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PREPARE FOR THE JOURNEY

☐ I have identified my assets in terms of skills, abilities, and personal resources.

☐ I have identified my interests.

☐ I have thought about the type of lifestyle I want.

☐ I have (at least mentally) summarized my personal experience in terms of work, education, and vocational abilities.

☐ I have identified personality characteristics that should be considered in my job decision.

☐ I know my feelings about the environmental setting I would like.

☐ I have researched (at least generally) various career possibilities.

☐ I have narrowed my career choices down to a manageable number worth further exploration.

☐ I have identified people who would be good contacts in my career area.

☐ I have talked to one or more persons in the field(s) I am considering.

☐ I have considered all related career groups in my employment exploration.

☐ I know the various positions in the field(s) being considered.

☐ View the following link to JustJobs Academy for helpful insights and templates.  http://academy.justjobs.com

☐ I have identified any additional education or experience I should get to better prepare myself for my choices.

☐ I have taken the necessary steps to obtain this additional experience if necessary.

☐ I have obtained employer and professor recommendations.

☐ I have prepared a good résumé and know how to write cover letters and thank you notes.

☐ I am familiar with the interview process.

☐ I have identified sources of assistance and other pertinent resources.

☐ I have identified some employers I want to contact for interviews.

☐ I have (at least minimally) researched these employers.

☐ I have an understanding of the various approaches used to obtain interviews.

☐ I know what I want and the steps necessary to obtain it.

☐ I have reasonable alternatives in mind if unable to get my first choice.

☐ I have talked over my best alternatives with significant others (mate, friends, parents, etc.).
PROFESSIONAL IMAGE

Success is reflected in appearance, speech, and actions. It seems to spring from a combination of maturity, confidence, and good taste; it’s professional style. You can develop your own professional style if you are willing to work at adjusting your appearance and behavior.

BE NOTICED

➢ Successful careers require a personal style that is professional so memorable associates will want to do business with you.

➢ Many people have the book knowledge to succeed, but only those with special qualities will rise above the competition. Professional style and a winning image can help set you apart from the crowd.

PROFESSIONAL APPEARANCE

➢ As you prepare for a career, visit businesses in your field to learn about how to look, what to say, and how to act appropriately for your chosen position.

➢ Appearance encompasses not only how you dress, but also how you stand, walk, and sit. Imagine a string attached to the top of your head being pulled upward! This will relax your shoulders and align your body. Ultimately, you will appear taller, more alert, and more confident.

➢ Good grooming habits are another sign of a positive and professional attitude.
   o Most successful professional women wear very little makeup and conservative jewelry.
   o Wear little or no aftershave or perfume. The chemistry in perfumes may clash leaving a bad odor as the employer’s last impression of you.

➢ Professional men should be clean-shaven. Mustaches and beards, if present, should be neatly trimmed.

➢ Tattoos and piercings are a unique way of expressing yourself. However, while interviewing or on the job, the goal is to make the interviewer and/or customer feel comfortable. To be professional, cover tattoos and remove piercings until you are able to assess the working environment to determine what is acceptable.

➢ What do the managers wear? If you want to rise to their status, you will want to dress that part to stand out from your co-workers. However, you will want to dress appropriately for the type of work you will perform.

➢ A professional wardrobe must be clean, pressed (if appropriate for your field) and in good repair. Hemlines and buttons should be intact. Never wear torn or tattered clothing. Shoes should be clean and closed toes.

PROFESSIONAL SPEECH

➢ In addition to looking professional, you should sound professional. Speech habits are probably the most difficult to correct because it is not easy to hear yourself and, up to this point in your life, most of your conversations have been with friends and family.

➢ Become aware of your own communication style. Begin by listening to yourself when you speak. Do you say “yeah” instead of “yes?” “Cuz” instead of “because?” Or “gonna” instead of “going to?” Watch out for slang words and empty language like “you know,” “um,” “like,” and “uh.”

➢ The way to break these habits is to begin correcting yourself in everyday conversation. Successful people speak clearly and with a pleasant tone.
WHERE TO LOOK FOR A JOB

Most jobs are not advertised. You will not likely find them by looking in the want ads or by reading employment bulletin boards. You must explore the “hidden job market” and acquaint yourself with the following resources:

1) **Friends and Relatives**
   Let everyone know that you are looking for a job and be specific about the type of job you seek.

2) **Social Media and the Internet**
   Use LinkedIn, Twitter, and Facebook to search for jobs or make contacts with alumni or related businesses. There are many internet sites which offer local, national, and worldwide career opportunities. Use these listings to determine the qualifications needed in that particular profession.

3) **Business Firms**
   TruTalent Personality assessment (page 8) provides business names, contact information and demographics of many current job openings. Conduct information interviews with potential employers. Talk to the person with the “authority to hire” and with as many employees of these firms as possible to discuss career opportunities.

4) **College Career Centers**
   Visit CSI’s Career Center: See what jobs are posted on Eagle Jobs at http://careers.csi.edu/eaglejobs; utilize resource materials; ask questions about possible problem areas, i.e., your résumé, your interviewing skills, how you present yourself, or perhaps even your personal appearance. Instructors are also a potential resource.

5) **Chambers of Commerce**
   Information concerning major employers in an area can be obtained from the Chamber of Commerce offices. Many Chamber of Commerce offices offer a time employers and potential employees can meet. Contact the local Chamber office for details.

6) **Department of Labor**
   Check daily for new listings. Explore your career and see current job postings through JobScapes, a Department of Labor website: https://www2.labor.idaho.gov/JobScape/

7) **Newspaper Want Ads-Online or Hard Copy**
   Check daily but remember most of the better jobs aren’t listed in newspaper ads.

8) **Unions**
   Familiarize yourself with local union halls and check for apprenticeship openings and application dates.

9) **Private Employment Agencies**
   Most do not require a fee for placement, as it is paid by the employer. They may require a contract, so be sure to read the entire contract before signing since they are legally binding documents.

10) **Temporary and Part-Time Help Agencies**
    Oftentimes, part-time jobs lead into full-time positions. Most agencies do not charge a fee to the job seeker, but it is wise to check for certain.

11) **Professional Journals and Trade Magazines**
    These provide a broad range of professional opportunities. However, details are often insufficient for determining if you are qualified. Analysis of the ads will provide information about the extent of the employment activity in job fields throughout the area.
JOB SCAM AWARENESS

Be aware when searching for jobs online. Not all job sites or job offers are legitimate. Some are scams intended to take advantage of unsuspecting job hunters. There are several steps to take to detect job scams. Avoid such dangers by becoming aware of the things to look for when applying for jobs online. These danger signals can be found on job web sites, emails, or job listings.

Warning Signs, “Red Flags,” and Cautions:

1. Scammers commonly will ask for information that is inappropriate prior to hiring. This information includes: Cell phone number, Personal bank account, PayPal account, credit card numbers, Social Security Number (SSN), scanned ID such as a drivers' license, or a Personal picture.

2. Do not send the potential employer money under any circumstances; especially do not wire or transfer any money to them. This is not an appropriate request of a reputable employer.

3. Be cautious when responding to an email address from a “public” domain. For example, an employer calling itself “Omega Inc.” with a Yahoo, Gmail or other common domain addresses. For example: omegainc@yahoo.com. A more legitimate business email account would be omegainc@omega.com. However, domain names can be easily acquired to appear safe. Watch for lettering after the @ symbol to determine if the company is foreign. omegainc@omega.com/JP would originate from Japan. “Hover” the pointer over the email address to display the true destination of your response. Make sure you know where you are sending your information.

4. Following are several things that are hints in detecting a scam:

<table>
<thead>
<tr>
<th>Misspellings and grammatical mistakes in the job posting</th>
<th>“Pay to Play” sites that charge suspicious fees to get the job</th>
<th>Long pages - you scroll down and down, and it never seems to end. At the very bottom, there's an unrealistic deal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job ad that states: “You have to act now!” or “Time is running out!”</td>
<td>Unusually high pay figures: “make up to $1000 a day” or “$100/hr”</td>
<td>Lots of testimonials from “satisfied customers” or employees</td>
</tr>
<tr>
<td>Sites that “guarantee” you will get the job</td>
<td>Anything that sounds too good to be true</td>
<td>Sites that say they are “scam-free,” or “totally legitimate”</td>
</tr>
<tr>
<td>Sites advertising special access to employer information or “hidden” lists</td>
<td>SHOUTY TEXT, exclamation marks, colored, large font text</td>
<td>Extremely low qualification requirements or a variety of unrelated jobs</td>
</tr>
<tr>
<td>Certification fees, background-check fees or set-up fees</td>
<td>A lack of contact information or company website</td>
<td>Sites that charge a fee for training materials</td>
</tr>
<tr>
<td>Work from home opportunities, especially if the pay figures are unusually high or you are required to be trained from home</td>
<td>Announcements or information sent to your email without your request (unsolicited)</td>
<td>Lots of graphics, pictures of money, cars, or holiday destinations</td>
</tr>
</tbody>
</table>

See more about job scams at these websites:
www.fightback.com
www.worldprivacyforum.org

If you think you have fallen into a scam, look to these sites for information:
http://www.ftc.gov
http://www.consumeraction.gov
VALUABLE JOB-SEARCH RESOURCES

The best way to find a job is to think of searching for a job as your job; something you work on every day.

Employment Links—Search On-line:

Eagle Jobs http://careers.csi.edu/eaglejobs
Times News http://magicvalley.com/jobs/
Idaho Department of Labor- https://labor.idaho.gov/dnn

Other on-line resources
https://www.ziprecruiter.com
www.betterwinfallsjobs.com
http://www.careerbuilder.com/
www.monster.com
www.indeed.com
www.simplyhired.com
http://www.careerjet.com

Employer Links —Some of Magic Valley Largest Employers—Apply-On-Line:

Medical
Saint Lukes of Magic Valley
https://www.stlukesonline.org/about-st-lukes/careers/all-job-opportunities

Manufacturing
ClifBar & Company
https://www.clifbar.com/who-we-are/careers
Seastrom
http://www.seastrom-mfg.com
Glanbia
https://www.glanbia.com/careers
Jerome Cheese
http://www.daviscofoods.com/locations/about-jerome-cheese.html
Chobani
http://www.chobani.com

Retail
Lowes
https://jobs.lowes.com
Target
https://corporate.target.com/careers
Home Depot
https://careers.homedepot.com
Costco
https://www.costco.com/jobs.html

Education
College of Southern Idaho—https://employment.csi.edu/openings.asp

Twin Falls School District—http://www.tfsd.k12.id.us

Filer School District—http://www.filer.k12.id.us
RESOURCES FOR CAREER SEEKERS

https://careers.csi.edu/

<table>
<thead>
<tr>
<th>Develop Your Sense of Purpose</th>
<th>Explore Your Options</th>
<th>Prepare For Multiple Paths</th>
</tr>
</thead>
</table>

? Are you searching for a career to match your purpose?

