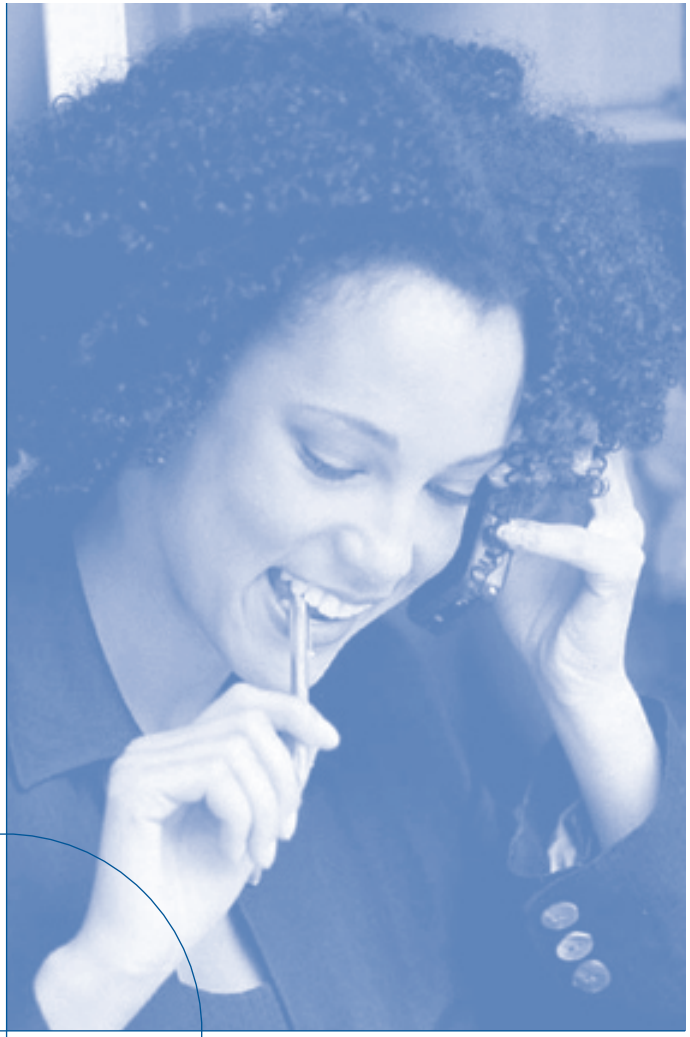
Self-Assessment

Job Information

Applications

Resumes

Interviews



TIPS

for Finding the Right Job

Utah Department of Workforce Services

Self-Assessment 3
Personality Type 3
Identifying Skills 6

Finding Job Information 9
Department of Workforce Services 9
Networking 11
Electronic Job Searching 12
Newspaper Ads 13
Direct Contact with Employers 14
Private Agencies 16
Create Your Own Job 16

Applications, Testing and Pre-employment Inquiries 17
Applications 17
Testing 20
References 21
Pre-employment Inquiries 22

Resumes and Cover Letters 24
Resumes 24
Electronic Resumes 33
Cover Letters 35

Interviews 38
Preparing for an Interview 38
Favorable Impressions and Behaviors 40
Question and Interview Types 42
Answering the Questions 43
What to Say if You Were Fired 47
After the Interview 48

Job Success Skills 50
Employer Expectations 50
Communication 51
Personal 51
Getting Along With Others 52

Appendices 53
Appendix A: Identifying and Naming Skills 54
Appendix B: DWS Employment Centers 56
Appendix C: Action Verbs 57
Appendix D: Job Search Checklist 58
Appendix E: Contact Tracker 60

Introduction

You need a job! This booklet will lead you through specific steps to help you get the employment you want. Finding the right work can seem like an overwhelming task. The most important thing is to START now and then take it one step at a time. Here are four important tips to remember as you set out on your job hunt:

1. Have a plan

If you don't make a written plan, your job search will be less effective. You won't know all the steps to write down at first, but don't let that stop you! You can revise your plan as you go along. Start by writing a few goals. You need both long- and short-range goals. A written career objective is an example of a long-range goal. A short-range goal might be to submit your resume to two companies today. Break the big goals into small goals that will help you accomplish your overall plan. Tackle one goal at a time, then cross it off your list. Evaluate your goals every day.

2. Treat your work search as a full-time job

You are your own boss in your job search! Outline in your job plan tasks you must accomplish every day, then stick to your plan. If you can't seem to motivate yourself, have a friend be your "boss" to make sure you carry out your job-search responsibilities. Follow a consistent schedule and be organized. Wake up early, get dressed, and be ready to do business. Apply for jobs early in the morning. Follow up leads immediately. Make a "To Do" list each night for the next day. Write down

all employers you contact, the date of your contacts, people you talk to, and notes about your contacts to refer to later.

3. Never give up

Being told "no" is a part of job hunting. You may receive several "no's" before you get a "yes," even when you know you would be very good at any given job. Employers select people for positions for many reasons, and they do not always select the most qualified candidate. Keep these "rejections" in proper perspective. Learn from each rejection, make adjustments when necessary, and most importantly, do not take the "no's" personally.

4. Take care of yourself

Looking for a job is hard work, but don't forget to take time to relax and enjoy yourself. Recreational activities are all too often the first things set aside by people who are out of work, but a little recreation is just as important for your health and happiness as eating right. Physical exercise is especially important. You may experience a lot of stress and strong emotions as you look for a job, and exercise helps you cope with these feelings.

Keeping in touch with friends and family also helps you lower stress and keep things in perspective. Talk to them about what is happening in your job search and how you feel. Expressing your frustration and concerns is important, but don't forget to focus on the positive when talking to acquaintances and job contacts. People are more willing to help when you are positive and optimistic. Since you need positive references and genuine support throughout your job search, be aware of what you say and how it reflects on you.

Self-Assessment

Doing a good self-assessment is crucial to finding the right career and should not be cut short or brushed aside. Self-assessment involves gathering information about yourself and developing an understanding of yourself so you can compare this knowledge with different career choices. Start by determining your personality type and interests. Then identify your skills and list accomplishments.

Personality Type

Knowing your personality type can help you identify jobs people of your type typically enjoy. Many tests and methods are available to help you determine your personality type. One of these is the "Holland Code" technique. John Holland conducted research that divided job seekers into six broad personality type categories: realistic, investigative, artistic, social, enterprising, conventional.

All the types have both positive and negative qualities—none is better than the others. Your Holland Code is a generalization, not an exact description of you. However, it might help you discover where you can find occupational satisfaction.

Complete the survey on the next pages to determine your Holland Code. This condensed survey is not intended to be as accurate or comprehensive as a complete one, but it will give you a place to start your career exploration.

Step One

Circle the number of any item (subject, activity, or type of person) that is appealing to you. Leave the rest blank.

1. Farming
2. Advanced math
3. Being in a play
4. Studying people in other lands
5. Talking to people at a party
6. Word processing
7. Auto mechanics
8. Astronomy
9. Draw or paint
10. Go to church
11. Work on a sales campaign
12. Use a cash register
13. Carpentry
14. Physics
15. Foreign language
16. Teaching children
17. Working from nine to five
18. Setting type for a printing job
19. Using a chemistry set
20. Reading art and music magazines
21. Helping people solve personal problems
22. Selling life insurance
23. Type reports
24. Driving a truck
25. Working in a lab
26. Musicians
27. Making new friends
28. Leaders
29. Following a budget
30. Fixing electrical appliances
31. Build rocket model
32. Buying clothes for a store
33. Creative writing
34. Attending sports events
35. Being elected class president
36. Using business machines
37. Building things
38. Doing puzzles
39. Fashion design
40. Belonging to a club
41. Giving speeches
42. Keeping detailed records
43. Wildlife biology
44. Being in a science fair
45. Going to concerts
46. Working with old people
47. Sales people
48. File letters and reports

Step Two

On the chart below, again circle the numbers of the items which appealed to you. After you have finished, count the numbers circled on each line, counting across. In which categories did you circle the most numbers? These are the clusters you have the most interest in. For example, if you scored highest in Social and second highest in Artistic, you would want to concentrate your career exploration efforts in those two categories.

_____	Realistic	1	7	13	19	25	31	37	43
_____	Investigative	2	8	14	20	26	32	38	44
_____	Artistic	3	9	15	21	27	33	39	45
_____	Social	4	10	16	22	28	34	40	46
_____	Enterprising	5	11	17	23	29	35	41	47
_____	Conventional	6	12	18	24	30	36	42	48

Holland Type Characteristics

Realistic

Robust, practical, physically strong • Uncomfortable in social settings • Weak verbal and interpersonal skills • Mechanically and athletically inclined • Stable, natural, persistent • Prefer concrete to abstract problems • Rarely perform creatively in art or science • Like tools and working outdoors • Don't like radical ideas • Buy boats, campers, motorcycles

Investigative

Scientific orientation • Task-oriented, all wrapped up in work • Introspective and asocial • Strong need to understand the world • Enjoy ambiguous tasks • Have unconventional attitudes • Lack leadership skills • Confident of their intellectual abilities • Analytical, curious, reserved, independent • Dislike repetitive activities • Buy telescopes, calculators, electronics

Social

Sociable, responsible, humanistic, religious • Like to work in groups • Have verbal and interpersonal skills • Avoid both intellectual problem-solving and physical exertion • Enjoy healing, developing, training, or enlightening others • Understanding, helpful, idealistic • Dislike working with machines or in highly structured situations • Like to discuss philosophic questions • Cooperative, friendly, generous

Enterprising

Good verbal skills, persuasive • Strong leaders • Avoid long periods of intellectual effort • Strong drive to attain organizational goals • Concerned with power, status, and leadership • Aggressive, popular, sociable, self-confident • Adventuresome, ambitious • Value money and material possessions • Dislike science and systematic thinking • Buy big cars, country club memberships

Conventional

Prefer well-ordered environments • Like systematic, verbal and numerical activities • Conscientious, efficient, practical • Identify with power • Value material possessions and status • Adverse to unsystematic, exploratory behavior in new areas • Stable, controlled, dependable • Most effective at well-defined tasks • Save money, buy conservatively

Artistic

Like art, music, drama • Prefer free, unstructured situations • Impulsive non-conforming, independent • Value beauty and aesthetic qualities • Expressive, original, intuitive • Like small, intimate groups • Willing to take risks to try something new • Dress in freer styles than others • Not assertive about own capabilities • Sensitive and emotional • Spend money on art objects, books, CDs

Sometimes the hardest part of finding a satisfying job is figuring out what kind of job you would like to do! You may be able to do a job that doesn't really fit your personality, but it will be a source of discomfort—or worse—for you. Instead of forcing yourself into a job that doesn't suit you, take the time and make the effort to find out what "type" you are. Then focus your job search in a career area where you can be happy.

Jobs in the Realistic (technical) category include occupations such as mechanic, brickmason, broadcast technician, electrician, fire fighter, farm worker, machinist and welder.

Jobs in the Investigative (scientific) category include occupations such as engineer, scientist, economist, computer systems analyst, physician, and technical writer.

Jobs in the Artistic category include occupations such as designer, architect, artist, photographer and writer.

Jobs in the Social (social-humanitarian) category include occupations such as coach, correctional officer, cosmetologist, paralegal, nurse, physical therapist, mail carrier, counselor and teacher.

Jobs in the Enterprising (marketing management) category include occupations such as advertising agent, dispatcher (emergency vehicles), medical technician, manager, chief executive, examiner, lawyer, personnel manager, public relations specialist, sales person, purchasing, and travel agent.

