



AKB - JOB SEEKERS

RESUME WRITING &  
INTERVIEWING FOR  
SUCCESS

- **No spelling or grammatical errors**
- **Always tell the truth**
- **Use a professional, business-like email address**
- **After putting your phone number on resumes, always answer the phone and do so politely and in a business-like manner**
- **Have a cheerful but business-like greeting on your voicemail**
- **Keep your voicemail box empty and return calls promptly**
- **If you use a resume template, make it your own**
- **Usually one to two pages; If two pages, not double-sided**
- **Is it an easy read?**
  - ✓ **Read it out loud**
  - ✓ **Have someone else look at it as well**

## **KEY CONSIDERATIONS FOR RESUME WRITING**

# RESUME TOPICS/CATEGORIES

- Objective or Professional Summary
  - Internships
- Education
  - Activities & Volunteer Work
- Experience
- Computer Skills

	NAME		
(530) cell number	(530) home number	email address	

**EDUCATION/CERTIFICATES:**

Currently	8 <sup>th</sup> Grade	CORE Butte Charter School	4.0 GPA
2016	President's Award for Academic Excellence		
January 2014	American Red Cross Babysitting Basics Certification		
	* The Business of Babysitting	* You're the Boss	
	* Playing with Kids of All Ages	* From Feeding to Bedtime	
	* Safe and Sound on the Job	* It's an Emergency – Now What?	

**PAID WORK EXPERIENCE:**

2015 to Present	Babysitter	Numerous local families (References Available upon request)	
		<ul style="list-style-type: none"> <li>Provide private mother's-helper and babysitting services to several families with 2 to 4 children ranging in age from 2 to 8 years</li> <li>Prepare meals, entertain children, manage bath and bedtime</li> <li>I also watch groups of as many as 8 children at a time for a church small group.</li> </ul>	
2012 to Present	Pet Sitter	Neighbor (Reference Available upon request)	
		<ul style="list-style-type: none"> <li>Feed, water, and entertain 2 large dogs in owner's absence</li> <li>Feed, water and groom neighbor's horse in owner's absence</li> </ul>	

**VOLUNTEER WORK EXPERIENCE:**

June 2012 – Present	K-2 Sunday School Teachers' Helper	Paradise Alliance Church
June 2016	Volleyball Coach	Paradise Alliance Church Sports and Arts Camp

**EXTRA CURRICULAR ACTIVITIES:**

Feb. 2017 – Present	Volley Ball Team	CORE Butte Middle School Girls
Aug. 2015 – Present	Student Leadership Team	Fuel Middle School Ministries
October 2014 – Jan. 2017	Horsemanship Lessons	Lightfoot Horse Farm, Magalia
Sept. 2012 – June 2014	Piano Lessons	Nancy Bultema, Teacher
Sept. 2012 – Nov. 2012	Runner/Participant	Girls on the Run, Northern CA

name  
address  
(314) phone [name@gmail.com](mailto:name@gmail.com)

### PROFILE

My education in business administration and practical experience in professional office settings combine to make me an immediate, productive contributor. I take direction well and can work effectively in a team, but also have the ability to take the initiative to plan and execute complex projects on my own.

### EDUCATION

B.S., Business Administration with Emphasis in Marketing, Magna Cum Laude  
Colorado Christian University, Lakewood, CO

### EXPERIENCE

**2010 – 2011      Wedding Coordinator      Paradise Alliance Church**

Acting as liaison between engaged couples and the church, I lead couples through the details of planning and executing their wedding ceremonies and receptions.

**2008 – 2010      Nanny      Private Family      Chico, CA**

I cared for two young children, tended to household duties, ran errands and provided other needed support to two working parents.

**2007 – 2008      Receptionist      Chico Vision Care**

In addition to front office duties such as scheduling appointments, data entry, filing, answering the phone and greeting patients, I assisted in the optical department with product displays and patient orders.

**2005 – 2006      Resident Advisor      Colorado Christian University**

I was responsible for an apartment building of more than sixty students. My responsibilities included, but were not limited to the following:

- Organizing social events
- Enforcing school policies
- Assisting residents with various needs

**2000 – 2003      Receptionist      Fisher Chiropractic, Paradise CA**

I was responsible for all manner of front office duties such as data entry, answering phones, scheduling patient appointments, filing and completing patient payment transactions.