![Human eSources](https://www.humanesources.com)
Free individualized Career Exploration sessions including access to Human eSources, TruTalent online assessment accessed anywhere, anytime. If you are not sure about your future career choice, we can help. **Login to create account using NPXKK7W for access code.** Choose Merry Olson or Tom Bandolin as your group. Learn more at [http://careers.csi.edu/careerCenter/careerExploration.asp](http://careers.csi.edu/careerCenter/careerExploration.asp)

? Do you know wages and employment outlook for your chosen occupation?

![Next Steps Idaho](https://careerinfo.nextsteps.idaho.gov/resource-category/future-you/career/)
Explore careers, wages, and employers or find a college/scholarships/employment related to your field of study. Go to and log into Next Steps Idaho.

**Careers:** [https://careerinfo.nextsteps.idaho.gov/resource-category/future-you/career/](https://careerinfo.nextsteps.idaho.gov/resource-category/future-you/career/)
**Wages/Demand:** [https://www2.labor.idaho.gov/JobScape/](https://www2.labor.idaho.gov/JobScape/)
**Scholarships:** [https://careerinfo.nextsteps.idaho.gov/resource-category/financial-you/scholarship-opportunities/](https://careerinfo.nextsteps.idaho.gov/resource-category/financial-you/scholarship-opportunities/)

? Are you familiar with the expectations of employers?

![CSI Career Services](https://careers.csi.edu/careerCenter/preparation.asp)
Be prepared for all aspects of the job search process to match the employer’s needs:

<table>
<thead>
<tr>
<th>Application</th>
<th>Résumé</th>
<th>Thank You Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover Letter</td>
<td>Interviewing</td>
<td>Follow-up</td>
</tr>
</tbody>
</table>

For more information go to the CSI Career Center Website, at to locate downloadable worksheets on all of these topics.

? Do you have an effective resume and cover letter?

- **ZipRecruiter Free:** Resume Resources: [https://www.ziprecruiter.com/blog/resume-training/](https://www.ziprecruiter.com/blog/resume-training/)

AND

**RESUMES FOR AMERICA**
Free resume builder for CSI students at **Resumes for America**. For more information click the Resume Help link on Career Center Website, [https://careers.csi.edu/careerCenter/preparation.asp](https://careers.csi.edu/careerCenter/preparation.asp). Use your CSI.edu email when registering your account for free downloads. **Before beginning, make sure to check your CSI email for “Support” message to confirm your account.** [https://resume companion.com/resume-builder-edu-2/csi](https://resumecompanion.com/resume-builder-edu-2/csi)
Know about the company before scheduling an information interview or before applying for a job!

Why research a company?

Why is it important to learn about an employer before you go to the information interview or job interview? You will know whether it is the place you want to work before you meet with the employer. Additionally, you will be able to make a stronger argument to show that you have the skills needed and that you are the right person for that company or that particular job! Picture yourself at an interview with XYZ Company where a position fits what you want to do. Think about answering the inevitable question, “Why are you interested in this company?” If you had not found out about the company before the interview, you might be able to say:

“I think I will enjoy the work and the people here. It seems to be a nice place to work, and I know I can do the job.”

RATHER, if you had prepared by doing some investigating, you might be able to say:

“XYZ is a growing company. It has been in business for more than 40 years and has a reputation for being one of the best. The company offers so many high-quality products such as name brand home entertainment systems, home appliances, and high-end furniture. The employees seem to be happy in their work and committed to maintaining standards of excellence. I would love to grow with this company.”

What’s the difference? The person giving the second answer has found out how old the company is, what it does, and some of the company’s goals. The interviewer, of course, already knows these things but will be impressed that the interviewee cared enough to find out and to use the information in the interview.

Having these facts at hand gives you the extra edge that is often the difference between making a good impression and a great one.

RESEARCH A COMPANY CONT.
RESEARCH THE COMPANY Cont.

When you begin digging into a company’s business, what should you look for? First, gather information that will help you learn enough to determine if you want to work there.

Questions to Consider:

➢ What does the company do, make, or sell?
➢ How did it get started and who started it?
➢ How big is the company? Is there advancement opportunity?
➢ What does the pay range for the desired position?
➢ What kind of positions are there in the company—in addition to the one I am interested?
➢ At what other locations does the organization have offices/plants?
➢ Who is the president?
➢ Who is in charge of the department where I would work?

How Do You Find Out?

➢ Most companies have a website.
➢ Talk to someone who works there or who worked there recently.
➢ Ask your parents, relatives, neighbors, etc., what they know about the company.
➢ Conduct an Information Interview (see following pages).
➢ The local Chamber of Commerce may have information on smaller local employers.
➢ Public company’s annual report to stockholders will tell you what the company does and how it performed over the last year.

More Sources of Information on Employers are:

➢ Company Websites, LinkedIn, Twitter, Facebook.
➢ Also check the Magazine Index and the Business Periodicals Index at your library to find articles about specific fields.
➢ Better Business Bureau.
➢ Dun and Bradstreet’s Million Dollar Directory.
➢ Standards and Poor’s Corporation Records.

Remember, researching a company enables you to find out about the company so you can decide if you want to work for that company. You can stress the skills you have which matches the company needs and you can say positive comments about the company.
NETWORKING

What Is Networking?

Networking is about making connections and sharing information. Professional networking can be defined as making contacts, building support groups, and creating relationships with people with similar professional interests.

Why Should I Network?

Networking is an important skill to learn and practice. Building and maintaining relationships with professionals is helpful when you are exploring and preparing for careers. Networking provides opportunities for you to learn industry-specific information, introduces you to others in your field of interest, and may even expose you to internship opportunities and job offers.

Through Networking, You Can:

- Build experience interacting with professionals
- Receive expert and field specific advice on your resume and interviewing
- Decide whether a career is the right fit for you
- Learn what skills and qualifications are needed to enter and compete in a field
- Receive valuable internship and job search advice from insiders
- Learn about and internship or job opportunities, sometimes before they are posted
- Be offered an internship, job shadow, or a job interview at an organization
- Form a network of people who will enjoy mentoring you

Where and With Whom Can I Network?

The idea of networking might seem intimidating and overwhelming, but you have probably done it before. Networking is simply connecting with people; it can happen anywhere and everywhere. Networking currently occurs in two important venues: In-person and on-line. The following pages will explore both options.
PREPARING FOR NETWORKING
BUILDING A PROFESSIONAL PRESENCE

Before you network, it is important that you present yourself in a polished and professional manner. This will communicate that you are ready to work in a professional setting. To present yourself professionally in-person or online, you should:

- **Develop or update your resume.** A networking contact may ask to review your resume or forward it to their organization. A Career Services staff member can review your resume before you distribute it.
- **Purchase or borrow industry appropriate interviewing attire.** You will need to wear appropriate interviewing attire for most in-person networking opportunities or informational interviews. (see page 4)
- **Know the individual and the organization.** When meeting or corresponding online with a professional, do your homework. Go to the organizations website and explore the Careers page, learn about their product and or projects, history and mission.
- **Review your online presence.** Make sure you look professional online as well. Use the highest privacy settings on Facebook and clear it of any photos that may be inappropriate. Review your Twitter feed and other social media accounts to make sure you are showing your professional presence online.

### Phone
- Choose quiet environment for conversations
- Professional voicemail message
  
  “Hello, you have reached Susan Smith. I am unavailable at the moment, but if you leave your name, message, and I number, I will respond as soon as I can. Thank you.”

### In-Person
- Firm handshake
- Good listening skills
- Cellphone **OFF** and away
- Thank professional for conversation

### Online
- Use descriptive subject line, i.e. Marketing Assistant Application
- Proper salutations: Mr., Ms., Dr.,
- No slang, texting or Instant Messaging
- Use proper grammar
- Writing concise and to the point
- Thank the employer in correspondence
- Spell-check
PREPARING FOR NETWORKING CONT.

https://www.linkedin.com/

The CSI Student Alumni Group is a great way to introduce yourself to LinkedIn. However, there are many other ways to expand your network, find jobs and internships, and connect with professionals on LinkedIn.

- Join industry-specific groups. Search for and join groups for industries that interest you, participate in Discussions as well as Message members to request informational interviews.
- Join the LinkedIn groups for your high school, volunteer groups, and other community-based groups you belong to and expand your connections beyond CSI.
- Upload your email address book onto LinkedIn and ask to connect with current connections. Use the Connections tab on your main profile page to connect with people whom LinkedIn suggests.
- Search for College of Southern Idaho LinkedIn page through linkedin.com/edu/school?id=32064 to explore what careers directions of alumni with your major.
- Search for and follow companies to find out about recently posted jobs or news.
- Search within a company to see if CSI alumni work there and reach out to them to request an informational interview.
- Search for internships and jobs both on your main profile page through the Jobs tab, through LinkedIn discussion groups you have joined.

PROFESSIONAL MESSAGING, TEXTING, E-MAIL COMMUNICATIONS AND SOCIAL MEDIA

COLLEGE OF SOUTHERN MEDIA CONNECTIONS

Tag Us: (#CSIEagles):
#csieagles #job, #job search, #internships, #career, #employment, #hire, etc.

Follow Us:
https://www.facebook.com/CollegeofSouthernIdaho/ | 
https://www.linkedin.com/school/college-of-southern-idaho/ | 
https://www.youtube.com/user/CSIEagles |
There are some etiquette rules to follow when connecting with a potential employer when messaging, texting, e-mailing, AND through social media.

