

J. Job Seeking Skills

Intermediate

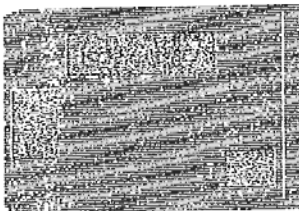
Knows how to read the want ads and find appropriate leads	JS-13-21 JS-22-28
Knows how to fill out a standard job application	JS-29-34 JS-35-45
Knows how to complete a mock interview giving appropriate answers to potential questions	JS-46, 47 JS-54-64
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*Workbook Referenced: The Young Person's Guide to Getting and Keeping a Good Job which can be purchased here from JIST Publications:

<http://jist.emcp.com/young-person-s-guide-to-getting-and-keeping-a-good-job-fourth-edition.html>

Independent Living Skills Module II

WHERE TO LOOK FOR A JOB



NEWSPAPER ADS

Many employers pay to have their ads listed in the newspaper. The Sunday papers will carry the greatest number of ads, but the daily papers also list job openings. Some newspapers separate the ads by job categories -- General Help, Business (Clerical) Help, Sales Help, Medical Help, and Professional Help.

To better understand Want Ads, it might be helpful to you to become familiar with the language you find in ads. The following list of abbreviations will help you to read ads and spot the jobs you are interested in much more quickly.

LIST OF DEFINITIONS

Ability	a skill; power to do something special
Advancement	being promoted; moving up in your job or getting another job at a higher level
Apprenticeship	period during which a person learns a trade (plumber, chef)
Aptitude	a natural ability or talent
Career	occupation, job
Certification	a license; something that proves that you have passed a course or a test and have shown that you can work in certain occupations.
Clerical	duties such as filing and typing
Fringe Benefits	advantages offered to employees such as paid vacations, health insurance, etc.
Manual Dexterity	skill in using your hands
Mechanical	having to do with tools, machines, or engines
Shift Work	work in which one group of people works for a period of time, usually eight hours, and then is relieved by another group of people, who work for the next time period. Nurses, police officers, telephone operators, and firemen work on shifts because the services they provide are needed 24 hours a day.
Union	an organization of workers formed to protect the rights (such as wage and fringe benefits) of its members

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LIST OF ABBREVIATIONS

am	morning
appt.	appointment
asst.	assistant
clk.	clerk
co.	company
dept.	department
dir.	director
EOE	Equal Opportunity Employer
etc.	and others
eve.	evening
exp., exper.	experience
fringe	fringe benefits
hr.	hour
k	thousand
lic.	license
med.	medical
mfg, manuf.	manufacturing or manufacturer
mgmt.	management
min.	minimum
mngr, mgr.	manager
natl.	national
ofc.	office
pm	afternoon
PT	part-time
ref.	references
req.	required, requirements
secty., sec'y, sec.	secretary
supr.	supervisor
temp.	temporary
trnee.	trainee
wk.	week
wkends.	weekends
wpm	word per minute (usually refers to typing)
yrs.	years

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ACTIVITY

Utilize your knowledge about the language and abbreviations used in the Help Wanted sections. Look through our ads on the next page for jobs which might be of interest to you. Then answer the questions on page 76.



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HELP WANTED

Food Service, Cashiers, Servers, Cooks & Dishwashers. PM Hours. Apply in person between 3 pm - 5 pm at Rich's Restaurant, 50 Emily Boulevard, Boston. NO PHONE CALLS.	HOUSE CLEANERS Reliable, punctual, experience necessary. Flexible hours. Call Susan at 617-000-0001. EOE.	SALES HELP NEEDED Small retail store is taking apps. for 3 PT positions. 6.50/hr to start. Kathy's Clothing, 65 Elm Street, Boston. 617-000-0002. EOE.
Baker's Helper. Entry level pos. Willing to train. Apply in person at John's Bagel Store, 100 Leslie Square, Boston. EOE.	FLIGHT ATTENDANTS MAJOR AIRLINE. Send resume to Human Resources-FA, SKY FLY, 1000 West Street, Boston, MA 02213. EOE. 617-000-0003.	Fast Food restaurant. Counter help needed. Saturday & Sunday. 7 AM & 9 PM. 4.50 hour. Will train. Call Jim 617-000-0004.
Fundraising Telemarketers. Earn up to 12.50 an hour while helping environmental causes. No exp. nec. College students welcome. Evenings, Sun - Thurs. Call Dave at Dialing for Dollars, 617-000-0005 after 2 pm. EOE.	PIZZA, PIZZA!!! You looking for work? We're looking for a prep cook. 4.75/hr. No exp. nec. Apply at Luigi's, 1 Kelly Blvd, Boston's North End. 617-777-0000.	Carpenter. 12/hr. Own transportation, own tools. 2-4 yrs. experience nec. Non-union members welcome. Call Joe at 508-444-0009.
Hairstylist's Ass't. For busy salon. Apply in person at Chez Coiffure, 32 Main Street, Boston, 617-999-9999. Beauty school students welcome Great opp!!	Nationally recognized temporary emp agency looking for summer help. PT & FT. Same day pay. Call Jennifer at 617-999-3344.	Exp. Receptionist needed for busy office. Good comm skills, filing, some typing. Send resume to Office, 2 Bay Street, Cambridge, MA 02338. NO CALLS PLEASE. EOE.
Nurses' Aides for Nursing Home. PM, 2nd shift, benefits. Send resumes to Rest House, 28 Ocean Avenue, Lynn, MA 01898. 617-333-3333.	Cashier's wanted for supermarket. Team worker, friendly, able to work in fast paced environment. See Sam at Super Shop, 213 Main St. Applications in person only.	Days. Maintenance Worker at for Buildings & Grounds at local coll. Flex time, 7.00/hr. Call Steve or Mike at 617-627-8855.
SUMMER JOBS. Housepainters wanted. No exp. nec. College students & h.s. seniors welcome. Earn up to \$100/day. Call Paint Pros at 1-800-123-4567.	Drycleaners. Help Wanted. Will train. P/T PM hours. Good after school job! Call Frank at 617-3421 for interview.	MANAGEMENT TRAINEES Join fast-growing insurance co. Send resume to Personnel, Fire & Life, 300 Broadway, Camb. 02139. 617-333-0681.

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ACTIVITY

1. Circle the three jobs in the "Help Wanted" section on the previous page which are most appealing to you and list them in the box below.

2. What kinds of experience/training do you need to be considered for each of those jobs? Put your answers beside the name of the job in the box above.

3. How would you apply for the three employment opportunities you circled? (Phone, resume, in-person, etc.) Write your answers below.

Job #1:

Job #2:

Job #3:

Independent Living Skills Module II



ACTIVITY

Search your local newspaper for jobs which might be interesting to you. Cut out at least 2 jobs and tape them in the space below.

A large, empty rectangular box with a double-line border, intended for pasting cut-out job advertisements.

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ACTIVITY

Create Your Own Ad

You can create your own poster or flyer that identifies the service you will provide. If you are willing to provide a service (such as dog-walking, lawn-mowing, car-washing, or baby-sitting), this may be a great way to find jobs. Try to make your ad neat, attractive, and eye catching.

Try writing your own ad in the space below.

A large, empty rectangular box with a thick, dark border, intended for students to write their own advertisement. A pushpin icon is positioned at the top center of the box, suggesting the advertisement is being pinned to a board.

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DEPARTMENT OF EMPLOYMENT AND TRAINING

The Department of Employment and Training can not only give you information about possible job openings, but also can help you with your career planning.



ACTIVITY

Visit your local Department of Employment and Training office and find out how to use the services offered.

RELATIVES AND FRIENDS

People who know you and currently have jobs may know about openings or ways to get through to someone who can hire you. Even if they don't know of any job openings right now, ask them to keep you in mind for when jobs do become available.



ACTIVITY

List some friends and/or relatives you can contact about job opportunities:

--

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Independent Living Skills Module II

SCHOOL (TEACHERS/GUIDANCE COUNSELORS)

Teachers and guidance counselors may know of job openings in your community. Employers may contact your school to ask for referrals of students looking for work. In addition, teachers and guidance counselors can sometimes help match your skills with a job.



ACTIVITY

Who at your school can you ask for help with job hunting?

HELP WANTED SIGNS

Many businesses, especially stores and restaurants, put help wanted signs in their windows. Be on the lookout for them and ask friends and relatives to look, too.

COLLEGE FINANCIAL AID OFFICE

Most colleges and universities have work-study or job placement programs that are administered by the financial aid office. Many of these programs are federally financed, so there may be some income eligibility requirements. (This means that only people below a certain level of income can apply for the program).

Chapter 13

Organize Your Job Search

Very few job seekers have had formal training on career planning or job seeking. The few who do have a big advantage over those who don't. Now it's time to put the information from this workbook into action. This chapter will help organize your schedule to make your job search a success.

The Objective of Your Job Search: To Get an Offer for a Good Job

To get a job offer, you must get interviews. To get interviews, you must organize your job search. Before you learn how to organize your job search, let's discuss some important details.

The average job seeker gets about five interviews per month—fewer than two interviews per week. Yet many job seekers using JIST techniques find it easy to get two interviews per day. To do this, you have to redefine what an interview is. Here is our definition:

An interview is face-to-face contact with anyone who has the authority to hire or supervise a person with your skills. The person may or may not have a job opening at the time of the interview.

With this definition, it is much easier to get interviews. You can now interview with all sorts of potential employers, not just with those who have job openings. Remember that you can get interviews by doing the following:

- ✓ Use the yellow pages and make about an hour of phone calls. Use the telephone contact script discussed in Chapter 7.
- ✓ Drop in on potential employers and ask for an unscheduled interview. Job seekers get interviews this way—not always, of course, but often enough.

- ✓ Reach prospective employers with the help of technology—Web sites, e-mail, and fax. (Of course, there's always the U.S. mail, too.)

Getting two interviews per day equals 10 per week and more than 40 per month. That's 800 percent more interviews than the average job seeker gets. Who do you think will get a job offer more quickly?

Knowing and doing are two different things. Your job at this time is to pull together what you have learned and make a plan of action.

Use a Job Search Calendar

To be an effective job seeker, you need a job search calendar. The average job seeker spends about five hours per week actually looking for work. The average person is also unemployed an average of three or more months. People who follow JIST's advice spend much more time on their job search each week. They also get jobs in less than half the average time—often much less than half. So your job search calendar should include the following:

- ✓ The number of hours per week you plan to look for work
- ✓ The days and hours you will look
- ✓ The job search activities you will do during these times

Calendar						
April 2012						
Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

-  Calendar
-  Meetings
-  Group Calendars
-  Trash

This chapter has three job search calendar activities. The first worksheet helps you make basic decisions about your weekly schedule. The second worksheet shows you how to create your own schedule for one day of the week. The last worksheet helps you put those two parts together to make a job search calendar for one week.

TIP

When completing your calendar, assume that you are out of school, unemployed, and looking for a full-time job. In a real sense, you are scheduling your job as if it were a job itself. This calendar will become the model for your actual job search.

ACTIVITY

Part One: Basic Decisions About Your Job Search

Complete the worksheet that follows. Keep these questions and points in mind:

- ✓ **How many hours per week?** After you are out of school, how many hours per week do you plan to look for a job? We suggest at least 25 hours if you are unemployed and looking for a full-time job. If 25 hours seems like too many, select a number you feel sure you can keep. Write the number on the bottom of the worksheet.
- ✓ **What days will you look?** Mondays through Fridays are the best days to look for most jobs, but weekends are good for some jobs. Put a check mark in the Yes column of the worksheet for each day you plan to spend looking for a job.
- ✓ **How many hours each day?** You should decide how many hours to spend on your job search each day. It is usually best to put in at least three or four hours each day you look for work. Write the number of hours on the worksheet.
- ✓ **What times will you begin and end on each of these days?** The best times to contact most employers are 8 a.m. to 5 p.m. Write these hours on the worksheet.

BASIC DECISIONS ABOUT YOUR JOB SEARCH SCHEDULE				
Day of Week	✓		Time Start/Stop	Hours per Day
	Yes	No		
Sunday			to	
Monday			to	
Tuesday			to	
Wednesday			to	
Thursday			to	
Friday			to	
Saturday			to	
Total Hours per Week _____				

ACTIVITY

Part Two: Your Daily Job Search Plan

You now need to decide how to spend your time each day. This is important, because most job seekers find it hard to stay productive. You already know which job search methods are most effective, and you should plan to spend more of your time using these. The sample daily schedule that follows has been effective for those who have used it. It will give you ideas for your own schedule.

Sample Daily Job Search Schedule

7:00 to 8:00 a.m.	Get up, shower, dress, eat breakfast, get ready to go to work.
8:00 to 8:15 a.m.	Organize my workspace. Review schedule for interviews and promised follow-ups. Update schedule as needed.
8:15 to 9:00 a.m.	Review old leads for follow-up. Develop 20 new leads (want ads, yellow pages, networking lists, Internet exploration, and so on).
9:00 to 10:00 a.m.	Make phone calls. Set up interviews.
10:00 to 10:15 a.m.	Take a break.
10:15 to 11:00 a.m.	Make more calls.
11:00 a.m. to noon	Make follow-up calls as needed.
Noon to 1:00 p.m.	Lunch break.
1:00 to 3:00 p.m.	Go on interviews. Make cold contacts in the field. Research potential employers at the library, on the Internet, and at the local bureau of employment services.

Use the following worksheet to create your own schedule for a typical day. Use blank sheets of paper as needed.

