

LEARNING JOB-FINDING SKILLS

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CONTENTS

The skilled job seeker

PART ONE: WHAT'S INVOLVED IN FINDING A JOB OPENING

- 1) Seeking a job lead
- 2) Keeping track of job opportunities
- 3) Completing the Personal Data Sheet
- 4) Writing a resume
- 5) Completing an application for employment
- 6) Telephoning a potential employer to schedule a job interview
- 7) Writing a standard business letter
- 8) Writing a letter in response to a help-wanted advertisement

PART TWO: THE JOB INTERVIEW

- 9) Participating in a job interview
- 10) Discussing salary
- 11) Describing your future plans and goals
- 12) Describing related education and experience
- 13) Why this job? Describing your interest in a job
- 14) Describing your ability to handle job pressure
- 15) Describing your good qualities
- 16) Describing weaknesses or personal liabilities
- 17) Putting it all together

18) Writing a letter to follow-up a job interview

THE SKILLED JOB SEEKER

At some point in our lives, most of us face the traumatic task of looking for a job. For many of us, this search occurs several times, as we pursue a working situation that best fits our goals and strengths. This book is for the job-seeker--whether you are a stranger to a new city or looking for a job in your own hometown; whether you are a first-time job-seeker or making a job change. Although age and qualifications vary, the skills described in this book should help you in your search. We hope that the skills described in this text will help you find satisfying employment.

The purpose of this book is to assist you in seeking a job, regardless of your age, sex, qualifications, disabilities, or past work history. Based on our research and review of the literature, we have identified job-finding methods that can be used to prepare a resume, write effective letters, make telephone calls to employers, complete employment applications, and participate in job interviews. Information about the job-finding process and job-finding skills are the subjects of this book.

Several ideas guided development of this book. We believe that every person is worthy of work. In fact, most jobs are not big enough for the people who fill them. Regardless of your job history (good or bad), your special training (or lack of it), your physical condition, or your level of education, you have special skills and attributes that make you employable. Many people have hobbies, interests, experiences, or skills that make them assets to employers. In the past, you might not have considered these skills to be important when applying for a job. You might also not have been aware of how to best present your strengths to potential employers. A major purpose of this book is to help you to discover your own strengths and learn how to describe them to employers.

We also believe that, given a desire to learn and an effective set of teaching materials, anyone can learn the skills required to find employment. This book is based on experimentally tested methods of behavioral instruction. These methods have been adapted for teaching job-finding skills. Based on years of research, we have found that clear behavioral descriptions, examples, study guides, practice, and feedback are especially effective in teaching new skills. These behavioral teaching methods have been combined in a series of training lessons. Each lesson teaches one major skill involved in getting a job.

The lessons included in this book were carefully evaluated in numerous research studies. The studies were conducted with unemployed and underemployed adults, people with physical disabilities, university students, and high school age youths with various learning problems. We found that all students were able to perform the job-related skills to nearly perfect levels using the instructional materials included in this text. In addition, employers and employment experts rated these students better qualified and more employable after the students completed the text.

How Was the Method Developed?

The job-seeking skills that you will be learning were identified based on a review of the employment-finding literature. We also examined many related training programs and had conversations with numerous employers. In addition, we spent many hours studying

good and bad examples of job seeking and different ways to interact on the job. We hoped to identify the most important job-related skills. The skills we chose were then broken down into their many parts so that they could be learned more easily. Finally, drawing from our own experience in helping people find jobs, we prepared, field-tested, and revised each training lesson. The lessons in this book are the results of our research and development efforts.

What Is the Training Method?

The training lessons contain descriptions of the when, why, and how of each job-finding skill. These detailed instructions are followed by study guide questions that allow you to test your knowledge of the information. In addition, a complete example of each skill is provided to give an overview of the skill to be learned. We have also provided an opportunity for you to practice the skills and get feedback on your performance before you apply the skills to real job-finding situations. Thus, the training method combines instructions, examples, rationales, study guides, practice, and feedback in a highly effective and interesting teaching format.

How Long Does Training Take?

The training method is designed to promote mastery of each job-related skill. Because everyone learns at a different rate, the length of time required for training will depend upon such things as how quickly you read and retain information. It also depends on the complexity of the skill and how much practice you need to master the skill. On the average, each chapter takes a little more than 1 hour to learn and master. You may expect that training for the complete set of job-hunting skills will take from 15 to 25 hours. Thus, this is a very efficient method for learning effective job-hunting skills.

We hope and expect that your time with this book will be rewarded with new skills involved in getting a job. The efficiency of this learning method makes it a practical approach to learning a wide range of job-related skills.

PART ONE WHAT'S INVOLVED IN FINDING A JOB OPENING

Locating an opening is one of the most critical skills involved in finding a new job. The help-wanted advertisements in your local newspaper and your county employment office are good starting places. They list most of the advertised job opportunities. However, many people make the mistake of stopping here. It's only the beginning! There are many additional ways to find a job opening. For instance, by checking with your friends, relatives, teachers, and previous employers, you can often find unadvertised job openings. In many communities, most jobs are filled by someone who heard about the job from a friend. Chapter 1 is designed to help you find job leads.

Because finding a job is difficult and discouraging work, we recommend that you keep track of your progress. Viewing each job lead, each contact with an employer, and each interview as a successful step in finding a job will make your job hunt more enjoyable. Chapter 2 includes a number of helpful hints on how to keep track of job opportunities.

It's also important that you are fully aware of what you have done and what you are capable of doing. Chapter 3 is designed to help you identify all of your previous experience and help you become aware of the many skills that you already have. It is important that you

consider all of the things you are capable of as you look for jobs. Be wary of anyone who tries to persuade you to narrow your choices so that you can look for only one specific type of job. Remember, the more you narrow your employment interests, the fewer job openings will be available.

Once you have a job lead, the next goal is to get a job interview. The interview allows you to explain to the employer why you should be hired. However, many other people will also be trying to get an interview with the same employer. Therefore, it is often important to provide a written description of your abilities. Chapters 4 and 5 provide information on writing a resume and completing an employment application. We have found that employers value the employee who is willing to give that extra effort. Providing a resume and a neat, complete, and accurate employment application are simple ways to show the employer that you should be considered for the job. Our experience has been that, given equal qualifications, employers are more likely to select the applicant who provides a clear, written statement of his or her abilities.

The most important lesson that we have learned from successful job seekers and employment counselors is the importance of being aggressive in the job hunt. Looking for employment is a full-time job. You will need to exert a great deal of effort to get job leads and to contact potential employers. Without that effort, you can spend months wishing that you had a job. The last three chapters in this section describe effective methods of contacting potential employers. Chapter 6 describes a procedure for telephoning a potential employer to schedule a job interview. Chapters 7 and 8 describe how to write a letter to apply for a job. Whether you call or write employers, you need to meet and talk with them before they will hire you.

SEEKING A JOB LEAD

Finding good job leads can be one of the most difficult steps in job hunting. Sometimes, good jobs are not advertised or are advertised in obscure places. How will you ever find a good job lead? One good way is to look to your friends and relatives for help. Most important, you need to actively seek leads. Don't wait for the job to find you.

By actively seeking job leads, you will discover new and unadvertised positions. By asking all of your friends and relatives for job leads, you can enlist a team of job-finding agents. The more people that help you to find and pursue job leads, the better your chances of finding the job you want!

When looking for job leads, call or visit friends, relatives, and previous employers to ask if they know of any job leads. Don't be afraid to ask. Someday you can return the favor. The more people you ask, the better your chances of finding a good job. To seek a job lead, let people know about your current situation and your interest in recruiting them to help you in your job search. We recommend the following activities: Greet the person, state that you are looking for a job; describe the type of job you want; comment on your experience; ask if the person knows of any openings; ask the person to act as a reference for you; ask the person to distribute your resume; ask if you can keep in touch; and thank the person.

1. GREET THE PERSON.

Start a conversation by making an initial greeting. You may want to include the person's name in the greeting. Beginning an interaction with a pleasant conversational opening will provide a relaxed, nonthreatening atmosphere.

Examples:

"Hi, Sue. It's good to see you again."
"Hello, Mr. Gordon. Do you have a moment?"

2. STATE THAT YOU ARE LOOKING FOR A JOB.

Take this opportunity to explain to the person that you are looking for a job. This will let the person know that you need a new place to work.

Examples:

"I've been hunting for a different job."
"I'm looking for a job."

3. DESCRIBE THE TYPE OF JOB YOU WANT.

Briefly explain what kind of work you are looking for, or talk about the skills you want to use. This will help the person focus on your employment goals.

Good examples:

"I want to work at a restaurant again."
"I'd like a job where I can get some outdoor exercise, like a gardener or mailman."

Examples that don't convey enough information:

"I'm looking for a good job."
"You know all about my experience."

4. COMMENT ON YOUR EXPERIENCE.

Briefly describe any experiences you've had that are related to the type of job you want. Describe experiences you've had at home, at school, or in other nonemployment situations.

Describing any relevant experience that you have had will provide a more complete picture of your abilities and interests. With a better understanding of your interests and skills, the person will be able to describe your experience and pass your name along to prospective employers.

Good examples:

"I used to work as a waitress at the Do Drop Inn, and I really liked it."
"I've never worked as a gardener, but I did help care for my mother's yard."

You would never comment on your experience by saying:

"Nobody in this town will hire me, but I know I'd be a great waitress."
"I've never worked in a garden store before."

5. ASK IF THE PERSON KNOWS OF ANY OPENINGS.

Ask if your friend knows of any available jobs that you might be interested in. It is important to ask for information about job openings rather than ask the person to get you a job. Be sure to ask politely rather than demand assistance. This will let the person know that their help in finding job leads would be appreciated.

Examples:

"Do you know if any restaurants are hiring now?"
"Are you aware of any outdoor jobs?"

Here are some incorrect ways to ask about job openings:

"Can you get me a job?"
"Who would want me?"

6. ASK THE PERSON TO ACT AS A REFERENCE.

If appropriate, ask your friends if they would be willing to write a letter of recommendation or talk with a prospective employer on your behalf. People who serve as references should know your job skills, character, initiative, and ability to work well with others. It is important to ask in a polite, undemanding voice.

A good letter of reference will provide your potential employer with more information about you. This additional information may help the employer decide how qualified you are for the prospective job. Asking politely will increase the likelihood that the person will help you.

Examples:

"If I need one, would you be willing to write me a letter of recommendation?"

"Would you be willing to serve as a character reference for me?"

It would be incorrect to say:

"I'll use you as a reference."

"I know you'll write a letter for me, won't you?"

7. ASK IF THE PERSON WILL DISTRIBUTE YOUR RESUME.

Ask your friends if they would be willing to hand out your resume to potential employers. It is important to ask politely. If your friends and relatives help you distribute copies of your resume, you will be able to reach more employers quickly than if you did it alone.

If the person agrees to help you, provide several copies of your resume. It is important to express your appreciation, regardless of the person's response to your request. If you don't have a resume, don't worry. Chapter 4 describes how to write a resume.

The following examples illustrate ways to ask someone to help you distribute your resume:

"Would you mind giving a copy of my resume to anyone who might be hiring a waitress or cook?"

"If it's not too much trouble, could you give one of my resumes to anyone who might be interested in hiring me?"

Examples of expressing your appreciation, regardless of your friend's response, include:

"Thanks, that will be a big help."

"Well, thanks anyway." (If the answer was no.)

You wouldn't say:

"I'm leaving you in charge of distributing my resume."

"Why won't you help me do this? You're no friend."

8. ASK IF YOU CAN KEEP IN TOUCH.

Ask if you can check back at a later time to see if the person has heard of any available jobs. Again, it is important to be polite. This will show that you appreciate the help. By checking back with your friends, you may find out about jobs you otherwise would have overlooked.

Examples:

"Would it be all right if I called you in a week to see if you've heard of any jobs?"

"Do you mind if I come back next week?"

9. THANK THE PERSON.

Close the conversation by expressing your appreciation for the person's time and assistance. This will show that you are grateful for the person's time and effort. It may also increase the chances that they will help you again in the future.

Examples:

"Sue, thanks so much for your help. I really appreciate it."

"Thanks for the lead. I'll let you know if I need a letter of recommendation from you."

The following interaction shows how all of the activities involved in seeking a job lead might fit together. Ronn Waiters has just graduated from high school and is looking for a job. He has just run into his neighbor, Mr. Jason, at the grocery store.

Ronn: "Hello, Mr. Jason. How are you?"

Mr. Jason: "Pretty good, Ronn. What's new with you?"

Ronn: "Now that I've graduated, I've been looking for a job. I'd really like to work in a greenhouse or for a lawn service. I've spent the last 5 summers doing yardwork and trimming trees and shrubs around the neighborhood. Have you heard of any openings for that kind of work?"

Mr. Jason: "Come to think of it, my daughter Lisa mentioned that her new boyfriend is leaving his job at the Garden Center. It wouldn't hurt to check on it."

Ronn: "Gee, thanks. I'll call them today. Since I've done lawn work for you, would you be willing to act as a reference for me?"

Mr. Jason: "Sure, I'd be glad to."

Ronn: "If it's not too much trouble, would you be willing to give a copy of my resume to people who might be interested in hiring me?"

Mr. Jason: "I really don't know if I'd have a chance to do that. I don't see many other employers during working hours."

Ronn: "No problem, thanks anyway. You've been really helpful. May I check back with you in a week or so to see if you have heard of any other openings? Meanwhile, I'll check on the Garden Center."

Mr. Jason: "Sure, that would be fine."

Ronn: "Mr. Jason, thanks for your help. I really appreciate it."

Mr. Jason: "Good luck in finding a job."

SUMMARY

We recommend that you:

1. GREET THE PERSON.
2. STATE THAT YOU ARE LOOKING FOR A JOB.
3. DESCRIBE THE TYPE OF JOB YOU WANT.
4. COMMENT ON YOUR EXPERIENCE.
5. ASK IF THE PERSON KNOWS OF ANY OPENINGS.
6. ASK THE PERSON TO ACT AS A REFERENCE.
7. ASK IF THE PERSON WILL DISTRIBUTE YOUR RESUME.
8. ASK IF YOU CAN KEEP IN TOUCH.
9. THANK THE PERSON.

STUDY GUIDE: SEEKING A JOB LEAD

1. Why would you want to ask people about job leads?

2. When should you ask if someone has a job lead?
3. Describe the activities involved in getting a lead for a job.
4. List the ways that a friend or relative can help you in your job search.

SITUATIONS FOR PRACTICING SEEKING A JOB LEAD

We have found that it is helpful to practice the new skills that you have learned right away. Thus, we have included this section to help you practice the skill of seeking a job lead.

You will need a partner to help you. Your partner can be a family member, a classmate, an instructor, a friend, or anyone else interested in helping you learn the skills involved in job finding.

Your partner will play the part of the person whom you contact to find a job lead. You should act as if you are actually asking the person for a lead. (Do not say what you would do, rather just do it.) We have included several situations that you may use to practice seeking a job lead. If you wish, you may also create your own practice situations.

To practice, your partner should read the description of a situation to you. Then, without looking at the script or book, you should use the skills described in this lesson to check with your partner for a job lead.

We recommend that your partner act as if this is a real situation for which he or she has knowledge about the type of job that you are looking for. This will give you a chance to practice approaching people to seek job leads.

Your partner should use the checklist that is included in this lesson to give you feedback on your performance. Once you have both finished acting out the situation, your partner can check off all of the job lead behaviors that you completed correctly. Your partner should also note those behaviors that you did not do or performed incorrectly. By using the checklist to guide the feedback you receive, you will be sure to identify any behaviors that require additional practice. We suggest that you practice until you have role-played the skill perfectly for two situations in a row.

Below is an example of what might occur during a role-playing situation:

Role-playing situation

Partner: Here's the description of a practice situation: Assume that you and I worked together at Weaver's Department Store last year. You enjoyed working with people and want to work in a store. We just saw each other downtown.

Job finder: Hi, (partner's name).

Partner: Hello, (job finder's name). How are you?

Job finder: Oh, fine. I've been job hunting. I'd like to work in a store again. I really enjoy working with people. Remember when we worked at Weaver's? Have you heard about any openings?

Partner: No, not lately. But I'll let you know if I hear of anything.

Job finder: Thanks, that would be helpful. I was also wondering if you would be willing to act as a reference for me?

Partner: Sure, I'd be glad to.

Job finder: I've also had copies of my resume printed. Would you mind giving a copy to anyone who might be interested in hiring me?

Partner: I wouldn't mind. I can pass them on to some friends with stores downtown.

Job finder: That's really nice of you. Could I come back next week and see if you've heard about any jobs?

Partner: Sure, I'll see you then.

Job finder: Thanks a lot for helping me out with this. I really appreciate it.

In this situation, your partner should check off all of the job-seeking behaviors as being performed correctly. The partner should also let you know that all of the steps were done correctly. We recommend that the role-playing partner should feel free to compliment you for things done well and explain ways that performance might be improved.

PRACTICE SITUATIONS FOR SEEKING A JOB LEAD

Below are several role-playing situations. Your partner should read the situation to you, and you should practice seeking a job lead. The basic information is provided in the description. Your partner should feel free to make up any information about job openings.

* * *

Assume that you and I worked together at Weaver's Department Store last year. You enjoyed working with people and want to work in a store. We just saw each other downtown.

* * *

Assume that we both work at the bank. You enjoy working with numbers and want to try working for an accountant. We have just gone to a coffee break together.

* * *

Assume that we go to school together. You do all of the repairs on your family's cars and enjoy it. You are looking for a maintenance job at a gas station or auto repair shop.

* * *

We are cousins and you are looking for a job that involves work with children. You have four younger brothers and sisters. We are visiting at your house.

* * *

You are looking for a job in a bookstore. Assume that I was your boss at the city library last year, and you've just come in to see me.

* * *

Assume that we work together at General Jeans clothing store. You like sales work, but you want a job in a women's clothing store.

* * *

Assume that I am one of your friend's parents. You are looking for a job as a typist.

CHECKLIST: SEEKING A JOB LEAD

1. GREET THE PERSON.
2. STATE THAT YOU ARE LOOKING FOR A JOB.
3. DESCRIBE THE TYPE OF JOB YOU WANT.
4. COMMENT ON YOUR EXPERIENCE.

5. ASK IF THE PERSON KNOWS OF ANY OPENINGS.
6. ASK THE PERSON TO ACT AS A REFERENCE.
7. ASK IF THE PERSON WILL DISTRIBUTE YOUR RESUME.
8. ASK IF YOU CAN KEEP IN TOUCH.
9. THANK THE PERSON.

KEEPING TRACK OF JOB OPPORTUNITIES

During your job search you will probably contact many employers. Often, you will contact the same employer several times. As a result, it's easy to lose track of whom you've talked to and what you talked about. We have developed a form for you to use to keep track of your contacts with employers.

It is important to fill out a Job Leads form for each lead you receive. By filling out this form, you will have a permanent record of necessary information about your lead. You can also easily refer back to the form if you have any further contact with that employer.

Whenever you get a job lead, we recommend that you fill in the information about the job on a Job Leads form. The information will be useful when you are telephoning potential employers to schedule an interview or when following up interviews to write a thank you letter to the employer.

This chapter describes the types of information that should be included on a Job Leads form. However, we will refer to the form throughout the book. We recommend that you make enough photocopies of the form to keep track of all employers you contact throughout your search. Below is a blank showing the information included on the Job Leads form:

JOB LEADS

Where did you get the job lead? _____ Date: _____
 Job title: _____
 Name of organization: _____ Date you contacted employer: _____
 Personnel manager: _____ Information about the job: _____
 Phone number: _____
 Address: _____
 Employment application date: _____ Interview date: _____
 Interviewer's name: _____ Date of interview follow-up: _____
 Date and purpose of future contacts: _____

1. WHERE DID YOU GET THE JOB LEAD?

This line calls for the name of the person who gave you the lead or the place (e.g., want ad) where you got the lead.

2. DATE.

Fill in the date that you got the lead so that you will know how recently the lead was obtained.

3. JOB TITLE.

Provide a brief description of the type of job available (e.g., general laborer, receptionist).

4. ORGANIZATION INFORMATION.

Fill in the next four lines with basic information about the name of the organization, name of personnel manager, and organization's address and telephone number on each of the respectively labeled lines. Phone number information can be obtained from the telephone book. The chapter on telephoning an employer describes methods of finding the name of the personnel manager.

5. EMPLOYMENT APPLICATION DATE.

This line is for the date you gave the employer a resume and an employment application.

6. CONTACT WITH THE EMPLOYER.

These lines are to be used when you call the employer. The chapter on telephoning an employer describes how to call an employer to find out about employment opportunities and to schedule an interview. This information can be recorded on the lines for: 1) Date you contacted employer, 2) Information about the job, 3) Interview date, 4) Interviewer's name, 5) Date of interview follow-up letter (described in the chapter on writing a job interview follow-up letter), and 6) Date and purpose of further contacts.

Below are two examples:

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

SUMMARY

In summary, the information to include on the Job Lead form includes:

1. WHERE DID YOU GET THE LEAD?
2. DATE (OF LEAD).
3. JOB TITLE.
4. ORGANIZATION INFORMATION.
5. EMPLOYMENT APPLICATION DATE.
6. CONTACT WITH THE EMPLOYER.

STUDY GUIDE: KEEPING TRACK OF JOB OPPORTUNITIES

1. Why should you keep information on whom you have contacted?

2. When should you fill in the information on the Job Lead form?

SITUATIONS FOR TRACKING JOB OPPORTUNITIES

In the following situations, assume that you are tracking your job leads. Fill in as much of the form as possible.

* * *

You got a lead from your cousin Mike that there is an opening at the local McDonald's. (Get the phone number and address from your own phone book.)

* * *

The newspaper listed the following job openings:

MANAGING CLERK

A-1 law firm expr. Bring resume. Theresa M. Burke Agency.
25 W. 39th Street 398-9250

* * *

PART -TIME

Earn high commissions in beauty fashion promotions. Attractive and outgoing personality must. No experience necessary. Call 759-4802 to arrange personal interview.

* * *

PURCHASING ASSISTANT

\$312 Week

International hotel has opening in purchasing department for assistant buyer. Prefer experience in china, glass, and silver.

Send resume to 23022 New York Times.

JOB LEADS

Where did you get the job lead? _____ Date: _____

Job title: _____

Name of organization: _____ Date you contacted employer: _____

Personnel manager: _____ Information about the job: _____

Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

CHECKLIST: KEEPING TRACK OF JOB OPPORTUNITIES

1. WHERE DID YOU GET THE LEAD?
2. DATE OF LEAD.
3. JOB TITLE.
4. ORGANIZATION INFORMATION.
5. EMPLOYMENT APPLICATION.
6. CONTACT WITH THE EMPLOYER.

COMPLETING THE PERSONAL DATA SHEET

Employment applications are required for almost all jobs. Many employers will also request a resume that describes your personal background and experience. The Personal

HAVE YOU EVER BEEN BONDED? Yes _____ No _____
ARE YOU BONDABLE? Yes _____ No _____

3. CURRENT AND PREVIOUS ADDRESS.

The first items in this section request your complete current address, your telephone number, the number of years or months you have lived at that address, and whether you own, rent, or live with your parents. Next, write your last previous address and indicate how long you lived there.

Example:

CURRENT AND PREVIOUS ADDRESS
ADDRESS _____

No. & Street	City	State	Zip Code
TELEPHONE NUMBER _____ How long have you lived at this address? _____			
Do you own (), rent (), or live with your parents ()? Other () Explain: _____			
What was your previous address? _____			
No. & Street	City	State	Zip Code
How long were you at this address? _____			

4. FAMILY INFORMATION.

The next section requests a variety of information about your family. First, place a checkmark following the word that most accurately describes your marital status. If appropriate, write your maiden name in the space provided. Beside "Number of Dependents" indicate the number of people, other than yourself, who are supported by the money you earn. Write the full names and ages of all the people you counted as dependents.

The next item requests the name, address, occupation, and current employer of the members of your immediate family. If any family members are students, write "Student" in the occupation section across from that person's name.

List the name of a friend or relative to be contacted if you are injured on the job. Indicate how this person is associated with you and the phone number where this person can be reached.

Example:

FAMILY INFORMATION

MARITAL STATUS: Single () Married () Separated () Divorced () Widowed ()
MAIDEN NAME _____ NUMBER OF DEPENDENTS _____
DEPENDENTS' NAMES _____ DEPENDENTS' AGES _____

NAME	ADDRESS	OCCUPATION	CURRENT EMPLOYER
FATHER	_____	_____	_____
MOTHER	_____	_____	_____

SPOUSE _____
BROTHERS _____
SISTERS _____

PERSON TO CONTACT IN CASE OF AN EMERGENCY _____
PERSON'S RELATIONSHIP TO YOU _____ TELEPHONE NUMBER _____

5. PHYSICAL HEALTH.

Indicate that your general health is "excellent" unless you have a serious disease or disability that might affect your abilities to work. If you have a disease or disability that would affect your work, leave this item blank.

Next, write your height, weight, and date of your last medical examination.

Do not indicate that you have ever been injured on the job unless the injury required attention of a doctor. If you answer yes, briefly explain what was injured, how it happened, and where you were working at the time.

If you have never been injured on the job, you have never received Workmen's Compensation or disability benefits. If you have been injured and were paid while you were recovering, then you have received these benefits. If this is the case, explain how long you received the benefits and whether or not you are still disabled.

Next, list the approximate number of days of school or work you missed in the last 12 months because of illness. Indicate that you have a disease, disability, or handicap only if: 1) it will affect your performance at work, or 2) it is easily apparent. If you answer yes to this question, explain what the disability is and how it might affect your work. It may also be useful to describe what you have done to compensate for any disability.

Example:

PHYSICAL HEALTH

HOW IS YOUR GENERAL HEALTH? _____

WHAT IS YOUR HEIGHT? _____ WHAT IS YOUR WEIGHT? _____

WHEN WAS YOUR LAST MEDICAL EXAM? (Date) _____

HAVE YOU EVER BEEN INJURED WHILE ON THE JOB? Yes _____ No _____

IF YES, PLEASE EXPLAIN _____

HAVE YOU EVER RECEIVED WORKMEN'S COMPENSATION OR DISABILITY BENEFITS? Yes ___ No ___ IF YES, PLEASE EXPLAIN: _____

HOW MANY DAYS OF WORK/SCHOOL DID YOU MISS LAST YEAR DUE TO ILLNESS? _____

DO YOU HAVE ANY DISEASES, DISABILITIES, OR HANDICAPS? Yes _____ No ___

IF YES, PLEASE EXPLAIN: _____

6. MILITARY RECORD.

If you have served in the military, complete the MILITARY RECORD section of the Personal Data Sheet. Indicate the branch of the military you served in, the highest rank you achieved, how long you served, and the type and date of release. The next items request information on where you were stationed and the types of training or experience you received.