**Texting**
- Text messaging is a more informal way of communication. Make sure it is appropriate to be that informal.
- **Do not** abbreviate. This professional communication is an opportunity to demonstrate your communication and writing skills. Use complete sentences to avoid sounding abrupt.
- Respond promptly. When someone texts you, it's for a quick response.
- Don’t use emojis, or GIFs when communicating.
- Don’t be long-winded when sending text messages.

**Email**
- Include a clear and direct subject line.
- Use a professional email address.
- Always double check your message for errors before sending especially when using the voice-to-text feature.
- Include a signature block.
- Use professional greetings.
- Use exclamation points sparingly.
- Be cautious with humor.
- Reply to emails—even when they aren’t intended for you.

**Social Media**
- Don’t mix business and pleasure.
- Use caution when posting and tagging photos
- Be self-centered in small doses.
- Understand your sense of humor isn’t universal.
- Don’t be reactive
- Avoid over-sharing
- Don’t misrepresent yourself.
- Set your settings to a privacy standard.

**Manage your privacy settings**
THE INFORMATION INTERVIEW

The goal of an information interview is to collect information about a career field, a particular industry, an organization. It is one step in the career planning process.

CONDUCTING AN INFORMATIONAL INTERVIEW

Once you have made initial contact with a professional, you can request an informational interview. An informational interview is a series of questions that you ask to gain first-hand knowledge about a field and learn about internship and job prospective. This conversation will be one of your most effective ways to build connections to and market yourself as a future professional in their field.

The following steps will lead you up to and through an informational interview:

1. **The Introduction**
   Prepare and send a letter or e-mail requesting an informational interview. You may choose to enclose a resume as well.

2. **Follow-up Contact**
   If you have a phone number for your potential informational interviewer, you should contact him/her within a week of sending your letter or e-mail.

3. **The Informational Interview**
   - Have a list of questions ready (approximately 5-6 questions for a 20-30 minute interview).
   - Research the company and the industry and be prepared to discuss your new found knowledge.
   - If you are conducting an in-person informational interview, dress professionally, arrive ten minutes early and bring a notebook, pen, your resume and a list of questions. If you are speaking to a professional on the phone, make sure you have chosen a quiet place to talk.

4. **The Thank You Letter**
   Within 48 hours of the informational interview, send a letter or e-mail thanking the professional for their time.

**REMEMBER:** YOU ARE LOOKING FOR INFORMATION, NOT A JOB.

Don’t turn an information interview into a job interview. People are generally interested in talking about what they do and how they do it. Don’t waste their time or yours – **be prepared.**
THE INFORMATION INTERVIEW CONT.

SAMPLE LETTER REQUESTING AN INFORMATIONAL INTERVIEW

The following letter can be sent via e-mail or regular mail to request an informational interview with a professional.

219 Falls Ave E  
Twin Falls, ID  

February 16, 2022  

Ms. Sarah Hansen  
Dental Hygienist  
Rejuvenate Smiles Dental  
315 Falls Ave  
Twin Falls, ID  83301  

Dear Ms. Hansen  

As you may recall, we recently met on May 19th at the Dental Professional Panel discussions at the College of Southern Idaho (CSI).  

As I mentioned, I will be graduating from CSI in May 2022 with an Associate of Applied Science degree in Dental Hygiene. At the successful completion of my clinical experience of 70 patients and over 1,000 clinical hours, I am excited to start researching my opportunities in the field. I would be interested in learning how you entered the field, what recommendations you may have for my job hunt and any suggestions for future experiences in the field.  

I would like an schedule a time to speak with you for 20-25 minutes. I will contact you next week to arrange an information interview. If you would like to reach me before then, you can e-mail me at JacquelynC@csi.edu or call me at 208-568-2937. Thank you for your consideration.  

Sincerely  
Jacquelyn Carter
THE INFORMATION INTERVIEW CONT.

SAMPLE PHONE SCRIPT

Phone scripts can be used to prepare for calling your contacts after they have received your letter requesting an informational interview or for calling a company to find a professional with whom to network.

“Hello Ms Hansen. My name is Jacquelyn Carter. We met a few weeks ago at the Dental Panel discussion at CSI. I recently sent you a letter requesting an informational interview with you. Would you have some time available today or would you be able to schedule 20-25 minutes to speak with me in the near future?”

SAMPLE INFORMATIONAL INTERVIEW QUESTIONS

Always begin an informational interview with questions that highlight your interest in the professional's work, career and organization. Your final questions can be more focused on you and your career path.

1) Describe your typical day.
2) What do you like most about your job? What part of your job is most challenging?
3) Why did you choose this occupation?
4) What are entry level positions in this field?
5) I saw on your company website that a new program has been developed. Could you tell me a little about this program?
6) What classes should I take, or projects can I do to be prepared for this career area?
7) What kind of education do you have or what kind is necessary for this job?
8) Knowing what you know now about this job, what would you do differently to prepare for this work?
9) Are there any special skills or personal qualities necessary for this career?
10) Do you have any suggestions for my resume?
11) Generally, what is the salary range for this occupation? (Don’t ask what that person is earning!)
12) Would you advise someone else to enter into this career area? Why or why not?
13) Can you recommend one or two other people to whom I may speak about this field? May I use your name when I contact him/her?

Follow-up: Always follow up with a thank-you note. In it, you might want to mention information that you found particularly interesting or helpful during the interview.
**APPLICATIONS**

**Preparing:**

Read the application completely before filling it out, including the small print. Follow directions.

Write something in every blank—no, none, or N/A. If there is a choice, choose appropriately and leave the other items blank. Or if you feel the question is unfair/illegal or has absolutely nothing to do with the job and you object to giving the information, simply state "Provided upon hiring."

**EMPLOYMENT APPLICATION**

- **Organize the space before you start to write.** Do not abbreviate unless there is not enough space; then use an appropriate abbreviation if necessary and understandable.

- **Include an appropriate email address as many employers will contact you electronically if they have questions or to notify you of the hiring status.** CHECK YOUR EMAIL

- **Be sure to have a phone number, set up your message box, and/or message number where you can be reached.**

- **Be aware of information, which is illegal for the employer to ask during an interview.** (Social Security Number, age, how many children you have, etc.). If the job requires a background check as a qualification for hiring, it is not illegal for the employer to request your Social Security Number.

- **If completing a paper application, fill out the application neatly.** Print or write with a fine-point blue or black pen. Use consistent lettering

- **Be prepared to complete the application while you are waiting.** Have references, education, employment history, dates, addresses, telephone numbers, etc., written out so you can simply transfer this information.
Sign your name legibly.

**Military Service**

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If other than honorable, explain:  

**Disclaimer and Signature**

I certify that the information set forth above is to the best of my knowledge true.

Signature:  

Date:  

**SELECT POWERFUL, DESCRIPTIVE WORDS**

that will reflect well on you. For example, when stating reason for leaving your last job, don’t use negative words like “quit” or “fired.” Use words or phrases with positive meanings such as “lacked advancement opportunities” or “left to continue education” or “reduction in force.” If the salary being offered is known, write the amount in the “salary expected” blank. If not known, write “to be discussed” or “negotiable.”

**REFERENCES.** Be prepared to give three. Make sure you have asked permission to use a person’s name as a reference. Choose references carefully. They should be people who know you well enough to give positive information about your work performance or personal characteristics. Use a variety of sources:

- Local business persons who can speak about your work ethic and skills.
- Former instructors (sign a waiver allowing them to speak about you).
- Former employers.
- Former co-workers.
- Directors of volunteer organizations with whom you have worked.

**Avoid Using:**

- Ministers or priests (unless you have a professional or working acquaintance with them).
- Doctors or psychiatrists you have seen only professionally.
- Lawyers (unless you have a professional or working acquaintance with them).
- Friends or relatives.

**Submission:**

- When you are finished, read over the application again to check for errors. If you have completed the application included in this book, you will be able to copy the correct information onto the employer’s application form.
- Include your résumé with the application.
- When turning in the application, have the recipient read it over for completeness. Be sure to ask questions at this time: What is the total application procedure? When will applicants be notified for an interview?
- Make follow-up contact with the employer. Check for updated status on the open position—let it be known that you are interested and available.
- When sending an application and résumé, call the employer to assure they were received. This is also an opportunity to inquire if additional information is required.

**References**

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<th>Name (or professional reference)</th>
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# EMPLOYMENT APPLICATION PRACTICE FORM

## Applicant Information

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<tr>
<th>Last Name</th>
<th>First</th>
<th>M.I.</th>
<th>Date</th>
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<th>Apartment/Unit #</th>
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<th>ZIP</th>
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<th>Phone</th>
<th>Email Address</th>
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<tr>
<th>Date Available</th>
<th>Social Security No.</th>
<th>Desired Salary</th>
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## Position Applied for

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<tr>
<th>Are you a citizen of the United States?</th>
<th>YES □  NO □</th>
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<table>
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<tr>
<th>Have you ever worked for this company?</th>
<th>YES □  NO □</th>
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<tr>
<th>Have you ever been convicted of a felony?</th>
<th>YES □  NO □</th>
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## Education

### College

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<tr>
<th>From</th>
<th>To</th>
<th>Did you graduate?</th>
<th>YES □  NO □  Degree</th>
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### Other

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<tr>
<th>From</th>
<th>To</th>
<th>Did you graduate?</th>
<th>YES □  NO □  Degree</th>
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### High School

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<tr>
<th>From</th>
<th>To</th>
<th>Did you graduate?</th>
<th>YES □  NO □  Degree</th>
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## Previous Employment

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<tr>
<th>Company</th>
<th>Phone (   )</th>
<th>Address</th>
<th>Supervisor</th>
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<th>Starting Salary</th>
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<th>Responsibilities</th>
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<th>From</th>
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<th>Reason for Leaving</th>
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<tr>
<th>May we contact your previous supervisor for a reference?</th>
<th>YES □  NO □</th>
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<td>From</td>
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<td>Reason for Leaving</td>
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<tr>
<td>May we contact your previous supervisor for a reference?</td>
<td>YES ☐</td>
<td>NO ☐</td>
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**Military Service**

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<td>Rank at Discharge</td>
<td>Type of Discharge</td>
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<tr>
<td>If other than honorable, explain</td>
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</table>

**Disclaimer and Signature**

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature | Date |

**References**

*Please list three professional references.*

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<thead>
<tr>
<th>Full Name</th>
<th>Relationship</th>
<th>Company</th>
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SHOW OFF YOUR SOFT SKILLS

Employers want to know you possess the soft skills necessary to be successful on the job. Soft skills are typically intangible behaviors. Following is a list of some employer-desired soft skills.

