# Job Seeking Skills Workshop Booklet

Nebraska VR

Name _____

## Introduction to Job Seeking Skills Workshop

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# Introduction to Job Seeking Skills Workshop

Thank you for participating in Job Seeking Skills Training. It is the first step in getting ready to begin your job search. You will learn the basics of how to find, apply, and interview for a job. We believe that once you understand these basic elements – and with practice – you will, in time, become successfully employed.

We will begin by helping you identify where to find job openings. You will learn that most job openings never reach the newspaper want ads. Instead, they are found through networking and cold calling.

Employers tell us you need to have a quality application. This includes accurately listing your skills, job history and personal information. You will learn how to tailor your application to the specific job and employer you want. A quality application will lead you to the next step — the interview.

Attending an interview can be nerve-wracking, since we are never sure what questions will be asked. We will help you prepare for your interview by reviewing commonly asked questions and helping you formulate good answers. We will tackle those tough questions centering on background checks, gaps in employment history, and your disability.

When you have completed Job Seeking Skills Training, you will be ready to work with your placement staff in finding and keeping the job you want.

**Welcome!**
**Let's get started.**

# How and Where to Find a Job

## Job Search Tips

- Use the hidden job market.
- Network often.
- Research company.
- Find out the hiring process.
- Get the name of the hiring decision maker.
- Get a job description.
- Match your skills to the position.
- Submit applications.
- Be prepared to make a good impression.

## Hidden Job Market

- Networking
- Referral from other people who are working
- Employer networking event
- Staffing agencies
- Cold calls

## Stay Organized

- Create a weekly schedule.
- Commit to your job search daily.
- Keep a list of prospective employers.
- Maintain your Weekly Job Search Record.

## First Impressions

So much of the successful job search depends on the impression one makes in the **first few seconds**. Remember whether you are picking up, returning an application, inquiring about an opening or going for an interview; your appearance, attitude and preparedness matters!

**Remember that you will never have a second chance to make a first impression.**

**Create a Good Impression**

- Project confidence with good posture.
- Be enthusiastic and energetic.
- Dress professionally.
- Develop a firm handshake.

**Begin Building Rapport Immediately**

- Use positive non-verbal cues (smile, lean forward, make eye contact, use pleasant voice).
- Ask questions.
- Stay focused.
- Use the name of the person to whom you are speaking.
- Listen actively.

**Appearance Tips**

- Dress one level above what is worn on the job.
- Proper grooming and hygiene.
- Be conscious of accessories, tattoos, cigarette smoke, and cologne.

**Technology Tips**

- Record a professional message.
- Advise anyone who may answer your phone to take a message and be polite.
- Use a professional email address.
- Check your email/voicemail often for employer response.
- Ensure email/voicemail aren't full.

**A Few Suggestions**

- Never talk negatively about a former employer or co-worker, or even in general conversation (i.e. weather, sports, etc.).
- Try to avoid nervous phrases such as, "you know," "uh" and others; **it's okay to take a moment to think about a question.**
- Keep to the point. Respond to the question and, if possible, demonstrate with an example; but know when enough has been said. Although it is important to be confident, do not attempt to take over the interview by talking too much.
- Don't exaggerate or contradict yourself-stick to the facts.
- If you have a contact within the organization, it is acceptable to mention this, but do not dwell on it.

# A Last-Minute Checklist

### Good Personal Hygiene

- ☐ Dress one step better than what is expected for the position.
- ☐ Get a good night's sleep.
- ☐ Take a shower.
- ☐ Shampoo your hair.
- ☐ Shave.
- ☐ Brush your teeth.
- ☐ Use mouthwash.
- ☐ Use deodorant.
- ☐ Comb your hair.
- ☐ Clean and trim your nails.
- ☐ Wear clean, freshly pressed clothes.
- ☐ Shine your shoes.

### Appropriate dress

- ☐ Wear the proper clothes, shoes and accessories.
- ☐ Wear conservative colors.
- ☐ Don't wear clothing that includes slogans, advertising, or religious symbols.
- ☐ Eliminate excessive jewelry and make-up.
- ☐ Eliminate perfumes or colognes.
- ☐ Avoid the odor of cigarette/cigar smoke.
- ☐ Cover tatoos and remove piercings as appropriate.

### Arrival

- ☐ Bring two forms of current ID (one must be a picture ID), your social security card, and bank account information.
- ☐ Bring money for gas, parking, or public transportation.
- ☐ Be prepared with your resume, a notebook, and a pen.
- ☐ Write the manager's name, department, address, and phone number in the notebook or ask for a business card.
- ☐ Bring the Job Facts Guide.
- ☐ Plan to arrive 10 minutes before the interview begins.
- ☐ Shut off cell phone.
- ☐ Be courteous. If you are going to be late, call the manager ahead of time and see if you can reschedule.

# Organize Your Job Search

## Networking:

**You can use this networking section to assist in brainstorming ideas of individuals who could possibly help you find employment.**

Relatives, Friends and Neighbors Who are Working:

People with Whom You Do Business:

Department of Labor or Staffing Agencies:

Social Networking Sites (Facebook, Twitter, etc):

Businesses Where I Want to Work:

Bulletin Boards Listing Leads:

Career Fairs:

Yellow Pages:

## Weekly Job Search Record:

| | |
|---|---|
| Contact Date: | Contact Person: |
| Employer: | Address: |
| Phone: | Submitted: Application ☐ Yes ☐ No Resume ☐ Yes ☐ No |
| Type of Work: | Results: |
| Follow-up Date: | Results: |

| | |
|---|---|
| Contact Date: | Contact Person: |
| Employer: | Address: |
| Phone: | Submitted: Application ☐ Yes ☐ No Resume ☐ Yes ☐ No |
| Type of Work: | Results: |
| Follow-up Date: | Results: |

| | |
|---|---|
| Contact Date: | Contact Person: |
| Employer: | Address: |
| Phone: | Submitted: Application ☐ Yes ☐ No Resume ☐ Yes ☐ No |
| Type of Work: | Results: |
| Follow-up Date: | Results: |

# The Quality Application

## Job Application Tips

- Have your job history information organized.
- Read application carefully.
- Follow instructions.
- Use blue or black ink.
- Phrase things honestly and positively.
- Check spelling and grammar.
- Fill in all blanks or mark N/A.
- Be cautious about information regarding age or disability status.
- Sign the application.
- Follow up if you'd like to apply for another position with the same company.

## Work History

- Have all the information you need on hand.
- Be exact with your dates.
- Be prepared to explain gaps in employment.
- Choose a supervisor who knows you.
- List volunteer activities if you have little or no work history.
- Be brief on the reason for leaving.

## Online Application Tips

- Have your information organized before you start (including a .pdf resume).
- Double check what's filled in automatically.
- Save your form as you go.
- Make sure application is submitted successfully.
- Use an appropriate user ID and password and **write them down.**

## Online Advantages

- Online applications work well in today's market.
- They give you an excellent description of the position.
- Easier to fix errors and make changes.
- Allows good use of your job search time.
- Gives you more space for details.
- Don't have to worry about handwriting.

**Online is often the only way to apply for certain positions.**

## Job Description Statements

Employers will want to know what you've done on each job. Include as much detail as you can so you can paint a good picture of your duties and responsibilities. See pages 27-28 for a list the of action words.

| *Action word* | *What* | *How* |
|---|---|---|
| **Example:** Cleaned | floors | with sweep, mop, and buffer |
| | | |
| | | |
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# Listing Reasons for Leaving Jobs

Employers will take special note of your reasons for leaving past jobs. They will be watching for indications that you may have had difficulty getting along with others, health problems and for other signs of "trouble." Take care when you indicate these reasons on an application form as well as while answering questions during an interview.