Example:

MILITARY RECORD

BRANCH _____ HIGHEST RANK _____
LENGTH OF SERVICE _____ TYPE OF RELEASE _____
DATE OF RELEASE _____
WHERE WERE YOU STATIONED? _____
WHAT TRAINING/EXPERIENCE DID YOU RECEIVE? _____

7. EDUCATION.

The next section requests information about your educational background. Identify all of the schools you have attended. Include the name and address of each school. Next, indicate the last year or grade that you completed. The last column requests the name of the degree or type of certification you received. If you are currently in school and expect to complete a degree, indicate the date you expect to graduate under "Degree or Certification." Provide information for only those types of schools you have attended or are currently attending.

The last question under EDUCATION gives you the chance to describe any school activities you participated in and any honors you received. Examples include: honor roll, debate team, athletic teams, yearbook staff, newspaper staff, band, and any school club.

Example:

EDUCATION

Name and Location	Last Year Completed	Degree or Certificate
-------------------	---------------------	-----------------------

HIGH SCHOOL _____

COLLEGE _____

UNIVERSITY _____

TRADE _____

BUSINESS _____

CORRESPONDENCE _____

SCHOOL ACTIVITIES, HONORS, EXTRACURRICULAR ACTIVITIES, ETC. _____

8. EMPLOYMENT.

The EMPLOYMENT section calls for a variety of information about your work history. First, check the times that you would be willing to work. Remember, the more

willing you are to work, the better your chances of being hired. The next question is designed to find out the number of months or years you plan to continue at the job for which you are applying.

The next item requests that you list the number of days it would take you to be ready to report for work. You should answer "immediately" unless:

- 1) You currently have a job that requires you to give notice of your resignation, or
- 2) You are currently in school and can't start until school is out. In these cases, you should list the number of days until you can go to work, and briefly describe why it will require that amount of time.

Unless you have actually been fired from a job, answer "no" to the question, "Have you ever been fired?" If you have been asked to resign and did, do not list it as being fired.

It is acceptable to answer the question about salary with either the current minimum wage or write that it is "negotiable." For the most part, the best time to talk about salary is after you have been offered the job.

Next, list all machines, tools, or equipment you can operate that might relate to any type of job for which you expect to apply.

Finally, provide requested information about your work history. Begin with your current or most recent employer. Provide the dates that you started and ended each job, your starting salary, and what your salary was when you left. The next column requests the name and address of the employer and the name of your most immediate supervisor. Finally, provide a one or two-word title for the job and briefly describe your job responsibilities for each employer.

Example:

EMPLOYMENT

WHEN ARE YOU AVAILABLE FOR WORK? Days () Nights () Weekends ()
 HOW LONG DO YOU INTEND TO WORK? _____
 NUMBER OF DAYS REQUIRED BEFORE REPORTING FOR DUTY? _____
 HAVE YOU EVER BEEN FIRED? Yes ___ No ___ IF YES, WHY? _____
 WHAT IS THE LOWEST SALARY ACCEPTABLE? _____
 WHAT MACHINES, TOOLS, OR EQUIPMENT CAN YOU OPERATE? _____

LIST YOUR PAST EMPLOYERS BEGINNING WITH YOUR CURRENT OR MOST RECENT EMPLOYER.

DATE	SALARY	EMPLOYER AND ADDRESS	POSITION TITLE & TYPE OF WORK
From To Mo. Mo. Yr. Yr.	Starting Leaving Per Per	Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____
_____	_____	_____	_____
Mo. Mo.	Per Per	Employer _____	

Yr. Yr. No. & St. _____
 _____ City & State _____
 _____ Supervisor _____

9. REFERENCES.

In this section, list five people who are familiar with your job skills, character, initiative, and ability to work well with other people. At least two of your! references should not be relatives or former employers. Before listing anyone as a reference, always check. with them to see if they are willing to serve as a reference for you.

For each reference, list their name, complete address, telephone number, and occupation. Indicate how each person is associated with you and how many years you have known each reference.

Example:

REFERENCES

LIST FIVE REFERENCES (at least two should not be former employers or relatives)

1. _____

Name	Address	Telephone
Occupation	How Associated	Years Known

2. _____

Name	Address	Telephone
Occupation	How Associated	Years Known

3. _____

Name	Address	Telephone
Occupation	How Associated	Years Known

4. _____

Name	Address	Telephone
Occupation	How Associated	Years Known

5. _____

Name	Address	Telephone
Occupation	How Associated	Years Known

10. EMPLOYMENT SKILLS INVENTORY.

The last section of the Personal Data Sheet is the Employment Skills Inventory. This section is designed to help you identify your job-related skills. The inventory consists of a number of general skill categories (e.g., HOUSEHOLD SKILLS, KITCHEN SKILLS), each followed by a list of specific skills that fit into that category.

First, read through the inventory. Then, place a check mark in the box beside each general skill category that you possess that relates to jobs you would be interested in obtaining. Next, return to each category you checked, and circle each specific skill that you possess. Feel free to add relevant skills that are not listed.

The skills that you identify do not have to be skills that you learned on the job. They may be skills that you learned in everyday living situations. For example, if you have reared six children, you probably have skills that fall into the categories of HOUSEHOLD, KITCHEN, RESTAURANT, HEALTH CARE, SEWING, and many more.

Example:

GARDENING SKILLS: Lawn care, flower gardening, landscaping, tree trimming, farming skills (list all your skills), transplanting trees, vegetable gardening, pruning trees, grafting, greenhouse work, sales, surveying, farm laborer (list skills and machinery you can use), public relations, money handling, directing customers, laying rock gardens, pruning, sodding, fertilization, identification of different plants, mowing.

Other: _____

CONSTRUCTION SKILLS: concrete work, electrical wiring, maintenance repairs, plumbing, heavy equipment operation, truck driving, brick laying, trenching, roofing, sheet-metal work, heating installation, refrigeration work, carpentry work, heavy labor, tools and machines you can use, money handling, public relations, directing customers, inventory, scheduling, knowledge of metals, blueprint reading.

Other: _____

STUDY GUIDE: COMPLETING THE PERSONAL DATA SHEET

1. Why will a completed Personal Data Sheet be useful when applying for jobs?

2. When should you complete the Personal Data Sheet?

PERSONAL DATA SHEET

A copy of the Personal Data Sheet is included for your use. We suggest that you take time to complete this form before going on to the next unit. The information on the Personal Data Sheet will be necessary for later units on Writing a Resume and Completing Employment Applications. Feel free to refer to the instructions and the sample form included in this unit as you complete your own Data Sheet. Be sure that the information you include on the form is accurate, because this information will later be transferred to your resume and job applications.

DATE _____

PERSONAL INFORMATION

FULL NAME _____

Last

First

Middle

DATE OF BIRTH _____ PLACE OF BIRTH _____

SEX _____ SOCIAL SECURITY NUMBER _____

DO YOU HAVE A DRIVER'S LICENSE? ___ DRIVER'S LICENSE NUMBER _____

DO YOU HAVE YOUR OWN CAR? _____

HAVE YOU EVER BEEN ARRESTED? Yes _____ No _____ IF YES, PLEASE

EXPLAIN _____

HAVE YOU EVER BEEN BONDED? Yes ___ No ___ ARE YOU BONDABLE? Yes ___ No ___

CURRENT AND PREVIOUS ADDRESS

ADDRESS _____

No. & Street

City

State

Zip Code

TELEPHONE NUMBER _____ How long have you lived at this address? _____

Do you own (), rent (), or live with your parents ()? If other, please explain: _____

What was your previous address? _____

No. & Street

City

State

Zip Code

How long were you at this address? _____

FAMILY INFORMATION

MARITAL STATUS: Single () Married () Separated () Divorced () Widowed ()

MAIDEN NAME _____ NUMBER OF DEPENDENTS _____

DEPENDENTS' NAMES _____ DEPENDENTS' AGES _____

	NAME	ADDRESS	OCCUPATION	CURRENT EMPLOYER
--	------	---------	------------	------------------

FATHER	_____	_____	_____	_____
--------	-------	-------	-------	-------

MOTHER	_____	_____	_____	_____
--------	-------	-------	-------	-------

SPOUSE _____
BROTHERS _____

SISTERS _____

PERSON TO CONTACT IN CASE OF AN EMERGENCY _____
PERSON'S RELATIONSHIP TO YOU _____ TELEPHONE NUMBER _____

PHYSICAL HEALTH

HOW IS YOUR GENERAL HEALTH? _____

WHAT IS YOUR HEIGHT? _____ WHAT IS YOUR WEIGHT? _____

WHEN WAS YOUR LAST MEDICAL EXAM? (Date) _____

HAVE YOU EVER BEEN INJURED WHILE ON THE JOB? Yes___ No___ IF YES,
PLEASE EXPLAIN _____

HAVE YOU EVER RECEIVED WORKMEN'S COMPENSATION OR DISABILITY
BENEFITS? Yes___ No___ IF YES, PLEASE EXPLAIN: _____

HOW MANY DAYS OF WORK/SCHOOL DID YOU MISS LAST YEAR DUE TO
ILLNESS? _____

DO YOU HAVE ANY DISEASES, DISABILITIES, OR HANDICAPS? Yes___ No___
IF YES, PLEASE EXPLAIN: _____

MILITARY RECORD

BRANCH _____ HIGHEST RANK _____

LENGTH OF SERVICE _____ TYPE OF RELEASE _____

DATE OF RELEASE _____

WHERE WERE YOU STATIONED? _____

WHAT TRAINING/EXPERIENCE DID YOU RECEIVE? _____

EDUCATION

Name and Location	Last Year Completed	Degree or Certification
-------------------	---------------------	-------------------------

HIGH SCHOOL _____

COLLEGE _____

UNIVERSITY _____

TRADE _____

BUSINESS _____

CORRESPONDENCE

SCHOOL ACTIVITIES, HONORS, EXTRACURRICULAR ACTIVITIES, ETC.

EMPLOYMENT

WHEN ARE YOU AVAILABLE FOR WORK? Days () Nights () Weekends ()
HOW LONG DO YOU INTEND TO WORK? _____
NUMBER OF DAYS REQUIRED BEFORE REPORTING FOR DUTY? _____
HAVE YOU EVER BEEN FIRED? Yes ___ No ___ IF YES, WHY? _____
WHAT IS THE LOWEST SALARY ACCEPTABLE? _____
WHAT MACHINES, TOOLS, OR EQUIPMENT CAN YOU OPERATE? _____

LIST YOUR PAST EMPLOYERS BEGINNING WITH YOUR CURRENT OR MOST RECENT EMPLOYER.

DATE From To WORK Mo. Mo. Yr. Yr.	SALARY Starting Leaving Per Per	EMPLOYER AND ADDRESS Employer _____ No. & St. _____ City & State _____ Supervisor _____	POSITION TITLE AND TYPE OF _____
_____ Mo. Mo. Yr. Yr.	_____ Per Per	_____ Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____ _____
_____ Mo. Mo. Yr. Yr.	_____ Per Per	_____ Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____ _____
_____ Mo. Mo. Yr. Yr.	_____ Per Per	_____ Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____ _____
_____ Mo. Mo. Yr. Yr.	_____ Per Per	_____ Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____ _____
_____ Mo. Mo. Yr. Yr.	_____ Per Per	_____ Employer _____ No. & St. _____ City & State _____ Supervisor _____	_____ _____

REFERENCES

LIST FIVE REFERENCES (at least two should not be former employers or relatives)

1. _____
Name Address Telephone

Occupation How Associated Years Known

2. _____
Name Address Telephone

Occupation How Associated Years Known

3. _____
Name Address Telephone

Occupation How Associated Years Known

4. _____
Name Address Telephone

Occupation How Associated Years Known

5. _____
Name Address Telephone

Occupation How Associated Years Known

EMPLOYMENT SKILLS INVENTORY

INSTRUCTIONS: Check those categories (e.g., household skills, kitchen skills) relevant to jobs you might be interested in obtaining. For all categories checked, circle the skills that you have, adding others not listed.

Check those categories relevant to the job.

HOUSEHOLD SKILLS: Sewing, child care, making clothes, money management, budgeting, decorating, laundry skills, food preparation, counseling others, relating to other people, keeping records, formulating new ideas, ironing, washing windows, vacuuming, sweeping/mopping, proper product identification and usage, carpet shampooing, dusting.
Other: _____

KITCHEN SKILLS: Preparing food, cooking food, washing dishes, washing pans, operating dishwasher, planning meals, inventory, ordering supplies, stocking shelves, hiring, budgeting, scheduling working house, waste disposal procedures, separation of waste materials for recycling. Others: _____

RESTAURANT SKILLS: Cashier, waitress, waiter, bartender, busboy, directing customers, handling money, public relations, hostess/maitre de, dishwashing, budgeting, short-order cook, main cook, cook's assistant, ordering supplies, inventory hiring, interviewing, correctly filling orders, employee relations, customer relations, baking cakes, pies, cookies.
Other: _____

GARDENING SKILLS: Lawn care, flower gardening, landscaping, tree trimming, farming skills (list all your skills), transporting trees, vegetable gardening, pruning trees, grafting, greenhouse work, sales, surveying, farm laborer (list skills and machinery you can use), public relations, money handling, directing customers, laying rock gardens, pruning, sodding, fertilization, identification of different plants, mowing.
Other: _____

ANIMAL CARE SKILLS: Feeding, exercising, training animals. Care for farm animals (e.g., chickens, pigs) and pets (e.g., dogs, cats, birds).
Other: _____

HEALTH CARE SKILLS: Basic first aid, water safety, lifeguard, CPR training, nurse's aide, dental assistant.
Other: _____

CARPENTRY SKILLS: Sanding, house painting, cabinet building, ornamental woodwork, building additions, house framing, paneling, furniture making, insulation installation, furniture refinishing, money handling, relating to other people, directing customers, sales, budgeting, ordering supplies, use of tools, roofing, shingling, blueprint reading, house painting, wallpapering.
Other: _____

CONSTRUCTION SKILLS: Concrete work, electrical wiring, maintenance repairs, plumbing, heavy equipment operation, truck driving, brick laying, trenching, roofing, sheet-metal work, heating installation, refrigeration work, carpentry work, heavy labor, tools and machines you can use, money handling, public relations, directing customers, inventory, scheduling, knowledge of metals, blueprint reading.
Other: _____

MAINTENANCE REPAIR SKILLS: General repair skills (list all your areas of experience), servicing office machines (examples: typewriter, photocopy machines, etc.; list all machines with which you have had experience), servicing equipment (examples: telephone, lawn mowers, appliances, etc.) mechanically inclined, relating to customers, inventory, money handling, sales, public relations, keeping records, repairing stoves, refrigerators, televisions, radios, air conditioners, furnaces, restoring furniture.
Other: _____

MAINTENANCE/JANITORIAL SKILLS: Dusting, sweeping floors, washing floors, waxing, washing windows, cleaning rugs or carpets, cleaning bathrooms, polishing furniture, plumbing repairs, electrical repairs, window repairs, carpentry work, public relations, money

handling, mopping, ordering supplies, use of waxing and buffing supplies, trash emptying, knowledge of small tasks.

Other: _____

FACTORY SKILLS: Soldering, assembly line work, operating machinery (examples: grinder, lathe, drill press, milling machine, etc; list all you know how to use), electrical wiring, stockroom work, unloading or loading, inventory, quality control, packing, filling orders, welding, box making, parts clerk, keeping records, stocking shelves, directing procedures.

Other: _____

GARAGE SKILLS: Pumping gas, tune-up, customer relations, changing tires, auto body repair, minor auto repairs, other kinds of auto repairs, repairing and maintaining diesel engine vehicles, money handling, selling, truck driving, inventory, stocking shelves, directing customers, public relations, sales, keeping records, car driving, interior cleaning, washing and waxing cars. Other: _____

TRUCK DRIVER: Driving small trucks, driving diesel trucks, hooking and unhooking trailer from tractor, backing large truck into small openings, city driving, over the road driving (long distance), mechanical repairs, diesel repairs, loading and unloading, changing truck tires, keeping records, money handling, keeping on schedule, customer relations, knowing and following the rules of the road.

Other: _____

BOOKKEEPING SKILLS: Accounting, using calculators, using adding machines, accounts payable, accounts receivable, payroll, income tax, typing, billing, money handling, keeping records. Other: _____

SECRETARIAL SKILLS: Receptionist, typing, filing, answering phone, stenography, typing from dictating machines, making appointments, running office machines (Examples: memo, duplicating, photocopy, printing etc.; list all you have had experience with), proofreading, clerk, sorting and delivering mail, greeting clients, order processing, calling clients, directing clients, public speaking, keeping records, public relations, researcher, word processing, computer programming. Other: _____

BEAUTICIAN: Hair cutting and styling, shampooing hair, giving permanents, cosmetics consulting, facials, Manicures, scalp treatment, hair coloring, hair lightening, appointment scheduling, money handling, public relations, attending classes and lectures, studying current beauty supplies and styles, ordering supplies, record keeping, sales. Other: _____

SEWING SKILLS: Fabric identification, measuring and cutting fabric, pattern cutting, pattern sizing, hand basting, hemming, tacking, Ironing, operating electrical sewing machine, machine maintenance. Other: _____

SALES: Public relations, money handling, keeping records, greeting customers, customer service, order processing, bookkeeping, directing customers, inventory, displaying samples, demonstrating products, writing reports, experience in the art of persuading, servicing goods, delivering goods. Other: _____

SALES CLERK: Greeting customers, keeping records, customer service, customer relations, employee relations, clerk, order processing, inventory, directing customers, sales, bookkeeping, money handling, ordering -supplies; correctly filling orders, using office machines (list all you can use), billing, typing, directing procedures, decorating store, inventory, stock shelves. Other: _____

RECREATION SKILLS: Participation in team sports (e.g., basketball, volley ball), individual sports (e.g., swimming, golf), serving as a referee, coaching, care for equipment, supervision of recreational activities (e.g., lifeguard).

Other: _____
[] ART SKILLS: Calligraphy, fashion, commercial, sculpting, silversmith, carbonist, oil painter, water color painter, acrylic painter, muralist sketching, lithography, printing, design, photography, silk screening, batik, stained glass, macramé, pottery, floral arrangements.
Other: _____
[] ENTERTAINMENT SKILLS: Singing, playing musical instruments, juggling, comedy, drama, melodrama, dancing, pantomime, improvisation.
Other: _____
[] SUPERVISORY SKILLS: Supervising the work of others in a job, a club, an organization, or a class. List places you did supervisory work and whom you supervised.
Other: _____
[] COUNSELING SKILLS: Group counseling (list types of problems), individual counseling (list types of problems}, teaching (adults and/or children, volunteer or paid), interagency work. interviewing, writing programs, supervising clients, directing procedures, scheduling, formulating new ideas, keeping records, public relations, researcher, public speaking, money handling, writing reports, crisis work, evaluating other counselors or programs. Other: _____
[] TEACHING SKILLS: Writing lesson plans, formulating new ideas, writing and grading tests, keeping records, public relations, writing reports, supervising adults and or children within a school-type setting (what actions did you supervise?), scheduling, directing procedures, individual counseling (list types of problems), group counseling (list types of problems}, directing classroom, teaching various subjects or special events, organizing projects, relating to parents and people in community, working with different adult and/or child populations (list kinds of special populations}, making assignments, setting up classroom interest centers, art skills related to your teaching, music skills related to your teaching. Other: _____
[] WRITING SKILLS: Poetry, essays, short stories, research, freelance, proof-reading, novels, journal articles, indexes, editing, accurate punctuation, correct grammar.
Other: _____

WRITING A RESUME

One critical component of an effective job search is the resume. A resume is a written description of your educational, vocational, and personal background. It is used by a potential employer to evaluate your qualifications. When you inquire about a job, prospective employers will often ask you to submit your resume for consideration. Even if a resume is not specifically requested, it is likely that many employers will find it useful for assessing your qualifications. Similarly, if you are responding by mail to a help-wanted advertisement, your resume is your first opportunity to introduce yourself to employers and catch their attention.

It is important to have an up-to-date and accurate resume whenever you are applying for a job. The resume can be given to potential employers when you apply for a job and to anyone helping you get job leads.

There are several activities involved in writing a resume. This unit is designed to help you transfer the information that you have recorded on your Personal Data Sheet to a resume. The basic format is described in the following pages. You should follow these steps as closely as possible. Most of the information to be included in the resume will be contained

on your Personal Data Sheet. Your resume should be grammatically correct and truthful. It should describe your experience, education, and background in a neat and orderly format. At the end of this lesson, you will prepare such a resume.

Several sample resumes are included at the end of this unit to show you what a finished resume will look like. Feel free to refer to them as you read this unit. In this way, you will be able to see how the information you are reading about might appear in a resume.

To prepare a resume, obtain a clean sheet of paper and do the following:

1. WRITE "RESUME."

Write the word "RESUME" in all capital letters at the top of a clean sheet of paper. It should be centered on the line about 1 inch from the top of the page.

2. WRITE YOUR NAME.

Skip about three lines and write your name in all capital letters at the left-hand margin (about 1 inch from the edge of the paper). Print your first name, your middle name or initial, and then your last name.

3. WRITE YOUR ADDRESS.

Skip one or two lines and write your street address below your name. Write your city, state, and zip code directly under your street address, using a comma to separate the city and state.

4. WRITE YOUR TELEPHONE NUMBER.

Write your telephone number directly below your address. Include your area code. It is important to include your address and telephone number on your resume, so that potential employers can contact you to set up an interview or request further information.

5. WRITE YOUR SOCIAL SECURITY NUMBER.

Skip two lines, and write "Social Security Number" followed by a colon. Write your Social Security Number after the colon. It is necessary to have a Social Security Number before you can be hired for a job. By including your number on your resume, you will let prospective employers know that you have met that requirement. In addition, the number will be readily available to fill out job-related forms.

6. WRITE YOUR PLACE OF BIRTH

Write the words "Place of Birth," followed by a colon, directly below your Social Security Number. After the colon, write the city and state where you were born. Use a comma to separate the city and state.

7. WRITE YOUR DATE OF BIRTH.

Write "Date of Birth" directly below "Place of Birth." This should be followed by a colon. Write the month, the numerical date, and the year in which you were born. When completed, this introductory section of the resume might look like this:

RESUME

RONN E. WALTERS

1420 Ohio
Lawrence, Kansas 66044
(913) 842-0091

Social Security Number: 751-09-2591
Place of Birth: Blacksburg, Virginia
Date of Birth: April 17, 1965

To complete the body of the resume, add the following information:

8. WRITE "SKILLS SUMMARY" HEADING.

Skip two or three lines after your date of birth, and write the heading "SKILLS SUMMARY." This heading should be written in all capital letters in the center of the page. Using headings to separate sections of your resume will let employers know what kind of information is included in each section.

9. LIST YOUR SKILLS.

Skip two lines after the heading and then list your skills at the left-hand margin. List each of the general skills (e.g., Household Skills) that you checked off on the employment skills inventory. List only those skills that are relevant and have at least one specific skill circled. Do not list skills for which you have no experience. List one skill on each line. It is usually best to list two, three, or four skills on your resume. Listing only one skill looks like you don't have very much experience. Listing more than four skills makes your resume so long that many employers won't read it carefully. Therefore, if you checked off more than four general skill headings, list only those skills that most closely match your experience and your job interests. Listing your general skills in this area will give employers a concise overview of your abilities, interests, and experience.

10. WRITE "EXPERIENCE" HEADING.

After the last skill, skip two or three lines and write the heading "EXPERIENCE." This should be written in all capital letters in the center of the line.

11. DESCRIBE YOUR EXPERIENCE.

Skip two lines after the "Experience" heading and write the first skill listed in the Skills Summary. The skill should be written at the left-hand margin and followed by a colon. Specify and describe the types of activities you have performed that are relevant to that skill. (The activities are those items that you circled in the skills inventory.) Remember that these do not necessarily have to be skills that you have performed in an employment situation. They could be skills that you learned as hobbies, at home, or at school. The description should be in the form of brief, descriptive sentences. Feel free to refer to the sample resume for ideas about sentence structure and wording. It is often useful to describe your experience by stating:

1. When you acquired the skill (e.g., "For the past three summers...");
2. What skill you have ("I served as a teacher's aide...");
3. Where you acquired the skill (e.g., "...at the Children's Learning Center."); and
4. Specifically what you learned or did (e.g., "My responsibilities included grading tests, teaching, reading, and supervising the children during lunch.").

Provide a description of your experience for each skill listed in the skills summary. The four components of the experience description do not need to be in the same order for all the skills. Stating this information differently in different skills may make your resume more readable. Providing a complete description of your experience for each skill will enable potential employers to better evaluate your qualifications.

12. WRITE "PERSONAL BACKGROUND AND SPECIAL INTERESTS" HEADING.

Skip two or three lines and write the heading "PERSONAL BACKGROUND AND SPECIAL INTERESTS" in all capital letters in the center of the page.

13. DESCRIBE INTERESTS AND BACKGROUND.

Skip two lines and provide a brief description of your interests and background. Examples of information that you might include are listed below. You need not list every type of information suggested. List only things that you are really interested in or that make you special.

1. Indicate places you have lived.
2. Identify places you have traveled--include countries or parts of the United States that you have visited.
3. Describe your father's occupation (including job title and description). You may also want to include any clubs he belongs to and some of his hobbies.
4. Describe your mother's occupation (including job title and description). You may also want to include any clubs she belongs to and some of her hobbies.
5. Indicate the number of children in your family.
6. Describe your spouse's background in detail (if married)
 - a. Describe hobbies and special interests as well as any clubs, organizations, or other activities that your spouse is involved in.
 - b. If your spouse is college-educated, mention school, major, and degree.
7. Describe your hobbies and special interests. Examples include: repairing small appliances, fishing, raising plants, needle-point, camping, raising animals, scuba diving, collecting stamps or coins, photography, carpentry work, singing in the church choir, fixing cars, teaching Sunday School, interacting with children, adults, or elderly, and working with your hands.
8. List any organizations you belong to. For example: National Rifleman Association, Sierra Club, League of Women Voters, American Legion, Girl Scouts or Boy Scouts, National Organization for Women, Little League, Welcome Wagon, school choir, football team, school or church club member, local city clubs (such as Little League, dart teams, bowling teams), and neighborhood organizations.
9. Describe what you do with the organizations you belong to. Include special responsibilities or offices you may have held in school or in organizations. It is especially important to mention any supervisory experiences you have had. Below are some examples of ways to describe your activities in organizations.

"I attend all the meetings of the League of Women Voters and vote in all of our elections."

"I participate in the social activities of the Garden Club."

"I am the treasurer for the local Elks Club."

"I gave community talks on behalf of the Girl Scouts to encourage street safety."

"I organized a voter registration drive last year."

"I was the football team manager and was responsible for bringing all the team's supplies to each game."

"I write monthly newsletters."