JOB SEARCH PLAN FOR A TYPICAL DAY		
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	
Time		Plan of Action
Start	End	

ACTIVITY

Part Three: Your Job Search Calendar

Use the information that you developed in this chapter to create a calendar for the typical week of someone who is using the JIST method for looking for work (much more than five hours per week). Look at the following sample, and then make your own on the blank worksheet. Keep in mind that your goal is to get interviews. Try to reach that goal in steps. Strive for the following:

- ✓ Three to four interviews during the first week.
- ✓ At least one interview per day during the second week.
- ✓ Two interviews per day during the third and additional weeks. Keep going until success comes your way and you get the job you want.

DAYS OF THE WEEK							
TIME	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00		Organize day					Day off
9:00	Read want ads	Gather old and new leads					
10:00		Make phone contacts					
11:00	↓	Follow up Get 2 interviews					
noon	Lunch	Write/ send follow-up correspondence					
1:00	Explore Internet	Plan afternoon Lunch					
2:00			Leave for interview	Drop off resume at printer	Appt. with Lisa at Whitman Co.	Afternoon off!	
3:00		Work on resume	Interview at Fischer Brothers	→	Pick up resume	↓	
4:00	↓	↓	Make final revisions on resume	→	Drop by state employment office	↓	
5:00	Dinner						✓
6:00	Read job search books						→

WEEKLY JOB SEARCH CALENDAR WORKSHEET



DAYS OF THE WEEK

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00							
9:00							
10:00							
11:00							
noon							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							

If You Use an Electronic Scheduler

You can easily adapt the ideas presented in this chapter to work on any electronic planning system. After you work out your daily and weekly job search schedule, transfer it to your electronic scheduler and use its reminder alarm and other features to organize your follow-up and other tasks.

“Find a job you like and you add five days to every week.”

H. Jackson Brown, Jr.

Independent Living Skills Module III

JOB HUNTING

Job hunting means filling out applications, making telephone calls, going to interviews, etc. It can be a lot of work, but knowing what to expect and having practice answering the questions can make a big difference. If you're prepared, you'll have more self-confidence and will do a great job!



PERSONAL FACT SHEET

When you apply for a job, you'll usually be asked to fill out an application form to answer some questions about yourself, your education and work experience. It's not always easy to remember all the facts: dates, addresses, etc., that the application asks for. That is why having a Personal Fact Sheet will be so helpful to you. Whenever you're asked to fill out an application or answer some questions, you can refer to the Fact Sheet. Fill out the Personal Fact Sheet on the next page and keep it handy so that you can use it if the need arises.

An important part of any job application is the section that asks for your references. Make sure that the people you choose know you and can say good things about you. Previous employees, supervisors, teachers, principals, etc., are often used as references. Remember to always check with the person before you use him/her as a reference.

Job Seeking Skills JS-30

Independent Living Skills Module III

PERSONAL FACT SHEET

Personal Information
Name
Last: _____ First: _____ MI: _____
Address: _____ Apt. No.: _____
City: _____ State: _____ Zip: _____
Telephone: _____
Social Security Number: _____ Date of Birth: _____
Place of Birth: _____

Emergency Information
In case of an emergency, please notify: _____
Relationship to you: _____
Address: _____ Apt. No.: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Business Phone: _____

Optional Personal Information
Please be advised that it is not necessary for you to answer any of this information and not completing this section cannot be held against you for purposes of employment.
Height: _____ Weight: _____
Age: _____ Marital Status: _____
Race: _____ Sex: Male Female

Job Seeking Skills JS-31

Independent Living Skills Module III

<u>Education</u>	Dates of Attendance From Mo./Yr. to Mo./Yr.
Elementary School:	
Middle School:	
High School:	
Vocational School Program:	
College:	
Other Training (explain):	

List all machines and special equipment you can operate: _____

List any special skills you have: _____

Previous Employment

Please list the last four jobs you have held.

Company Name: _____

Company Address: _____

Telephone: _____ Supervisor's Name: _____

Position [type of work you did]: _____

Duties: _____

Dates of Employment (MM/YY): from _____ to _____

Salary: _____

Reason for leaving: _____

Job Seeking Skills JS-32

Independent Living Skills Module III

Previous Employment

Company Name: _____

Company Address: _____

Telephone: Supervisor's Name: _____

Position [type of work you did]: _____

Duties: _____

Dates of Employment (MM/YY): from _____ to _____

Salary: _____

Reason for leaving: _____

Previous Employment

Company Name: _____

Company Address: _____

Telephone: Supervisor's Name: _____

Position [type of work you did]: _____

Duties: _____

Dates of Employment (MM/YY): from _____ to _____

Salary: _____

Reason for leaving: _____

Previous Employment

Company Name: _____

Company Address: _____

Telephone: Supervisor's Name: _____

Position [type of work you did]: _____

Duties: _____

Dates of Employment (MM/YY): from _____ to _____

Salary: _____

Reason for leaving: _____

Job Seeking Skills JS-33

Independent Living Skills Module III

Additional Information

In the space provided below, please list additional personal qualities you have to offer as well as any volunteer activities in which you participate.

References

Please list three references. Please do not use relatives.

Name: _____
Occupation: _____
Address: _____
Business Telephone: _____

References

Please do not use relatives.

Name: _____
Occupation: _____
Address: _____
Business Telephone: _____

References

Please do not use relatives.

Name: _____
Occupation: _____
Address: _____
Business Telephone: _____

Job Seeking Skills JS-34

Independent Living Skills Module III

You can add any other information that you think might be needed to complete the job application. There may be other questions on job applications, such as:

1. Are you a citizen of the United States or are you legally eligible to work in the United States:

2. For what position are you applying? _____
[Write in the job you are looking for such as cashier, waiter or waitress, or clerical. Do not write "I don't know" or "anything."]

3. When can you start work, if hired? _____
[If you don't have a job now and can start right away, write "immediately." If you cannot start right away, be specific and write the date that you will be able to begin work.]

4. What hours are you willing to work? _____
[For example, I can work Saturdays 8 am to 6 pm and Monday through Friday 5 pm to 9 pm.]

5. Will you work weekends? _____
[Be honest. Specify how many hours you will be able to work.]

6. What special skills or qualifications do you have which will be of benefit of you in this job?

[List any honors you have received or any abilities, interests or skills that you have which might help you in the job you're applying for. Some examples are: I can drive a truck; I am bi-lingual in English & Spanish; I received the Mathematics Award from Plains High School in 1994.]

7. What wage/salary do you expect? _____
[If you are answering a newspaper ad that has listed the hourly or weekly wage, you should write that amount. If you're not sure what the wage might be (minimum or a little higher) you can write "open" or "negotiable."]

8. Are you eligible for or have you ever been bonded? _____
[To be bonded means that a company has checked out your background and found that you're trustworthy and not a security risk. An adult criminal record is usually completed for jobs as bank guard, security officer and many government jobs.]

Chapter 10

Avoid the Application Trap

Many people think that filling out an application is the same as applying for a job. It isn't! Most employers use applications to screen people *out*, not in. If your application is messy, incomplete, or shows you do not have the right experience or training, you probably will not get an interview.

Although many smaller employers don't use applications, other employers will ask you to fill them out. For this reason, it is important to know how to complete applications properly.

ACTIVITY

Albert C. Smith's Less-Than-Perfect Application

Seeing someone else make mistakes on a job application can help you avoid the same mistakes. Meet Albert C. Smith. Like many of you, he wants to find a job. This activity shows you an application that Albert completed at a department store. It is reproduced on the next two pages.

I am sure you will agree that Albert could have done a better job of completing his application. Your job is to review Albert's application and circle the mistakes he made. There are more than 30 mistakes in this application. See how many you can find.

(continued)

(continued)

APPLICATION FOR EMPLOYMENT

Date April 1

BROWN'S IS AN EQUAL OPPORTUNITY EMPLOYER and fully subscribes to the principles of Equal Employment Opportunity. Brown's has adopted an Affirmative Action Program to ensure that all applicants and employees are considered for hire, promotion and job status, without regard to race, color, religion, sex, national origin, age, handicap, or status as a disabled veteran or veteran of the Vietnam Era.

To protect the interests of all concerned, applicants for certain job assignments must pass a physical examination before they are hired.

PLEASE PRINT INFORMATION REQUESTED IN INK.

Note: This application will be considered active for 90 days. If you have not been employed within this period and are still interested in employment at Brown's, please contact the office where you applied and request that your application be reactivated.

Name Albert C. Smith Social Security Number 411-~~3~~76-2614
 Address 1526 N. Otter (Please present your Social Security Card for review)
 County Marion City _____ State _____ Zip Code _____
 Previous Address Same Current phone or nearest phone _____
 Best time of day to contact any
 (Answer only if position for which you are applying requires driving)
 Licensed to drive car? Yes No
 Is license valid in this state? Yes No

Have you ever been employed by Brown's? Yes No If so, when _____ Position _____
 Have you a relative in the employment of Brown's Department Store? Yes No

A PHYSICAL OR MENTAL DISABILITY WILL NOT CAUSE REJECTION IF IN BROWN'S MEDICAL OPINION YOU ARE ABLE TO SATISFACTORILY PERFORM IN THE POSITION FOR WHICH YOU ARE BEING CONSIDERED. Alternative placement, if available, of an applicant who does not meet the physical standards of the job for which he/she was originally considered is permitted.

Do you have any physical or mental impairment which may limit your ability to perform the job for which you are applying? Yes, I have a back problem & was in Central State Hospital for 6 months.

If yes, what can reasonably be done to accommodate your limitation? _____

EDUCATION	School Attended	No. of Years	Name of School	City/State	Graduate?	Course or College Major	Average Grades
	Grammar	6	Holy Trinity	Scranton	Yes	General	B
Jr. High	3	Crestview	"	"	"	B	
St. High	3	WCHS	"	"	College Prep	C	
Other							
College	3	State U	Scranton	NO		C	

MILITARY SERVICE	Branch of Service	Date Entered Service	Date of Discharge	Highest Rank Held	Service-Related Skills and Experience Applicable to Civilian Employment
		USA	1999	2003	E-3

What experience or training have you had other than your work experience, military service and education? (Community activities, hobbies, etc.) _____

I am interested in the type of work I have checked:

Sales Office Mechanical Warehouse Other (Specify):

Or the following specific job: anything

I am seeking (check only one):

Temporary employment (8 days or less) Part-Time Work
 Seasonal employment (one season, e.g. Christmas) Full-Time Work

Regular employment (employment for indefinite period of time) If part-time, indicate maximum hours per week and enter hours available in block to the right.

If temporary, indicate dates available: _____

Have you been convicted during the past seven years of a serious crime involving a person's life or property?

NO YES If yes, explain: drunk in public

HOURS AVAILABLE FOR WORK	
Sunday	To _____
Monday	To _____
Tuesday	To _____
Wednesday	To _____
Thursday	To _____
Friday	To _____
Saturday	To _____

JS-36

REFERENCES

LIST BELOW YOUR FOUR MOST RECENT EMPLOYERS, BEGINNING WITH THE CURRENT OR MOST RECENT ONE. IF YOU HAVE HAD FEWER THAN FOUR EMPLOYERS, USE THE REMAINING SPACES FOR PERSONAL REFERENCES. IF YOU WERE EMPLOYED UNDER A MAIDEN OR OTHER NAME, PLEASE ENTER THAT NAME IN THE RIGHT HAND MARGIN. IF APPLICABLE, ENTER SERVICE IN THE ARMED FORCES ON THE REVERSE SIDE.

Name and Address of Former Employer Beginning with the Current or Most Recent	Name of Employer's Supervisor	What kind of work did you do?	Starting Date	Starting Pay	Date of Leaving	Pay at Leaving	Why did you leave? Give details
Name: <i>Eric Burgess</i> Address: <i>School</i> City: <i>Scranton</i> State: <i>PA</i> Tel. No.: Zip Code:	<i>Eric Burgess</i>	<i>Clean up</i>	Month: <i>04</i> Year: <i>94</i>	<i>\$7.00</i>	Month: <i>03</i> Year: <i>05</i>		<i>Fired</i>
Name: <i>Rafael</i> Address: <i>Houses</i> City: <i>Scranton</i> State: <i>PA</i> Tel. No.: Zip Code:	<i>Rafael</i>	<i>Electricity helper laborer</i>	Month: <i>08</i> Year: <i>05</i>	<i>\$6.50 an hr</i>	Month: <i>08</i> Year: <i>05</i>	<i>\$650</i>	<i>Boss always picked on me.</i>
Name: <i>Kim Penick</i> Address: <i>Construction</i> City: <i>Scranton</i> State: <i>PA</i> Tel. No.: <i>535-414</i> Zip Code:	<i>Kim Penick</i>	<i>Jack Hammer + wiring</i>	Month: <i>06</i> Year: <i>98</i>	<i>\$6 an hr</i>	Month: <i>04</i> Year: <i>99</i>	<i>\$625</i>	<i>Company was broke.</i>
Name: <i>Lynn Doran</i> Address: <i>Central Hospital</i> City: <i>Washington</i> State: <i>PA</i> Tel. No.: Zip Code:	<i>Lynn Doran</i>	<i>Clean up hospital</i>	Month: <i>?</i>	<i>\$5.50 an hr</i>	Month: <i>?</i>	<i>same</i>	<i>I got better + was discharged.</i>

I certify that the information in this application is correct to the best of my knowledge and understand that any misstatement or omission of information is grounds for dismissal in accordance with Brown's policy. I authorize the references listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you, in consideration of my employment. I agree to conform to the rules and regulations of Brown's, and my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either the Company or myself. I understand that no unit, manager or representative of Brown's other than the President or Vice-President of the company, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. In some states, the law requires that Brown's have my written permission before contacting consumer reports on me, and I hereby authorize Brown's to obtain such reports.