➢ Attendance/Promptness
➢ Dependability
➢ Appearance/Dress
➢ Honesty/Integrity
➢ Communication skills
➢ Solve problems
➢ Attention to instruction
➢ Multitask
➢ Willingness to participate

How do you communicate this information to your potential employer in your résumé and during the interview? Here are some examples.

PROBLEM SOLVER:
Employers want to know the process you use to work through problems. Be prepared for questions like, “Tell me about a time when you faced a tough problem. How did you solve it?” To communicate you have this ability:

➢ Make a list of at least 10 problems you solved effectively.
  o Note—1) How you solved it 2) Why you chose to solve it in that way 3) What it reveals about you
➢ Practice telling the “story” out loud to another person.

COMMUNICATOR:
Your résumé and interview are great opportunities to demonstrate you have the ability to communicate verbally and in writing. To communicate you have this ability:

➢ Have others review your résumé and cover letter for accuracy. Avoid misspelled words, poor punctuation, and use correct terminology.
➢ Have a friend ask you interview questions which you answer verbally.
➢ If you don’t understand a question, don’t panic; just ask the interviewer to elaborate.
➢ Breathe!!!
➢ Avoid lazy language like “gonna, wanna, uh, like,” etc.

WILLINGNESS TO PARTICIPATE / TEAM PLAYER:
Show you have the ability to work with others. This is an invaluable selling point during an interview. To communicate you have this ability:

➢ Show you are willing to do more than your required share of the work.
➢ Give examples of committee work.
➢ Show you have leadership ability.
➢ Share a group conflict you were able to resolve.
➢ Mention memberships in professional associations.

MULTITASK:
The employer wants to know if you are able to perform a variety of separate tasks simultaneously, commonly referred to as Multi-tasking. To communicate you have this ability:

➢ Make a list of complex projects you handled in past jobs or activities. Write down the various tasks it involved and the role you played.
➢ Give specific examples of how you were able to effectively balance several crucial tasks.
➢ Show willingness to handle all kinds of responsibilities, not just a select one or two.
➢ Display your enthusiasm.
➢ Show how you were able to handle the stress.
SOME HINTS ABOUT WORDS

Your résumé should convey the skills you can offer an employer. The words you use to describe your experience, activities, etc., can convey the skills you have developed. These words are crucial to your purpose of obtaining a job interview. Use concrete nouns, positive modifiers, and strong action verbs. Be aware of the tone which the words convey; avoid sounding arrogant or opinionated. Use concise phrasing rather than complete sentences. “Advanced to” rather than “promoted to”; “earned” rather than “was given” indicates a person who does things rather than received them. Try to construct sentences in the first person, minimizing the use of the word “I.” For example, “Planned and implemented a training program for new employees” rather than “I designed a training program.” The tense should make sense. Describe current experience in present tense and past experience in past tense. Be consistent with tense and punctuation.

ACTION VERBS

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<th>lectured</th>
<th>rejuvenated</th>
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CONCRETE NOUNS

| ability | competence | proficient | technical |
| resources | challenge | qualified | versatile |
| capacity | effectiveness | resourceful | competent |
| results | substantially | vigorous | actively pertinent |
COVER LETTER

A cover letter “covers” your résumé. It serves as an introduction, stating the position for which you are applying and how you are qualified for that position. A well-written cover letter can assist an employer in interpreting your résumé and clarify something about you that your résumé does not explain. It should grab the employer’s attention and generate interest in you as a prospective employee. It is another opportunity to demonstrate your writing/communication skills to the employer.

WHEN THE COVER LETTER IS USED

➢ The cover letter is used if you deliver your résumé and/or application to a prospective employer or organization by mail, fax or email as many employers require a cover letter and résumé.

➢ Most often employers require that your first contact be made via the employer’s website application form. Have your cover letter ready to submit electronically.

IMPORTANT POINTS

1) Remember that a cover letter asking for a job is a “sales” letter. It also serves as an introduction or “first impression.”

2) Keep the language simple and friendly. Be your own natural self, however, don’t appear aggressive, familiar, or humorous. You may want to use language commonly used in your occupational area to show your knowledge and expertise but don’t overdo it.

3) Keep the letter short – usually one page with three to four paragraphs. Don’t cover the same material as in your résumé.

4) Use plain white, standard business-size stationery or paper that matches your résumé.

5) It is possible to use the same basic letter for different employers, provided you make the appropriate changes. Be sure to send each employer an original letter.

6) If possible, address your letter to a specific person (head of the department or the personnel officer); otherwise, use you could simply address the letter “Good day” or “Dear perspective employer.”

7) Slant the letter toward what you can offer an employer, not what you think the employer should offer you. Show how your skills, experience, and attitude relate to the particular position for which you are applying.

8) Proofread your letter. Does it tell the employer what you want them to know about you? Then have someone else go over your letter to check for clarity and correctness in spelling and grammar.
COVER LETTER GUIDE

Your Name
Your Present Address
City, State, Zip Code
Phone Number

Date of Sending

Contact Name (be sure to spell it correctly!)
Title
Company
Street or Mailing Address
City, State, Zip Code

Dear Mr. or Ms. Blank:

1st Paragraph: Tell why you are writing; name the position, field, or general area of work about which you are asking. Tell how you heard of the opening or organization.

2nd Paragraph: Mention two or three qualifications you think would be of greatest interest to the employer, angling your remarks to the employer’s point of view. If you have had related experience, or specialized training, be sure to point it out. Indicate willingness to relocate, if appropriate.

3rd Paragraph: Tell why you are particularly interested in the company or type of work and how your qualifications “fit” the company and the position. Use this paragraph to show that you know something about the company or the job requirements.

4th Paragraph: Close by making a specific request for an interview. Indicate that you are anticipating a request for an interview. Thank the prospective employer for his/her time and consideration.

Sincerely,

Your Handwritten Signature

Type your name

Enclosure: Résumé
June 20, 2022

Mr. John Brown  
Personnel Manager  
Sunrise Construction Company  
PO Box 2008  
Twin Falls, ID 83301

Dear Mr. Brown:

Please consider me for the position of bookkeeper with your construction company as advertised in The Times-News on June 10, 2022. In May, I completed the Accounting/Bookkeeping program with an Associate of Applied Science Degree.

The enclosed résumé shows that I have a good working knowledge of general office procedures and am capable of keeping a full set of books, preparing financial reports for management, and maintaining payroll records. During my education, I have completed many projects in both Peachtree and QuickBooks Pro Accounting. As a work-study student, I had the opportunity to apply work skills in the Business Department at College of Southern Idaho.

Having grown up in a family of construction workers, I am familiar with building terms and most construction materials. I am confident that I have the skills required for this position and am available for an interview at your convenience. I look forward to meeting with you to discuss my qualifications further. Thank you for your consideration.

Sincerely,

Sandy Kramer

Sandy Kramer

Enclosure: Résumé
Jay Burns

4353 Bentley Court, Jerome, ID  83338
Phone:  (208) 732-9733
Email:  jayb23@yahoo.com

June 5, 2022

Roberta Jackson
Personnel Manager
Computer Dynamics
1024 Main Avenue West
Twin Falls, ID  83301

Dear Ms Jackson

A recent article in the Times-News revealed that Computer Dynamics is expanding and will soon be hiring employees in several positions. I am interested in applying for a position as a Computer Support Technician.

Due to a plant closure, I was afforded the opportunity to receive training for a career change. I have always been interested in computers, so I jumped at the chance to further my education. In May, I will be completing the Computer Support Technician program with a Technical Certificate.

My previous work experience has been primarily in manufacturing and processing operations. As you will see on my résumé, I quickly advanced to supervisory positions at both places of employment. My past supervisors will tell you that I am dependable, solve problems quickly, get along well with people and am a team player. These qualities are extremely important for computer support technicians as well.

I would very much like to contribute to the growth of Computer Dynamics. I look forward to meeting with you to discuss our mutual goals.

Sincerely

Jay Burns

Jay Burns

Enclosure: Résumé
March 25, 2022

Mr. William Smith
Owner
The Wood Shop
1234 State Avenue
Boise, ID 83706

Dear Mr. Smith:

I am applying for the position of Drafter as posted on simplyhired.com. As an upcoming graduate of the Drafting Technology program at the College of Southern Idaho, I can apply my knowledge and skills directly to this entry-level position for your company.

**The Drive and Focus to Achieve:** Being a successful drafter is highly dependent upon having the ability to grasp a problem, evaluate the best way to solve it, and then work diligently until the solution is in hand. This is precisely the process I followed to graduate with a 3.5 grade-point average from the College of Southern Idaho.

**Creativity and Flexibility:** Keeping updated in the most recent technology could add a competitive edge in today’s market. Having received hands-on training in the most recent aspects of drafting using CAD programs and in traditional methods, I may be able to incorporate new approaches to software usage. Hiring me would add to your team someone who thinks independently in the role of a strong participant or leader as circumstances determines. This proven ability was demonstrated as the Drafting Club Vice President, coordinating efforts and resources between students, faculty, and administration.

An interview would grant me the opportunity to further demonstrate my abilities. I have attached my résumé, references, and examples of drafting drawings for your review. I can be reached at (208) 734-2468 to schedule an interview. Thank you in advance for considering me.

Sincerely,

Ellen Churchill

Enclosure: Résumé
RÉSUMÉ DESIGN

Most Important Rules to Follow

• Spelling, grammar, punctuation: Mistakes will jump off the page.
• Formatting/Layout: easy to read, not too graphic, NO pictures (this leads to prejudice and bias from employer)
• Consistency – sections look and read in similar fashion

Formatting Guidelines

• Font Family: clean san serif font (Tahoma, Verdana, Calibri, Arial) Do not mix fonts. Limit bold, italics, underlines
• Concise (1 to 2 pages long)
• Font size 10-12.

Important Resume Tips!!

• A person may spend only 7 seconds glancing at your résumé.
• If you contact information is not correct, they cannot contact you.
• Answer your emails and phone calls. This is how employers will contact you, typically not by text.
• The most important information should be on the top 1/3 of the page.

