

# The Job Search

How will employment prospects be this year? No one knows for sure because too much depends on the economy, military commitments, the stock market, and many other variables impossible to predict. In case of a tight employment market, the successful job hunter must have the knowledge, skill, and desire to explore many sources.

It will not be possible to wait at home for a job to come knocking at the door. Also, you may have to lower your sights or goals temporarily to gain the experience necessary to meet your ultimate goal. If this situation should occur, do not become discouraged.

Each of the following avenues to possible job opportunities should be explored thoroughly:

1. Call the Counseling and Placement staff at Nichols Career Center.  
Nichols Career Center, Room #262, 605 Union, Jefferson City, MO 65101,  
(573) 659-3244  
[www.nicholscareercenter.org](http://www.nicholscareercenter.org)
2. Visit your local state employment service office.  
  
Missouri Career Center, Missouri Division of Workforce Development and the  
Department of Economic Development, 1716 Four Seasons Dr., Suite 101,  
Jefferson City, MO 65109-5701, (573) 526-8115  
<https://jobs.mo.gov>  
  
State of Missouri, Division of Personnel, Office of Administration Merit System,  
Room 430 Truman Building, P.O. Box 388, Jefferson City, MO 65102,  
(573) 751-4162  
[www.oa.mo.gov](http://www.oa.mo.gov)
3. Check with city or town administrative offices for openings within your city.  
City of Jefferson City Personnel, 320 E. McCarty, Jefferson City, MO 65101,  
(573) 634-6309  
[www.jeffcitymo.org/hr/employment.html](http://www.jeffcitymo.org/hr/employment.html)
4. Peruse newspaper classified advertisements for openings.
5. Locate possible employers in your community by using the yellow pages in your telephone directory.
6. Call or visit local labor unions for openings in a trade.
7. Enlist the aid of your friends and relatives in informing you of job openings.
8. Apply at the personnel and employment offices of both large and small businesses.
9. Use church and community service organizations as avenues for networking.

10. Search state and local internet sites:

[www.job-hunt.org](http://www.job-hunt.org)  
[www.missouribusiness.net](http://www.missouribusiness.net)  
[www.jobsearchusa.org](http://www.jobsearchusa.org)  
[www.bettermidmissourijobs.com](http://www.bettermidmissourijobs.com)  
<https://jobs.mo.gov>

11. Check with the Chamber of Commerce for employment information.

Jefferson City Area Chamber of Commerce, 213 Adams, Jefferson City, MO  
65101, (573) 634-3616  
[www.jcchamber.org](http://www.jcchamber.org)

Missouri Chamber of Commerce, 428 E. Capitol Ave., Jefferson City, MO 65101,  
(573) 634-3511  
[www.mochamber.com](http://www.mochamber.com)

12. Apply with temporary employment agencies. Look in the phone book under employment agency for local listings and numbers.

When visiting potential employers for employment openings, remember to dress as if you were planning to interview. Companies often have unexpected openings. If you are at the right place at the right time, you should definitely be prepared and be in the right frame of mind!

### **Ten Ways to Achieve Success**

- Feel good about yourself.
- Set attainable goals.
- Display enthusiasm at work.
- Think, speak, and act in a positive manner.
- Nurture your body, mind and spirit.
- Control stress to use it to your advantage.
- Build rapport through human-relation skills.
- Be innovative.
- Sell yourself and your ideas.
- Achieve your set goals by performance, not excuses.

# Creating an Image

As a job seeker, it is very important to portray a mature, professional image. To achieve that goal consider these points:

- Cell phone mailboxes and answering machines should avoid music and humorous or gag messages. When you are expecting an employer to call, change the message to reflect a polite, businesslike persona.
- E-mail addresses should be short, easy, and professional. You may want to establish an e-mail address just for job seeking.
- Always maintain a neat, professional appearance when you are networking, picking up applications, or delivering resumes. Consider that you are always on an interview and someone is always making an opinion of you.
- Watch your “Netiquette.” Just as you are using the Internet for seeking employment, employers are using the web to research prospective employees. Don’t put anything on Facebook, personal blogs, or You Tube that would hurt the professional image you are building.
- When you pay a visit to a prospective employer, it is crucial you look your best and behave professionally. As an applicant, when you enter a personnel office, you should be aware of the impression you make on everyone. The receptionist, secretary, other employees or even an office visitor may have input into the hiring process.

In brief, these pointers will help you to make a good impression in your job search:

1. Dress appropriately (you may obtain an interview that day).
2. Go alone. If a friend or parent is needed for transportation, have him/her wait in the car.
3. State the position you are applying for or are interested in.
4. Take a pen, paper, resume and references. Have information with you for questions on the application such as employment history, schools attended and personal references.
5. Be courteous and professional with everyone in the office. That person could be asked his/her impression of you by the interviewer.

# Job Hunting on the Internet

For those people who may wish to relocate from the central Missouri area, the internet will be a valuable tool for job searching. These guidelines will aid you in finding job openings, preparing your resume for the internet, and preparing you for the interview.

## Finding Job Openings

### Job Sites

Here are the top three sites to help you begin searching for openings...

[www.monster.com](http://www.monster.com)

[www.hotjobs.com](http://www.hotjobs.com)

[www.careerbuilder.com](http://www.careerbuilder.com)

Each state also has an employment service. Here is Missouri's...

<http://jobs.mo.gov>

### Newspapers

The internet is also a good place to find classified ads in any city's newspaper since these ads are usually more current than other postings you may find. You should be able to link to major newspapers from one of these sites...

[www.hometownnews.com](http://www.hometownnews.com)

[www.yellowpages.com](http://www.yellowpages.com)

[www.ask.com](http://www.ask.com)

[www.ipl.org](http://www.ipl.org) (This is the Internet Public Library. Click on "newspapers & magazines". This link will take you to virtually any newspaper in the United States or throughout the world).

### Job Directories

Margaret Riley Dikel has a web site called the Riley guide that she updates frequently. It is an indexed site that allows you to research careers, search for jobs, receive resume help, and many other functions...

[www.rileyguide.com](http://www.rileyguide.com)

Another good place to start in the job hunting is with this site...

[www.interbiznet.com/hunt](http://www.interbiznet.com/hunt)

### Specific Jobs Sites

If you are looking for a job in a particular field, try one of these sites...

[www.healthcarejobstore.com](http://www.healthcarejobstore.com)

[www.manufacturing.net](http://www.manufacturing.net)

If you are looking in a field not listed, try the Riley guide.

High school students still interested in doing career exploration should check out <https://jobs.mo.gov>

## **Preparing your Internet Resume**

In order to post your resume on the internet, you will have to reformat the resume you mail or deliver in person. Since the internet resume is designed to be transmitted between any two computers, it must use an ASCII format. It will no longer be visually appealing, but its function is to attract employers electronically.

Use 10 to 12 point Times or Helvetica typeface. Strip out all of the “command” units such as bold and bullets. Instead, use things to enhance your resume such as white space, all caps, dashes, and asterisks.