Jobs in the Conventional (business information) category include occupations such as accountant, bank teller, computer programmer, clerk, secretary, janitor, aide and usher.

For a complete listing of the occupations in each of these categories, go to **http://jobs.utah.gov/wi.** Click on "New Career Guide for Adults" and then "Career Chart." This chart will give you information such as the average wage for each occupation, the training required and the employment outlook.

Identifying Skills

A skill is a thing you know how to do, right now. Employers want to know what you can do for them. Identifying your skills and being able to describe them to potential employers is an essential step in your job search.

If you think you don't have any skills, think again! you may not have specific job experience, but you do have work experience. Sit down and make a list of the skills you possess. Skills may be listed in three categories: job content skills, self-management skills, and transferable skills.

Job Content Skills

These are skills specific to a job or occupation. Job content skills are important to employers for obvious reasons. Job skills aren't always

acquired from employment. Along with the skills you used in previous jobs, you may have developed job skills through education, hobbies, community activities, and life experiences. Common activities such as shopping, managing finances, balancing a bank account, hosting a party, and teaching a child contain potential job skills.

Self-Management Skills

Sometimes called "personality traits," these skills are the skills you use every day to get along with others and to survive. They are the skills that make you unique. Self-management skills include such things as sincerity, tactfulness, flexibility, reliability, patience, and tolerance. Employers look for these skills in candidates as evidence of how they will "fit" into the organization. How a person will fit in is an important consideration for employers.

Transferable Skills

Transferable skills are skills that can transfer from one job to another. They may be either self-management or job content skills. Since it is unlikely that you will find a job that is identical to your previous job, it is critical to carefully evaluate how your skills transfer into other opportunities and include these on your list. Some examples are appreciating diversity, stress management, connecting individual goals with team goals, ability to think critically and creatively, and ability to plan and prioritize.

(See Appendix A for a list of skills organized according to type of work)

Identifying, listing, and describing your skills is not an easy task. However, it is critical to job search success, and you should plan to invest the time needed. The easiest way to identify your skills is to use the computer program CHOICES™. This is available for use, free,

What Can You Do with CHOICES™?

CHOICES™ is available on Job Connection computers in every DWS Employment Center. Use the program to:

- Identify your interests and occupations that appeal to those interests
- Identify your work skills and get a list of occupations that use those skills
- Compare any two occupations side by side
- Create an effective resume and post it directly to the Internet
- Write cover letters and thank-you letters
- Access a library of career information
- Much, much more!

at any DWS Employment Center. If you are unable to use CHOICES™, listed below is an outline for skill identification that has been successfully used by many job seekers.

1. List by title any jobs you have held. Start with your most recent employment and work backwards. If you have no job history, see number 4.

2. Write a detailed description of four to five major duties.

3. Think of all the skills needed to accomplish each duty you have listed. Write those skills down on a piece of paper. Remember to look for both job content and self-management skills. Be sure to include tools used, machines operated, knowledge applied, etc.

4. Repeat the above steps for each activity you anticipate describing to an employer either on an application, resume, or in an interview. Use this same process for other work-related activities including **hobbies, volunteer work,** and **community experience.** For example, if you are a homemaker your skills may include being able to manage budgets, to multi-task, to teach or train others and knowledge in human development. If you play basketball well, your skills may include interacting well with others (being a team player), directing others (calling plays, coaching), etc.

5. Once you have completed this process, you should have a long list of skills. Go through the list and select those skills that match your job goals. These are the skills you will use in your job search effort.

Now that you've identified your skills, it's time to match them with available jobs.

– Finding Job Information

The majority of jobs are not advertised. This section will outline tools and strategies to help you find job openings and break into the job market. These include: the Department of Workforce Services, networking, electronic job search, newspaper ads, direct employer contact, private placement agencies, and creating your own job. If you work at finding a job on a full time basis and utilize alternative methods for locating job openings, you will be successful!

Department of Workforce Services

The Utah Department of Workforce Services (DWS) has the largest employment database in the state. Our goal is to connect job seekers with jobs. Whether you are looking for an entry-level position or a new career we can help. We want your job search to be a positive, successful experience. We can help you gain the skills employers want and also help you with obstacles that stand in the way of getting a good job!

Our Web site at **jobs.utah.gov** allows you to conduct job searches online, and view current job openings and employer contact information. It's convenient, fast and available 24 hours per day.

There is no cost to access this listing of jobs and employers in Utah, and there are plenty of new job listings every day. You can also post your resume and access helpful links such as:

- America's Job Bank (AJB): This Web site is a search engine for job openings nationwide.

- Utah's Job Bank: You can access Utah's Job Bank through AJB or our Web site. It lists all current job openings listed in our database as well as any listings employers have placed themselves.

- FirmFind: This program allows you to search for companies that typically employ people in your field.

DWS' computerized system matches an applicant's skills, abilities, and work experience to the job requirements of employers.

Openings available through our Web site reflect a wide range of jobs in many types of industries and occupations. Both private and government employers use DWS for listing job opportunities. Jobs range from unskilled to highly technical and can be permanent, part-time, or temporary.

At our employment centers (see Appendix B or visit **jobs.utah.gov**) many employment services are available including job referrals, career counseling, workshops, on site employer recruitment, dislocated worker services and veterans' services. We provide special assistance to those who have difficulty finding employment. Youth, elderly, minorities, people with disabilities, economically disadvantaged individuals, and others may receive assistance appropriate to their needs.

In addition, we offer a Transition Assistance Program (TAP) workshop at Hill Air Force Base for those who are exiting the military. TAP is designed to help military personnel make good decisions as they move from military service to civilian life and was developed to help them transfer their military experience to a civilian job or career.

You'll need current labor market information to assist you in your job search. We offer a variety of information such as what occupations are in demand, current wages in your area, and what the economic outlook is for the future. Find out what Utah job trends are statewide or locally. View all this and more at **http://jobs.utah.gov/wi/jobseeker.**

Getting Registered

For the most effective job search, job seekers should complete a basic registration, skills matching and resume online at **jobs.utah.gov.** Click on "Find a Job" and then "Find a Job, Fill out an Application, Write a Resume, Register for Jobs Online." Registering is easy and online help is available.

This can be completed in our Job Connection Rooms at our employment centers, or anywhere there is access to the Internet. The cmployment center will notify you by phone, e-mail or through the mail when a job opening is available that coincides with your skills. However, a proactive job seeker will login several times a week to check job postings. A job might already be filled while you are waiting to be notified.

Job Connection Room

Everything in the job connection room is offered at no cost and is specifically designed to help you pursue your employment goals. If you cannot access the Internet at home, access it here. For your convenience, we provide fax machines, copy machines, and telephones to assist you in your job search. You can also access the following programs:

- Winway Resume: a user-friendly program that "walks" you through the resume format while you add your personal information.

- Typing Tutor: learn to type, or practice and improve your typing speed with the typing tutor.

Helpful Numbers

- Unemployment Insurance (801) 526-4400 or (888) 848-0688 toll free

- Federal Jobs (303) 236-8570

- Utah State Jobs (801) 538-3062

- Workforce Information (801) 526-9340 or access via our Web site at **jobs.utah.gov** for occupations in demand, information on company openings, data on occupations by ethnic group, age, and gender, cost of living indexes and analysis of Utah's economy.

Networking

Networking is simply talking to people. It is telling people that you are looking for work and asking for advice. Most jobs are found through networking.

Talk to your friends, family, neighbors, and acquaintances and let them know you are looking for work. Talk to your current or former workers. Co-workers often find out about jobs they may not be interested in, but you may be. Let them know the job you want so they know what to look for and how to help.

Useful contacts do not necessarily have to be high level managers. For example, a friend who knows a friend in an organization might provide information about a job opportunity that would otherwise be difficult to obtain. The larger your network, the better chance someone will know about possible job openings.

Be Specific

Networking should be a calculated campaign to contact people for ideas, suggestions, and information. It should not be limited to casual conversations. When seeking the help of others, try to be specific. Ask for names and definite information. For example:

> "Sally, do you know if your Finance Department has any openings for junior accountants?"

> "In your contact with buyers, John, do you know of anyone who wants to hire an assistant buyer?"

"George, will your brother be hiring any part-time workers this summer?"

"Ms. Jones, I appreciate the opportunity to talk to you. Since you are not hiring, do you know of any other people in your field who may be interested in my skills?"

Most people will be glad to help and will feel flattered that you asked for their advice. Tell them you will get back to them in a week or so to see if they have any more information. Don't be afraid to ask employers or interviewers that you meet for suggestions or leads because most of them would be glad to help.

Once again, common sense should prevail. Don't abuse your friends' interest by constantly pestering them or insisting they find you a job. If they show no interest, drop it. If someone does direct you to a job opening,, ask them if you can use their name when contacting the employer.

DWS Services for Job Seekers

- Job referrals
- Skills testing
- Veteran's Services
- Career counseling
- Electronic job search
- Job skills workshops
- Job search assistance
- Vocational assessment
- Job training opportunities
- Connection to educational opportunities

Electronic Job Searching

Taking advantage of technological resources available today—especially the Internet—can help you in your job search. The Internet is an excellent job search tool, but like all tools it only works if you know how to use it. Many new users become frustrated because the Internet is huge and constantly changing.

If you are a new user, don't despair; chances are many of your friends or co-workers are familiar with the Internet. Ask them to help you learn the ropes of online navigation. If you keep working at it, the Internet will open up a whole new world of opportunities. Providing information on computers is the wave of the future, so it is important for you to familiarize yourself with this exceptional source of information. If you don't have a computer or access to the Internet, use a computer at your local public library or DWS employment center. Each employment center has a section of the office dedicated to making available computers and help so that job seekers can access Internet job-search resources.

Research

The Internet can be a great source of general employment information. The Internet originated as a research tool, so there should be no surprise that it offers incredible resources for

employment research. Not only can you find job listings, but you can also find out about skills that are in demand in the workforce, average salaries, general and specialized career information, and much more!

You can also find specific information about employers you are interested in. Many employers post information about themselves on the Internet. If you have a company in mind, use the Internet to find out what the company is looking for, what you can do for the company, or any information that will help you get an interview.

Job Search

The Internet boasts many sites dedicated to helping you find a job. To use the popular nationwide job-search sites sites, you will most likely have to post an electronic resume. See page 33 for more information on electronic resumes.

To perform a job search in the state of Utah, log on to our Web site at **jobs.utah.gov.** At this site, you can check the Electronic Job Board, or you can link to America's Job Bank, a site that links to government openings, major Utah emloyer Web sites and major Internet job banks.

News Groups

News groups are another important source of employment information on the Internet. A "news group" is the electronic highway's equivalent of a newspaper organized by subject. Individual employers usually use news groups to post job opportunities. They change daily so it would not be a good place to post a resume, but it is a good place to look for job opportunities. There are over 7,000 news groups on the Internet. More than 100 are related to employment issues, and some are specific to employment in Utah.

Newspaper Ads

Most job seekers spend their time checking and responding to want ads, yet employers hire most new workers through networking channels and placement agencies. The want ads are still a useful job-search tool, but they should be used wisely.

Familiarize yourself with the different kinds of want ads below, so your time looking through the want ads won't be wasted. Learning to spot different types of want ads can make your job search more productive. Most want ads fall into one of the following categories:

Agency ads are placed by private employment agencies to advertise their services.

Blind ads do not identify the employer. Well-known firms sometimes use these ads to avoid being swamped with applicants. You are usually instructed to send a resume in care of the newspaper and the employer will contact you. The prospect of getting a job through a blind ad is extremely poor. Don't spend too much time on these.