**Avoid Using:**
- Fired
- Injury
- Health Problems
- Personal Problems
- Laid Off
- Not Enough Money or Benefits
- Didn't Like Job
- Didn't Like Company
- Didn't Like Boss
- Quit (may appear that you have a bad attitude or don't get along with others)

**Use Instead:**
- Looking for more responsibility
- Seeking a more challenging position
- Desire a career change
- Physical demands — resolved
- Opportunity to utilize more of my skills
- There was not enough work
- There was a company-wide lay off
- My job was phased out

**Job Advancement:** if you went to a job offering more money, better position, more benefits, and/or opportunity for advancement.

**Other positive reasons for leaving:**
- Moved or relocated
- Care for my family
- School or training
- Seasonal or temporary job
- Second job

# Background Checks

A background check may include:
- Credit report
- Department of Motor Vehicles record
- School transcripts
- Criminal charges/registries (Sex Offender, Abuse/Neglect)
- Felony and misdemeanor convictions
- Calling past employers
- Web search/social networking sites

**Employers will do a criminal background check.** Honesty is important in discussing a criminal record. An employer may accept the criminal background but lying will always cause your application to be rejected. If you have a criminal background be prepared for questions concerning the date and type of offense. If you are uncertain about the information needed don't guess! You can do your own background check. Discuss with your VR counselor any questions or concerns you may have prior to an application or interview.

# Choosing References

Now is the time to contact your references:
- Identify 3 or 4 people
- All references should know your work habits and job related skills (use a co-worker rather than an HR person)
- Get their contact information
- Be sure to get permission to use someone as a reference and provide them with a copy of your work history
- Maintain contact

See page 20 for an example of a reference page.

# APPLICATION FOR EMPLOYMENT

We are an equal opportunity employer, and will not permit discrimination on the basis of race, color, sex, age, national origin, ancestry, religion, citizenship, veteran status, marital status, sexual orientation or disability. Employment related decisions, such as hiring, promotion, training, and discipline will be made for legitimate business reasons based upon qualifications and other non-discriminatory factors. We further comply with all federal, state, and local laws, rules and regulations pertaining to equal employment opportunity.

***PLEASE PRINT*** Today's Date:

Position(s) Applied for: Desired Salary:

Last Name: First: Middle:

Address: Email Address:

City: State: ZIP Code:

Telephone: Social Security Number:

Do you have a legal right to work in the US? ☐ Yes ☐ No

Have you been convicted of a crime other than a minor traffic violation? ☐ Yes ☐ No

If yes, please explain:

Are you willing to work? Mark all that apply.

☐ Full-time (40 or more hours each week) ☐ Temporary ☐ Evenings ☐ Overnights
☐ Part-time (Less than 40 hours each week) ☐ Weekends ☐ Holidays ☐ Days

What date are you available to start?

Mark the days and hours of availability:

| **Day** | ☐ Monday | ☐ Tuesday | ☐ Wednesday | ☐ Thursday | ☐ Friday | ☐ Saturday | ☐ Sunday |
|---|---|---|---|---|---|---|---|
| **From** | | | | | | | |
| **To** | | | | | | | |

Do you have any physical limitations that would prohibit you from performing any of the job functions with or without reasonable accommodations of the position(s) for which you are applying? ☐ Yes ☐ No

If yes, please specify:

Do you have any other names by which your records would be found?

**EDUCATIONAL BACKGROUND:**

| | **School Name** | **Location** | **# of Years Completed** | **Degree/ Diploma** | **Area of Study** |
|---|---|---|---|---|---|
| High School | | | | | |
| College | | | | | |
| Other | | | | | |

**SKILLS AND QUALIFICATIONS:**

**EMPLOYMENT HISTORY:** Please provide the following information for your past and current employers, assignments, and volunteer activities, starting with the most recent.

| | **Dates Employed** | **Work Performed** |
|---|---|---|
| Employer | From | |
| Address | To | |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title | Starting $ | |
| Supervisor | Ending $ | |
| Reason for Leaving | | |

| | **Dates Employed** | **Work Performed** |
|---|---|---|
| Employer | From | |
| Address | To | |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title | Starting $ | |
| Supervisor | Ending $ | |
| Reason for Leaving | | |

| | **Dates Employed** | **Work Performed** |
|---|---|---|
| Employer | From | |
| Address | To | |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title | Starting $ | |
| Supervisor | Ending $ | |
| Reason for Leaving | | |

**REFERENCES** Other than friends or relatives, i.e. business associates.

| **Name** | **Address City, State & Zip** | **Phone** | **Occupation** | **Years Known** |
|---|---|---|---|---|
| | | | | |
| | | | | |
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| | | | | |

By signing this application, I declare the information provided by me is complete and true to the best of my knowledge. I understand that any misrepresentation or omission on this application may preclude an offer of employment or may result in a withdrawal of an employment offer, or may result in my discharge from employment if I am already employed at the time of misrepresentation or omission is discovered.

***Applicant's Signature*** ***Today's Date***

# Tailoring Your Skills

## Now You Try It!

Chose **one** of the following job descriptions to match with your skills. Underline the skills you have and write them on the lines below (as you would list them in the Skills and Qualification section of an application).

**Assembly Operator**
The selected candidate will be responsible for operating and monitoring the process to verify proper assembly, perform quality inspections, package and label product as required and ability to work in a team environment and communicate with all team members in a professional and productive manner. Past experience in a production setting and basic mechanical aptitude highly desired. Detail oriented and high quality standards required. High school diploma or GED is required.

**Cashier Team Member**
**Description:** Provide fast, fun and friendly checkout service. Resolve guest concerns in a positive, helpful manner. Work as part of a team. Solicit guest credit card registrations.
**Requirements:** Use excellent guest service skills. Handle money, refunds, and exchanges. Learn new technology. Read labels and other product information. Cross train and work in other areas of store as needed. Quickly and accurately scan and bag all items and collect payment.

**Custodian**
**Position Summary:** Keep building in clean and orderly condition.
**Responsibilities:** Clean building floors by sweeping, mopping, scrubbing, and vacuuming. Gather and empty trash. Service, clean, and supply restrooms. Clean windows, glass partitions, and mirrors. Dust furniture, walls, desks, and filing cabinets. Requisition supplies and equipment needed for cleaning and maintenance duties. Other duties as assigned.
**Requirements:** High School diploma or equivalent. Some experience with office building cleaning. Ability to effectively communicate. Detail oriented. Self motivated. Must be able to lift up to 50 pounds.

**Office Assistant:**
**Summary:** Performs a variety of general office work including typing, filing, and receptionist duties in a support of a busy nonprofit office.
**Minimum Requirements:** High School diploma or GED. One (1) year of clerical and/or receptionist experience. Experience talking and transferring telephone calls. Customer service experience. Basic computer and word processing skills. Verbal and written communication skills in English and a demonstrated ability to read and comprehend written/graphic and oral instructions. Any equivalent combination of training, education, or experience that meets the minimum requirements.

_____

_____

_____

_____

## You be the Hiring Committee

Review the job applications on pages 10-15 and discuss in class each of the candidate's application. Select who you think would best qualify for a job interview.

# You be the Hiring Committee Activity

## APPLICATION FOR EMPLOYMENT

We are an equal opportunity employer, and will not permit discrimination on the basis of race, color, sex, age, national origin, ancestry, religion, citizenship, veteran status, marital status, sexual orientation or disability. Employment related decisions, such as hiring, promotion, training, and discipline will be made for legitimate business reasons based upon qualifications and other non-discriminatory factors. We further comply with all federal, state, and local laws, rules and regulations pertaining to equal employment opportunity.