ELLEN

CHURCHILL

2263 Westwood Ave
Twin Falls, ID 83301
Phone: (208) 734-2485
Email: ellenbrit@yahoo.com

SUMMARY OF QUALIFICATIONS

• Keyboarding (50 wpm) • Leadership experience
• Microsoft Office: Word, Excel, • Self-driven, passion for learning
• PowerPoint, Outlook • QuickBooks Pro: Proficient

EDUCATION

College of Southern Idaho, Twin Falls, ID Administrative Assistant, Associate of Applied Science Anticipated Graduation – Dec 2022
• GPA: 3.7
• Internship—developed filing system for new business.

EMPLOYMENT

Bookkeeper
Karl’s Service Station, Twin Falls, ID Jun 2018 – Present
• Maintain all internal bookkeeping, operations, payroll, and inventory in QuickBooks Pro.
• Document customers’ vehicle service requests and schedule appointments.
• Manage office communication including multiline phone system, and mail processing.

Office Assistant (Part-Time)
College of Southern Idaho, Twin Falls, ID Aug 2016 – May 2018
• Created a welcoming atmosphere for students, faculty, and staff.
• Processed student information, maintaining confidentiality.
• Accurately input data and constructed letters using Microsoft Excel and Word.
• Prepared instructors’ materials using Xerox copier/printer and downloaded student electronic assignment submissions for grading.

HONORS

President of Communications Club - 2020-2021.
Employee of the Year Award – 2019.

REFERENCES

Mr. George Cunningham, Instructor
College of Southern Idaho
Twin Falls, ID 83301
(208) 724-3514
gcummings@gmail.com

Note: If references are required on the application, do not include in your resume. Reference can be on a separate page from your resume.

Personal: Name, phone number, email.
*Address is optional [ Name 16+ pt font]

Summary: Brief list of relevant strengths and qualifications that apply to the job. Make them transferable to the new job. Quantify whenever possible.

Education: Name of College, City, State Full Name of Degree/Program Name; Month & Year awarded If less than Associates degree and less than 5 years from graduating, list high school

Employment: Name of company, organization, or person, city and state, job title, description of duties, and dates of employment. List in reverse chronological order – the most recent experience first.

Volunteer and Internships: experience, if appropriate. Use action words to describe activities related to the new job. Include specific accomplishments rather than tasks completed. Include non-paid experience.

Leadership: include school or community examples of demonstrated leadership skills.
Honor: list honors received which would demonstrate excellence demonstrating hard work.

Resumes for America offers free resume creation software to CSI students. Ask for more information at the CSI Career Center. Use your CSI email when registering for free resume downloads.
https://resumecompanion.com/resume-builder-edu-2/csi
Transferable Skills

1. In the space below, list the qualifications and skills you expect from someone in the position for which you are applying.

2. Secondly, think as a manager. What qualifications and skills do you think the employer wants? Look at the job announcement for which you are applying. Many times, you can find this information either stated or “hidden” in the description of the company. For example, “looking for an energetic individual to work for a rapidly growing, fast paced company.” You would want to emphasize to the employer you have energy, may be flexible and willing to move if necessary, as the company grows and able to multitask to keep up with the fast pace.

   Example: I expect the person at the desk to be welcoming and knowledgeable, willing to assist.

   1. Your expectations as a customer:

   2. Your expectations as the manager:

2. Now write down every job or volunteer experience you have had, leaving space to write relevant skills under each. Match your experience/skills which would demonstrate to the potential employer that you have the skills and qualification you listed in number 1.

   Examples:
   
   • Provided a welcoming environment, acknowledging each customer as they entered the office.
   • Listened to customers’ requests, provided information or accompanied them to the appropriate person to obtain needed information.
Résumé Worksheet page 2

Full Name: ____________________________________________
Mailing Address (optional) ______________________________________
City, State Zip (optional) _______________________________________
Telephone & Email ____________________________________________

Objectives: Most employers do you look at the objective so it just takes up space on your resume.

Professional Statement: If a cover letter is not required, write a short 2-3 sentences summarizing who you are in relation to the desired position.

Summary of Qualifications: list the summary of the relevant skills you identified in sheet 1, number 2 that relate to the desired position.

• ______________________________________________________________________
  • ______________________________________________________________________
  • ______________________________________________________________________

Education:
Year of completion or anticipated completion, school name, city/state, and the degree received
List courses or activities that would interest the hiring manager.
Example:
  College of Southern Idaho, Twin Falls, ID, Drafting Technology Associate of Applied Science May 2020
  Add special certifications or abilities received such as AutoCAD, etc.

Work Experience:
Job Title, Employment Dates, Company’s Name, City, State
List your important accomplishments, duties and responsibilities which relate to the job for which you are applying. Keep sentences brief, under 12 words, use bullets at the beginning of a list. Use power words and quantifiable information. For Example: “Coordinated a 4 member team to collect research data. Prepared itemized report and proposal for management. Recommended changes saved the company $15,000 annually in operational expenses.”

Example:
Drafter, Jake’s Drafting and Design, Twin Falls, ID June 2018 – Present
  Assist architectural engineer plan and design 20 one-of-a-kind projects.

Other: list accomplishments or tools used that would be specific to the job for which you are applying.

Volunteer Work (optional) Mention any services you provided and the outcomes of your work.
CHRONOLOGICAL RESUME

The chronological résumé is the most widely used résumé format. It is a good way to highlight a steady work history, particularly if it is related to your next job target. Professional interviewers are most familiar with this form.

ELLEN

CHURCHILL

2263 Westwood Ave
Twin Falls, ID 83301
Phone: (208) 734-2468
Email: echurchill@yahoo.com

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• Prepared instructors’ materials using Xerox copier/printer and downloaded student electronic assignment submissions for grading.

HONORS

President of Communications Club - 2020-2021.
Employee of the Year Award - 2019.

REFERENCES

Mr. George Cummings  Mr. Karl Mann, Manager  Ms. Kathleen White, Instructor
Instructor  Karl’s Service Station  Twin Falls High School
College of Southern Idaho  Twin Falls, ID 83301  Twin Falls, ID 83301
Twin Falls, ID 83301  (208) 733-6220  (208) 733-6214
(208) 732-9554  karls@me.com  whitekath@tfhs.edu

gcommings@gmail.com

Updated 4-1-20
FUNCTIONAL RÉSUMÉ

The functional résumé may be a good format for those who have been self-employed, had employment gaps, or are changing careers. This format focuses on groupings of skills and competencies which apply to the job.

Fabulous Job Candidate
222 Hero Lane, Any City
problemsolver@hardworker.com
333-444-5555

SUMMARY OF QUALIFICATIONS

• Proficient using Meditech and Microsoft Office: Word, PowerPoint and Excel
• Bilingual—Fluent in Spanish and English orally and written
• 9 years’ experience inventory control and accounting recordkeeping
• Quick learner, reliable, honest and ready to take on new challenges
• 4 years’ experience as Practical Nurse—License #576215, CPR Certified—current

EDUCATION

Nursing – Registered Associate of Science
College of Southern Idaho
Graduation anticipated 2023

Nursing – Practical Associate of Applied Science
College of Southern Idaho
Graduated 2017

Biology Bachelor of Science
University of Idaho
Graduated 2018

EDUCATIONAL EXPERIENCE

• Clinicals: 200 hrs.—Emergency Department, Medical Surgical Unit, Women’s Unit
• Hands-on Experience: Focused assessment on acute care patients, monitor vital signs, patient instruction, discharge planning, heart monitoring, IV, and sterile dressing
• Practical Nursing Club President 2018-2020

WORK EXPERIENCE

Aug 2020 to July 2017 Licensed Practical Nurse
Get Better Regional Medical Center
Boise, ID

July 2014 to July 2011 Office Manager (part time while in school)
Department of Extra Hard Work
Moscow, ID

Nov 2011 to June 2010 Delivery Driver
Go-Fast Services
Modesto, CA

VOLUNTEER WORK

Aug 2017 to current Mustard Seed Clinic, LPN in the clinic assisting physician on weekends.
Twin Falls, ID

Updated 4-1-20
OTHER RÉSUMÉ FORMATS

**Combination Résumé** – It capitalizes on the strengths for both the functional and chronological résumé. Usually used when the applicant has a long history. This format is typically a longer résumé.

**Curriculum Vitae Résumé (CV)** – Usually used in the scientific, academic, and medical communities. A type of portfolio describing “the course of one’s life.”

**International Résumé** – a type of Curriculum Vitae résumé used internationally. Other countries may require information which is illegal to ask in the United States. Here are a few examples: marital status, date of birth, passport, and health.

**United State Government Résumé** -- To build a resume in USAJOBS:
1. Sign into USAJOBS.
2. Go to your Documents.
3. Make sure you're in the Resumes section and select the Upload or build resume button.
4. Click Build resume.
5. Name your new resume and click Next.
6. Click Add Work Experience, enter the required information and click Save Work Experience.

https://www.usajobs.gov/

**E-Résumé** – Many companies are using computer software to search for applicants who have the required skills and knowledge to meet their needs. Your electronic résumé needs to follow a different format if it is going to be “read” by a computer. This format is also appropriate for Internet and email résumés. Electronic résumés, or E-résumés for short, can follow one of three formats.

- **Email or ASCII Résumé** – The ASCII (plain text-only format), contains no frills such as bold, underline, or bullets. ASCII is the universal language that allows computers using any software to read and understand text. An emailable résumé should be loaded with keywords that will appear within the first 20 to 25 lines of a computer screen.

- **Scannable Résumé** – A scannable résumé typically starts out as a paper résumé and is then scanned into the employer’s software tracking system, at which point it becomes an E-résumé. If you can, find out if your résumé will be scanned so you can follow the proper formatting procedure. Any résumé that will be scanned, whether by man or machine, should contain keywords to the position.

- **MultiMedia Résumé** – A multimedia résumé is like having your own Web page. It is a résumé that you create with pictures, graphics, and sound that employers “click” through to review your qualifications. Also called an e-portfolio.
CREATE A ROBOT FRIENDLY RESUME

KEYWORDS

Keywords are a collection of nouns and phrases that describe your knowledge base, software experience, specific responsibilities, and skills. They may also include job titles, technical terms associated with your work, impressive “brand name” companies, degrees, licensure, or affiliations. The keyword summary can be the most important part of an E-résumé.