"I design the center pieces for our annual luncheon."

"I am the secretary of the Publicity Committee for the Little League."

"I have the responsibility of keeping inventory and ordering new supplies."

10. Describe any community or academic awards you have received. Examples include: Certificates of Academic Excellence, Good Citizen Award, Fire Prevention Award, and Honor Roll.

11. Describe and give examples of the types of books and magazines read. For example, you might say:

"I am interested in world affairs and read the local newspaper and Newsweek on a regular basis." (Other examples in this area include Time, Wall Street Journal, World Almanac, U.S. News and World Report, etc.).

"I like to keep up on new developments in my field and read Popular Mechanics."

"I enjoy reading novels. Some of my favorite books are Shogun, Hawaii, and Trinity."

"I like to keep up on the latest fashions and enjoy reading the monthly women's magazines such as Women's Day, Family Circle, and Redbook."

"I consider myself to be a creative person and like to read science fiction. Some of my favorite are Dune, Stranger in a Strange Land, and The Hobbit."

12. Identify the sports and games that you are interested in watching and/or participating in. You may want to mention any winning teams you were a member of or special sports awards you have received. You might include: basketball, baseball, football, tennis, sailing, track, skiing, motorcycling, bicycling, archery, soccer, wrestling, boating, volleyball, dancing, aerobics, chess, bridge, darts, or horseback riding.

13. Describe your attendance record at school or work if you have missed very few days because of illness. If your general health is excellent, you might also list that here.

The purpose of this section is to catch the attention of employer and make you stand out. Remember this is your first chance to tell perspective employers about yourself and make them interested in you.

14. REREAD PERSONAL BACKGROUND SECTION.

Read the "PERSONAL BACKGROUND AND SPECIAL INTERESTS" section again. Be sure that all of the information is true and accurate. Then, read it again to be sure that each of the sentences is short and descriptive. Check to be sure that spelling is correct. Also make sure that the paragraph will make sense to the reader. Make any necessary changes before going on to the next step.

It is important to proofread this section to ensure that it is an accurate and a clear reflection of yourself. Remember, this is the first impression you will make on an employer.

15. WRITE "EDUCATION" HEADING.

Skip two or three lines after the last line of the personal background section and write "EDUCATION." This heading should be in all capital letters and centered on the line.

16. DESCRIBE YOUR EDUCATION.

Skip two lines after the "EDUCATION" heading and write the name of the last school you attended (or the one that you are attending) at the left-hand margin. Directly under the name of the school, write the street address. Put the city, state, and zip code directly below the street address, using a comma to separate the city and state. The month and year you graduated should be written directly below the city and state.

It is important to include information about your education, because some jobs have specific educational requirements. Even if there are no specific requirements, this information may help the employer to better evaluate your qualifications.

17. WRITE "SPECIAL TRAINING" (if applicable).

If you have completed any type of special training (e.g., computer programming school, beautician school, secretarial school, etc.), write a new heading called "SPECIAL TRAINING." This heading should also be written in all capital letters in the center of the line.

18. DESCRIBE YOUR SPECIAL TRAINING (if applicable).

If you have had any type of special training, describe it under this heading. The following should be included in your description:

1. Type of training you received,
2. Name of the person or organization that trained you,
3. Person's or organization's address,
4. Year you completed training, and
5. Any type of special license or certificate that you earned.

19. WRITE "MILITARY RECORD" (if applicable).

If you have served in the military, begin a new section with the heading "MILITARY RECORD." This heading should be centered in all capital letters.

20. DESCRIBE YOUR MILITARY RECORD (if applicable).

Include the following information under the military record heading:

1. Branch of service you were in,
2. Highest rank you earned,
3. Length of service,
4. Type of release, and
5. Any experience or training you received that might be helpful on the job.

21. WRITE "PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY."

Write this heading in all capital letters and center it on the appropriate line. Such persons may include your personal doctor, neighbors, previous employers, friends, or relatives.

22. LIST REFERENCE.

List the following information regarding three to five references under the heading "PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY." Include:

1. Person's name,
2. How they are associated with you,
3. Their full address and phone number,
4. Their occupation, and
5. Number of years they have known you.

23. EDIT RESUME.

You have completed all of the information to be included in your resume. Reread your resume and edit it if necessary. Check to make sure that all information is true and accurate. Each sentence should be brief, descriptive, and interesting. Correct any grammatical or spelling errors you find. Editing your resume will help ensure that it is grammatically correct, factual, and interesting.

24. ORGANIZE SECTIONS.

Organize the sections of your resume from the strongest to the weakest. However, the personal information section (name, address, etc.) should be first, and the references should be last.

25. PROOFREAD YOUR RESUME.

Proofread your resume to check for errors in spelling or sentence structure. Make sure that all necessary headings and information are included and are in the appropriate place. If you are unsure about any word or sentence, ask a friend, teacher, or relative to help you proofread your resume. It is important that your resume be accurate and grammatically correct. Proofreading your resume will help you be sure that it will reflect well on you and that it is grammatically correct.

26. TYPE YOUR RESUME.

Type your resume, using a good, clear-printing typewriter. Margins should be at least 1 inch on all sides (including top and bottom). Your resume should be single-spaced, with two or three spaces before and after each heading. There should be no typographical errors. Your resume should appear neat and well-balanced. It may be helpful to refer to the sample resumes at the end of this unit to see an example of a typed format.

If you are unable to type, try to find a friend or relative who can type your resume. You might also check the newspaper to hire a typist. They usually charge between .75 and \$1.50 for each typed page.

A neatly typed resume will be easier to read than a handwritten one. In addition, it will likely make a better impression on potential employers.

27. PROOFREAD THE TYPED RESUME.

It is important to proofread your typed resume. It is helpful if you ask someone to help you. One of you should read the handwritten copy out loud to the other person who follows along on the typed copy. The two copies should be exactly the same in wording, titles, punctuation, and information. If they are not, make the necessary corrections. It is important that the resume be clean, attractive, typographically correct, and accurate.

Proofreading your typed resume will help you be sure that potential employers will receive a neat, clean, and accurate reflection of you. A neat, clean, informative resume makes a good impression on prospective employers.

28. PHOTOCOPY YOUR RESUME.

Make about 15 copies of your resume. Make enough copies to distribute it to every job for which you apply. You may also want to have a few copies to give to friends to distribute for you. You can find a photocopy machine at a local grocery store or library. It usually costs about .03 to .10 to make one copy of each page. Making copies of your resume will enable you to give a copy to each potential employer without having to type it each time.

29. FILE YOUR RESUME.

Put the typed copy of your resume in a folder that will keep it from getting torn or dirty. Store this folder in a safe place where you will be able to find it. This will enable you to make more copies if you need them without having to retype the resume. In addition, you will be able to update your resume with current information the next time you apply for a job. This will save you the time involved in writing a new resume.

SUMMARY

In summary, we recommend that you perform the following steps in writing your resume.

1. FOR A HEADING, WRITE "RESUME" AT THE TOP OF THE PAGE.
INCLUDE YOUR:
 2. NAME.
 3. COMPLETE HOME ADDRESS.
 4. TELEPHONE NUMBER.
 5. SOCIAL SECURITY NUMBER.
 6. PLACE OF BIRTH.
 7. DATE OF BIRTH.
8. WRITE A HEADING TITLED "SKILLS SUMMARY."
9. LIST TWO TO FOUR GENERAL SKILLS.
10. WRITE A HEADING TITLED "EXPERIENCE."
11. DESCRIBE YOUR EXPERIENCE.
12. WRITE A HEADING TITLED "PERSONAL BACKGROUND AND SPECIAL INTERESTS."
13. DESCRIBE YOUR INTERESTS AND BACKGROUND.
14. REREAD AND EDIT YOUR PERSONAL BACKGROUND SECTION.
15. WRITE A HEADING TITLED "EDUCATION."
16. DESCRIBE YOUR EDUCATION:
 - a) NAME OF THE LAST SCHOOL YOU ATTENDED.
 - b) COMPLETE ADDRESS OF SCHOOL.
 - c) EITHER HIGHEST GRADE YOU COMPLETED, YOUR GRADUATION DATE, OR YOUR EXPECTED DATE OF GRADUATION.
17. IF APPROPRIATE, WRITE A HEADING TITLED "SPECIAL TRAINING."
18. INCLUDE A BRIEF, WRITTEN DESCRIPTION OF ANY SPECIAL TRAINING THAT YOU HAVE RECEIVED.
19. IF APPROPRIATE, WRITE A HEADING TITLED "MILITARY RECORD."
20. WRITE A BRIEF WRITTEN DESCRIPTION OF YOUR MILITARY RECORD, INCLUDING:
 - a) YOUR HIGHEST RANK.

- b) WHERE YOU WERE STATIONED.
- c) WHAT TYPE OF DISCHARGE YOU RECEIVED.
- 21. WRITE A HEADING TITLED "PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY."
- 22. LIST THREE TO FIVE REFERENCES, FOR EACH REFERENCE LIST:
 - a) PERSON'S FULL NAME.
 - b) PERSON'S ADDRESS AND TELEPHONE NUMBER.
 - c) PERSON'S OCCUPATION.
 - d) STATEMENT OF HOW PERSON IS ASSOCIATED TO YOU.
 - e) STATEMENT OF HOW LONG PERSON HAS KNOWN YOU.
- 23. EDIT RESUME.
- 24. ORGANIZE THE SECTIONS.
- 25. PROOFREAD YOUR RESUME.
- 26. TYPE YOUR RESUME.
- 27. PROOFREAD TYPED RESUME.
- 28. PHOTOCOPY YOUR RESUME.
- 29. FILE YOUR RESUME.

SAMPLE RESUMES

RESUME

RONN E. WALTERS

1420 Ohio
Lawrence, Kansas 66044
(913) 842-0091

Social Security Number: 751-09-2591
Place of Birth: Blacksburg, Virginia
Date of Birth: April 17, 1965

SKILLS SUMMARY

- Construction Skills
- Gardening Skills
- Maintenance Skills

EXPERIENCE

Construction Skills: I have assisted in building two houses. From this experience, I have learned how to frame a house, install insulation, do roofing, pour concrete for a driveway, and use a number of power and hand tools.

Gardening Skills: For the past five summers, I have earned spending money by mowing lawns, trimming trees and shrubs, and raking leaves.

Maintenance Skills: Last year I worked after school as a janitor's assistant at Woodlawn Elementary School. My job responsibilities included sweeping floors, mopping floors, dusting, washing windows, emptying the trash, and locking the building after school was out.

PERSONAL BACKGROUND AND SPECIAL INTERESTS

I was born in Blacksburg, Virginia and lived there until I was 13 years old. While growing up, I learned to fish in the mountain streams and enjoyed going hiking and camping at every opportunity. Six years ago my parents moved to Lawrence. My father took a job as a pipefitter at Raley Construction Company. Since coming to Lawrence, I have taken up bicycling and belong to the Lawrence Cycle Club.

EDUCATION

Lawrence High School
2017 Louisiana Street
Lawrence, Kansas 66044
Graduated in May, 1984

PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY

Bill Johnson
1202 Kentucky, Lawrence, Kansas 842-6002
Janitor at Woodlawn Elementary School
He was my supervisor when I worked as a janitor's helper. He has known me for 1 year.

Rita Morgan
1424 Ohio, Lawrence, Kansas 841-8294
She is my neighbor. I have cared for her lawn for the past 5 summers.

Martin Waiters
1530 Barker, Lawrence, Kansas 841-4087
He is my uncle. I helped him build his house last summer. He has known me for 18 years.

RESUME

Allen H. Winter
1210 Mesa Verde Drive
Albuquerque, New Mexico 87110

(505) 827-9120

Social Security Number: 511-52-8991
Place of Birth; Montezuma, New Mexico 87731
Date of Birth; July 28, 1949

SKILLS SUMMARY

- Sales Skills
- Supervisory Skills
- Gardening Skills

EXPERIENCE

Sales Skills: For the past 7 years, I have sold a variety of products and services. These include lawn and garden supplies, toys, concrete, security services, collection services, and alarm systems. I am versed in the use of persuasion and in assuring customer satisfaction.

Supervisory Skills: I have had an opportunity to work in a supervisory capacity while I was the Plant Manager at a concrete plant and as the District Manager for a private investigations company specializing in apartment security. Through these positions, I've learned effective methods of handling employees and co-workers.

Gardening Skills: I have worked in two lawn and garden shops. I am thoroughly familiar with the tools, plants, seeds, preparation, and cultivating of vegetables, flowers, shrubs and trees.

PERSONAL BACKGROUND AND SPECIAL INTEREST

I was born in and lived in Montezuma, New Mexico for 18 years. After graduating from high school in 1967, I joined the U.S. Army for 3 years. After exemplary and honorable service in Army Intelligence unit, I was discharged in 1970. I entered college the next spring at the University of New Mexico. I enjoy organized sports and I am on a softball team. I like to spend my free time reading, listening to music, or working in the yard and garden at my home.

MILITARY RECORD

U.S. Army Intelligence
Electronics Specialist (E-6)

I was stationed in Sapporo, Japan, from 1968 to 1970. I received an honorable discharge in 1970.

EDUCATION

University of New Mexico
Albuquerque, New Mexico 87100

I have completed 2 years of college.

PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY

Sydney C. Friedman, Ph.D.
2020 San Rafael
Albuquerque, New Mexico 87051
(505) 742-6411

He was a classmate of mine and is now an assistant professor of psychology at the University of New Mexico. He has known me for 10 years.

Bill Hughes
200 Tijeras
Albuquerque, New Mexico 87059
(505) 741-0091

He works for the Albuquerque Public Schools as a school psychologist. He has known me for 2 years.

James Hailer
2008 Emerald Drive
Albuquerque, New Mexico 87105
(505) 743-0830

He is a detective in the Albuquerque Police Department and a member of my softball team. He has known me for 2 years.

RESUME

CINDY IKEDA

2405 Kalanionaole
Hilo, Hawaii 96720
808-965-4052

Social Security Number: 604-98-7921
Place of Birth: Hilo, Hawaii
Date of Birth: February 18, 1955

SKILLS SUMMARY

- Bookkeeping Skills
- Secretarial Skills
- Writing Skills

EXPERIENCE

Bookkeeping Skills: I have had experience in the use of calculators and adding machines. In past positions, I have been responsible for balancing company books, including computing accounts receivable, accounts payable, and payroll. This required extensive record keeping, and accuracy was essential.

Secretarial Skills: I have served as a receptionist and secretary for several years. Through these positions I have gained experience in typing, filing, answering the phone, typing from dictating machines, scheduling appointments, and operating a variety of office machines. I type about 85 words per minute on an IBM Selectric II typewriter or IBM personal computer.

Writing Skills: While serving as a secretary, I assumed much of the responsibility for maintaining everyday business correspondence. I have also been responsible for writing the budget section of many quarterly and annual reports. My employers have often relied upon me to catch and correct grammar or spelling errors in correspondence and reports. These efforts have required familiarity with proper punctuation, grammar, and spelling.

SPECIAL TRAINING

I graduated in May, 1975, from the Hawaii School of Business (111 N. King, Honolulu, Hawaii, 96817). I completed a 2-year secretarial training program which included courses on typing, filing, bookkeeping, office management, and general office procedures.

I have taken several minicourses on the operation of a variety of IBM office machines including: Mag-Card Typewriter, Selectric II Typewriter, IBM Photocopier, and IBM Personal Computer. The training was provided through: IBM Training Department, 127 Waianuenue Avenue, Hilo, Hawaii, 96720.

I have also been trained as a key operator for three Xerox Machine models. The training was provided through: Xerox Corporation, 28 Hauoli, Hilo, Hawaii, 96720.

EDUCATION

Hilo High School
546 Waianuenue Avenue
Hilo, Hawaii 96720
Graduated: May, 1973

Hawaii School of Business
111 N. King Street
Honolulu, Hawaii 96817
Graduated 2-year program: May, 1975

Hilo College
P. O. Box 1938
Hilo, Hawaii 96720
I have completed 30 credit hours in biology and geology.

PERSONAL BACKGROUND AND SPECIAL INTERESTS

I was born in Hilo, Hawaii and lived there until 1973. In 1973 I moved to Honolulu to attend school. I have since returned to Hilo for employment. I have traveled to several foreign countries including Taiwan, Japan, and Australia. I spent one semester of high school on the mainland. I enjoy surfing and scuba diving in my spare time. These activities have sparked my interest in marine biology and geology which I have been studying at Hilo College.

REFERENCES

1. Yoo Young Lee

Harper Truck Rental of Hawaii

5674 Kuakini Highway

Hilo, Hawaii 96720

808-964-1374

I have known Mr. Lee for 3 years. He was my supervisor when I worked as a bookkeeper for Harper Truck Rental.

2. Bill Akau

Hawaii School of Business

111 N. King Street

Honolulu, Hawaii 96817

808-964-9319

Mr. Akau taught bookkeeping and shorthand while I attended the Business School. I have known him for 7 years.

3. Martin Clark

First Bank of Hawaii

1257 Kilauea Avenue

Hilo, Hawaii 96720

808-966-7887

I served as Mr. Clark's executive secretary and accounting assistant for 3 years.

4. Terry Bushard

327 Pahala

Hilo, Hawaii 96720

808-966-0249

Terry and I were classmates at the Hawaii School of Business. We have been acquainted for 7 years.

5. Alicia Sheffield

1212 Kalili

Hilo, Hawaii

808-966-4883

Ms. Sheffield and I worked together at the First Bank of Hawaii. I have known her for 3 years.

CHECKLIST: WRITING A RESUME

1. WRITE RESUME AT TOP OF PAGE.
2. NAME IN CAPITAL LETTERS NEAR THE LEFTHAND MARGIN.
3. ADDRESS BELOW NAME.
4. TELEPHONE NUMBER BELOW ADDRESS.
5. SOCIAL SECURITY NUMBER BELOW TELEPHONE NUMBER.
6. PLACE OF BIRTH.
7. DATE OF BIRTH.
8. SKILLS SUMMARY HEADING (ORDER OPTION).
9. LIST OF GENERAL SKILLS.
10. EXPERIENCE HEADING (AFTER SKILLS SUMMARY).
11. SPECIFICATION FOR EACH SKILL LISTED IN THE SKILLS SUMMARY.
12. PERSONAL BACKGROUND AND SPECIAL INTERESTS HEADING.
13. BRIEF DESCRIPTION OF INTERESTS AND BACKGROUND.
14. ACCURATE SENTENCE STRUCTURE IN BACKGROUND SECTION.
15. EDUCATION HEADING.
16. LAST SCHOOL (PRESENT SCHOOL) ATTENDED.
17. SCHOOLS ADDRESS.
18. GRADUATION DATE OR HIGHEST GRADE.
19. SPECIAL TRAINING HEADING (IF APPROPRIATE).
20. SPECIAL TRAINING SECTION (IF APPROPRIATE).
21. MILITARY RECORD HEADING (IF APPROPRIATE).
22. MILITARY RECORD SECTION (IF APPROPRIATE).
23. REFERENCES HEADING (OR PERSONS WHO CAN COMMENT ON MY CHARACTER AND RESPONSIBILITY).
24. THREE TO FIVE REFERENCES.
25. PERSON'S NAME.
26. ADDRESS AND PHONE NUMBER.
27. OCCUPATION.
28. HOW ASSOCIATED WITH YOU.
29. LENGTH OF TIME KNOWN.
30. TYPED NEATLY (WILL PRODUCE A CLEAN XEROX COPY WITHOUT LINES, SMUDGES, CROSSED OUT WORDS, ETC.).
31. NO SPELLING ERRORS.
32. APPROPRIATE MARGINS.

COMPLETING AN APPLICATION FOR EMPLOYMENT

The employment application is often the primary basis for deciding whether you should be hired. Therefore, it is very important for you to complete your job application forms carefully and accurately.

Application forms will be required for most jobs, and employers usually have their own forms. Although each is somewhat different, they generally contain the same types of questions. This unit is designed to help you transfer the information that you have recorded on your Personal Data Sheet to an employment application. A sample form is included at the end of this unit to give you an idea of what a completed application might look like.

1. OBTAIN AN APPLICATION FROM AN EMPLOYER AND TAKE IT HOME.

Go to the main office of the employer, ask for a job application, and return home to complete the application. There may be times when an employer requires you to complete the application at the office. For this reason, always take your Personal Data Sheet with you. You may ask if it would be all right to take the application home. More often than not, this will be acceptable to the employer.

If you take the application home, you will be under no pressure to complete the application quickly. You can take all the time that is required to complete it accurately and completely.

2. READ THE ENTIRE APPLICATION.

After you have the application, read the entire application before completing any part of it. Take the time to think about the information that is requested. In this way, you can be sure that you provide the information called for on the application.

3. MATCH THE FIRST ITEM ON THE APPLICATION TO AN ITEM ON THE PERSONAL DATA SHEET.

Look through the Personal Data Sheet to find an item with the same heading (or a heading that means the same thing) as the first item on the application.

If the Personal Data Sheet does not have an item that appears on the application, be sure to complete the application items with the information requested. If you are unsure of what an item is asking for or how to respond to it, ask a friend, teacher, or relative to explain the meaning of the question. It is essential to complete every item on an application with the appropriate information.

For example, the application might begin with the following items:

Name _____ Age _____
Last First Middle
Present Address _____ How Long There _____

You should find the items on the Personal Data Sheet that correspond to these items on the application form. In this case, you will find your name and age in the section entitled PERSONAL INFORMATION. Your address and length of time at that address will be found in the CURRENT AND PREVIOUS ADDRESS section of the Personal Data Sheet. Matching the items on the application form to items on the Personal Data Sheet will enable you to complete the application easily and accurately.

4. PRINT THE REQUESTED INFORMATION ON THE APPLICATION.

Print the information requested by the application in the space provided. Print neatly using a sharp pencil. If the application states that it should be completed in ink or typed, follow the instructions. All of the information that you provide should be true, accurate, and in response to the question asked. Be careful to spell all words correctly and provide all of the information requested.

Your application is a reflection of your work habits. Therefore, you want to take this opportunity to show the employer that you are neat, accurate, and thoughtful. You will

demonstrate your competence to the employer by completing each item neatly, accurately, and in the space provided.

Below are examples of correct ways to print the requested information on the application:

Name _____
Last First Middle

In case of emergency notify _____
Name Address Phone

The following are examples of inappropriately completed items:

Name _____
Last First Middle

(Tim Meyer wrote his first name first.)

Name _____
Last First Middle

(Ronald Timmons did not print.)

Name & address of last school attended _____
(The information was not written in the space provided and it was not written neatly.)

Name & address of last previous employer _____
(One of the words was misspelled, and the address was not provided.)

5. COMPLETE EVERY ITEM.

Respond to every item on the application. Match each item to an item on the Personal Data Sheet whenever possible. If you can provide an answer, write the requested information. If the item is not applicable to you (for example, if you don't have a maiden name), write "N/A" in the space provided. If you do not have a response to the item (e.g., you have been fired, but prefer to discuss it with the employer), mark a line above the blank provided.

Completing every item on the application will show that you have responded to all questions that have been asked. This demonstrates to the employer that you read the entire application and completed the task.

For example, if you do not have a maiden name, you would respond to this item as follows:

MAIDEN NAME _____

If you have been fired but prefer to discuss it with the employer, you should complete this item as below:

HAVE YOU EVER BEEN FIRED? _____ IF YES, PLEASE EXPLAIN _____

6. FOLLOW INSTRUCTIONS.

Attend carefully to instructions on the application form. Often there is a section marked, "Do not write below this line" or "For Interviewer Only." It is important to leave such items blank. This will show the employer that you know how to follow instructions.

7. SIGN THE APPLICATION.

Reread each item and your response to it. Take time to make sure that everything on the application is written neatly and accurately, is spelled correctly, and is in response to the question asked.

Proofreading the application will help ensure that the information you provided is accurate and neat. A neatly written and accurate application will help make a good impression on prospective employers.

9. RETURN THE APPLICATION TO EMPLOYER.

After you have proofread your application and are certain that all of the information is accurate and neat, return the completed application form to the employer. Include a copy of your resume.

It is important to return the application to the employer along with a copy of your resume so that you may be considered for the position.

The following pages contain an example of a completed application for employment.

APPLICATION FOR EMPLOYMENT

Personal Information

Date _____ Social Security Number _____

NAME _____ Age _____ Sex _____

 Last First Middle

PRESENT ADDRESS _____

 Street City State

PHONE NO. _____

DO YOU OWN YOUR HOME _____ RENT _____ BOARD _____

DATE OF BIRTH _____ HEIGHT _____ WEIGHT _____

HAIR COLOR _____ EYE COLOR _____

ARE YOU:

MARRIED _____ SINGLE _____ WIDOWED _____ DIVORCED _____ SEPARATED _____

NUMBER OF CHILDREN _____ NUMBER OF OTHER DEPENDENTS _____

EMPLOYMENT DESIRED

POSITION DATE YOU CAN START SALARY DESIRED

ARE YOU EMPLOYED NOW?

IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER?

HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE?

IF YES, WHERE? WHEN?

EDUCATION

NAME AND LOCATION YEARS DATE SUBJECTS

_____ ATTENDED GRADUATED _____ STUDIED _____
GRAMMAR SCHOOL

HIGH SCHOOL

COLLEGE

TRADE, BUSINESS, OR
CORRESPONDENCE SCHOOL

HAVE YOU HAD EXPERIENCE WITH ANY OF THE FOLLOWING:

COMPUTERS, CALCULATORS _____ ADDING MACHINES _____

DICTATING EQUIPMENT _____

NAME AND ADDRESS OF YOUR HUSBAND'S OR WIFE'S EMPLOYER:

WOULD YOU WORK 12 NOON TIL 9 P.M.?	DO YOU DRINK ALCOHOLIC BEVERAGES	CHURCH PREFERENCE
---------------------------------------	-------------------------------------	----------------------

U.S. MILITARY OR NAVAL SERVICE RESERVES	RANK	PRESENT MEMBERSHIP IN NATIONAL GUARD OR
---	------	--

WOULD YOU ACCEPT EMPLOYMENT IN ANOTHER CITY? .
WOULD YOU SUBMIT TO A LIE DETECTOR TEST BEFORE GOING TO WORK?_

FORMER EMPLOYERS

(List below last four employers starting with last one first)

DATE MONTH & YEAR FROM	NAME AND ADDRESS OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
---------------------------------	------------------------------------	--------	----------	--------------------------

TO

FROM

TO

FROM

TO

FROM

TO

REFERENCES

Give below the names of three persons not related to you whom you have known at least 1 year.

	NAME	ADDRESS	BUSINESS	YEARS ACQUAINTED
1.				
2.				
3.				