***PLEASE PRINT***

Today's Date: September 30, 2014

Position(s) Applied for: Maintenance/Housekeeping

Desired Salary: open

Last Name: Carlson

First: Michael

Middle: L.

Address: 819 Peterson Road

Email Address:

City: Omaha

State: NE

ZIP Code: 68104

Telephone: (402) 860-4211

Social Security Number: 111-11-111

Do you have a legal right to work in the US? ☒ Yes ☐ No

Have you been convicted of a crime other than a minor traffic violation? ☐ Yes ☒ No

If yes, please explain: N/A

Are you willing to work? Mark all that apply.

☒ Full-time (40 or more hours each week) ☐ Temporary ☒ Evenings ☐ Overnights
☐ Part-time (Less than 40 hours each week) ☒ Weekends ☐ Holidays ☐ Days

What date are you available to start? Two weeks from job offer

Mark the days and hours of availability:

| **Day** | ☒ Monday | ☒ Tuesday | ☒ Wednesday | ☒ Thursday | ☒ Friday | ☒ Saturday | ☒ Sunday |
|---|---|---|---|---|---|---|---|
| **From** | Open | Open | Open | Open | Open | Open | Open |
| **To** | Open | Open | Open | Open | Open | Open | Open |

Do you have any physical limitations that would prohibit you from performing any of the job functions with or without reasonable accommodations of the position(s) for which you are applying? ☐ Yes ☒ No

If yes, please specify: NA

Do you have any other names by which your records would be found? NA

**EDUCATIONAL BACKGROUND:**

| | **School Name** | **Location** | **# of Years Completed** | **Degree/ Diploma** | **Area of Study** |
|---|---|---|---|---|---|
| High School | Lincoln High School | 1800 J St Lincoln, NE 68510 | 4 | Diploma | General |
| College | Southeast Com. College | 8800 O St Lincoln, NE 68510 | 3 | No | Heating & Air Conditioning |
| Other | | | | | |

**SKILLS AND QUALIFICATIONS:**

Extensive experience in cleaning and determining area needs to create safe environments.
Proven ability to learn quickly. Four years experience in customer service.
Ability to prepare written reports.

**EMPLOYMENT HISTORY:** Please provide the following information for your past and current employers, assignments, and volunteer activities, starting with the most recent.

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Hillside Retirement Center | From Jan. 2011 | Mow grounds, keep driveways |
| Address 82041 Atlantic Rd Omaha NE | To current | clean. Maintain safety in lots, |
| Phone Number(s) (402) 498-0429 | **Hourly Rate or Salary** | log and record planting |
| Job Title Maintenance | Starting $8.50 | schedule. |
| Supervisor Dwayne Lewis | Ending $9.00 | |
| Reason for Leaving Currently still employed | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Lawn Sharks | From May 2009 | Mowed and trimmed multiple |
| Address 218 E. Hwy 2 Lincoln NE | To Dec. 2010 | lawns daily. Kept track of |
| Phone Number(s) (402) 476-1111 | **Hourly Rate or Salary** | hours worked. |
| Job Title Lawn Maintenance | Starting $7.75 | |
| Supervisor Carla Stephens | Ending $8.00 | |
| Reason for Leaving Relocated to Omaha | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Sears | From June 2006 | Assisted customers in retail |
| Address 6241 Gateway St Lincoln NE | To April 2009 | sales. ran cash register. |
| Phone Number(s) (402) 488-1212 | **Hourly Rate or Salary** | Stocked and organized |
| Job Title Cashier | Starting $6.85 | department daily. |
| Supervisor Dan Brock | Ending $7.20 | |
| Reason for Leaving Education | | |

**REFERENCES** Other than friends or relatives, i.e. business associates.

| Name | Address City, State & Zip | Phone | Occupation | Years Known |
|---|---|---|---|---|
| Mark Abbott | 2419 E. 4th Lincoln NE 68512 | (c) 402-491-1241 | Banker | 8 |
| Harrison Davis | 824 Blondo St Omaha NE 68101 | (h) 402-479-1444 | Teacher | 5 |
| Mindy Dalby | 2477 Melrose Lincoln NE 68506 | (h) 402-261-4116 | Retail | 8 |
| Josh Crawford | 3229 Sewell St Gretna, NE 68941 | (c) 402-870-1427 | Production | 2 |

By signing this application, I declare the information provided by me is complete and true to the best of my knowledge. I understand that any misrepresentation or omission on this application may preclude an offer of employment or may result in a withdrawal of an employment offer, or may result in my discharge from employment if I am already employed at the time of misrepresentation or omission is discovered.

Michael L. Carlson — September 30, 2014

***Applicant's Signature*** — ***Today's Date***

# APPLICATION FOR EMPLOYMENT

We are an equal opportunity employer, and will not permit discrimination on the basis of race, color, sex, age, national origin, ancestry, religion, citizenship, veteran status, marital status, sexual orientation or disability. Employment related decisions, such as hiring, promotion, training, and discipline will be made for legitimate business reasons based upon qualifications and other non-discriminatory factors. We further comply with all federal, state, and local laws, rules and regulations pertaining to equal employment opportunity.

***PLEASE PRINT***

Today's Date: 9/30/2014

Position(s) Applied for: Housekeeping

Desired Salary: $10.00 per hour

Last Name: Thorn

First: Margaret

Middle: J

Address: 22 North 5th

Email Address:

City: Louisville

State: NE

ZIP Code: 68542

Telephone: (402) 896-4207

Social Security Number:

Do you have a legal right to work in the US? ☒ Yes ☐ No

Have you been convicted of a crime other than a minor traffic violation? ☐ Yes ☐ No

If yes, please explain:

Are you willing to work? Mark all that apply.

☐ Full-time (40 or more hours each week)
☒ Part-time (Less than 40 hours each week)
☐ Temporary
☐ Weekends
☐ Evenings
☐ Holidays
☐ Overnights
☐ Days

What date are you available to start?

Mark the days and hours of availability:

| **Day** | ☐ Monday | ☐ Tuesday | ☐ Wednesday | ☐ Thursday | ☐ Friday | ☐ Saturday | ☐ Sunday |
|---|---|---|---|---|---|---|---|
| **From** | 9:30 | 9:30 | 9:30 | 9:30 | 9:30 | | |
| **To** | 3:30 | 3:30 | 3:30 | 3:30 | 3:30 | | |

Do you have any physical limitations that would prohibit you from performing any of the job functions with or without reasonable accommodations of the position(s) for which you are applying? ☒ Yes ☐ No

If yes, please specify: Back Injury in 2009

Do you have any other names by which your records would be found?

**EDUCATIONAL BACKGROUND:**

| | **School Name** | **Location** | **# of Years Completed** | **Degree/ Diploma** | **Area of Study** |
|---|---|---|---|---|---|
| High School | Louisville High School | Louisville | 4 | 1984 | General |
| College | | | | | |
| Other | | | | | |

**SKILLS AND QUALIFICATIONS:**

I get along good with others and am a hard worker

**EMPLOYMENT HISTORY:** Please provide the following information for your past and current employers, assignments, and volunteer activities, starting with the most recent.

