it takes to be successful in a company like ours?
- 20 In what ways do you think you can make a contribution to our company?
- 21 What qualities should a successful manager possess?
- 22 Describe the relationship that should exist between supervisor and those reporting to him or her.
- 23 What two or three accomplishments have given you the most satisfaction? Why?
- 24 Describe your most rewarding college experience.
- 25 If you were hiring a graduate for this position, what qualities would you look for?
- 26 Why did you select your college or university?
- 27 What led you to choose your field or major study?
- 28 What college subjects did you like best? Why?
- 29 What college subjects did you like least? Why?
- 30 If you could do so, how would you plan your academic study differently? Why?
- 31 What changes would you make in your college or university? Why?
- 32 Do you have plans for continued study? An advanced degree?

- 33 Do you think that your grades are a good indication of your academic achievement?
- 34 What have you learned from participation in extracurricular activities?
- 35 In what kind of work environment are you most comfortable?
- 36 How do you work under pressure?
- 37 In what part-time or summer jobs have you been most interested? Why?
- 38 How would you describe the ideal job for you following graduation?
- 39 Why did you decide to seek a position with this company?
- 40 What do you know about our company?
- 41 What two or three things are most important to you in your job?
- 42 Are you seeking employment in a company of a certain size? Why?
- 43 What criteria are you using to evaluate the company for which you hope to work?
- 44 Do you have a geographical preference? Why?
- 45 Will you relocate? Does relocation bother you?
- 46 Are you willing to travel?
- 47 Are you willing to spend at least six months as a trainee?
- 48 Why do you think you might like to live in the community in which our company is located?
- 49 What major problem have you encountered and how did you deal with it?
- 50 What have you learned from your mistakes?

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## INTERVIEW QUESTIONS FOR TEACHER CANDIDATES

- 1 Why do you want to teach?
- 2 What is your philosophy of education?
- 3 What do you like best about teaching? Least?
- 4 Describe your style of teaching.
- 5 What types of activities would you be interested in participating in after school?
- 6 What are your strengths as a teacher? Weaknesses?
- 7 Describe your student teaching experience.
- 8 What was your biggest problem in student teaching?
- 9 How would your students describe you as a teacher?
- 10 How do you individualize your teaching?
- 11 What do you plan to be doing in five years?
- 12 What if a student confides in you about a sensitive problem—how would you handle this?
- 13 Some of your students always finish their assignments early. How would you deal with the free time that they have?
- 14 How would you work with students who perform below grade level, especially those from disadvantaged backgrounds?
- 15 Describe a time in your life when you experienced some type of failure. How did you handle this?
- 16 How would you use teacher aides and parent volunteers?
- 17 Are parent/teacher conferences important? Why or why not?
- 18 What do you know about our district?
- 19 How would you handle the student who constantly acts up in class?
- 20 Describe your ideal classroom.
- 21 Have you ever had a supervisor whom you did not respect? How did you deal with this?
- 22 How would you handle a student who consistently refuses to do homework?
- 23 How would you reconcile teaching according to a prescribed curriculum that is set by the school district and your own ideas of what material should be taught?
- 24 How should a student's progress be measured?
- 25 What do you expect from your supervisor?
- 26 What do you think is one of the most significant problems teachers are confronted with today?
- 27 What grade level do you prefer? Why?
- 28 Why should we hire you?
- 29 How do you deal with time management/lesson planning, etc.?
- 30 How would you use community/outside resources to enhance learning?
- 31 Describe a successful lesson you taught. Describe a lesson that didn't go very well.
- 32 What did you learn from this experience?
- 33 Tell me how you might use an interdisciplinary approach to teaching. Give an example.
- 34 If you could change one thing about yourself, what would that be?

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# HANDLING DIFFICULT INTERVIEW QUESTIONS

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## Tell me about yourself.

- Highlight your college educational background and summarize your qualifications for the position, including related experience and skills. Don't ramble and know how to conclude your response, which should be one – two minutes.

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## What is your weakness?

- You really don't want to present any negative image of yourself, but to say you have no weakness is conceited. Your weakness should not directly relate to any key job responsibilities of the position. Don't dwell on your weakness, instead focus on how you are improving in this area, and support it with examples. This answer should be short.

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## Questions addressing perceived weaknesses in your candidacy (lack of related experience, computer skills, etc).