- Triple check for spelling and grammatical errors
- As a general rule, limit to one or two pages
- Have someone review it to be sure is it an easy read
- Be sure you have consistency of phrasing (tenses)
- Bullets vs. paragraph
- Be sure there is consistency throughout entire application packet

**TIPS**

- ▶ Use the Job Description to help you with wording to match your skills to what they are looking for
- ▶ Use the Job Announcement phrasing
- ▶ Your resume should not be just a list of jobs; tell them how you did the job
- ▶ Be specific and give examples; Include the size and scope of your experience
- ▶ Your résumé and all materials submitted to the potential employer should create a fit for the job you are applying for!

## REFINING CONTENT

# COVER LETTER AND LETTER OF RECOMMENDATION

## Cover Letter:

- **Enthusiastic, Passionate, Persuasive**
- **Why your skills fit position needs**
- **How can you help and why**
- **AKA; Letter of Introduction, Letter of Interest, Letter of Application**

## Letter of Recommendation:

### Character:

- Speaks to your integrity
- Validates who you say you are

### Professional:

- Skill-focused
- Specific



# INTERVIEWING FOR SUCCESS

- ❖ **Top 5 Qualities Employers Seek**
- ❖ **Bottom line Interviewing**
- ❖ **Do Your Research – Here's How**
- ❖ **Come Prepared**
- ❖ **Anticipate their Questions**
- ❖ **Good First Impression**
- ❖ **Body Language**
- ❖ **Ask Questions**
- ❖ **Follow up is KEY!**

- **Communication (written and oral)**
- **Honesty/Integrity**
- **Teamwork Skills**
- **Interpersonal Skills**
- **Strong work ethic**

*Source: National Association of Colleges & Employers Job Outlook Survey.*

## **TOP 5 SKILLS/QUALITIES EMPLOYERS SEEK**

- **How can you fix their problem?**
- **Can you do the job?**
- **Will you love the job?**
- **Interviewing is a “two way street”**
  - ✓ **They interview you**
  - ✓ **You interview them**
- **The overall attitude you MUST convey to the interviewer is a POSTIVE ATTITUDE!!**
- **You and your skills must = Them and their needs**

**BOTTOM LINE ON INTERVIEWING**

# RESEARCH THE ORGANIZATION

Get information from:

- **The internet**
- **The organization's website**
- **News Articles**
- **Former/current employees or others who know the organization**
- **Talk with someone involved in the organization if possible**

- **Is the organization public or private, for profit or not-for-profit?**
- **What services (products) do they provide?**
- **What the organization looks for in an employee**
- **The growth potential (if you want that)**
- **How will your skills enhance their operation?**

## **RESEARCH THE ORGANIZATION**

- **A few copies of your resume – on nice paper**
- **Copies of letters of recommendation if you have them**
- **A list of References if you have them (ask if you can use them as a reference before giving out name/number)**
- **Copies of projects or papers if applicable**
- **Everything you need to fill out an Employment Application (address book with names, addresses, etc.)**
- **A professional notebook, with paper/pen**

**COME PREPARED**

# Interviewing for Success

- **Common Interview Questions:**
  - ✓ Tell me about yourself?
  - ✓ Why should we hire you?
  - ✓ Why did you choose this organization?
  - ✓ Why did you leave your last job – or – Why are you looking to leave your current job?
- **Practice with friends, colleagues, relatives**
- **Make a list of examples of your past accomplishments that you will talk about in your interview**
- **Never be negative!**

## Checklist: The Right Interview Questions to Ask

You will want to put a great deal of thought into the types of questions you will ask applicants during an interview. Decide what skills are most important for the position, and then fashion queries aimed at assessing those skills in each person. The following questions are grouped according to skills. Keep in mind that these suggestions are merely a starting point from which to draw up your own.

### Employment history

1. If you had to evaluate the performance you have shown in your present job on a scale of 1 to 10, how would you grade yourself and why?
2. Which accomplishments in your present job are you proud of and why?
3. What skills have you acquired in your present job that make you the right candidate for this job?
4. What are your long-term goals?
5. Describe a recent event in your job that really challenged your capabilities.
6. What extracurricular activities do you pursue?
7. Name a businessperson you admire and explain why.
8. Why do you want to leave your present job?
9. How did you hear about this opening?
10. What have you heard about our company that leads you to believe you would like to work here?