SUMMARY

In summary, the activities involved in completing an application are as follows:

1. OBTAIN AN APPLICATION FROM AN EMPLOYER AND TAKE IT HOME.
2. READ THE ENTIRE APPLICATION.
3. MATCH THE FIRST ITEM ON THE APPLICATION TO AN ITEM ON THE PERSONAL DATA SHEET.
4. PRINT THE REQUESTED INFORMATION ON THE APPLICATION.
5. COMPLETE EVERY ITEM.
6. FOLLOW INSTRUCTIONS.
7. SIGN THE APPLICATION.
8. PROOFREAD THE APPLICATION.
9. RETURN APPLICATION TO EMPLOYER.

STUDY GUIDE: COMPLETING AN APPLICATION FOR EMPLOYMENT

1. Why is it important to complete an application carefully and accurately?
2. When should you complete an application for employment?
3. Why should you take the application home to complete it?
4. How should you use the Personal Data Sheet for completing the application?
5. Why is it important to proofread the application?

PRACTICE SITUATIONS: COMPLETING AN APPLICATION FOR EMPLOYMENT

Attached are three different blank application forms. You should practice completing these applications with the requested information. Refer to your Personal Data Sheet and use that information to complete the application forms. Use the checklist to evaluate your performance. We recommend that you practice completing applications until you have completed two without making a mistake.

APPLICATION FOR EMPLOYMENT

AN EQUAL OPPORTUNITY EMPLOYER

(PLEASE PRINT, USING BLACK OR BLUE INK)

PERSONAL

AREA Telephone Number

() _____

FULL NAME _____

LAST

FIRST

MIDDLE

PRESENT ADDRESS _____

STREET

CITY

STATE

ZIP CODE

ARE YOU AT LEAST 16 YEARS OF AGE?

YES

NO

IF REQUESTED AFTER EMPLOYMENT, CAN PROOF OF CITIZENSHIP OR ALIEN REGISTRATION WHICH DOES NOT PREVENT LAWFUL EMPLOYMENT BE PROVIDED?

YES

NO

HAVE YOU BEEN CONVICTED OF OR RELEASED FROM PRISON FOR ANY OF THE FOLLOWING CRIMES WITHIN THE LAST FIVE YEARS? YES

NO

PETTY GRANT LARCENY

THEFT THEFT

EMBEZZLEMENT

BURGLARY

ASSAULT

LIST ANY HANDICAPS OR HEALTH PROBLEMS THAT SHOULD BE CONSIDERED IN YOUR JOB PLACEMENT (ENTER "NONE" IF THERE ARE NONE).

TYPE OF EMPLOYMENT DESIRED: PERMANENT FULL-TIME
TEMPORARY PART-TIME (LESS THAN 30 HOURS PER WEEK)

DATE AVAILABLE FOR WORK:

JOB PREFERRED YEARS EXPERIENCE

COOK _____

WAITRESS/WAITER _____

DISH MACHINE _____

CASHIER _____

HOST/HOSTESS _____

OTHER (SPECIFY) _____

YEARS EXPERIENCE

BUS PERSON _____

MAINTENANCE _____

BOOKKEEPER _____

MANAGER _____

EDUCATION

NAMES AND COMPLETE ADDRESSES OF SCHOOLS

CIRCLE LAST DID YOU GRADE COMPLETED GRADUATE?

LAST HIGH

SCHOOL

9 10 11 12

JR. COLLEGE
COLLEGE OR
UNIVERSITY

YEARS COMPLETED MAJOR

TECHNICAL BUSINESS
OR VOCATIONAL
SCHOOL

YEARS COMPLETED MAJOR

EXPERIENCE

Beginning with the most recent, list all employment, including part-time, self-employment and periods of unemployment for the past 5 years. Also list significant experience more than 5 years ago. Include periods of school attendance.

DATE	SALARY		Employer	Position	Reason for
From To	Starting	Leaving			Leaving
Mo. Mo.	\$	\$	Employer	_____	
Yr. Yr.	Per	Per	No. & St.	_____	
			City & State	_____	
Mo. Mo.	\$	\$	Employer	_____	
Yr. Yr.	Per	Per	No. & St.	_____	
			City & State	_____	
Mo. Mo.	\$	\$	Employer	_____	
Yr. Yr.	Per	Per	No. & St.	_____	
			City & State	_____	
Mo. Mo.	\$	\$	Employer	_____	
Yr. Yr.	Per	Per	No. & St.	_____	
			City & State	_____	
Mo. Mo.	\$	\$	Employer	_____	
Yr. Yr.	Per	Per	No. & St.	_____	
			City & State	_____	

EMPLOYMENT APPLICATION

Print Name
in Full _____

_____ First Middle Last
Address _____ City _____ State _____

S.S. No. _____ Phone _____

If married, give wife or husband's full name _____
_____ Last First Middle

Where is Wife or Husband Employed? _____

Male Female Married Single Widower Divorced Children _____

Age _____ Date of birth _____ Weight _____ Height _____ Health _____

Own Home Live With Parents Room Years in County Years in State

TO

FROM

TO

FROM

TO

REFERENCES

Give below the names of three persons not related to you whom you have known at least 1 year.

	NAME	ADDRESS	BUSINESS	YEARS ACQUAINTED
1.				
2.				
3.				

CHECKLIST: COMPLETING AN APPLICATION FOR EMPLOYMENT

The application should be completed: 1) in pencil, 2) neatly in the spaces provided, 3) accurately, 4) in printing (or typed), 5) so that every item is answered (even if only by a N/A), 6) only for questions asked, 7) with correct spelling, and 8) with your signature in the appropriate space.

1. Number of items to be completed.
2. Number of items completed according to the criteria listed above.

TELEPHONING A POTENTIAL EMPLOYER TO SCHEDULE A JOB INTERVIEW

Getting a job interview is one of your primary goals as a job hunter. However, before you can participate in an interview, you must find an employer who has an available job and is willing to interview you. Whether you are responding to a help-wanted advertisement, job lead from a friend, or are inquiring about the possibility of an unadvertised opening it is important to be able to telephone a prospective employer to schedule an interview.

You should telephone employers to schedule interviews whenever you are seeking a job. Often, it is best to set aside 2 hours every morning to make telephone calls. Calling between 8:30 and 10:30 a.m. will generally allow you to speak with employers before the day's problems have set in for them (and you). It is also likely that you will contact employers before they have planned their day and allocated their time. In addition, if someone has quit or not shown up for work, this will be fresh on the mind of the employer. As a result, calling between 8:30 and 10:30 in the morning may increase your chances of scheduling an interview and, perhaps, getting a job.

We recommend the following activities when telephoning a potential employer to schedule an interview: Make a list of prospective employers; note your reference for each; call the employer and introduce yourself; ask for the manager's name; and ask to speak with the manager. (If the manager is not available, you should ask when to call back and close the conversation.) When you are able to speak with the manager, we recommend that you greet the manager and identify yourself. Identify your reference (if appropriate), and state your

interest in employment. (If the position you called about has been filled, you should ask about other openings.) Whether or not there is a position available, we suggest that you ask for an appointment with the manager. If the manager suggests a time, you should repeat the interview time, and thank the manager before closing the conversation. If you are not granted an appointment, we recommend that you ask about other jobs, ask if you may call back, and thank the manager. This is merely an overview of these steps. Detailed information on each activity follows. In addition, three examples of telephone conversations with prospective employers are included at the end of this unit. They may be helpful in illustrating how the various components fit together.

1. LIST PROSPECTIVE EMPLOYERS.

List the name, address, and telephone number of all employers that might have a position that you are capable of filling. A good starting place is to look in the current help-wanted advertisements of your local newspaper. List the necessary information for all of the jobs that you are interested in on your Job Leads form (described in Chapter 2). However, there is no need to stop at the help-wanted ads. It is often useful to go through the yellow pages of the telephone book, and list all of the employers that you would consider working for. Many times an employer will need to hire someone but won't take out an advertisement in the newspaper.

Making a list of prospective employers will provide you with the telephone numbers to call as well as a permanent record of whom you have already called. Using the Job Leads form included in this book will help you keep track of pertinent information.

2. NOTE YOUR REFERENCE.

Write the name of the person or place that gave you the lead to call that employer. Note this reference after the heading, "Where did you get the job lead?" If you had no lead but selected the employer from the phone book, list "none" under the reference heading.

For example, suppose you had two job leads. The first was from Andy Johnson who told you there was an opening for a stock clerk at Oliver's Paint Store. The second was from an advertisement in the paper for a stock clerk at Sunflower Supply. Your Job Leads form would look like this:

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of further contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____

Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of further contacts: _____

3. CALL THE FIRST EMPLOYER AND INTRODUCE YOURSELF.

Dial the number of the first employer on your list. When there is an answer, greet the person and state your name. Use a pleasant tone of voice. Introducing yourself to let the person who answered the phone know who you are.

Examples:

"Hello, this is John Douglas."

"Good morning, my name is Willa Thomas."

4. ASK FOR THE MANAGER'S NAME.

Ask for the name of the personnel manager of a large business or the store manager of a smaller business. It is important to ask in a polite, not demanding manner. Asking for the manager's name will let you know whom you need to speak with about getting a job. It is important to be polite whenever you are calling about a job (even if the person you're speaking with doesn't decide whom to hire!). Courtesy will make a good impression on prospective employers.

For example:

"May I please have the name of your store's manager?"

"Could you tell me the name of the personnel manager?"

5. ASK TO SPEAK WITH THE MANAGER.

Ask politely if you may speak with the manager. Use the manager's title and last name in the request. This will likely connect you with the person in charge of hiring new personnel. Also write the manager's name on the Job Lead form beside the heading "Personnel manager." If you are connected with the manager, be sure to thank the person who answered the phone.

Examples:

"May I please speak with Mr. Martin?"

"If Ms. Miller is in, I would like to speak with her."

"Would you please connect me with Mr. Johnson?"

Of course, you would not say:

"Is he there?"

"Let me talk to Johnson."

"Get her on the phone, would you?"

6. IF THE MANAGER IS NOT AVAILABLE, ASK WHEN TO CALL BACK.

If you are told that the manager is busy or is not in, ask for a time when you can speak with the manager and list the call-back time on form beside "Date and purpose of further contact." Asking when to call back will let you know when you will be able to speak with the manager. Whether you are connected with the manager or told to call back, thank the person for helping you.

Examples:

"When might I be able to reach Mr. Martin?"

"When do you think Mrs. Douglas will be free?"

"Is there a time I could call back to speak with Mr. Davis?"

Examples of thanking the person include:

"Thanks very much for your help."

"Thank you. You've been very helpful."

Of course, you would not ask when to call back by saying:

"When's he gonna be there?"

"Have her call me when she gets in."

7. GREET THE MANAGER AND IDENTIFY YOURSELF.

Once you have been connected with the manager, greet the person by name and introduce yourself. Use the manager's title and last name in the greeting. Your first and last names should be included in the introduction. Greeting the manager using the appropriate title and last name is polite and conveys your respect. Introducing yourself lets the manager know who you are.

Examples:

"Good morning, Mr. Wilson. This is Ronn McVey."

"Hello, Mrs. Tiller. My name is Joan Anderson."

"Mr. Johnson, I'm glad I could speak with you. My name is Robert Mitchell."

Below are examples of incorrect ways to greet the manager:

"Hi, Jack. This is Tom Rogers."

"Hello, Smith."

"Who is this?"

8. IDENTIFY YOUR REFERENCE (if appropriate).

If you were referred to the employer by a person or a want ad, identify the source of your job lead. Tell the manager the name of the person who suggested that you call or explain where you saw the advertisement for employment.

If you are calling about an ad, it is important to describe the content of the ad briefly. If an individual referred you to the employer, be careful not to imply that the person said you would be hired.

If you had no reference but selected the employer from the phone book, there is no need to explain this to the manager. If this is the case, please go on to the next step.

Identifying your reference will let the manager know why you are calling and the source of your information. It is important to describe the content of a help-wanted advertisement, because the employer may have more than one position advertised.

Examples include:

"I saw your advertisement for a secretary in the Capitol Journal this morning."

"Jerry Baker told me that you had an opening at the gas station."

"Laura Wills suggested that I call you."

"I saw the help-wanted sign in your window."

It would not be appropriate to identify your reference by saying:

"My friend, Alice Patterson, told me you'd hire me."

"Jerry Davis said I'd be perfect for the job you have open."

"I saw your name in the phone book and thought I'd see if you'd hire me."

9. DESCRIBE YOUR QUALIFICATIONS.

When your conversation with the manager has progressed this far, offer a brief description of your qualifications. It is important to link your qualifications with the organization that you are calling, making it clear what you have to offer to the employer. If possible, avoid describing your qualifications for a specific job. Rather, try to fit your skills to the organization as a whole. It is important to be brief and pleasant. The experience section of your resume should be useful in describing your qualifications. Have it with you when you make your calls. It is important to state your qualifications to let the manager know your capabilities and what you have to offer the organization.

Examples:

In conversation with a greenhouse manager:

"I've done yard work and gardening for several years and enjoy working with plants. I've also done cashier and sales work."

Restaurant manager:

"I've worked as a waitress for 8 years and have become quite familiar with many aspects of operating a restaurant."

"I've worked in restaurants for several years and learned a great deal about their operation."

You would not summarize your qualifications by saying:

"I can do anything."

"I've had lots of experience."

10. STATE YOUR INTEREST IN EMPLOYMENT.

After stating your qualifications, tell the manager that you are interested in a position. Express your interest in a confident, enthusiastic manner. If you know there is an available job, tell the manager that you are interested in that job. If you don't know if a job is available, express your interest in working for the organization, and ask if there are any openings. Stating your interest in employment will let the employer know that you are looking for a job.

Examples include:

(When you know there is an opening:)

"I'm interested in applying for the secretarial position that was advertised."

"I'm very interested in the position you are advertising."

"I'd like to apply for the opening you have."

(When you don't know if there is an opening:)

"I'd really like to work at Westview Greenhouse. Do you have any openings?"

"I'm interested in working at the Ramada Inn. Are there any positions available right now?"

"I'd like to work in a restaurant again. Do you have any openings?"

Examples of incorrect ways to express your interest in employment include:

"Boy, I sure need a job."

"Would you hire me?"

11. ASK ABOUT OTHER OPENINGS (if appropriate).

If the manager tells you that the position you called about is filled, ask about other positions in the organization. Ask politely if there are any openings with the company for which you may apply. Asking about other openings will let the manager know that you are

sincerely interested in working for that organization. In addition, you may learn about other jobs for which you may be qualified.

Examples:

"Are there any other positions at the store that I might apply for?"

"Do you have additional openings at this time?"

"Are there any other openings at the restaurant?"

12. REQUEST AN APPOINTMENT.

Whether or not there is an available position, request an appointment with the manager. If there is an opening, ask if you may interview for the position. If there are currently no jobs available, ask if you may come in and talk with the manager.

If there is an opening, it is important to make an appointment with the manager so that you can be interviewed for the job. If there are no openings, asking for an appointment will let the employer know that you are truly interested in working for the organization. Moreover, if you are granted the appointment, it will give you the opportunity to make a more lasting impression on the employer and to describe your qualifications and interests more thoroughly.

You might say:

"May I come in and interview for that position?"

"Could I schedule a time for an interview?"

If there is no opening, you might say:

"Would you mind if I came in to talk with you anyway?"

"Could we schedule a time to meet even though you don't have any openings right away?"

"Would it be possible for us to meet and talk for awhile?"

If the manager suggests a time for an interview or visit, you should:

13. REPEAT THE INTERVIEW TIME.

Restate the scheduled time for the interview. Repeat the time in the form of a statement of confirmation or as a question asking for clarification. Also write the date and time of the appointment beside "Interview date" on your form. Repeating the interview time will help you be sure that you understood it correctly. It is very important to be prompt for meetings with prospective employers!

Examples:

"Great! I'll see you at 2:00 p.m. on Monday."

"Our appointment is at 8:30 a.m. on the 6th, right?"

"That was 1 :30 p.m. tomorrow?"

14. THANK THE MANAGER.

Express your appreciation for the interview before closing the conversation. Include the manager's name in the statement. Thanking the manager will convey your appreciation for the appointment. It will also demonstrate courtesy--a characteristic commonly expected by prospective employers.

Examples:

"Thanks very much for seeing me."

"I appreciate your time."

"Thank you, Ms. Nielson. I appreciate the opportunity for an interview."

If the manager tells you that you may not come in for an interview or visit, we suggest the following activities.

15. ASK ABOUT OTHER JOBS.

Ask if the manager knows of any other jobs for which you might apply. Do not limit the request to jobs within that organization. If the manager tells you of other jobs, find out whom to call and note that information on your Job leads form. It is also a good idea to ask if you may use the manager's name as a reference or lead when you call about those jobs. If the manager tells you about a possibility with another employer, you should fill out a Job Leads form for that job. You should list the person who told you about the job besides the heading, "Where did you get this job lead?"

The following are examples of how to ask the manager about other jobs:

"Do you know of any other jobs for which I might apply?"

"Have you heard if any other restaurants in town are hiring?"

"Do you know if other offices in town have openings?"

Examples of asking to use the manager's name as a reference include:

"May I tell the manager at the Standard Station that you suggested I call?"

"May I tell Mr. Levy that you referred me to him?"

16. ASK IF YOU MAY CALL BACK.

Whether or not the manager tells you about other jobs, ask if you may call again at a later date to inquire about possible openings. If the manager tells you that you may call back and suggests a time, note this information on your list of employers. This information should be listed beside the heading, "Date and purpose of further contact." Asking if you may call back will let the manager know that you are sincerely interested in finding work. It will also convey your interest in working in that particular organization.

Below are examples of how to ask if you may call back:

"Would it be all right if I called later to see if you have any openings?"

"May I call you in a month or so to find out if any positions are available?"

"Would it inconvenience you if I called again? I'd like to keep in touch in case you have an opening."

17. THANK THE MANAGER.

Regardless of the response to your requests, express your appreciation for the manager's time and assistance. Thanking the manager will convey your appreciation for the time and assistance you received. It will also show that you are courteous.

Examples of thanking the manager include:

"Thank you for your time and help."

"Thank you, Ms. Anderson. You've been very helpful."

The following pages contain several examples of telephone conversations with prospective employers. These examples should serve to illustrate what should be said and done in a variety of situations. Before making any telephone calls, Ronn's Job Lead sheet looked like this:

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

Ron dials the number of the Ace Construction Company and has the following conversation:

ACE EMPLOYEE: Good morning, Ace Construction.
RONN: Good morning. My name is Ronn Waiters. Could you please tell me the name of the manager at Ace Construction?
EMPLOYEE: That would be Mark McCord.
RONN: Would it be possible to speak with Mr. McCord?
EMPLOYEE: I'm sorry. He's not in the office at the moment.
RONN: Is there a time I could call back to speak with him?

EMPLOYEE: I expect him in at about 11:30 this morning. You could call back then.

RONN: Thank you very much. I'll call then.

EMPLOYEE: That's fine. Good-bye.

RONN: Good-bye.

Ronn notes the manager's name and call back time on his Job Leads form. (The completed forms for Ronn's phone calls are included after the conversations.) He then dials the number for Mueller Elementary.

SECRETARY: Mueller Elementary, may I help you?

RONN: Hello, this is Ronn Waiters. May I please have the name of the personnel manager?

SECRETARY: Well, we don't have a personnel manager, would you like to speak to Alice Bakerfield? She is our principal.

RONN: Yes, may I speak with Ms. Bakerfield please?

SECRETARY: Just a moment, I'll connect you with her office.

RONN: Thank you.

MS. BAKERFIELD: Hello.

RONN: Good morning, Ms. Bakerfield, my name is Ronn Waiters. I saw your advertisement for a janitor in the Journal World last night. I did maintenance work at Woodlawn last year and also have some experience in lawn care and construction work. I'm very interested in the position you have advertised.

MS. BAKERFIELD: I'm sorry, Mr. Waiters, but that position has already been filled.

RONN: Are there any other openings at the school?

MS. BAKERFIELD: No, we don't have any jobs available at this time.

RONN: Would it be possible to meet with you and talk for a while?

MS. BAKERFIELD: Actually, not. I've been very busy, and it doesn't look like things are going to let up.

RONN: Have you heard of any available position in Lawrence that I might be qualified for? Perhaps at some of the other schools?

MS. BAKERFIELD: You might try calling the central office for the school district. If there are any openings in the school system, they would know. You also mentioned that you've had some construction experience. I heard that they are planning to do some remodeling at the Pizza Hut. Why don't you call and see if they need some help?

RONN: That's really helpful. I'll be sure to call both of them. By the way, would it be all right if I told them that you suggested I call?

MS. BAKERFIELD: Well, you might use my name at the school district office. However, I'd prefer you didn't use it at the Pizza Hut. They don't know me there, anyway.

RONN: That's fine, I understand. Could I call you back in a couple of weeks to see if any positions have opened up at the school?

MS. BAKERFIELD: Sure, that would be fine.

RONN: Thank you very much, Ms. Bakerfield. You've been very helpful.

MS. BAKERFIELD: You're quite welcome. Good luck.

RONN: Thanks again. Good-bye.

MS. BAKERFIELD: Good-bye.

After noting the necessary information on his Job Leads form, Ronn dialed the number for the Garden Center.

EMPLOYEE: Good morning, Garden Center.

RONN: Good morning, my name is Ronn Waiters. I wonder if you could tell me the name of the manager at the Garden Center.

EMPLOYEE: Yes, his name is Allen Landon.
 RONN: Would it be possible to speak with Mr. Landon?
 EMPLOYEE: Sure, could you hold on for a moment please?
 RONN: Yes, I'd be glad to. Thank you.
 MR. LANDON: This is Allen Landon. May I help you?
 RONN: Hello, Mr. Landon. My name is Ronn Waiters. Jason Ellis, a friend of mine, suggested that I contact you. I've had several summers of experience in lawn care and gardening and was wondering if you had any positions available at the Garden Center.
 MR. LANDON: Well, we don't right now. But, one of our employees is going to be leaving in about 2 weeks, so we will need some help before too long.
 RONN: Could I set up an appointment with you to come in and interview for that position?
 MR. LANDON: That would be fine. How about 2:00 p.m. on Friday the 19th?
 RONN: 2:00, Friday the 19th. Great, I'll see you then. Thank you for seeing me. I appreciate your time.
 MR. LANDON: Fine, Ronn. I'll see you then.
 RONN: Good-bye, Mr. Landon.

After noting Mr. Landon's name and the interview time on his list of employers, Ronn sat quietly for a few minutes feeling very pleased with himself.
 Here's how Ronn's Job Leads form looked after these phone calls:

JOB LEADS

Where did you get the job lead? _____ Date: _____
 Job title: _____
 Name of organization: _____ Date you contacted employer: _____
 Personnel manager: _____ Information about the job: _____
 Phone number: _____
 Address: _____
 Employment application date: _____ Interview date: _____
 Interviewer's name: _____ Date of interview follow-up: _____
 Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
 Job title: _____
 Name of organization: _____ Date you contacted employer: _____
 Personnel manager: _____ Information about the job: _____
 Phone number: _____
 Address: _____
 Employment application date: _____ Interview date: _____
 Interviewer's name: _____ Date of interview follow-up: _____
 Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

In addition, Ronn got two new job leads from Alice Bakerfield at Mueller Elementary School. He looked up the address and phone number for the school district office and the Pizza Hut. He added these leads to his Job Leads form.

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____
Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

JOB LEADS

Where did you get the job lead? _____ Date: _____
Job title: _____
Name of organization: _____ Date you contacted employer: _____
Personnel manager: _____ Information about the job: _____
Phone number: _____

Address: _____
Employment application date: _____ Interview date: _____
Interviewer's name: _____ Date of interview follow-up: _____
Date and purpose of future contacts: _____

SUMMARY

In summary, we recommend the following activities when telephoning a potential employer to schedule a job interview:

1. LIST PROSPECTIVE EMPLOYERS.
2. NOTE YOUR REFERENCE.
3. CALL THE FIRST EMPLOYER AND INTRODUCE YOURSELF.
4. ASK FOR THE MANAGER'S NAME.
5. ASK TO SPEAK WITH THE MANAGER.

If the manager is not available, you should:

ASK WHEN TO CALL BACK.

When you are connected with the manager, we recommend that you:

6. GREET THE MANAGER AND IDENTIFY YOURSELF.
7. IDENTIFY YOUR REFERENCE (if appropriate).
8. DESCRIBE YOUR QUALIFICATIONS.
9. STATE YOUR INTEREST IN EMPLOYMENT.

If the manager tells you that the position you called about has been filled, you should:

ASK ABOUT OTHER OPENINGS IN THE ORGANIZATION.

10. REQUEST AN APPOINTMENT.
11. REPEAT THE INTERVIEW TIME.
12. THANK THE MANAGER.

If you are not granted an appointment, we suggest that you:

- A. ASK ABOUT OTHER JOBS.
- B. ASK IF YOU MAY CALL BACK.
- C. THANK THE MANAGER.

STUDY GUIDE:

TELEPHONING A POTENTIAL EMPLOYER TO SCHEDULE AN INTERVIEW

1. Why is it important to telephone potential employers to schedule interviews?

2. When should you telephone a prospective employer to schedule an interview?

3. What should you do if the manager is not available?

4. What is the first thing you should do when you are able to speak with the manager?

5. When is it appropriate to identify your reference?

6. What should you do if the manager suggests a time for an interview?

PRACTICE SITUATIONS

TELEPHONING A POTENTIAL EMPLOYER TO SCHEDULE A JOB INTERVIEW

This section contains several situations to practice telephoning a potential employer to schedule a job interview. You will need to find a partner who will help you practice and provide you with feedback on your performance. A blank form is provided in this section.

Your partner will be playing a role of the person who answers the telephone and the role of the manager. A checklist is provided for keeping track of the skills performed during each practice session.

Below is an example of what might be said during the first practice situation:

CONVERSATION

PARTNER: Good morning, Allied Steel.

JOB FINDER: Hello, this is _____.
Would you please tell me the name of the personnel manager?

PARTNER: Her name is Joyce Everhart.

JOB FINDER: (Notes "Joyce Everhart" beside "Personnel manager" on form).

May I please speak with Ms. Everhart?

PARTNER: I'm sorry, she's not in the office at the moment.

JOB FINDER: When could I call back to speak with her?

PARTNER: She won't be in until tomorrow morning. She's usually in by about 9:00.

JOB FINDER: Thank you very much. I'll call back tomorrow. (Notes, "Call back 9:00 a.m. tomorrow" on form).

PARTNER: That's fine. Good-bye.

JOB FINDER: Good-bye.

SKILLS USED

GREETING/INTRODUCTION

ASK FOR THE MANAGER'S NAME

ASK TO SPEAK WITH MANAGER

ASK WHEN TO CALL BACK

THANK THE PERSON

In this example, the job finder performed all of the skills that the situation called for.

Below are several practice situations for telephoning a potential employer to schedule a job interview. You should assume that you are trying to find a job. The following descriptions provide some basic information for you. Feel free to make up any experience or information that you might use in each situation.