When employers use a keyword search, the search engine will detect nouns, so rewrite your resume changing action verbs to nouns. (“Researched” may become “researcher” or “analyzed” may become “analysis” or “analyzer.”) Add a keyword summary to your resume—25 or 30 nouns or phrases that describe your most important assets for the job you want.

Post your resume only in appropriate locations; the ones helpful to you. Be sure to read the directions for posting in that particular location. They are not all the same. Search agents contact you by e-mail, and you may want to set up a free mailbox such as through hotmail.com or yahoo.com solely for this purpose. Make sure it is a professional sounding e-mail address.

## **Researching for the Interview**

It is very important that you prepare yourself for an interview by researching the company interviewing you. The internet is a perfect place for this search. You can decide if the company offers what you are seeking in a career, and it will also prepare you with information to use in the interview. You may be one of the few who knows anything about the operation of the company, and that will win you points during the interview phase.

There are many other sites not listed in this booklet, and there are many resources available for help with the electronic resume. You may check in the Nichols Career counseling office or visit a local bookstore.

# What Employers Look For

## Can you show ability to do the job?

- Skill (training, actual or related experience)
- Educational level (GED, high school diploma, college, trade school)
- Hobbies (things you do for fun that may apply to the job)
- Aptitudes (good learning ability, dexterity)
- Interest (shown by reading books, magazines or materials in your field)

## Are you dependable?

- Loyal (people can count on you)
- Good attendance (being on the job every day)
- Punctual (being on time or, even better, early)
- Motivated to work (self-starter who doesn't always need to be told what to do)

## Do you have knowledge of the job or company?

- Familiar with the language related to your area of work
- Ask questions that show knowledge of the job and company

## How well do you get along with others?

- Can show consideration for others
- Is cooperative
- Willing to take part in outside activities – bowling team, for example
- Does not argue, gossip or complain

## Can you create a positive Image?

- Give the feeling that you really want the job
- Be willing to work overtime
- Be optimistic – SMILE
- Try to be as confident as possible
- Dress according to what is appropriate for the job, or a little better
- Be neat and clean

## Can you deal with possible problem areas?

- Avoid bringing up problems. This kind of talk could be seen as affecting job performance.
- If employer brings up a problem, be prepared to briefly explain how you handled that problem and how it will not interfere with the job. Some of those problems could be health, transportation, childcare, age, work history, chemical dependence, prison record, history of emotional illness, marital problems, etc.

# Completing an Application

There are four or five parts to any application form:

1. Personal Information: Name, address, home telephone and cell phone numbers, appropriate e-mail address, etc.
2. Data related to You: Social Security number, position desired, geographical preference, etc.
3. Education and/or Training: This section will include exact dates and addresses.
4. Employment History: This section includes exact dates, addresses, names of supervisors, position held and responsibilities, and sometimes salary.
5. References: First and last name of person along with exact addresses. Remember to get the person's permission before using his/her name and addresses.

Read the entire application blank before you start to fill it out. Ask questions if you do not understand. Each blank on an application needs to be filled out completely, including codes, addresses of places where you worked, first and last name of supervisors, and so on. If a question does not apply to you, simply place N/A in the space (meaning not applicable). An incomplete application will do you more harm than good, and don't forget to use a blue or black ink pen. When the employer looks at your application, he/she is sizing you up. That application form is a picture of YOU!

## Why Do Employers Want a Job Application?

The job application gives the employer facts about you. What you write and how well you write it tells the employer:

1. **How well you follow directions.** Did you fill out your job application carefully? Was it neat?
2. **What are you like.** Do you like to work? Do you like sports or music? Are you careless or neat?
3. **What work or activities you have done well.** Have you had a job before? Have you joined any clubs?
4. **How long you have stayed at your jobs.**
5. **If you do all of your work.** Are all of the blanks on the job application filled in? That shows you do all your work the right way.

## References

You need good references in your job search. The information in this section is the same for filling out an application or creating a resume.

- Choose three to four people who know you well and who will say good things about you.
- Choose people who can be contacted by phone during the day.
- Ask their permission first, and get contact information – Name, title, address, phone numbers and e-mail address if possible.
- When you are asking permission, coach your reference in what to say. “Remember, Mr. Jones, I am the student in your afternoon class who had perfect attendance first semester.”
- Select responsible people with good job titles.

If you are sending your resume electronically, you may collect letters from your references electronically and attach.

## Selecting Your References

### **Work References (people who know the kind of work you do)**

- Teachers
- Employers/Supervisors
- Guidance Counselors
- Advisors/Coaches

### **Personal References (people who know the kind of person you are)**

- Adult friends
- Neighbors who have known you for years
- Ministers/Pastors/Rabbis

### **People to Avoid as References**

- Relatives-particularly if they have the same last name
- Friends your same age
- Your doctor
- Anyone who will not say positive things about you



## Reference Format for Resumes

Full name of reference, job title

Name of company

Address of company

City, State, Zip

Phone number, cell number, fax number, e-mail of business (work numbers and addresses)

\*\*\*See example of a reference sheet on page 16.

## Resume Guidelines

A resume is an essential tool in a job search. This tool is used to market or sell YOU to an employer. It should only be a short summary, not the whole story. The following are general guidelines for writing different type of resumes. This information changes geographically and varies according to the person and the profession.

### Resume Format

- Length should be one page, but never exceeding two pages.
- Make margins (top, bottom, left and right) approx. 1-inch.
- There should be plenty of white space, and it should be easy to read.
- Font size should be 10 or 12 using conservative font styles. Don't overuse italics and underlining.
- Layout should be easy to follow and information easy to locate
- Appearance should be neat and clean, no errors or corrections.
- Paper should be 20-25 weight bond, rag or linen and neutral color.
- Envelope and cover letter paper should match resume paper. Send originals only.
- The margin should be justified left.
- Use black ink and/or fonts that are easy to read.

### Resume Content

- Show responsibility and results that relate to the needs of the company.
- Give examples of accomplishments and the ability to solve problems.
- Emphasize your assets. Show how your skills meet the employer's needs. Review the job listing to determine skills they are looking for.
- Show statistics and numbers.
- Be honest, positive and specific.
- Use category headings: objective, professional highlights, education, training, skills. Refer to page 14 for a list of heading ideas.

### Resume Tips

- All licensed practitioners should include their licensure on the resume, as your education background may not imply that you are licensed. Do not abbreviate your title.
- Use action verbs. (See a list that begins on page 36 in the Appendix.) Don't begin with I.....
- If you have so much experience that two pages are needed to convey it all, do not use a smaller font to try and cram it all on one page. You don't want to make the employer's job

any tougher than it is by handing in a hard to read resume.