"No experience needed" Most employers are able to fill these jobs easily. If they are advertised, it often means the job is hard to fill because of low wages or the terms and conditions of employment leave something to be desired.

Accommodating ads are the best to pursue. These ads provide the name and address of the employer and a description of the job and qualifications. They generally indicate that the employer is willing to arrange an interview. This type of ad is a sure indication that an actual opening exists.

Respond to classified want ads as quickly as possible, because the job may be gone if you delay. Always follow the instructions given in the ad. For example, if the ad says apply in person, do not waste time calling or mailing a letter. When the phone or location is not listed, apply by mail.

Remember, your reply to a want ad, by phone, mail, or in person, is an attempt to gain an interview, which is an opportunity to present your qualifications more fully. Therefore, don't attempt to tell the employer every little detail of your life in the initial contact.

Direct Contact with Employers

Do you have specific employers in mind that you would like to work for? You may contact these employers directly to market your job talents and find out about potential job openings.You may choose to contact them through the mail, sending a letter of application and a resume; however, telephoning the employers directly is a much more effective method.

This approach often results in a job offer, but it is risky because you aren't calling in response to any announced job openings. It will only be effective if you are persistent and do not get discouraged. Many managers, especially in large organizations, have the authority to hire a new worker even when there is not a specific job opening. They can also let you know when an opening is likely to occur.

Plan a strategy for approaching each employer before you call. The goal of the telephone call is to find out if there are any openings, to find job leads, or to get an interview. This can be accomplished by following these guidelines:

1. Talk to the person who does the hiring. You will probably have to ask who this person is, or ask for the person who does the hiring for the job you want (remember, you want to talk to the person who manages the job, not just "someone" in the human resources department).

2. Present a clear and brief statement describing your qualifications to the person who does the hiring. You can prepare a list of your skills before you call.

3. If a job opening is available, ask for a face-to-face interview as soon as possible. Don't allow yourself to be interviewed over the telephone.

4. If no job is available, ask for job leads in the area. If you get any leads, call those employers immediately, using this employer as your referral source. Always ask the employer's permission to use their name.

5. Continue calling employers even though you may get discouraged by negative responses.

You may want to write your "sales pitch" and practice before you call the employer. Because we all get nervous cold-calling an employer, find two or three employers that you do not want to work for and practice your "sales pitch" on them. That way if you make mistakes it really will not matter. For example, if you are trying to find out whether a company is hiring, your script might look something like this:

Job Seeker: "Hello, my name is David Brown, and I would like to speak with you about your new sales program. Would it be possible for us to meet this afternoon? I feel my experience may be of benefit to your company." *Note: Prepare a response to a negative reply.*
Employer: "We are not hiring."
Job Seeker: "Yes, but as a pioneer in the computer field, I thought you might know of some job opportunities in this area."

If you are trying to find out the manager's name or the mailing address of the organization so you can send your resume, your script might look something like this:

Receptionist: "Good morning, General Manufacturing Company."
Job Seeker: "Hello, my name is David Brown. How are you?"
Receptionist: "Fine, thank you."
Job Seeker: "I need to send some material to the manager of the accounting department. Would you please tell me the name of this person so that I can address the package to him or her?"
Receptionist: "Yes, her name is Emily Packard."
Job Seeker: "Would you please spell her name for me?"
(Receptionist spells the name)
Job Seeker: "What is her official title?"
Receptionist: "Accounting Manager."
Job Seeker: "Is this your correct mailing address, 1300 South 7th Street, Suite #3, Provo, Utah 84000?"
Receptionist: "Yes it is."
Job Seeker: "Thank you very much for your help, I really appreciate it."

When you feel comfortable with your script and confident that you can respond well to any situation, start calling. The first call may be difficult and feel unnatural because it is something you may have not done before, but don't give up just because you get a few negative responses. Arrange to make calls continuously

in the mornings and try to set up interviews for the afternoons.

Private Agencies

You may consider contacting a private employment agency to assist you in your job search. Private employment agencies act as a liaison between the job seeker and the employer. These companies place many people in jobs, but they are in business to make a profit and normally charge a fee for their services.

The best way to select an employment agency is through referral from someone who has used it and recommends its services. Unfortunately, most people choose an agency based on an attractive newspaper ad. Frequently the more appealing jobs listed in an ad are not available openings, but are listed to attract applicants.

Create Your Own Job

Some people are able to break into the hidden job market by developing their own jobs. This may sound like a strange idea, but it can be effective because you are creating a job suited to your qualifications and interests. The key to successfully creating your own job is to convince the employer that the job will benefit the company.

For example, Linda worked as a clerk one summer for Sun Products. She was frustrated by customers who didn't understand that the company manufactured solar water heaters, not sun glasses. When she completed her marketing degree the next year, Linda returned to Sun Products and discussed their need for a marketing program with the company president. The president was so pleased with the cost-benefit analysis Linda presented, she offered her a job as marketing editor.

Employers want to hire people who are:

- Honest
- Enthusiastic
- Dependable
- Punctual
- Able to demonstrate their experience/skills
- Clean and neat in appearance
- Loyal
- Professional
- Prepared

Applications,

Testing, and Pre-Employment Inquiries

This section covers filling out applications, appropriate use of references, testing, and a guide to acceptable information employers may require.

Applications

Most employers see your application before they see you. If you want to be interviewed, your application must make an outstanding impression. Employers may review three to 3,000 applications each month; therefore, smudged, illegible or incomplete forms are quickly tossed into the waste basket. Employers often make assumptions about the quality of work you will do, if hired, based on the way your application looks and reads. Attitude, stability, and motivation can be communicated on the application form.

You must be prepared to fill out an application when you go to pick up the form, because some managers and companies require that it be filled out at the place off business. Managers don't like it when applicants forget to bring a pen or ask to borrow a telephone book to look up names, addresses, and telephone numbers.

A sharp and orderly presentation of your skills is the best way to get an interview. The most important factor in filling out an application is to know the title and qualifications of the of position you are applying for. Get a copy of a standard application form at an office supply store or use the copy provided in this book,

and fill it out to use as your model when filling out applications for actual jobs. Gather all the necessary information including your self-assessment inventory, addresses, dates and names of former employers, your Social Security Card, documents of education and training, and other papers. Use this information to fill out your "model" application and then copy the information onto applications as you apply for jobs. Unfortunately, most employers have their own forms and will not accept copies, so take your model so that you can copy the information for each job opportunity.

Read the entire application and all of its instructions (especially the fine print) prior to filling it out. The fine print may give instructions, such as "please print" or "put last name first." The employer will check to see how carefully you follow instructions.

The first section of an application usually asks for information such as your name, address, and telephone number. The second section generally refers to education and training. List all of your schooling even if you didn't graduate. Sometimes there will be a space to note special honors, awards or membership in professional associations. This is an important section of the application because it can be used to enhance your qualifications.

The most important part of the application is the previous work experience section, which usually begins with your most recent job. If you have held more than six jobs, you may wish to list only those most closely related to the job you are seeking. Others can be summarized, such as "Held several food service jobs to pay expenses until I was able to find permanent employment." Try to avoid exposing long gaps in your employment history, because employers will wonder why the gaps exist. If you have little or no previous experience, list part-time summer or volunteer jobs. It is important to use words to describe your experience that are comparable to words that the employer used to describe the job you are seeking.

Answer every question (don't leave anything blank), use N/A if the question is not applicable to you. This lets the employer know you read the question.

Most applications will ask the reason you left a former job or jobs. Refrain from negative statements about yourself or your former employer. Avoid terms such as fired, terminated, dissatisfied, failed or couldn't get along. Alternatives may be reduction in force, company reorganization, to seek other employment, to look for a more interesting and challenging position.

If you are asked to state a salary desired, it is best to respond with "Open" or "Negotiable." Why respond this way? If you write a salary that is too high, you may price yourself out of the job and if you write something that is too low you may not receive what you are really worth to the company. Use this response even when the wage is posted, because you might be able to negotiate a higher wage.

Sample Application

Numbers

Social Security # _____ Phone #(s) _____

Driver's License # _____ Other Certificates _____

Education

High School _____ Address _____

Course or subject _____ Dates _____ to _____

School activities _____

Hobbies _____

Other Schools _____ Address _____

Course, subject, or degree _____ Dates _____ to _____

School activities _____

Previous Employment

Name of Employer_____ Dates _____ to _____

Full address _____

Special skills _____

_____

Other information (wage, reason for leaving, supervisor name, etc) _____

_____

Continue chronologically with all employers: (make sure you do not have crossover dates and account for all time periods) _____

_____

_____

_____

References

(Get permission before using names. List several and select 3 best suited for each application)

Name _____ Address _____

Phone # _____ Relationship to you _____

Name _____ Address _____

Phone # _____ Relationship to you _____

Name _____ Address _____

Phone # _____ Relationship to you _____

The most common mistake on the application form is forgetting to sign your name. Most other mistakes are just as obvious and include a wrong phone number, incorrect dates, etc. Doublecheck your work!

Do:

- Be accurate
- Be informative
- Be complete
- Be honest
- Print neatly
- Use a pen with black ink
- Sign the application
- Follow directions

Don't:

- Misspell words
- Cross out writing
- Leave questions unanswered
- Wrinkle or fold the application
- Turn the application in late
- Mention health, personal, legal, or financial problems

Testing

For some jobs, you may need to take a test. Usually, the job announcement or ad will indicate if a test is required.
There are several types of selection and job fitness tests:

- **Aptitude tests** predict your ability to learn and perform job tasks.
- **Practical tests** measure what you know and what you can do in a job (for example, word processing speed for a secretarial job, knowledge of street names and routes for a fire fighter job.).
- **Literacy tests** measure reading and arithmetic levels.
- **Personality tests** evaluate mental, emotional, and temperamental makeup (important for jobs like police officers, nuclear plant operators, etc.).
- **Honesty and integrity tests** evaluate the likelihood of stealing and trustworthiness of applicants.
- **Physical ability tests** measure strength, flexibility, stamina and speed for jobs that require physical performance.
- **Medical tests** determine physical fitness to do a job.
- **Drug tests** show the presence of illegal drugs that could impair job performance and threaten the safety of others.

How to Prepare for Tests

You can't study directly for aptitude tests. But you can get ready to do your best by taking other tests. Look for tests or quizzes in magazines and school books. Set time limits. By taking tests, you learn about the testing process and will feel more comfortable when you are tested.

Brush up on job skills. For example, if you're taking a typing test, practice typing. If you're taking a construction test, review books and blueprints. Get ready for physical tests by doing activities similar to those required for the job.

For literacy tests, review and do exercises in reading and math books or enroll in remedial classes. It's natural to be nervous about tests. Some anxiety may actually help you.

Checklist for performing your best on a test:

- Make a list of what you need for the test (pencil, eye glasses, I.D., etc.). Check it before leaving.
- Get a good night's sleep.
- If you are sick, call and reschedule the test.
- Leave for the test site early.
- If you have any physical difficulties, tell the test administrator.
- If you don't understand the test instructions, ASK FOR HELP before the test begins.
- Work as fast as you can. Don't linger over difficult questions.
- Find out of guessing is penalized. If it's not, guess on questions you're not sure about.
- You may be able to re-take the test. Ask about the re-testing policy.
- After the test, find out what your scores actually mean. Ask your Employment Counselor if he or she can recommend jobs that best correlate with your scores.

Remember that for many jobs, your work talents and other capabilities will count more than your test scores. Keep this in mind before you re-take a test. Your score would probably be similar if you took the test again.