NOTE TO PARTNER: Since a number of different things could happen when calling potential employers, it is important that the student practice dealing with a variety of

situations. You should vary your responses to the student's "telephone calls" to provide practice in dealing with different responses. In one situation, you may tell the student that the manager is not in and suggest a time to call back. In another you may assume the role of the manager, but tell the student that you have no openings and will not make an appointment to see the student. It will also be useful to give the student practice in a situation where you have an opening and schedule an interview. The different components of these circumstances may be varied. It is important to give the student as much practice as necessary in dealing with a variety of responses from employers.

Assume that you are looking for a job as a secretary. You saw an ad in last night's paper for a typist at Allied Steel. The address is 1811 West 12th Street, and the phone number is 267-8019. You've had experience working in an office before--feel free to make up whatever experience you like.

* * *

Assume that your friend, Lois Bristol, told you about a possible job opening at McDonalds at 1021 Iowa Street. The phone number is 761-1983. You've had experience working in restaurants as a waitress and a manager.

* * *

Assume that you saw the following ad in the paper this morning:

Sales personnel wanted. Start immediately. Jones Store, 833 Main, 357-8382.

Experience preferred, but not required.

You've worked in several clothing stores. The Jones Store is a department store.

* * *

Assume that you're interested in teaching school. You've just graduated from college and have your teaching certificate. John Lacy, a classmate, suggested that you call the main office of the local school district (1753 Randolph, 354-9923).

* * *

Assume that you've been looking for construction work. You found the number of Martin Homebuilders in the yellow pages (333 Caruose, 297-8808).

* * *

CHECKLIST: TELEPHONING A POTENTIAL EMPLOYER

1. LIST EMPLOYERS
2. NOTE REFERENCE.
3. CALL AND INTRODUCE YOURSELF.
4. ASK FOR MANAGER'S NAME.
5. ASK TO SPEAK WITH MANAGER.
6. ASK WHEN TO CALL BACK.
7. GREET MANAGER/INTRODUCTION.
8. IDENTIFY REFERENCE.
9. STATE INTEREST IN JOB.
10. ASK ABOUT OTHER OPENINGS IN COMPANY.
11. REQUEST AN APPOINTMENT.
12. REPEAT INTERVIEW TIME.
13. THANK THE MANAGER.

OR

12. ASK ABOUT OTHER JOBS.

13. ASK IF YOU MAY CALL BACK.
14. THANK THE MANAGER.

WRITING A STANDARD BUSINESS LETTER

Whether you are seeking employment or are already employed, it is important to know how to write a business letter. A letter provides a variety of information about you. For example, it reflects your grammar, writing skills, and ability to write an informative business letter. Therefore, it is important that your letters are grammatically perfect and written in a proper format. The business letter format described here is both widely used and respected by many employers and business people.

Whenever you are unable to talk directly with an employer, or potential employer, you should write a business letter. It is also an appropriate way to have a permanent record of your comments and concerns. Examples of when you might want to write a business letter include: to request a job interview; to put an agreement on paper that was agreed upon verbally; and to thank an employer for an interview or a raise.

Three sample letters using the standard business letter format are provided at the end of this unit. This format can be used for any letter. It might be useful to refer back to the sample letters as you read about each step. In this way, you can see how the information described in the lesson can be included in a letter.

The steps in writing a business letter are summarized as follows: Provide your return address; write the date, salutation, and body of the letter; write the complimentary closing; proofread, type, and proofread your letter again; sign the typed letter; make a copy; file the copy; and prepare an envelope for mailing.

1. PROVIDE YOUR RETURN ADDRESS.

Write your name in the upper right-hand corner of a clean sheet of paper. Directly under your name, write your street address. Write your city, state, and zip code directly under your street address. Put a comma between the city and state. It is important to provide an accurate return address so that the person receiving your letter will know whom the letter is from and where to write to you.

Example: Susan Smith
 1241 Taylor Lane
 Lawrence, Kansas 66044

2. WRITE DATE.

Skip at least two lines under your return address and write the date that you are writing the letter. Write the name of the month, the numerical date, and the year. Providing the date that the letter was written indicates how current the information in the letter is.

Below are examples of how to write the date:

November 15, 1980

July 4, 1980

The following are incorrect ways to write the date:

11/15/80

7-4-80

3. WRITE INSIDE ADDRESS.

The inside address includes the name and address of the person to whom you are writing. Skip at least two lines and write the name of the person to whom you are writing on the left-hand side of the page. Include the appropriate title (e.g., Dr., Mr., Miss., Mrs., Ms., Reverend., etc.). Place a comma after the name, and write their position within the organization (if you know it). Write the name of the organization directly below the person's name. Directly under the name of the organization, write the street address. The city, state, and zip code should be written below the street, using a comma to separate the city and state.

Examples include:

Mrs. Betty Johnson, Office Manager
Accounting Department
Kansas Power and Light Company
312 Michigan Street
Lawrence, Kansas 66044

or

Mr. Rick Taylor
Art and Sign
607 Vermont
Providence" RI 02908

4. WRITE SALUTATION.

Skip two lines under the city, state, and zip code before writing the salutation. The salutation should be written on the left-hand side of the page and should include the word "Dear" and the title and last name of the person to whom you are writing. Put a colon after the person's last name.

The following are examples of salutations:

Dear Mr. Taylor:
Dear Ms. Jones:
Dear Dr. Schwartz:

5. WRITE BODY OF LETTER.

Describe why you are writing the letter (e.g., to request a job interview, to thank them for a raise, to submit your resume, etc.). Use proper grammar, sentence structure, and spelling. Use paragraphs to separate different topics in the letter. Make sure that what you write is true and accurate. Remember, the letter is a reflection of you and may be kept as a permanent record.

The body of each letter will be different depending upon its content. Other units in this series are designed to teach you about the content of job-related letters. However, every business letter should be set in the format described in this unit.

Sample letters, included at the end of this section, provide examples of how the body of a letter might look.

6. WRITE COMPLIMENTARY CLOSING.

Skip two lines below the last sentence of the body of the letter, and write the complimentary closing in the center of the page. Some common closings include "Very truly," "Respectfully," "Sincerely," and "Sincerely yours." Notice that in two-word closings, only the first word is capitalized. Put a comma after the last word.

7. PRINT YOUR NAME UNDER COMPLIMENTARY CLOSING.

Skip four lines, and print your name in the center of the page under the complimentary closing. There should be enough space for your signature between the complimentary closing and your printed name. However, you only need to sign the letter after it has been typed.

8. PROOFREAD YOUR LETTER.

Proofread your letter carefully. Check for spelling errors, errors in sentence structure, and errors in the accuracy of your statements in the letter. If you are unsure about any word or sentence, ask a friend, relative, or teacher to proofread your letter. This will help you be sure that your letter reflects what you want it to say and that it is grammatically correct.

9. TYPE YOUR LETTER.

Use a good, clear printing typewriter to type your letter. Use the exact format of your handwritten letter. You should have margins of at least 1 inch on all sides (including top and bottom) and no typographical errors. If you are unable to type, try to find a friend or relative who can type your letter. You could also check the newspaper to hire a typist. Current local charges are between \$0.75 and \$1.50 per page.

It is important to type your letter, because it will be easier to read, and it will look nicer than a handwritten letter. It may make a better impression on the person to whom you are writing.

10. PROOFREAD THE TYPED LETTER.

Check each word in the typed letter for accuracy in spelling and punctuation. You should also reread the letter to make sure it is accurate in content. The typed copy and the handwritten copy should be exactly the same in wording, titles, and information. If they are not, make the necessary corrections, but do it neatly. It is very important that your typed letter be clean, attractive, and accurate.

Proofreading your letter is important because it will help ensure that your letter is accurate and neat. Be sure that your letter is clean, attractive, and accurate.

11. SIGN TYPED LETTER.

Use a pen with blue or black ink to sign your name. The signature should be placed between the complimentary closing and typed spelling of your name. Of course, your signature should be the same name that is typed.

12. MAKE COPY OF LETTER.

Make a photocopy of your typed letter for yourself. Photocopy machines are frequently found in libraries and large stores. At current prices, one copy usually costs between .03 and .10. An alternative to making a copy of the typed letter is to save the original handwritten letter or use carbon paper for a carbon copy. It is important to keep a copy of every business letter you mail out so that you know exactly what your interactions are with different potential employers.

13. FILE COPY.

Put the photocopy of the typed letter in a folder where it will stay clean, wrinkle-free, and within reach. Keep folders with your business letters in a safe place where you know you

will be able to find them. This will enable you to refer back to it if you need to write another letter that is similar in content. You may also want to refer back to it if you have contact with the person in the future.

14. PREPARE ENVELOPE FOR MAILING.

Type the name and address of the person to whom you are writing in the center of a business-size envelope. Type the mailing address exactly as it is on the letter (the inside address). Type your name and address in the upper left-hand corner of the envelope. After the envelope is addressed and stamped, fold the typed original copy of the letter into thirds, place it in the envelope, seal it, and mail it.

Several examples of business letters are included at the end of this unit. These samples should help familiarize you with the format and content of job-related letters.

SUMMARY

In summary, the steps involved in writing a business letter are:

1. PROVIDE YOUR RETURN ADDRESS.
2. WRITE DATE.
3. WRITE INSIDE ADDRESS (FULL ADDRESS OF PERSON TO WHOM YOU ARE WRITING).
4. WRITE SALUTATION.
5. WRITE BODY OF THE LETTER.
6. WRITE COMPLIMENTARY CLOSING.
7. PRINT YOUR NAME UNDER COMPLIMENTARY CLOSING.
8. PROOFREAD LETTER.
9. TYPE LETTER.
10. PROOFREAD TYPED LETTER.
11. SIGN TYPED LETTER.
12. MAKE COPY OF TYPED LETTER.
13. FILE COPY.
14. PREPARE ENVELOPE FOR MAILING.

Jack Taylor
12 Duck Cove Lane
Wickford, RI 02852

December 18, 1984

Mr. John Wilson, Owner
Wilson's Department Store
12 Brown Street
Wickford, RI 02852

Dear Mr. West:

Thank you very much for the job offer as assistant manager at Wilson's. However, I have chosen to take a position at Liberty House Department Store instead.

Sincerely,

Jack Taylor

Susan Johnson
1112 6th Street
Nashville, Tennessee 37207

December 8, 1984

Ms. Pamela Martin, District Manger
Rusty's IGA
1800 Walnut Street
Memphis, Tennessee 38128

Dear Ms. Martin:

Thank you for the promotion to manager of the IGA store in Nashville. I have enjoyed the five years I have spent with this organization and will do my best to be a good manager.

I would like to meet with you at your convenience to discuss the details of my new position. Please feel free to call me at 924-8760 and let me know when we could get together.

Thank you again for the recognition and the generous salary increase.

Sincerely,

Susan Johnson

Ronn E. Waiters
1420 Ohio
Lawrence, Kansas 66044

March 18, 1984

Mr. Mark Davis
Lawrence Lawn Service
1728 West 12th Street
Lawrence, Kansas 66044

Dear Mr. Davis:

I am writing to submit my resume for your consideration should any positions become available at Lawrence Lawn Service. I enjoy working outdoors and have had some experience in lawn and garden care. My education and experience is described in detail in my resume.

Please feel free to contact me at 842-0091 if you need further information. Thank you for your consideration.

Very truly,

Ronn E. Waiters

STUDY GUIDE: HOW TO WRITE A STANDARD BUSINESS LETTER

1. What information do you provide in your return address?

Where does it go on the page?

2. What information is contained in the inside address?

3. Does the inside address go before or after the date?

4. What are some complimentary closings?

5. After handwritten letter is complete, what do you do next?

6. What is involved in proofreading your letter?

7. Why do you want to keep a copy of your typed letter?

8. Do you mail the original or the copy of the letter?

9. What steps are involved in writing a standard business letter?

10. Why should you write a letter using a standard business letter format?

SITUATIONS WRITING A STANDARD BUSINESS LETTER

In the following situation, assume that you are writing a business letter to someone. Feel free to make up the body of the letter. An example of a body of a letter might read: "Thank you very much for the Christmas bonus of \$20.00 this year. I greatly appreciate your generosity during this holiday season."

1. Fred Thompson, Supervisor; Water Plant; 322 Montana Ave.; Kansas City, Kansas 66102
2. Mrs. Mary Espey, Manager; Giant Burger Hamburger Stand; 642 Bristol St.; Omaha, Nebraska 68111
3. Dr. Rod Hall; Arlington Medical Center; 1728 Brandywine; Arlington, Virginia 22207
4. Ms. Suzanne Mallor, Director; Counseling Project; Bert Nash Mental Health Center; 1001 Massachusetts; Lawrence, Kansas 66044
5. Miss Joanne Snow, Office Manager; Johnson's Interior Design; 738 Glenmore Ave.; Trenton, New Jersey 08638

After you have completed a letter, use the checklist to score your performance. Check off which items you performed and not what items you forgot or did not do well in. We recommend you practice writing business letters until you have written two letters without making a mistake.

CHECKLIST: WRITING STANDARD BUSINESS LETTERS

1. RETURN ADDRESS
2. DATE
3. INSIDE ADDRESS
4. SALUTATION
5. BODY OF LETTER
6. COMPLIMENTARY CLOSING
7. NAME UNDER COMPLIMENTARY CLOSING
8. PROOFREAD LETTER
9. TYPE LETTER
10. PROOFREAD TYPED LETTER
11. SIGN TYPED LETTER
12. COPY OF LETTER
13. FILE COPY
14. PREPARE ENVELOPE

* Note to the job-finder's partner: Remember to let your partner know what things were done well as well as what needs improvement. Your feedback is very important.

WRITING A LETTER IN RESPONSE TO A HELP-WANTED ADVERTISEMENT

Prior to training with this unit, you should have completed the chapter entitled "WRITING A STANDARD BUSINESS LETTER." We recommend that you use the standard business letter format to write a letter in response to a help-wanted advertisement. This chapter's focus is the body of such a letter.

Writing a business letter in response to a help-wanted advertisement is important, because it may be your first form of contact with a prospective employer. It is important that your first impression reflect a positive and enthusiastic attitude toward the job for which you are applying. It is also important that the letter be written in an acceptable, professional business letter format. An initial letter that is positive in nature and businesslike in format is sure to leave a favorable impression on a prospective employer!

Often, you will want to go to the place of business personally to apply for a job. However, some job advertisements list only a post office box, or a job may be located out of town. In these situations, you should write a letter to apply for the job.

A sample letter using the standard business letter format is provided later in this unit. It might be useful to refer to this sample letter as you read about each of the steps so you can see how the information described would be included in a letter.

1. BEGIN WITH STANDARD BUSINESS LETTER FORMAT.

Begin your letter by following the first four steps described in Chapter 7. In review, the first four steps of writing any business letter are:

1. Provide your return address.
2. Write date.
3. Write inside address.
4. Write opening salutation.

2. STATE YOUR INTEREST IN POSITION.

Begin the body of the letter with a positive statement about your interest in the advertised position. Include name of the position, place that you found the advertisement, and date on which you noticed the advertisement. Stating your interest in an advertised position will tell a potential employer how you feel about the job. Providing a description of the position, the source of the ad, and the date that you found the ad will let the employer know which position you are writing about. This information is especially important, because one employer may have many positions advertised in different newspapers.

Examples:

"I am writing in response to your advertisement in the Lawrence Journal World that appeared on December 17. The position listed was a restaurant cashier, and I am very interested in that type of work."

"On December 27, I noticed your ad for a babysitter posted on the job board at Dillons grocery store. Your ad was very appealing to me, because I enjoy being with children."

"I am writing to express my interest in the secretarial position that you advertised in the Los Angeles; Tribune on January 13. I am very interested in obtaining such a position in your office."

Examples of incorrect ways to state you interest in an advertised position include:

"I read your ad in the paper."

"I'm writing about that job."

"I like doing what you described in your ad."

3. DESCRIBE YOUR QUALIFICATIONS.

Describe experience (paid or volunteer), qualities, skills, certificates, or training that you have had that make you especially qualified for the job. It is important to provide an honest and accurate description of your skills and qualifications. Additional information on how to describe your qualifications is contained in the chapter that you have already completed on "Writing a Resume." Providing an honest description of your qualifications will give the potential employer a brief and positive impression of you.

Examples of ways to describe qualifications include:

"I have worked at the Harvest Restaurant as a cashier and hostess for 2 years and at the Dairy Queen for 1 year."

"I have experience in operating a cash register, handling money, and seating people at tables."

Examples of incorrect ways to describe qualifications include:

"I know how to do everything you need done."

"I'm the best babysitter in the world."

"I've done this type of work before."

4. STATE THAT A RESUME IS ENCLOSED.

Next, write a statement indicating that a copy of your resume is in the envelope with the letter. Make sure to enclose a copy of your resume with the letter before mailing it. Stating that a resume is enclosed and actually enclosing it will provide prospective employers with further information about you. It will also demonstrate that you are mature and responsible enough to have prepared a resume.

Examples:

"Enclosed you will find a copy of my resume."

"Please refer to the enclosed resume for additional information."

"I have enclosed a copy of my resume for your convenience."

5. DESCRIBE AVAILABILITY OF LETTERS OF RECOMMENDATION.

State that letters of recommendation are enclosed and enclose a copy of each letter. Another option is to state that letters of recommendation are available upon request, and have a copy of each letter ready to mail if employer requests them. Describing the availability of letters of recommendation and having letters available will provide prospective employers with a positive impression of you from another person's point of view. It is helpful to prospective employers to reach an evaluation of your performance by others with whom you have worked.

Examples:

"Enclosed are two letters of recommendation that further clarify my experience and qualifications."

"Letters of recommendation are available upon request."

6. STATE YOUR INTEREST IN AN INTERVIEW.

Describe your availability for and interest in meeting with the potential employer for a job interview. Requesting an interview will indicate your sincere interest in the job. It will also convey your respect for the employer's power to make the final decision. In addition, an interview could provide you with an opportunity to see the employer and facility for yourself, rather than relying on a brief advertisement in the newspaper. The interview also provides an opportunity for you to make a good and lasting impression on the employer.

Examples:

"I would be very interested in meeting with you for an interview."

"I am available for a job interview at your earliest convenience."

Incorrect examples:

"I'll only be available next week for interviews."

"I'll be waiting for you to call about an interview."

7. STATE YOUR AVAILABILITY TO ANSWER QUESTIONS.

Invite or encourage the employer to contact you if s/he has any questions or comments. Also be sure that your phone number is typed under your name at the end of the letter and that your address is in the upper right-hand corner of the letter. Stating your availability and providing your phone number and address will further demonstrate your interest in the position and your willingness to cooperate.

Examples:

"Please feel free to call or write if you have any questions."

"If you need to contact me, please feel free to call or write."

8. END WITH STANDARD BUSINESS LETTER FORMAT.

Follow the last nine steps in the "Writing a Standard Business Letter" unit to conclude your letter. In review, the last nine steps are:

1. Write complimentary closing.
2. Print your name under complimentary closing.
3. Proofread your letter.
4. Type your letter.
5. Proofread your typed letter.
6. Sign typed letter.
7. Make copy of letter.
8. File copy.
9. Prepare envelope for mailing.

It is important to follow these last steps for writing a standard business letter to ensure that your letter is an accurate, neat, and businesslike reflection of yourself and your interest in the advertised position. A complete example of a letter in response to help-wanted advertisement is included on the next page. Feel free to refer to this letter for the appropriate format and content components of your letter.

Ronn E. Waiters
1420 Ohio
Lawrence, Kansas 66044

June 26, 1984

Mr. Tod Jennings
Lawrence Lawn
19th and Mississippi
Lawrence, Kansas 66044

Dear Mr. Jennings:

I am writing to express my interest in the laborer position you advertised in the Lawrence Journal World on June 25, 1984. I am very interested in lawn and garden care and would like to be considered for that position. I have had several summers of experience in mowing lawns, pruning trees and shrubs, and raking leaves. In addition, I maintain gardens at my home. I have enclosed a resume to further clarify my skills and interests. Letters of recommendation will be available upon request.

I would like to schedule an interview for the advertised position at your earliest convenience. Please don't hesitate to contact me if I can provide further information.

Sincerely,

Ronn E. Waiters
913-842-0091

SUMMARY

- In summary, the steps for writing a letter in response to a help-wanted ad are:
1. BEGIN WITH STANDARD BUSINESS LETTER FORMAT.
 - a. Provide your return address.
 - b. Write date.
 - c. Write inside address.
 - d. Write opening salutation
 2. STATE YOUR INTEREST IN POSITION.
 3. DESCRIBE YOUR QUALIFICATIONS.
 4. STATE THAT A RESUME IS ENCLOSED.
 5. DESCRIBE AVAILABILITY OF LETTERS OF RECOMMENDATION.
 6. STATE YOUR INTEREST IN AN INTERVIEW.
 7. STATE YOUR AVAILABILITY TO ANSWER QUESTIONS.

8. END WITH STANDARD BUSINESS LETTER FORMAT.

- a. Write complimentary closing.
- b. Print your name under complimentary closing.
- c. Proofread your letter.
- d. Type your letter.
- e. Proofread your typed letter.
- f. Sign typed letter.
- g. Make copy of letter.
- h. File copy.
- i. Prepare envelope for mailing.

**STUDY GUIDE: WRITING A LETTER IN RESPONSE TO A HELP-WANTED
ADVERTISEMENT**

1. What do you do before you write the body of a letter?
2. What is involved in stating your interest in an advertised position?
3. What is involved in stating your qualifications for the position?
4. What should you enclose with the letter? How do you refer to it in the letter?
5. How do you describe your interest in an interview?
6. What steps are involved in writing the body of a letter written in response to a help wanted ad?
7. What should you do after the body of the letter is completed?
8. Why would you want to write a standard business letter in response to a help-wanted ad?

PRACTICE SITUATIONS

WRITING A LETTER IN RESPONSE TO A HELP-WANTED ADVERTISEMENT

Assume that you read the following advertisements in the newspaper and wanted to inquire about the positions. For these practice situations, make up any experience you want to include in the letter. (Of course, you wouldn't make up information if it were a real job application letter!)

After you have completed a letter, use the checklist to score your performance. Check off the skills you performed, and note which you forgot or did not do well. Practice writing letters in response to want ads until you have written two consecutive letters without making a mistake.

* * *

Wanted: Salesperson for children's clothing store. Some experience desirable. Must enjoy children. Write Beth Morris, Little Women, 843 Massachusetts Street, St. Louis, Missouri.

* * *

Wanted: Waitress for growing restaurant business. Interested persons write Jerry Cole at P.O. Box 240, Lawrence, Kansas, 66044.

* * *

Interested in working from your own home? Global Vacuum Cleaner is looking for young, energetic salespeople to make over-the-phone sales of our products. Write Bob Hart, Supervisor, Global Vacuum Cleaners; P.O. Box 8490; Hilo, Hawaii, 96720.

* * *

We need a typist to work on our monthly newsletter. Must type at least 30 words per minute and have some writing skills. Qualified people may write P.O. Box 1442; Fresno, California, 93654.

CHECKLIST: LETTER IN RESPONSE TO A HELP-WANTED ADVERTISEMENT

1. BEGIN WITH STANDARD LETTER FORMAT.
 - a. Return address.
 - b. Date.
 - c. Inside address.
 - d. Opening salutation.
2. STATE INTEREST IN POSITION.
3. DESCRIBE QUALIFICATIONS.
4. STATE RESUME ENCLOSED.
5. LETTERS OF RECOMMENDATION AVAILABLE.
6. STATE INTEREST IN AN INTERVIEW.
7. STATE AVAILABILITY TO ANSWER QUESTIONS.
8. END WITH STANDARD BUSINESS LETTER FORMAT.
 - a. Complimentary closing.
 - b. Print name.
 - c. Proof.
 - d. Type.
 - e. Proof.
 - f. Sign.
 - g. Copy letter.
 - h. File copy.
 - i. Prepare envelope.

PART TWO: THE JOB INTERVIEW

All of your efforts throughout the entire job-hunt have led to this opportunity--the interview. Now is your chance to demonstrate what you know and what you can do. This isn't the time to be shy about your abilities. It's your job to sell yourself. When you enter the

interview, you are one prospective employee in a line of many. Therefore, your goal is to stand out as someone who should be hired. This section is designed to help you impress the interviewer with your abilities. Chapter 9 discusses how to handle yourself in the interview situation.

Most interviews consist of a series of questions asked to you by an interviewer. The questions help the interviewer form an impression of you as a person and as a potential employee. Each interviewer will ask different questions, in different ways, and in a different order. However, we have identified six general types of questions that are commonly asked during an interview. Chapters 10 through 16 are designed to help identify what different interview questions mean and ways of answering them. Chapter 10 is concerned with interview questions regarding wages. Ways of describing your future plans and your goals are discussed in Chapter 11. Chapter 12 describes how to talk about your previous employment experience and education. Chapter 13 covers questions about why you are interested in the job opening. Questions about stress and job pressures are covered in Chapter 14. Chapter 15 is about how you can describe your good qualities without bragging, while Chapter 16 is designed to help you describe any job-related weaknesses or disabilities. Chapter 17 provides an opportunity to practice using all of the interview techniques in several different interview situations. In this way, you can practice answering lots of interview questions before you ever go in for a real job interview.

The final chapter in this section describes a method of writing a letter to follow-up your job interview. By writing a letter to each interviewer, you stand a better chance of standing out from the crowd--and getting the job.

PARTICIPATING IN A JOB INTERVIEW

The job interview is the most important factor in obtaining a job. During an interview, it is vital to present yourself in a positive manner. Potential employers are impressed by confident, courteous, and pleasant people. This unit is designed to help you successfully participate in job interviews.

You may participate in an interview whenever a potential employer schedules an interview for you. This will occasionally be at the time you go to an employer to fill out an application. Usually, the employer will schedule the interview at a later date.

We recommend several activities for participating in a job interview. Before the interview, dress appropriately, arrive early, identify yourself, and request the name of the interviewer. When the interviewer arrives, greet him or her, enter the office, sit down, and wait quietly for a few minutes before initiating a conversation. When the interview begins, you should answer the employer's questions truthfully but avoid volunteering negative information about yourself. If asked if you have any questions, you should ask several job-related questions but avoid asking about salary or benefits. After all questions are answered, we suggest that you summarize your qualifications, express your interest in the position, thank the interviewer, state your interest in hearing about the position, offer to answer additional questions, and make a closing statement. These job interview activities are detailed below.

1. DRESS APPROPRIATELY.

Dress in neat, clean clothes for the job interview. Of course, the specific dress code will vary with the job. Look around at some of the employees at the job site, and see how they are dressed. Overall, you should dress a little better than might be expected on the job.

Dressing appropriately for an interview will help you make a good impression on prospective employers. If you are not dressed neatly for the interview, an employer will generally assume that you will never be neat on the job.