- Your educational background always goes at the end of the resume unless you are a recent graduate and your degree is stronger than your experience or if you're applying for a job at an educational institution or factory.
- State your objective. (many time receptionist or Human Resource personnel make the first cut. If there is no objective they move on. Be specific.
- Do not put personal information on your resume unless it specifically relates to the job. (No Picture, no social security number)
- Include your GPA only if it is 3.5 or higher.
- Create a reference page to be sent with your resume. It should have the same heading as your resume and use the same style for your heading, References. Make sure you have permission from your references to use them and make certain they know you are actively job hunting so they will not be caught off guard when the employer calls or e-mails.
- Write and re-write your resume. Then have it critiqued by several people. Read and re-read to make sure there are NO errors.

A website that you could consult for writing a resume is:

<http://www.collegegrad.com/resume/resumemaker.shtml>

# Chronological Resume Guidelines

## **Name**

Street

City, State, Zip Code

Telephone

Cell Phone

E-Mail Address

- Career Objective:** This is a short positive statement about the type of work you are seeking. If you are applying for different types of jobs, you can change the objective of your resume to fit the job for which you are applying.
- Work Experience:** Generally, cite only experiences that are related to the job you are seeking. List for each employer: the company name, address, job title, employment dates, and a description of duties and accomplishments using active verbs and short, positive phrases.
- Volunteer work should be included in this category if it is related to your job objective.
- Education:** List the highest level of formal education or training first. College graduates should list the name of the institution, degree received, major/minor fields of study, and date degree received. List in reverse chronological order other levels of education and training with the type of diploma or degree, or certificate that you have received. If you have recently finished school and do not have the related work experience, you can list some of the courses that you took that are related to the job for which you are applying.
- Special Skills:** Special skills (such as typing), special knowledge (such as foreign language), or memberships in professional organizations should be listed if they relate to your job objectives. List any licenses you hold or hobbies that you have that use skills the employer might use.
- Military Background:** List branch of service, dates of service, awards, rank, training, and assignments if applicable.
- References:** Create a separate page of three references listing daytime phone numbers, e-mail and address. See page 8 for details.

# Resume Worksheet

Full Name \_\_\_\_\_  
Full Address \_\_\_\_\_  
Phone Number \_\_\_\_ (\_\_\_\_) \_\_\_\_\_  
Cell Phone Number \_\_\_\_ (\_\_\_\_) \_\_\_\_\_  
E-Mail Address \_\_\_\_\_

## Job Objective

(List the job you are seeking. If you have no experience, say that you are "Seeking an entry-level positions...")

Seeking \_\_\_\_\_

## Education

(Start with you most recent diploma, degree or program, and list the following.)

Dates \_\_\_\_\_  
High School \_\_\_\_\_ City/State \_\_\_\_\_  
(Pertaining to Job Objective)  
Course \_\_\_\_\_ Course \_\_\_\_\_  
Course \_\_\_\_\_ Course \_\_\_\_\_

Date \_\_\_\_\_  
Nichols Career Center \_\_\_\_\_ 605 Union Street, Jefferson City, MO 65101 \_\_\_\_\_  
Program \_\_\_\_\_

## Skills and Abilities

(Particularly those learned in a career and technical program)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Work History

(List your full-time, part-time, summer, or volunteer jobs. Start with your most recent job.)

Date \_\_\_\_\_ Your Title or Position \_\_\_\_\_  
Company's Name \_\_\_\_\_ City/State \_\_\_\_\_  
Explain Your Duties \_\_\_\_\_

Date \_\_\_\_\_ Your Title or Position \_\_\_\_\_  
Company's Name \_\_\_\_\_ City/State \_\_\_\_\_  
Explain Your Duties \_\_\_\_\_

Date \_\_\_\_\_ Your Title or Position \_\_\_\_\_  
Company's Name \_\_\_\_\_ City/State \_\_\_\_\_  
Explain Your Duties \_\_\_\_\_

**Activities**

(List all high school and career and technical school activities with dates.)

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**Awards and Honors**

(List high school and career and technical school awards with dates.)

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**References**

Name \_\_\_\_\_ Job Title \_\_\_\_\_  
Business Name \_\_\_\_\_  
Business Address \_\_\_\_\_  
Business Phone \_\_\_\_\_  
Business E-Mail \_\_\_\_\_

Name \_\_\_\_\_ Job Title \_\_\_\_\_  
Business Name \_\_\_\_\_  
Business Address \_\_\_\_\_  
Business Phone \_\_\_\_\_  
Business E-Mail \_\_\_\_\_

Name \_\_\_\_\_ Job Title \_\_\_\_\_  
Business Name \_\_\_\_\_  
Business Address \_\_\_\_\_  
Business Phone \_\_\_\_\_  
Business E-Mail \_\_\_\_\_

# Headings and Key Words

The headings of your resume should be prominent on the page. You may choose to type headings in all capital letters, underline them, and/or make them bold.

Choose headings that will relate to what you are typing to highlight about yourself. Here are some suggestions from which to select:

EDUCATIONAL TRAINING	TRAINING COMPETENCIES
EDUCATIONAL SKILLS	COMPETENCIES AND SKILLS
AREAS OF KNOWLEDGE	PROFESSIONAL TRAINING
EDUCATIONAL BACKGROUND	RELATED TRAINING COMPETENCIES
HANDS-ON TRAINING	FORMAL TRAINING
AREAS OF COMPETENCY	TECHNICAL KNOWLEDGE
PROOF OF EMPLOYABILITY	CORE EDUCATIONAL BACKGROUND
SOFTWARE KNOWLEDGE	

## **For use when describing your work experience:**

RELATED WORK EXPERIENCE	WORK EXPERIENCE KNOWLEDGE
WORK HISTORY	HANDS-ON EXPERIENCE
WORK BACKGROUND	WORK-SUPPORTED COMPETENCIES
EMPLOYMENT CONTRIBUTIONS	WORK-SUPPORTED SKILLS
JOB RESPONSIBILITIES	CO-OP EXPERIENCES
WORK RECORD	PERFORMANCE SKILLS

## **For use when describing your achievements or accomplishments:**

SELECTED ACCOMPLISHMENTS	QUALIFICATION PROOF
PERSONAL ACCOMPLISHMENTS	SOME SELECTED ACCOMPLISHMENTS
PERSONAL EFFECTIVENESS	ACHIEVEMENT HIGHLIGHTS
PROFESSIONAL CONTRIBUTIONS	PERSONAL MOTIVATION
PROFESSIONAL EFFORTS	OUTSTANDING ACHIEVEMENTS

When writing the resume, you should keep the phrases short, use active voice and action verbs.

Please refer to the Appendix page 36 for a list of action verbs.