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Gretna Schools | From 9-2011 | cleaned inside rooms and |
| Address Gretna | To CO 10-2012 | parking lots |
| Phone Number(s) 402-564-9908 | **Hourly Rate or Salary** | |
| Job Title Housekeeper | Starting $8.75 | |
| Supervisor Bill | Ending $9.25 | |
| Reason for Leaving couldn't do the work | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Big Inn | From 2-2008 | Cleaned rooms, on-call, had |
| Address Greenwood | To 12-2010 | to manage desk when boss |
| Phone Number(s) 402-9604-2121 | **Hourly Rate or Salary** | was on vacation |
| Job Title Housekeeper | Starting $7.00 | |
| Supervisor Mel Harris | Ending $ 8.10 | |
| Reason for Leaving Cared for family | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Dairy Queen | From 12-2002 | worked front counter, |
| Address Louisville | To 4-2008 | made food |
| Phone Number(s) 846-6214 | **Hourly Rate or Salary** | |
| Job Title ?-Did it all | Starting $ | |
| Supervisor Can't remember | Ending $ | |
| Reason for Leaving quit-got a better full time job | | |

**REFERENCES** Other than friends or relatives, i.e. business associates.

| Name | Address City, State & Zip | Phone | Occupation | Years Known |
|---|---|---|---|---|
| Harold Jackson | 8642 Knot St | 402-944-2100 | Business | 8 |
| Jean Jackson | " " | " " | mom | 8 |
| | | | | |
| | | | | |

By signing this application, I declare the information provided by me is complete and true to the best of my knowledge. I understand that any misrepresentation or omission on this application may preclude an offer of employment or may result in a withdrawal of an employment offer, or may result in my discharge from employment if I am already employed at the time of misrepresentation or omission is discovered.

Margaret Thorn 9/30/2014

***Applicant's Signature*** ***Today's Date***

# APPLICATION FOR EMPLOYMENT

We are an equal opportunity employer, and will not permit discrimination on the basis of race, color, sex, age, national origin, ancestry, religion, citizenship, veteran status, marital status, sexual orientation or disability. Employment related decisions, such as hiring, promotion, training, and discipline will be made for legitimate business reasons based upon qualifications and other non-discriminatory factors. We further comply with all federal, state, and local laws, rules and regulations pertaining to equal employment opportunity.

***PLEASE PRINT***

Today's Date:

Position(s) Applied for: anything

Desired Salary:

Last Name: Monroe

First: Jerry

Middle:

Address: ~~280~~ 1522 N 9th

Email Address:

City: Kearney

State: NE

ZIP Code: ~~689~~ 68845

Telephone: 222-6219

Social Security Number:

Do you have a legal right to work in the US? ☐ Yes ☐ No

Have you been convicted of a crime other than a minor traffic violation? ☐ Yes ☐ No

If yes, please explain:

Are you willing to work? Mark all that apply.

☑ Full-time (40 or more hours each week) ☐ Temporary ☐ Evenings ☐ Overnights
☐ Part-time (Less than 40 hours each week) ☐ Weekends ☐ Holidays ☐ Days

What date are you available to start?

Mark the days and hours of availability:

| **Day** | ☑ Monday | ☑ Tuesday | ☑ Wednesday | ☐ Thursday | ☐ Friday | ☐ Saturday | ☐ Sunday |
|---|---|---|---|---|---|---|---|
| **From** | 9 | 8 | 9:00 | 9:00 | 9:00 | | |
| **To** | 4:30 | 2:00 | 4:00 | 4:00 | 12:30 | | |

Do you have any physical limitations that would prohibit you from performing any of the job functions with or without reasonable accommodations of the position(s) for which you are applying? ☐ Yes ☐ No

If yes, please specify:

Do you have any other names by which your records would be found?

**EDUCATIONAL BACKGROUND:**

| | **School Name** | **Location** | **# of Years Completed** | **Degree/ Diploma** | **Area of Study** |
|---|---|---|---|---|---|
| High School | East High | KS | 3 | | |
| College | | | | | |
| Other | | | | | |

**SKILLS AND QUALIFICATIONS:**

**EMPLOYMENT HISTORY:** Please provide the following information for your past and current employers, assignments, and volunteer activities, starting with the most recent.

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Yellow Van | From 6-12 | clean office |
| Address Omaha | To 10/14 | ~~drive to job sites~~ |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title ~~Joe~~ cleaner | Starting $ 8.50 | |
| Supervisor Joe | Ending $ ~~8.50~~ 8.75 | |
| Reason for Leaving didn't like job | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Sunrise Middle School | From 8/2009 | clean, fix things |
| Address Summerville KS | To May, 12 | mow, change light bulbs |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title Clerk | Starting $ 9.30 | |
| Supervisor | Ending $ 10.00 | |
| Reason for Leaving Quit | | |

| | Dates Employed | Work Performed |
|---|---|---|
| Employer Walmart | From 2007 | push carts |
| Address Summerville KS | To 7-2009 | |
| Phone Number(s) | **Hourly Rate or Salary** | |
| Job Title cart pusher. | Starting $ 6.00 | |
| Supervisor Lana L | Ending $ | |
| Reason for Leaving new job | | |

**REFERENCES** Other than friends or relatives, i.e. business associates.

| Name | Address City, State & Zip | Phone | Occupation | Years Known |
|---|---|---|---|---|
| Sam Luthor | 134 N 2nd | ? | cashier | 3 |
| Arnold Green | ~~122~~ 584 Dover | 626-2189 | retired | 5 |
| | | | | |
| | | | | |

By signing this application, I declare the information provided by me is complete and true to the best of my knowledge. I understand that any misrepresentation or omission on this application may preclude an offer of employment or may result in a withdrawal of an employment offer, or may result in my discharge from employment if I am already employed at the time of misrepresentation or omission is discovered.

***Applicant's Signature*** ***Today's Date***

# Filling Out Your Resume

**SAMPLE OF A RESUME**

## JENNIFER C. HELM

4223 Linoma Dr. • Omaha, NE 68154 • 402.555.5555 • jchelm@hotmail.com

### SUMMARY OF QUALIFICATIONS

- Ten years of experience in the sales and customer service industry
- Proficient in MS Office and basic computer programs, type 45 WP
- Exceeded individual sales quota for the past three years
- Strong communication and interpersonal skills
- Supervised four employees

### PROFESSIONAL EXPERIENCE

**Insurance Agent Telemarketer**
Concord Insurance Services, Inc. – Omaha, NE
5/2008 – Present

- Sold various automotive insurances to clients over the phone
- Work with major insurance companies throughout the Midwest area
- Received various awards for meeting and exceeding sales quotas
- Design helpful aides to locate codes in order to minimize lookup time

**Customer Service Representative**
Marriott Reservations – Omaha, NE
1/2002 – 5/2008

- Explained reservation options to guests over the phone
- Input reservation information into company computer system
- Assisted customers with complaint resolution

**Verification Clerk**
West Corporation – Omaha, NE
1/2000 – 1/2002

- Verified telephone sales by listening to representatives' sales tapes
- Entered alpha numeric reports into the company system
- Received "Outstanding Achievement" award three years in a row

### EDUCATION

**Bachelor of Art- Psychology**
University of Nebraska at Omaha – Omaha, NE

- Magna Cum Laude
- Dean's Honor Roll

### CERTIFICATION

- Certified Nursing Assistant
- Certificate from Caregiver Support Services
- Certified in Basic Life Support and CPR