- ALWAYS answer this question confidently. Admit the weakness briefly, minimize it if possible, and be ready with a plan on how to compensate for it. Cite what a quick learner you are and give examples. Show the interviewer that the positives and other special skills you bring clearly outweigh any perceived negatives or objections.

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## Why do you want to work for us?

- The best way to prepare for this question is to research the organization before the interview and actively listen for any additional information from the employer during the interview. The employer wants a candidate who is passionate about the organization. Your response should be connected to specific information such as the organization's products, services, mission statement, history or structure. Enthusiasm for the organization will get you noticed, but so will "buttering up," so keep your response genuine.

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## Where do you want to be in 5/10 years?

- It's not expected that you'll know your exact path or where specifically you'll be this far into the future, but you'll still need to show the employer some "forward thinking."

Construct your response in relation to job function (management, consulting, counseling, etc.) or education (advanced degree). "I would like to move into management at the local level and then perhaps later at the regional level." "After gaining experience in this sector, I would like to explore the possibility of consulting." "Getting a master's degree has always been a goal of mine."

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## How much are you making now? or How much do you think you are worth?

- It is best not to offer any specific salary requirements. Instead, provide an answer such as, "I would prefer to discuss all aspects of this possible position before looking at salary issues," or "May we come back to that when you have a better picture of what I have to offer?" Other options would be, "I am looking for the maximum, fair compensation for the responsibilities involved" or asking the interviewer what range he or she has in mind and indicate that you are flexible. If the interviewer insists on a salary figure, state your requirements in a ten thousand dollar range with the bottom number being the minimum salary offer that you would accept.

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## Why should I hire you?

- This may be one of the last questions asked, and it's an opportunity for you to quickly package yourself as the ideal candidate. At whatever point in the interview the question is asked, summarize your qualifications (related experience, skills, personality traits) that best match you to the position. Be confident but not arrogant in your response.

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## Illegal questions such as: How old are you? How's your health? Are you married? Any children?

- Try to understand where the employer is coming from and what they really want to know. Chances are that the interviewer is really asking how much you're willing to travel or work overtime, or some other aspect of the position. Try to respond to the hidden question(s). For example: "If you are wanting to know if I'm available for evening and weekend programs, I can assure you that my schedule can be arranged accordingly."

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# PREPARING FOR YOUR INTERVIEW:

## “MY STORY” EXERCISE

As presented in *Job Coach for Young Professionals* by Susan Kennedy and Karen Baker

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The “My Story” exercise is a brain storming activity that can assist you in determining what makes you unique as a candidate. This activity will also assist you in responding to the commonly asked question, “Tell me about yourself.” The first step in the My Story exercise is to execute a “mind dump,” or a brainstorming list of everything that you have done and accomplished in your past, including accomplishments, learning experiences, employment, volunteer projects, and extra-curricular activities. The key for success with this activity is not to limit or filter your answers.

As you complete the activity, keep in mind the top 10 personal qualities and skills that employers seek in entry-level candidates (as reported by the National Association of Colleges and Employers):

1. Verbal and Written Communication Skills
2. Honesty and Integrity
3. Interpersonal Skills
4. Strong Work Ethic
5. Analytical Skills
6. Motivation and Initiative
7. Flexibility and Adaptability
8. Computer Skills
9. Detail-Oriented



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# Mind Dump Activity Worksheet:

Use the space below to brainstorm everything that you have done in high school and college. When brainstorming, do not censor or limit your thoughts. After your list has been completed, use a highlighter and mark those experiences which support your career goals. Use the highlighted information to form a personal commercial that highlights your unique background and qualifications.

Some of the experiences you may want to include may be projects, times that you have excelled, times that you have failed, challenges, obstacles, work experiences, academics, honors, team work, volunteer activities, awards, leadership, extra-curricular activities, creative activities, speeches, athletics, etc.

## MIND DUMP

**College:**

**High School:**

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# BEHAVIOR BASED INTERVIEWING

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## What is it?

- An interview style that believes that the best predictor of what an individual will do in the future is what he/she has done in the past. Since past behaviors are a good indicator of future actions, interviewers find this format to have excellent predictive value.
- The interviewer does not rely just on intuition but instead asks probing questions concerning the applicant's character, experiences, behaviors, knowledge, skills, and abilities.
- Behavior based interviewing is designed to obtain the most information about past behavior as it relates to specific job skills.

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## Behavioral questions usually begin with such phrases as:

- Describe for me...
- Tell me about...
- Give me an example of...