# Sample Resume

## Harrison Jones

Route 1, Highway C  
Jefferson City, MO 65101  
(573) 555-1000  
E-mail address: HJones@qzq.com

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### CAREER OBJECTIVE

Seeking a full time position in the construction field

### SKILLS

- 1050 hours of skilled training in carpentry
- Trained in OSHA and safety procedures
- Experienced in use of power and hand tools
- Practiced in some phases of cabinetmaking
- Proficient in all phases of sheet rock
- Skilled in floor, wall, roof layout (shingles) and framing
- Excellent attendance

### WORK EXPERIENCE

Ligtemup Display Fixture Company; Stanley, MO (June 2008 – present)  
Packed fixtures

Oberg Brothers' Farm; New Haven, MO (2000 – present)  
Fed and ran livestock, bailed hay

### EDUCATION

Fatima High School; Westphalia, MO (2007 – present) Will graduate May 2011  
Courses: Woodshop, Agriculture I and II, Algebra I, Drafting

Nichols Career Center; Jefferson City, MO (2009 – present)  
Construction Trades: Certificate of Achievement May 2010  
Building Trades: Certificate of Achievement May 2011

### ACTIVITIES

Honor Roll, 2009-11; Basketball, 2007-11; Letterman 2010-11; FFA 2007-11

SkillsUSA, 2009-11

Third Place in SRI Carpentry, District SkillsUSA contest, 2011  
Nichols Career Center Honor Roll, 2009-11  
Building Trades Class Vice-President, 2010-11

*(See more sample resumes in the Appendix.)*

## Sample Reference Page

### Harrison Jones

Route 1, Highway C  
Jefferson City, MO 65101  
(573) 555-1000  
E-mail address: HJones@qzq.com

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#### REFERENCES

Mr. Bryan Wolf, Instructor  
Nichols Career Center  
605 Union Street  
Jefferson City, MO 65101  
(573) 659-3118  
bryan.wolf@jcps.k12.mo.us

Mr. Mike Schaefer, Instructor  
Nichols Career Center  
605 Union Street  
Jefferson City, MO 65101  
(573) 659-3118  
mike.schaefer@jcps.k12.mo.us

Mr. Ray Smith, Owner  
Lightemup Display Fixtures Company  
Rt. 1  
Stanley, MO 65101  
(573) 555-3000  
raysmith@yahoo.com



# The Cover Letter

A cover letter should always accompany a resume whether you are mailing or delivering in person.

The following guidelines may help you write a cover letter:

1. Type neatly, using care in sentence, spelling, and punctuation. The letter should be carefully centered on the page and no longer than one page.
2. Use a good grade of letter-sized resume paper. The size, color, and quality of the envelope and paper will show good judgment on the part of the person writing the letter and resume. An attractive looking letter written on conservative paper will give the impression that it was written by a person of good taste.
3. Address your letter to a specific person if possible. Call the office or check out the company website to find out a name. As a last resort address your letter to Human Resources.
4. Establish a “point of contact.” Your opening statement should attract the attention of the employer, but avoid trying to be too clever in your opening remark. You might say you are applying at the suggestion of a certain person, or that you wish to be considered as an applicant for the position advertised in a certain newspaper. State exactly the kind of position you are seeking and why you are applying to the particular firm.
5. Be clear, brief, and businesslike.
6. Try to secure an interview. The aim of the letter of application is to secure an interview. It is desirable to arouse the employer’s interest and go a step further and actually request an interview.
7. Check the letter before mailing. One misspelling, a grammatical error, poor folding, or some other bad feature could make the difference between an invitation to interview for a job or a letter of rejection. Have someone else proof your work.

## Cover Letter Form

(Start typing 2 inches down on page)

Your Street or P.O. Box  
City, State, Zip  
Today's Date

Name of Person you are writing, Title  
Business or Company Name  
Mailing Address – Street or P.O. Box  
City, State, Zip

Dear Mr./Mrs./Miss/Ms./Dr. \_\_\_\_\_:

I am interested in applying for the position of \_\_\_\_\_,  
which was listed in (which I learned from) \_\_\_\_\_.

My qualifications for the position include \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Enclosed is my resume, which contains further details.

I would like to meet with you to discuss my qualifications. I will call your office within the next week to confirm a day and time.

Sincerely,

Your Signature

Your Typed Name

Enclosure

## Sample Cover Letter

(Start typing 2 inches down on page)

2100 B Wehmeyer Court  
Jefferson City, MO 65101  
December 11, 20—

COURTNEY YINGLING  
JOHNNY'S PIZZA AND STEAKHOUSE  
2102 MISSOURI BLVD  
JEFFERSON CITY MO 65109

Dear Ms. Yingling

I am interested in applying for a waitress position advertised in the *Jefferson City News Tribune*. Enclosed you will find a resume informing you about my education, employment and experience.

I feel I am eligible for this position because of my past experience in waitressing. I enjoy interacting with the customers and meeting new people. I know it's important to you to keep customers coming back, and I will take that extra step to convince them Johnny's Pizza and Steakhouse is the place to be!

I am available for an interview at your convenience to discuss in detail how my background and experience may be valuable to Johnny's Pizza and Steakhouse. I may be contacted by phone at (573) 555-9288.

Sincerely

Anna McCarthy

Enclosure

## Telephone Call

When making a telephone call to the prospective employer:

1. Identify yourself and the name of the particular job you are applying for if known.
2. Ask to speak with the person involved with hiring if you do not have a specific name.
3. Again identify yourself and the name of the job you are applying for if known.
4. Explain that you are very interested in the position and you would like the opportunity to make an appointment for an interview.
5. Find out and write down the following:
  - a. Date of appointment
  - b. Exact time
  - c. Place address and directions if necessary
  - d. Name of person you are to see
6. Ask for information regarding job duties, hours, and qualifications, but **DO NOT ASK ABOUT SALARY AT THIS TIME!**
7. If you make an appointment – keep it or call well in advance and cancel the appointment.

# The Interview

The interview is the final and most important step in your job search. During the Interview an employer judges your qualifications, appearance, and general fitness for the job opening. Equally important, it gives you a chance to appraise the job, the employer, and the firm. It enables you to decide if the job meets your career needs and interests. To give you the greatest advantage of success, you must prepare yourself! Going into interview, you should know three reasons why you would like to work there, three reasons they should hire you and three questions you plan to ask them. Here are some general tips about interviewing:

1. Dress properly and neatly. Everything about you should be neat and clean (hair, teeth, hands, fingernails, clothes). You don't have to have expensive clothes, but they should be clean and well pressed. Shoes should also be neat and polished.
2. Be punctual. Arrive at the interview a few minutes earlier than your appointment. You alone are seeking the position, so go alone!
3. Get the interviewer's full name. Make sure you pronounce it correctly.
4. Be polite and courteous to everyone.
5. Remain standing until asked to sit.
6. Leave your cigarettes, chewing gum, and overpowering perfume/aftershave (and hair spray) at home.
7. Act confident, not conceited. Posture attracts attention. Good posture shows confidence, efficiency, and energy!
8. Have your papers arranged for easy reference. Take a copy of your resume with you to the interview.
9. Learn the general salary range for the type of position you are seeking before you go.
10. Eye contact is a must, but do not stare the interviewer down.
11. NEVER say anything bad about a former employer.
12. Answer questions completely and truthfully.
13. Do not discuss your personal, domestic, or financial problems.
14. If the employer does not definitely offer you a job or indicate when you will hear about it, ask when you may call to learn the decision.
15. If the employer asks you to call or return for another interview, make a written note of the time, date, and place.