DO’S AND DON’TS FOR WRITING RESUMES
E-RÉSUMÉ OR SCANNABLE RÉSUMÉ

Consider the following guidelines for writing an E-résumé or scannable résumé.

1) Put your name first, followed by your address, phone number, email address or fax number. Put each on a separate line. Include your name on additional pages.

2) Keep text aligned to the left.

3) Use a standard font such as Times News Roman, Arial, Courier, or Verdana in 10-12-point font size.

4) Avoid italics, script, text boxes, shading, columns, or graphics.

5) Make section headings in all capital letters. Use white space between sections to differentiate them.

6) Print a scannable résumé on 8.5 by 11-inch white paper of average thickness, on one side only. Use a laser or other letter-quality printer.

7) Do not staple multiple pages and never fold a scannable résumé.
THE INTERVIEW

A typical interview lasts 20 to 30 minutes. You have the first four minutes to convince the interviewer that you are the best person for the job. Employers hire people, not degrees, union cards, etc. You must sell yourself and your skills/ideas. BE PREPARED! It is critical to getting the job.

For tips on how to answer interview questions go to: ZipRecruiter
https://www.ziprecruiter.com/blog/job-interview-questions-how-to-answer

OBJECTIVES OF THE INTERVIEW:

The Interviewer
The main objectives for the employer are as follows:
➢ To gather relevant information about the candidate’s qualifications for a particular job.
➢ To assess how these qualifications, match the requirements of the position.
➢ To present the company/agency positively and to attract well-qualified candidates.
➢ Develop trust with the applicant (like speed dating).

The Applicant
The applicant, however, is primarily concerned with selling himself/herself. For the applicant, the main objectives are:
➢ To communicate relevant information and qualifications about oneself clearly and accurately.
➢ To seek relevant information about a particular job, position, and employer. From this information, the applicant should be able to make a tentative decision about whether this position is a “good” match between personal needs and what the job can offer.
➢ Prove trustworthiness; be honest.

FOUR TYPES OF INTERVIEWS:

Structured Interview is the most common type of interview. The interviewer has a predetermined list of questions to ask the interviewee and often takes notes during the interview.

Unstructured Interview is more informal. The questions are broad and general and will require that the interviewee do most of the talking.

Group/Committee/Panel/Board Interview there is one interviewee and several interviewers. Each interviewer will have a few questions to ask from a list of predetermined questions and all will take notes. These are often used when hiring for higher-level positions.

Stress Interview is designed specifically to put the interviewee under stress so that behavior, responses, and reactions can be observed. This type may be used when the position is a high-stress job.
FOUR STAGES OF AN INTERVIEW:

1. **Opening and Introductions:** Your interview begins the moment you walk through the door. The initial conversation may appear to be meaningless chitchat; but at this stage, it is very important to develop a good and a positive first impression.

2. **Discussing the Candidate’s Background:** This is the “why, how, when, where” phase of the interview. During this stage, the interviewer will be asking questions which will give you an opportunity to talk about yourself and your background. This is the time for you to sell yourself. Be honest, straightforward, and articulate. Be specific. Tell the interviewer what you can do for the company and why you are the best candidate for the position.

3. **Your Turn to Ask Questions:** During this stage of the interview you have an opportunity to ask for the information you need to know to determine if you want to work for this organization. It is best to focus your questions on the job and the organization, rather than on what the company can do for you. Ask about training and advancement opportunities rather than about pay and benefits. See “Questions an Applicant May Wish to Ask” later in this document.

4. **Closing:** Ask for the job! Briefly summarize the interview verbally from your perspective and indicate that you want to work for that company. Also clarify the next steps of action or communication. Ask when they will be making a decision.

   *In job hunting, as in most other endeavors, persistence pays. The key to success is your ability to sell yourself—to communicate your assets to an employer.*

PHONE INTERVIEWS:

Testing the Water:

   The phone interview is the second step in the process for many recruiters. Often a phone interview serves to narrow down the pool to the semifinalists and finalists. Few people get hired solely on the basis of a phone interview. The phone interview is a way for both the candidate and the interviewer to test the waters. Relax, be professional, and be yourself!

**Before the call:**

   Make sure your cell phone battery is not about to run out, that your roommate is not about to run the vacuum, and that you will be able to concentrate. Even if you are not seen by the interviewer, you will present yourself better if you are well groomed. It may help to have your notes and résumé in front of you, and to have a pen in your hand to take notes. (Don’t rattle papers.) If the entire hiring committee is on the other end in a conference call, you will want to write down each person’s name/role so you can refer to it later. It’s important that you are clear about whether you can hear the interviewer clearly. *Don’t say “Can you speak up?” Do say “I’m having trouble hearing you. Can you hear me clearly?”* As with any interview, be prepared to ask questions at the end.

**After the call:**

   Immediately after the call, write a short thank-you note; something like “Thank you for spending time with me on the phone today talking about the enrollment management position. I enjoyed the conversation and have a better understanding of the job. I would be interested in an on-site interview and would welcome the opportunity to further discuss my candidacy.”
# INTERVIEW EVALUATION RUBRIC

<table>
<thead>
<tr>
<th>Name of Applicant</th>
<th>Interview Evaluation Checklist</th>
<th>Date:</th>
<th>Total points</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0 points each</td>
<td>10 points each</td>
<td>15 points each</td>
</tr>
<tr>
<td>1. General Appearance</td>
<td>Look un-kept, clothes wrinkled, improper dress, hygiene needs improvement</td>
<td>Not dressed for position, hygiene needs improvement</td>
<td>Good hygiene, clean but not pressed and polished</td>
</tr>
<tr>
<td>2. First Impression</td>
<td>Dull, unenthusiastic unimpressive</td>
<td>Lacks energy, not smiling, sharp looking, somewhat confident</td>
<td>Sharp, confident, somewhat enthusiastic and energetic</td>
</tr>
<tr>
<td>3. Speaking Skills: Voice, Manner</td>
<td>Could hardly hear, shaky, so nervous they could hardly communicate</td>
<td>Spoke softly but could understand, voice shaky, very nervous</td>
<td>Spoke audibly but somewhat shaky, slightly nervous</td>
</tr>
<tr>
<td>4. Eye Contact</td>
<td>Did not look up</td>
<td>Looked around constantly, obviously was not prepared</td>
<td>Kept eye contact most of the time, looked up or down when not sure what to say</td>
</tr>
<tr>
<td>5. Answered Questions Clearly</td>
<td>Did not answer questions</td>
<td>Stammered, hesitated, not concise, short or rambling answers</td>
<td>Answered questions with some hesitation</td>
</tr>
<tr>
<td>6. Attitude</td>
<td>Unenergetic, arrogant, aggressive, or extremely quiet</td>
<td>Uncooperative, moody, unsure of self, self-focus</td>
<td>Cooperative, neutral—neither positive nor negative, somewhat confident</td>
</tr>
<tr>
<td>7. Questions by Applicant (clear precise, intelligent?)</td>
<td>Applicant had no questions</td>
<td>Questions appeared “off the cuff,” not prepared</td>
<td>Asked questions but not related to the job</td>
</tr>
<tr>
<td>8. Closing the Interview (courteous?)</td>
<td>Left without saying anything</td>
<td>Applicant smiled</td>
<td>Applicant did smile and thanked the panel for their time. Did not state he/she wanted the job or when they would be making a decision</td>
</tr>
</tbody>
</table>

Points_____ Points_____ Points_____ Points_____ Total points possible 160

Updated 4-1-20
FIRST IMPRESSION:

Although most job interviews last 20 to 30 minutes, research indicates that interviewers tend to make an overall evaluation of the applicant within the first four minutes. Use your awareness of this to your advantage by making your initial impression on the interviewer a very positive one. Remember that nonverbal behavior is an important consideration. Here are some factors that affect first impressions.

Eye Contact: Upon first meeting, make direct eye contact and greet the person(s) interviewing you with a smile.

Appearance: Your appearance will demonstrate to the potential employer the quality of performance they can expect. Project a professional image. You should be well-groomed and conservatively dressed. Your clothes should be clean and pressed. If you do not have an outfit to wear to an interview in which you feel comfortable and confident, buy one; it is a worthwhile investment towards your future success. If you’re on a tight budget, check out second-hand clothing stores.

* A rule of thumb: Dress as if interviewing for the next highest position for which you are applying within that organization. Wear close toed shoes. Avoid wearing scented lotions, perfume aftershave or cologne.

Handshake: Take your cues from the employer. If the employer reaches out to shake your hand, reach to shake their hand using a firm handshake.

Voice: Be enthusiastic – sounding upbeat but not “gushy.” Enthusiasm projects the energy and motivation. Avoid talking too quickly or too slowly.

Posture: During the interview, lean slightly towards the interviewer rather than away. This will communicate your interest in what the interviewer is saying and show confidence as you speak. Keep your arms and legs unfolded and your head up.

INTERVIEW TIPS: DO’S & DON’TS:

DO:

➢ Find out as much as you can about the company before the interview.
➢ Be prepared – review your personal and professional qualifications.
➢ Arrive 10 minutes early. Have accurate address and/or directions. Call the employer if delayed.
➢ Wear well-fitting, appropriate clothes. Be neat and well-groomed.
➢ Go to the interview alone.
➢ **DO NOT** take your cell phone into the interview.
➢ Be polite and considerate of all office personnel.
➢ Pronounce the interviewer’s name correctly.
➢ Maintain good eye contact.
➢ Be as natural as possible. Let some personality show.
➢ Show enthusiasm and a positive attitude about work.
➢ Answer questions completely but be concise and to the point – no longer than 60 seconds.
➢ Ask relevant questions about the job and the company.
➢ Have résumé and/or a completed application, letter of recommendation, etc., with you.
➢ Have examples of work (if appropriate) or equipment for possible skill demonstrations.
➢ Ask for the job! Let the interviewer know you are interested in the position.
➢ Thank the interviewer for his/her time and shake hands.
➢ Follow-up with a thank-you letter, email or phone call.
➢ Take a pen and small notebook with you.