Dress Code for Men:

- a. Shirts, pants, jackets should be clean, pressed, and without holes.
- b. Shirts should be tucked in and should be completely buttoned except for top button or two. Shirts should have a collar and should not have rolled up sleeves.
- c. A t-shirt should be worn under shirt; it should be clean and without holes.
- d. Slacks should be full length--no blue jeans, cut-offs, or shorts.
- e. If pants have belt loops, a belt should be worn.
- f. Matching socks should be worn, pulled up--not baggy.
- g. Shoes should be clean and polished--no work boots, cowboy boots, casual sandals, or tennis shoes.
- h. All clothes should be coordinated according to color and pattern.
- i. Hair should be clean and neat--no dandruff.
- j. Face should be clean-shaven, or beard should be trimmed neatly.
- k. Nose and ears should be clean.
- l. Body should be clean and without body odor.
- m. Hands and fingernails should be clean.

Dress Code for Women:

- a. Clothes should be clean, pressed, and without holes.
- b. Blouses should have a collar and be tucked in. If slacks are worn, they should be full length--no shorts, cut-offs, or blue jeans.
- c. Dresses and skirts should be worn over an underslip, should be approximately knee length, and should be worn with nylon stockings.
- d. If slacks have belt loops, a belt should be worn.
- e. Matching socks or nylons should be worn. They should be pulled up--not baggy, and should be without runs.
- f. Shoes should be clean and polished--no work boots, cowboy boots, casual sandals, or tennis shoes.
- g. All clothes should be coordinated according to color and pattern.
- h. Hair should be clean and neat.
- i. Face, ears, nose should be clean, no heavy make-up.
- j. Body should be clean and without body odor.
- k. Hands and fingernails should be clean.

2. ARRIVE EARLY.

Arrive at the place of the interview 10-15 minutes before the interview is scheduled to begin. This will allow you some time to introduce yourself to the receptionist, sit down and relax, and prepare yourself for the interview.

You should go to the interview alone. This demonstrates your independence. Employers generally disapprove of candidates who bring their parents or friends to an interview for additional support.

3. INTRODUCE YOURSELF.

Upon arriving at the office where the interview is scheduled, tell the receptionist, secretary, or office worker your name and that you are there for an interview. It is a good idea to state the time at which your interview is scheduled. Introducing yourself will let the person in the office know who you are and why you are there. You can then find out what you need to do next. For example, you may be asked to fill out an application, sit and wait, or go on into the interviewer's office. Introducing yourself will also allow you to be sure you are in the right place for the interview.

For example:

"Good afternoon, my name is Bob Smith. I'm here for a 3:30 interview for the position of produce manager."

"Hello, I'm Barbara Jordan. I have an interview scheduled for 8:30."

"Hi, I was asked to come in for an interview with Mr. Welsh at 2:00. My name is Bill Everhart."

4. REQUEST INTERVIEWER'S NAME.

If you do not know who is going to interview, ask the receptionist for the name of the interviewer. Requesting the name of the interviewer will help you prepare for a proper introduction.

Examples:

"Whom will I be talking with about this position?"

"Could you tell me who will be conducting the interview?"

"Is my interview with Mr. Thompson?"

5. THANK PERSON AND WAIT QUIETLY.

Because you arrived 10-15 minutes early, you will probably be offered a seat and be asked to wait. If that is the case, thank the person who offered you the seat, sit down, and relax to prepare for the interview. You should maintain good posture by sitting up straight in the chair with your back against the back of the chair. Be careful not to slouch or fidget. You shouldn't smoke or play with your hair, jewelry, clothes, or other objects. Your arms and legs should be still with your arms on the armrests of the chair or in your lap. Taking slow, deep breaths through your nose may help you relax. Being polite and waiting patiently is important, because many interviewers rely on the opinions of their receptionist regarding a candidate's manners and composure.

For example, if the receptionist said, "Please have a seat," you might say "Thank you." Then you would sit down in the chair, relax, and wait until the interviewer called you in for the interview.

6. STAND UP AND GREET INTERVIEWER.

When the interviewer calls your name to come in for the interview, stand up, and offer an initial greeting. You should look at the person and make a greeting statement using the interviewer's title and last name. You should also introduce yourself using your first and last name. If the interviewer offers a hand, you should shake hands with the person using a firm handshake. A pleasant greeting, eye contact, and a firm, confident handshake are generally expected by the interviewer. Such a greeting will convey courtesy and confidence and will make a good impression on prospective employers.

Examples include:

"It's nice to meet you Mr. Baldwin. My name is Phyllis Thompson."

"Good morning, Mrs. Clark. I'm Robert Jones."

7. ENTER THE OFFICE.

At this time, the interviewer will generally direct you into the office where the interview is to be conducted. When this occurs, go into the office, and wait for a seat to be offered.

8. TAKE SEAT THAT IS OFFERED.

Once the interviewer has offered you a seat, thank the person for the seat, and sit in the chair using good posture. You should maintain eye contact with the interviewer throughout the interview. This involves sitting with your body and face oriented toward the person to whom you will be talking. Look the person in the eyes as much as possible without staring. Smile if appropriate. While you are talking with the interviewer, you should not look down, gaze around the room, focus on any particular objects in the room, look tense, fidget, or look like you are bored by the interview.

9. COMMENT ON SOMETHING OF INTEREST.

While you are waiting, scan the interviewer's office for items of interest (for example, a picture of children, a painting, a sign, or an unusual view from the window). If you see something interesting and it seem appropriate to comment on it, make a positive remark or ask a question about the item. It is important that your comments be polite and complimentary. If you ask a question, you should avoid being too personal.

Try to avoid appearing as though you are trying to make small talk or postpone the interview. You should comment on something of interest only if it really is interesting and if the atmosphere in the office feels friendly, relaxed, and informal. Employers often prefer applicants to sit quietly until it is time to answer questions. Therefore, it is up to you to evaluate the situation carefully. This question may lead to a brief discussion about something of interest to the interviewer. If this is the case, DO NOT attempt to carry this conversation further than the interviewer wants it to continue.

Commenting on something of interest can be an effective way of making your interview stand out as a pleasant one. However, if you continually try to steer the conversation away from the job, the interviewer might remember you as someone who is not interested in the job.

Examples include:

"That's a beautiful painting."

"Is that a picture of your family?"

"Was that picture taken at lake Tahoe?"

Of course, you would not say something like:

"So this is where the big shots hang out."

"That's an awful painting."

"Your wife looks much younger than you. How old is she?"

10. ANSWER INTERVIEWER'S QUESTIONS.

This is the most important part of the interview. Respond to each question asked in an honest and concise manner. When the interviewer asks you a question, take a little time and think about what is being asked. It is important to answer the question that was asked. Your answers should be in short, complete sentences. You should speak slowly, clearly, and loud enough so that you can be heard. You should answer each question in a way that reflects well on you, but without bragging.

Additional lessons describe questions that are commonly asked in an interview and suggest appropriate responses to each type of question. These lessons include: "Describing Your Good Side," "Discussing Salary," "Describing Your Future Plans and Goals," "Describing Your Related Education and Experience," "Discussing Your Weaknesses," "Describing Your Interest in This Job," and "Describing Your Ability to Handle Job Pressures."

Answering the interviewer's questions is the primary opportunity you will have to convince the employer to hire you. It is important to be honest so the employer will know that you are trustworthy. Attending carefully to the question asked and answering that question will demonstrate to employers your ability to pay attention and understand what is being said to you. Confidence and clarity will likely make a good impression on the interviewer. Any time that you answer a question with a "Yes" or "No" provides little information about you. Remember to be brief, but answer the questions with complete sentences.

11. AVOID VOLUNTEERING NEGATIVE INFORMATION.

During the interview, avoid bringing up any reasons that the employer might not want to hire you. It is not your responsibility to volunteer reasons that you should not be hired. However, it is important to be honest if the employer asks about a particular situation. The lesson on "Describing Your Weaknesses" will be helpful for dealing with questions that might require you to provide information on your weaknesses.

For example, you would not say something like:

"I certainly have had a hard time getting a job since I got fired."

12. ASK SEVERAL JOB-RELATED QUESTIONS.

If you are asked if you have any questions, ask for further information about what your responsibilities would be on the job or about your role as a worker. You might ask questions about whom you will work with, what you will be doing, when you would begin, where you would work, or how decisions about whom to hire will be made. Asking job-related questions will give you a better idea about what to expect on the job. In addition, they will demonstrate your interest in the job to the employer.

Examples:

"Besides typing and filing, what would my job responsibilities be?"

"Who would be my most immediate supervisor in the office?"

"What factors will be considered when deciding whom to hire for this position?"

13. AVOID ASKING ABOUT SALARY OR BENEFITS.

Avoid asking questions about salary or benefits. The time to ask what the employer has to offer you is after you have been offered the job. The interview is the time in which you should let the employer know what benefits you have to offer to the organization. If you give the employer the impression that the only thing you are interested in is what the organization has to offer you, you will be a less desirable candidate for the job.

For example, you would not ask:

"How much will I get paid?"

"Do you provide health insurance?"

14. SUMMARIZE YOUR QUALIFICATIONS.

After all questions have been answered, briefly summarize the skills and experience you have that you could use on the job. Since most employers will have asked about your skills and experience during the interview, this summary of qualifications should be brief. This is an opportunity for you to relate your abilities to the requirements of the job. By summarizing your qualifications, you demonstrate your interest in and experience for the position.

Examples include:

"My experience taking care of my younger brothers and sisters should be helpful for working at the youth center."

"My skills in painting and repair that I learned on the farm should help me out as a carpenter's apprentice."

15. STATE YOUR INTEREST IN POSITION.

After you have summarized your qualifications, tell the employer that you are interested in the position. Explicitly stating your interest in the position will make it clear to the employer that you sincerely want the job.

Examples:

"Based on what I've learned about the job, I'm sure that I'd really enjoy working here."

"I'm very interested in this job."

"This looks like an exciting place to work, and I'm very interested in the job."

16. THANK INTERVIEWER.

After the interview is completed, express your appreciation for the interview. Thanking the interviewer will let the interviewer know that you value the time and consideration that has been given to you.

Examples:

"Mr. Johnson, I'd like to thank you for giving me this chance to talk with you."

"Thank you for the opportunity to have this interview."

"I appreciate having an opportunity to talk with you about this position Mrs. Anderson."

17. STATE YOUR INTEREST IN HEARING ABOUT POSITION.

Tell the interviewer that you are interested in hearing about the decision regarding the position. You should convey your interest in a polite, nondemanding tone of voice. Stating your interest in hearing from the interviewer will provide a further indication of your interest in the position.

Examples include:

"I look forward to hearing from you about this position."

"I'm interested in hearing about the job."

It would be impolite to express your interest by saying:

"Call me as soon as you decide whom to hire."

"Let me know if I got the job."

18. SUGGEST THAT INTERVIEWER CONTACT YOU OR YOUR REFERENCES.

Offer to answer any additional questions that the interviewer might have. You should also tell the employer to feel free to contact your references if further information is needed. For example:

"If you need further information, you can call me or my references. The numbers are on my resume."

"Please let me know if you have any other questions. Also, feel free to contact the references I've listed on my resume."

19. MAKE A CLOSING STATEMENT.

Make a statement to close the conversation. You should also shake the interviewer's hand if it has been offered. Making a closing statement will end the conversation on a pleasant and polite note.

The following example shows how all the steps of participating in a job interview might fit together:

Ronn arrived at the Garden Center at 1:45 p.m. on Friday, the 19th. He went to Mr. Landon's office and walked to the secretary's desk.

RONN: Hi. My name is Ronn Waiters. I have a 2:00 appointment with Mr. Landon.

SECRETARY: Yes, I see. He'll be just a few minutes.

RONN: Could you tell me if it is Mr. Landon who will be conducting the interview?

SECRETARY: Yes, you will be meeting with Mr. Landon. Would you please have a seat?

RONN: Thank you. (Ronn takes the seat in the office and waits quietly until Mr. Landon walks into the office. Ronn then stands up to greet him.) Good afternoon, Mr. Landon. My name is Ronn Waiters.

MR. LANDON: Hello, Ronn. Come on in. (Ronn follows Mr. Landon into his office.)

MR. LANDON: Please have a seat.

RONN: Thank you. (Sits down, noticing a family picture on Mr. Landon's desk.) Is this a picture of your family?

MR. LANDON: Yes, it is. It's a few years old though. My daughter is 11 years old now and my son will be 7 next month. So, you've had some lawn and garden experience. What kind of work have you done?

RONN: I've spent my last 5 summers mowing lawns and caring for trees and shrubs. I also have a vegetable garden and a flower garden at home that I care for. (Mr. Landon asks several more questions which Ronn answers honestly and concisely. It appears that the interview is drawing to a close. ...)

MR. LANDON: Well, Ronn. I think that's all the questions I have for you. Do you have any questions about the job?

RONN: Yes, I do have a few. The first question I have is, specifically what kind of work does this position involve?

MR. LANDON: Well, in the past it has involved mowing lawns around town, doing some pruning, caring for the plants in the greenhouse, doing some sales work here at the Garden Center, and a few other jobs as they come up.

RONN: I see. It sounds like quite a variety of things to do. Who would be my most immediate supervisor?

MR. LANDON: I would. I assume responsibility for supervising all of our employees. Any other questions?

RONN: What factors will you consider when deciding whom to hire for this position?

MR. LANDON: Of course, a number of things will have to be considered. Perhaps the most important are experience in working with plants and doing yard work. And we'll also have to consider the hours that people can work and how we think they'll get along with other employees and customers. Do you have any more questions?

RONN: No, I think that just about covers everything. I really feel like the experience I've had doing yard work and gardening would be helpful in this position. Based on what I've learned about the job, I'm sure I'd really enjoy working here.

MR. LANDON: I'm glad we had a chance to talk, too, Ronn.

RONN: Please call me if you need any more information. Also, my references are listed on my resume. Please feel free to call them.

MR. LANDON: Fine, Ronn. We'll let you know if we need anything else. Thanks for coming in.

RONN: I've enjoyed talking with you. Thanks again.

MR. LANDON: Good bye, Ronn.

RONN: Good bye, Mr. Landon.

SUMMARY

In summary, we recommend the following activities for participating in a job interview.

1. DRESS APPROPRIATELY.
2. ARRIVE EARLY.
3. INTRODUCE YOURSELF.
4. REQUEST INTERVIEWER'S NAME.
5. THANK PERSON AND WAIT QUIETLY.
6. STAND UP AND GREET INTERVIEWER.
7. ENTER THE OFFICE.
8. TAKE SEAT THAT IS OFFERED.
9. COMMENT ON SOMETHING OF INTEREST.
10. ANSWER INTERVIEWER'S QUESTION.
11. AVOID VOLUNTEERING NEGATIVE INFORMATION.
12. ASK SEVERAL JOB-RELATED QUESTIONS.
13. AVOID ASKING ABOUT SALARY OR BENEFITS.
14. SUMMARIZE YOUR QUALIFICATIONS.
15. STATE YOUR INTEREST IN POSITION.
16. THANK INTERVIEWER.
17. STATE YOUR INTEREST IN HEARING ABOUT POSITION.
18. SUGGEST THAT INTERVIEWER CONTACT YOU OR YOUR REFERENCES.
19. MAKE A CLOSING STATEMENT.

STUDY GUIDE: PARTICIPATING IN A JOB INTERVIEW

1. How should you dress for a job interview?
2. Why should you arrive 10-15 minutes early and alone for an interview?

3. Why is it important to relax and sit quietly (without smoking, playing with hair or clothes, etc.) when you are waiting in the reception area?

4. What should you consider when answering the interviewer's questions? 5. What are examples of questions you might ask the interviewer?

A COMPLETE EXAMPLE OF PARTICIPATING IN A JOB INTERVIEW

This section contains several job interview practice situations. You will need to find a partner to help you practice this skill and provide feedback on your performance. Feel free to make up any experience or information you need throughout the interview and practice situations. In these situations, your partner will need to play the role of the receptionist and the interviewer. Of course, only the partner will have a copy of the example script and checklist.

NOTE TO PARTNER: While practicing the skills for participating in a job interview, remember that the student has not yet completed training on how to respond to specific types of questions. It will be useful to ask a few general questions during the practice interviews. You might ask about when the student could start work, what experience the student has had, etc. This will help ensure that the job-finder can listen and respond to questions.

Below is an example of what might occur in the first role-playing situation.

CONVERSATION

ACTIVITY

PARTNER: Here's a description of the practice situation: You have an interview for a sales clerk job at Ace Hardware. Assume that your appointment is for 3:20 today. You arrive at the Ace Hardware Home Office and enter the office. I will play the parts of the receptionist and the interviewer.

JOB FINDER: Hello, my name is _____. I have an appointment at 3:20. Whom will I be talking with about this position?

REQUEST INTERVIEWER'S NAME.

PARTNER: David Patterson will be conducting the interviews today. Would you like to have a seat? He'll be here in a few minutes.

JOB FINDER: Thank you. (Sits and waits quietly)

THANK PERSON AND WAIT QUIETLY.

PARTNER: (Assumes role of interviewer and enters room)

JOB FINDER: (Stands up). Hello, Mr. Patterson. My name is _____.

STAND UP AND GREET INTERVIEWER.

PARTNER: Hello, _____. Won't you come in?

JOB FINDER: (Enters office and remains standing).

ENTER OFFICE.

PARTNER: Would you please have a seat?

JOB FINDER: Thank you. (Sits quietly and looks at interviewer).

TAKE SEAT THAT IS OFFERED.

PARTNER: I understand that you are applying for

a position as a sales clerk. What kind of experience have you had?

JOB FINDER: I've worked as a sales clerk in two different hardware stores in town. I'm familiar with the merchandise and with operating a cash register and assisting customers.

ANSWERS INTERVIEWER'S QUESTIONS.

(NOTE: The partner should probably ask only a few general questions, since more extensive training on responding to specific types of questions will be provided later.)

PARTNER: Do you have any questions about the job?

JOB FINDER: What would the responsibilities of this position be?

ASK JOB-RELATED QUESTIONS.
DO NOT ASK ABOUT SALARY.

PARTNER: You'd be responsible for operating the front cash register and assisting customers.

JOB FINDER: Who would be my most immediate supervisor?

ASK JOB-RELATED QUESTIONS.
DO NOT ASK ABOUT SALARY.

PARTNER: The store manager. That would be Ms. Lassiter.

JOB FINDER: Do you have any idea when the starting date would be?

ASK JOB-RELATED QUESTIONS.
DO NOT ASK ABOUT SALARY.

PARTNER: It would start in about 3 weeks.

JOB FINDER: I think my experience working in hardware stores and doing construction work would be very helpful in this position. I'm very interested in the job.

SUMMARIZE QUALIFICATIONS.

PARTNER: That's good to hear.

STATE INTEREST IN THE JOB.

JOB FINDER: I appreciate having an opportunity to talk with you about this position.

THANK INTERVIEWER.

PARTNER: You're quite welcome.

JOB FINDER: I'll look forward to hearing from you about the job.

STATE YOUR INTEREST IN HEARING ABOUT POSITION.

PARTNER: We'll let you know what we decide.

JOB FINDER: Please let me know if you have any more questions, and feel free to contact my references. The numbers are all listed on my resume.

SUGGEST THAT INTERVIEWER CONTACT YOU OR YOUR REFERENCES.

PARTNER: We'll do that. Thank you for coming in.

JOB FINDER: I enjoyed it. Good-day.

MAKE A CLOSING STATEMENT.

PARTNER: Good-bye.

PRACTICE SITUATIONS: PARTICIPATING IN A JOB INTERVIEW

Assume that you have arranged an interview with the following employers. For these practice situations, assume that you are interested in the job.

* * *

You have interviewed for a job as a waitress/waiter at the Bramah Steak House. Assume that you have just turned in an application for employment and (as the employer) I ask you to step into my office for an interview.

* * *

Assume you are scheduled for a 2:00 p.m. interview with the director of Co-op Nursery School for a job as a teacher's aide. You arrive at the school and approach the reception desk. I will play the parts of the receptionist and the interviewer.

* * *

You have an interview at Dillon's Grocery Store as a cashier. You arrive at the store and approach the courtesy booth. I will play the part of the store employee that you approach and the store manager.

* * *

You have an interview for employment as a police dispatcher. You arrive at the police department for the interview and approach the desk clerk. I will play the part of the desk clerk and the person who conducts the interview.

* * *

You have an interview at the Country Club as a groundskeeper's assistant. Assume that you arrive at the groundskeeper's office for the interview. [There is no receptionist.]

CHECKLIST: PARTICIPATING IN A JOB INTERVIEW

1. DRESS APPROPRIATELY.
2. ARRIVE EARLY.
3. INTRODUCE YOURSELF.
4. REQUEST INTERVIEWER'S NAME.
5. THANK PERSON AND WAIT QUIETLY.
6. STAND UP AND GREET INTERVIEWER.
7. ENTER OFFICE.
8. TAKE OFFERED SEAT.
9. COMMENT ON SOMETHING INTERESTING.
10. ANSWER QUESTIONS.

2. AVOID MAKING SALARY DEMANDS.

Avoid making any strict salary demands until after you have been offered the job. It is best to avoid making strict salary demands for two reasons. First, if you ask for a salary lower than the company's standard pay, you might get less money than you could have received. Second, if you ask for a salary that is higher than their standard pay, you might not get the job. You will be better off waiting until you have been offered the job to discuss salary, as difficult as it may be to wait.

For example, you would not say:

"For this cashier job, I'd expect at least \$5.00 per hour."

"Well, do you think I could get \$1.50 per hour for this job?"

"I've never done anything for less than \$900 a month."

SUMMARY

In summary, when discussing salary, we recommend that you:

1. DESCRIBE YOUR FLEXIBILITY.
2. AVOID MAKING STRICT SALARY DEMANDS.

STUDY GUIDE: DISCUSSING SALARY

1. What two activities should you perform if the interviewer asks about salary?
2. Why is it important to describe your flexibility?
3. Why should you avoid making strict salary demands during an interview?

PRACTICE SITUATIONS: DISCUSSING SALARY

Below are several questions regarding salary that might be asked during a job interview. As with other practice sessions, you will need to find a partner to play the role of the job interviewer. The partner will read the questions to you, and you should respond with the activities you've learned in this unit. You should practice until you have responded twice without making a mistake and until you feel comfortable dealing with these kinds of questions.

* * *

Given your experience, what salary would you expect if we hired you?

* * *

How much do you think you should be paid for this job?

* * *

What is your salary range?

* * *

What is a fair salary for this position?

* * *

What is the least amount of money that you would be willing to work for?

* * *

What do you consider to be an acceptable salary?

* * *

What kind of pay scale are you looking for?

* * *

How much money do you think your time is worth?

* * *

I hope you realize that you won't get rich in this line of work.

CHECKLIST: DISCUSSING SALARY

1. DESCRIBE FLEXIBILITY.
2. AVOID STRICT SALARY DEMANDS.

DESCRIBING YOUR FUTURE PLANS AND GOALS

Interviewers will usually ask questions about your future plans or career goals. Such questions are designed to determine whether your long-range career plans are compatible with the type of work for which you are applying. Your future plans indicate to the

interviewer how long you would stay on the job if hired. Examples of these types of questions include:

"What do you expect to be doing in 3 years?"

"What are your future plans?"

"What are your career goals and ambitions?"

"What are your long-range goals?"

We recommend several activities when responding to questions about your future plans and goals. If you have specific plans, describe your goals in a way that is compatible with the opportunities and responsibilities of the job. If you are asked about your educational plans, describe how work and school time will be integrated. If you have no specific plans, describe your flexibility.

1. DESCRIBE GOALS AS COMPATIBLE WITH THE JOB.

Describe your career plans or goals in such a way that they are compatible with the opportunities and responsibilities of the job. Your answer should include a description of either:

1. Your intent to gain more experience in the particular area of work;
2. Your hope to continue in the line of work similar to the job for which you are applying;
3. Your interest in working for that particular organization; or
4. Your interest in learning about the responsibilities of the job.

If you are sure that you are going to be doing something else in a year or so, tell the interviewer, and describe your willingness to do all you could for the job while you are employed. It is important that your statements are honest and accurate. When describing your future plans, avoid making statements that make you appear irresponsible or unconcerned about the job or the quality of your work.

Describing your future plans or job goals in a way that makes them compatible with the employer's needs will show the interviewer that you are sincerely interested in the job. Showing your sincere interest might demonstrate that you would be a serious, dedicated, and responsible employee. This type of impression could help you get hired!

Examples include:

"I'll be joining the Peace Corps in June of 1985. However, I am very interested in working at your day-care center. I know I can do my very best regardless of my length of employment. I think it will be a very good experience for me."

"I plan to remain in the carpentry business for a long time. I'd like to keep learning all I can about this line of work."

"I would really like to learn more about ordering, stocking, and checking groceries, because I'd like to stay in the grocery business."

"I have heard many good things about your construction company. Since I plan to stay in Lawrence, I think a private company like yours would be very nice to work for."

"I plan to remain in the sales area. I realize your company has distributors all over Kansas. I think I'd enjoy being a salesperson in Lawrence or in any other of the cities you serve."

Below are examples of inappropriate ways to describe your future plans.

"I plan to do any type of work that pays a lot of money."

"I would really like to have a job that requires little effort on my part, so I don't have to work so hard."

"I plan to settle down in a job that allows me a lot of time for tennis and sailing."

"I want a job that gives me a lot of paid vacation time."

Sometimes employers will ask you specific questions regarding future educational plans. Examples of these types of questions include:

"Do you plan to return to school?"

"How does additional schooling fit into your future plans?"

2. DESCRIBE COMPATIBILITY OF WORK AND EDUCATIONAL PLANS.

Describe your educational plans in such a way that they will not interfere with any job requirements. If you are not planning to return to school, you should say so, and describe how your time could be spent on the job. If you are planning to return to school, tell this to the interviewer. Also assure the interviewer that your school plans will not interfere with your work. Describe how you will integrate work and school time. It is important to describe your educational plans as being compatible with employment so the employer will know when you will be available. It will also help to convey your interest in the particular job and willingness to integrate your educational plans with the employer's needs.

Examples include:

"I do not plan to return to school. Instead, I'd like to get a job in this field and work for awhile."

"Rather than return to school, I plan to work in this area. I'd like to get as much on-the-job experience as I can."

"I do plan to attend school next semester. However, I would schedule my classes around my work schedule."

"If school doesn't interfere with my job, then I might attend. Otherwise, I won't attend school."

"I'll have to go back to school this fall. However, I'll be available all summer, and I'll be available in the afternoons and evenings during the school term."