### VOLUNTEER

- Habitat of Humanity
- Children's Hospital

# FIRST M. LAST

Street Address • City, State ZIP Code • Phone • E-mail Address

## SUMMARY OF QUALIFICATIONS

- Look at the job requirements and include them in your bullet points.
-
-
-

## PROFESSIONAL EXPERIENCE

**Job Title**
Employer – City, State
-
-
-
Months/Years of Employment

**Job Title**
Employer – City, State
-
-
-
Months/Years of Employment

**Job Title**
Employer – City, State
-
-
-
Months/Years of Employment

## EDUCATION

**Type of degree and field**

Name of College or School– City, State

- List other honors if possible

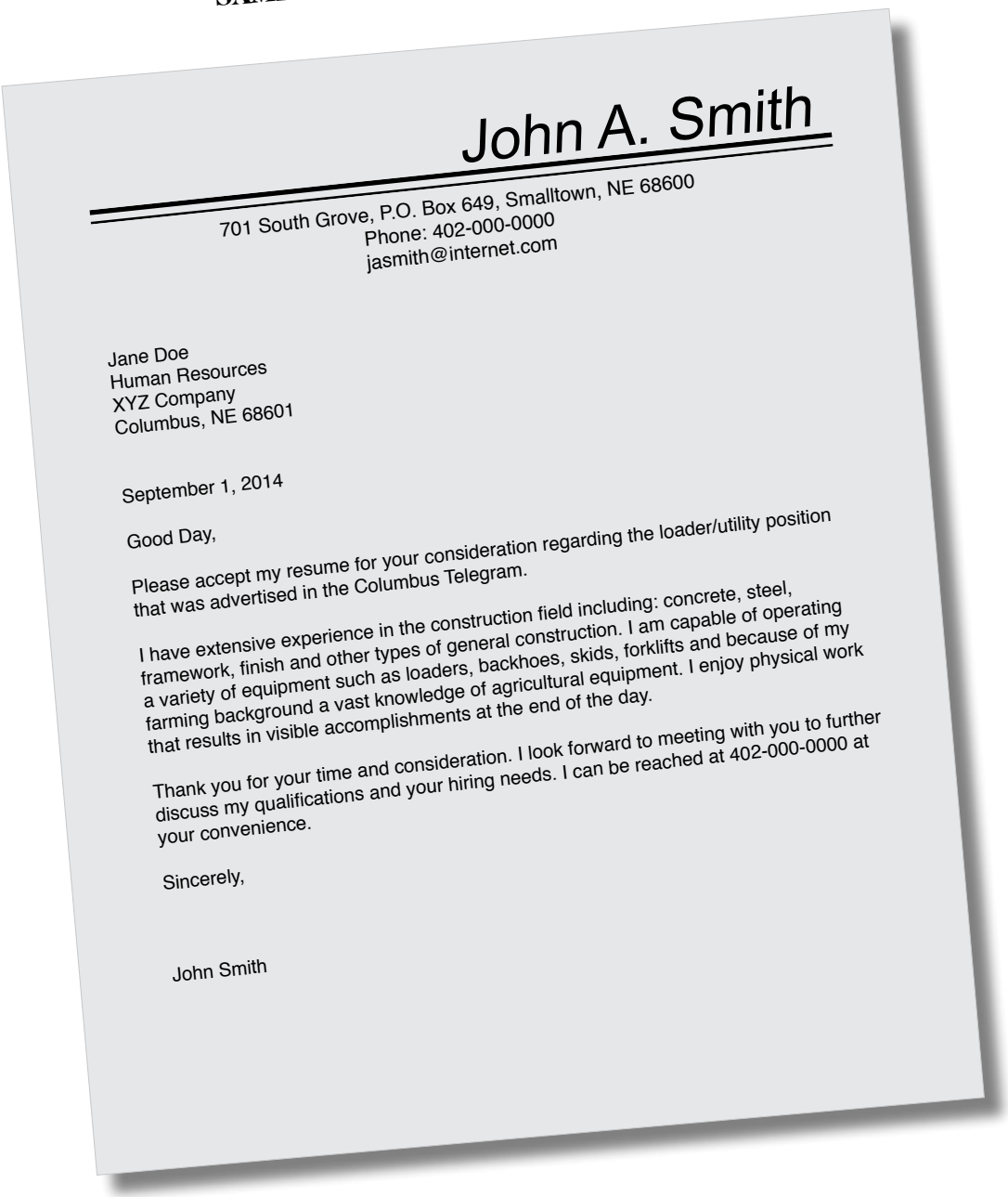
## CERTIFICATION

-
-
-

## VOLUNTEER

- Place worked or position held
-

## SAMPLE OF A COVER LETTER



John A. Smith

701 South Grove, P.O. Box 649, Smalltown, NE 68600
Phone: 402-000-0000
jasmith@internet.com

Jane Doe
Human Resources
XYZ Company
Columbus, NE 68601

September 1, 2014

Good Day,

Please accept my resume for your consideration regarding the loader/utility position that was advertised in the Columbus Telegram.

I have extensive experience in the construction field including: concrete, steel, framework, finish and other types of general construction. I am capable of operating a variety of equipment such as loaders, backhoes, skids, forklifts and because of my farming background a vast knowledge of agricultural equipment. I enjoy physical work that results in visible accomplishments at the end of the day.

Thank you for your time and consideration. I look forward to meeting with you to further discuss my qualifications and your hiring needs. I can be reached at 402-000-0000 at your convenience.

Sincerely,

John Smith

# Cover Letter Checklist

- ☐ The letter is addressed to a specific person.
- ☐ I included the person's correct title.
- ☐ I spelled the person's name correctly.
- ☐ I double-checked the company's address.
- ☐ My letter is less than one page.
- ☐ Each paragraph contains no more than two or three sentences.
- ☐ I highlighted my strengths.
- ☐ I focused on the needs of the employer and the job description of the position I am seeking .
- ☐ I included my current phone number.
- ☐ I included different information than was listed in the application.
- ☐ I proofread my letter at least twice for grammar, spelling, and typing errors.
- ☐ I included my resume behind the cover letter **without clips or staples.**
- ☐ The company name and address on the letter match those on the envelope.
- ☐ I signed the letter in blue or black ink.

# FIRST M. LAST

Street Address • City, State ZIP Code • Phone • E-mail Address

Name
Department
Business name
Street address
City, State and zip

Date

Dear (name an individual if applicable) _____,

Include the name of the position and how you heard about it

Summarize your strengths and how they will be an advantage to the organization. Relate your skills to the job-required skills.

Close up the letter by repeating your interest in the job, thank the employer, and state you look forward to hearing from them.

Sincerely,

*Your Signature*

Your name

# References

The phrase *"references available upon request"* is no longer used. An employer will ask if they want a copy of your references.
Have a copy available at an interview. Your reference page should include:

- The same heading as your resume
- The names of your references, job titles, companies they work for, daytime telephone numbers, email address, and the address of employment if at all possible

**References Tips:**

- Make sure you contact all of your references to get permission to use them (do not use friends or relatives).
- All references should have positive things to say about you. If you are not sure whether someone will give a good reference, do not use them!
- Give a copy of your resume/ work history to your references so they can reinforce the information you present to the employer.
- If you are supposed to give professional references, choose past supervisors or co-workers (not an HR representative).

**EXAMPLE OF A REFERENCE PAGE**

**JENNIFER C. HELM**

4223 Linoma Dr. • Omaha, NE 68154 • 402.555.5555 • jchelm@hotmail.com

**REFERENCES**

Dede Conrad, Office Manager
Sitel Corporation
8989 W. Dodge Street
Omaha, NE 68111
(402) 555-1515
dedec@sitel.com

Shane Matthews, Insurance Agent Representative
Concord Insurance Services, Inc.
13623 Center Street
Omaha, NE 68131
(402) 555-1212
shane.matthews@concordins.com

Charlie Stevens, District Supervisor
Concord Insurance Services, Inc.
13623 Center Street
Omaha, NE 68131
(402) 555-1219
charles.stevens@concordins.com

# Successful Interviewing

## Prepare for the Interview

**Do your research about the company**

- Type of industry, years in business, etc.
- Know the company's mission, vision, and goals.

**Find out about the job**

- Review job description if possible.
- Have questions ready for the interviewer.
- Be ready to describe how you are an asset.