## Questions Frequently Asked During A Job Interview

1. Tell me about yourself.

The interviewer is not looking for your autobiography. Concentrate on your skills and experience with particular reference to any accomplishments that relate to the employer's needs. Talk about your strengths and what you have learned in your training, if you cannot rely on much experience. Anticipate this question and prepare for it by listing five of your outstanding personal qualities as they relate to the work setting; five of your strongest skills that relate to the job; five positive work related accomplishments. You don't have to memorize these points, but do plan ahead so that you can talk confidently without having to stop to think.

2. What do you think it takes to be successful?
3. What led you to choose your particular training?
4. How has your school experience prepared you for this job?
5. What are your weaknesses?

This is the most dreaded question of all. Handle it by minimizing your weakness and emphasizing your strengths. Stay away from personal qualities and concentrate on professional traits: "I am always working on improving my communication skills to be a more effective presenter. I recently joined Toastmasters, which I find very helpful."

6. What qualifications do you have that make you think you will be an asset?
7. What two or three things are most important to you in a job?
8. What are your long-range career objectives?

Sometimes it's best to talk about short-term and intermediate goals rather than locking yourself into the distant future. For example, "My immediate goal is to get a job in a growth-oriented company. My long-term goal will depend on where the company goes. I hope to eventually grow into a position of responsibility."

9. What do you see yourself doing five years from now?
10. What motivates you to work hard?
11. How do you think a friend would describe you?
12. Why should I hire you?

Summarize your experiences: "With five years' experience working in the financial industry and my proven record of saving the company money, I could make a big difference in your company. I'm confident I would be a great addition to your team."

13. Why did you leave (wish to leave) your current job?

If you're unemployed, state your reason for leaving in a positive context: "I managed to survive two rounds of corporate downsizing, but the third round was a 20 percent reduction in the workforce, which included me."

14. What two accomplishments have you felt most pride in doing?

The interviewer wants to know what motivates you. If you can relate an example of a job or project when you were excited, the interviewer will get an idea of your preferences. "I was very satisfied in my last job, because I worked directly with the customers and their problems; that is an important part of the job for me."

15. In what kind of work environment are you most comfortable?

16. How do you work under pressure?

17. How would you describe the ideal job for you?

18. What major problem have you encountered and how did you deal with it?

19. What have you learned from your mistakes?

20. What was your attendance record in high school?

21. What have you done which shows initiative and willingness to work?

22. What are your geographical preferences for work?

23. In choosing a job, what are your most important considerations?

24. What have you learned from your previous work experiences?

25. How have you improved your self recently?

## **Questions to Ask During an Interview**

1. What is your evaluation process?

2. What training will a new employee receive?

3. Is there a probationary period before becoming a regular employee?

4. What are the working hours?

5. How is a new employee's work checked?

6. When is a new employee's work checked?

7. What would the job duties be?

8. What type of duties might I have in the first six months?

9. Is this a new position or am I replacing someone?

10. Do you promote from the inside or is there an opportunity for advancement?

There are also questions about the company/agency you will want to ask before you take a job. You will want to learn more about the company's/agency's plans, workers, and strong points. Here are some possible questions for you to ask the employer:

1. Why do you think your company is the best of its kind?

2. What are the strong points of your company?
3. How long have you been in business?
4. What are your company's plans for growth?
5. How do things look for your company in the future?
6. Which other companies do you try to outsell?
7. What do you look for in your workers?
8. Do most workers stay with your company?

## **Closing the Interview**

There are three things you should know at the end of an interview, and the only way to find out is to ask.

1. When do you expect to make a decision?
2. When will the job start?
3. May I call you to ask what your decision is?

## **Follow-Up to the Interview**

Did you know that only 10% of the people who are interviewed thank the interviewer? By following up after your interview, you will be ahead by 90%.

It is essential to thank the person who interviewed you for a job position. It is not only courteous to thank the interviewer, but it also shows the interviewer that you complete the task you started.

You may either send a short thank-you letter or call by telephone. This allows you to:

1. Express a sincere interest in the job.
2. State that if you are not selected for the job, you would like to be considered for other openings.

By writing a letter or telephoning, you bring your name back to the interviewer's attention.

When calling an interviewer to thank them, you should:

1. Ask for the person by name.
2. Tell them who you are, when you interviewed with them, and the position for which you interviewed.
3. Thank them for the information and time they shared with you.
4. It is also appropriate to ask when a decision will be made.
5. Always be polite and articulate.
6. Remember to keep it brief.



## Thank-You Letter

(Start typing 2 inched down on page)

2000 Integrity Road  
Jefferson City, MO 65101  
March 25, 20—

Miss Joan Fields  
Vice President of Marketing  
Fields Enterprise  
210 West Truman Boulevard  
Jefferson City, MO 65109

Dear Miss Fields:

Thank you for the courtesies shown me during my interview on March 23 for the data systems technician position. I feel you explained the duties and responsibilities very well. I am confident that my training at Nichols Career Center has prepared me for the requirements of this position.

If there is any additional information I might furnish you concerning my qualifications, please contact me at (573) 555-2468. I look forward to hearing from you.

Sincerely,

Teresa King

Note \*\*

This note may also be handwritten on a note-card size paper.

## **Most Common Reasons Why People Are Not Hired**

- Poor personal appearance
- Too aggressive
- Unable to express self clearly
- Lack of interest and enthusiasm
- No career planning, direction, or goals
- Overly nervous, under confident
- Too much emphasis on money
- Not willing to start at the bottom
- Discourteous
- Immature
- Speaks ill of former employers
- Cannot make eye contact with interviewer
- Messy application form
- Late arrival for interview
- Unappreciative of the interviewer's time
- Did not ask questions about the company
- Could not give direct answers when questioned

A good resume + A properly filled out application = Interview

Your skills + A successful interview session = Employment

## **Resigning from a Job**

At some point in your life, it may become necessary for you to resign from a job. You may wish to accept another position, enroll in college, move, or maybe you just don't like your present position. Whatever your reason may be, you should always inform your employer of your plan to leave well in advance so that he or she has time to find a replacement. This information is common courtesy.

Resignations may be communicated verbally, but your employer may also ask for a letter of resignation. Your letter should be positive, courteous, and tactful. Say something favorable about the company, the people you worked with, and something you learned from your experience. Leave on a positive note so that you may use this employer as a reference in the future if you wish, or you may seek employment with this company again at a later date.

## Sample letter of Resignation

(Start typing 2 inches down page)

2000 Integrity Lane  
Jefferson City, MO 65101  
October 1, 20—

Ms. Frances McBean, Supervisor  
Urban Development Organization  
1298 S. First Street  
Jefferson City, MO 65109

Dear Ms. McBean:

As we discussed on Monday, I have accepted a position with the Division of Social Services. This part-time position will allow me to continue my education while working in the social services industry.