3. If you have no plans, DESCRIBE YOUR FLEXIBILITY.

If you have no specific goals or plans, describe your flexibility. Explain that you have not made any long-range plans yet but are interested in the type of job for which you are applying. It may be useful to describe how the job might help you to make longer range plans. Describing your flexibility to the interviewer will show that you do not have any definite plans that will interfere with your stay on the job. You will also demonstrate your interest in the job.

For example, you might say:

"Though I am uncertain about my future career, this job will give me a chance to learn about the carpentry trade."

"I haven't really made any long-range plans yet. At this point, I'm very interested in gaining some experience in sales work."

SUMMARY

In summary, when asked about your future plans and goals, you should:

1. DESCRIBE YOUR GOALS AS COMPATIBLE: WITH THE JOB.
2. DESCRIBE COMPATIBILITY OF WORK AND EDUCATIONAL PLANS.
3. If you have no specific plans, DESCRIBE YOUR FLEXIBILITY.

STUDY GUIDE: DESCRIBING YOUR FUTURE PLANS AND GOALS

1. Describe the components of a response to interview questions about your future plans and goals.
2. What should you do if you have specific plans to change careers in a year or so?
3. How should you describe your educational plans to an interviewer?
4. What should you do if you have no specific plans for the future?
5. Why is it important to respond carefully to questions about your future plans?

PRACTICE SITUATIONS: DESCRIBING YOUR FUTURE PLANS AND GOALS

Below are several situations for you to practice describing your future plans and goals. As with other units, you will need to find a partner to help you practice these skills. Your partner should read the situation description aloud to you, and you should respond as you would in an actual interview situation. Your partner will play the role of the interviewer. A checklist is included to identify the skills you performed correctly.

* * *

Assume that you are interviewing for a job in a day-care center. You plan to return to school in a year to pursue a degree in child development. During the interview, I ask the following question: "So you have plans to return to school?"

* * *

Assume that you are interviewing for a position at a local grocery store. You don't have any specific future plans. I'm the interviewer and ask, "What do you expect to be doing in three years?"

* * *

Assume that you're not sure what you want to do with your life. You think you might be interested in owning a restaurant someday and are interviewing for a position as a waitress (or waiter). I ask, "What are your career goals and ambitions?"

* * *

Assume that you are considering returning to school to get a teaching certificate. However, you want to make sure that you will like working in a classroom with young

children. You're applying for a teacher's aide position at a local elementary school. During the interview, I ask, "Do you plan to stay in this kind of work?"

* * *

Assume that you've just graduated from high school. You want to work for a few years before deciding on a career. You're applying for a job at a local clothing store to get some experience in retail sales.

CHECKLIST: DESCRIBING FUTURE PLANS AND GOALS

1. DESCRIBE GOALS AS COMPATIBLE WITH THE JOB.
2. DESCRIBE COMPATIBILITY OF WORK AND EDUCATIONAL PLANS.
3. If you have no plans, DESCRIBE FLEXIBILITY.

DESCRIBING RELATED EDUCATION AND EXPERIENCE

Interviewers are usually interested in finding out about your education, experience, or training that will help you on the job. The ability to provide an accurate description of your relevant experience and training will help employers know that you are qualified for the job. Examples of questions requesting a description of relevant education or experience include:

"What type of related training or experience do you have?"

"Have you ever done this type of work before?"

"Do you have any special knowledge or education in this line of work?" "How do I know you can do the work?"

"What makes you think you can do this job?"

To respond to these types of questions, we recommend the following activities: Review your resume before the interview, describe relevant experience and education, and relate this experience to the job for which you are applying.

1. REVIEW YOUR RESUME BEFORE THE INTERVIEW.

Review your resume before the interview. Attend carefully to descriptions of your skills, education, and experience that are relevant to the job for which you are applying. Make a note of relevant skills, education, and experience. In this way, you will be prepared to answer questions about your skills and experience.

2. DESCRIBE RELEVANT EDUCATION AND EXPERIENCE.

When interviewer asks for information about your related experience or training, provide a detailed description of all related activities that might prepare you for that type of work. Don't assume that the interviewer has read your resume or otherwise knows of your experience. This is not a time to be modest.

3. RELATE EXPERIENCE TO POSITION.

After describing your experience and training, relate your skills to the position for which you are applying. State that you think the experience will be useful for the job. Whenever possible, describe how your experience will enable you to better serve the organization. Providing a complete and accurate description of your relevant experience and relating that experience to the job will help to convince the employer that you are qualified. Examples:

"I've spent the past 2 summers babysitting. Most of the children were under 5 years old. (DESCRIBE RELEVANT EDUCATION AND EXPERIENCE). I think this experience will be most useful for working in a preschool. I've learned a great deal about work with children." (RELATE EXPERIENCE TO POSITION).

"I worked at Joe's Garage last summer as a mechanic. In addition, I help my dad work on his antique cars all the time. Since I've had some experience working on cars, I think I could do a very good job for your auto shop."

"I used to operate the switchboard at the high school during lunch hour. I have also volunteered to answer the phone at my mom's office. I feel comfortable dealing with people on the phone and have experience transferring calls and taking messages. I think that will be quite useful for working as a receptionist in your office."

"I've completed 2 years of training at the Jerrard Business School. I completed classes in typing, shorthand, bookkeeping, and filing. I'm confident that with my training I could be a very good secretary and help you to run an efficient office."

"I just graduated from college with a degree in biology. I have about 15 hours of credit for laboratory work, so I'm familiar with the use of most lab equipment. This experience should be quite useful for working as a lab assistant."

SUMMARY

In summary, when asked about your qualifications for a job, we recommend that you:

1. REVIEW YOUR RESUME BEFORE THE INTERVIEW.
2. DESCRIBE RELEVANT EXPERIENCE AND EDUCATION DURING THE INTERVIEW.
3. RELATE EXPERIENCE TO POSITION.

STUDY GUIDE: DESCRIBING RELATED EXPERIENCE AND EDUCATION

1. What should you do before going to the interview?
2. What activities are involved in describing your related experience and education?
3. Why is it important to describe your experience and relate it to the position for which you are interviewing?
4. Why should you review your resume before the interview?
5. What are some examples of questions that request a description of your related education and experience?

PRACTICE SITUATIONS **DESCRIBING RELATED EXPERIENCE AND EDUCATION**

This section includes several situations for you to practice the skills involved in describing your related experience and education. You will need to find a partner to help you practice. Your partner should read the situation descriptions to you; you should respond with appropriate activities. We have provided some basic information, but for practice you should feel free to make up any information necessary. A checklist is included to evaluate your performance. As usual, we recommend practicing until you have completed two situations perfectly.

* * *

Assume that you have just graduated from high school. You have taken auto mechanics for 3 years in school but have never had a job as a mechanic. You're applying for a mechanic position at a local service station. I ask the following question: "Have you ever done this type of work before?"

* * *

Assume that you are interviewing for a position as a sales clerk at a local furniture store. You have done sales work before in a clothing store but not a furniture store. You have built some of your own furniture at home. I ask, "What makes you think you can do this job?"

* * *

Assume that you are interviewing for a position as a babysitter. You have four younger brothers and sisters at home. I ask you, "How do I know you can take good care of my children?"

* * *

Assume that you have just completed 2 years of business school and have been trained as a legal secretary. You are interviewing for your first secretarial position in a local law office. My first question is, "What kind of related training or experience have you had?"

* * *

Assume that you're interviewing for a job as manager of a local restaurant. You have never been a manager but have worked in restaurants for several years as a waiter (waitress) or host (hostess). I ask, "What makes you think you are qualified for this job?"

* * *

Assume that you've just graduated from high school and are interviewing for a position as a stock clerk at a hardware store. Feel free to make up any training or experience. I ask you, "Do you have any special knowledge or education in this line of work?"

CHECKLIST: DESCRIBING RELATED EDUCATION AND EXPERIENCE

1. REVIEW RESUME BEFORE INTERVIEW.
2. DESCRIBE RELEVANT EXPERIENCE OR EDUCATION.
3. RELATE EXPERIENCE TO POSITION.

WHY THIS JOB? DESCRIBING YOUR INTEREST IN A JOB

During the interview, your best chance to sell yourself to an employer is when you are asked why you are interested in the job. The interviewer wants you to describe your interest in a positive and constructive way. Employers are most often interested in hiring people who will like their jobs and offer something positive to the organization. Examples of questions asking you to describe your interest in a job include:

"Why do you want to work here?"

"What interests you about this job?"

"Why do you think you would like this particular job?"

"Why did you seek a job with this company?"

"Do you think you would like working here?"

"Do you think you would enjoy this type of work?"

In order to respond to these types of questions, we suggest that you: Find out about the job and company before the interview, and describe positive characteristics that appeal to you. If you know someone who works for the company, we recommend that you mention his or her name and positive comments about the job or company. Throughout this discussion, it is recommended that you avoid making statements that imply that you are interested only in pay or in minimal amounts of work.

1. LEARN ABOUT THE JOB BEFORE THE INTERVIEW.

Before going to the interview, find out as much as you can about the company and the job for which you are applying. If possible, you should talk with employees of the organization and with friends or relatives who might know something about the company or the job. If you know someone who has a similar type of job, ask them what it is like. Make a note of those things that you like about the company or the job. It is important to learn about the job and the company before the interview so that you will be prepared to describe your interest in the job.

2. DESCRIBE POSITIVE CHARACTERISTICS.

When the interviewer asks about your interest in the job, describe the positive characteristics that appeal to you. Some examples might include: the company's good reputation, its fair treatment of employees, good working conditions, the fact that the job matches your skills, the company's concern for employees and customers, and the fact that the job relates to your career goals. Describing positive characteristics will convey to the employer your interest in the job and the company.

Examples:

"I am interested in working as a carpenter because I like this type of work. I think I am good at working with my hands."

"I'd like to work at the Crisis Center because I like interacting with people, and others have said that I'm a good helper. People have told me that my skills would be useful in a service center like this."

"From all I've heard, your company has a very good reputation both with customers and employees."

3. IF YOU KNOW AN EMPLOYEE, DESCRIBE HIS OR HER POSITIVE COMMENTS.

Describing employees' positive comments further conveys your interest in the particular job. It may also show that you are interested enough in the job to take the time to learn more about it.

Examples:

"Mary Smith, the receptionist said that the staff here is all really friendly."

"John Thompson, one of your printers, said your shop does some of the best work in town."

4. AVOID STATEMENTS THAT IMPLY YOU ARE ONLY INTERESTED IN PAY OR MINIMAL AMOUNTS OF WORK.

When answering questions about your interest in a job, avoid implying that you are only interested in the pay or in doing as little work as possible. It is important to avoid these kinds of statements, because most employers are interested in hiring people who want to do a good job and are interested in making contributions to the company. Statements of interest in pay and little work imply a focus on what the company can do for you.

For example, you would not say something like:

"I heard this place is desperate to hire someone, and I'm desperate for a job."

"A guy who worked here said that he got 2-hour lunches and 1-hour coffee breaks. That's my kind of job!"

SUMMARY

In summary, if you are asked to describe your interest in a particular job, we recommend the following activities:

1. LEARN ABOUT THE JOB BEFORE THE INTERVIEW.
2. DESCRIBE POSITIVE CHARACTERISTICS.
3. IF YOU KNOW AN EMPLOYEE, DESCRIBE HIS OR HER POSITIVE COMMENTS.
4. AVOID STATEMENTS THAT IMPLY YOU ARE ONLY INTERESTED IN PAY OR MINIMAL AMOUNTS OF WORK.

STUDY GUIDE: DESCRIBING YOUR INTEREST IN A JOB

1. Provide some examples of questions that ask you to describe your interest in a job.
2. Why is it important to avoid statements that imply that you are only interested in the pay or in minimal amounts of work?
3. What should you do before the interview and why?
4. What are some examples of positive characteristics that you might describe?

PRACTICE SITUATIONS: DESCRIBING YOUR INTEREST IN A JOB

This section contains several situations in which to practice describing your interest in a job. Your partner will be playing the role of an interviewer. You may make up any information you need in order to respond to the situation. A checklist is included to keep track of your progress.

* * *

Assume that you are applying for a job as a construction worker. During the interview, I ask, "Why do you want to work here?"

* * *

Assume that you are applying for a job as a secretary. I ask, "Do you think you would enjoy this type of work?"

* * *

During your interview for a position as an orderly at the hospital, I ask you the following question: "Why do you think you would like this kind of work?"

* * *

Assume that you are interviewing for a position as a night watchman. I ask, "What interests you about this job?"

* * *

Assume that you are interviewing for a job as a cashier in a grocery store. My first question is, "Do you think you would like working here?"

* * *

During your interview for a position at my insurance company, I ask, "Why did you seek a job with this company?"

CHECKLIST: DESCRIBING YOUR INTEREST IN A JOB

1. LEARN ABOUT JOB BEFORE INTERVIEW.
2. DESCRIBE POSITIVE CHARACTERISTICS.
3. DESCRIBE EMPLOYEES' POSITIVE COMMENTS.
4. AVOID STATEMENTS IMPLYING INTEREST ONLY IN PAY AND LITTLE WORK.

DESCRIBING YOUR ABILITY TO HANDLE JOB PRESSURES

There will be occasions when an interviewer will ask about your ability to deal with stress or pressure on the job. You should expect this question when stress on workers is a part of the job. Examples of questions about ability to handle job pressures include:

"Can you work under pressure and deadlines?"

"How do you deal with stress on the job?"

"How do you feel about working under pressure?"

"Are you able to meet tight deadlines?"

We suggest the following activities when describing your ability to handle job pressures: State that you are able to work under pressure; provide examples of when you have worked under pressure; describe how you dealt with the stress of those situations; state your willingness to do so again; and avoid negative or vague statements about your ability to handle stress.

1. STATE YOUR ABILITY TO WORK UNDER PRESSURE.

Begin your response to questions about working under pressure by stating that you are able to do so.

Examples include:

"I work well under stress."

"I have always been able to meet deadlines."

"I am able to work under pressure."

2. PROVIDE EXAMPLES.

Describe examples of times when you have had to work under pressure. They may include other jobs, school, or home situations that required you to perform well in a stressful situation. It is important to provide examples of times you have had to work under pressure so the employer knows you have had that experience.

Examples:

"In my apprentice job at the Daily Journal Newspaper, there were deadlines to meet every day."

"At the department store, we were under a lot of pressure at the end of each month, because we had our end-of-the-month sales."

"In school I had many classes in which I had exam and paper deadlines for each class."

"In the last office I worked in, we had to provide progress reports every quarter. It seems they always had to be done at the last minute."

3. DESCRIBE HOW YOU DEALT WITH PRESSURE.

Describe how you have dealt with pressure in the past. If you put in extra time or effort to meet deadlines or relax to deal with stress, you should include that information in your description. This will let the employer know how you cope with stress. It will provide the employer with additional information to evaluate your ability and experience in functioning under these conditions.

Examples:

"I found that if I listened carefully to the editor's instructions and if I remained calm, I had no trouble meeting deadlines."

"We would spend extra hours each month repricing all of the sales merchandise."

"Sometimes I had to stay up late and give up activities to meet deadlines."

4. EXPRESS YOUR WILLINGNESS TO DEAL WITH STRESS ON THE JOB.

State your willingness to make the effort to deal with stress in the job for which you are applying. State that you realize the importance of meeting deadlines or that you understand the inevitability of a certain amount of stress on the job. It is important that you make it clear that you are willing to deal with those pressures. Expressing your willingness to deal with stress on the job will show the interviewer that you are a dedicated and serious worker.

Examples include:

"I realize that deadlines are a part of the newspaper business, and I am willing to do whatever is necessary to meet them."

"It means some extra work, but I enjoy the challenge."

"I don't mind doing things like that because it helps me get the job done."

5. AVOID VAGUE OR NEGATIVE STATEMENTS.

When answering this type of question, avoid vague or negative statements about how you deal with stress. Vague statements will give the interviewer little or no information on which to base a decision. Negative statements will probably convince the interviewer that you cannot or will not work well under pressure--this means you have convinced the employer not to hire you for the job.

For example, you would not say something like:

"Can I work under pressure? Gee, I don't know. I suppose so."

"Work under pressure? I've never thought much about it."

"Well, if I have to work under stress, I guess I have no choice."

SUMMARY

In summary, to describe your ability to handle job pressures, we recommend that you:

1. STATE YOUR ABILITY TO WORK UNDER PRESSURE.
2. PROVIDE EXAMPLES OF WORKING UNDER PRESSURE.
3. DESCRIBE HOW YOU HAVE DEALT WITH STRESS.
4. EXPRESS YOUR WILLINGNESS TO DEAL WITH STRESS.
5. AVOID VAGUE OR NEGATIVE STATEMENTS.

PRACTICE SITUATIONS

DESCRIBING YOUR ABILITY TO HANDLE JOB PRESSURES

Below are several situations for you to practice describing your ability to handle job pressures.

* * *

Assume that you are interviewing for a job in a day-care center. You are asked: "If it were necessary to give criticism to a fellow employee about her job performance, how would you approach the situation?"

* * *

Assume you are interviewing for a job bagging groceries. I ask, "How do you feel about working under pressure?"

* * *

Assume that you are interviewing for a position as a waiter (or waitress). I ask, "How would you deal with criticism about your work performance?" [Pause for your partner's response. Then ask,] "How would you handle criticism from a fellow worker?"

* * *

Assume that you are interviewing for a job as a cab driver. I ask, "Do you have any trouble meeting deadlines?"

* * *

CHECKLIST: DESCRIBING YOUR ABILITY TO HANDLE JOB PRESSURES

1. STATE ABILITY TO WORK UNDER PRESSURE.
2. PROVIDE EXAMPLES.
3. DESCRIBE HOW YOU'VE DEALT WITH STRESS.
4. EXPRESS WILLINGNESS. .
5. AVOID VAGUE/NEGATIVE STATEMENTS.

DESCRIBING YOUR GOOD QUALITIES

Interviewers commonly ask job applicants to describe their good qualities. Such a request will provide you with a wonderful opportunity to sell yourself. The employer wants to know why you, rather than someone else, should be hired for the job. You should be able to describe your unique skills and qualifications that make you especially qualified for the position. Examples of questions asking you to describe your good qualities include:

"What are your best qualities?"

"Tell me about yourself."

"What do you do best?"

"Why should we hire you?"

"How would you describe yourself?"

"What are your special abilities?"

"What do you think it takes to be successful in this field?"

We recommend the following activities when you are asked to describe your good qualities: Review your skills before the interview; describe relevant skills and experience; describe relevant personal qualities; and avoid obvious exaggerations about your abilities.

1. REVIEW SKILLS BEFORE INTERVIEW.

Before the interview, review your resume and Personal Data Sheet to identify your relevant skills and experience. Note the categories that contain skills that are important for the job for which you are applying. Try to remember the specific skills within each relevant category. Reviewing your skills before the interview will prepare you to describe your good qualities.

2. DESCRIBE RELEVANT SKILLS AND EXPERIENCE.

During the interview, describe specific skills and experience as examples of your strengths. It is important to describe the skills that are related to the job for which you are applying. (For example, if you were interviewing for a position as a waitress, it would not be necessary to mention that you can type 60 words per minute.)

Relate your skills to the position for which you are interviewing. Describe your skills in a positive, confident manner. Most importantly, be honest about what you can do. Describing your skills and experience in a positive manner will let the manager know the things that you do well. It will also indicate that you have confidence in your abilities.

Examples include:

"I can type 70 words per minute and take dictation."

"I have had 2 years of experience dealing with people as a clerk at a department store. I think that will be useful experience for someone working in insurance sales."

"I have had two auto mechanics classes in high school, and I worked at a gas station for 1 year."

"I have had experience doing yard work by helping my dad. He is a gardener and taught me how to trim trees and operate different types of lawn mowers."

"I've had some experience taking inventory and ordering supplies. I've also had some supervisory experience while working as a manager at the restaurant. I think these skills will help me to be a good manager at your store."

3. DESCRIBE RELEVANT PERSONAL QUALITIES.

Describe your personal qualities that will be important on the job. Examples of important job-related personal qualities include: openness, honesty, trustworthiness, flexibility, friendliness, punctuality, self-confidence, and dedication. You may also want to describe your ability to organize tasks, work hard, get along well with others, follow instructions, meet deadlines, deal with stress, or work under pressure.

It is important to be honest when describing your personal qualities. You should describe only those qualities that are an asset to the job. For example, you would not mention that you work well with children during an interview for an aide position at a home for the elderly. It would be better to mention that you get along well with people and that you are trustworthy. Describing your personal qualities is important, because it will let the interviewer know that you have thought about and possess characteristics that are important in a work environment.

Examples:

"I am able to work under pressure and meet deadlines."

"I have had 2 years of experience working in a department, and I enjoy working with people."

"I would say that I am honest and trustworthy. I think my 2 years of handling the cash register at Wilson's Jewelers will reflect that."

"I've always considered myself to be a hard worker. I am able to arrive at work on time, maintain some flexibility, and get along with my co-workers."

4. AVOID OBVIOUS EXAGGERATIONS.

When describing your good qualities, avoid obvious exaggerations of your abilities. Boasting and comparing yourself to others should be avoided. The qualities and abilities you describe should be supported by your skills and experience. Describing yourself in a positive and realistic manner that is not critical of others will demonstrate that you are honest, confident, and have a realistic view of your capabilities. Statements that are exaggerated and not supported by your skills will show the interviewer that you make rash, unjustified statements.

For example, it would be inappropriate to make statements such as:

"I am the best typist you'll ever see. I am wonderful, likable, and humble."

(Instead, you might say: "I am a very accurate and fast typist.")

"I can do anything that you want me to do, and I can do it better than anyone around here."

(Instead, you might say: "My experience, training, and ability to meet deadlines should enable me to do this job well.")

"I know Sally, one of the other applicants. I am much better qualified than she."

(Instead, you might say: "I am confident that I am highly qualified for the job.")

SUMMARY

In summary, when you are asked to describe your good qualities, we suggest that you:

1. REVIEW YOUR SKILLS BEFORE THE INTERVIEW.
2. DESCRIBE RELEVANT SKILLS AND EXPERIENCE.
3. DESCRIBE RELEVANT PERSONAL QUALITIES.
4. AVOID OBVIOUS EXAGGERATIONS.

STUDY GUIDE: DESCRIBING YOUR GOOD QUALITIES

1. What are some examples of questions asking you to describe your good qualities?
2. Why is it important to be able to describe your good qualities?
3. What activities are involved in describing your good qualities?
4. Why is it important to avoid obvious exaggerations?
5. Why should you review your resume and Personal Data Sheet before the interview?

6. What are some examples of important personal qualities that might be mentioned during an interview?

PRACTICE SITUATIONS: DESCRIBING YOUR GOOD QUALITIES

The following are several situations in which you may practice describing your good side. You will need to find a partner to play the role of the interviewer. Try to use descriptions of your own skills and personal qualities when responding to the interviewer's questions. We suggest that you practice until you feel comfortable describing your good qualities and have completed at least two consecutive situations without an error. A checklist is attached to evaluate your performance.

* * *

Assume that you are applying for a position as manager of a restaurant. I ask, "Why do you think you're qualified for this job?"

* * *

Assume that you are interviewing for a position as a cashier in a grocery store. I ask, "Why do you think we should hire you?"

* * *

Assume that you are applying for a position as a sales clerk in a clothing store. I say, "Tell me about yourself."

* * *

During your interview for a job as a carpenter, I ask, "What are your special abilities?"

* * *

Assume that I'm interviewing you for a position as a cook in my restaurant. I ask, "What makes you think that you can do this job?"

* * *

During your interview for a sales position with an insurance company, I ask, "What do you think it takes to be successful in this field?"

* * *

Assume that during your interview for a secretarial position I ask, "What do you do best?"

CHECKLIST: DESCRIBING YOUR GOOD QUALITIES

1. REVIEW SKILLS BEFORE INTERVIEW.
2. DESCRIBE RELEVANT SKILLS AND EXPERIENCE.
3. DESCRIBE RELEVANT PERSONAL QUALITIES.
4. AVOID OBVIOUS EXAGGERATIONS.

DESCRIBING WEAKNESSES OR PERSONAL LIABILITIES

Employers do not want to hire people who have problems that will interfere with their work. Therefore, as a way of screening people out interviewers commonly ask job applicants to describe their weaknesses or personal liabilities. You should not minimize problems that could interfere with your ability to do a particular job. But you shouldn't over-emphasize your problems. In the interview, you always need to remain positive in describing your abilities.

Many job hunters make the mistake of spending too much time talking about problems during the interview, and they use complex medical or psychological terms to explain them. The more time you spend talking about your problems, the less likely it is that an employer will hire you.

Examples of questions that interviewers might ask about your weaknesses include:

"Do you have any health problems that would interfere with your work performance?"

"I see from your application that your last job was over 2 years ago. Why is that?"

"Do you have any work limitations?"

"Will you have any transportation problems?"

"How is your health?"

We suggest the following statements when asked about your weaknesses or personal liabilities.

1. STATE THAT YOU HAVE NO MAJOR WEAKNESS.

Indicate that you have no work limitations or problems. This statement should not be made in a boastful or bragging manner. Your goal is to let the interviewer know that you are confident in your ability to do the job.

Examples:

"I have no major weaknesses that would interfere with my work."

"No, I don't see any difficulties in that area."

If you currently have a problem that will affect your work performance, or if the interviewer has specifically mentioned a previous difficulty: Note the area of difficulty; identify attempts to deal with the problem; suggest ways to accommodate your disability; and note any improvements or good qualities associated with the disability. **NOTE THE AREA OF DIFFICULTY (OR PREVIOUS DIFFICULTY IF MENTIONED BY THE INTERVIEWER).**

If you have a problem that will affect your work performance, you should begin your response by briefly describing the problem. There is no need to describe a problem that you have resolved unless the interviewer mentions the problem, or it is a disability that is readily apparent (e.g., a missing limb).

Do not make excuses for your condition or apologize. This will only draw further attention to the problem and away from your abilities.

Examples include:

"As you can tell, I stutter when I get nervous."

"I have a hearing problem."

"I have a missing limb."

"My doctor felt it would help me to go to a hospital after my mother died."

"I know that I'm older than most people applying for this job."

You would not want to say:

"I have a lot of trouble talking. Whenever I try to talk to someone new, I start to stutter. It's really embarrassing."

"I'm an amputee. I lost my leg in a car wreck last year. It's really hard to get around now. That's why I've been off work for so long."

"I had a nervous breakdown 2 years ago. But it was all because I was close to my mother, and she died. I spent 6 months in the state hospital. Now I want to see if I can get along outside."

2. DESCRIBE YOUR ATTEMPTS TO DEAL WITH THE PROBLEM.

Describe what you have done to deal with your disability or problem. The statement should be brief and positive. This is your opportunity to help the interviewer understand how you cope with problems.

Examples:

"I've been going to a speech therapist."

"This past year has given me the time to overcome the loss."

"My artificial leg works as well as my natural leg."