### Communications

1. Are you more comfortable working on a team or on your own?
2. What types of people do you find difficult to work with?
3. Do you prefer communicating with other employees in writing or orally?
4. How often do you like to meet with your supervisor?
5. If you had a far-out idea for a new project, how would you go about communicating it to your co-workers and supervisors and getting it approved?

6. Describe what you consider to be the perfect boss.
7. How would you rate yourself as a public speaker?
8. Are you comfortable communicating your ideas during meetings?
9. How do you approach the writing process? Trace your thought process through to the final product.
10. If you had bad news to deliver to a customer or an employee, would you deliver it through e-mail, a memo, a personal note, a voice mail, a phone call or in person? Why?

### Organization

1. What hours do you prefer to work?
2. At what time of the day do you feel you do your best work?
3. How do you go about planning your schedule for the day?
4. Do you manage your time effectively?
5. If your boss came in to chat and you were under time pressure to finish a project, what would you do?
6. How do you relieve stress on the job?
7. Do you have any objections to putting in overtime?
8. What tasks in your present job do you consider to be a waste of time?
9. Do you consider yourself efficient? Why?
10. If you were given a long-term project, how would you approach the work?



## Motivation

1. Tell me about a situation where you really blew it. How did you handle it, and what did you learn?
2. What motivates you to do your best?
3. If you are having a slow day at work, what do you do to keep busy?
4. Think of a major accomplishment you had in your present job. What aspect did you find most satisfying?
5. What makes you angry at work? How do you handle those situations?
6. Would you consider yourself successful?
7. Would you consider yourself underemployed if you accepted this position?
8. How do you measure up against your peers?
9. If you could buy any skill that you don't possess, what would it be?
10. What tactics should a supervisor use to get the best out of you?

## Managerial

1. What qualities do you possess that would make you a good manager?
2. Tell me about the best manager you ever had and what you learned from this person.
3. Tell me about the worst manager you ever had and what you learned from this person.
4. How would you go about motivating a non-productive employee?
5. How do you create an environment that fosters teamwork?
6. How do you orient new employees?
7. How would you handle a conflict between your employees?
8. How would you react if one of your employees went over your head with a complaint?
9. How do you reward workers for a job well done?
10. Tell me about an unpopular management decision you had to make and how you handled it.

- **Be polite to everyone you meet. Interviewers are not the only decision makers**
- **Be ready to interview as soon as you are called**
- **Firm handshake, smile, and make eye contact**
- **Don't assume people really know you and your skills. It's up to you to describe your experience, show your character and your personality**

## **POSITIVE IMPRESSION**

- ▶ \_\_\_\_\_
- **When you're late, you're telling the employer you will be late to work, to meetings, on assignment deadlines**
- **Employers have heard all the excuses, so even if true, they don't work!**
- **Plan for contingencies...be early! 10-15 minutes before your interview time**

**BE ON TIME!**

- **Answer questions truthfully; Your body will tell them if you are not being honest**
- **Make eye contact**
- **Sit comfortably; be careful of bad habits, e.g. twisting hair, tapping fingers, clicking pen, etc.**
- **Watch interviewer's (panel) body language**
- **Be POSITIVE and happy to be in the interview**

## **TRUTH AND BODY LANGUAGE**

- **Demonstrate through your questions that you have done your research (Internet, friends)**
- **Ask about things that will help you decide if you want to work there**
- **Always ask about the next step in the process**
- **Ask clarifying questions, be inquisitive:**
  1. **Can you describe the ideal candidate you are looking for?**
  2. **How has the position evolved (advanced)?**
  3. **Tell me about the organization's culture.**
  4. **What do you like most about working for the company?**
  5. **Is there anything else I can provide to help you make your decision?**
  6. **Ask to give a more information about an earlier question if you think you could have answered it better.**

# ASK QUESTIONS

- **Write a thank you note promptly (email or note card)**
- **Call or contact the interviewer per their instructions**
- **Be sure to get their name right. Ask for a business card before you leave.**
- **Be politely persistent if it's within their instructions...**

## **FOLLOW-UP**