Since I will begin my position on November 8, 20\_\_, my resignation from the Urban Development Organization will be effective November 1, 20\_\_. Until that time, I will do everything possible to ensure a smooth transition for my replacement.

The past three years at UDO have been a truly enjoyable and valuable experience. I appreciate the assistance that you have given me.

Sincerely,

Mark L. Owens

# The Americans with Disabilities Act

If you have a disability, it is important that you know your rights in seeking employment. The following is a brief description of the Americans with Disabilities Act (ADA) as it pertains to workers and employers.

- As of July 1992, employers with 25 or more employees cannot discriminate against workers with disabilities. Beginning July of 1994, that requirement was extended to employers with 15 or more employees.
- ADA provisions apply to private employers, state and local governments, employment agencies, labor organizations, and joint labor-management committees.
- ADA requires equal treatment in promotion and benefits.
- ADA requires “reasonable accommodation” for applicants and workers with disabilities when such accommodations would not impose “undue hardship.”  
“Reasonable accommodation” may include:
  - Making existing facilities used by employees readily accessible and usable by individuals with disabilities;
  - Job restructuring, part-time or modified work schedules, reassignment to a vacant position;
  - Acquisition or modification of equipment or devices;
  - Appropriate adjustment or modification of examinations, training materials or policies;

“Undue hardship” means an action requiring significant difficulty or expense.

Determining factors include:

- The nature and cost of the accommodation;
  - The resources and size of the business;
  - The type of business operation
  - The impact that the accommodation would have on the facility and business as a whole.
- Employers may require that an individual not pose a direct threat to the health and safety of the individual or others.
  - Employers may not make pre-employment medical exams. They may ask if applicants can perform specific job functions and may condition a job offer on results of a medical exam if the exam is also required for all entering employees in similar jobs.
  - Employers may conduct tests for illegal use of drugs.

For more information about the Americans with Disabilities Act, please contact

Governor’s Council on Disability

P.O. Box 1668

Jefferson City, MO 65102 Phone: (573) 751-2600 or 1-800-877-8298 Voice & TDD

# APPENDIX

## **Nancy B. Neal**

Route 1, Highway C  
Jefferson City, MO 65101  
(573) 555-1000

E-mail address: [nbneal@qzq.com](mailto:nbneal@qzq.com)

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### **CAREER OBJECTIVE**

Seeking a part time position as a certified nurse assistant in a residential care facility

### **HIGHLIGHTS**

- Earned Certificate as Nurse Assistant from MO Department of Health and Senior Services, May 2011 (licensure pending)
- 525 hours of skilled training in health sciences
- 30 hours of job shadowing in various health related fields
- Task oriented and highly motivated individual
- Excellent communication skills
- Perfect attendance 2010-2011 school year

### **WORK EXPERIENCE**

Lightemup Display Fixture Company; Jefferson City, MO (June 2009-present)  
Laborer: packed fixtures

### **EDUCATION**

Jefferson City High School; Jefferson City, MO (2008-present) Will graduate May 2011  
Courses: Advanced Biology, Anatomy and Physiology, Trigonometry, Calculus

Nichols Career Center; Jefferson City, MO (2010-present)  
Health Sciences: Certificate of Achievement May 2011

### **ACTIVITIES**

Honor Roll, 08-11; National Honor Society, 09-11; Basketball, 08-11; Letterman, 10-11;  
Choir, 08-11

SkillsUSA/VICA, 10-11; Morning Secretary, 10-11; Nichols Career Center Honor Roll, 10-11;  
Health Science Class Vice-President, 10-11

### **COMMUNITY VOLUNTEERING**

Samaritan Center, Jefferson City, MO (2008-present): bagged and delivered food, sorted clothes, distributed blankets and fans

St. Mary's Health Center, Jefferson City, MO (2009-present): delivered cards and flowers to patients, filled water pitchers, aided patients

# Nancy B. Neal

Route 1, Highway C  
Jefferson City, MO 65101  
(573) 555-1000

E-mail address: [nbneal@qzq.com](mailto:nbneal@qzq.com)

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**JOB OBJECTIVE:** Obtain an entry level position as a Radiologic Technologist

## SKILLS AND ABILITIES

- Skilled with 3 phase, single phase, C-arm, portable units, and linear tomography
- Complete Cardiopulmonary Resuscitation Certification; adult, child and infant
- Effective calming rapport techniques with pediatric and trauma patients
- Excel at organizing several tasks and have them function smoothly
- Communicate well with patients and coworkers
- Competent knowledge of the computer and other office machines
- American Registry of Radiologic Technologist – July 1998
- Member of the Missouri Society of Radiologic Technologists 1998 second place Quiz Bowl Team

## STUDENT RADIOLOGICAL TECHNOLOGY EXPERIENCE

St. Mary's Hospital .....Emergency, Surgery, Intensive Care Units  
Capital Region SW Medical Center .....Single Phase Radiology Department  
Capital Region Madison Center .....Three Phase Radiology Department  
Jefferson City Bone & Joint Clinic .....Outpatient Facility

## SPECIALITY ROTATIONS

Computed Tomography	Mammography	Radiation Therapy
Magnetic Resonance Imaging	Nuclear Medicine	Special Procedures
Ultrasound		

## EDUCATION

1998	<b>Radiologic Technology</b> Nichols Career Center Jefferson City, MO
1994	<b>Business Technology</b> Jefferson City High School

## WORK EXPERIENCE

1997-Present	Capital Region Medical Center, Jefferson City, MO Transporter 2 Take X-Rays, transport patients, file, office duties
1994-1996	Taylor Insurance Services, Jefferson City, MO General Clerk

Data Entry, maintain database, filing, faxing, phone duty

**Nancy B. Neal**

Route 1, Highway C  
Jefferson City, MO 65101  
(573) 555-1000

E-mail address: [nbneal@qzq.com](mailto:nbneal@qzq.com)

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**OBJECTIVE:** A challenging, full-time, position as a Radiologic Technologist  
With the opportunity for professional growth

**TECHNICAL SKILLS**

- GE Medical Systems Advantx VSE – 3 phase
  - GE MST – 1050II – 3 phase
  - Bennett CM 425 – Single phase
  - GE AMX4 Portable Machine
- 

**PERSONAL SKILLS**

- Experience with Geriatric and Pediatric patients
  - Excellent organizational abilities
  - Perceptive communicator with individuals with mental illness/disabilities
  - Reliable in attendance and punctuality
  - Strong patient care skills
  - Able to work under pressure and in stressful situations
  - American Registry of Radiologic Technologists July 1998
- 

**SPECIALITY ROTATIONS**

Mammography  
Computed Tomography  
MRI

Nuclear Medicine  
Radiation Therapy  
Special Procedures

**STUDENT RADIOLOGICAL TECHNOLOGY EXPERIENCE  
JEFFERSON CITY, MISSOURI**

St. Mary's Hospital: Emergency, Surgery, and Intensive Care Units; also at site observed 48 hours in ultrasound  
Capital Region Medical Center, Southwest, Madison Campuses: Emergency, Surgery, and Intensive Care Units also at site observed 48 hours in mammography  
Jefferson City Bone and Joint Clinic