References

There will most likely be a space on the application for you to list references. List three professional-related references (as opposed to friends) who can speak about and verify your abilities. Be sure to include their position, address, and phone number. Always contact these people and get their approval before using them as references. Surprise reference calls generally won't work to your advantage.

References are used first and foremost to verify your work history. Second, they are used to help an employer evaluate your skills, work habits, communication abilities, and motivation. When gathering references, you want to get people who will speak well of you in these capacities.

Three is a standard number for references. Use your best judgment and provide names of people who will represent you best. Generally, you should include your former employer. If you left under bad circumstances or were fired, you still need to provide your former supervisor's name. Leaving it off will only create a negative impression. It's best to be up-front with your potential employer and explain why you left a recent job.

Do:

- Make sure anyone you use as a reference will say good things about you.
- Contact them in advance and ask them if they're willing to be called by employers as

a reference for you. Only use them if they sound very willing to do it.

- Refresh their memories regarding the position you held or the activity you were involved in and the skills it entailed.
- Choose people to be your references that are familiar with your character and work habits, and are themselves good employees/employers
- Discuss with them what they'll say about your strengths and weaknesses
- Make sure all contact information on your reference list is current
- Once you land the new job, call your references and let them know. Thank them and offer your services as a reference in the future.

Don't:

- List someone as a reference without getting their prior approval
- Leave out any crucial information (such as the current phone number) needed to contact them
- Use someone as a reference you think may not be able or willing to give you a good reference
- Overlook people you've volunteered with or gotten to know through non-work projects you've done
- List references on your resume, but have them available if an employer requests them

Pre-employment Inquiries

The law does not limit the employer's right to seek full information about your work experience or other qualifications. There may be some unusual questions on the application form or in a job interview. Some employers may ask questions such as "What are your child care arrangements?" or "Do you own a car?" In most cases the employer just wants to make sure that you will be able to work. In responding to these questions it may be best to simply state "Arrangements have been made."

However, the law does restrict employers from asking questions about race, religion, disabilities, or other subjects that could lead to discrimination. The following is a brief guide to appropriate and inappropriate pre-employment inquiries concerning different subjects:

Age

Appropriate: "Are you over 18 years of age?" • "If hired, can you submit a work permit if under 18?" • "If hired, can you provide proof that your age meets legal requirements?"

Inappropriate: Questions that tend to identify applicants ages 40-64

Birthplace

Appropriate: "After employment, can you submit a birth certificate or other proof of U.S. citizenship or age?"

Inappropriate: Questions about applicant's birthplace or birthplace of appli-

cant's spouse or relatives • Requirement that applicant submit a birth certificate

Character

Appropriate: "Have you ever been convicted of a crime?"

Inappropriate: "Have you ever been arrested?"

Citizenship

Appropriate: "If you are not a U.S. citizen, do you have the legal right to remain permanently in the U.S.?" • Statement that if hired, applicant may be required to submit proof of citizenship

Inappropriate: Whether applicant or spouse or parents are naturalized or native-born U.S. citizens • Whether applicant's spouse or parents are U.S. citizens • Date when applicant or spouse or parents acquired U.S. citizenship

Education

Appropriate: Applicant's academic, vocational, or professional education and schools attended

Inappropriate: Date last attended high school

National Origin or Ancestry

Inappropriate: Applicant's nationality or ancestry • Length of residency in U.S. • Nationality of applicant's parents or spouse • "What is your native language?"

Photograph

Appropriate: Statement that photograph may be required after employment

Inappropriate: Requirement or request for any photograph before employment

Physical Conditions

Appropriate: "Do you have any physical limitations that may limit your ability to perform this job?" • Statement that job offer may be made contingent on passing a physical exam

Inappropriate: "Do you have any physical disabilities?" • Questions about general medical condition • Inquiries about receipt of Worker's Compensation

Race or color

Inappropriate: Any questions regarding complexion or skin color

Relatives

Appropriate: Names of relatives already employed by the company • Names and addresses of parent or guardian if applicant is a minor

Inappropriate: Marital status or number of dependents • Names and addresses of relatives of adult applicant • "With whom do you reside?"

Religion

Inappropriate: Questions about applicant's religious affiliation or religious holidays observed • "Do you attend religious services?"

Resumes
and Cover Letters

Your resume and cover letter are designed with one thing in mind—to get you job interviews. They are your "sales pitch." They tell an employer you're a first rate candidate for employment and you deserve an interview. Writing them can be an intimidating task because so much seems to depend upon them.

Resumes

A perfect resume clearly demonstrates your ability to produce results in a given job and sparks the employer's interest enough to get you an interview. It must be tailored to the job you are seeking. This can be best accomplished by obtaining a list of duties of the job you're applying for so you can emphasize things you have done in the past that relate to that specific job.

Your resume will be used for many purposes during your job search. Resumes are commonly mailed to employers in response to job advertisements. They can be mailed to employers that may not be currently advertising for a position, along with a cover letter requesting an interview and explaining the reason you are sending your resume. They should be made available to friends, relatives, and work associates (your Network) who can discuss your qualifications with prospective employers.

The resume is not designed to get you the position; it is designed to get you an interview and add some points on the scale for final consideration. If your resume is well done, it will get you interviews by demonstrating that you have a valuable potential contribution to make. Good resumes screen you in, bad resumes screen you out.

Tips for Preparing a Resume

There is no "magical" format you are bound to use when writing your resume, but there are some general guidelines you should follow:

Your name, address, and phone number should appear prominently at the top of the page, either center or flush with the left margin. Include permanent address and present address if you're a college student.

Use standard 8 1/2 by 11 inch paper.

Use clear letter quality black type. Make it easy to read—no need for fancy print.

Stay away from fancy colored paper; white or off-white is best. Employers are looking at job qualifications not at the color of the paper. Colored paper is costly , and it does not Xerox well if copies are made for other departments.

Keep your resume to one page if possible. Never have more than a two page resume.

Most Common Resume Mistakes

1. **Too long**—preferred length is one page, never more than two.
2. **Disorganized**—information is scattered around the page and is too hard to follow.
3. **Poorly typed and printed**—hard to read, looks unprofessional.
4. **Too sparse**—gives only bare essentials of dates and job titles.
5. **Overwritten**—long paragraphs and sentences, takes too long to say too little.
6. **Not oriented for results**—doesn't show what the candidate accomplished on the job.
7. **Too many irrelevancies**—height, weight, sex, health, marital status are not needed on today's resumes.
8. **Typographical and grammatical errors**—resumes should be carefully proofread before they are printed and mailed.
9. **Tries too hard**—fancy typesetting and binders, photographs and exotic paper distract from the clarity of the presentation.
10. **Misdirected**—too many resumes arrive on employers' desks unrequested and with little or no apparent connections to the organization. Cover letters help to avoid this.

Resumes are not read; they are skimmed. You have approximately 30 seconds to catch the reader's attention. Make your resume visually appealing by leaving sufficient white space and using block style.

Use action verbs when listing skills. Stay away from words such as I, me, my, or, if, and, but, etc. They take up space and are unnecessary in describing your skills and abilities. See Appendix A for help identifying your skills, and Appendix C for examples of action verbs.

You do not need to include past salaries or reasons you left your previous positions. Those are questions that appear on the application. Personal data is also not necessary.

Don't use abbreviations on a resume. You may know what it means, but it doesn't mean the person reading your resume will.

Don't include a career objective on your resume unless it is very specific to the position you're applying for. If you use a career objective, prepare more than one resume and tailor your career objective to particular job openings.

The past five years of employment experience is the most crucial. Be sure to include dates of employment (No need to go past 12-14 years; it's outdated work experience). List the name and address of employers, dates of employment, duties, and any major accomplishments. If your resume does not show dates of employment, most experienced interviewers will know you are trying to cover something up (periods of unemployment, temporary jobs, jobs deliberately left off the resume, etc.).

List only schools graduated from or completed with a certificate. If you took other courses relevant to the position you may include these. Do not list high school information unless you have not participated in any post-secondary education. List dates of attendance, degrees, certificates or licenses, your major, and your grade point average if 3.0 or above. Place education after your work history unless you've graduated in the past few years. Ask yourself, "Which is stronger, my work history or educational background?"

References

Never list references on your resume! Write "References available upon request," if you write anything. See page 21 for information on references.

Resume Formats

Most effective resumes follow one of four standard formats. Listed below are summaries of advantages and disadvantages of each type of resume format. Consider each statement that applies to you on all formats, then select the format best for your current job search.

The **reverse chronological** approach organizes qualifications by time and assumes the last job held was the most important. This format shows your job history from the most recent job backwards for about 10 to 12 years.

Titles and organizations are emphasized and duties and accomplishments within those titles described.

- Advantages: emphasizes continuity and career growth. Highlights name of employer. Easy to follow.
- Best Used: When your job target is in line with your work history, meaning when you're applying within the same occupation and industry.

The **functional** approach is best for those who have extensive experience because names and dates are secondary, therefore, your accomplishments are emphasized. This format highlights major areas of accomplishment and strengths, and allows you to organize them in an order that most supports your work objectives and job targets. Actual titles and work history are in a less important position and are often left off entirely.

- Advantages: Gives considerable flexibility. Eliminates repetition of job assignments and provides for the emphasizing of abilities rather than experience.
- Best Used: When you want to change occupations or industries, first time job search, or reentry into the labor market. Very effective when you want to play up a particularly strong area of ability, or when your abilities are not job related.

The **combination** approach utilizes a combination of both the chronological and the functional to emphasize both employment and non-employment experience. This format allows you to identify increased skills that you may have acquired if those skills were not acquired in the work place.

- Advantages: Highlights most relevant skills and accomplishments. De-emphasizes employment history in less relevant jobs. Combines skills developed in a variety of jobs or other activities.
- Best Used By: Career changers or those in transition and those seeking employment in a similar industry and a similar job, or a different job but a similar industry.

The **targeted** approach is used when you are seeking employment in a very specialized field with very well-defined employment expectations. This format is best used for focusing on a clear, specific job target (you must use a different resume for each targeted job). It lists future related capabilities and supporting accomplishments that relate to a clear job target

- Advantages: It makes a very impressive case for the one selected job, at the expense of other areas. It demonstrates a strong understanding and ability in the targeted job area.
- Best Used: When you are very clear about the specific job you are applying for and what that job requires.

The following pages feature examples of the four formats we have identified.

Sample Reverse Chronological Resume

LOUISE JOHNSON

5433 River Street
Anytown, VA 23505
(404) 780-3957

OBJECTIVE: An administrative assistant position with opportunity for growth.

EXPERIENCE:

Since 1997 — **Administrative Assistant: Cotton Gin Inc., Anytown, VA**
Assistant to Personnel Director. Responsible for taking and transcribing dictation, scheduling meetings, providing logistical support, creating, editing and preparing correspondence, and maintaining files.

1996-97 — **Secretary: Raymond Sewing Factory, Anytown, VA**
Responsible for word processing documents in the legal department. Duties included entering correspondence and forms in the computer, proof reading legal documents, and processing the mail.

1994-96 — **Clerk-Typist: D.W. Meringue, D.D.S., Memphis, TN**
Duties included typing forms, processing mail, establishing and maintaining filing system.

SKILLS:
Dictation/Transcription
Shorthand
Word processing (Word Perfect 8)
Organizational skills
Prioritization skills
Excellent communication, both written and verbal

EDUCATION:
Underwood High School, Nashville, TN
Emphasis in business education
Member, Future Business Leaders of America
Member, Underwood High School Marching Band

OTHER ACTIVITIES:
Member, National Honor Society
Certificate, Legal Typing Class I
President, High School Business Club

Sample Functional Resume

BRAD BROWN

215 Amber Lane
Tuvax, CA 94321
(202) 512-5432

OBJECTIVE: Part-time entry level position in bookkeeping, with an opportunity for full-time work in the future.