DON'T:
➢ Don’t answer your phone or text during the interview. TURN OFF your phone. Do not just turn down volume.
➢ Don’t take friends or family with you to the interview.
➢ Don’t park in reserved places or in front of the loading zones.
➢ Don’t sit down before you are asked.
➢ Don’t take smoke, chew gum or tobacco, or drink anything during the interview.
➢ Don’t wear hats or sunglasses.
➢ Don’t put arms, elbows, purses or other articles on the interviewer’s desk.
➢ Don’t use slang – “yeah,” “you know”, “na,” “huh.”

NEGATIVE FACTORS IN AN INTERVIEW:

The following is a list of reasons employers give for rejecting applicants during the initial interview:
➢ Poor personal appearance.
➢ Nervousness.
➢ Failure to look interviewer in the eye.
➢ Limp, “fishy” handshake.
➢ Sloppy application.
➢ Inability to express himself/herself clearly, poor voice, diction, grammar.
➢ Indefinite response to specific questions.
➢ Sarcasm.
➢ Appearance of hostility, overbearing, over-aggressive, conceited, know-it-all.
➢ Lack of interest and enthusiasm (passive, indifferent, apathetic).
➢ Over-emphasis on money (interested in only the best dollar offer).
➢ Unwillingness to start at the bottom; expectation of too much, too soon.
➢ Making excuses, being evasive, and hedging on unfavorable factors in record.
➢ Lack of maturity.
➢ Lack of courtesy, ill-mannered, failure to express appreciation for the interviewer’s time.
➢ Condemnation of past employers, no tact.
➢ Lack of knowledge of the field of work, no interest in the company.
➢ Low moral standards, intolerance, strong prejudices.
➢ Inability to take criticism, failure to accept instruction.
➢ Arriving late for an interview.
➢ Lack of smile, positive attitude, and gratefulness.
➢ Bringing friends or relatives to the interview.
➢ Arguing or disagreeing with the interviewer.
➢ Failure to ask questions in the interview.

EXPLAIN NEGATIVE PAST IN THE INTERVIEW:

Be prepared for questions such as these:
➢ Last year, how many days of work (or school) did you miss?
➢ Have you ever been fired from a job?
➢ Have you ever been convicted of a crime?

4-step process for explaining a negative past event or pattern:
1. Briefly explain what happened and take responsibility. (10-20 seconds)
2. Briefly explain how you have changed, what you’ve learned and why things are different. (15-25 seconds)
3. Briefly introduce why the problem will not reoccur or how it will not a problem for the employer. (10-20 seconds)
4. Transition into why you would be qualified for the position. (30+ seconds)
COMMON INTERVIEW QUESTIONS:
(Learn to Think Like an Interviewer)

What employers are looking for when they ask these interview questions:

1. Employer is looking for someone who is organized, detail oriented, and prioritizes:
   
   **Question Asked:** “Describe your system for planning and organizing your work.”
   
   **Good answer:** “At the end of each day I go through my check list of what I need to accomplish tomorrow and then I enter each task into my calendar, then I….”
   
   **Vague answer:** “Typically I will return emails, or phone messages, or go through a to-do list in my head.”

2. Employer is looking for someone who can lead and inspire others:
   
   **Question Asked:** “Do you motivate others? When have you done this?”
   
   **Good answer:** “My co-worker Debbie was in a slump because she missed goal two months in a row. So, I told her one day that we were going out prospecting for new clients together because I knew she needed to build her confidence back up. So we….and then…”
   
   **Vague answer:** “I love motivating people. I’m always energetic and pumping people up so that they feel good. People tell me that my enthusiasm is infectious”

3. Employer is looking for someone who is competitive and goal focused:
   
   **Question Asked:** “Have you found yourself in a situation where you tried really hard but couldn’t achieve a goal you wanted? Why did this happen and what did you do?”
   
   **Good answer:** “In my last job I set a goal for myself that I would become a manager within one year. To do this I focused on….but I didn’t achieve it..so I…”
   
   **Vague answer:** “I always achieve my goals” or “Sometimes I fall short but that just makes me more determined to succeed and achieve.”

4. Employer is looking for someone who is effective in persuasion:
   
   **What Asked:** “When have you changed someone’s mind about what you believed was a great idea but he or she didn’t see it?”
   
   **Good answer:** “I came up with a solution for a client of mine who needed help with customer retention. I proposed…. and convinced him by…. and the result was…. ”
   
   **Vague answer:** “I continually have to change my clients’ minds about spending money. I get them to see it my way by showing them why it makes sense.”

Source: [https://www.ziprecruiter.com/blog/behavioral-interview-question-examples/](https://www.ziprecruiter.com/blog/behavioral-interview-question-examples/)
COMMON INTERVIEW QUESTIONS CONT.

Interview questions often have common themes that can help you understand what the employer is trying to learn. Use these questions to your advantage in an interview so you can show off the features the employer is seeking. The five themes are:

1. Background and Goals
2. Skills and Experience
3. Behavior Questions
4. Reliability/Accountability
5. Work Style

*Capitalized questions are the most common questions.*

**Theme 1: Background and Goals:** Show the employer you are goal oriented and have prepared for the interview by learning something about the company.

1. **TELL ME ABOUT YOURSELF.** The purpose of this question is to summarize your qualifications and skills that would demonstrate to the potential employer you can do the job. Discuss your overall background which relates to the employer’s needs: what type of experience do you have? How does this job fit into your career plan? What are your career goals for the next few years? **Don’t** discuss your age, your family, or desired salary.

2. **WHERE DO YOU WANT TO BE IN 5 YEARS?**

3. **IS THERE ANYTHING ELSE THAT YOU WOULD LIKE TO TELL ABOUT YOURSELF THAT MAY HAVE BEEN OVERLOOKED?**

4. **TELL ME WHAT YOU KNOW ABOUT OUR COMPANY.**

5. Why do you want to work here? What salary are you seeking?

6. What are your future career plans?

7. Why do you think you would like this particular job?

8. If you had to describe yourself in one word, what would it be?

9. What motivates you to do a good job?

10. Why are you leaving or why did you leave your previous job?

11. Do you plan to continue your education?

12. You have one minute to convince me that you’re the best candidate for this job. Begin.

**Theme 2: Skills and Experience:** Use brief examples to demonstrate your skills. Talk about what you have learned from each career experience. When you talk about a challenge or a skill you would like to improve, emphasize that this will not be a problem to the employer. What have you done or are currently doing to improve yourself?

1. **WHAT ARE YOUR GREATEST STRENGTHS? WEAKNESSES?**

2. What can you do for us that other candidates can’t?

3. Define customer service.
4. Why should I hire you rather than anyone else?
5. What have you learned from some of the jobs you’ve held?
6. Have you ever supervised people before? How many?
7. Why is customer service so important today?
8. What do you think are the most important abilities that lead to success on the job?
9. If there were one area you’ve always wanted to improve upon, what would that be?
10. Give some examples of things you’ve done in previous jobs or school that demonstrate your willingness to work hard.

11. Describe a time when you took personal accountability for a conflict and initiated resolution.

Theme 3: Behavior Questions: These questions often begin with “tell me about a time…” and are a request that you demonstrate you have acquired a skill. Tell a brief story (30 seconds to a minute) which demonstrates your skill in the area requested. Often employers will ask questions about how you handled a problem in the workplace. The employer wants to be sure that if you have a conflict at work, you will not (1) get into a fight; or (2) quit. Be positive if you are discussing a difficult situation. Emphasize your efforts to solve the problem directly and if applicable, tell about going to a supervisor if you were unable to resolve the conflict directly.

1. Give me an example of when you had to deal with an angry customer or client. What were the results?
2. Tell me about a time when you had to make a difficult decision. How did you go about making the decision?
3. Think of a time when you worked on a team. What was your role? What was the process? What were the results?
4. Think of a situation where you had a conflict with another individual. How did you resolve it?
5. Give me an example when you had to deal with stress. How did you handle it?
6. Describe a specific problem you solved for your employer or professor. How did you approach the problem? What role did others play? What was the outcome?
7. Describe a time when you got co-workers or classmates who dislike each other to work together. How did you accomplish this? What was the outcome?
8. Tell me about a time when you had to make a decision but didn’t have all the information you needed.
9. Describe a situation that required several things to be done at the same time. How did you handle it? What was the result?
10. Give me an example of when you were able to meet the personal and professional (or academic) demands in your life yet still maintained a healthy balance.
11. Tell me about the most difficult or frustrating individual that you had to work with and how you managed to work with that person.
**Theme 4: Reliability/Accountability:** The employer is trying to learn more about your work ethic and your soft skills (problem solving, teamwork, attendance, punctuality, grooming, etc.). Do you do what you say you will do? Do you put forth 100% effort?

1. **HOW WAS YOUR ATTENDANCE AT SCHOOL OR YOUR LAST JOB?**
2. What jobs have you held and why did you leave?
3. Can you get recommendations from previous employers?
4. What are three things your last boss would say about you? What will your manager say when you give notice that you’re leaving?
5. How have you handled work pressure or deadlines?
6. Is it all right to call your previous employer for reference?
7. If you are hired, how long do you plan to stay with our company?
8. Would you be willing to attend any special training programs?
9. Why are you leaving or why did you leave your previous job?
10. Are you planning to give notice that you’re leaving for another job?
11. Do you have a driver's license? What type? Do you have a car?
12. How were your grades in Math? English?
13. What quality or attribute do you feel will most contribute to your career success?

**Theme 5: Work Style:** The employer is trying to learn whether you will fit in well with the work group or team. Demonstrate that you are flexible and exhibit a positive attitude.

1. When were you most satisfied with your job?
2. Do you prefer to work alone or in a group?
3. Would you speak up if your point of view differs from your co-workers or supervisors?
4. What types of people seem to rub you the wrong way?
5. If you were told to report to a supervisor who was a woman, a minority, or who had a disability, what problems would this cause for you?
6. Do you like to travel?
7. What would you change about your previous jobs?
8. Would you rather be in charge of a project or work as part of the team?
9. Would you be willing to relocate?
10. How would you describe yourself in terms of your ability to work as a member of a team?
11. Would you say that you can easily deal with high-pressure situations?
12. For what kind of supervisor do you work best? Provide examples.
WHAT QUESTIONS DO YOU HAVE?