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## How to respond to a behavior based question:

The ideal way to respond to a behavior-based question is by using the **STAR technique** as outlined below:

### S – SITUATION.

Describe a specific situation that relates to the question.

### T – TASK.

Describe your task. What goals did you have?

### A – ACTION.

Describe the action that you took.

### R – RESULT.

Describe the positive result or outcome of the situation.

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## Sample STAR story:

- **Situation (S):**  
Advertising revenue was falling off for my college newspaper, The Jambar, and a large number of long-term advertisers were not renewing contracts.
- **Task (T):**  
My goal was to secure contracts with as many former and new advertisers as possible to generate more advertising revenue.
- **Action (A):**  
I designed a new promotional packet to go with the rating sheet and compared the benefits of the Jambar circulation with other advertising medium in the area. I also arranged for a Williamson College of Business Administration professor to conduct a special training session about selling strategies for the newspaper's account executives.
- **Result (R):**  
We signed contracts with eight former advertisers for daily ads and five for special supplement ads. Also, the paper increased the number of new advertisers by 20 percent over the same period last year.

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## Other strategies:

- Evaluate your own background to identify your skills and experience related to the job objective. Develop and rehearse brief scenarios about how you used those skills, each illustrating a specific activity or task required by the job. Each "story" should explain the problem and your solution, and give the results in quantified terms, if possible.
- Be prepared to provide examples of occasions when results were not as expected and for questions asking for more detail than you've already given. The skilled interviewer will probe your skill in handling failure as well as success.
- Identify three to five top selling points--attributes that set you apart from other candidates--and be sure you point them out during the interview.

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# SAMPLE BEHAVIORAL BASED QUESTIONS

- 1 Sometimes it's easy to get in "over your head". Describe a situation where you had to request help or assistance on a project or assignment.
- 2 Give an example of how you applied knowledge from previous coursework to a project in another class.
- 3 Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- 4 Describe a situation in which you found that your results were not up to your professor/supervisor's expectations. What happened? What action did you take?
- 5 Give me an example of a time when you had to be quick in coming to a decision, and how did you arrive at that decision?
- 6 You are working on a group project. Three members of the group are working very hard, one member is hardly working. Without that person's contribution, the project will never be finished on time. What do you do?
- 7 Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.
- 8 Tell me about a time when you had to work with an irate person/customer/client. How did you handle the situation and what was the eventual outcome?
- 9 Sometimes it's important to disagree with others to keep a mistake from being made. Tell me about a time when you were willing to disagree with another person in order to build a positive outcome.
- 10 Tell me about the most discouraging feedback you have received in the past year. What did you do about it?
- 11 Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? How do you stay focused?
- 12 Give me an example of a situation where you sought out a problem to solve because it represented a challenge to you.
- 13 Give me an example of a time when you used good judgment and logic in solving a problem.
- 14 Tell me about a time when you had to use your communication skills to get a point across.
- 15 By examples, convince me that you can adapt to a wide variety of people, situations, and environments.
- 16 Tell me about a time when you failed and what happened.

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# QUESTIONS TO ASK THE INTERVIEWER

You will obtain additional information during the course of the interview. You should also develop a list of questions to address areas which may still be unclear and will give you an accurate profile of the position and organization.

- How will this position fit into the organizational structure of the company or organization?
- How will I receive feedback about my performance, and how often?
- Where can a position of this type lead to with this organization in five years?
- How did this position become available?
- What will the orientation and training entail? How much on-the-job training is involved?
- What are the long-term goals or growth plans of the organization?
- What type of continuing education or training does the organization provide?
- What are you looking for in the ideal candidate?
- What are some of the challenges this organization/department faces?
- What do you like about working here?
- At what level of day-to-day supervision will this position be under?
- Can you describe the day-to-day office environment or culture of this organization/department?

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# QUESTIONS TO ASK THE INTERVIEWER FOR TEACHERS

- What kinds of qualities are you looking for in a teacher candidate?
- What do you think are the greatest strengths of your school district?
- How are parents involved in your schools?
- What are some of your top priorities/goals for your school district?
- What types of support are available for new teachers?
- I am curious about the after-school enrichment program (or any other program) offered by your district. Can you tell me more about this program? If I were hired, how might I become involved with this program?
- Do you have any concerns about my background in terms of this position?
- When and how can I expect to hear from you regarding this position?