QUALIFICATIONS:

- Awarded "Exceptional Employee of the Month" at McDonald s
- Demonstrated ability to cut costs and increase efficiency
- Experienced at bookkeeping in fast food industry
- Completed business classes with straight "A s"

EXPERIENCE:

Bookkeeping

- Accurately completed bookkeeping assignments at McDonald s in half the usual time required.
- Recorded daily sales:
  - -computed total items sold and tallied total daily revenues
  - -assembled monthly reports showing cashiering errors and audited employee register records
- Verified accuracy of vendor invoices and assisted in computing employee hours on time cards.
- Balanced family checkbook and helped pay bills.

Administrative Support

- Assisted store manager in training and assigning employees:
  - -prepared new employee personnel folders
  - -arranged for substitutes to cover during illness or rush hour
- Filed and retrieved personnel records.
- Posted and filed official documents.
- Utilized word processing skills to develop letters; answered telephones; scheduled interviews, and scheduled reservations.

WORK HISTORY:

1995	Full-time student	Cedar High School
May 96 - Present	Bookkeeper	McDonald s
Dec. 94 - May 96	Cashier	McDonald s

EDUCATION AND TRAINING:

Freshman - Cedar Community College
Pres. of School Business Club; courses in accounting, word processing, and journalism

Sample Combination Resume

RACHEL JONES

2233 Main Street
Anytown, VA 23505
(804) 550-3342

OBJECTIVE: A public relations position involving program planning and coordination which requires an ability to work with diverse publics, develop publicity and promotional campaigns, market services and benefits, and meet deadlines.

AREAS OF EFFECTIVENESS

PLANNING COORDINATING Organized and supervised several fund raising projects. Designed and implemented membership campaigns. Chaired Employer Relations Committee for school system; coordinated development and production of promotional materials.

PROMOTING, MARKETING, AND WRITING Developed plan to attract new members to committees. Coordinated publicity of special events and media. Wrote and edited speeches for Director. Designed slide show presentation and coordinating informational packets. Developed multi-media booklet with instructions for writing press releases, developing and maintaining relationships with key media individuals, and follow-up at Anytown University.

COMMUNICATING AND INSTRUCTING Gave numerous speeches over a two year period to a variety of audiences. Conducted meetings and chaired committees. Trained subordinates in writing, ad layout, slide show presentations, and brochure layout.

WORK EXPERIENCE:

Assistant Teacher: Public Schools, Anytown, VA
Assisted in teaching 11th grade classes creative writing and introduction to Quark Express (1997-present).

Information Specialist: Anytown Gov., Anytown, VA
Responsible for monthly newsletter (writing, layout and editing), organized major fund raising project, chaired committee (1994-1997).

EDUCATION: Junior majoring in Public Relations, Anytown University
Certificates and training in Quark Express 3.1, Windows 98, Word Perfect 8, and Adobe Illustrator.

Sample Targeted Resume

James Donaldson

1012 State Street • Salt Lake City, Utah 84100 • (801) 555-5555

JOB TARGET: Architect for a private firm

ABILITIES:

- Provide professional services in research, development and design of large building complexes
- Design alterations and renovations of many styles of architecture
- Fully design large fast food facilities, adaptable to many locales
- Design libraries with special emphasis consideration to sound and lighting
- Design drive-in and walk-in banks
- Design hospital and rest home facilities conforming to full health and safety standards

ACHIEVEMENTS:

- Designed and constructed all county building and alterations thereto
- Planned, organized, directed, and reviewed all architectural and engineering functions of my department's jurisdiction
- Designed office buildings, data processing facilities, health centers, courts, police stations, power plants, access roads, and other facilities.
- Produced schematics, feasibility studies, reports and cost estimates
- Designed schools, libraries and rest homes

WORK HISTORY:

1989 - Present *Salt Lake County Dept. of Buildings and Grounds*
County Architect

1979 - 1989 *Carl H. Thomas & Associates* • Salt Lake City, Utah
Associate Architect

PROFESSIONAL AFFILIATIONS:

Corporate member A.I.A.
Member Utah State Association of Architects

EDUCATION:

University of Utah School of Architecture
State of Utah Architecture License

Advantages & Disadvantages of the Resume Formats

Reverse Chronological

Is Advantageous:

- When the name of your last employer is an important consideration
- When you are selling your experience
- When you are seeking a job in the same occupation and industry
- When prior job titles are impressive
- In highly traditional fields (education, government, etc.)

Is Not Advantageous:

- When work history is spotty
- When changing career goals
- When you have changed employers frequently
- When you wish to de-emphasize age
- When you have been absent from the job market for a while
- When you are seeking your first job

Functional

Is Advantageous:

- When you want to emphasize capabilities not used in recent work experience
- When changing careers
- When entering the job market for the first time or after an absence
- If your career growth in the past has not been good
- When much of your work has been consulting or temporary

Is Not Advantageous:

- When you want to emphasize a management growth pattern
- For highly traditional fields in teaching, or government where specific employers are of paramount interest.
- Where your most recent employers have been highly prestigious

Targeted

Is Advantageous:

- When you are very clear about your job target
- When you have several directions to go and want a different resume for each
- When you want to emphasize capabilities you possess, but for which you have no paid experience

Is Not Advantageous:

- When you want to use one resume for several applications
- When you are not clear about your capabilities and accomplishments
- When you are just starting your career and have little experience
- When your job target is substantially different than your experience

Combination

Is Advantageous:

- When you are changing careers
- If you are entering the job market after a long absence
- If you have gained new skills and have grown in responsibility

Is Not Advantageous:

- When you are seeking employment in the same or similar occupation
- For highly traditional fields such as teaching, political
- When your work experience is directly comparable to your job target

Electronic Resumes

Electronic job searching is the wave of the future. If you plan to submit your resume to an electronic resume database, it must be in a format that is easy for a computer to recognize and understand. The computer "reads" your resume looking for keywords and then filing it accordingly in its database. See page 13 for examples of resume database services on the Internet. These instructions apply to those jobs you are applying for outside of **jobs.utah.gov.**

Instructions for converting your resume to a plain text file in order to submit it directly on line are available in many books; check your local library.

Electronic Resume Presentation

The information in an electronic resume is not that different from a traditional resume; it's simply the manner in which you present the information that changes. Employers are likely to do keyword searches filled with nouns, such as degree held or software you're familiar with; thus it is very important to be comprehensive when listing your information. You would not want your resume skipped over because you did not include enough keyword information.

The information should be listed as follows:

Name: Your name should appear at the top with your address underneath. If a second page is needed, make sure your name is at the top of that page as well.

Abbreviations: Avoid using abbreviations except in instances where they will be recognized. For example, abbreviations like BS, MBA, and state names are recognizable. If you have a question about an abbreviation, don't use it; spell it out.

Keywords: Keywords are nouns or short phrases and are very critical in an electronic resume, since employers use keywords when searching a database. Thus the goal is to use the keywords most common in your chosen field when describing your skills and experience. If you are unsure, find out what the buzz words of the industry are, or search the help-wanted ads to see what terms employers are using to describe their requirements.

Keyword Summary: This is a brief synopsis of your qualifications using succinct keyword phrases. It immediately follows your name and address.

Career Objective: Use of this is optional. If you decide to include one, express interest in a particular field or industry, not a specific job title. Try to include a few keywords in the objective to increase your chances of getting matched ("a position as a financial analyst where I can utilize my on-the-job experience and MBA.")

Experience and Achievements: This should immediately follow the keyword summary. Begin with your professional experience, unless you are a recent college graduate or are

just entering the workforce. Start with your most recent position and be sure that your job title, employer, location, and dates of employment are clearly displayed. Again, try to use as many buzz words as you can.

Education: List any degrees, licenses, permits, certificates, related courses, awards or honors in this section. List any professional organizations or associations you belong to.

Formatting an Electronic Resume

Keep your resume simple. Remember, a computer will often look at your resume before a person does. Some basic rules for formatting an electronic resume follow.

Length: One page is ideal, though some resumes may run to two pages or more (see page 35). Make sure your name appears at the top of each page.

Paper: No need for fancy paper here. Use white, standard 8 1/2 x 11 paper and black ink.

Font: Keep it basic so electronic scanners can read your resume. Scanners have a difficult time picking up more decorative fonts. Do not use fancy fonts or graphics that a scanner cannot pick up! Even if you don't plan to submit your resume to a database, many employers use scanning systems, so it is a good idea to make sure it is scannable anyway. Good font choices are Helvetica or Times.

Font Size: A font size of 12 points is ideal. Never go below 10 or above 14; doing so makes it difficult for the scanner to read.

Font Style: Most scanners will accept boldface, but it is best to use boldface only for major section headings, such as "Experience" or "Education." Do not use italics or underlining. A plain style is best.

Graphics, Lines, and Shading: Avoid the temptation to use graphics and lines to liven up your electronic resume. Scanners will "read" the graphics, lines, and shading as text—resulting in computer chaos. Do not use bullet statements.

White Space: It's easier for a scanner to "read" your resume with accuracy if there are distinct breaks between sections. Use a traditional resume layout (don't use two-column formats).

Printing: Use a letter quality printer or have a local copy shop print your resume. Do not use a typewriter or a dot matrix printer. Always send originals, not photocopies, to ensure that your resume is as sharp and legible as possible. Faxing your resume will result in a resume with poor print quality; mailing is the preferred way to send it (flat in a large envelope).

Cover Letter: Cover letters are usually not scanned, but some systems will take a "photograph" of it and store it electronically.

State of Utah Job Openings

If you are interested in working for the State of Utah go to www.dhrm.state.utah.us and follow the instructions for applying for a job. You may cut and paste parts of your resume from Word documents, or from each section of your jobs.utah.gov online resume. If you have questions, please talk to an employment counselor, or call the Department of Human Resource Management.

Cover Letters

The cover letter, or letter of application, tells prospective employers why they should read your resume. It can serve as a response to an ad by an employer, as a simple request for an interview, or as a tool to inquire about job openings.

Find out the name of the person who will do the hiring and address your cover letter to that person. Letters addressed to the "Human Resource Department" or to "Whom it May Concern" may never reach the right person. Format the cover letter as follows:

First paragraph: State the reason for writing. Name the specific position or type of work for which you are applying. Mention how you learned of the opening.

Second paragraph: Explain why you are interested in working for this employer and specify how you are PERFECT for this position. Do not repeat information on your resume. Include something special or unique about yourself that would benefit the employer. Remember, the reader will consider this an example of your writing skills.

Third paragraph: Mention your resume is enclosed and indicate your desire to meet with the employer. You may want to suggest alternate dates and times, or simply advise them of your flexibility to the time and place. Include day and evening contact information. Include a statement or question that will encourage the reader to respond.

Be sure to communicate your plan to follow-up. You might state that you will be in the area on a certain date and would like to set up a meeting, or you will call on a certain date to set up a meeting. Never leave it up to the employer to get in touch with you. Finally, thank the employer for their time.

Examples of cover letters are featured on the following pages.

Sample Unsolicited Cover Letter

1333 South 500 East
Salt Lake City, Utah 84106

February 9, 1999

Mr. Joseph Sanchez
Design Manager
Fashion Place Shopping Mall
Salt Lake City, Utah 84000

Dear Mr. Sanchez:

I often shop in your store, and I like the friendly atmosphere. I would like to work for you as a beginning window designer.