Applicant's Signature: *Smith Albert C.*

NOT TO BE FILLED OUT BY APPLICANT

INTERVIEWER'S COMMENTS <i>he really need a job now.</i>	Date of Interview Dept. or Div. Job Title Job Title Code Compensation Arrangement Manager Approving Employee No.	Physical examination scheduled or Physical examination form completed <i>el didn't get one.</i>	REFERENCE REQUESTS CONSUMER REPORT Veh. Tax (N-4) State With. Tax	Mailed <i>not yet</i>	Completed
Prospect for 1. _____ 2. _____	Minor Work Permit Proof of Birth Training Manual Given to Employee	Applicant's Signature <i>Albert C. Smith</i>	Union Name and Number		

Tips on Picking Up and Dropping Off Applications

The following tips will help you avoid problems and make a good impression as you apply for a job:

- ✓ Dress appropriately when you pick up, fill out, or drop off applications from employers.
- ✓ Do not bring anyone with you when applying for jobs or going on interviews.
- ✓ If possible, complete applications at home so you can fill them out with the greatest care.
- ✓ Be sure to proofread your applications to correct any errors.
- ✓ Try to meet employers to hand in applications directly and ask for interviews. If unable to do so, be sure to call each employer after a few days to make sure the employer received your application. Tell the employer that you are still interested in the position and then set up an interview. Remember: You can make only one first impression, so let it be positive.
- ✓ Allow extra time in your schedule when you return an application—just in case the employer asks you to stay for an interview.

ACTIVITY

Albert C. Smith's Improved Application

Albert C. Smith's application has many mistakes. How many did you find? It would not make a good impression on any employer. It is messy, includes negative information, and has many other problems.

The example on pages 131-132 shows what Albert C. Smith's application looks like when properly filled out.

Look it over and see how many errors you found in the original version that were corrected on the improved version.

Date April 1, 20XX

APPLICATION FOR EMPLOYMENT

PLEASE PRINT INFORMATION REQUESTED IN INK.

BROWN'S IS AN EQUAL OPPORTUNITY EMPLOYER and fully subscribes to the principles of Equal Employment Opportunity. Brown's has adopted an Affirmative Action Program to ensure that all applicants and employees are considered for hire, promotion and job status, without regard to race, color, religion, sex, national origin, age, handicap, or status as a disabled veteran or veteran of the Vietnam Era.

To protect the interests of all concerned, applicants for certain job assignments must pass a physical examination before they are hired.

Note: This application will be considered active for 90 days. If you have not been employed within this period and are still interested in employment at Brown's, please contact the office where you applied and request that your application be reactivated.

Name Smith Albert Claude Social Security Number 411-76-2614
Last First Middle
 Address 1526 North Otter Street Scranton PA 18602
Number Street City State Zip Code
 County _____ Current phone or nearest phone 555-1212
 Previous Address _____ Best time of day to contact after 12 p.m.
Number Street City State Zip Code
 If hired, can you furnish proof of age? Yes No
 If hired, can you furnish proof that you are legally entitled to work in U.S. Yes No
 Have you ever been employed by Brown's. Yes _____ No If so, when _____ Position _____
 Have you a relative in the employment of Brown's Department Store? Yes _____ No

A PHYSICAL OR MENTAL DISABILITY WILL NOT CAUSE REJECTION IF BY BROWN'S MEDICAL OPINION YOU ARE ABLE TO SATISFACTORILY PERFORM IN THE POSITION FOR WHICH YOU ARE BEING CONSIDERED. Alternative placement, if available, of an applicant who does not meet the physical standards of the job for which he/she was originally considered is permitted.

Do you have any physical or mental impairment which may limit your ability to perform the job for which you are applying? No

If yes, what can reasonably be done to accommodate your limitation? _____

EDUCATION	School Attended	No. of Years	Name of School	City/State	Graduate?	Course of College Major	Average Grades
		Grammar	6	Holy Trinity	Scranton, PA		General
	Jr. High	3	Crestview Junior H.S.	Scranton, PA		General	B
	Sr. High	3	Warren Central H.S.	Scranton, PA		College Prep	C
	Other	—	—	—	—	—	—
	College	3	Indiana - Purdue University at Indpls	Indpls, IN		Electronics In progress	B

MILITARY SERVICE	Branch of Service	Date Entered Service	Date of Discharge	Highest Rank Held	Service-Related Skills and Experience Applicable to Civilian Employment
		United States Air Force	6-2-99	4-15-03	A/1C Airman First Class

What experience or training have you had other than your work experience, military service and education? (Community activities, hobbies, etc.) _____

I am interested in the type of work I have checked:
 Sales Office _____ Mechanical _____ Warehouse _____ Other (Specify): Repair

On the following specific job _____
 I am seeking (check only one):
 _____ Temporary employment (6 days or less) _____ Part-Time Work
 _____ Seasonal employment (one season, e.g. Christmas) _____ Full-Time Work
 Regular employment (employment for indefinite period of time) _____ If part-time, indicate maximum hours per week and enter hours available in block to the right.

HOURS AVAILABLE FOR WORK		
Sunday	8 a.m.	To close
Monday	8 a.m.	To close
Tuesday	8 a.m.	To close
Wednesday	8 a.m.	To close
Thursday	8 a.m.	To close
Friday	8 a.m.	To close
Saturday	8 a.m.	To close

If temporary, indicate dates available _____
 Have you been convicted during the past seven years of a serious crime involving a person's life or property?
 NO YES _____ If yes, explain: _____

(continued)

Young Person's Guide to Getting and Keeping a Good Job

(continued)

REFERENCES

LIST BELOW YOUR FOUR MOST RECENT EMPLOYERS, BEGINNING WITH THE CURRENT OR MOST RECENT ONE. IF YOU HAVE HAD FEWER THAN FOUR EMPLOYERS, USE THE REMAINING SPACES FOR PERSONAL REFERENCES. IF YOU WERE EMPLOYED UNDER A MAIDEN OR OTHER NAME, PLEASE ENTER THAT NAME IN THE RIGHT-HAND MARGIN. IF APPLICABLE, ENTER SERVICE IN THE ARMED FORCES ON THE REVERSE SIDE.

NAME AND ADDRESS OF FORMER EMPLOYERS BEGINNING WITH THE CURRENT OR MOST RECENT	Name of Employer's Business	Name of Your Supervisor	What Kind of work did you do?	Starting Date	Starting Pay	Date of Leaving	Pay at Leaving	Why did you leave? Give details
Name: Fred Willis Address: 1275 E. 17th St. City: Scranton State: PA Tel. No.: 555-2111 Zip Code: 18515 NOTE: State reason for and length of inactivity between present application date and last employer.	Elec-trical sub-contractor	Rafael Castillo	Electrician helper	05	\$280	Present	\$280	Work slowdown - limited work schedule
Name: Scranton Public Schools Address: 593 Walnut Ave. City: Scranton State: PA Tel. No.: 555-3111 Zip Code: 18505 NOTE: State reason for and length of inactivity between present application date and last employer.	Maintenance of school	Eric Burgess	Custodian	07	\$260	03	\$260	Desired a more demanding position
Name: Grand Forks Air Force Base-USAF Address: Hwy 2 City: Grand Forks State: ND Tel. No.: 701-597-2112 Zip Code: 58211 NOTE: State reason for and length of inactivity between present application date and last employer.	U.S. Air Force	Technical Sergeant Denise Hager	Small electronics + radio repair	06	\$250	03	\$275	Term of service expired - Honorable Discharge
Name: Wayne Construction Address: 1436 N. Anderson Dr. City: Scranton State: PA Tel. No.: 555-4111 Zip Code: 18509 NOTE: State reason for and length of inactivity between present application date and last employer.	Heavy + light constr.	Kim Lenski	Electronic equipment installer	06	\$240	04	\$250	Company went out of business - joined U.S. Air Force

I certify that the information in this application is correct to the best of my knowledge and understand that any misstatement or omission of information is grounds for dismissal. In accordance with Brown's policy, I authorize the references listed above to give you any and all information concerning my previous employment and my pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you. In consideration of my employment, I agree to conform to the rules and regulations of Brown's, and my employment and compensation can be terminated with or without cause, and with or without notice, at any time, at the option of either the Company or myself. I understand that no unit manager or representative of Brown's other than the President or Vice-President of this company, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. In some states, the law requires that Brown's have my written permission before obtaining consumer reports on me, and I hereby authorize Brown's to obtain such reports.

Applicant's Signature: Albert C. Smith

NOT TO BE FILLED OUT BY APPLICANT

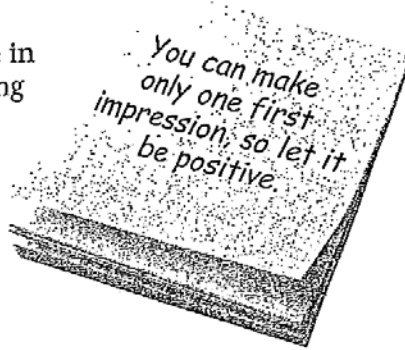
INTERVIEWER'S COMMENTS	Date of Emp.	Regular Part-Time	Job Title	Job Code	Grade	Compensation Arrangement	Manager Approving Employee No.	Rec'd No.	Prospect for	1.	2.
Tested											
Physical examination scheduled for											
Physical examination form completed											
Review Card prepared											
Thumbnail prepared											
Minor's Work Permit											
Proof of Birth											
Training Material Given to Employee											

UNIT Name and Number

Tips on Completing Applications

You've seen the difference an application can make in impressing an employer. Be sure to use the following tips as you complete your application:

- ✓ Use your *Data Minder* to find the details needed on your application.
- ✓ Follow the instructions. Read each section carefully before completing it.
- ✓ Use an erasable black pen.
- ✓ Take your time, and avoid crossouts.
- ✓ Be accurate. Do not guess at an answer.
- ✓ Fill in every blank. Use NA (not applicable) or a short dash when something does not apply to you.
- ✓ Be honest. Being dishonest could lead to dismissal from a job. Don't include negative information, though.
- ✓ Write clearly and neatly. You can make only one impression, so make it a good one.
- ✓ Emphasize your skills and accomplishments. Find a place to mention your strengths even if the application does not ask for them.
- ✓ If you are short on paid work experience, mention your volunteer work and related hobbies under the Former Employers section.
- ✓ Get permission before using a reference.
- ✓ Sign the application if requested.



“No matter how good you get you can always get better and that's the exciting part.”

Tiger Woods

ACTIVITY**Complete a Sample Job Application**

Now you are ready to complete an application. In completing your own application, be as neat and as thorough as possible. You have already gathered much of the information you need in earlier chapters and in your *Data Minder*. Refer to them as needed.

An application may not get you a job, but it can get you screened out of being interviewed for one. Look over the completed application that follows. It will give you an idea of how to complete one. Then complete the blank application and remember to

- ✓ Use your *Data Minder* to find the details you need on your application.
- ✓ Act as if you were completing this application to get the job that you really want. Good luck!

(continued)

“Each time you are honest and conduct yourself with honesty, a success force will drive you toward greater success. Each time you lie, even with a little white lie, there are strong forces pushing you toward failure.”

Joseph Sugarman



Job Seeking Skills JS-43

Young Person's Guide to Getting and Keeping a Good Job _____

(continued)

Application for Employment

(Pre-Employment Questionnaire) (An Equal Opportunity Employer)

A. PERSONAL INFORMATION

DATE _____

SOCIAL SECURITY
NUMBER _____

NAME _____
LAST
FIRST
MIDDLE

PRESENT ADDRESS _____
STREET
CITY
STATE
ZIP

PERMANENT ADDRESS _____
STREET
CITY
STATE
ZIP

PHONE NO. _____ ARE YOU 18 YEARS OR OLDER? YES NO

ARE YOU EITHER A U.S. CITIZEN OR AN ALIEN AUTHORIZED TO WORK IN THE UNITED STATES?
 YES NO

B. EMPLOYMENT DESIRED

POSITION _____ DATE YOU CAN START _____ SALARY DESIRED _____

ARE YOU EMPLOYED NOW? _____ IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? _____

EVER APPLIED TO THIS COMPANY BEFORE? _____ WHERE? _____ WHEN? _____

REFERRED BY _____

C. EDUCATION	NAME AND LOCATION OF SCHOOL	NO. OF YEARS ATTENDED	DID YOU GRADUATE?	SUBJECTS STUDIED
GRAMMAR SCHOOL				
HIGH SCHOOL				
COLLEGE				
TRADE, BUSINESS, OR CORRESPONDENCE SCHOOL				

D. GENERAL

SUBJECTS OF SPECIAL STUDY OR RESEARCH WORK _____

SPECIAL SKILLS _____

ACTIVITIES (CIVIC, ATHLETIC, ETC.) _____

EXCLUDE ORGANIZATIONS, THE NAME OF WHICH INDICATES THE RACE, CREED, SEX, AGE, MARITAL STATUS, COLOR, OR NATION OF ORIGIN OF ITS MEMBERS.

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

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E. FORMER EMPLOYERS. LIST BELOW LAST FOUR EMPLOYERS, STARTING WITH LAST ONE FIRST.

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

F. REFERENCES. GIVE THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	PHONE NUMBER	BUSINESS	YEARS ACQUAINTED
1.			
2.			
3.			

G. PHYSICAL RECORD

DO YOU HAVE ANY PHYSICAL LIMITATIONS THAT PRECLUDE YOU FROM PERFORMING ANY WORK FOR WHICH YOU ARE BEING CONSIDERED? YES NO IF YES, WHAT CAN BE DONE TO ACCOMMODATE YOUR LIMITATION?