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**WORK EXPERIENCE**

July 1997 – Present	St. Mary's Health Center	Student Radiographer
Mar 1997 – July 1997	Capital Region Medical Center	Student Transporter
Oct 1995 – April 1996	St. Mary's Health Center, Jefferson City, MO	Volunteer in Radiology Department, Record Keeping
April 1994 – July 1997	Western Auto, Jefferson City, MO	
May 1993 – April 1994	Royal Cleaners, Jefferson City, MO	

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**EDUCATION**

1996-1998	Radiologic Technology, Diploma Nichols Career Center
1996-1998	Missouri Society of Radiologic Technologists
1991-1995	Jefferson City High School, Diploma



## **Terry Rae Linhardt**

2000 Wood Circle

Jefferson City, MO 65109

(573) 555-4281

[tlinhardt@qzq.com](mailto:tlinhardt@qzq.com)

### **JOB OBJECTIVE**

Seeking full-time position as a hair stylist and esthetician

### **EDUCATION**

Jefferson City High School; Jefferson City, MO; Graduated May 2011

Nichols Career Center; Jefferson City, MO (2010-2011)

Cooperative Career Education: Certificate of Achievement

### **SKILLS**

- 720 hours of supervised work experience
- Experienced with coloring and cutting hair
- Interacted with customers on a daily basis
- Skilled with various types of computer programs
- Knowledgeable of skin types
- Practiced using hair styling tools

### **WORK EXPERIENCE**

The Mane Event Hair Salon; Jefferson City, MO (July 2008-present) Salon receptionist and trainee

Greeted Customers

Scheduled appointments

Shampooed clients

Practiced coloring and cutting

Attended salon workshop events

Hawthorn Bank; Jefferson City, MO (May 2007-June 2008) Part-time Teller

Maintained and balanced a cash drawer

Completed customer transactions

Sold coin sets

Redeemed savings bonds

Operated a computer

Transferred money between accounts

### **ACTIVITIES**

SkillsUSA (2010-2011)

Relay for Life service project (2009-2010)

March of Dimes service project (2008-2009)

## **Terry Rae Linhardt**

2000 Wood Circle  
Jefferson City, MO 65109  
(573) 555-4281  
[tlinhardt@qzq.com](mailto:tlinhardt@qzq.com)

### **REFERENCES**

Mr. Lee Baker, Operations Manager  
Hawthorn Bank  
800 Eastland Drive  
Jefferson City, MO 65101  
(573) 761-6280

Mr. Sam Kirk, Salon Owner  
The Mane Event Hair Salon  
1000 Holly Drive  
Jefferson City, MO 65101  
(573) 659-0000

Mr. Ben Meldrum, Instructor  
Nichols Career Center  
605 Union Street  
Jefferson City, MO 65101  
(573) 659-3277

## **Ryan A. Christopher**

12125 Frog Hollow Road

Jefferson City, MO 65109

(573)555-9876

[ryanac@qzq.com](mailto:ryanac@qzq.com)

### **Job Objectives:**

Seeking position as a full time heavy engine repair mechanic

### **Skills:**

- Knowledge in regular vehicular maintenance
- Tire repair and replacement
- Heavy engine work
- Part replacement
- Vehicular repair diagnosis
- 720 hours work experience

### **Education:**

Jefferson City High School (Graduate May 2011); Jefferson City, MO

Courses: Woodworking, Metals, Electricity

Nichols Career Center; Jefferson City, MO (2009-2011)

Courses: Cooperative Career Education, Automotive Technology I

### **Awards and Honors:**

CCE Certificate of Achievement, 2010; Automotive Technology Certificate of Achievement, 2011

Nichols Career Center Honor Roll, 2009-2011

Nichols Career Center Perfect Attendance, 2010-2011

CCE Outstanding Student Award, 2010

### **Work History:**

Central Missouri Tire; Jefferson City, MO (August 2009-present)

General Repair Mechanic

Repaired and replaced tires

Performed regular vehicular maintenance

Replaced brake parts

Replaced shocks and struts

Replaced wheel bearings

Green Works Sprinkler Company; Sullivan, MO (May 2008-August 2009)

Pipe fitting and Soldering Technician

Fitted and soldered pipe

Operated backhoe

Operated skid steer

Repaired equipment

## **Samantha P. Jones**

1500 Shell Drive  
Jefferson City, MO 65109  
(573)555-9300  
(573)555-8888  
[samjones@qzq.com](mailto:samjones@qzq.com)

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### **Job Objective**

Seeking a full time position in the child care field

### **Skills**

- 720 hours of supervised work experience
- Experienced in babysitting
- Performed excellent communication skills with parents and children

### **Work Experience**

McDonalds; Jefferson City, MO (December 2008-present)

Crew Member: performed customer service, managed a cash register, handled money, completed orders

Mr. and Mrs. James Oberg Family; Jefferson City, MO (2006-present)

Babysitter: planned activities for children, cooked meals, cared for children ages infant-10

### **Education**

Jefferson City High School; Jefferson City, MO (Graduated May 2011)

Courses: Child Development, Family Leadership

Nichols Career Center; Jefferson City, MO (2010-11)

Program: Cooperative Career Education

### **Activities**

Skills USA Student Organization, secretary, 2010-11

Camp Wonderland Summer Day-Care Volunteer, 2009-11

March of Dimes school service project, 2010-11

### **Awards**

Nichols Career Center Honor Roll, 2010-11; Jefferson City High School Honor Roll 2007-11

Cooperative Career Education Outstanding Student Nominee, 2011

Cooperative Career Education: Certificate of Completion, 2011

# Assignments

## Job Applications

Assignment and Evaluation for Competency Review

Complete the sample application form, as you would be handing it to a prospective employer. Remember to read all directions carefully.

Hand this assignment in to your instructor two school days from today.

---

Due Date

## Resume

Assignment and Evaluation for Competency Review

Complete the Resume Worksheet on pages 12-13. Find real references—remember to ask first. Turn in the worksheets to your instructor two days from today. OR turn in a neatly completed rough draft of your resume.

---

Due Date

## Interviewing

Assignment and Evaluation for Competency Review

Choose three questions from page 23. These are questions that may be asked of you in an interview. In neat paragraph form using complete sentences and good grammar, write out your responses to the three questions—what you would actually tell an interviewer.

Turn in your responses to your instructor two days from today.