I am a junior college graduate and available to work full-time. Art, design, and drawing are my major areas of study. Several of my school design projects have received awards and publicity from local newspapers. I have enclosed a copy of my resume for your consideration.

I will call you in a few days with the hope of arranging an interview appointment to further discuss my qualifications.

Thank you for your consideration

Sincerely,

Grey Wolf

Sample Letter of Application

RACHEL JONES
2233 Main Street
Anytown, VA 23505
(804) 550-3342

(Date)

Mr. John Doe
Human Resource Manager
Box 8776
Anytown, NY 01223

Dear Mr. Doe:

I was very pleased to learn of the need for an Administrative Assistant in your company from your recent advertisement in the *Anytown Times*. I believe I have the qualities you are seeking:

Your needs:	**My Qualifications:**
Independent Self-Starter	Developed tracking system for legislative issues; served as liaison between legislators and department personnel.
Computer Experience	Utilized Word Perfect and Office Suite 8 in preparing reports, tables, correspondence, flyers and other documents.
5 Years Office Experience	Over 6 years office experience; two years experience as Office Manager.
Good oral and written communication skills	Trained four new receptionists on answering phones professionally and on drafting correspondence.

I believe this background provides the skills you require for this position. I have enclosed my resume for your review. I would welcome the opportunity for a personal interview to further discuss my qualifications and will call on (date) to follow-up.

Yours truly,

Rachel Jones

Enclosure

From "Cover Letters that Knock 'Em Dead" by Martin Yate.

Interviews

Interviewing allows an employer to find a person who's a good "match"—someone who fits the organization's purposes and activities. However, it also allows you to find out about the employer to see if you can find a "match" for your particular skills and abilities. How you handle yourself in an interview can make or break your chances of getting the job. This section discusses preparing for interviews, types of interviews, interview questions, and appropriate follow-up.

Preparing for an Interview

Many people go into an interview unprepared. If you are not prepared it won't matter how good you look on paper. You must convince a prospective employer you've got what they want in an employee. Convincing them is not a matter of luck, but a matter of preparation.

The more you prepare for an interview, the more relaxed and confident you will be during the actual interview. An interview can be either positive or negative, depending on the time and thought you have spent on preparation before the interview date. Although each interview requires special preparation, you can maintain constant general preparation. This will leave more time for special preparation when an interview is scheduled. This will also preclude panic when given very short notice for an interview

Interview Preparation Tips

Here are some basic tips for helping you prepare for an interview. Following them will help you relax and perform better in the interview.

- Begin by gathering all information and documents you may need for the interview. Bring extra copies of your resume, typed list of references and letter(s) of recommendation. You may also want to bring school transcripts, licenses and certifications. If you have them, work samples are also powerful tools (e.g., designs, drawings, writings). Finally, bring a pen and pad of paper for taking notes.

- Research the company. Learn everything you can about the job and how your previous experience and training qualify you for the job. Talk to friends, neighbors, and relatives who may work for the company. Find out anything you can about salary ranges and benefits. Libraries, local chambers of commerce, and the Internet are also helpful in researching a company. Employers are impressed when you know something about what they do.

- Practice answering interview questions and have some questions in mind to ask the employer. Role-play with a friend and rehearse possible questions and answers. If possible, tape the role-playing session with a video camera or tape recorder and review the tape to see how you are doing.

- Match your qualifications to the requirements of the job. A good approach is to write out your qualifications along with the job requirements.

- Most interview questions are designed to find out more about you, your qualifications, or to test your reactions in a given situation. If you lack experience or skills in a required area, talk about how you might make up for those deficiencies. Be prepared to answer these tough questions.

- Get a good night's sleep and plan your travel to arrive in plenty of time. However, you should present yourself for the interview no more than 15 minutes early.

- Never be late to an interview! Get the address, phone number, building location, etc. Find the address prior to the interview.

- Always come to the interview alone. Arrange for baby sitters, transportation, and other pitfalls ahead of time so you can be on time and relaxed in the interview.

- Find out who called you and what he/she does. When you get to the interview, the person at the front desk may not be aware of your interview. It helps if you can relay who you spoke with and why you are there.

Favorable Impressions and Behaviors

Most hiring decisions are made at the first interview. Interviewers' decisions are more influenced by unfavorable impressions and behaviors than they are by favorable ones. This means that your behavior and the impression you make in the interview may be as important as your experience and job talents in the employer's hiring decision. Many factors can affect an employer's impression of you; we will discuss physical appearance, manner, and body language.

Appropriate Dress and Grooming

Dress and grooming have a lot to do with the first impression you give an interviewer. Make sure you have the appropriate type of clothes for the interview. A good rule of thumb is to dress a step above what you would wear on the job. Do not wear jeans, T-shirts, or sneakers. Avoid faddish styles and loud colors.

Your grooming is as important as the clothes you wear. Make sure to shower and comb your hair before an interview. Iron your clothes and shine your shoes. Avoid heavy make-up and perfumes and colognes. Keep jewelry conservative.

Manner

Your manner refers to how you present yourself to the interviewer. Are you too unresponsive or too demanding? Or are you positive, interested, and polite?

The best manner for an interview is an assertive manner. This means that you participate positively and confidently in the interview. Listen carefully, don't interrupt, and let the interviewer lead the conversation. But when your turn to speak comes, answer positively and express your interest in the job and the company, using information you gathered to prepare for the interview to sell your skills and yourself. Don't be afraid to do it!

A good way to learn what it means to be assertive is to contrast it with the two extremes you want to avoid: aggressiveness and passiveness. Being aggressive includes being overwhelming and over-controlling, talking too much, and being demanding and manipulative. On the other hand, being passive means being listless, mechanical, vague and unsure, talking too little, not listening, and being unresponsive.

Body Language

Body language consists of gestures and movements that give others clues about who we really are. A person may say one thing but completely contradict him or herself with their use of body language. In an interview situation, the way you greet the receptionist, the way you shake hands, making eye contact with the employer, and the way you sit are all part of making a good first impression. (Employers often ask their receptionist and secretaries for their impressions. It's hard to say who will be deciding whether you are hired or not).

Follow the interviewer's lead. As you are ushered into an office or room for the interview, sit down only when the interviewer offers you a seat or sits down first.

Keep good posture when sitting. Lean forward slightly to show interest in what the interviewer is saying. You can detect the same signals from the interviewer. The interviewer that leans back in her chair as she listens is pulling away from involvement; conversely, if she sits forward, she is signaling interest.

A person's posture can convey either self-confidence or uncertainty—the former by standing straight and tall, the latter by slumping the shoulders forward. Always keep your body upright to convey competence, pride and confidence. Don't come across as vulnerable by slacking the shoulders.

Your voice is also important. Speak firmly without hesitation. Vary your voice's tempo and tone. This helps keep the interviewer interested and indicates that you're interested in what you're talking about.

Tapping a pen or pencil, wrapping hair around a finger, clenching your hands, or fiddling with your jewelry can send the message of nervousness, uncertainty, or uneasiness. You can easily use a pen or pencil to release nervous energy—used with a pad of paper it signals that you are making notes and are keeping up-to-date on things.

Putting a hand or fingers over your mouth could mean embarrassment or reluctance to talk. It could also be construed as your unwillingness to tell the whole story. Crossing your arms over your chest sends the message: "I don't agree with you." But be careful with this one; some people sit with crossed arms because they are more comfortable that way. Watch for tightness and tension in the rest of your body for signs of disagreement.

Direct eye contact conveys confidence. Eye contact in the business world conveys acceptance and honesty but shouldn't be prolonged. Prolonged eye contact can become uncomfortable. Break eye contact frequently as you talk or listen by looking down to the side and then back.

Your Interviewing Goals

- Show you are aware of the company's mission.
- Show you are interested in the work to be performed.
- Show how you can contribute to or benefit the business.
- Show how your skills and education fit the job description

Nodding your head during conversations or interviews is actually quite important and indicates agreement or understanding.

Do not put your hands in your pockets while speaking to an employer or during an interview. Worse yet, do not jingle your keys or spare change as you talk. Sitting with your hands clasped in front of you won't do either; it comes across as an appeal.

What should you do with your hands then? One strategy is the note-taking option mentioned earlier. Your hands can all of a sudden seem large and awkward. Hands movements should be natural, but this is easier said than done.

Practice in front of a mirror, or ask someone to evaluate your appearance as you rehearse for a job interview. Others might notice movements or gestures that you might not.

Question and Interview Types

Types of Questions

Open-ended: Broad, general question that allows the interviewee maximum freedom to answer the question in great detail. Use this type of question to sell yourself to the employer. *Examples:* "Tell me about yourself." "Tell me what you know about our company." "What are your strengths and weaknesses?"

Hypothetical: This question also gives the interviewee maximum freedom to answer the question in great detail. These questions are geared to let the interviewee answer how they would react in a specific circumstance. *Example:* "Suppose your supervisor gave you a task to complete, then minutes later the department manager asked you to complete another assignment. How would you handle this?"

Direct: This question is generally short and requires a short or "yes or no" answer. *Examples:* "Do you complete your work on time?" "Who recommended you to us?"

Closed: This question limits the interviewee's choice in answering, requiring the interviewee to select from a supplied choice. *Examples:* "Do you prefer the morning or afternoon shift?" "How would you rate your last employer: good, fair, or poor?"

Loaded: These questions are designed to get an emotional response from the interviewee. *Examples:* "Are you difficult to work with?" "Do you come to work late?"

Leading: This question will imply the answer in the question itself and gives an indication on how willing the interviewee is to agree. *Examples:* "You prefer the office in the back, don't you?" "I like a tightly controlled working environment, don't you?"

Types of Interviews

Non-structured: In this type, the interviewer expects you to take more of an initiative during the interview. It generally will have open-ended

questions. This type of interview is good for giving a "sales pitch" for yourself.

Structured: This interview is just the opposite of the non-structured interview. The structured interviewer plans every question in advance and generally asks closed questions. The interviewee should turn closed and direct questions into open-ended questions by telling something about the experience.

Group: This type has more interviewers than interviewees. Group interviews are used by nonprofit, public, educational, and business organizations. Group interviews allow interviewers to share responsibility and expertise and to check interviewee answers under stress.

Answering the Questions

The interview is a sales meeting and you are both the salesperson and the product. The basic question in every interview, whether it is asked or not, is "Why should I hire you?" All other questions center on this one issue. Generally, questions will ask about you, your qualifications, experience, skills and motivation. If you have prepared for the interview and are confident about your qualifications, none of these questions should be difficult.

Listen carefully to each question asked in the interview. Take your time in responding and make sure your answers are positive. Express a good attitude and indicate that you are willing to work, eager to learn, and are flexible. If you are unsure of a question, do not be afraid to ask for clarification.

Focus on your qualifications but also look for opportunities to personalize the interview. There is nothing wrong with injecting some personal insight into your life; however, do not get too personal or dwell too long on non-job related topics. Don't mention any personal troubles. Show your potential to the company. Support your answers with examples from your experience. Avoid "yes" or "no" responses.

Sample Questions

Here are some common interview questions along with potential answers or ideas. Prepare a response in your own words for each question and then rehearse them aloud. This will ensure that you are as prepared as possible for the interview.

Tell me about yourself

This is your golden opportunity to sell yourself; however, the interviewer does not want to hear your life story. Keep your answer to approximately one minute. A technique called the "60-Second-Me" impresses interviewers when they ask you this question. Talk about your background, accomplishments, experience, education, and career goals in one minute or less. Give information that relates to the position you are seeking first.