Asking informed questions is an important element of your interview and shows whether you have prepared. Note: Wait until you have been offered the job to ask about salary and benefits. You can research this information prior to your interview by going to the company’s website, talking to people you know who work there, or calling the Human Resources office. During your interview, your questions should focus on the job.

1. When do you expect to make a decision about this position?
2. What are some of the company’s initiatives regarding learning and development?
3. What kind of on-the-job-training is available?
4. How did this position become available?
5. Who would be my supervisor?
6. What are the goals of the department for the next year?
7. What kind of assignments might I expect for the first six months on the job?
8. Does your company encourage further education?
9. How would my performance be measured?
10. What are your growth projections for the next year?
11. Is this a new position or am I replacing someone?
12. What do you like best about your job/company?
13. Do you fill jobs from outside or promote from within first?
14. What qualities are you looking for in the candidate who fills this position?
15. What skills are especially important for someone in this position?
16. What characteristics do achievers in this company seem to share?
17. What impact would I have on a team if I am hired?
18. What role do you see me playing in the team?
19. How much travel, if any, is involved in this position?
20. What is the next course of action? When should I expect to hear from you, or should I contact you?

Close the interview by “asking for the job.” Tell the interviewer that you are excited about the possibility of working for their company. Then thank the interviewer for their time and consideration and shake hands if/when the employer offers their hand.
THANK YOU LETTER

No interview is finished without a follow-up. Now is the time to be on top of the list of applicants! There are several advantages to writing a thank you letter after your interview.

➢ The interviewer gets another look at your name and a reminder of your qualifications.

➢ You have the opportunity to mention anything you thought of after the interview that is important to the employer.

➢ You make another chance to show your responsibility, your personality, and your initiative.

➢ This is another opportunity to express your interest in and enthusiasm for the job.

➢ You may restate your understanding of the next step in the process.

➢ You may pleasantly surprise the interviewer with your sophistication in job seeking.

Even if there was no job available or your qualifications weren’t suitable for the particular position for which you interviewed, a thank you letter will make a positive impression on the interviewer. This could pay off in the future.

The thank you letter should be typed on high-quality white paper (many times sold by the page at office supply stores) with correct grammar, spelling, and form. The letter should be mailed within a day or two of the interview.

In certain circumstances, a thank you email could be sent if the job is information technology related. However, a mailed thank you note is uncommon and would not be deleted or overlooked by a busy manager.
THANK YOU LETTER GUIDE

Date

Your Name
Your Present Address
City, State Zip Code
Phone Number

Name of Interviewer
Position or Title
Name of Organization or Company
Address
City, State Zip Code

Dear Mr. or Ms. Interviewer,

1st paragraph: Express thanks for the interview; name the date of interview, and the title of the position for which you are being considered. Describe your positive feelings about the interview, the organization, and the position. State your interest in working at that position.

2nd paragraph: Highlight your skills, interest, and abilities which relate to that position by mentioning one or two of your strongest assets. Reinforce your beliefs that agree with the company’s goals or direction.

3rd paragraph: Bring the letter to a close and review next steps. Mention that you are willing to give more information if needed.

Sincerely,

Your handwritten signature

Type your name

Updated 4-1-20
SAMPLE THANK YOU LETTER
(Where applicant IS qualified)

October 24, 2022

Thomas Jenkins
523 4th Avenue East
Twin Falls, ID  83301
(208) 734-5099

Ms. Marcia Thompson
United Business Systems
1315 York Street South
Twin Falls, ID  83301

Dear Ms. Thompson

Thank you for the time you took with me on Monday afternoon, October 23, to discuss the electronics technician position. I enjoyed the interview and was excited to learn that United Business Systems is expanding. I would very much like to be part of that growth.

After talking with you, I feel that my comprehensive training with electronic systems and my ability to work well with people would be of help in your growth plans. In addition to my qualifications and experience, I strongly believe in continuing education as a necessity to keeping on top of technological changes. I would look forward to the training opportunities that you offer at United Business Systems.

Thank you for your consideration. I look forward to hearing from you on Friday, October 27, as you mentioned during the interview. If there are further questions I may answer, please call me.

Sincerely

Thomas Jenkins

Thomas K. Jenkins
SAMPLE THANK YOU LETTER
(Where applicant is NOT qualified)

July 26, 2022

Jesse Wong
8003 Rimview Lane
Twin Falls, ID 83301
(280) 734-9372

Mr. John T. Reilly
Personnel Interviewer
Whittaker, Inc.
876 Martin Street
Twin Falls, ID 83301

Dear Mr. Reilly:

Thank you for your time on the afternoon of Monday, July 24. I enjoyed our discussion about the word processing position and about Whittaker, Inc.

I was impressed by your company’s word processing setup. I am definitely disappointed that my qualifications at this time do not meet your requirements. Our discussion has provided me with even more motivation to further my training.

I plan to stay alert to job openings for which I would be qualified with Whittaker, Inc. I hope you will keep my résumé in mind should something suitable to my qualifications and skills develop.

If you have additional questions we may discuss, feel free to contact me.

Sincerely,

Jesse Wong

Jesse Wong
Here’s an odd fact of life.

While everyone wants a handsome salary, almost nobody wants to discuss that salary before being hired. Few questions inspire as much dread among job seekers as: “So, what kind of salary are you looking for?”

Yet, there are no escaping questions of salary. Here are the tips to help you negotiate effectively before and during the job interview.

When replying to want ads that ask for salary requirements or a salary history, I always advise my clients to NOT answer directly, because any answer will hurt your chances.

Remember that a typical classified ad can produce hundreds of résumés. That’s a pretty big pile. And a fast way to make that pile smaller is to weed out applicants who are either too expensive (over qualified) or too cheap (under qualified).

So, in your cover letter, I would just say: “My salary requirements are negotiable.”
This shows that you have read the want ad carefully but are choosing to dodge the issue. Most HR professionals and hiring managers I have talked to won’t take offense. On the contrary, it gives them one less reason not to call you.

What about salary questions in the interview? These require some advanced planning.

You can say: “Well, I would like to make as much as other employees with my qualifications.” (Here, you can repeat 2-3 of your most valuable skills or achievements, just to remind them of how qualified you are.) Then add: “And what is the typical salary for this position?”

Another strategy is to avoid a specific salary. Name a pay range instead. Say: “I was thinking of a salary in the $25,000.00 to $35,000.00 range, (with $25,000.00 being the lowest amount that you would accept). That way, you can name a higher figure, if they try to pin you down, yet will still be able to retreat to a point that satisfies you.

Finally, information is power here. If you can back your salary request with a list of average salaries that you have obtained from the Internet or from your own phone calls, you’ll enjoy greater leverage in your negotiations.

Article by Kevin Donlin of Guaranteed Résumés, Minneapolis based résumé service. Since 1995, Guaranteed Résumés has provided résumés, Internet résumés, cover letters and job searches for clients in 44 states and 23 countries.

For more information about salaries for particular careers, visit JobScapes at https://www2.labor.idaho.gov/JobScape/ or O*NET OnLine at https://www.onetonline.org/.
HINTS FOR JOB SUCCESS

Please Do:

➢ Be on time. Reliability is the first measure of employee value. Tardiness and absenteeism are the foremost of employer dissatisfaction measures.

➢ Dress neatly and appropriately. Check to see if the company has regulations or a dress code.

➢ Ask your supervisor if you have questions about the job.

➢ Take your responsibility seriously.

➢ Cooperate with your co-workers.

➢ Set standards and goals for your work experience. Show enthusiasm for your work.

➢ Be careful with company property.

➢ Observe company rules and procedures.

➢ Follow instructions carefully.

➢ Be honest.

➢ Keep neutral when it comes to company policies. It takes a lot of time to understand situations fully. Listen carefully.

➢ Treat agreements made as commitments and keep all of them with supervisors, managers, or fellow employees; for example, to call in, show up at certain times, pick up goods, make arrangements or make contacts.

➢ Keep cool with difficult employees.

➢ Be friendly, but careful. Don’t identify yourself solely with the first person or group who befriends you. Avoid emotional involvement with people at work.

Please Don’t:

➢ Loaf on the job, text, or talk on cell phones during work.

➢ Take long lunch hours or breaks.

➢ Come on too strong with your new boss. Don’t jump to a first name basis unless the boss gives permission.

➢ Immediately tell the boss how you think it should be done. Watch, listen, and learn before making suggestions for improvements.
Are you thinking about a career change?

If you aren’t sure of the direction of your future, we can help. CSI Career Services offers free Career Exploration guidance as well as access to personality type assessments and other online career exploration tools.

Career Services
Merry Olson
Career Services Coordinator
Phone: (208) 732-6306
Evergreen Building 89C Room
Scheduling link: https://merry.youcanbook.me

Need help landing that dream job?

The job and career search process is much less intimidating when you’re prepared. CSI Career and Counseling Services provides training via workshops, online tools and individual counseling to help you navigate the job and career search process to your best advantage. Transition from student to professional by maximizing your marketing tools including the applications, résumé writing, cover letter, interviewing skills, and follow-up communication.

Career Services
Tom Bandolin
Career Readiness Facilitator
Phone: (208) 732-6303
Evergreen Building 89C Room
Scheduling link: https://tombandolin.youcanbook.me

Are you a single parent enrolled in a professional technical program? Are you enrolled in a professional technical program that is non-traditional for your gender (Career Pioneer)?

The Center for New Directions can provide financial assistance, career counseling, life skill training, and job placement assistance for students meeting these requirements. We are here to assist you in reaching your goal!

Center for New Directions
Pat Weber
CND Grants Coordinator
Phone: (208) 732-6688
Email: pw Weber@csi.edu
Evergreen Building 87C Room
Scheduling link: https://patricia Weber.youcanbook.me

Thank You

Nondiscrimination Statement
It is the policy of the College of Southern Idaho to comply with all federal, state and local authorities requiring nondiscrimination, including but not limited to Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), the Age Discrimination Act of 1975, and Executive Orders 12898 (Environmental Justice) and 13166 (Limited English Proficiency). College of Southern Idaho is an equal opportunity employer. The college does not exclude from participation in, deny the benefits of, or subject any individual to discrimination on the basis of race, color, national origin, sex, sexual orientation, gender identity, disability, income, protected veteran status, limited English proficiency, or any other status protected under applicable federal, state or local law.