## Last Minute Checklist

**Good Personal Hygiene**

☐ Get a good night's sleep.
☐ Take a shower.
☐ Shave.
☐ Brush your teeth.
☐ Use deodorant.
☐ Comb your hair.
☐ Clean and trim your nails.

**Appropriate dress**

☐ Wear the proper clothes, shoes and accessories.
☐ Wear conservative colors.
☐ Don't wear clothing that includes slogans, advertising, or religious symbols.
☐ Eliminate excessive jewelry and make-up
☐ Eliminate perfumes or colognes.
☐ Avoid the odor of cigarette/cigar smoke.
☐ Cover tatoos and remove piercings as appropriate.

**Arrival**

☐ Bring two forms of current ID (one must be a picture ID), your social security card, and bank account information.
☐ Bring money for gas, parking, and public transportation.
☐ Be prepared with your resume, a notebook, and a pen.
☐ Plan to arrive 10 minutes before the interview begins.
☐ Shut cell phone off.
☐ Be courteous.
☐ If you are going to be late call the manager ahead of time and see if you could reschedule.

## In the Interview

- Stay positive.
- Try to avoid nervous phrases, such as "uh," "um," and "you know".
- Silence is okay, it is okay to take a moment to think.
- Do not ramble - keep to the point and know when to end your answer.
- Let the interviewer lead the interview.
- Do no interrupt.
- Keep conversation job related.
- Answer all the questions to the best of your ability.

# Two Types of Interview Questions

### 1. Traditional

- "Tell me about yourself."
- "What is your greatest weakness?"
- "Why do you want to work here?"

You should prepare for these questions and have examples ready. Practice your answers ahead of time.

### 2. Behavioral

- These questions are to evaluate your past to see if you "fit" the job.
- The questions are looking at attitudes, work habits and skills.
- They may start with "Tell me about a time.."
- Be ready with specific examples, such as, "When I was a __ at __"
- The key to your response is the action taken.

# Frequently Asked Interview Questions

- Tell me about yourself.
- What is your greatest strength?
- What is your greatest weakness?
- What would you like to be doing in five years?
- Why did you leave your last job?
- Why do you want to work for this company?
- How do you handle stress?
- Tell me about a time you had to deal with conflict at the workplace.
- Tell me about a time when you were on a team.
- Tell me a time when you had a deadline.
- Tell me how you prioritize.

# Disability Accommodations

- Discuss your personal situation with your placement specialist.
- Be prepared to discuss visible disabilities with an employer
- *Do you require accommodations* should only be asked by the employer after accepting a job offer
- An employer is only obligated to make reasonable accommodations if you disclose

# The "Pay" Question

- Do your research
- Ask for what you *deserve* and explain why
- If possible, do not give a number
- Consider benefits, people, environment, etc

## STAR Technique

When giving an example of something, make sure to tell the whole story by using the **STAR** Technique:

**S**ituation or **T**ask - set up the situation by giving the example itself

**A**ction taken - what you did do about the problem or what actions you took

**R**esults - what happened because of your actions

# Assessment Questions

**Please check the box for the ONE answer (Strongly Agree, Agree, Neutral, Disagree, or Strongly Disagree) that best describes you in each of the questions below.**

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| 1. I let little things bother me. | | | | | |
| 2. I am good at figuring out what needs to be done next and starting it. | | | | | |
| 3. I am good at following directions. | | | | | |
| 4. If a worker takes a little money from the register, it is not a big deal. | | | | | |
| 5. I take my work seriously. | | | | | |
| 6. I put a lot of effort into the work I do. | | | | | |
| 7. Sometimes it is hard for me to understand what others want me to do. | | | | | |
| 8. I try to work things out with people even if we disagree at first. | | | | | |
| 9. Sometimes you need to ignore safety rules to get the job done. | | | | | |
| 10. I would enjoy a job that asks me to do a lot of things. | | | | | |
| 11. I like to figure out what people need and then help them get it. | | | | | |
| 12. It is impossible to please some customers. | | | | | |
| 13. Most companies have too many rules. | | | | | |
| 14. I look for a faster ways to do tasks, even it if is not the right way. | | | | | |
| 15. I can get frustrated when I do more than one thing at a time. | | | | | |
| 16. Others work longer and harder then I do. | | | | | |
| 17. I can calm down an angry person. | | | | | |
| 18. People are surprised by at how much work I can do. | | | | | |

**Circle the best answer to each of the following questions:**

How do you react to critism?
- A. I just ignore it and keep doing what I was doing.
- B. It depends on if it is from the supervisor or just one of my coworkers.
- C. I welcome it as I am probably doing something wrong and need to change.
- D. I wonder why that person is in a bad mood and is being so mean.

If the past, what did you do when there was conflict at work?
- A. Focused on what I was doing, not the conflict
- B. Stayed out of the way until the conflict was taken care of
- C. Talked to others about the conflict and the people who caused it
- D. Suggested ways to fix the conflict

How often are you late for things in an average week?
- A. Never
- B. Once
- C. Twice
- D. Three or more times

# Tell Me About Yourself

"*Tell me about yourself*" is asked to gather more information about your education, work history, and skills. **Your responses should be work related.**

**EXAMPLE:** I am an energetic person who enjoys talking with people. I have four years of experience in the customer service industry, and I am able to assist anyone who calls in. I look forward to teaching others what I've learned so your customers can continue to be satisfied when they call for help.

## Now you try it. Fill in the blanks:

I am a ___(1.)___ person who enjoys talking with people.

I have ___(2.)___ years experience in___(3.)___ and am able to ___(4.)___.

I look forward to ____(5.)___ .

1. Adjective (a word that describes your personality):_____

2. How many years of experience:_____

3. What industry or area do you work in?_____

4. List a strength that has to do with the job your are applying for_____

5. What your job goal or career objective is - what can you do for their company?

_____

_____

Take your answers from above and form a short paragraph:

_____

_____

_____

_____

_____

_____

## What is your greatest strength? Transition — Work history, education

**EXAMPLE:** My greatest strength is (1) my ability to calm down customers who are upset. (2) While working at the Verizon call center, a woman called about her phone service; she was not happy with it and was yelling at me. (3) I let her know I understood her frustrations, repeated her complaints, and what we could do to help her. (4) When she realized I was on her side, she was able to calm down and we were able to talk through how to resolve the issue with her service.

### Fill in the blanks:

(1) What *is* your greatest strength? Pick ONE that will show why your are a good fit for the job.

_____

(2) Give an example of how you use this strength. What was the situation?

_____

(3) What did you do about it (how did you use your strength)?

_____

(4) What was the result?

_____

## What is your greatest weakness? Transition — Strengths needed for the job

**EXAMPLE:** (1) My greatest weakness is my lack of computer skills. (2). I have been practicing at the library, though, and my basic computer skills are much better than they were a year ago. (3) I now know how to search the internet, send emails, and create spreadsheets.

### Fill in the blanks:

(1) What is your greatest weakness? Pick ONE that is job-related, but not essential to the job your are applying for.

_____

(2) How have you gone about overcoming this, or not letting it get in the way of being successful on the job?

_____

(3) In what ways has this helped you?

_____

**Your answer - take the answers from one of the questions above and form a short paragraph:**

_____

_____

_____

# Closing the Interview

## Questions for the Employer

This is your chance to ask more about the job, company and work culture. Asking about salary, perks, or benefits should wait until a job offer or second interview.

- Can you tell me what a typical day is like?
- What does the ideal applicant look like?
- When can I expect to hear from you?
- What is your management style?
- What do you like about working here?
- Can you show me where I'd be working?

One of the last interview questions an employer will ask is **"Do you have any questions?"** The employer asks this as a common courtesy and as one more test of the job seeker. You will do well with this question by simply having three to five questions ready. If you don't trust your memory or thought processes in this pressure-filled situation, you may write down a couple of fairly generic questions beforehand and take them with you to the interview.