---

Due Date

## Action Word List

**Examples of action words that describe your functional skills:**

Abstracted	Collaborated	Dissected	Handled
Achieved	Collected	Documented	Headed
Acquired	Comforted	Drafted	Helped
Acted	Communicated	Drove	
Adapted	Compared		Identified
Addressed	Completed	Edited	Illustrated
Administered	Compiled	Eliminated	Imagined
Advertised	Composed	Empathized	Implemented
Advised	Computed	Enabled	Improved
Advocated	Conceived	Enforced	Improvised
Aided	Conducted	Enlightened	Inaugurated
Allocated	Conserved	Enlisted	Increased
Analyzed	Consulted	Ensured	Indexed
Answered	Contracted	Established	Indicated
Anticipated	Contributed	Estimated	Influenced
Applied	Converted	Evaluated	Initiated
Appraised	Cooperated	Examined	Inspected
Approved	Coordinated	Exceeded	Instituted
Arranged	Copied	Excelled	Integrated
Ascertained	Correlated	Expanded	Interpreted
Assembled	Counseled	Expedited	Interviewed
Assessed	Created	Experimented	Introduced
Assisted	Critiqued	Explained	Invented
Attained	Cultivated	Explored	Inventoried
Audited		Expressed	Investigated
Augmented	Dealt	Extracted	
Authored	Debated		Judged
	Decided	Facilitated	
Bolstered	Defined	Fashioned	Kept
Briefed	Delegated	Financed	
Brought	Delivered	Fixed	Launched
Budgeted	Designed	Followed	Learned
Built	Detected	Formulated	Lectured
	Determined	Fostered	Led
Calculated	Developed	Founded	Lifted
Cared	Devised		Listened
Charged	Diagnosed	Gained	Located
Chartered	Directed	Gathered	Logged
Checked	Discovered	Gave	
Clarified	Discriminated	Generated	Made
Classified	Dispatched	Governed	Maintained
Coached	Displayed	Guided	Managed
			Manipulated

Examples of action words that describe your functional skills continued:

Mapped	Practiced	Relied	Surveyed
Mastered	Predicted	Reported	Sustained
Maximized	Prepared	Researched	Symbolized
Mediated	Presented	Responded	
Memorized	Prioritized	Restored	Tabulated
Mentored	Produced	Revamped	Talked
Met	Programmed	Reviewed	Taught
Minimized	Projected		Theorized
Modeled	Promoted	Scanned	Trained
Modified	Proposed	Scheduled	Translated
Monitored	Protected	Schemed	
	Proved	Screened	Upgraded
Narrated	Provided	Set goals	Utilized
Negotiated	Publicized	Shaped	
	Published	Skilled	Validated
Observed	Purchased	Solicited	Verified
Obtained		Solved	Visualized
Offered	Queried	Specialized	
Operated	Questioned	Spoke	Won
Ordered		Stimulated	Wrote
Organized	Raised	Strategized	
Originated	Ran	Streamlined	
Overcame	Ranked	Strengthened	
Oversaw	Rationalized	Stressed	
	Read	Studied	
Participated	Reasoned	Substantiated	
Perceived	Recorded	Succeeded	
Perfected	Received	Summarized	
Performed	Reduced	Synthesized	
Persuaded	Referred	Supervised	
Planned	Related	Supported	

**Examples of adaptive skill words that describe your personal traits**

Active	Disciplined	Keen	Resilient
Adaptable	Discreet		Resourceful
Adaptive		Logical	
Adept	Effective	Loyal	Self-confident
Aggressive	Efficient		Self-motivated
Analytical	Energetic	Mature	Self-reliant
Assertive	Enterprising	Methodical	Sensitive
	Enthusiastic		Sharp
Broad-Minded	Exceptional	Objective	Sincere
	Experienced	Open minded	Strong
Committed		Outgoing	Successful
Competent	Fair		
Conscientious	Familiar	Personable	Tactful
Cooperative	Firm	Pleasant	Tenacious
Creative	Forceful	Poised	
		Positive	Well-organized
Dedicated	Honest	Practical	
Dependable		Productive	
Determined	Independent		
Diligent	Innovative	Receptive	
Diplomatic	Instrumental	Reliable	



## List of Action Verbs

accelerated	converted	handled	piloted	swayed
accomplished	convinced	headed	pioneered	synchronized
achieved	coordinated	hired	pitched	
activated	corrected		planned	targeted
added	corresponded	positioned	taught	
addressed	counseled	implemented	prepared	trained
adjudicated	created	improved	presented	translated
administered	cultivated	incorporated	presided	tripled
advanced	cut	increased	prioritized	turn around
advertised		influenced	processed	
advised	decided	informed	produced	unified
advocated	defined	initiated	promoted	upgraded
allocated	delegated	inspired	prompted	upheld
analyzed	delivered	installed	proofread	
annotated	demonstrated	instituted	proposed	voiced
announced	depicted	instructed	publicized	
answered	designated	integrated	purchased	won
anticipated	determined	interviewed		wrote
appointed	developed	introduced	ran	
approved	devised	invested	ranked	
arbitrated	dictated		rated	
argued	directed	launched	reached	
arranged	doubled	lectured	realized	
articulated	drafted	led	reconciled	
assigned	drove	lobbied	recruited	
assuaged		lowered	reduced	
attained	earned		re-engineered	
augmented	edited	magnified	regulated	
authored	educated	maintained	rejuvenated	
authorized	empowered	managed	renewed	
	encouraged	marketed	represented	
bargained	endorsed	maximized	resolved	
bid	engineered	mediated	restored	
boosted	enhanced	merged	restructured	
briefed	enlarged	met	revamped	
budgeted	established	minimized	reviewed	
built	evaluated	mobilized	revitalized	
	exceeded	moderated	revived	
campaigned	executed	modernized	revolutionized	
carried out	expanded	modified		
caused	expedited	monitored	scheduled	
certified	explained	motivated	secured	
chaired	expressed	multiplied	served as	
championed			set	
coached	facilitated	negotiated	settled	

Action Verbs continued:

coined	financed	netted	sold
collaborated	focused		solved
communicated	forged	obtained	specified
compiled	formulated	opened	spoke
completed	fostered	orchestrated	started
composed	founded	ordered	steered
compromised	fulfilled	organized	stimulated
concentrated		outlined	streamlined
conceptualized	gained	oversaw	strengthened
conceived	generated		stressed
conducted	grew	penned	structured
consolidated	guaranteed	performed	succeeded
contracted	guided	persuaded	supervised
controlled			

# Business Technology Examples

## Job Objectives:

- Entry level position office support or sales/customer service
- Seeking position as office assistant for \_\_\_\_\_  
(health/medical setting government  
agency small business)
- Position as administrative assistant (Clerk I, Clerk II, etc...)
- Assisting management with bookkeeping, filing, and word processing
- Seeking position as a word processing secretary which will utilize my skills and training

## Highlights (Skills, Qualifications):

- Key \_\_\_\_\_ words per minute
- Capable in producing documents from dictation
- Utilize excellent written communication skills
- Skilled in use of a calculator
- Efficient telephone skills
- Practiced in various filing methods
- Specialized in creating and revising text using word processing, spreadsheet and database
- Proficient in \_\_\_\_\_ software packages  
(List)
- Working knowledge of DOS and Windows
- Experienced in keying medical/legal documents

Notice the strong verbs and verbals used to introduce the skills and qualifications. These words should match the level of proficiency that you have obtained for each skill.