3. IF APPROPRIATE, SUGGEST WAYS TO ACCOMMODATE YOUR DISABILITY.

Describe any simple, inexpensive changes that might allow you to be a productive employee. Employers often have no idea what changes might be required for a disabled employee. Avoid suggesting expensive, high technology accommodations (e.g., hydraulically adjusting toilets). Your suggestions can have the effect of putting the employer at ease and convincing the employer that you will be a good person to hire.

Examples:

"If you added a handicapped parking space near the entrance I wouldn't have any trouble crossing the parking lot in the snow."

"By putting a brick under each leg on the desk, I can sit at the typewriter in my wheelchair."

"While I do have limited use of my hands, I can answer the telephone by using a special headset that the telephone company gave to me."

4. NOTE ANY IMPROVEMENTS OR GOOD QUALITIES ASSOCIATED WITH THE DISABILITY.

Describe any positive results that you have gained from your attempts to deal with handicapping conditions or any improvement that you have made. The response should indicate improvement or success. Do not volunteer any negative information.

Examples:

"I am much more confident now."

"I don't get bored as easily, and I can be satisfied with a more mechanical task."

"I'm glad I did because they helped me a lot, and now I'm fine and ready to go to work."

"I've learned to be much more tolerant of others."

PRACTICE SITUATIONS: QUESTIONS ABOUT YOUR WEAKNESSES

Assume that you are interviewing for a job as a farm worker. I ask, "How healthy are you?"

* * *

Assume you are interviewing for a job as the office manager for an insurance company. I ask, "Would you have difficulty doing any of the required job skills?"

* * *

Assume that during your interview for a job as a stockroom clerk I ask, "Are there certain kinds of work that you are not able to perform?"

* * *

During the interview for a job as a waiter (or waitress) I ask, "Do you have any health problems?"

* * *

Assume that you are interviewing for a job as a teacher's aide at a nursery school. I ask, "What do you see as your major weakness?"

* * *

CHECKLIST: DESCRIBING YOUR WEAKNESSES

1. IF YOU HAVE NO WORK-RELATED DISABILITIES, STATE THAT YOU HAVE NO MAJOR WEAKNESSES.

OR

1. NOTE THE AREA OF DIFFICULTY.
2. DESCRIBE YOUR ATTEMPTS TO DEAL WITH THE PROBLEM.
3. IF APPROPRIATE, SUGGEST WAYS TO ACCOMMODATE, YOUR DISABILITY.
4. NOTE ANY IMPROVEMENTS OR GOOD QUALITIES ASSOCIATED WITH THE DISABILITY.

PUTTING IT ALL TOGETHER

Congratulations. You have successfully completed all of the lessons on participating in a job interview. However, each type of question typically asked by an interviewer was covered in a separate lesson. This lesson provides several opportunities to practice complete job interviews. Thus, you can put together all of the skills you have learned in Chapters 9 through 16. Use the following interview situations to practice with a partner, until you have completed two consecutively without making an error or leaving out a step.

Each practice situation is for a different type of employment. The script provides information for your partner to use to practice serving as the interviewer. Each session should begin by your partner reading a short paragraph to you about the job for which you are interviewing. The script contains information that your partner can use to describe the job and a series of questions to ask during the interview.

Interview Situation Number 1:

Assume you are to be interviewed for a typist (or word processor) position at Willocks Construction Company. Your appointment is scheduled for 8:00 a.m. You arrive and enter the company office. A receptionist is present.

Information about the typing position_(This is information about the job that should be provided only if the job seeker asks.):

Salary: \$6.75 per hour

Health and other benefits: Medical/dental coverage, federal holidays off

Work hours: 7:30 a.m.-4:00 p.m., Monday -Friday (possible overtime)

Length of employment expected: Temporary-6 months

Job responsibilities:_Typing job orders, correspondence, and maintaining work schedules

Direct supervisor: James Kelly

Number of employees: 22

Opportunity for advancement:_None

Interview Questions: Typist Position

1. Have you had any experience in this line of work? (Related Education and Experience)
2. Tell me about your health condition. (Personal Liabilities)

3. What was your salary like on your previous job? (Personal History)
4. How much do you expect to get paid for this type of work? (Salary)
5. Why do you think you would like this kind of work? (Interest in Job)
6. Do you plan to stay in this line of work? (Future Plans and Goals)
7. Why should we hire you? (Good Qualities)
8. How would you deal with criticism about your work performance from a superior? [Pause for participant's response.] How would you handle criticism from a fellow co-worker? (Job Pressures)
9. Are there any questions that I can answer for you?

Interview Situation Number 2:

Assume you are scheduled for an 8: 15 a.m. interview at KTA Supermarket for a stockroom clerk position. You arrive at the store and approach the management office. A receptionist is present at the front desk.

Information about the stockroom clerk position:

Salary: \$4.50 per hour (overtime pay on state/federal holidays)
Health and other benefits: Medical/dental coverage, retirement fund, 2-week vacation/7-day sick leave pay annually after 1 year employment
Work hours: 8:00 a.m.-3:00 p.m., Monday-Saturday
Length of employment expected: Permanent status
Job responsibilities: Stocking shelves, recording inventories, cleaning storage area
Direct supervisor: Linda Smith
Number of employees:30
Opportunity for advancement: Favorable

Interviewer Questions: Stockroom Clerk Position

1. From your list of previous, jobs which one did you enjoy best and why? (Personal History)
2. Why do you want this position? (Interest in Job)
3. What specifically have you learned from previous employment and other experiences that would help you with this position? (Related Education and Experience)
4. Are there certain kinds of work that you are not able to perform? (Personal Liabilities)
5. Why do you feel that you are qualified for this position? (Good Qualities)
6. What are your long-range goals concerning a career? (Future Plans and Goals)
7. What type of salary do you expect for this position? (Salary)

8. How well do you cope with work-related stress? (Job Pressures)

9. Is there anything you'd like to know about this job?

Interview Situation Number 3:

Assume you have a 9:30 a.m. interview scheduled at Tire Warehouse for a mechanic's helper position. You arrive at the service center and enter the office. The receptionist is seated at the front desk.

Information about the mechanic's helper position:

Salary: \$5.25 per hour (overtime pay on state/federal holidays)

Health and other benefits: Medical coverage, retirement fund, 2 weeks vacation/7-day sick leave pay annually after 1 year employment

Work hours: Monday-Thursday (8 a.m.-5 p.m.), Saturday (8 a.m.-1 p.m.)

Length of employment expected: Permanent status

Job responsibilities: Repairing/changing tires, assisting on engine tune-ups, ordering parts, lube and oil jobs

Direct supervisor: Dave Sanders

Number of employees: 12

Opportunity for advancement: Favorable

Interviewer Questions: Mechanic's Helper Position

1. Why do you think you would like this particular job? (Interest in Job)
2. What were your previous work experiences like? (Related Education and Experience)
3. What are your special abilities? (Good Qualities)
4. How demanding were the jobs you've had in the past? (Job Pressures)
5. Are there specific types of work that you may have difficulty performing? (Personal Liabilities)
6. What would be the minimum wage acceptable for this position? (Salary)
7. How does additional schooling fit into your future plans? (Future Plans and Goals)
8. Do you have any personal acquaintances or relatives employed here? (Personal History)
9. Do you have any questions about this position?

Interview Situation Number 4:

Assume you are to be interviewed by the owner of Yellow Cab Service for the position of cab driver. Your appointment is scheduled for 9:00 a.m. You arrive and enter the company office. A receptionist is present.

Information about the cab driver position:

Salary: 50% of all fares and tips
Health and other benefits: Medical coverage
Work hours: Split shifts (7 a.m.-11 a.m./8 p.m.-12 midnight) Sundays through Thursdays
Length of employment expected: 4 months probation
Job responsibilities: Provide islandwide cab service
Direct supervisor: Ben_Cummings
Number of employees: 6
Opportunity for advancement: None

Interviewer Questions: Cab Driver Position

1. What interests you about this job? (Interest in Job)
2. Have you had any similar work experience? (Related Education and Experience)
3. Do you have any trouble meeting deadlines? (Job Pressures)
4. Do you have any work limitations? (Personal Liabilities)
5. Have you lived here very long? (Personal History)
6. What do you expect to be doing in 3 years? (Future Plans and Goals)
7. As a cab driver, what could you contribute to our business? (Good Qualities)
8. How much do you think you should be paid for this job? (Salary)
9. _____, do you have any questions?

Interview Situation Number 5:

Assume you have a 1 :00 p.m. interview scheduled at Hilo Quality Cleaners for a laundry worker position. You arrive and enter the cleaners. A receptionist is present.

Information about the laundry worker position:

Salary: \$3.80 per hour (overtime pay on federal holidays)
Health and other benefits: Medical coverage, retirement fund, 1-week vacation/5 days sick leave pay annually after 1 year employment
Work hours: Monday -Saturday (8 a.m. -2 p.m.)
Length of employment expected: Permanent status
Job responsibilities: Cleaning, steam pressing laundry
Direct supervisor: Beverly Fernandez
Number of employees: 5
Opportunity for advancement: None

Interviewer Questions: Laundry Worker Position

1. Why are you interested in this position? (Interest in Job)
2. How do I know you can do the work? (Related Education and Experience)

3. Are you able to cope with pressure on the job? (Job Pressures)
4. I hope you realize that you won't get rich in this line of work. (Salary)
5. Do you have plans to return to school? (Future Plans and Goals)
6. Why do you think we should hire you? (Good Qualities)
7. Will you have any transportation problems? (Personal Liabilities)
8. Do you have any friends or relatives employed here? (Personal History)
9. Are there any questions that I can answer?

Interview Situation Number 6:

Assume that you will be interviewed for an accounts clerk position by the manager of LK Radio Appliance Co. at 10:15 am. You enter the store and approach the sales counter.

Information about the accounts clerk position:

Salary: \$750 per month

Health and other benefits: Medical/dental coverage; pension fund; 2 weeks vacation/10 days sick leave pay annually after 1 year employment; federal holiday pay; 8 weeks maternity leave after 2 years employment

Work hours: 8 a.m.-5 p.m., Monday-Friday

Length of employment expected: Permanent status

Job responsibilities: Bookkeeping, typing, processing accounts payable/receivable

Direct supervisor: Mabel Rodriguez

Number of employees: 8

Opportunity for advancement: None

Interviewer Questions: Accounts Clerk Position

1. What do you know about our business? (Personal History)
2. What are your reasons for seeking employment with us? (Interest in Job)
3. Specifically, what job experiences have you had that would benefit our organization? (Related Education and Experience)
4. What are your best qualities? (Good Qualities)
5. Can you work under pressure and deadlines? (Job Pressures)
6. What is a fair salary for this position? (Salary)
7. Do you have transportation arrangements to commute to work? (Personal liabilities)

8. What are your career goals and ambitions? (Future Plans and Goals)
9. Do you have anything you would like to ask me about the job?

Interview Situation Number 7:

Assume that you will be interviewed for a position at Robert's Bakery as a baker. Your appointment is at 8:30 a.m. You arrive and enter the management office. A receptionist is present.

Information about the baker's position:

Salary: \$4.75 per hour (overtime pay on federal holidays)

Health and other benefits: Medical coverage, 1-week vacation/4-day sick leave pay annually after 1 year employment

Work hours: 6 a.m. -12 noon, Monday -Saturday

Length of employment expected: Permanent status

Job responsibilities: Preparing bakery products, baking, packaging

Direct supervisor: Kim Johnson

Number of employees: 9

Opportunity for advancement: None

Interviewer Questions: Bakery Worker Position

1. What type of related experience have you had? (Related Education and Experience)
2. What makes you think that you can do this job? (Good Qualities)
3. Why do you want to work here? (Interest in Job)
4. Do you have any career goals in mind? What are they? (If answer is affirmative.) (Future Plans and Goals)
5. Do you know any of our employees? (Personal History)
6. How well do you respond to pressure on the job? (Job Pressures)
7. How good is your health? (Personal Liabilities)
8. What type of wage would you consider appropriate for this job? (Salary)
9. Do you have any questions that you'd like to ask?

Interview Situation Number 8:

Assume you are to be interviewed for a yard maintenance job at the home of Paul Hilton. Your appointment is at 9:00 a.m. You arrive at the house and ring the doorbell, which is answered by the interviewer, Paul Hilton.

[Note to interviewer: Skip the receptionist's portion of the script.]

Information about the yard maintenance job:

Salary: \$3.45 per hour

Health benefit: Medical coverage

Work hours: 8:00 a.m.-2:30 p.m., Saturdays only

Length of employment expected: Permanent status

Job responsibilities: Mowing grass, raking leaves, trimming hedge, trees, weeding

Interviewer Questions: Yard Maintenance Position

1. Have you done yard maintenance work previously? (Related Education and Experience)
2. Would you like this kind of work? (Interest in Job)
3. What is the least amount of money that you would be willing to work for? (Salary)
4. What are your future plans regarding a career? (Future Plans and Goals)
5. Where do you live? (Personal History)
6. Do you have your own transportation? (Personal Liabilities)
7. Why do you think you're qualified for this job? (Good Qualities)
8. How would you feel if you were given constructive criticism about your work performance? (Job Pressures)
9. Do you have any questions about this job?

Interview Situation Number 9:

Assume you are scheduled for a 10:00 a.m. interview with the manager of Kids First for a day-care worker position. You enter the business office. A receptionist is present at the front desk.

Information about the day-care worker position:

Salary: \$3.50 per hour

Health and other benefits: Medical/dental coverage; retirement fund; federal holiday pay; 2-week vacation/5-day sick leave pay annually after 1 year employment

Work hours: 7:30-4:30, Monday-Friday

Length of employment expected: Permanent status

Job responsibilities: Feeding, and supervising children 2-6

Direct supervisor: Tom Moore

Number of employees: 15

Opportunity for advancement: Favorable

Interviewer Question: Day-Care Worker Position

1. What type of experience have you had that would help you with this position? (Related Education and Experience)
2. Do you think you would enjoy this type of work? (Interest in Job)

3. What are your plans concerning career goals? (Future Plans and Goals)
4. What is the minimum wage that you would accept for this position? (Salary)
5. Can you give me reasons why we should hire you for this job? (Good Qualities)
6. How would you cope with stress on the job? (Job Pressures)
7. How healthy are you? (Personal Liabilities)
8. Do you have any friends or relatives working for us? (Personal History)
9. Do you have any I questions you'd like to ask?

Interview Situation Number 10:

Assume you are scheduled for a 10:00 a.m. interview with the office manager of First Insurance Company for the position of office clerk. You arrive and enter the office at 9:50 a.m.

Information about the office clerk position:

Salary: \$735 per month

Health and other benefits: Medical/dental/vision coverage, retirement fund, federal/state holiday pay, 2 weeks vacation/12-day sick leave pay annually after 1 year employment, 8-week maternity leave after 2 years employment

Work hours: 8 a.m. -5 p.m., Monday-Friday

Length of employment expected: Permanent status

Job responsibilities: Filing, receiving calls, customer referrals

Direct supervisor: Louise Buddy

Number of employees: 18

Opportunity for advancement: Favorable

Interviewer Questions: Office Clerk Position

1. Tell me about your work experience. (Related Education and Experience)
2. Which of your previous jobs (or classes if never employed) did you like best? Why was it your favorite? (Personal History)
3. Why did you seek a job with First Insurance Company? (Interest in Job)
4. What do you have to offer our company? (Good Qualities)
5. Are you able to meet tight deadlines? (Job Pressures)
6. Would you have difficulty performing any of the required job skills? (Personal Liabilities)
7. Given your experience, what salary would you expect if we hired you? (Salary)
8. Do you plan to return to school in the near-future? (Future Plans and Goals)

9. Is there anything you'd like to know about this position?

I.

CHECKLIST: PUTTING IT ALL TOGETHER

Starting the interview

1. INTRODUCE YOURSELF.
2. REQUEST INTERVIEWER'S NAME.
3. THANK THE PERSON AND WAIT QUIETLY.
4. GREET THE INTERVIEWER AND INTRODUCE YOURSELF.
5. ENTER THE OFFICE AND TAKE THE OFFERED SEAT.

A. Good Qualities Questions

6. DESCRIBE RELEVANT SKILLS OR EXPERIENCE.
7. DESCRIBE RELEVANT PERSONAL QUALITIES.
8. DO NOT EXAGGERATE OR COMPARE.

B. Personal History Questions

9. ANSWER DIRECT QUESTIONS.
10. DO NOT VOLUNTEER NEGATIVE INFORMATION.

C. Related Education and Experience Questions

11. DESCRIBE YOUR RELEVANT EDUCATION OR EXPERIENCE.
12. RELATE EXPERIENCE TO THE POSITION.

D. Interest in the Job Questions

13. DESCRIBE JOB'S POSITIVE CHARACTERISTICS.
14. DESCRIBE OTHER EMPLOYEE'S POSITIVE COMMENTS.
15. DO NOT STATE AN INTEREST IN PAY OR LITTLE WORK.

E. Questions About Salary

16. DESCRIBE FLEXIBILITY.
17. DO NOT MAKE STRICT SALARY DEMANDS.

F. Personal Liability Questions

18. STATE THAT YOU HAVE NO MAJOR WEAKNESS.

OR

19. NOTE THE AREA OF DIFFICULTY.
20. IDENTIFY ATTEMPTS TO DEAL WITH THE PROBLEM.
21. NOTE IMPROVEMENT OR GOOD QUALITIES.

G. Job Pressures OR Ability to Accept Criticism

22. STATE ABILITY TO WORK UNDER PRESSURE OR ACCEPT CRITICISM.
23. PROVIDE EXAMPLES OF ABILITY TO WORK UNDER PRESSURE OR ACCEPT CRITICISM.

24. DESCRIBE METHODS OF HANDLING PRESSURE OR ACCEPTING CRITICISM.

25. EXPRESS WILLINGNESS.

H. Future Plans and Goals

26. DESCRIBE GOALS AS COMPATIBLE WITH THE JOB.
27. DESCRIBE COMPATIBILITY OF WORK AND EDUCATIONAL PLANS.
OR
28. IF YOU HAVE NO PLANS, DESCRIBE INTEREST IN GAINING EXPERIENCE.
 - I. Opportunity to Ask Questions
29. ASK JOB-RELATED QUESTIONS (NOT SALARY OR BENEFITS).
 - J. Ending the Interview
30. SUMMARIZE QUALIFICATIONS.
31. STATE INTEREST IN THE JOB.
32. STATE APPRECIATION FOR THE INTERVIEW.
33. STATE INTEREST IN HEARING ABOUT THE POSITION.
34. SUGGEST THE INTERVIEWER CONTACT YOU OR REFERENCES.
35. CLOSE THE CONVERSATION.

WRITING A LETTER TO FOLLOW-UP A JOB INTERVIEW

Before you begin this unit, you should have completed the unit entitled, "WRITING A STANDARD BUSINESS LETTER." That unit familiarized you with the standard business letter format. This unit is designed to teach you to write the body of a letter to follow-up a job interview. The introductory and concluding steps involved in writing a business letter will be presented only in summary form in this lesson.

Writing a letter to follow up a job interview will demonstrate your continued interest in and desire for the position. A follow-up letter will make you stand out from other applicants. It will show that you are interested enough in the employer and the job to write a special thank you. A professional letter of appreciation for an interview is sure to leave a favorable impression on a prospective employer!

You should write a follow-up letter to state your appreciation for an interview whenever you have participated in an interview for a position that you are interested in obtaining. You should write the letter and have it in the mailbox the day after the interview. In this way, your interview will still be fresh on the employer's mind when your letter arrives. Further, this will help to ensure that your letter arrives before a decision has been made. A polite, well-planned follow-up letter might help the employer make a decision in your favor!

In order to write a letter to follow-up a job interview, we recommend several activities. Begin the letter with the standard business letter format; state your appreciation for the interview; state your interest in the position; state your interest in hearing about the job; state your availability to answer any questions; provide your phone number; and use the standard business letter format to end the letter.

A sample follow-up letter is included at the end of this unit. It might be helpful to refer to it as you read about each of the steps so you can see how the information described would be included in the letter.

1. BEGIN WITH STANDARD BUSINESS LETTER FORMAT.

Follow the first four steps in the unit entitled, "Writing a Standard Business letter." In review, the first four steps are:

- A. Provide your return address.
- B. Write date.
- C. Write inside address.

D. Write opening salutation.

If you need a refresher on what to include or where to place information in the letter, return to the unit on writing a standard business letter, and review the steps. It is important to provide this information at the beginning of your letter so that your letter conforms to the accepted format of a business letter. A professional, businesslike letter will make a good impression on the employer.

2. EXPRESS YOUR APPRECIATION FOR INTERVIEW.

Begin the body of the letter by thanking the employer for the interview. It is helpful to state the time that the interview took place. Expressing your appreciation will let the employer know that you are grateful for the opportunity to interview for the position. This polite and courteous gesture is something employers commonly look for in employees. Mentioning the time of your interview may serve to remind the employer of who you are and what you discussed.

Examples include:

"Thank you very much for the interview on Thursday, December 9, at 10:00 a.m."

"I appreciate your time for the interview on January 2 at 2:00 p.m."

"I am grateful for the interview you gave me on January 15 at 4:00 p.m."

3. STATE YOUR INTEREST IN POSITION.

Next, make a polite, positive statement about your interest in the job for which you interviewed. It is helpful to include the name of the position. Stating your interest in the position in a polite, positive manner will show the employer that you sincerely want the job without being rude. Describing the position for which you applied will ensure that the employer knows which job interests you.

Examples:

"I am very interested in the hostess job."

"I would very much enjoy being a painter for you."

"I think I could be a good store clerk."

"I am still very interested in working in your sales department."

You would not say:

"I want that job."

"If you don't hire me as a painter, you'll be real sorry."

4. STATE YOUR INTEREST IN HEARING ABOUT POSITION.

Politely express your interest in hearing about the position. You should not be demanding. Rather, politely request information about the hiring decision. This will further confirm your interest in the job.

Examples:

"I am looking forward to hearing from you regarding that position."

"I am anxious to hear about the position."

"I hope to hear from you soon regarding your decision."

We would not recommend saying:

"Tell me what happens."

"Let me know what you decide."

"I hope you call by next Tuesday."

5. STATE YOUR AVAILABILITY TO ANSWER QUESTIONS.

Invite or encourage the employer to contact you if there are any questions or comments. Make sure that you provide your telephone number and address so that the employer can contact you. This will demonstrate your interest in the job and show that you are willing to cooperate in every possible way.

Examples include:

"Please feel free to call or write if you have any questions."

"Please feel free to contact me if you require further information."

"If you need to get in touch with me, feel free to call or drop me a line."

6. PROVIDE YOUR PHONE NUMBER.

To conclude the body of the letter, write a sentence that includes your telephone number. An alternative is to include your telephone number in the sentence that states your availability. Providing your telephone number will let the employer know where you can be reached if any further questions arise. Examples:

"My telephone number is 842-6004."

"I can be reached at 862-0901."

7. END LETTER WITH I STANDARD BUSINESS LETTER FORMAT.

Use standard business letter format to conclude your letter. In summary, you should:

- A. Write complimentary closing.
- B. Print your name under complimentary closing.
- C. Proofread letter.
- D. Type letter.
- E. Proofread typed letter.
- F. Sign typed letter.
- G. Make copy of typed letter.
- H. File copy.
- I. Prepare envelope for mailing.

It is important to end the letter with the standard business letter format to ensure that your letter is neat, accurate, and professional. Such a letter will make a good impression on prospective employers.

SUMMARY

In summary, to write a job interview follow-up letter, we recommend the following steps:

1. USE STANDARD BUSINESS LETTER FORMAT TO BEGIN LETTER.

Provide your return address and phone number.

Provide date.

Provide full address of recipient.

Make opening salutation.

2. STATE YOUR APPRECIATION FOR INTERVIEW.

3. STATE YOUR INTEREST IN POSITION.

4. STATE YOUR INTEREST IN HEARING ABOUT JOB.

5. STATE YOUR AVAILABILITY TO ANSWER ANY QUESTIONS.

6. PROVIDE YOUR PHONE NUMBER.

7. END LETTER WITH STANDARD BUSINESS LETTER FORMAT.

Write complimentary closing.

Print your name under complimentary closing.

Proofread your letter.
Type your letter.
Proofread your typed letter.
Sign typed letter.
Make copy of typed letter.
File copy.
Prepare envelope for mailing.

The following page contains an example of a complete job interview follow-up letter.

Ronn Waiters
1420 Ohio
Lawrence, Kansas 66044

July 20, 1984

Mr. Allen Landon
The Garden Center
801 New Hampshire
Lawrence, Kansas 66044

Dear Mr. Landon:

I am writing to express my appreciation for the interview on July 19 at 2:00 p.m. I am still very interested in working at the Garden Center. I am looking forward to hearing from you regarding this position. If you have need of further information, please don't hesitate to write or call me at 842-0091. I would be happy to answer any additional questions you may have.

Sincerely,

Ronn E. Waiters

STUDY GUIDE: WRITING A LETTER TO FOLLOW-UP A JOB INTERVIEW

1. Before you write the body of the letter, what steps do you complete first?
2. What is involved in writing the body of a follow-up letter for a job interview?
3. After the body is complete, what steps do you follow next?
4. Why would you want to write a standard business letter to follow-up a job interview?
5. When should you write a letter to follow-up a job interview?

PRACTICE SITUATIONS WRITING A LETTER TO FOLLOW-UP A JOB INTERVIEW

Below are names and addresses of several employers. Assume that you had a job interview yesterday for the positions that are described. Use the information to practice writing letters to follow-up a job interview. Feel free to make up any information you need to write the letter. We suggest that you practice writing job interview follow-up letters until you have written two letters in a row without making a mistake. A checklist is included at the end of this unit.

* * *

John Bentley
Ace Print Shop
637 Massachusetts
Lawrence, Kansas 66044

Assume that you interviewed for the position of apprentice printer.

* * *

Joan Swift, Manager
Woolworths
897 Wheel Drive
St. Louis, Missouri 66154

Assume that you have been interviewed for the position of store clerk.

* * *

David Cole
Beefeater's Steak House
1227 E. 50th Street
Providence, Rhode Island 02865

Assume that you interviewed for the position of cook.

* * *

Marie Albany
Wonderland Book Store
1012 West Reed Avenue
Sacramento, California 97531

Assume that you applied for the position of bookkeeper.

CHECKLIST: WRITING A LETTER TO FOLLOW-UP A JOB INTERVIEW

1. BEGIN WITH STANDARD BUSINESS LETTER FORMAT.
2. STATE APPRECIATION FOR INTERVIEW.
3. STATE INTEREST IN POSITION.
4. STATE INTEREST IN HEARING ABOUT POSITION.
5. STATE AVAILABILITY.
6. PROVIDE PHONE NUMBER.
7. END WITH STANDARD BUSINESS LETTER FORMAT.