IN CASE OF EMERGENCY, NOTIFY _____ NAME _____ ADDRESS _____ PHONE NO. _____

"I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

I AUTHORIZE INVESTIGATION OF ALL STATEMENTS CONTAINED HEREIN AND THE REFERENCES LISTED ABOVE TO GIVE YOU ANY AND ALL INFORMATION CONCERNING MY PREVIOUS EMPLOYMENT AND ANY PERTINENT INFORMATION THEY MAY HAVE, PERSONAL OR OTHERWISE, AND RELEASE ALL PARTIES FROM ALL LIABILITY FOR ANY DAMAGE THAT MAY RESULT FROM FURNISHING SAME TO YOU.

I UNDERSTAND AND AGREE THAT, IF HIRED, MY EMPLOYMENT IS FOR NO DEFINITE PERIOD AND MAY, REGARDLESS OF THE DATE OF PAYMENT OF MY WAGES AND SALARY, BE TERMINATED AT ANY TIME WITHOUT ANY PRIOR NOTICE."

DATE _____ SIGNATURE _____

DO NOT WRITE BELOW THIS LINE

INTERVIEWED BY _____ DATE _____

HIRED YES NO POSITION _____ DEPT. _____

SALARY/WAGE _____ DATE REPORTING TO WORK _____

APPROVED: 1. _____ 2. _____ 3. _____

EMPLOYMENT MANAGER
DEPT. HEAD
GENERAL MANAGER

Computer-Based Applications

Many employers use computer-based applications instead of paper applications because they are a more efficient way to gather information about you. Computer-based applications are filled out on a computer at the employer's office or on the Internet. These applications ask for the same information that paper applications do, so most of the guidelines for filling them out are the same. Keep the following rules in mind when you fill out computer-based applications:

- ✓ Make sure your spelling, grammar, and capitalization are correct.
- ✓ Have your *Data Minder* with you at the computer so that you'll have all the information you need.
- ✓ If you are completing the electronic application at the potential employer's location, ask the staff there how to use the system if you are unsure.
- ✓ Take your time. Read the directions carefully, fill in all of the required information, and double-check your work.

Personal Information - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Personal Information

The following information will allow us to contact you regarding possible job opportunities. If you are offered a position, you will be required to provide documentation verifying your responses to some of these questions.

* First Name:

Middle Name:

* Last Name:

Home Phone Number: - -

Work Phone Number: - -

Mobile Phone Number: - -

Alternate Phone Number: - -

* Address:

Apt.:

* City:

* State:

* Zip Code:

* County:

* Country:

* Email Address:

Internet

JS-45

Independent Living Skills Module II

WHAT TO EXPECT



ACTIVITY

Here are some questions that you just might be asked at an interview. Try answering them in the spaces provided. You might also want to practice having your foster parent, program staff, social worker, or friend act like the interviewer. Answer as you would if you were actually being interviewed.

1. What can I do for you? _____
 2. How did you learn about this job? _____
 3. Why are you interested in working for this company? _____

 4. Why do you feel qualified for this job? _____
 5. Have you ever done this kind of work before? _____
- ◆
6. Why do want this job? _____
 7. What do you think you would like about this job? _____
 8. Have you had any special education for this job? _____
 9. Tell me about your education. _____
 10. What subjects do you like best? _____
- ◆
11. What subjects do you like least? _____
 12. Tell me about your other jobs. _____
 13. Which job did you like the best? Why? _____
 14. Which duties did you like best? Why? _____
 15. What duties did you like least? Why? _____

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Independent Living Skills Module II

16. Which of your job supervisors did you like the best? Why? _____

17. Which of your job supervisors did you like least? Why? _____

18. Why have you changed jobs so many times? (Skip this question if it doesn't apply.)

19. How do you get along with your co-workers? _____

20. Can you work flexible hours? _____



21. What skills do you have that will help you do this job? _____

22. Why did you leave your last job? _____

23. Have you ever been fired or asked to resign? Why? _____

24. What are your career goals? _____

25. Is there anything else I should know about you? _____



26. Is there anything you would like to change on your job application form? _____

27. What salary do you have in mind? _____

28. What is the lowest salary you would accept? _____

29. Are you still interested in working for us?

30. When can you start? _____

31. Do you have any questions for me? _____



Be enthusiastic!

You can ask the interviewer if you may call to find out about the hiring decision or you can ask when you will be notified about the decision. At the end of the interview, thank the interviewer for his time and shake hands.

Chapter 11

Improve Your Interview Skills

Few people get a job without an interview. The interview is a crucial part of the job search process. It gives employers the chance to get to know you and you the chance to get to know them.

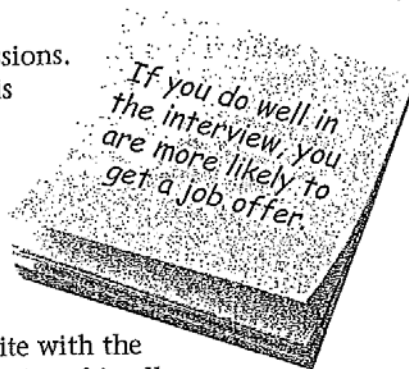
The Interview and Employer's Expectations

Employers use an interview to evaluate you. Will you be able to do the job? Will you be a good employee? If employers don't believe you are qualified and willing to work hard, you won't get a job offer. But if you do well in the interview, you are much more likely to get a job offer—or a referral. That's why you need to know what to do and say in a job interview. You looked at employer expectations in Chapter 2. Because they are so important, let's review them again here.

Expectation 1: Appearance (Or, Do You Look Like the Right Person?)

Remember that employers will react to first impressions. The way you come across in the first few minutes is very important.

- ✓ **Personal appearance:** If you do not look like the right person or if your appearance is "wrong," an employer will be turned off immediately.
- ✓ **Manner:** Arrive early and be relaxed. Be polite with the receptionist or other staff. Greet the employer in a friendly way, and shake hands if offered. During the interview, be aware of how you look to the interviewer. For example, leaning forward a bit in your chair helps you look interested and alert. Smiling and looking at the interviewer as he speaks helps you seem more confident.



- ✓ **Paperwork:** Your application, JIST Card, resume, and portfolio create an impression. Are they neat, error free, accurate, and filled out completely?
- ✓ **Communications:** Speak in a distinct, clear voice. Use proper grammar. Emphasize the things you can do well and a willingness to try hard. Be honest and open with your answers.

Expectation 2: Attendance, Punctuality, and Reliability (Or, Can You Be Counted On?)

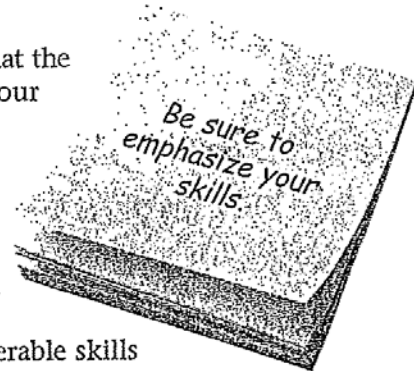
Remember that all employers want someone they can depend on. Keep these points in mind:

- ✓ **Daily attendance and punctuality:** Be early for the interview. Mention your good attendance record at school or other jobs.
- ✓ **Dependability:** Employers want to hire people they can trust to do the job. Many questions that employers ask during interviews will give you a chance to show that you are reliable. Give some examples demonstrating your reliability.

Expectation 3: Skills, Experience, and Training (Or, Can You Do the Job?)

Emphasize what you can do. Think in advance what the job requires, and emphasize points that support your doing it well.

- ✓ **Skills:** Employers will want to know your skills. Review your skills lists from Chapter 3 to remind yourself what you can do. Because you will probably compete with job seekers who have more work experience, emphasize your self-management and transferable skills in your interview responses.



Other points to discuss include the following:

- ✓ Experience
- ✓ Life experience
- ✓ Education and training
- ✓ Achievements
- ✓ Interests and hobbies

Remember: Employers Are Evaluating You

In one way or another, interviewers must find out about all the preceding issues. At every point in the interview process, they are evaluating you—even when you might least expect it.

The following section breaks down the interview into six phases. As you learn to handle each one, you will be better able to meet an employer's expectations. Then you will be much more likely to get a job offer.

Six Phases of an Interview

No two interviews are alike, but there are similarities. If you look closely at the interview process, you can see separate phases. Looking at each phase will help you learn how to handle interviews well. The phases are as follows:

1. Before the interview
2. Opening moves
3. The interview itself
4. Closing the interview
5. Following up
6. Making a final decision

Every step of the interview is important. The following sections show you why and give you tips for handling each phase.

Phase 1: Before the Interview

An interviewer can make judgments about you in many ways before you meet. For example, you may have spoken to the interviewer or the interviewer's assistant on the phone. You may have sent the interviewer a resume or other correspondence via e-mail or postal mail. Or someone may have told the interviewer about you.

TIP

Be careful in all your early contacts with an employer. Do everything possible to create a good impression.

Before you meet an interviewer, here are some things to consider.

Dress and Grooming

The way you dress and groom for an interview varies from job to job. You will have to make your own decisions about what is right for each interview situation. Because there are so many differences, there are no firm rules on how to dress. But you should avoid certain things. Here are some important tips:

- ✓ Don't wear jeans, tank tops, shorts, or other casual clothes.
- ✓ Be conservative. An interview is not a good time to be trendy.
- ✓ Check your shoes. Little things count, so pay attention to everything you wear.
- ✓ Be conservative with cologne, aftershave, makeup, and jewelry.
- ✓ Careful grooming is a must. Get those hands and nails extra clean and manicured. Eliminate stray facial hairs.
- ✓ Spend some money if necessary. Get one well-fitting interview outfit.

Research on the Company

Know as much as you can about the organization before you go to an important interview. Find out about the following:

- ✓ **The organization**
 - * Major products or services
 - * Number of employees
 - * Reputation
 - * Values
- ✓ **The position**
 - * Existing openings, if any
 - * Salary range and benefits
 - * Duties and responsibilities

Punctuality

Get to the interview a few minutes early. Make sure you know how to get there, and allow plenty of time. Call for directions if necessary.

Final Grooming

Before you go in for the interview, stop in a rest room. Look at yourself in a mirror and make any final adjustments.

Waiting Room Behavior

Assume that interviewers will hear about everything you do in the waiting room. They will ask the receptionist how you conducted yourself—and how you treated the receptionist.

Courtesy Toward the Receptionist

The receptionist's opinion of you matters. Go out of your way to be polite and friendly. If you spoke to the receptionist on the phone, mention that and express appreciation for any help you were offered.

Delay Because of the Interviewer

If the interviewer is late, you are lucky. The interviewer will probably feel bad about keeping you waiting and may give you better-than-average treatment to make up for it.

If you have to wait more than 20 minutes or so, ask to reschedule your appointment. You don't want to act as if you have nothing to do. And, again, the interviewer may make it up to you later.

Phase 2: Opening Moves

The first few minutes of an interview are critical. If you make a bad impression, you probably won't be able to change it. Interviewers react to many things you say and do during the first few minutes of an interview. Here are some points they mention most often.

Initial Greeting

Be ready for a friendly greeting. Show that you are happy to be there. Although this is a business meeting, your social skills will be considered. If the interviewer offers to shake hands, give him a firm, but not crushing handshake.

Posture

The way you stand and sit can make a difference. You look more interested if you lean forward in your chair when talking or listening. If you lean back, you may look *too* relaxed.

Young Person's Guide to Getting and Keeping a Good Job

Voice

You may be nervous, but try to sound enthusiastic. Your voice should be neither too soft nor too loud.

TIP

Practice sounding confident. It will help you feel confident.

Eye Contact

People who don't look in the speaker's eyes are considered shy, insecure, and even dishonest. Although you should never stare, you seem more confident when you look in the interviewer's eyes while you listen or speak.

Distracting Habits

You may have nervous habits you don't even notice. But pay attention! Most interviewers find such habits annoying. For example, do you play with your hair or say something like "you know" over and over? (You know what I mean?)

The best way to see yourself as others do is to have someone videotape you while you role-play an interview. If that is not possible, become aware of how others see you and try to change negative behavior.

TIP

Your friends and relatives can point out annoying habits you have that could bother an interviewer.

Establishing the Relationship

Almost all interviews begin with informal small talk. Favorite subjects are the weather and whether you had trouble getting there. This chatting seems to have nothing to do with the interview. But it does. These first few minutes allow an interviewer to relax you and find out how you relate to each other.

You can do many things during the first few minutes of an interview. The following are some suggestions from experienced interviewers:

- ✓ **Allow things to happen:** Relax. Don't feel you have to start a serious interview right away.
- ✓ **Smile:** Look happy to be there and to meet the interviewer.
- ✓ **Use the interviewer's name:** Be formal. Use "Mr. Stewart" or "Ms. Evans" unless you are asked to use another name. Use the interviewer's name as often as you can in your conversation.

Phase 3: The Interview Itself

This is the most complex part of the interview. It can last from 15 to 45 minutes or more while the interviewer tries to find your strengths and weaknesses.

Interviewers may ask you almost anything. They are looking for any problems you may have. They also want to be convinced that you have the skills, experience, and personality to do a good job. If you have made a good impression so far, you can use this phase to talk about your qualifications.

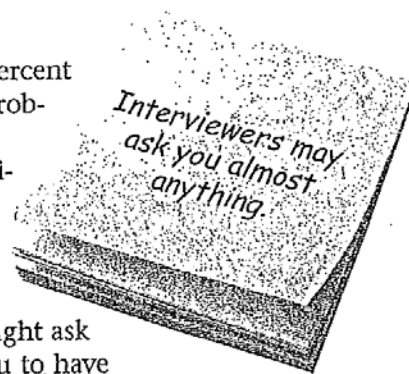
TIP

You will learn how to create a career portfolio in Chapter 12. Take this portfolio with you to the interview and present it to the employer. Be sure to point out its most relevant and impressive elements. Leave copies of these items with the employer.

How to Answer Problem Questions

In one survey, employers said that more than 90 percent of the people they interviewed could not answer problem questions. More than 80 percent could not explain the skills they had for the job. This is a serious problem for most job seekers. It keeps many of them from getting a good job that will use their skills.

There are hundreds of questions an interviewer might ask you in an interview. It would be impossible for you to have answers prepared for all of them. A better approach is to learn a technique to answering most interview questions.



Three Steps to Answering Problem Questions

Answering problem questions is never easy, but you can do it with more confidence if you know the following three steps:

1. Understand what is really being asked.

Most employers are trying to find out about your self-management skills. While rarely this blunt, the employer's real questions are often the following:

- * Can I depend on you?
- * Are you easy to get along with?
- * Are you a good worker?

The question may also be the following:

* Do you have the experience and training to do the job if I hire you?

2. Answer the question briefly.

* Acknowledge the facts, but...

* Present them as an advantage, not a disadvantage.

3. Answer the real concern by presenting your related skills.

* Base your answer on your key skills from your lists in Chapter 3.

* Give examples to support your skills statements.

*"No bird soars too high, if he soars
with his own wings."*

William Blake



JS-55

ACTIVITY

Answer Problem Questions

This activity will help you form answers to the most common problem interview questions. Here are a few pointers:

- ✓ Write out complete and honest answers for each question.
- ✓ Suggestions are included to help you prepare answers that will stand out and impress employers. Don't forget to give lots of examples.
- ✓ A good answer should take between 30 seconds and two minutes.
- ✓ Sell yourself!

PROBLEM QUESTIONS WORKSHEET

1. Can you tell me a little about yourself?

Suggestions

Talk about your education: when you're graduating, what you're majoring in, and what your achievements are.

Talk about your experience in both related and unrelated jobs.

Talk about your good-worker traits.

(continued)

(continued)

2. Why are you applying for this type of job, and why here? _____

Suggestions

You discovered through training that you enjoy and are good at this type of work.

You noticed the company's ad; got a referral from someone; know the company has an excellent reputation; and so on.

3. What training or experience qualifies you for this position? _____

Suggestions

Refer to Chapter 4 and your *Data Minder* pages 4-15 and 21.

4. What are the greatest strengths you would bring to this job? _____

Suggestions

Refer to Chapter 3 and *Data Minder* pages 7 and 21 for your job-related, self-management, and transferable skills.

Talk about your best skills, and use examples to prove them.

5. What do you consider your greatest weakness? _____

Suggestions

Never say that you don't have weaknesses or that you cannot think of any.

Never talk about a weakness that will prevent you from being hired.

Mention a job skill you have not learned yet or have trouble doing well.

Say something positive after you mention a weakness, such as "But I'm anxious to learn" or "But I can do such-and-such well."

Say that you tend to ask lots of questions when starting a job, but it's because you want to do your work correctly.

6. How much do you expect to be paid? _____

Suggestions

Research pay rates by talking with people in the profession.

Give a range, such as between \$6 and \$8 per hour.

Ask if new employees have a trial period, how long it lasts, and what happens when it ends. Possibilities include the job becoming full time, salary increasing, or benefits being added.

(continued)

(continued)

7. Can you tell me about a problem you had on your previous job and how you handled it? _____

Suggestions

This checks your ability to act maturely and professionally. Choose an example that shows you handled a situation well.

8. How can you help us make more money or do better as an organization? _____

Suggestions

Say that you can help by being a highly dependable employee. Give your definition of dependability: being on time and at work every day; being early and willing to stay late; and getting your work done well and on time.

9. What would you consider your ideal job? _____

Suggestions

Be realistic. Make sure your answer reflects stability. Employers are looking for people who will stay for at least two years to be worth their training time and effort.

10. Can you tell me why you consider yourself a responsible person? _____

Suggestions

Refer to Chapter 2 on employer expectations. Give several examples that show you are a reliable person.

11. What are your interests and preferred activities? _____

Suggestions

Refer to your *Data Minder* pages 5, 14-15.

12. Why should I offer you the job? _____

Suggestions

State that you feel you are well qualified.

State that you have the necessary qualifications, such as the following:

Training: I have two years of intensive vocational training in an automotive repair program with more than 1,500 hours of hands-on experience.

Education: I have a vocational certificate and high school diploma.

Experience: Talk about your jobs, how long you held them, and what you learned.

Skills: Mention eight or more skills that you do well, that would be necessary for the job, and that would impress the employer.

50 More Problem Questions

The following questions came from a survey of 92 companies that conduct student interviews. Look for questions you would have trouble answering. Then practice answering them using the three-step process.

1. In what school activities have you participated? Why? Which do you enjoy the most?
2. How do you spend your spare time? What are your hobbies?
3. Why do you think you might like to work for our company?
4. What jobs have you held? How did you obtain them, and why did you leave?
5. What courses did you like best? Least? Why?
6. Why did you choose your particular field of work?
7. What percentage of your school expense did you earn? How?
8. What do you know about our company?
9. Do you feel that you have received good general training?
10. What qualifications do you have that make you feel that you will be successful in your field?
11. What are your ideas on salary?
12. If you were starting school all over again, what courses would you take?
13. Can you forget your education and start from scratch?
14. How much money do you hope to earn at age 25? 30? 40?
15. Why did you decide to go to the school you attended?
16. What was your rank in your graduating class in high school? Other schools?
17. Do you think that your extracurricular activities were worth the time you devoted to them? Why?
18. What personal characteristics are necessary for success in your chosen field?
19. Why do you think you would like this particular type of job?
20. Are you looking for a permanent or a temporary job?

21. Are you primarily interested in making money, or do you feel that service to your fellow human beings is a satisfactory accomplishment?
22. Do you prefer working with others or by yourself?
23. Can you take instructions without feeling upset?
24. Tell me a story!
25. What have you learned from some of the jobs you have held?
26. Can you get recommendations from previous employers?
27. What interests you about our product or service?
28. What was your record in the military service?
29. What do you know about opportunities in the field in which you are trained?
30. How long do you expect to work for us?
31. Have you ever had difficulty getting along with fellow students and faculty? Fellow workers?
32. Which of your school years was most difficult?
33. Do you like routine work?
34. Do you like work with the same days and hours, or are you willing to work flexible days and hours?
35. In what area do you need the most improvement?
36. Define cooperation.
37. Will you fight to get ahead?
38. Do you have an analytical mind?
39. Are you willing to go where the company sends you?
40. What job in our company would you choose if you were entirely free to do so?
41. Do you have plans for further education?
42. What jobs have you enjoyed the most? The least? Why?

(continued)

43. What are your own special abilities?
44. What job in our company do you want to work toward?
45. Would you prefer a large or a small company? Why?
46. How do you feel about overtime work?
47. What kind of work interests you?
48. Do you think that employers should consider grades?
49. What obstacles have you overcome?
50. What have you done that shows initiative and willingness to work?

Questions You Might Ask an Employer

Most interviewers will invite you to ask questions about the job or organization. The following are questions you can ask during the interview and questions to ask when offered the job.

During the interview:

- ✓ Is there a trial period for new employees? How long is it?
- ✓ Are there opportunities for additional training and schooling?
- ✓ What tools and equipment are used in this job?
- ✓ Is a uniform required?
- ✓ How is an employee promoted?
- ✓ Could you give me a tour?

"No one can make you feel inferior without your consent."

Eleanor Roosevelt

YOUR TURN

List Other Questions You Can Ask



List other questions you can ask to demonstrate your interest in doing well.

When offered the job:

Employers are interested in what you can do for them, not what you want from them. For this reason, it is often wise to avoid certain questions until you're offered the job. Examples include questions related to salary, vacations, and benefits.

Phase 4: Closing the Interview

You can close an interview as effectively as you began it. Most people are not offered the job at the close of the first interview. However, you can take certain steps to make a good impression.

Summarize at the Finish

Take a few minutes to summarize the key points of the interview. If any problems or weaknesses came up, state why they will not keep you from doing a good job. Point out strengths you have for the job and why you believe you can do it well.

Ask for the Job

If you are interested in the job, say so. If you want this job, ask for it. Many employers hire one person over another just because one person really wants it and says so.

The Call-Back Close

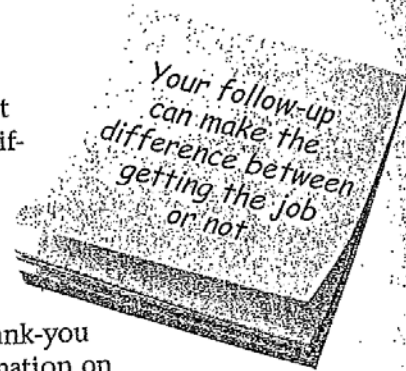
With the call-back close, you can end the interview to your advantage. It will take some practice, and you may not be comfortable with it at first. But it works. Here's how:

1. **Thank the interviewer by name:** While shaking hands, say "Thank you (Mr. or Ms. or Mrs. Jones) for your time today."
2. **Express interest in the job and organization:** Tell the interviewer that you are interested in the position or organization (or both). For example: "The position we discussed today is just what I have been looking for. I am also very impressed with your organization."
3. **Arrange a reason and a time to call back:** If the interviewer has been helpful, he or she won't mind your following up. It's important that you arrange a day and time to call. Never expect the employer to call you. Say something like this: "I'm sure I'll have more questions. When would be the best time for me to get back to you?"
4. **Say good-bye:** After you've set a time and date to call back, thank the interviewer by name and say goodbye: "Again, thank you, Mr. Pomeroy, for the time you gave me today. I will call you next Tuesday morning between 9 and 10 o'clock."

Phase 5: Following Up

You have left the interview and it's over. Right? Not really. You need to follow up! This can make the difference between getting the job or not. Here are some things you must do:

- ✓ **Send a thank-you note or e-mail:** As soon as possible after the interview—no later than 24 hours—send a mailed or e-mailed thank-you note. Enclose a JIST Card, too. See the information on thank-you notes at the end of this chapter.
- ✓ **Make notes:** Write yourself notes about the interview while it is still fresh in your mind. You will not remember details in a week or so.
- ✓ **Follow up as promised:** If you said you would call back next Tuesday at 9 a.m., do it. You will impress the interviewer with your organizational skills.



Phase 6: Making a Final Decision

The interview process is not over until you accept a job. This can sometimes be an easy decision. At other times, deciding can be difficult. Before you accept or turn down a job, consider the following points:

- ✓ Responsibilities and duties of the job.
- ✓ Hours you will have to work.
- ✓ Salary and benefits.
- ✓ Location and how you will get there. For example, can you take a bus, or will you need a car?
- ✓ Working conditions.
- ✓ Opportunity for advancement.

After you accept a job verbally, write an acceptance letter that confirms the starting date and time. Be sure to keep a copy of your letter.

Steps to Take the Evening Before Your Interview

1. Select and lay out what you plan to wear. Make sure everything is cleaned, pressed, and appropriate. Avoid flashy clothes, excessive jewelry, and strong perfume or cologne.
2. Gather and review the materials you plan to take with you. Include your career portfolio (discussed in Chapter 12), extra copies of your resume, list of references, letters of recommendation, and your *Data Minder*.
3. Make sure you know how to get there on time. Take written instructions or a map if you are not familiar with the interview's location.
4. Take a small notepad and two pens for jotting important notes from your interview.
5. Take extra money to cover unexpected expenses.
6. Get a good night's rest.

Tips for Interviewing

The person who gets a job offer is not necessarily the best qualified; but the one who makes the best impression.

- ✓ Be neat and clean from head to foot.
- ✓ Be knowledgeable about the company.
- ✓ Display a positive attitude.
- ✓ Smile and be enthusiastic.
- ✓ Listen attentively, and make direct eye contact.
- ✓ Watch your body language.
- ✓ Approach the question of salary by giving a range and by knowing the typical salary for the job.
- ✓ Don't talk too much, or you'll talk yourself out of a job.
- ✓ Arrive a few minutes early.
- ✓ Get the interviewer to like you.
- ✓ Keep looking even if you get an offer. Stop only after you have formally accepted a job.

Thank-You Notes

Sending a thank-you note is a simple act of appreciation, and most people don't take the time to do it. It is polite to send thank-you notes to employers who interview you and to anyone who helps you during your job search. If you e-mail a thank-you, consider also sending one in the mail.

Thank-you notes also have practical benefits. People who receive them will remember you. But employers say that they rarely get thank-you notes. Employers describe people who do send them with positive terms, such as thoughtful, well organized, and thorough.

A thank-you note won't get you a job you're not qualified for, but it will impress people. When a job opens up, employers will remember you. People in your job search network will also be more interested in helping you. If they know of an opening or meet someone who does, they will think of you.

Thank-You Note Examples

Carefully look at and read the following two examples of thank-you notes. Does one look more professional to you than the other? Is one more clearly written than the other?

2244 Riverwood Avenue
Philadelphia, PA 17963
April 16, 20XX

Ms. Helen A. Colcord
Henderson & Associates, Inc.
1801 Washington Blvd., Suite 1201
Philadelphia, PA 17993

Dear Ms. Colcord:

Thank you for sharing your time with me so generously today. I really appreciated seeing your state-of-the-art computer equipment.

Your advice has already proved helpful. I have an appointment to meet with Mr. Robert Hopper on Friday. As you anticipated, he does intend to add more computer operators in the next few months.

In case you think of someone else who might need a person like me, I'm enclosing another JIST Card. I will let you know how the interview with Mr. Hopper goes.

Sincerely,

William Henderson

William Henderson

Sept. 30, 20XX

Dear Mr. Hernandez,

Thank you for the interview today. I'm impressed by the high standards your department maintains - the more I heard and saw, the more interested I became in working for your firm.

As we agreed, I will call you next Monday, Oct. 5. In the meantime, please call if you have additional questions.

Sincerely,
Kay Howell

Tips for Preparing Thank-You Notes

Here are some tips for preparing thank-you notes:

- ✓ **Paper and envelope:** Use good-quality notepaper with matching envelopes. Most stationery stores, card shops, and office-supply stores have these supplies. Avoid cute designs. Notepaper with a simple "Thank You" on the front will do. Off-white and buff colors are good.
- ✓ **Typed versus handwritten:** You do not always have to send a formal, typed thank-you letter. Handwritten notes are fine unless your handwriting is illegible or sloppy. A neat, written note can be very effective.
- ✓ **Salutation:** Unless you are thanking a friend or relative, don't use first names. Write "Dear Ms. Krenshaw" rather than "Dear Lisa." Include the date.
- ✓ **The note:** Keep it short and friendly. This is not the place to write, "The reason you should hire me is...." Remember that the note is a thank you for what the person did. It is not a hard-sell pitch for what you want. As appropriate, be specific about when you will next be in contact. If you plan to meet with the person soon, send a note saying you look forward to meeting again and name the date and time.
- ✓ **Your signature:** Use your first and last names. Avoid initials, and make your signature legible.
- ✓ **When to send it:** Send your note no later than 24 hours after your interview or conversation. Ideally, you should write it immediately after the contact while the details are fresh in your mind. Always send a note after an interview, even if things did not go well.
- ✓ **Enclosure:** Depending on the situation, a JIST Card is often the ideal enclosure. It's a soft sell that provides your phone number if the person wants to reach you. Make sure your note cards are large enough to hold your JIST Card.

YOUR TURN

Write a Thank-You Note

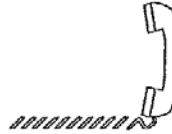
Writing a thank-you note takes just a few minutes. Write a thank-you note that you can use as a template for notes you will write after phone conversations or interviews with employers.



Job Seeking Skills JS-70

Independent Living Skills Module II

ANSWERING A WANT-AD BY TELEPHONE



Sometimes employers will ask that people answer their ads by telephone. When you make business calls like this, remember to:

1. Ask to speak with the person named in the ad.
2. Tell him or her what you are calling about.
3. Answer his or her questions about your background and experience.
4. Find out what you need to know about the job. For example: "Where is the business located?" "What are the hours?" "What work will you be doing?" "What is the pay?"
5. Be sure you get the name of the person you are supposed to see for the interview, the address, and the time. Write it down so you won't forget. Have a paper and pen ready before you call.

Here is an example of a newspaper want-ad and a telephone call from a person interested in the job.

Help Wanted	The Globe
	Part-time work in department store. Sales, some stock work.
	After school and Saturdays.
	Call Mr. Harris, (617) 211-

Voice: Turner's Department Store. How may I help you?

Ann: I'd like to speak to Mr. Harris, please.

Mr. Harris: This is Mr. Harris speaking.

Ann: Mr. Harris, this is Ann Rynn. I'm calling about the part-time job you advertised in the Globe.

Mr. Harris: Oh, yes. Are you attending school?

Ann: Yes, I am. I'm a senior at Tompkins High.

Independent Living Skills Module II



Mr. Harris: Any working experience?

Ann: Just baby-sitting. But I need a job and I am willing to work hard. _____

Mr. Harris: Well, the hours of this job are from 5:00 P.M. to 7:00 P.M. on weekdays, and 10:00 A.M. to 4:00 P.M. on Saturdays. Can you work those hours? I need someone who will be reliable and come in every day.

Ann: Those hours would be all right, Mr. Harris. What would I be doing on this job? _____

Mr. Harris: Selling jewelry and cosmetics, working the cash register, and also restocking shelves when you have time. No heavy work.

Ann: Fine. And what is the salary, please? _____

Mr. Harris: \$5.25 an hour. Are you interested?

Ann: I certainly am. May I come down and see you about it? Where is your store located? _____

Mr. Harris: At the corner of Fifth and Elm. Can you come down about five o'clock?

Ann: (writing down name, address, and time) Turner's Department Store, Fifth and Elm, five o'clock. Thank you, Mr. Harris. I'll be there on time! _____

In the conversation above, Ann followed the rules for answering a want ad by telephone. On the lines to the right of her conversation, write in the number of the rule that she followed.

Chapter 7

Make Direct Contacts with Employers

Remember that most jobs are never advertised. They are found in the hidden job market. As explained in Chapter 6, making cold contacts with employers is an effective way to find these hidden jobs. You can make these cold contacts with employers by doing the following:

- ✓ E-mailing or calling them on the phone
- ✓ Visiting them in person

This chapter covers ways to make direct contact with an employer and then follow up to get an interview. These methods are considered cold contacts because you do not know the employers you will contact.

“When you are content to be simply yourself and don't compare or compete, everybody will respect you.”

Lao-Tzu



Contact Employers by Telephone

Using the telephone in your job search offers many advantages:

- ✓ **Saves time and money:** Most people can call 10 to 20 employers in one hour. You might spend a whole day contacting the same number of employers in person. You also save transportation money and related costs.
- ✓ **Creates new opportunities:** By calling potential employers directly, you can often uncover job openings long before they will be advertised. An employer may even create a job for you because you sound like the right person with the right skills.
- ✓ **Makes a positive impression:** Good telephone skills can create a positive impression. This will give you the edge over those who simply fill out an application or send in a resume. You also appear more assertive.
- ✓ **Gets directly to the hiring authority:** Using the phone makes it much easier to get directly to the person who is most likely to supervise someone with your skills. It is much more effective than filling out applications or sending in resumes.
- ✓ **Gets results:** People who use the telephone well can get many more interviews than people using traditional methods. Many will also get job offers sooner.

You Can Do It!

Many people find it hard to make phone calls to employers they don't know. They are afraid of being rejected. But preparation can make it much easier. The two most important things to do are the following:

- ✓ Know what you are going to say in advance.
- ✓ Practice your telephone presentation by yourself and with others until you feel prepared to make calls to employers.

A Sample Telephone Script

Your JIST Card, with just a few changes, can form the basis for an effective telephone script. Here is an example, based on a JIST Card presented in Chapter 5:

May I speak to the person in charge of your business office?

Hello, my name is Maria Smith, and I'm interested in office support work. I'll be graduating from high school in June and have been focusing on academic and business courses, including accounting, keyboarding, computer literacy, and exploratory business. From these courses, I have hands-on experience in producing various office documents and doing basic accounting tasks, including spreadsheets.

I can keep accurate records, and I am familiar with various software products, including Microsoft Office, PageMaker, and Web browsers. I think you will find me to be organized, dependable, and professional.

When may I come in for an interview?

How Does It Sound to You?

If you were an employer, how would you feel about someone saying the sample script to you on the phone? Would you give this person an interview?

When asked this same question, most employers say they would interview this person. They were interested enough in what the person said to consider him or her for an opening—if they did not have one right away! From beginning to end, this phone script takes less than 30 seconds to say out loud. Yet many employers have granted interviews on just this much information.



The Six Parts of a Telephone Script

A telephone script has six basic parts, as listed here:

Part of Phone Script	What It Is
1. The target	The person who would supervise you
2. The name	Who you are

(continued)

Job Seeking Skills JS-75

Young Person's Guide to Getting and Keeping a Good Job _____

(continued)

Part of Phone Script	What It Is
3. The job	What you want to do
4. The hook	What you have to offer
5. The goal	To get an interview or a referral
6. The closing	Saying thank you and goodbye

Here are more details on each part of a phone script:

- 1. The target:** Do not ask for the personnel department. Instead, ask for the department where you would like to work. *May I please speak to the person in charge of the _____ department?*
- 2. The name:** Give the employer your first and last name here, just like you would if you were introducing yourself in person. *Hello, my name is _____.*
- 3. The job:** Give the job title or type of job you want here. *I am interested in a position as a _____.*
- 4. The hook:** Include details from the Skills section of your JIST Card here.

Example: *I'll be graduating in June from a two-year vocational program in _____, which included hands-on training. I've also taken _____ (one semester, one year, two years, and so on) of high school _____.*

I have _____ (months/years) of _____ (various, other, or related) job experience. Some of my skills include _____

(State three to five of your most impressive job-related or lab skills—tasks you already know how to do well.)

5. **The goal:** *When may I come in for an interview?*

- ✓ If you get an interview: Great. *I'm really interested in talking with you about this position. When would be a good time?* If you don't get an interview for a job that is open now, ask for an interview to discuss future openings and to learn more about the company.
- ✓ If you don't get an interview, ask all of the following: (a) *May I call you back about possible openings in the near future?* (b) *May I send you a resume?* and (c) *Do you know of anyone else I might contact?*

6. **The closing:** *Thank you very much for your time. I'll see you on _____ (date and time) for my interview.*

"What lies behind us and what lies before us are tiny matters compared to what lies within us."

Ralph Waldo Emerson




ACTIVITY

Prepare Your Telephone Script

Each part of the phone script is covered in the following worksheet. Use the information from your JIST Card to fill out each section. Because people speak differently than they write, change the content of your JIST Card so that it sounds natural when spoken.

Before you complete the worksheet, use separate sheets of paper to create a rough draft of each worksheet section. Edit your material until it sounds good enough to write on the worksheet. You will write your complete, final telephone script at the end of this chapter.

TELEPHONE CONTACT WORKSHEET

- 
1. **The target:** *May I please speak to the person in charge of the _____ department?*
 2. **The name:** *Hello, my name is _____*
 3. **The job:** *I am interested in a position as a _____*
 4. **The hook:** *Include details from the skills section of your JIST Card here.*

 5. **The goal:** *When may I come in for an interview? If you are unable to get an interview, ask if you can call back and send a resume. Ask if the employer knows of any other organizations that would need someone with your skills.*
 6. **The closing:** *Thank you very much for your time. I'll see you on _____ (date and time) for my interview.*

YOUR TURN

Make Your Phone Script Your Own

Keep rewriting your telephone script until it sounds right. The first five parts of the final version should take you between 25 and 30 seconds to read aloud in a conversational style. Rehearse it several times. Practice speaking distinctly, clearly, and with expression so that it sounds like normal conversation and not a written speech.

Reminders for Contacting Employers by Phone

- ✓ Get through to the hiring authority, the one person most likely to supervise you.
- ✓ Present your entire script. Do this clearly and without interruption.
- ✓ Get an interview. Be prepared to ask for an interview...
 - * For the position you want. If no, then...
 - * To discuss future openings. If no, then...
 - * For information about the organization.
- ✓ If you do not get an interview:
 - * Set up a date and time to call back.
 - * Ask if you can send a resume.
 - * Get a referral.

Overcome Typical Problems When Calling Employers

You now have a draft script to use in your phone calls. When you make your phone calls, you need to be prepared to handle several common problems. Here are some examples:

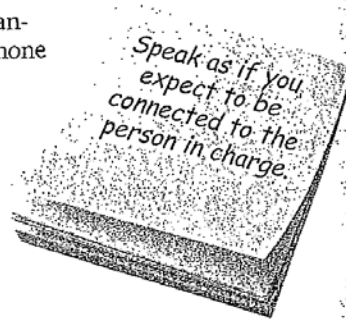
- ✓ How do you get past the operator, receptionist, or assistant who is trained to screen calls such as the one you are making?
- ✓ How do you get around voicemail to reach the person in charge?

- ✓ How do you respond to "Sorry, there are no openings"?
- ✓ How do you avoid an interview over the phone?

These are just a few of the situations that you may encounter as you make your telephone contacts. To overcome them, you need to have clear objectives and know a few helpful techniques.

Notice how the following common situations are handled. Do the tips help you meet the goals of a telephone contact?

Situation 1: You ask to speak to the manager, supervisor, or director in charge of the job you are seeking. You do not want to get referred to the personnel department, told there are no openings, or get screened out by the receptionist. The receptionist wants to know why you are calling.



Prepare a response using the following tips:

- ✓ Sound businesslike and friendly. Speak as if you expect to talk to the right person. Begin by asking for the name of the person in charge of the area where you want to work. Then ask to be connected. In most cases, this will get you through.
- ✓ If you have been referred to the person you are calling, say that someone—a friend of the person you are calling—suggested that you call.

TIP Try to get the name of the person in charge before you call. As mentioned in Chapter 6, many companies have Web sites that list contact names and phone numbers. Also, America's Career InfoNet at www.acinet.org gives key contact names and phone numbers for employers in every state.

- ✓ If you feel that you are being screened out, say that you want to send some material to the person, and you need the correct spelling of the name, title, and address. (This is true, because you will be sending a resume and JIST Card later.) Then call back tomorrow and ask for the person by name. Or call during lunch, when a replacement receptionist is likely to be on the phone.

TIP

If you get a voicemail message instead of an operator or receptionist, you can usually reach someone by pressing 0 or holding on the line. When a person answers, follow the previous points. If you get the voicemail of the person in charge, try calling back later.

Situation 2: The supervisor tells you there are no openings at the present time.

Prepare a response using the following tips:

- ✓ Don't give up! Show that you are still interested, and again ask for an interview. An employer will often consider a second request.
- ✓ Say that although no openings exist at present, you are still interested and would like to come in anyway to discuss future openings and to talk about the company.
- ✓ If you can't get an interview, ask if it is okay to send a resume and stay in touch. If so, ask if you can call back in about two weeks. Also ask for the names of other organizations that might need someone with your skills.

Situation 3: Because of your good presentation, the employer shows an interest in you and begins to ask you questions over the phone.

Prepare a response using the following tips:

- ✓ Ask if you can schedule an interview to cover in person any questions the employer might have. If that doesn't work, then...
- ✓ Tell the employer more about your special skills, experience, and training that qualify you for the job. Also do the following:
 - * Explain why you would be a good employee for this company.
 - * Ask questions about the company's service or products. Do not ask about pay or benefits.
 - * Close with a request for an interview.

TIP

Remember: Your main goal is to get an interview.

Contact Employers Using E-mail

Many employers prefer to be contacted via e-mail first. The reason is that e-mails don't interrupt their work day at inconvenient times. Following are tips for using e-mail to contact employers. Additional tips are included in the resume and other chapters later in this book.

- ✓ **Send e-mail to a specific person:** Get the name and e-mail address of the person most likely to hire or supervise you. You can often get this from the organization's Web site, sending an e-mail to the Web master asking for the contact information, or calling up and asking for it.
- ✓ **Try to be referred by someone else:** It is always best if you have been referred by someone the employer knows. Whenever this is the case, mention this in your e-mail subject line or early in your phone call or correspondence.
- ✓ **Keep your initial contact short and friendly:** Your initial objective is to get the employer to read and respond to your e-mail. Have a clear subject line so the employer knows it is not junk mail. Then include a few sentences telling the employer why you are contacting him or her and asking him or her to help you in your search for a job.
- ✓ **Ask for a response:** Depending on the situation, you can ask to come in to talk to the employer and ask for a time that would work for him or her. Alternatively, you could ask the employer to send you names of others to contact or to forward your e-mail to others.
- ✓ **Think carefully about using an attachment:** Many employers don't like e-mail attachments from people they don't know, because an attachment can contain a virus. Consider putting the text from your JIST Card at the end of the e-mail itself, or insert it as a graphics image. You can include a copy of your resume as an attachment in a later e-mail.
- ✓ **Check for good grammar and spelling before you send it:** Although e-mail is less formal than a letter, remember that your e-mail will make an impression. Make sure it is a good one!
- ✓ **Follow up:** After you get a response, follow up with additional information. Attach a copy of your resume, ask for a time to come in and talk with the employer, or ask this person to give you leads to other people who might be able to help you in your job search.

You can adopt many of the phone and other techniques you learn in this book for use with e-mail. More e-mail techniques are covered in other chapters. Be creative, and use e-mail along with other techniques to help you network and get interviews.

Contact Employers in Person

You can use your telephone script when making a personal visit to a place of business. Make sure you know your script well and have rehearsed it.

Stopping by a place of business or an organization without an appointment is okay. Some employers will be willing to see you on a short notice. Remember to dress professionally, as you would for an interview.

Goals for Contacting Employers in Person

- ✓ Ask to speak to the one person most likely to supervise you. This person also most likely would have the authority to hire you.
- ✓ Present your entire telephone script. Do this clearly and without interruption.
- ✓ Get an interview! Remember that your goal is to get an interview, so make sure you ask for one.

Ask for an interview...

- ✓ For the position you want. If no, then...
- ✓ To discuss future openings. If no, then...
- ✓ For information about the organization.

Chapter 11 explains what to do when you get a job interview. If the employer instead agrees either to discuss future openings or the organization (otherwise known as an *informational interview*), try to find out as much as you can about what the employer is looking for in an employee. Demonstrate your knowledge of the organization and the industry by asking questions about recent changes and future plans. You may be able to convince the employer at this point that you have the skills that the company needs. If not, ask for advice about how to be successful in this field. Listen closely and ask relevant questions. Taking notes will help you remember the most useful information. Before you leave, make sure you ask for a referral. Finally, don't forget to follow up with a note thanking the employer for meeting with you.

If You Do Not Get an Interview

For employers who can't see you, the visit can still be worthwhile if you do the following:

- ✓ Ask to make an appointment for another day and time.
- ✓ Leave your JIST Card and resume with the receptionist or supervisor's assistant. Ask that these documents be passed on to the supervisor.
- ✓ Ask for referrals to other companies that may be able to use your skills.

YOUR TURN

Create Your Final Script

Write out a final script based on your JIST Card. Write it just as you will say it on the phone and in person.

Practice your script and replies by yourself and with others until you feel comfortable and can say your script smoothly.

“Go confidently in the direction of your dreams. Live the life you have imagined.”

Henry David Thoreau

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Independent Living Skills Module II



ACTIVITY

Consider the following examples:

1. BEN

Ben has been looking for a job for the past three weeks. He hasn't had any luck. As he walks home from a basketball game, he sees a Help Wanted sign in the window of Giovanni's Restaurant. Ben is about to go in and get an application, when he suddenly realizes he is wearing shorts and a dirty T-shirt. He is afraid that if he does not go in and ask for an application now, the job might not be available by the next time he can come back.

What would you do?

2. AARON

Aaron got an interview at the grocery store after answering a want ad in the local newspaper. Before the interview, Aaron had to go to the dentist. The dentist's office was pretty crowded and Aaron had to wait for a while. As he finally sits down in the dentist's chair, he realizes that he will be late for his interview.

What would you do?

3. APRIL

April's guidance counselor helped her to get an interview at a bakery. When April arrived, she suddenly felt very nervous. When the store manager asked her questions, she felt as if she had a knot in her stomach and could barely speak.

What would you do in a situation like April's?

4. MICHAEL AND PETER

Michael stops by Peter's house to ask him to come along to the movies. Peter tells him that he can't go because he is just about to head off for a job interview at a gas station. Michael is surprised and asks Peter if he is going to change his dirty jeans and over-sized T-shirt before the interview. Peter replies that he isn't about to change. He tells Michael that people should

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Independent Living Skills Module II

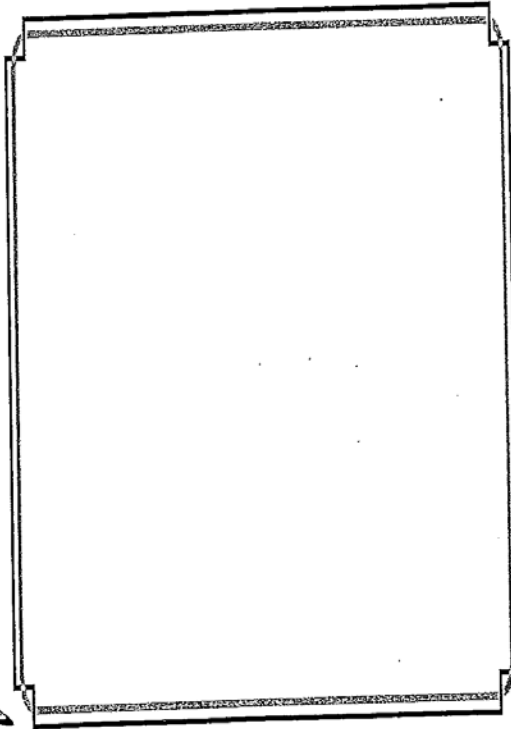
appreciate him no matter what he wears, and says that the work he would be doing would get him dirty anyway. Michael tells him that a good first impression with an employer is important and even though work at a gas station might be dirty, he should still wear clean and appropriate clothing to the interview.

Who do you think is right? Why?



ACTIVITY

Take an inventory of your clothes. What would you wear for a job interview?



Chapter 9

Write an Effective Resume

You have learned that sending out resumes at random is not an effective job-seeking technique. Many employers, however, will ask you for a resume because resumes are a useful tool to help them screen people.

A well-done resume will tell an employer who you are and how to contact you. It will give a brief review of your background, work, education, life experience, skills, and abilities in a more detailed manner than the information found on your JIST Card.

The Chronological Resume

Although other resume formats exist, most people use a *chronological resume*, which is a simple resume that presents your experience in reverse chronological order. The most recent experience is listed first, followed by previous experience. As a high school student, you can include sections on your extracurricular activities, achievements, awards, volunteer experiences, and skills.

Resume Examples

Look over the following examples of vocational and high school students' resumes. Use them as your guide for completing the Resume Worksheet at the end of this chapter.

⁶⁶*Integrity ... is your inner image of yourself,
and if you look in there and see someone who
won't cheat, then you know he never will.*⁹⁹

John D. MacDonald

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Young Person's Guide to Getting and Keeping a Good Job

73990 Smith Valley Road Phone (555) 999-9999
Medford, California 44444 E-mail shall@netcom.net

Scott Hall

Objective To attend a four-year college and receive a degree in business.

Education West Hill High School 1000 Main Street
Received Diploma June 20XX Medford, California 44444
(555) 999-0000

Awards Received

- 3.8 GPA
- Honor Roll (4 years)
- Listed in Who's Who Among American High School Students
- Americanism and Government Test Winner (2 years)
- Northern Conference Scholar Athlete (2 years)

Work Experience

<i>Summers of 20XX and 20XX</i>	<i>20XX-20XX</i>
Ken Jones	City Auto Parts, Inc.
390 Beloit Road	6666 Smith Avenue
Medford, California 44444	Medford, California 44444
(555) 555-9999	(555) 888-4444
Loaded/unloaded wagons; baled hay	Sorted parts; stocked shelves; recorded inventory

Volunteer Experience

- Church Youth Group (5 years)
- Northern Canada Missionary Programs (3 years)

Extracurricular Activities

- Future Problem Solving, state champions (4 years)
- Debate (2 years)
- Student Council (2 years)
- Students Against Drunk Driving (3 years)
- Drama, various productions (3 years)

Roberta B. Hired

37 Main Street Boise, Idaho 00000 (555) 666-7777 rhired@connect.com

OBJECTIVE To secure a position in the field of Health Technologies or related work.

EDUCATION

September 20XX- June 20XX	Lake County JVS Boise, Idaho	Degree: Vocational Certificate Major: Health Technology Tech Prep
September 20XX- June 20XX	Neighborhood High School Boise, Idaho	Degree: High School Diploma Major: College Prep/Academic

EXPERIENCE

April 20XX- Present	Ashley Place Health Care Boise, Idaho	Position: Nursing Assistant Duties: Provide quality nursing care to residents.
March 20XX- October 20XX	Taco Bell Boise, Idaho	Position: Crew Member Duties: Took and filled customer orders, prepared food items, handled money, and maintained sanitary conditions.
May 20XX- September 20XX	Self-Employed Boise, Idaho	Position: Babysitter Duties: Supervised the safety and activities of children for six families.

ACHIEVEMENTS

Eligible for Emergency Medical Technician (EMT) National Registry Certification
 Eligible for American Society of Phlebotomy Technologists (ASPT) Certification
 Health Care Provider CPR Certification from the American Heart Association
 Honor Roll student – Freshman through senior years
 Inducted into the National Honor Society – Junior year

ACTIVITIES

Vocational Industrial Clubs of America – Two years
 Marching Band – Four years
 Mentoring experience at Boardman X-Ray

SKILLS

- Medical Terminology
- Anatomy/Physiology
- Computer Literacy
- Phlebotomy
- Emergency Medical Technology

PERSONAL

I take pride in my work, follow directions well, and am willing to learn new skills. I am dependable, honest, and very hard working. I have an excellent attendance record.

James Cook

5584 Boardman Road St. Louis, Missouri 66688 (333) 555-0000

Objective

To obtain summer employment.

Education

ST. LOUIS HIGH SCHOOL ST. LOUIS, MISSOURI

Degree: High School Honors Diploma, June 20XX

Major: Academic/College Prep

Rank: Top 15%, 61st of 424 students

National Honor Society, two years

Varsity Football Team, three years, lettered twice

Junior Varsity Football Team, two years

Sophomore Football Team, one year

Freshman Football Team, one year, lettered

Varsity Swim Team, one year, lettered

Volunteer Work

State of Missouri Senior Olympics – set up swim meet; head timer

St. Louis Area Special Olympics – set up swim meet; head timer

St. Louis YMCA – head operator of timing console for home swim meets

Experience

ST. LOUIS COUNTRY CLUB ST. LOUIS, MISSOURI

Head Golf Caddie Summers of 20XX and 20XX

Duties included instructing caddies in the proper procedures and etiquette of golf and caddying for club members.

Awards

Inducted into the National Honor Society

Received two varsity letters in football

Received one varsity letter in swimming

Placed first in the 20XX YCC Pentathlon Swim Meet

Personal

Extremely hard working and dedicated to whatever I am assigned or attempt to do on my own. Constantly striving to improve and to perform to the best of my ability.

Krista J. Johnson

317 Wright Avenue
Home Phone (333) 444-4444

Nashua, New Hampshire 88888
Email kjohnson@connect.net

Objective To obtain a Bachelor of Music Degree in Vocal Performance and Education at a four-year college and also a Master's Degree in Vocal Performance Pedagogy to become a professional singer and voice instructor.

Education East Fork High School, Nashua, New Hampshire
Graduation expected June 20XX

Work Experience *September 20XX-current*
Jane's Boutique
2500 West Main Street
Nashua, New Hampshire
(333) 444-8899
Sales Associate

Extracurricular Activities

- Choir (3 years)
- Musicals (leading roles, 3 years)
- Drama (2 years)
- PA Crew (2 years)
- Future Teachers of America (board of directors, 1 year)

Achievements

- Superior Ratings in State Vocal Music Contests (3 years)
- Mount Union College Junior Scholar (2 years)

Volunteer Experience

- Assistant to Vocal Music Teacher (3 years)
- Sang in Area Nursing Homes (2 years)
- Taught Bible School at my church (1 year)

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Young Person's Guide to Getting and Keeping a Good Job

Pat J. Gordon

327 Main Street
Home (999) 888-8888

Atlanta, Georgia 22222
Cell Phone (999) 666-6666

Objective To secure a position in the field of building, remodeling, and maintenance.

Education

September 20XX- June 20XX Local County JVS Atlanta, Georgia Degree: Vocational Certificate Major: Building, Remodeling, and Maintenance

September 20XX- June 20XX Local High School Atlanta, Georgia Degree: High School Diploma Major: College Prep/Business

Experience

April 20XX- Present Gates Custom Homes Dunwoody, Georgia Position: Carpenter's Assistant Duties: Lay out cuts, nail patterns, clean up work area.

March 20XX- October 20XX Atlanta Beacon Atlanta, Georgia Position: Paper Carrier Duties: Delivered daily newspapers to 50 customers; collected monthly payments; kept accurate records.

May 20XX- September 20XX Self-Employed Position: Lawn Care Duties: Mowed and trimmed yards for six families; pruned bushes; weeded flower beds.

Achievements Placed first in regional VICA Carpentry Event, junior year
Perfect Attendance Award, senior year
Certificate of Achievement in Building and Remodeling

Activities Vocational Industrial Clubs of America, two years
Senior Building, Remodeling, and Maintenance Class
President

Skills Carpentry: framing, decks, roofs, trim, and cabinetry
Drywall: hanging, finishing, repairing, and texturing
Wiring: residential and EMT
Plumbing: basic and residential
Siding: vinyl, vertical, and wood
Roofing: shingle, gutter, flashing, and drip edge
Masonry: brick, block, and pointing
Blueprints: draw and read

Professional, Trustworthy, Dependable, Motivated

Describing Your Jobs on Your Resume

Following are commonly held jobs and their required duties. This information may help you complete the Resume Worksheet.

Field	Position	Duties
Fast foods	Crew member	Take and fill customer orders, operate cash register, and maintain sanitary conditions. (OR) Expedite customer orders at counter and at drive-thru, handle money, and maintain clean and orderly work area.
Babysitting	Babysitter for the Robert Smith family	Supervise the safety and activities of three young children, prepare snacks and meals, and do light housecleaning.
Paper boy	Paper carrier	Deliver daily newspapers to 50 customers, collect monthly payments, and maintain accurate records.
Medical occupation	Dietary aid	Prepare trays for residents according to specific dietary needs; sanitize dishes, glassware, utensils, pots, and pans; and keep work area clean and orderly.
Child care	Prekindergarten teacher	Oversee the safety and play of young children and the feeding and changing of infants.
Grocery store	Customer service	Bag grocery items, assist customers in loading their vehicles, stock and face shelves and displays, and maintain clean and orderly conditions.

(continued)

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(continued)

Field	Position	Duties
Grocery store	Cashier	Ring up customer sales using proper store codes; process cash, check, food stamps, and credit card payments; bag items; and maintain clean work area.
Lifeguard	Lifeguard	Supervise the safety and activities of patrons, perform CPR and administer first aid when needed, and enforce pool rules.
Gas station	Fuel attendant	Pump gas; wash windows; check fluids; service tires; and process cash, check, and credit card payments.
Landscaping	Landscaper	Seed, sod, mow, weed, fertilize, water, and aerate customer lawns; plant and transplant shrubs, trees, and flowers; build rock walls; and install fountains.
Lawn care	Lawn care	Maintain yards for 10 customers; mow, trim, and edge lawns; prune hedges and shrubs; and weed and mulch beds.
Restaurant	Bus person	Clear, clean, and set tables; assist servers as needed; and maintain sanitary conditions.
Movie theater	Cashier/usher	Sell and collect movie tickets, expedite snack orders, handle money, stock supplies and food items, direct customers to proper theater areas, and maintain clean conditions.
Fair parking	Parking attendant	Direct fair traffic to designated parking areas.

ACTIVITY

Begin Your Resume

Use the worksheet that follows to organize your personal information. Review Chapters 3 through 5 and the *Data Minder* for the skills and other details to use in your worksheet. Also, you can refer to the sample resumes and the earlier section titled "Describing Your Jobs on Your Resume."

Make sure you complete the Resume Worksheet carefully by printing neatly in pencil and avoiding abbreviations. Later, you can use the information from this worksheet to create your chronological resume.

THE RESUME WORKSHEET



Full name: _____

Address: _____

City, state, ZIP code: _____

Area code and phone number: _____

Area code and alternative phone number: _____

E-mail address: _____

Objective

To secure a position in _____

(continued)

(continued)

Education

Name of high school: _____

Degree: _____

City, state: _____

Major: _____

Name of high school: _____

Degree: _____

City, state: _____

Major: _____

Experience (Most recent job first. Include both paid and unpaid work.)

Company name: _____

Position: _____

City, state: _____

Duties include: _____

Company name: _____

Position: _____

City, state: _____

Duties include: _____

Company name: _____

Position: _____

City, state: _____

Duties include: _____

Achievements (Include awards, ribbons, trophies, certificates,)

Activities (Groups, clubs, teams, music. Include number of years of membership or participation.)

Skills

Personal (Compose three sentences describing your good-worker traits.)

Tips for Preparing a Superior Resume

The following tips can help you create a superior resume:

- ✓ **Write it yourself:** It's okay to look at other resumes for ideas, but write yours yourself. It will force you to organize your thoughts and background.
- ✓ **Make it error free:** One spelling or grammar error will create a negative impression. Get someone else to review your final draft for errors. Then review it again!
- ✓ **Make it look good:** Poor copy quality, cheap paper, bad type quality, or anything that creates a sloppy physical appearance will turn off employers.
- ✓ **Be brief and be relevant:** Many good resumes fit on one page. Few justify more than two. Include only the most important points. Use short sentences and action words. If it doesn't relate to and support your job objective, take it out!
- ✓ **Be honest:** Don't overstate your qualifications. If you end up getting a job you can't handle, it will not be to your advantage.
- ✓ **Be positive:** Emphasize your accomplishments and results. This is no place to be too humble or to display your faults.
- ✓ **Be specific:** Rather than saying "I am good with people," say "I supervised four people in the warehouse and increased productivity by 30%." Use numbers whenever possible (people served, percentage increased, dollar increased, and so on).
- ✓ **Edit:** Write each of your resume drafts on a separate piece of paper. Make every word count. Keep editing until your resume is as good as you can make it. Then edit it again.
- ✓ **Use action words and short sentences:** Look at the sample resumes for ideas.
- ✓ **Avoid anything negative:** If an employer might consider something on your resume as negative, cut it.

Tips for Producing Your Resume

Producing a resume can be confusing. The following tips can help you produce one that will make you proud:

- ✓ **Review your resume:** Have someone else review the final draft. Pick someone who will find spelling, grammar, and other errors. A teacher or counselor is a good choice.

- ✓ **Resume formatting:** Use a basic word processing program to create your resume. Many word processing programs have resume templates or step-by-step guidance to help you design your resume. If you don't have a home computer, use one at school or the library.

TIP

Be sure to save your resume on your computer for easy updating later.

- ✓ **Quality printing:** Output your final resume on a laser printer. Make sure you will be able to produce extra copies as needed.
- ✓ **Paper:** Use good-quality paper. If you prefer a color, use ivory, cream, light gray, or any other soft color that you can find in an office supply store.
- ✓ **Other alternatives:** Take your resume on disk to a local printer and have it printed professionally. Many quick-copy stores provide this service for a small fee.

Electronic and Scannable Resumes

If you plan to use the Internet in your job search, you will need to submit your resume in electronic format. That way, employers can enter your resume into a database and search for keywords.

Even if you don't plan to use the Internet, you need to understand how electronic resumes work. More and more employers are scanning the resumes they receive.

Scanners are machines that convert your resume into electronic text. This allows employers to use a computer to quickly search hundreds or thousands of resumes to find qualified applicants. The computers look for keywords in the resumes—usually qualifications and skills that match the criteria needed for the open positions—and sort out the resumes with the most “hits.”

Many larger employers use scanning technology. They're likely to scan your paper resume into a database without your knowing it. Because electronic resumes are used differently than those on paper, it is important to understand how you can increase their effectiveness and their “readability” by a machine.

An Electronic Resume Should Have Many Keywords

Employers who use electronic databases search for keywords in resumes. The more keywords you include, the more likely your resume will be selected. *Keywords* are words and phrases that are specific to the job you want. Here are some ways to find and present keywords on your resume:

- ✓ Add a keyword section.

A simple technique is to add a section to your resume titled "Key Skills." Then you can add keywords that aren't included elsewhere in your resume.

- ✓ Include all your important skill words.

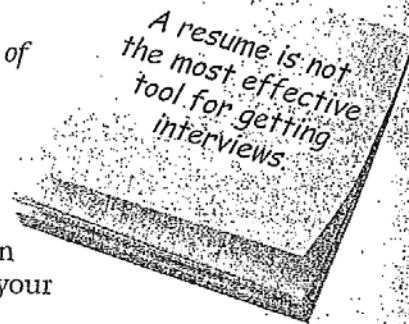
If you completed the worksheets in steps 1 and 2, include the key skills documented there.

- ✓ Think like a prospective employer.

List the jobs you want. Then think of the keywords that employers are likely to use when searching a database.

- ✓ Review job descriptions.

Carefully review descriptions for jobs you seek in major print references like the *Occupational Outlook Handbook* and the *O*NET Dictionary of Occupational Titles*. Most large Web sites that list job openings have lots of employer job postings and job descriptions to review. Corporate Web sites often post information on job openings, which is another source of keywords. Make a list of keywords in descriptions of interest, and include them in your resume.



- ✓ Be specific.

List certifications and licenses, name any software and machines you can operate, and include special language and abbreviations used in your field.

A better approach is to make direct contact with those who hire or supervise people with your skills and ask them for an interview, even if no openings exist now. Then send a resume.

For an Electronic Resume, a Simple Design Is Best

The databases that your resume goes into want only text, not design. Scanners introduce fewer errors when the text is simple. What this means is that you need to take out your resume's carefully done format and design elements and reduce your resume to the simplest text format. Follow these guidelines:

- ✓ No graphics
- ✓ No lines
- ✓ No bold, italic, or other text variations
- ✓ Only one easy-to-scan font
- ✓ No tab indentations
- ✓ No line or paragraph indents
- ✓ No centering; align text to the left

This may be discouraging, but it's the way electronic resumes work most effectively.

Tips to Convert Your Paper Resume to an Electronic One

Fortunately, you can easily take your existing resume and reformat it for electronic submission. Here are some quick tips for doing so:

- ✓ Cut and paste your resume text into a new file in your word processor.
- ✓ Eliminate any graphics elements, such as lines or images.
- ✓ Set your margins so that text is no more than 65 characters wide.
- ✓ Use one easy-to-scan font, such as Courier, Arial, Helvetica, or Times Roman. Eliminate bold, italic, and other font styles.
- ✓ Introduce major sections with words in all uppercase letters, rather than in bold or a different font.

A Few Final Words on Resumes

Before you write and use your resume, here is some advice that applies to both paper and electronic resumes:

- ✓ Even the best of resumes will not get you a job.

You have to do that yourself. To do so, you have to get interviews and do well in them. Interviews are where the job search action is, not resumes.

- ✓ Don't listen to resume experts.

If you ask 10 people for advice on your resume, all will be willing to give it—yet no 2 will agree. You have to make up your own mind about your resume. Feel free to break any “rules” if you have a good reason.

✓ **Don't avoid the job search by worrying about your resume.**

Write a simple and error-free resume, and then go out and get lots of interviews. Later, you can write a better resume—if you want or need to.

The Cover Letter

Always include a cover letter when sending your resume to an employer.

The cover letter should be brief, attract the employer's attention, and introduce you to the employer in a positive and professional way. Use the cover letter you developed in Chapter 8 as a guide. Remember to check the name, title, and address of employers that you are writing to.

YOUR TURN

Finalize Your Resume

Finalize your resume and then have someone review it and give you feedback on its effectiveness. An employer, parent, or adult friend who has experience with resumes can give you valuable information.



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THE INTERVIEW

Helpful Tips

- Plan ahead for your interview.
- Be sure you know the name of the person who is going to interview you.
- Ask for directions if you are not certain of the location of the interview.
- Gather together everything you'll need: your Personal Fact Sheet or your resume, a pen, some paper, the directions, etc.
- Figure out how you'll get to the interview (bus, car, etc.).
- Make sure you will be on time, even five to ten minutes earlier, if possible.
- Plan when you should leave your home.
- Take special care to look your best and dress the way you would if were working for this company.
- Go alone. Don't take your friends with you.
- Try to find out all you can about the job and company. Be familiar with its products and services.
- Remember your qualifications and be positive about your abilities to do the job well!



During the Interview

- Be confident as you enter. You're there for a purpose: a new job!
- Ask for the interviewer by name.
- Try to make a good first impression. You might shake hands with the interviewer.
- Sit up straight, don't slouch.
- Make good eye contact, but be careful not to stare.
- Be polite.
- Speak clearly and directly, do not mumble or ramble.
- Try not to fidget. Do not tap your feet or your fingers, play with or twirl a pen, bite your nails, play with your hair, etc.
- Do not smoke or chew gum during the interview.
- Use proper grammar, not slang.
- Try to relax and smile!
- Never be shy about your good points: talk about your skills, training, and experiences that will make you a good employee. (However, don't *beg* for the job.)
- Address the interviewer as Ms. / Miss. or Mrs. or Mr. Do not use his or her first name unless he or she asks you to.
- Say positive things about other employers, fellow workers, your teacher, etc.
- Be a good listener.
- Wait for the interviewer to bring up the subject of salary and benefits. Only ask about salary and benefits if the interviewer does not bring them up.
- Be prepared to ask a few good questions. Asking questions shows to the interviewer that you have been paying attention.

GOOD LUCK!
GOOD LUCK!

Job Seeking Skills JS-103

Independent Living Skills Module II

KEEPING TRACK OF YOUR JOB HUNTING EFFORTS

Use this chart to keep a record of all the people you have contacted, the applications you've completed, and the interviews you have had in your search for a job.

Name of Employer/ Company	Date of Contact	Completed Application	Interview	Follow-up Activities Planned & Date