# LEGAL AND ILLEGAL QUESTIONS

SUBJECT	WHAT THEY CAN LEGALLY ASK
Name:	What is your full name? Have you ever worked under a different name?
Age:	Do you meet the minimum legal age requirements for employment (usually 18)? <b>But NOT:</b> How old are you? What is your birth date?
National: Origin	Are you legally eligible to work in the United States? What languages do you speak and write fluently? <b>But NOT:</b> Where were you born? Where were your parents born? What language do you speak at home?
Marital/ Family Status:	Do you have commitments, activities, or situations that would cause conflict with potential work schedules or attendance requirements? <b>But NOT:</b> Are you married? Are you pregnant? Do you have children? Who will take care of your children while you're at work? Do you prefer to be addressed as Miss, Mrs., or Ms.?
Education:	Inquiries into degrees, public and private schools attended, and their relevance to a particular job.
Experience:	Inquiries into work experience, dates of employment, and countries applicant has visited.
Military Experience	Experience and education in the Armed Forces of the United States as it relates to a specific job.
Credit:	Inquiries concerning an applicant's credit ratings, charge accounts, etc. only as related to a particular job. <b>But NOT:</b> Do you own your own home? Do you rent? Do you live with your parents?
Organizations:	Inquiries into organizations of which the applicant is a member, which do not solicit discriminatory information. For example, "Were you involved in your University's chapter of American Marketing Association?" is fine. <b>But NOT:</b> Were you involved with the Latino Student Association in college? What church do you attend?
Race/ Ethnicity:	<b>NO INQUIRIES</b>
Height/ Weight:	<b>NO INQUIRIES*</b> Unless needed for occupation, such as a model
Religion:	<b>NO DIRECT INQUIRIES</b>
Photograph Requested:	<b>NOT PRIOR TO HIRING*</b> Unless needed for occupation, such as a headshot of a news anchor

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# INTERVIEW APPAREL AND ETIQUETTE

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Experts recommend, in general, a conservative approach to avoid being screened out due to dress or appearance before you even get a chance to sell yourself in the interview. Appear professional and avoid looking like you are going to a party. While you might not agree with the following, all are considerations for being screened out of a job interview, depending on the organization, your career field, and the perspective of the person interviewing you. When in doubt, be conservative, be professional, and be aware that you are selling a total package. Appearance may be the reason you do not get a job offer! Follow the suggestions below for best results.

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## Men

- Dark suits, properly fitted, preferably wool or wool blend
- Dark dress shoes, polished
- Dark dress socks
- Conservative neck tie
- Dress watch
- No earrings or other jewelry (wedding or class ring permitted)
- Well-groomed facial hair
- No long side burns or long hair
- Nails - trim and clean

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## Women

- Dark coordinated suits, properly fitted, with matching blouse (no plunging neckline)
- Skirt length no more than one inch above the knee
- Polished matching dress shoes with moderate heel (no open toe / heeled shoes)
- Neutral colored hose
- Dress watch
- Minimal conservative classic jewelry (no flashy, dangling earrings)
- Natural looking make-up
- Clear or conservatively colored nail polish, no chipped nail polish

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## Both Men and Women

- No heavy cologne/perfume
- No visible tattoos or body piercing
- No purple, green, orange, etc., colored hair
- Fresh breath
- Freshly bathed/showered (no body odor; use deodorant)
- Freshly ironed clothing



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# WHY YOU DIDN'T GET THE JOB...

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What are some of the reasons why applicants sometimes receive only a thundering silence from prospective employers after the interview has been completed?

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## Personality

- Lack of poise
- Lack of self-confidence
- Timid/hesitant approach
- Arrogance or conceit

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## Appearance

- Poor personal appearance or inappropriate dress

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## Enthusiasm

- Lack of enthusiasm and interest
- No evidence of initiative

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## Goals

- Lack of goals and ambition
- Does not show interest
- Appears to be uncertain and indecisive about the job in question

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## Attitude

- Attitude that implies "What can you do for me"?

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## Maturity

- Lack of maturity
- No leadership potential

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## Communication Skills

- Inability to express ideas and/or poor speech habits

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## Salary

- Unrealistic salary demands
- More interest in salary than opportunity
- Unrealistic expectations regarding potential future promotions

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## Preparation

- Lack of preparation for the interview
- Failure to research the company
- Inability to ask intelligent questions

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## Involvement

- Lack of extra-curricular activities without good explanation

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## Experience

- Lack of internships, co-op's, work experience, etc.

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## Travel/Relocation

- Objection to travel
- Unwilling to relocate to branch offices or plants

# Sponsored by:

