

# **CAREER GUIDE**



**Career Planning & Placement Services  
Located in ASB, Room 241**



# Looking for a **CAREER?**

Look no further! Contact the below employers that have showcased their employment opportunities throughout this Career Guide. These employers are actively seeking to hire college graduates like you.

Visit [www.CAREER-GUIDES.net](http://www.CAREER-GUIDES.net) for additional information about these employers and many more career opportunities!

## Employers

Frontier Nursing University

Kroger

Jewish Hospital & St. Mary's Healthcare

Mazak Corporation

Navy Recruiting District - Ohio

[www.CAREER-GUIDES.net](http://www.CAREER-GUIDES.net)

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## Become a Nurse-Midwife or Nurse Practitioner

FNU's innovative distance education program allows you to complete coursework online and clinicals in your own community with 2-3 brief visits to our historic campus in Hyden, Kentucky.

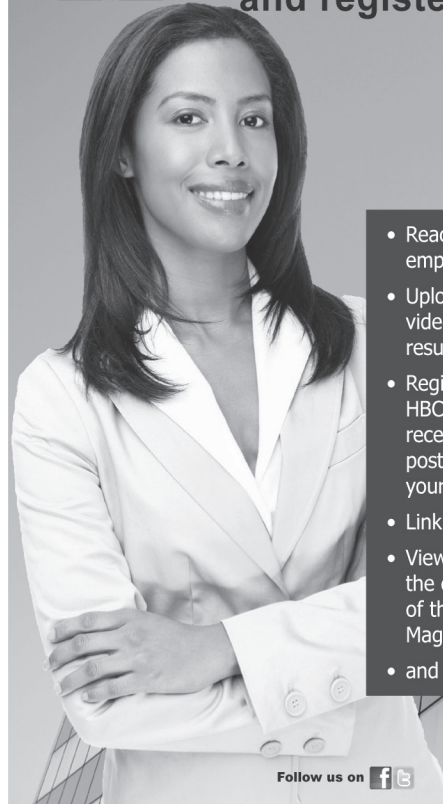
### Distance Education Options:

- DNP – new in 2013
- Post-Master's DNP
- Master of Science in Nursing (MSN)
- Bridge Option for ADN's
- Post-Master's Certificates



To learn more visit [www.frontier.edu/KSU](http://www.frontier.edu/KSU)



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## NOTES

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Dear Graduating Senior:

CONGRATULATIONS! You are about to reach a very significant milestone in your life – a college education! You should be very proud of yourself. You have worked very hard to develop a foundation for an exciting career.

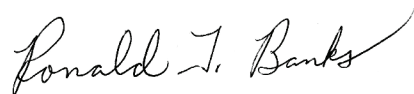
Now YOU are in control of your future...But how do you get started? How do you prepare your knowledge and skills into a marketable package? How do you find out about opportunities that are available?

The Key to Your Success in this transition from student to professional lies in using your Career Services Office. It offers a wide range of services, workshops and resources that address the 3 areas of most concern to seniors 1) career information 2) full-time employment and 3) graduate professional school. Examples include:

- ✓ Computerized career guidance
- ✓ Resource center on careers and employers
- ✓ Workshops on resumes, the job search and interviewing
- ✓ Graduate/professional school application process and testing
- ✓ Career and job fairs
- ✓ On-campus recruiting
- ✓ Job referral

We welcome students of all majors and look forward to working with you. Stop by our office at Academic Services Bldg., 400 East Main Street, Suite 241.

Sincerely,

A handwritten signature in black ink that reads "Ronald J. Banks". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Associate Director  
Career Counseling and Placement

# Making the Transition

Making the transition from college life to the world of full-time professional employment will involve a natural period of anxiety and frustration. However, you should remember that your organization has made an investment in you. You were selected for your unique talents, abilities and potential for contributing to the company. Your employers saw something special in you that they believe can serve their organization. In other words, they are confident that you can become a productive and highly competent employee. Recognize that a positive attitude and self-confidence will go a long way in helping you adjust to your new job status and environment.

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## Before Your First Day on the Job

- Write thank you notes to everyone who helped you in your job search. Include information about your new position and new address. Tell them how helpful they were and how much you appreciated their assistance. People like to feel that they made a difference. Besides, you never know when you may need to contact them again.
  - Write to other friends, family members, and business associates to let them know where you are now living and working.
  - Assess your wardrobe. Your clothes for work should be business-like and reflect self-assurance. Make your wardrobe fit your work environment (make careful note of the company's business dress while interviewing). Invest initially in a few basic, well-constructed pieces that you can coordinate with what you presently own. After you have been on the job (and have been paid), begin adding pieces that will complement your initial wardrobe.
- Remember: Dress for the position you aspire to, not necessarily the one you are in.
- Be realistic about the changes that are now taking place in your life.
  - Less vacation than you had in college (usually two weeks after your first year on the job). You may work a full year before you get any vacation days other than holidays.
  - Greater scrutiny of your performance than in college. You can't repeat work for a better grade. You won't have a chance to "just do better on the next exam."
  - Greater accountability not only to yourself but to your colleagues, your supervisor, and your organization. Feedback will be less regular than when you were in college.
  - Fewer social opportunities than in college. Making new friends will not be as easy as it was in your classes, residence hall, sorority or fraternity or at campus events. You must get involved in your community and actively seek out friends.
  - More repetition of tasks. Instead of four or five classes to vary your schedule, you have one position that will consume your time--much of which will be somewhat routine.

### Some of these changes are:

- Less freedom in the 8-5 world of work than in the college environment. Your workday schedule, lunch, etc. will be more structured and set than what you experienced in college.

In reality what you have been doing for the past four years will bear little resemblance to what you will be doing for the next four years. Knowing that you have the formal body of knowledge that college study promised you and that now you must "go it alone" will help you in this time of transition.

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## Your First Day on the Job

Because you probably have interviewed on site, you will be familiar with certain people at your new job (those who had a say in the decision to hire you). Your first day on the job, however, is the first time that many of the company employees will see you, be introduced to you and make a quick assessment of you.

**Handle your first day well and your first month will be much easier.**

- Know the route, distance and time it will take to get to your office. (Factor in the rush hour.) Be early!
- If you have been given company literature (policy or procedures handbooks), make sure you have studied it.
- Be impeccably groomed.
- Report to the person your company directed you to contact. If you were told to report to Human Resources or Personnel, take advantage of this orientation time to get to know the people there. You may need their help in the future.
- Fill out necessary forms for benefits, compensation, etc. and ask questions about anything you do not understand.
- Make an effort to meet everyone in your department and spend a few minutes talking with them. Your supervisor may introduce you, but if not you must take the initiative.
- Have enough money with you for lunch in case it is suggested that you go out to eat. Sometimes the supervisor will plan to take you, but not always.
- Spend the day meeting people, organizing your office, taking care of personnel matters and familiarizing yourself with the company.
- Leave work after the official closing time and take home papers and other materials to read that evening. Say goodnight to everyone in your office before departing. If appropriate, thank them for helping your first day go smoothly.

## Your First Month on the Job

Ironically, your first week or two on the job, the time when you are most eager to do well, is the time when employers' expectations are low. A new employee is generally not expected to be productive immediately. Employers know that this is a time for listening and learning, for asking questions and for processing the large amount of information that is thrown your way.

**Everyone goes through a learning curve on a new job. Because you cannot fully display your on-the-job capabilities during the first weeks, you need to make a good impression in other ways. Prove to your supervisor and department members that their investment of time, effort and money have been well spent. You can do this in several ways:**

- Determine your supervisor's expectations of you. If within the first week or two your manager does not set up a formal meeting to discuss expectations, policies and responsibilities, request such a meeting. The best way to know what your boss wants is to ask! If you try to second-guess, you run the risk of ranking priorities in a different order than the organization does. Even if you do excellent work, you'll miss the mark--commonly referred to as "doing the wrong things very well."
- At the meeting, agree on duties and define objectives and goals--yours and your supervisor's. Review your job description beforehand and let it act as your guide. If you don't have a job description, ask for one.
- Make constructive use of time. Respect and adhere to work schedules, be on time, do not abuse lunch hours and meet deadlines!
- Display not only the ability to do the job but the willingness to work and be productive. You may need to keep yourself busy during the first few weeks--read training manuals, study the organizational charts, organize your files, review annual reports. Don't bother others, talk on the phone or stare out the window.

Begin to work on building good working relationships with your co-workers. Even though you did not get to pick your co-workers, you will be spending as much time with them as you do with the friends you actually do choose--if not more! Don't do anything to create a work climate that is tense, hostile or riddled with jealousy. Know your place in the organization and be careful not to step on anyone's toes above, below or beside you. Doing so can often ruin your career.

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## Your First 3 Months on the Job

After you have been on the job for one month, your employer will expect considerably more of you. Your supervisor will still be available to offer direction or explanation, but by this time he or she will expect you to be more self-managed and to work with him or her only as needed. You should fully understand your duties and what is expected of you. Now is the time to concentrate on being a team player. Every organization has its own style, language and culture. Make every effort to ensure that you adapt to this culture in order to fit in. The company recruited you with that objective in mind; show your supervisors that they were correct about you and that you are a good fit with the organization and your co-workers.

- Employees who demonstrate that they truly want to be successful, that they are ambitious, and that they are self-starters are highly prized.
- Learn from your mistakes. Employers expect new employees to make some mistakes, and they will make allowances for those errors. Just don't make the same mistake twice.
- Handle criticism and corrections with the utmost diplomacy. Never make excuses, argue or take offense when you are called on the carpet. That is the quickest way to earn your manager's resentment. Instead, accept the criticism and offer a plan of action to rectify the situation and then deliver on it.
- Be on the look out for a mentor--a person within the organization whom you admire, have a good relationship with and can go to for guidance and counsel when you have questions about work, your profession, your career goals, etc. Women often need mentoring to progress in male-dominated organizations, but all employees can benefit from having mentors. Some organizations will provide you with a mentor. If they don't, take time to select your own. The person should be more experienced than you but should fit nicely with your personality and style.
- Develop and continue to work on your relationship with your boss and supervisor every day.

Some thoughts on bosses:

1. Be supportive of your boss's goals and objectives.
2. Know your boss's responsibilities and who he or she reports to.
3. Understand that your boss is the one in charge and has the final say.
4. Be open, honest and tactful with suggestions on improving the organization, and learn when to be quiet.
5. Like your boss.



# Being a Team Player

- Follow precedents. Unless the organization is new or your job is newly created, there is an established way to carry out your assignments. You would be wise to follow these procedures initially unless you have been hired specifically to make changes. Doing otherwise would send the message, “You have been doing this all wrong; I’ll show you the right way.” When change is needed, make recommendations tactfully and proceed with caution and concern for your co-workers.
- Follow the chain of command within your organization. Nothing will annoy a supervisor more than an employee who goes over his or her head with requests, complaints or suggestions to alter one of his or her decisions.
- Be a loyal member of your supervisor’s team. Participate actively in work groups and department meetings. Do not criticize your supervisor to others. Do your part to assist others in achieving your department’s or organization’s goals. Success and failure reflect on all department members, not just the supervisor. Don’t go to your supervisor with problems unless you can offer suggestions or options for solutions. Involve all appropriate people in solving departmental problems.
- Remember: When your supervisor looks good, the whole department looks good. Accept department goals and work toward them with enthusiasm. Think of your department as a team.
- Cooperate with your co-workers. Assist them when they need help or when they request advice or information about their jobs, projects in the department, or assignments they are under pressure to finish. Don’t be afraid to go to them with requests as well. However, make sure assisting them does not interfere with fulfilling your own job responsibilities.
- Be prompt in fulfilling commitments and meeting deadlines. Put your work assignments in order by priority, keep your manager informed of your progress and don’t make promises you can’t keep.
- Show initiative. Share your ideas at meetings or in discussions with your supervisor and co-workers.
- Improve your competence in job related skills. Learn to use helpful computer software, such as word processors, spreadsheets, databases, graphics and statistics programs. Be willing to help your supervisor and co-workers in areas where you have expertise. This can give you an added value beyond that of your formal job description.
- Take advantage of training programs offered by your company, such as in-house courses to improve such skills as business writing, public speaking and effective listening. Not only will such programs benefit you in your present job but they will also help prepare you for the next one.
- Continually work on improving your interpersonal skills. Polish your social skills. Getting along with co-workers means taking an interest in who they are. Engage them in conversation. Get to know their likes and dislikes. Extend invitations to lunch; join co-workers in after-work activities (softball team, exercise class, bowling league); take part in social functions like the company picnic. Be friendly and courteous to everyone from the company mail clerk to the CEO.
- Develop your communication skills. Learn to be an effective listener--show that you are interested, and don’t interrupt.
- Most important, demonstrate that you are committed to the organization. Show concern for the organization’s plans and dedication to getting the job done well.

## Common Sense Rules for Workplace Dilemmas

Ethics, integrity and old-fashioned values are emphasized in the workplace. Many of these values are simple common sense to a person who was taught right from wrong, but nonetheless they bear repeating.

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- Treat others as you would like to be treated.
  - Don't engage in gossip--ever.
  - Never, never betray a confidence.
  - Don't try to build yourself up by tearing another person down.
  - Play office politics only from the sidelines--never on center court.
  - As Stephen R. Covey suggests, think of feedback and criticism as a bank account. Every time you give negative feedback to your co-workers or boss, you take a little from the relationship or account. Make sure that bank account has more deposits than withdrawals.
  - If you make a mistake, accept the responsibility. Never try to blame someone else for your errors. It never hurts to say "Thank you," "You did a great job," "I really appreciated your help," etc. Praise is always in everyone's best interest, and it will allow you to have more credibility with co-workers when you must criticize.
  - Learn empathy. Covey says, "Seek first to understand, then to be understood." Work at being able to place yourself in other people's positions and see issues from their points of view.
  - Avoid office romances at all costs. If you happen to become involved with someone at work, be realistic about the possible complications and repercussions.
  - Don't ask for or expect special favors in the workplace. There are few emergencies.
  - Control your anger at work. Learn to offer suggestions and alternatives instead of criticism.
  - Involve yourself in the community.

### For More Information

The Career Planning and Placement Center in the Academic Services Building, room 241 has several books and videotapes that contain more information to help you make the transition from college to career.

Each semester, the Career Planning and Placement Center sponsors career fairs designed to bring employers to campus, offering an opportunity for you to meet with those employers face to face. Seniors use fairs to meet many employers in a relatively short period of time (saves on travel costs, too!). Undergraduates use job fairs to meet employers whose needs, interests and backgrounds might make them viable candidates for Co-op positions and future employment. Employers often use the fairs to build future relationships with Kentucky State University through campus interviewing and resume referrals. Also, you may recognize a Kentucky State University graduate as a company recruiter during the career fair!

## How Do I Work a Career Fair?

Simply “attending” career fairs is not enough. You need to make participation at the fair count, and real planning and preparation are needed to accomplish that. The ideas below represent minimal preparation -- be creative; the more you put into it, the greater the “payoff.”

### Before the Fair...

- Pre-register as early as possible, if required.
- Know the type of Career Fair: some fairs are designed specifically to attract certain majors.
- Get a listing of the participating employers and who they are targeting (sometimes this is supplied by the host school).
- Target your TOP 5 companies: who do you really want to impress?
- Plan to spend time researching organizations
  - Know their PRODUCTS**
  - Who are their COMPETITORS?**
  - CEOs, SIZE & LOCATIONS**
  - What’s happening in the NEWS?**
- Here’s a P.R. tip: Write the organization **before** the fair indicating your appreciation for their presence at the fair and that you look forward to meeting them.
- Plan to wear business attire and carry a portfolio. Dress professionally, but sensibly! You may have to stand in long lines and you will want to be comfortable to look your best.

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### Develop a 1-Minute Commercial

- 1. Prepare an introduction stating your name & major. (Handshake!)
- 2. Convey 2 qualities about yourself you could bring to the position and why you’re interested in the organization!
- 3. Demonstrate knowledge of the organization!
- 4. Ask questions??? about prospects in your field.
- 5. Reiterate your interest and leave a resume.

**PRACTICE, PRACTICE, PRACTICE, PRACTICE**

### During the Fair

- Go prepared: Bring plenty of resumes, a few transcripts.
- Have an action plan--don’t just go from one table to the next. (Check at the entrance for the floor plan of employer locations.)
- Use your “one-minute commercial” effectively!
- Allow as much time as possible at the fair (retreat to take notes).
- Collect literature, business cards and any other items for follow-up, further research or your resource files.

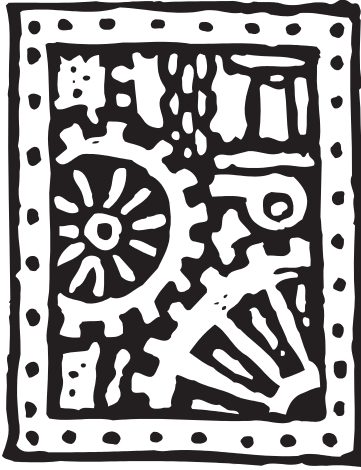
### After the Fair...

**FOLLOW UP!** Write thank-you letters to all employers with whom you spoke concerning employment opportunities. This can be your advantage over those who don’t make the effort!

### Career Fair Checklist

- Portfolio/Briefcase and pen
- At least a dozen resumes
- Copies of transcript
- Appropriate clothing including comfortable, professional shoes
- Small breath mints





Pursuing your career plans is a process that requires your full commitment. You have invested thousands of hours to get your degree. Taking shortcuts and using a “hit or miss” approach to the job search process will only diminish your chances of getting the job you really want! Organizing an effective job search will assist you in achieving your career goals.

## **Self-Evaluation**

Before you try to market yourself to potential employers, you need to know something about what you are looking for and what you have to offer. The more you know about your interests, skills, abilities, values, goals and personal qualities, the greater your opportunities are for finding the most suitable position.

## **Networking**

Networking is a job search technique that involves purposefully seeking out and interacting with selected individuals who can assist you in getting job interviews and offers.

## **Researching an Employer**

Your task in the job search is to find the most suitable position for yourself. You will need to use your research and investigative skills to discover job openings and prepare for an interview.

## **Your Resume**

A resume is a critical tool in your job search. It is, essentially, a summary of your qualifications and experience that communicates enough information to an employer to elicit further interest.

## **Letter Writing**

Letter-writing skills are essential to your job search. Excellent cover and thank-you letters often make a difference in whether or not you are considered for a position.

## **Interviewing Skills**

For most fields, without an interview you will not get a job. It is in this stage of your job search that you convince an employer to hire you.

## **Evaluating Job Offers**

This section outlines the factors you will want to consider when determining whether or not you will accept a position.

## **Making the Most of Your New Job**

This section gives tips that can help you to excel and avoid some of the common pitfalls of being the “new kid on the block.”

# Self-Evaluation Worksheet

An important aspect of your job search is understanding yourself. Self-evaluation can help you to determine what you are looking for in a career and what you have to offer. Below are 20 questions developed by executive recruiters to help you know yourself and your career aspirations better. They are also questions that an aggressive recruiter may ask you during an unguarded moment in the interview. Try them on yourself—and be frank; don't try to kid yourself! Review these questions about once every three months. They will help you keep an inventory of your career assets and liabilities.

- 1 Would I work better in a large or small organization?
- 2 How important is geographic location to me? To my family?
- 3 Am I a loner, or do I work better as a member of a group?
- 4 Am I more comfortable following than leading?
- 5 Do I analyze better than I execute?
- 6 Do I prefer to work with people or things?
- 7 Do I work more successfully under pressure?
- 8 Am I a good planner or idea person?
- 9 Am I a good listener?
- 10 Do I think well on my feet, make decisions well?
- 11 Do I express myself well orally? In writing?
- 12 What characteristics do I admire in others?
- 13 Which function of my job do I perform most effectively?
- 14 Which function of my job do I perform least effectively?
- 15 What do I enjoy doing most?
- 16 In the past six months, what accomplishment has most satisfied me?
- 17 What have I done to correct my shortcomings?
- 18 What level of responsibility do I aspire to in five years?
- 19 What should I be earning then?
- 20 How will I achieve these levels? What skills do I need?



Looking for a job? Many of all available jobs are never advertised in any print media. So how can you learn about these “hidden” jobs? The answer is networking.

## What is Networking?

Networking accounts for a substantial amount of all career placements. It means using personal and professional contacts to help you become aware of positions that may be open within a variety of organizations.

## The Purpose of Networking

Through the process of networking you can let people know the following:

- You are actively looking for a job.
- Your skills.
- What type of career you are seeking.

The people in your network may be able to refer you to organizations that are currently hiring or even help you to get interviews or actual job offers.

## Who is in Your Network?

As a college student, you may think that you have no contacts who can help, but everyone you know has the potential to be a useful contact in your job search. Be inclusive when you decide who is a member of your network!

Consider starting with:

- Relatives
- Friends & acquaintances
- Classmates, team-mates & co-workers
- Supervisors
- Colleagues from professional organizations and religious groups
- Former teachers and faculty.

Let these people know your needs; then listen to their ideas and suggestions. Ask them for names of others who might be helpful in your search.

## Develop a Tracking System

Develop a record keeping or card file system for keeping track of each phone call, letter, interview, follow-up, and promise. Without this, you may soon become quite confused.

## Be Professional

Effective networking can be a tremendous boost to a job search, but employing inappropriate techniques can cause you to lose valuable opportunities. As long as you approach people to whom you are referred in a professional and courteous manner, most people will be willing to share information because they like to help others and/or they want to stay “well-connected.” When speaking to a contact to whom you have been referred, mention the name of the person who referred you early in the conversation.

## Return the Favor

Also remember that networking is a two-way street. You are developing a network of people to help you, and you should expect to return the favor. You might do the following:

- Send an article on a topic of mutual interest.
- Offer to treat them to lunch.
- Send a simple thank-you note to individuals who have been particularly helpful.

When your job search is concluded, let them know that you have obtained a position and thank them once again. Then, keep in touch with them periodically. They can be vital to your future professional development.

If you have further questions about networking, contact your Career Services Center.



## Why Should I Research an Employer?

- To help gain some idea of the career potential that exists with a particular employer.
- To locate employers that I might not have been aware of that are in my targeted career field(s).
- To help prepare for an interview with an employer.

## What Do I Need to Know About an Employer?

At a minimum, make sure that you are familiar with the following aspects of an employer.

- Name, age and location(s)
- Product lines and/or services
- Parent company and/or subsidiaries
- Financial picture of organization, assets, stock picture, recent mergers, etc.
- Major competitors
- Growth history
- Career possibilities
- Deadline for application

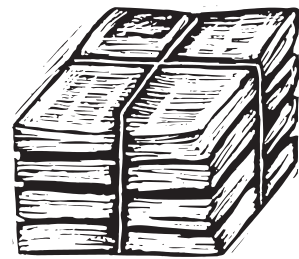
## Where Can I Find Information About an Employer?

### 1~ Your Career Guide!

This Career Guide is an excellent resource for you to reach organizations that are actively recruiting college graduates like yourself! Take time to review carefully the advertisements that these recruiters have placed in your Career Guide. These advertisements will typically include open positions and contact information. You can then contact the organization if you desire additional information.

### 2~ Newspapers

The business section of most newspapers contains numerous articles about local companies and their executives. The public library is a good place to find current newspapers and indexes of newspapers.







### 3~ Internet

There are numerous places on the Internet that contain employer information.

#### **Job Search Assistance Sites**

The following sites have valuable information that will help you in your job search. Some of the sites give you the option to post your resume online and search through available job opportunities, while others provide more general recruitment information about employers and enable you to link to their websites.

- [www.career-guides.net](http://www.career-guides.net)
- [www.HBCUcareers.com](http://www.HBCUcareers.com)

#### **Researching Companies**

The following sites allow you to search for companies according to a number of search criteria.

- [www.vault.com](http://www.vault.com)
- [www.wetfeet.com](http://www.wetfeet.com)

#### **Researching Graduate Schools & Continuing Education Programs**

The Council of Graduate Schools website includes several resources for students.

- [www.cgsnet.org](http://www.cgsnet.org)

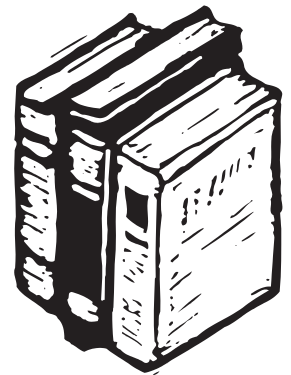
### 4~ Directories

These resources may provide information about an organization's products or services, number of employees, principal executives, history, etc. You should be able to locate the directories listed below in the reference section of a public library.

- Dun & Bradstreet Business Information Reports
- Moody's Manual
- Standard & Poor
- Million Dollar Directory
- MacRae's State Industrial Directory
- Consultants and Consulting Organizations Directory
- Directory of Corporate Affiliations

### 5~ Trade Associations

These organizations produce membership directories, journals and information briefs. Find associations that match your career interest, and then write to ask for their membership list, any printed material they offer, if they publish job listings or have a resume referral service and if they have student memberships. Remember, almost every type of field or industry that exists has a trade association affiliation.



Your resume should be a well-organized profile of your qualifications for a career. Accentuate your most marketable skills and experiences. Avoid a dishonest resume. Your resume should also communicate enough information to an employer to elicit further interest. Omit personal pronouns, avoid wordiness, and don't get bogged down in details that are of no interest to potential employers.

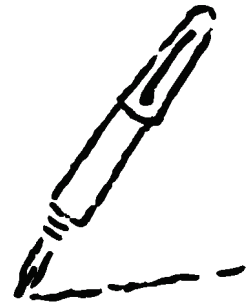
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## Parts of a Resume

The resume is typically organized into sections arranged from most important to least important. The following is a description of the parts of a resume.

### Identifying Information

This should include your name, present and permanent addresses, and telephone numbers including area codes. You may want to include an e-mail address.



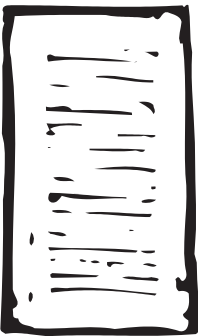
### Professional Objective

Prepare a brief, clearly defined statement indicating the field or position in which you are interested. Your career objective represents the theme of your resume, with the remaining information supporting your goal. If you are interested in more than one career field or position, you may need to have different resumes for each professional objective.

### Education

For each post-secondary degree (most recent first), list:

- Your college or university followed by your degree, major and graduation date.
- Your GPA only if it is 3.0 or better. If your GPA is less than a 3.0, you may want to identify only your major GPA.
- If you have worked during college, consider including the percentage of the college expenses you earned.
- If you do not include the following skills section, include your computer skills in this section.



### Qualifications or Skills

You may want to include a section that briefly summarizes any skills or qualifications you have gained from work experience and/or extracurricular activities that relate to your professional objective (this is especially helpful if your work experience is not career related). Examples of summary statements are:

- Excellent time management skills developed through working 25 hours per week while a full time student.
- Developed leadership skills by serving as a community assistant responsible for 40 residents.

## Experience

In a consistent manner, list your work experiences in reverse chronological order (most recent first). Experiences may include full-time or part-time employment as well as summer jobs, volunteer work and internships. Follow these guidelines:

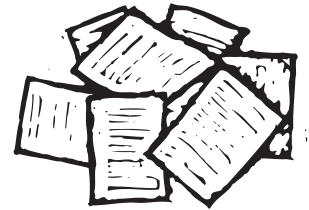
- Give the names and locations of organizations for whom you have worked. List position, title, and dates you were employed.
- If your experience is career related (and you did not include a “qualifications/skills” section), state the positive aspects of your work, i.e., accomplishments, acquired skills, and job growth. Quantify with numbers, i.e., “cash sales of \$9,000” or “supervised four clerks.”

## Honors and Activities

- Honors - List any honors that indicate your strong academic abilities, i.e., honorary societies, scholarships, awards and dean’s list. Also include any honors related to character and/or community service.
- Activities - Employers look for well-rounded individuals who involve themselves with extracurricular activities. Include both college and community activities. List offices, committees and responsibilities.

## References

If you do not have space on your resume for references, it is a good idea to state, “References are available upon request” at the bottom of your resume. Create a listing of your references with work addresses and phone numbers on a second page. Always make sure that you have permission from individuals before listing them as references.



The following is a list of action words that you may want to use in your resume. These words are action-oriented and represent skill areas that you may have that would be beneficial to the prospective employer.



accomplished	directed	increased	presented
accelerated	discovered	initiated	processed
achieved	distributed	instituted	produced
budgeted	earned	launched	programmed
built	eliminated	maintained	proposed
calculated	established	managed	recommended
charted	evaluated	mastered	reinforced
compiled	exhibited	mediated	researched
completed	expanded	motivated	reviewed
composed	expedited	negotiated	scheduled
conducted	explained	observed	supervised
consolidated	facilitated	obtained	strengthened
created	formulated	operated	updated
delegated	generated	organized	
delivered	handled	participated	
demonstrated	implemented	performed	
developed	improved	planned	

## YOUR NAME

Temporary Address (until Month, Day, Year):  
Street Address  
City, State, Zip  
Area Code/ Phone Number

Permanent Address:  
Street Address  
City, State, Zip  
Area Code/ Phone Number

**PROFESSIONAL OBJECTIVE:**

Seeking an entry-level position in business management.

**EDUCATION: NAME OF SCHOOL, LOCATION OF SCHOOL**

- Bachelor of Science, Business Administration, August 2012
- Emphasis: Marketing
- GPA: 3.67

**STUDY ABROAD**

- Semester in England

**SKILLS: LEADERSHIP SKILLS**

- Raised sorority's average GPA by .75 points by designing and implementing a new study program while serving as Scholarship Chairman
- Recruited 20 new volunteers in one month for Habitat for Humanity

**INTERPERSONAL COMMUNICATIONS SKILLS**

- Developed through serving as a mentor in the Big Brother/Big Sister Program

**SALES SKILLS**

- Top sales associate at Anne's Boutique in 2009

**COMPUTER SKILLS**

- Microsoft Windows XP, Office 2010, and Word Perfect Office X6

**EMPLOYMENT EXPERIENCE:**

**SALES ASSOCIATE**, Anne's Boutique, Athens, GA, December 2009-May 2012

**SERVER**, Starlight Cafe, Atlanta, GA, June 2009-August 2009

**SALES ASSOCIATE**, Tom's Bookstore, Atlanta, GA, June 2008-August 2008

**HONORS:** Phi Kappa Phi Honor Society Alumni Scholarship  
Dean's List- 5 Semesters  
Community Service Award

**ACTIVITIES:** Gamma Phi Beta Sorority Scholarship Chairman  
Habitat for Humanity  
Big Brother/Big Sister Program  
Yearbook Staff  
Symphonic Band

**REFERENCES:** Available upon request

resume emphasizing

skills, honors & activities

## YOUR NAME

Temporary Address (until Month, Day, Year):  
Street Address  
City, State, Zip  
Area Code/ Phone Number

Permanent Address:  
Street Address  
City, State, Zip  
Area Code/ Phone Number

**PROFESSIONAL OBJECTIVE:**

Seeking an entry-level position in business management.

**EDUCATION: NAME OF SCHOOL, LOCATION OF SCHOOL**

- Bachelor of Science, Business Administration, August 2012
- Emphasis: Marketing
- Financed 50% of education through summer and part-time employment.

**STUDY ABROAD**

- Semester in England

**COMPUTER SKILLS**

- Microsoft Windows XP, Office 2010, and Word Perfect Office X6

**EMPLOYMENT EXPERIENCE:**

**CONSULTANT**, Pastro's Auto Restoration, Wilkesburg, PA, May 2000-Present

- Converted manual record keeping systems to a computerized system.
- Set up database for the company which included:
  - past and present client information parts and material inventory.
  - automatic estimating and billing procedures
- Results: 25% decrease in costs and 40% reduction in labor time.

**CARPENTER**, Collins Construction Company, Morrow, PA, September 1998-May 2000

- Supervised and scheduled a crew of 3 laborers.
- Researched costs of materials and provided recommendations to employer.
  - Results: 20% decrease in costs and 40% reduction in labor time.
- Prospected jobs to develop new clients. Secured over 30 new clients in a one and a half year period.

**CONTRACTOR**, Self-Employed, Lexburg, PA, June 1996-August 1998

- Designed and built porches, patios, and decks.
- Solicited new clients through local advertising.
- Performed all job, materials, and purchasing procedures.
- Employed two laborers.

**ACTIVITIES:** College and High School Golf Team  
Sigma Phi Epsilon Fraternity

**REFERENCES:** Available upon request

resume emphasizing

employment experience

**Your Name**  
Your Address  
City, State, Zip  
Area Code/Phone Number  
E-mail Address

**Objective** A position as/a position in the field of...

**Education** **Name of University, City, State**  
Degree(s) received, Major(s), Minor(s), Date degree(s) received,  
GPA (If it is a 3.0 or higher)

**Skills/  
Attributes** •List of acquired skills that support your objective

**Employment Experience** **Most Recent Job Title** Dates Employed  
Name of Employer, City, State  
•What you did, duties performed, responsibilities, accomplishments.

**Next Job Title (Before Most Recent)** Dates Employed  
Name of Employer, City, State  
•What you did, duties performed, responsibilities, accomplishments.

**Next Job Title** Dates Employed  
Name of Employer, City, State  
•What you did, duties performed, responsibilities, accomplishments.

**Honors** Awards, scholarships, merits, etc. and dates received

**Other Activities** Extracurricular activities, club memberships, group affiliations, etc.  
that support your objective along with applicable dates

References available upon request

**Richard Resume**  
 1111 Main Street  
 Anytown, US 22222  
 (555) 555-5555  
[rresume@email.com](mailto:rresume@email.com)

- Objective** A programmer position in the software development and engineering field.
- Education** **ABC University**, Anytown, US  
 Bachelor of Science, Computer Science, Business minor, 4/20\_\_
- Languages/Software**
- Access
  - MODULA-2
  - Oracle
  - .NET
  - Assembly
  - SQL
  - C
  - SAS
  - C++
  - JAVA
  - Visual Basic
  - FOCUS
- Hardware**
- IBM PC/AT/IT/Ps-w's and compatible
  - Ethernet networks using Novell or Windows NT servers
  - Cisco 2500, 4000, and 7000 series routers
  - AS 400 and 4380 IBM Mainframes
- Employment Experience**
- Programmer/Analyst** 8/20\_\_ - present  
 Anytown Bowling and Billiards, Anytown, US
- Developed and performed maintenance on applications in an IBM Mainframe environment. Produced user requested reports in SAS.
- Programmer** 6/20\_\_ - 4/20\_\_  
 ABC University Bookstore, Anytown, US
- Developed and implemented inventory system in Access using Visual Basic and C. Responsible for the overall technical and maintenance support of the system.
- Computer Lab Assistant** 8/20\_\_ - 4/20\_\_  
 ABC University, Anytown, US
- Provided technical assistance on operations and use of lab equipment. Provided tutorial help on class projects.
- Honors**
- Technical Achievement Scholarship, 20\_\_ - present
- Distinguished Honor Graduate, US Army Leadership Course, 20\_\_
- Other Activities**
- Member, Association of Computer Machinery, 20\_\_ - present
- Volunteer Host ABC University Career Day, 20\_\_
- U.S. Army, Sergeant/E-5, March 97- present
- Volunteer, ABC Basic Programming Contest, 20\_\_
- Anytown Festival Staff, 19\_\_ - 20\_\_

References available upon request

**Your Name**

Your Address  
City, State, Zip  
Area Code/Phone Number  
E-mail Address

**Objective**

A position as/a position in the field of...

**Education**

**Name of University**, City, State  
Degree(s) received, Major(s), Minor(s), Date degree(s) received  
GPA if it is a 3.0 or higher

**Related Skills****Name of Skill**

•An accomplishment that illustrates or documents this skill

**Name of Skill**

•An accomplishment that illustrates or documents this skill

**Name of Skill**

•An Accomplishment that illustrates or documents this skill

**Activities**

Extracurricular activities, club memberships, group  
Affiliations, etc. that support your objective

**Employment**

**Most Recent Job Title**, Name of Employer, City, State

Dates Employed

**Next Job Title** (Before Most Recent), Name of Employer, City, State

Dates Employed

**Next Job Title**, Name of Employer, City, State

Dates Employed

**Least Recent Job Title**, Name of Employer, City, State

Dates Employed

**References Available Upon Request**

**Jessica Jobseeker**  
1111 Main Street  
Anytown, US 22222  
(555) 555-5555  
[jjobseeker@email.com](mailto:jjobseeker@email.com)

**Objective** A challenging position requiring organizational skills and creativity to coordinate convention events.

**Education** **ABC University**, Anytown, US  
Bachelor of Science in Sociology  
Minor in Spanish  
Graduated Cum Laude, 4/20\_\_ GPA 3.8

**Related Skills**

**Event Planning**

- Collaborated with students to organize and implement various campus entertainment and activities
- Promoted and advertised campus shows
- Attended programming retreats which provided information and instruction about event planning

**Leadership**

- Served on the Executive Board of two campus organizations
- Recruited members for a campus club
- Directed research sessions for an ABC University professor
- Facilitated group discussions as program mentor for child mentoring program
- Spoke on a panel for ABC University's Sociology Department

**Language**

- Capable of communicating with native Spanish speakers
- Studied in Mexico, summer 20\_\_
- Resided in native home where only Spanish was spoken

**Activities**

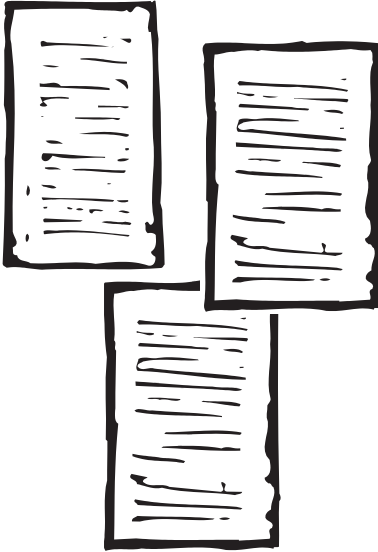
- Member of Campus Productions Programming Groups
- Study Abroad: Guadalajara Mexico, summer 20\_\_
- Independent Research Project, Psychology Dept, fall 20\_\_
- Mentor, Child Education Program, Anytown School District

**Employment**

<b>Substitute Teacher</b> , Anytown School District, Anytown, US	10/__ - 6/__
<b>Intern</b> , XYZ Consulting, Anytown, US	9/__ - 12/__
<b>Accounts Payable Assistant</b> , A Plus Accounting, Anytown, US	6/__ - 9/__
<b>Sales Consultant</b> , Q Mart Department Store, Anytown, US	2/__ - 5/__

**References Available Upon Request**





In addition to developing a traditional resume, today's job seekers should prepare a scannable resume. Many medium and large sized employers use computers to scan ("read") resumes and to store them in a database. When job vacancies occur, the employer can do a database search for qualified candidates by using key words to look at resumes of applicants with specific skills, experience, and education. Scannable resumes have a plain format and emphasize key words.

## Tips for Preparing Scannable Resumes

- Use key words to identify your specific skills in the language of your profession. Review job descriptions to determine key words and the specific skill employers seek.
- Use sans serif fonts (Arial or Helvetica) in size 10-14.
- Avoid italics, underlining, small print, script, condensed type, bullets, brackets, borders, shading, newspaper columns, vertical, horizontal or compressed lines, and other graphics.
- Originals on white paper with black ink scan best. Print on a quality laser or ink jet printer. Use smooth-textured, acid-free laser print or bond paper in a weight of 24-28 lbs.
- Mail your original resumes and cover letters in 9" x 12" envelopes (do not fold, staple, or fax). Photocopies and faxing degrade the quality of the original. Only fax a resume due to a deadline; use the super fine mode to fax, and then mail a clean paper copy for scanning.

### JANE SMITH

Present Address: 1 Main Street, Lexington, KY 40506, 606-111-2222

E-mail address: [example@pop.uky.edu](mailto:example@pop.uky.edu)

Permanent Address: 1 High Street, Cincinnati, OH 43201, 513-111-2222

### EDUCATION

University of Kentucky, Lexington, Kentucky

Bachelor of Arts in Communications, May 2012

Overall GPA 3.4; Major GPA: 3.6

Relevant Courses: Interpersonal Communication, Marketing, Psychology, Computer Science.

Relevant Projects: Developed Marketing Strategy for local chapter of PRSSA

### EXPERIENCE

Associate Manager, My Store, Lexington, KY, June 2011 - present.

Supervised staff of 10 part-time employees. Increased sales 25% in 6 months. Utilized

teambuilding, goal setting, and business knowledge to improve employees' skills.

Maintained company web site. Opened and closed store in absence of owner. Created

window and in-store displays.

President, College Honor Society, University of Kentucky, Lexington, KY, August 2011- present.

Utilized leadership skills to increase membership and encourage active participation in the

organization. Planned and conducted monthly meetings. Contacted guest speakers and

organized fundraisers.

Salesperson, Fayette County Fast Food, Lexington, KY, January 2011- June 2011.

Interacted with customers and utilized suggestive selling techniques. Increased sales by 15%.

Salesperson of the month twice. Created product displays. Conducted inventory. Assisted in

training new sales staff.

### SKILLS, HONORS, AND ACTIVITIES

American Marketing Association, Treasurer: Managed \$16,000 budget, 2010-2011 Alpha Phi

Omega National Service Fraternity, Membership Chair, 2011-present

Graduated top 10% of high school class with 3.8 GPA; Senior Class President

80% self supporting in college; work 25 hours per week as full-time student

Big Brothers/Big Sisters Volunteer

PRSSA - Attended National Conference, 2010, 2011

Computer Skills: Microsoft Windows 7, Microsoft Office 2010, Dreamweaver, Visual Basic

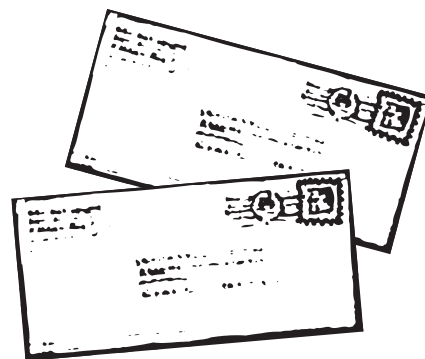
Speak fluent Spanish

During the job search process, there are many times when it is appropriate to write a letter to an employer. When writing a letter, be sure to carefully proofread for grammatical and typographical errors. The following are the basic types of letters that you will be sending to employers. Samples of the cover letter and thank-you letter appear on the following pages.

---

## Cover Letter

A cover letter (or letter of application) accompanies your resume. It should market your qualifications and communicate your skills, accomplishments and potential to the employer. It should also highlight experiences most relevant to the job/employer.



## Thank-You Letter

A thank-you letter should be sent to an employer immediately after an interview. Make sure you thank the employer for taking the time to interview you and reinforce your interest in the employer and in the position. Also, mention some key point that was mentioned during the interview. If you forgot to mention something important about yourself at the interview, you can mention it in the thank-you letter.

## Application Status Check Letter

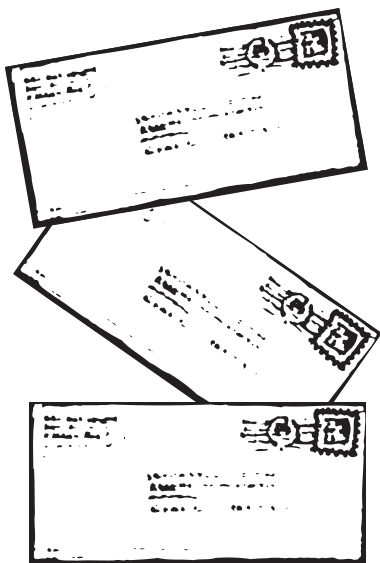
If an appropriate amount of time has passed after you have interviewed with an employer, you may send a letter to the employer inquiring about the status of your application. Reiterate your interest in the position and in the organization, remind the employer of your qualifications and recap the history of your personal contact with the employer. Be sure to thank the employer for their consideration.

## Acceptance Letter

If an employer offers you a position and you accept it, send a letter of acceptance expressing your appreciation of joining the organization. Confirm your date of hire. Also, if you received an offer letter from the employer, you may briefly confirm the terms of employment.

## Rejection Letter

If you are not planning on accepting an offer of employment you should send the employer a letter letting them know that you are declining their offer. Express your appreciation for the offer, and above all, don't burn any bridges!



# Sample Cover Letter

Your Address  
City, State Zip Code  
Date

Contact's Name  
Title  
Company Name  
Address  
City, State Zip Code

Dear Mr./Ms. (Contact's Last name):

Your opening paragraph should arouse interest on the part of the reader. Tell why you are writing the letter. Give information to show your specific interest in this company.

Your middle paragraphs should create desire. Give details of your background that will show the reader why you should be considered as a candidate. Be as specific as possible about the kind of job you want. Don't make the reader try to guess what you would be interested in.

Refer the reader to your general qualifications on your enclosed resume or other material. Use as much space as needed to tell your story, but keep it brief and to the point.

In your closing paragraph, ask for action. Ask for an appointment suggesting a time when you will be available. A positive request is harder to ignore than a vague hope.

Sincerely yours,

Your Handwritten Signature

Your typed name

Enclosure

- Leave a 1" margin on all sides, and make top and bottom margins as equal as possible.
- Be sure to proof the final version for any typographical or grammatical errors.

- Always enclose a cover letter when you mail your resume.
- Cover letters should be individually typed and signed.
- Your cover letter should be brief, usually one page, and follow the general guidelines given below.

Your Address  
City, State Zip Code  
Date

Mr. Michael Alexander  
Director of Human Resources  
ABC Retailing  
123 Main Street  
Townsville, IN 55555

Dear Mr. Alexander:

I learned about your company through the Career Guide that I received through the Office of Career Services at \_\_\_\_\_ University and would like to inquire about employment opportunities in your management training program. I want to work in retail management and am willing to relocate throughout the eastern United States.

I will receive my Bachelor of Science in Business Administration this May. My interest in business started in Junior Achievement while in high school and developed further through a variety of sales and retail positions during college. My internship with a large department store convinced me to pursue a career in retail. The enclosed resume summarizes my other qualifications. When I researched the top retailers in the east, ABC Retailing emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional retail environment I seek.

Realizing how busy you are, I would appreciate a few minutes of your time. I shall call you during the week of April 21 to discuss employment possibilities. In the meantime, if you need to contact me, my number is 555-555-5555. Please leave a message if I'm not in, and I will return your call as soon as possible. Thank you very much for considering my request.

Sincerely,

Your Handwritten Signature

Your Typed Name

# Sample Thank-you Letter

Your Address  
City, State Zip Code  
Date

Name of Interviewer  
Title of Interviewer  
Company Name  
Address  
City, State Zip Code

Dear Mr./Ms. (Interviewer's last name):

In the first paragraph, state when and where you had your interview and thank the interviewer for his or her time. Reaffirm your interest in the organization.

In the second paragraph, mention something that particularly appeals to you about working for them, and reinforce a point or two in support of your application.

If after the interview you thought of something you wish you had said, the third paragraph of the letter is a good place to bring that up. You can also restate your understanding of the next steps in the hiring process.

In the last paragraph, thank the employer for considering your application and ask for further communication.

Sincerely yours,

Your Handwritten Signature

Your typed name

Your Address  
City, State, Zip  
Date

Ms. Angela Chastain  
Director of Human Resources  
Modern Advertising  
345 Center Drive  
Centertown, PA 55555

Dear Ms. Chastain:

Thank you for meeting with me last Thursday, August 8, to discuss the position of copywriter at Modern Advertising, Inc. I was quite impressed with the enthusiasm you displayed for your company's future and the helpfulness of your office personnel. Learning about Modern's present media campaign for the Pennsylvania Sausage Company was exciting and demonstrated your creative approach to advertising. Modern Advertising is a company with which I want to be associated.

Your description of the special qualifications needed for this position was especially interesting. My ability to work under pressure and meet tight deadlines has already been proven in the advertising position I held with the Slippery Rock Rocket. As I stated at our meeting, I enjoyed the challenge of a competitive environment in which success is based on achievement.

I would also like to mention that since our meeting I have received the College Reporter's Award for an article of mine published in the Rocket. This is my first national award, and I am quite encouraged by this approval of my work.

Again, thank you for considering me for the position of copywriter. I look forward to hearing from you soon.

Sincerely,

Your Handwritten Signature

Your typed name



For most fields, without an interview you will not get a job. Therefore, effective interviewing skills are a must! Others will be competing with you to obtain the same position. Thus, it is critical not only to convince an employer that you can do the job, but that you can do the job better than the other candidates that are also competing for the same position. The following will explain the steps you can take BEFORE, DURING & AFTER an interview that will help place you ahead of the competition and ease your tension about interviewing.

## Before the Interview

The time that you spend preparing prior to the interview will be time well spent in your job search process. The following are some tips on what you can do to prepare yourself for an interview.

### Understand What Employers Look For

#### Interview Preparation/Knowledge of Employer:

- Are you knowledgeable about the employer and the industry?

#### Self-Confidence/Verbal Communication Skills:

- Do you have the ability to listen effectively, verbalize your thoughts clearly and express yourself confidently?

#### Goals/Motivation:

- Do you demonstrate an interest in the employer and a desire to work hard and succeed?
- Do you have the ability to identify and work toward specific goals?

#### Qualifications:

- Can you relate your academic program, skills and/or prior work or internship experience to the needs of an employer?

#### General Personality:

- Do you exhibit these traits: Poise? Enthusiasm? Ambition?

#### Work Ethic:

- Are you someone who is willing to accept responsibility and keep commitments?



## Research the Employer

It is important that you research an employer so you can relate your abilities to the needs of the employer. Also, by having “done your homework,” it will show an employer that you are interested in the employer and the position. Refer to the section “Researching an Employer” for more information.

## Be Prepared to Answer and Ask Questions

For sample questions, see the lists of Traditional and Behavioral Questions later in this book.

## Dress Appropriately

The way you dress has an effect on the interviewer's initial impression of you. Follow the guidelines below for dressing for an interview.

### Women



- Suit or tailored dress in solid or subtle color, no extreme slits.
- Polished and closed toe shoes, basic dark pumps with medium or low heels.
- Nails subtle if polished, clean and not chipped.
- Make-up should be minimal.
- Clutch or small shoulder bag, choose between an attaché case or handbag (not both).
- Simple and basic jewelry, one ring per hand with the exception of the wedding set.
- Always wear hosiery and keep color neutral.
- Light cologne, if any.

### Men



- Navy, charcoal gray or pin-stripe suit.
- Shined shoes. Tassel loafers, wing tip or lace-up shoes preferred.
- Clean nails.
- Conservative red or navy striped solid tie, simple and neat.
- Solid white shirt.
- Avoid flashy cuff links, rings or neck chains.
- Over the calf dark socks.
- No strong fragrant cologne.

## Have Your Documents Handy

You may wish to carry a briefcase or a professional looking notebook with your questions written in advance. It is a good idea to include additional copies of your resume, letters of reference and a quality pen.

## Arrive At Least 10-15 Minutes Early

It is critical that you arrive on time to an interview. Arriving late to an interview not only wastes the interviewer's time, but also sends the message that you are not serious about your job search or about keeping commitments.



## During the Interview

During the interview it is your job to convince the interviewer that you are the most qualified applicant for the position. Remember, you only have one chance to make a good first impression! The following are some tips on what you should do and not do during an interview.



## Do

- Give the interviewer a firm handshake.
- Be enthusiastic, confident, courteous & honest.
- Be aware of your non-verbal behavior.
- Convey interest and knowledge in the position and company.
- Stress willingness, ability and compatibility.
- Avoid the use of non-sentences such as “umm,” “uh,” “ya know,” “well,” and “yeah.”
- Always present the best of your background or qualifications.
- Listen to the questions carefully and give clear, concise and thoughtful answers.
- At the close of the interview, establish a date for your next communication.
- Always remember to thank the interviewer for his/her time.

## Don't

- Don't address the interviewer by his/her first name unless invited to do so.
- Don't let the employer's casual approach fool you—maintain a professional image.
- Don't dominate the interview or appear arrogant.
- Don't criticize yourself or discuss your personal problems.
- Don't speak or act in a nervous manner.
- Don't ask questions that the interviewer has already answered.
- Don't interrupt when the interviewer is talking.
- Don't bring up negative information about past jobs, co-workers or former employers.
- Don't smoke or chew gum.

## After the Interview

It is a good policy to send the interviewer a thank-you letter as soon as possible after the interview (see sample thank-you letter). Be sure to reiterate your interest in the position and the organization. If you get no response from a thank-you letter, or if a date has passed when an employer was to contact you, don't hesitate to phone the organization. Above all, let them know of your continuing interest in them!

Listed below are factors you will want to consider when determining whether or not you will accept a position. While salary is an important factor, be sure you weigh your starting salary against the salary potential of the position and against the cost of living of the geographic area where you plan to live. Also, consider these factors:

### Job/Employer Related Factors

- Potential for career advancement
- Work schedule (traditional “9:00 - 5:00” or flexible hours)
- Work environment/attire (formal vs. informal)
- Bonus or commission plans
- Benefits such as profit sharing, 401K plan, insurance, etc.
- Travel
- Reputation and stability of employer
- Size of employer
- Ability to gain a mentor
- Type of industry



### Geographic/Life-Style Factors

- Geographic location
- Climate
- Social life for singles, couples or family
- Commute to work
- Availability of suitable housing
- Size and type of community (suburban, metropolitan, rural)

# Job Offers

# Traditional Questions

## Formulate Intelligent Questions to Ask the Interviewer

1. Please describe a typical day on the job.
2. What do you see as the greatest challenge in this position?
3. What personal qualities, skills or experience would help someone do well in this position?
4. What are the company's plans for future growth?
5. How do you view this organization as a place to work?
6. What are the typical career paths? What are realistic time frames for advancement?
7. How are employees evaluated and promoted?
8. How much contact and exposure to management would I have?
9. What type of training program do you offer new employees?
10. How much freedom and responsibility is given to new employees?
11. Can you explain the performance review process?
12. What is the retention rate of people in this position?
13. What opportunities exist for professional growth and development?
14. What makes your organization different from your competitors?
15. Are co-op, internship or summer positions available?



## Anticipate Answers to Questions an Interviewer May Ask You

1. Tell me about yourself?
2. What are your short-term and long-term career goals, and how do you plan to achieve them?
3. What are the most important rewards you expect in your career?
4. What do you consider to be your greatest strengths and weaknesses?
5. How has your college experience prepared you for a career?
6. What motivates you to put forth your greatest effort?
7. In what ways do you think you can make a contribution to our organization?
8. What do you know about our organization?
9. Why do you want to obtain a position at our organization?
10. Why did you choose the career for which you are preparing?
11. Why should I hire you?
12. What qualifications do you have that make you think you will be successful?
13. What do you REALLY want to do in life?
14. What do you think it takes to be successful in an organization like ours?
15. How would you define the word, "success"?
16. What qualities should a successful manager possess?
17. Do you have a geographical preference? Are you willing to relocate? Travel?
18. What criteria are you using to evaluate the company for which you hope to work?





Many employers are moving away from a resume-driven style of interviewing to a behavioral format. Behavioral interviews are very probing in nature and are based on the concept of “predictable future behavior.” In other words, what you have done in the past strongly suggests what you will do in the future.

Navigating these interviews successfully requires that you know yourself inside and out. This will require a lot of introspection and soul-searching on your part.

You must be able to:

- Know why you have made the decisions you have made that have brought you to this point in your life.
- Explain and defend your decisions.
- Provide concrete, specific examples of where you have demonstrated the proficiencies employers are seeking.

## Example Behavioral Interview Questions

1. How have you demonstrated initiative?
2. How have you motivated yourself to complete an assignment or task that you did not want to do?
3. Think about a difficult boss, professor or other person. What made him or her difficult? How did you successfully interact with this person?
4. Think about a complex project or assignment you have been given. What approach did you take to complete it?
5. Tell me about the riskiest decision that you have made.
6. Can you tell me about an occasion where you needed to work with a group to get a job done?
7. Describe when you or a group that you were a part of were in danger of missing a deadline. What did you do?
8. Tell me about a time when you worked with a person who did things very differently from you. How did you get the job done?
9. Describe your three greatest accomplishments to date.
10. Tell me about a situation when you had to learn something new in a short time. How did you proceed?
11. Can you tell me about a complex problem that you solved? Describe the process you utilized.
12. Tell me about a challenge that you successfully met.
13. Walk me through a situation where you had to do research and analyze the results for one of your classes.
14. What leadership positions have you held? Describe your leadership style.
15. Have you generated any new ideas or suggestions while at school or at work?
16. Summarize a situation where you successfully persuaded others to do something or to see your point of view.
17. Give an example of when your persistence had the biggest payoff.
18. Describe a situation where class assignments and work or personal activities conflicted. How did you prioritize? How did you manage your time? What was the outcome?
19. How have you most constructively dealt with disappointment and turned it into a learning experience?
20. Describe a situation in which you effectively developed a solution to a problem by combining different perspectives or approaches.



Whether it's your first professional job as a new graduate or a part-time, on-campus job while you're still in school, it is critical to your success to get started on the right foot. The following tips can help you to excel and avoid some of the common pitfalls of being the "new kid on the block."

- **Be a dependable employee!** Dependability can be demonstrated in many ways. For example, don't forget to call if you're sick or going to arrive late. This lets your supervisor know your job is important to you.
- **Plan to work hard and do more than is expected.** Avoid "it's not my job" thinking. Take the initiative and ask for additional assignments once you've completed yours.
- **Establish mutually agreed upon goals with your supervisors.** Determine what is expected of you from the very beginning. This includes developing clear deadlines for your projects.
- **Keep your supervisor informed of your progress and ask for regular feedback on your performance.** If any assignments are unclear, ask for clarification instead of proceeding in the wrong direction because you are fearful of looking foolish.
- **Learn the "corporate culture" of your organization and be willing to adapt to it.** Organizations expect their employees to "fit in" and accept the corporate culture. If you don't understand it, you are more likely to make errors in political etiquette that can hurt your progress. For example, even though your supervisor told you the official starting time is 8:00 a.m, when do most of the staff arrive and begin working? How do you learn what the culture is? Observe co-worker's behaviors and when in doubt, ask questions.
- **Develop and utilize strong interpersonal communication skills, including both oral and written communication.** Every job, including technical ones, will require some degree of personal interaction. You can demonstrate your people skills in a number of ways. Look for opportunities to make oral presentations and written reports and do them conscientiously and carefully, soliciting advice and help from others. Learn to listen carefully to be sure you fully understand instructions or requests. Demonstrate patience and sensitivity with others, avoiding public confrontations or complaining. Learn the art of tact when working on a team, which includes being receptive to others' input and knowing when to compromise. With written work, be sure you've proofread it carefully for content, spelling and grammar before submitting it.
- **Another aspect of good communication skills is developing relationships with your co-workers.** Get to know and be known by others in your work environment... your professional growth depends on it. Get out of your office and network with key people. A friendly attitude can also help you tap into your organization's "grapevine." Of course, this relationship building does not mean socializing the hours away at the expense of job duties.
- **Speaking of duties, master your job tasks.** If you're going to move up, you have to prove you understand and can accomplish the basic requirements of your job first.
- **Be assertive, self-confident and visible.** Remember the three "Es" - enthusiasm, energy and excellence. These qualities make a positive impression with employers and co-workers and will serve you well in the future.
- **As with your organization's culture, be aware of its politics and who has the power (both officially and unofficially) to make things happen.** As a newcomer, try to avoid "playing politics" before you know the ropes. Also, maintain confidentiality and avoid gossip - it can be destructive and puts you in a bad light.

Finally, the key to a successful transition into your new job is to take the initiative and do the best you can, regardless of whether it is a temporary position or a professional job in your chosen field. It is your chance to learn, contribute and develop skills and behaviors you'll use throughout your career.



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