What are your greatest strengths and weaknesses?
Emphasize strengths that will enhance your ability to perform the duties and responsibilities of the position. Mention how they will help you make a contribution to the position and the organization. An example might be, "I am good with numbers, I work well under pressure, and I am very reliable. I feel that with the retail sales background that I have, I could help your company increase sales."

The weaknesses part of the question is trickier since the employer is trying to find out what might interfere with your doing the job. State your weakness in positive terms. Some examples are: "I get bored without having a lot of variety in a job, but from what I understand about your position, the variety and responsibility would be a challenge" and " I spend a lot of time completing projects on my own. However, I am becoming more of a team player and am allowing more work to be done by other members of the team."

Why did you leave your last job?
Be brief and to the point. Never mention personality conflicts. If you were downsized, say so and no more. If you were fired for a cause, you don't have to say so. Instead, say it was time for you to move on or that you wanted a more challenging job. Other possible responses to this question are "I reached a point where there was little potential for growth" or "I decided to change careers."

Why do you want to work for us?
Be ready to cite several reasons why you think your current level of skill and interest qualify you for the position and why you are interested in the employer. An example might be " I applied for this position because I believe my background and years of experience would be beneficial to your organization and would allow me to continue work in my career field."

How did you like your old job?
The interviewer is attempting to find out about your likes and dislikes. Give positive statements of facts concerning your present or previous employment. Never criticize your boss or organization.

Salary questions
Never discuss your salary needs before you are offered the job! This is a cardinal rule of interviewing. There are many benefits to a job besides starting salary: opportunities for advancement and training, benefits, good working conditions, etc. Wait until you find out about those things and are offered the job before you ask about salary. Turn a question about salary around and ask, "What does the position pay?" or "What are you offering?" This information will help you decide if you will accept the position.

What do you know about our company?
In order to effectively answer this question, you will need to research information on the company. The more you find out about the company, the more likely the job will be offered.

Why should we hire you?
You have to be able to express to the interviewer how you can benefit the company, and to be able to benefit them, you must find out what the company is all about! Then match your skills to the needs of the company.

What are your long-range and short-range goals?
Your short range goal should match your education, training and work experience. An example might be "Within five years I will have completed all of the requirements to receive a bachelor's degree in environmental planning. Working as the "Environmental Specialist" with your company would allow for hands on experience that I could couple with my formal training." Long range goals might be that you seek to go as far as dedication to the job and working intelligently will carry you.

Do you like to work overtime?
Answer that you are willing to work overtime to accomplish any project that requires meeting a time line. You can follow up this response by stating that while you are more than willing to work over time, you feel it is important to accomplish your work during the normal work schedule, so that overtime is only necessary on rare occasions.

You seem over-qualified (or under-qualified).
If the interviewer says you are overqualified, he is really saying, "How do I know you will stay with the firm?" The question is often based upon the fact that the position pays less than your prior salary. You might respond by saying, "I am looking for a company that will provide growth opportunity." Another approach is to explain that you and your family are committed to the local area and are willing to take lesser responsibilities in order to remain. If the interviewer thinks you are under-qualified, answer by stating your willingness to spend extra time to learn new procedures, and mention that you have always been able to learn new activities very quickly.

How long can you stay with our firm?
This is a very "testy" question. Do not give a time or yearly estimate. You might respond by stating, "I will stay as long as it is mutually beneficial for me and for the mission of the organization."

What three accomplishments are you most proud of?
You may want to clarify whether the interviewer is referring to your professional life, your personal life, or both. Your life has been full of mini-miracles whether you've noticed or not! What about the time you finished a project much sooner than anticipated? Did you walk 26 miles for the March of Dimes? Have you ever used CPR on anyone? Were you given recognition for being the most dependable employee of the month? Whatever accomplishments you choose, tie them in to your capabilities and how they benefit the mission of the organization.

Can you manage people?
You could respond by stating that you allow the people you work with a great deal of independence but that you are always there to provide support and assistance when they need it.

How would you describe your work style?
Describe how you approach a project. Are you best in the morning? Can you operate with commotion around you? Do you work well under pressure? Remember, it takes all kinds of working styles to complement a team.

Can you work under pressure?
You might respond as follows: "Yes, I can handle stress, and sometimes I believe I operate better knowing I must produce a good product despite the situation."

What would you do if ... ?
Stay calm with hypothetical questions. It's okay to take a minute to think. Give yourself a cushion with an answer like, "One of the things I might consider would be ..." and then give your answer.

Are you willing to relocate?
Don't panic! An answer that conveys possible interest should terms be satisfying for both of you is best. "My family and I have talked about that possibility and find it interesting," is better than sitting dumbstruck in your chair. Re-emphasize the things that attract you to the company.

Do you have any questions?
Interview etiquette requires that you, as the applicant, allow the interviewer to direct and control the first part of the interview. They take the lead in asking the questions about your work experience, education, skills, and attitude. However, at some point the interviewer will turn to you and ask if you have any questions. You must be ready with questions that demonstrate your business judgment and maturity. Here are some questions that may be appropriate to ask. Review them before each interview and decide which ones apply to your situation:

- Why was this position created?
- What are the primary duties during the first six months?
- What is the most urgent or difficult part of the job?
- Why did the previous person in this position leave?
- What are the expectations of the supervisor?
- What freedom would I have in getting the job done?
- What is the management style of the company as a whole
- Can you tell me about your performance appraisal system?
- When will you be making your decision to fill this job?

Discriminatory Questions

Be aware of potentially discriminatory questions that may violate equal employment opportunity standards and have no relevance

on your job performance. Questions about race, age, marital status, religion, children (or pregnancy), physical disabilities (unless it relates directly to the job duties), personal finances, or other similar questions are all inappropriate. For a brief guide to appropriate and inappropriate questions, see page 20.

You may want to respond to such questions with something like, "Why do you ask?" There may be a legitimate reason for seeking the information. If not, then simply say, "I would like to tell you about my skills and abilities to do this job."

What to Say if You Were Fired*

"Why did you leave your last job?" The question creates fear in job applicants' hearts. Especially if they were fired. But being fired no longer is a disgrace. Its happened to thousands of people. The person interviewing you may have been recently fired, too.

Here's how to answer. If you were downsized, lost your job in a merge of if the company relocated, say so. And no more. That's enough. No gory details.

If you were fired for cause, you don't have to say so. Instead say it was time for you to move on. Or, that you wanted a more challenging job. Once again, you now have the right to remain silent.

Explaining Why You Change Jobs Often

The next worst question? Job seekers have another question they hate to hear. "Why have you changed jobs so often?"

Recruiters may know you've done so if you've listed exact dates of employment on your resume. "Listing dates for employment is a regrettable necessity unless you want to make it obvious you are trying to hide something," according to *Job Smart: What You Need to Know to Get the Job You Want*.

Written by four veteran counselors who suggest you cover up the gaps in this manner: List only the years your employment starts and ends, not the months. It will make it look longer. And if you've had a variety of odd jobs, "lump them altogether" under "additional experience" with no dates.

If you've had a slew of jobs in a short period of time, I advise not listing all of them, only the ones that pertain to the job you're seeking. And if you're a mature worker, you don't have to report every moment of your 25 year career.

However, when your excellent resume gets you a job interview, bring up the various jobs you've had, presenting them as proof of your many skills and work experience. If the interviewer still wants to know why you've had so many jobs, you may want to reply that, in the past, your goals weren't firm. Now they are.

What to Say at a Job Interview if You Were Fired or Changed Jobs Often
Edited from an article by Carol Kleinman

After the Interview

What you do after the interview can also have an impact on how the employer views you and your chances for being hired. Here are some tips on what to do after the interview:

Always thank the interviewer after the interview! Not only should you thank the interviewer in person as soon as the interview is over, but you should also write a thank-you note. Hand deliver this follow-up letter. If you send one in the mail, it may arrive after the employer has decided who to hire.

If you haven't heard anything from the employer in a week, feel free to make a follow-up call to find out if a decision has been made and to reconfirm your interest in the job.

Be prepared to do a second interview. Many employers will interview top candidates more than once.

Make the interview a learning experience. You may not be hired, but each interview you have you will teach you something new that can help you with your next interview. Ask yourself these questions:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I ask questions about the job?
- Did I talk too much? Too little?
- Was I too tense? Too relaxed?
- Was I too assertive? Not assertive enough?
- Was I dressed appropriately?

Make a list of specific ways you can improve your next interview. Remember, practice makes perfect. The more you interview, the better you will get.

Follow-up Letter

After your interview, it is important to make a follow-up contact with the person who interviewed you. A phone call to show interest or a thank-you letter or note may help you stand out among the others interviewed. A follow-up letter should:

- Thank the interviewer for the interview.
- Emphasize your interest in the position.
- Rephrase your background and briefly explain how your experience can compliment the requirements of the position.
- Indicate that you intend to follow up the letter with a telephone call to determine if and when the interviewer wishes to see you again, or let them know you are looking forward to hearing from them in the near future.

Sample Follow-up Letters

(Your address)
(The date)

Dear Mr./Mrs./Ms._____:

After speaking with you today, I am certain that I am both interested in and qualified for the position of _____.

My experience with (Name of company or training program) provided me with several opportunities to use the types of skills required for the (Name of position) with your company. I am confident I can contribute to the productivity of (Name of organization) and become a valued employee.

Thank you for interviewing and considering me for employment with your firm. I will be calling you within the week as we had arranged in order to learn of your decision.

Sincerely,
(Your name)

(Your address)
(The date)

Dear Mr. Interviewer:

Thank you for the time and courtesy extended to me today. I enjoyed our conversation and am even more enthusiastic about the position you have to offer after hearing more about your company and the exciting career opportunities.

I have given considerable thought to the questions you asked concerning the making of widgets using the ABC Widget machine. I think that if the machine were to be revved an additional two hundred revolutions the productivity could be enhanced by a minimum of 5 percent.

I believe my experience and skills would permit me to make some valuable contributions to your firm for our mutual benefit.

I will call you in a few days and hope you will have reached a decision favorable to me.

Sincerely,
(Your name)

Job Success Skills

Now you have successfully made the big transition through job searching and landed the job. The next goal is job success. There are specific skills you need to know and use to be successful at your job. It is important to practice these skills prior to starting the job. First impressions show from day one. You only get one first impression.

This is not a complete list. It is a good idea to check with your supervisor about what is most important. Employers say more people lose their job because they do not use good work habits; rather than because they are not able to do the job.

The following list of suggestions is based on feedback from a majority of surveyed employers.

Employer Expectations

- A positive attitude is one of the most important factors in achieving job success. Do not carry negative feelings into your new workplace. Resolve them elsewhere.

- Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to day care. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.

- Good attendance and promptness are always important. If you are going to be unavoidably late or out sick, notify your supervisor before you are supposed to start your scheduled shift.

- Know and follow all office rules, policies, and procedures. Read the employee manuals.

- Listen and learn. Be o pen to new ways of doing things, even if you were taught differently in school or on a different job. Do not be quick to find fault, criticize, or complain until you can prove you can do something a better way.

- Meet and exceed your employer's expectations.

- Learn all you can about the job you were hired to do before thinking about moving up.

Communication

- When you need to talk with your supervisor, ask when would be a good time to meet.

- Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your job success is also their success.

- Be a team player. Be willing to help. Know the goals of your job and how your job fits into the overall organization. Avoid a "know-it-all" attitude. Try to fit in with the team. Keep your sense of humor.

- Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.
- Follow the proper chain of command. Discuss items with your supervisor first.

Personal

- Prior to starting the job, have all of your appointments with doctors, dentists, etc., out of the way. Have your transportation and day care lined up so you do not immediately have to take time off. Have an emergency plan for day care and transportation.

- Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.

- Take time in making new friends. Find positive and upbeat co-workers. Avoid negative, critical and gossiping people.

- Be clean and well-groomed. Wear clean and job-appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes.

- Keep your personal life and problems at home. Do not use the employer's equipment and time to do personal things like making personal phone calls, using the copy machine, or resolving your personal problems on the job. If you are having trouble resolving personal problems,

counseling, support groups, or employee assistance programs may be useful.

- Create the image. Dress for the job you want next.

- Be patient with yourself and your employer. It takes time to get used to, learn about and like a new job and new people.

- Volunteer for projects and committees if your work is completed and your supervisor approves.

Getting Along With Others

- Do not express your opinions, biases, or prejudices about others while you are at work. Diversity is a p priority in the workplace

- Accept criticism as constructive. Do not become defensive or take criticism personally. Thank the person for their input. Consider changing if it is warranted. If you are unsure how to handle the situation, check with your supervisor.

- Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers.

- Notice who your boss relies on and model yourself after them.

- Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.

- Realize playing politics or power games could be dangerous and backfire on you.

- Treat everyone with courtesy and respect. Remember, as you climb the career ladder, you may meet the same people on your way up the ladder.

- Keep your emotions under control. The job is not the place to express or show your opinions or feelings.

- Show appreciation. Let your supervisor know you appreciate their training, support, input, feedback, etc.

- Strive to be positively recognized. Be friendly and helpful to everyone at all levels.

Appendices

Appendix A: Identifying and Naming Skills

Appendix B: DWS Employment Centers

Appendix C: Action Verbs

Appendix D: Job Search Checklist

Appendix E: Contact Tracker

Appendix A: Identifying and Naming Skills

Clerical
Evaluating
Filing
Developing methods
Recording
Computing
Recommending
Following directions
Doing routine office work
Bookkeeping
Data-entry
Telephone protocol

Technical
Evaluating data
Calculating
Adjusting controls
Aligning fixtures
Following specifications
Observing indicators
Verifying
Drafting
Designing
Investigating principles
Balancing principles

Agriculture
Packing
Woodworking
Constructing
Working outdoors
Manual work
Operating basic machinery
Safety rules
Horticultural procedures

Selling
Contacting
Persuading
Reviewing product
Determining value
Informing buyers
Promoting sales
Knowledge of products
Human relations
Financing
Budgeting

Maintenance
Repairing equipment
Maintaining equipment
Operating tools
Dismantling
Removing parts
Adjusting functional parts
Lubricating/cleaning parts
Purchasing/ordering parts
Basic mechanics
Electrical principles
Plumbing principles

Helping
Relating
Counseling
Guiding
Coordinating
Adjusting
Referring
Caring
Empathizing
Speaking
Directing
Cooperating
Responding to emergencies
Human behavior principles

Manual
Operating
Tending
Monitoring
Controlling
Driving
Cutting
Grinding
Assembling
Moving
Lifting
Shipping
Handling
Doing precision work
Doing heavy work
Working on assembly line
Knowledge of tools
Basic plumbing
Electronic principles

Creative
Innovating
Developing
Creating
Imagining
Designing
Integrating
Abstracting
Generating
Perceiving
Visualizing
Writing
Directing
Painting

Teaching
Influencing
Informing
Encouraging
Communicating
Guiding
Coaching
Instructing
Explaining
Stimulating
Adapting
Facilitating
Coordinating
Developing
Clarifying

Detail
Computing
Validating
Reconciling
Executing
Dispatching
Enforcing

Arranging
Scheduling
Memorizing
Compiling
Tabulating
Comparing
Inspecting
Organizing
Classifying
Collating
Copying
Processing
Filing

Communication

Influencing
Persuading
Directing
Leading
Organizing
Defining
Writing
Articulating
Listening
Explaining
Informing
Interpreting Ideas
Reading
Representing
Negotiating
Motivating
Working with committees
Public speaking
Correct English usage

Management

Developing
Planning
Organizing
Delegating
Supervising
Coordinating
Recommending
Evaluating
Administering
Hiring
Firing
Measuring production
Setting standards
Personnel practices
Time management
Negotiating strategies

Financial

Calculating
Projecting
Budgeting
Computing
Planning
Managing
Solving problems
Keeping books
Accounting
Auditing
Appraising
Recording
Handling detail work
Orderly thinking

Research

Developing questions
Synthesizing
Clarifying
Surveying
Diagnosing
Investigating
Inspecting
Collecting data
Extrapolating
Reviewing
Isolating
Deciding
Analyzing

Self-Management

Adventuresome
Assertiveness
Attention to details
Conscientious
Candid
Committed to growth
Concentration
Cooperation
Courage
Curiosity
Dependability
Decision-maker
Diplomacy
Dynamic
Empathy
Enthusiasm
Expressive
Firm
Flexibility
Generosity
Good judgement
High energy level
Honesty, integrity
Initiative, drive
Loyalty
Optimism
Organized
Patience
Persistence
Perform well under stress
Polite
Punctual
Reliable
Resourceful
Risk-taking
Self-confidence
Self-control
Self-reliance
Self-respect
Sense of humor
Set goals
Sincerity
Spontaneity
Tactfulness
Thorough
Tolerance
Versatility
Work as team member

Appendix B: DWS Employment Centers

American Fork	751 East Quality Dr. , Ste. 100	(801) 492-4500
Beaver	875 North Main	(435) 438-5498
Blanding	544 North 100 East	(435) 678-1400
Brigham City	1050 South 500 West	(435) 734-4060
Cedar City	176 East 200 North	(435) 865-6530
Clearfield	1290 East 1450 South	(801) 776-7800
Delta	44 South 350 East	(435) 864-3860
Emery County	550 W. Highway 29, Castle Dale	(435) 381-6100
Fillmore	55 West 100 North	(435) 743-5304
Heber City	69 North 600 West, Ste. C	(435) 654-6520
Junction	550 North Main	(435) 577-2443
Kanab	468 East 300 South	(435) 644-8910
Loa	18 South Main	(435) 836-2406
Logan	446 North 100 West	(435) 792-0300
Manti	55 South Main #3	(435) 835-0720
Midvale	7292 South State St	(801) 567-3800
Moab	457 Kane Creek Blvd	(435) 719-2600
Monticello	16 East 300 South	(435) 587-2015
Nephi	625 North Main	(435) 623-1927
Ogden	480 27th Street	(801) 626-0300
Panguitch	665 North Main	(435) 676-8893
Park City	1846 Prospector Ave	(435) 649-8451
Price	475 West Price River Dr #300	(435) 636-2300
Provo	1550 North 200 West	(801) 342-2600
Richfield	115 East 100 South	(435) 893-0000
Roosevelt	140 West 425 South 330-13	(435) 722-6500
Roy	1951 West 5400 South	(801) 776-7200
Salt Lake Downtown	158 South 200 West	(801) 524-9000
Salt Lake Metro	720 South 200 East	(801) 536-7000
Salt Lake So County	5735 South Redwood Rd	(801) 269-4700
Spanish Fork	1185 North Chappel Drive	(801) 794-6600
South Davis	763 West 700 So., Woods Cross	(801) 298-6600
St. George	162 North 400 East Bldg B	(435) 674-JOBS
Tooele	305 North Main, Ste. 100	(435) 833-7310
Vernal	1050 West Market Dr.	(435) 781-4100
West Valley	2750 South 5600 West, Ste. A	(801) 840-4400

Appendix C: Action Verbs

accomplished
achieved
acted adapted
addressed
administered
advanced
advised
allocated
analyzed
appraised
approved
arranged
assembled
assigned
assisted
attained
audited
authored
automated
balanced
budgeted
built
calculated
catalogued
chaired
clarified
classified
coached
collected
compiled
completed
composed
computed
conceptualized
conducted
consolidated
contained
contracted
contributed
controlled
coordinated
corresponded
counseled
created
critiqued
cut
decreased
delegated
demonstrated
designed
developed
devised
diagnosed
directed
dispatched
distinguished
diversified
drafted
edited
educated
eliminated
enabled
encouraged
engineered
enlisted
established
evaluated
examined
executed
expanded
expedited
explained
extracted
fabricated
facilitated
familiarized
fashioned
focused
forecast
formulated
founded
generated
guided
headed up
hired
identified
illustrated
implemented
improved
increased
indoctrinated
influenced
informed
initiated
innovated
inspected
installed
instigated
instituted
instructed
integrated
interpreted
interviewed
introduced
invented
investigated
launched
lectured
led
maintained
managed
marketed
mediated
moderated
monitored
motivated
negotiated
operated
organized
originated
overhauled
oversaw
performed
persuaded
planned
prepared
presented
prioritized
processed
produced
programmed
projected
promoted
provided
publicized
published
purchased
recommended
reconciled
recorded
recruited
reduced
referred
regulated
rehabilitated
remodeled
repaired
represented
researched
restored
restructured
retrieved
revitalized
saved
scheduled
schooled
screened
set
shaped
solidified
solved
specified
stimulated
streamlined
strengthened
summarized
supervised
surveyed
systemized
tabulated
taught
trained
translated
traveled
trimmed
upgraded
validated
worked
wrote

Appendix D: Job Search Checklist

Complete items 1-3 on this checklist before starting your job search. Complete items 4-5 every day of your job search. omplete items 6-9 when you have interviews.

1. Identify Occupations:

- Make a background and experience list.
- Review information on jobs.
- Identify jobs that use your talents.

2. Identify Employers:

- Ask relatives, friends, etc., if they know of any job openings.
- Go to your local Employment Center for assistance (see Appendix B or our Web site at **jobs.utah.gov** for a listing).
- Contact employers to get company and job information.
- Utilize other sources to get job leads.
- Obtain job announcements and descriptions.

3. Prepare Materials:

- Write resumes. Use job announcements to "fit" your skills with job requirements. Make the resume scannable.
- Write cover letters.
- Assemble a job search kit: pens, writing tablet, maps, public transportation guides, clean copies of resumes, applications and references, background and experience list, Social Security Card and picture identification.

4. Plan your Time:

- Wake up early to start looking for work.
- Make a "to do" list of everything you will do to look for a job.
- Work hard all day to find a job.
- Reward yourself (do a hobby or sport, visit friends, etc.).

5. Contact Employers

- Call employers directly (even if they are not advertising openings). Talk to the person who would supervise you if you were hired.
- Go to companies to fill out applications.
- Use the "Contact Tracker" (Appendix E).

6. Take Tests:

- Find out about any test(s) you may need to take to obtain a job.
- Brush up on job skills.
- Relax and be confident.

7. Prepare for Interviews:

- Learn about the company you're interviewing with.
- Review job announcements to determine how your skills will help you do the job.
- Assemble resumes, applicationforms, etc. (Make sure every thing is neat).
- Arrange for babysitters, transportation, etc.
- Give yourself plenty of time.

8. Go to Interviews:

- Dress appropriately for the interview.
- Go alone.
- Be clean, concise, and positive.
- Thank the interviewer(s).

9. Evaluate Interviews:

- Send a thank-you note to each person that interviewed you within 24 hours of the interview.
- Think about how you could improve the interview.

10. Accept the Job!!

- Understand the job duties and expectations, work hours, salary, benefits, etc.
- Be flexible when discussing salary (but don't sell yourself short).

CONGRATULATIONS!

Appendix E: Contact Tracker

Date_____

Company	Phone No.	Contact	Result	Follow-up Date	Sent Resume

Date_____

Company	Phone No.	Contact	Result	Follow-up Date	Sent Resume

Notes

Notes

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