## Interview Wrap-up

1. **Thank the interviewer** by name and shake his/her hand. While shaking hands, say "Thank you (Mr. or Mrs. or Ms. Whomever) for your time today."

2. **Express interest.** Tell them you are interested in the position or organization (or both), whichever makes sense. For example: "The position we discussed today is just what I have been looking for, and I'm very impressed by your organization, too."

3. **Ask when you can expect to hear from them.**

4. **Ask for a business card.**

5. **Be persistent.** It may take up to six contacts to get a job offer.

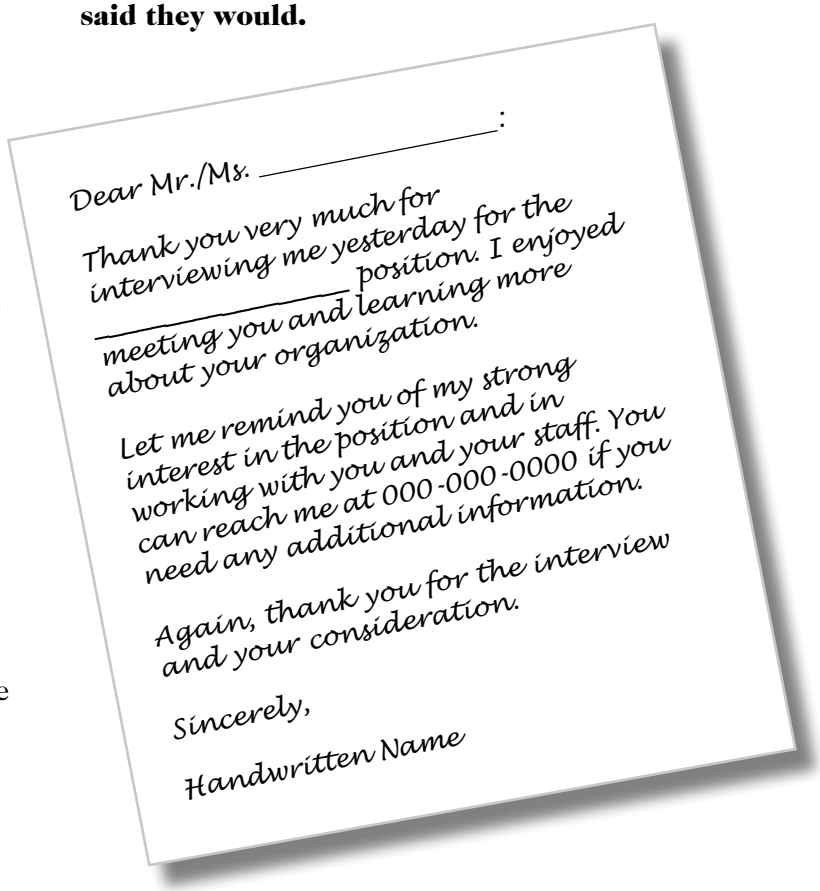
## After the Interview

**Evaluate yourself**

- What went well?
- What can you improve?
- How can you better prepare for the next interview?

**Send a sincere, handwritten thank you note.**

**Follow up with the employer by phone if they do not respond to you by the time they said they would.**


Dear Mr./Ms. _____:

Thank you very much for interviewing me yesterday for the _____ position. I enjoyed meeting you and learning more about your organization.

Let me remind you of my strong interest in the position and in working with you and your staff. You can reach me at 000-000-0000 if you need any additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Handwritten Name

## A Second Interview

When employers are interviewing several people for a position, they sometimes ask the strongest candidates to come back for a second interview. This is a very good sign. It means that you are a contender.

The second interview will focus on your skills, ability to solve problems, and your ability to get along with the other people in the department.

# Action Words

## Communication/ People Skills

Addressed
Advertised
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Communicated
Composed
Condensed
Conferred
Consulted
Contracted
Conveyed
Convinced
Corresponded
Debated
Defined
Developed
Directed
Discussed
Drafted
Edited
Elicited
Formulated
Furnished
Incorporated
Influenced
Interacted
Interpreted
Interviewed
Involved
Joined
Judged
Lectured
Listened
Marketed
Mediated
Negotiated
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Reconciled
Recruited
Referred
Reinforced
Reported
Resolved
Responded
Solicited
Specified
Spoke
Suggested
Summarized
Synthesized
Translated
Wrote

## Creative Skills

Acted
Adapted
Began
Combined
Composed
Conceptualized
Condensed
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Fashioned
Formulated
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Originated
Performed
Photographed
Planned
Revised
Revitalized
Shaped
Solved

## Data Skills/ Financial Skills

Administered
Adjusted
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Computed
Conserved
Corrected
Determined
Developed
Estimated
Forecasted
Managed
Marketed
Measured
Netted
Planned
Prepared
Programmed
Projected
Qualified
Reconciled
Reduced
Researched
Retrieved

## Helping Skills

Adapted
Advocated
Aided
Answered
Arranged
Assessed
Assisted
Clarified
Collaborated
Contributed
Cooperated
Counseled
Demonstrated
Educated
Encouraged
Ensured
Expedited
Facilitated
Familiarized
Furthered
Guided
Helped
Insured
Intervened
Motivated
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Volunteered

## Management/ Leadership Skills

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired
Hosted
Improved

Incorporated
Increased
Initiated
Instituted
Led
Managed
Merged
Motivated
Navigated
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Reorganized
Replaced
Restored
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated

## Organizational Skills

Approved
Arranged
Catalogued
Categorized
Charter
Classified
Coded
Collected
Compiled
Corrected
Corresponded
Distributed
Filed
Generated
Incorporated
Inspected
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Prepared
Processed
Provided
Purchased
Recorded
Registered
Reserved
Responded
Reviewed
Routed
Scheduled
Screened
Submitted
Supplied
Standardized
Systematized
Updated
Validated
Verified

## Research Skills

Analyzed
Collected
Compared
Conducted
Critiqued
Detected
Determined
Diagnosed
Evaluated
Examined
Explored
Extracted
Formulated
Gathered
Inspected
Interviewed
Investigated
Located
Measured
Organized
Researched
Reviewed
Solved
Summarized
Surveyed
Systematized
Tested

## Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Coordinated
Critiqued
Developed
Encouraged
Evaluated
Explained
Facilitated
Focused
Guided
Individualized
Informed
Instilled
Instructed
Motivated
Persuaded
Simulated
Stimulated
Taught
Tested
Trained
Transmitted
Tutored

## Technical Skills

Adapted
Applied
Assembled
Built
Calculated
Computed
Conserved
Constructed
Converted
Debugged
Designed
Determined
Developed
Engineered
Fabricated
Fortified
Maintained
Operated
Overhauled
Printed
Programmed
Rectified
Regulated
Remodeled
Repaired
Replaced
Restored
Solved
Specialized
Standardized
Studied
Upgraded
Utilized

# Descriptive Resume Statements

You can use any of these statements that apply to you when writing your resume. Change them to fit your skills and qualifications or create new statements.

**Remember:** You do not need to put a period at the end of the statements because they are not complete sentences.

Statements should be in past tense unless you are referring to a job that you are currently performing.

## Agricultural Skills:

- Operated and maintained farm machinery
- Performed regular duties of a farm operation including planting and harvesting crops and caring for livestock
- Oversaw a crew of ten workers for planting season
- Maintain financial operational or production records

## Assembly Skills:

- Worked in assembly and production of (wood, metal, plastic) products
- Demonstrated good manual and finger dexterity at a rapid continuous rate
- Experienced in inspecting and sorting on an assembly line
- Assembled computers and external drives in bulk quantities

## Building Trades Skills:

- Experienced in operating various power tools including the drill press, radial arm saw, skill saw, electric hand drill, and circular saw
- Responsible for the remodeling and repairing of several houses while working with wood, metal, cement, and insulation
- Operated a variety of air tools including nail and staple guns, drills, and drivers

## Care Giving Skills:

*(Also see "Nursing Skills")*

- Experienced personal care attendant for the elderly and physically disabled
- Demonstrated a high degree of patience, reliability, and sensitivity to others
- Gained valuable experience caring for children
- Perform healthcare-related tasks, such as monitoring vital signs and medication
- Prepare and maintain records of client progress

## Childcare Worker Skills:

- Maintained a safe play environment
- Communicated with children's parents or guardians about daily activities, behaviors, and related issues
- Demonstrated emotional composure
- Assist in preparing food and serving meals and refreshments to children
- Instructed children in health and personal habits, such as eating, resting, and toilet habits

## Clerical Skills:

*(Also see "Record Keeping Skills")*

- Experienced in basic account/record keeping
- Typed at _____ words per minute
- Operated various office equipment including computer, multi-line phone, copy machine, scanner, and fax machine
- Sorted, filed, and delivered mail to appropriate departments
- Performed general clerical work including typing, filing, and record keeping
- Filed materials using numerical, alphabetical, and chronological filing systems

## Communication Skills:

- Demonstrated ability to use persuasive sales techniques
- Performed and entertained before live audiences
- Proven ability to serve customers and establish a positive rapport
- Demonstrated ability to create effective ideas and slogans
- Successfully addressed complaints over the phone and in person

## Computer/ Information Technology Skills:

- Worked with Windows, OS X, iOS, Android operating systems
- Wrote, updated, and maintained computer programs and/or software packages _____
- Experienced in basic troubleshooting for computers and computer hardware
- Experience in database management and data input
- Trained in Network Infrastructure, Server Management, Citrix, Virtualization, Mobile Device Management, and the Cloud support

## Construction Skills:

- Demonstrated ability to read, understand, and build according to construction plans
- Willingness to adapt to flexible work schedule and various types of weather conditions
- Utilize various tools such as _____ _____

## Counseling Skills:

- Conducted group, individual, and family approach counseling
- Performed crisis intervention counseling for troubled teens
- Referred clients to appropriate resources within the community
- Developed individualized client goal plans

## Custodial Skills:

- Responsible for cleaning and general maintenance of bathrooms, hallways, and offices
- Operated a floor scrubber, buffer, and industrial waxing machine
- Performed grounds keeping and cleanup for twelve office buildings
- Emptied trash and sorted recyclables on a daily basis

## Customer Service Skills:

- Conferred with customer by telephone and in person to provide information
- Responded promptly to customer inquires or complaints
- Communicate effectively with internal departments
- Maintain composure at all times

## Food Service Skills:

- Prepared food in large quantities following recipes and menu plans
- Washed dishes and did general cleaning of food preparation areas
- Served food to residents in a timely manner
- Adhered to food safety standards

## Driving Skills:

- Possess a valid driver's license and clean driving record
- Possess a valid CDL license
- Experienced in driving, loading, and unloading trucks
- Responsible for vehicle maintenance
- Operate manual or electric lift
- Maintain records such as driving log, cargo records, and billing statements

## Graphic Design Skills:

- Create designs, concepts, and sample layouts based on knowledge of layout principles and design
- Confer with clients to discuss layout design
- Develop graphics, illustrations or photographic appropriate for printing or web
- Assemble materials and provide instructions for printer
- Maintain archive of past work

## Housekeeping Skills:

- Performed all aspects of housekeeping including vacuuming, dusting, cleaning, mopping, waxing floors, and making beds
- Demonstrated reliability and punctuality on the job
- Followed detailed instructions for housecleaning
- Maintain client confidentiality

## Leadership/Management Skills:

- Responsible for conducting meetings and coordinating committees
- Gained knowledge of various speech, advertising, assertiveness, and sales techniques

- Performed regular duties as lead foreman for a major construction company
- Established _____ (club/organization/etc.)
- Co-founded _____ (club/organization/etc.)

## Machine Operation Skills:

- Drove and operated heavy equipment including forklifts, backhoes, crane, and dump trucks
- Operated remote controlled overhead crane hoists to move large items
- Operated a _____ on the production line to make _____
- Monitored machines for maintenance and wrote up reports on malfunctioning machines

## Maintenance Skills:

- Order parts and supplies
- Meet established company quotas
- Diagnosis mechnical problems and determine how to repair them
- Performed minor electricical and plumbing repairs
- Welded small engine parts

## Management Skills:

- Recruited, interviewed, and hired qualified applicants
- Successfully managed a small business of 15 employees

## Mechanical Skills:

- Worked with hydraulic fluids and air systems
- Performed machine repair and other related equipment
- Experienced in general maintenance of cars, trucks, and farm machinery

## Nursing Skills:

- Coordinated patients' treatment in multi-disciplinary and team approaches
- Certified as a (Registered Nurse, Licensed Practical Nurse, or Nursing Assistant)
- Responsible for daily care of patients including bathing, dressing, and feeding
- Charted patients' daily progress and special needs
- Supervised and assisted residents with activities of daily living
- Responsible for taking patients' blood pressure, temperatures, and assisting with physical exercises

## Organizational & Planning Skills:

- Demonstrated good organization and time management skills
- Organized fund raising activities such as _____
- Participated in various community service activities such as _____
- Designed and implemented _____

## Personality Characteristics:

- Worked well under pressure while achieving team goals
- Exhibited ability to learn new things quickly
- Displayed the capability to work independently or in a team setting
- Possess an outgoing and enthusiastic personality

## Problem Solving Skills:

- Answered customer complaints and resolved customer complaints
- Delegated employee duties when workers were unsure of their individual tasks

## Production Skills:

- Worked on a production line making _____
- Experienced in a variety of food production duties including cutting, packaging, cleaning, and sterilizing equipment
- Performed quality inspections and completed daily production records
- Read blueprints or schematics and processed work orders
- Maintained safety and cleanliness of work area

## Repair Technician Skills:

- Experienced in using a variety of test equipment including oscilloscopes, multimeters, and probes
- Gained familiarity with schematics and flow charts

- Trained and experienced in the maintenance and repair of electronic equipment

## Record Keeping Skills:

- Experienced receiving and writing up purchase orders
- Responsible for billing and collecting payments
- Performed inventory and general shipping and receiving duties in the _____ (department)
- Kept up-to-date records of business inventory for all purchasing departments

## Sales Skills:

- Assisted customers with the purchasing of merchandise
- Worked as a cashier in a (grocery/retail etc.) store
- Experienced in wholesale sales in the _____ area
- Serviced established accounts in a _____ business with yearly sales of $_____
- Responsible for developing and maintaining sales routes
- Set up product displays for promotional purposes
- Conducted telephone soliciting including the scheduling of appointments
- Planned and performed product demonstrations with vendors

## Teaching Skills:

- Certified to teach grades _____
- Lectured and delivered _____ education to schools and community action groups
- Developed curriculum and daily lesson plans
- Planned, organized, and supervised recreational activities for _____
- Utilized a variety of teaching techniques required to meet the different learning modes of each individual
- knowledge of 1:1 and small group tutoring techniques

## Writing Skills:

- Responsible for writing reports for company updates and correspondence
- Developed strong written communication skills
- Prepared discharge summaries
- Published materials in three business articles
- Proofread, edit, and review material for accurate use of grammar and content
- Prepare and edit organizational materials for internal and external audiences

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