

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

# Resume and Interview Guidelines

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# A Blink Moment

- ▶ ...a pure *blink moment*.
- ▶ *This is a moment when you are seen for who you truly are.*
- ▶ *Use resume and interview to make that happen*

# Objectives

- ▶ Describe a portfolio
- ▶ Review elements of a resume
- ▶ Describe elements of a cover letter
- ▶ Discuss phone and email etiquette
- ▶ Identify interview attire
- ▶ Discuss preparation for interview

# Professional Portfolio

- ▶ Objective: what kind of job do you want
- ▶ Resume: summary of your education and experience
- ▶ Copies of unofficial transcripts
- ▶ Letters of recommendation

# What is a resume?

- ▶ A marketing tool
- ▶ Sends a positive message about your experience
- ▶ Focuses on your accomplishments
- ▶ Describes what you can do
- ▶ Describes how previous experience/accomplishments are preparation for this position
- ▶ It is clear and concise
- ▶ It does not confuse the reader

# Prepare by...

- ▶ Clarifying your career goals
- ▶ Coordinating all your information in chronological order
- ▶ Choose appropriate resume paper
- ▶ Select a font and style to be used throughout
- ▶ Clean up your social media accounts
- ▶ Obtain and use a professional email address with just your name.
- ▶ Create a professional telephone message

# Resume Cover Page

- ▶ *Grammar and Spelling must be correct*
- ▶ Name
- ▶ Title, if any
- ▶ Contact Information
  - ▶ Email address
  - ▶ Phone number (preferred)



# Contact information

- ▶ Having correct and current information is important; otherwise, employers have no good way of contacting you.
- ▶ Make sure to use a professional sounding email address.
  - ▶ try not to use your existing employers' email, especially if you are looking for a new job.
- ▶ Always include a phone number on your resume.
  - ▶ It doesn't matter whether it is a home number or a work number,
  - ▶ Answering message must use a professional manner in order to make a good impression.

# Experience

- ▶ List job or volunteer experience
- ▶ Chronological Order
  - ▶ Brief description of job duties or responsibilities
- ▶ Explain any large gaps in employment
  - ▶ Do not leave blank, if possible

# Experience

- ▶ List jobs you have held
  - ▶ What was the job title?
  - ▶ What were the dates of employment?
  - ▶ Write a brief description of job duties.

For Example:

## Customer Service Representative

United Parcel Service, Los Angeles CA 6/10-12/14

- ▶ Assisted customers with coordination of large shipments
- ▶ Utilized good communication skills in English and Spanish
- ▶ Assisted customers to track lost packages and complete documentation for claims
- ▶ Utilized computer skills e.g. PowerPoint, Word

# Education

- ▶ Degrees or certificates earned
  - ▶ Describe competencies and Health Science Foundation Credential courses
  - ▶ Describe workshops that relate to job

# Skills

- ▶ Describe or list skills that relate to the job
- ▶ Be prepared to talk about them in the interview

# Cover Letter

- ▶ Grammar and Spelling must be correct
- ▶ *Write to a particular person, if possible*
- ▶ *State the name of the person who referred you*
- ▶ *State your reason for writing*
- ▶ *Highlight the skills and experience that make you a candidate for the job*
- ▶ *Close with an action statement i.e. “I look forward to meeting you.”*

# References

- ▶ Choose professional references
  - ▶ Past employers
  - ▶ Past teachers
- ▶ Choose people who can attest to your
  - ▶ Skills
  - ▶ Professionalism
  - ▶ Ethics
  - ▶ Reliability

# Reference

- ▶ Name
- ▶ Title, if any
- ▶ Contact information
  - ▶ Email
  - ▶ Telephone number



# Phone Etiquette

- ▶ Speak clearly (smile even though they can't see you)
- ▶ Speak slowly (slower than you would to a friend or family member)
- ▶ Briefly explain why you are calling

# Phone Etiquette (cont.)

- ▶ Spit out your gum
- ▶ Put out your cigarette
- ▶ Stop chewing
- ▶ If leaving a message
  - ▶ Speak slowly
  - ▶ Recite phone number slowly
  - ▶ Repeat slowly
  - ▶ Offer a good time to return the call

# Initial Encounter

- ▶ Prior to getting an appointment for an interview you will have to apply on line.
- ▶ You probably will be asked to send in your resume and cover letter electronically
  - ▶ Follow all directions (this is a test)
  - ▶ Send everything that is requested

# Interview Appointment

- ▶ Be prepared to fill out a pencil and paper job application
  - ▶ Feel free to take out your printed resume and copy the information onto the application.
  - ▶ Do not say a version of “I already sent this to you.”

# Dress for the Interview

The message must be: “I am trustworthy”

- ▶ What should you wear to send this message
- ▶ Wear professional attire
  - ▶ Wear clothing that says ‘I am serious,’ ‘I am reliable’
- ▶ Wear solid colors
  - ▶ No large prints or
- ▶ Wear conservative styles
  - ▶ No trendy clothing
  - ▶ No tight skirts or pants
  - ▶ No revealing tops

# The message is “I am serious.”

- ▶ Wear light make-up
- ▶ Remove Bluetooth from ear
- ▶ Silence cell phone. Never take it out of your pocket during the interview
- ▶ Remove and put away sunglasses
- ▶ No long, decorated fingernails
- ▶ Shoes
  - ▶ Clean
  - ▶ Polished
  - ▶ Conservative
  - ▶ Work-ready (no flip flops)

# Getting Ready

- ▶ Research the organization
- ▶ Choose and try on your outfit the day before
- ▶ Shave
- ▶ Know where you are going.
- ▶ Know how to get there and where to park (trial run).
- ▶ Practice pronouncing the name of the interviewer
- ▶ Take 2 copies of your resume
- ▶ Take along a list of additional references

# Go...

- ▶ Arrive at least 15 minutes early
- ▶ **Never arrive late**
- ▶ Be prepared to fill out an application/resume
  - ▶ Spelling and grammar count
- ▶ Eat before the interview
- ▶ Do not enter the interview office carrying a cup of coffee
- ▶ Be prepared to ask questions when invited to do so.



# What does the interviewer want to know?

- ▶ This often is different from what he/she will ask.
  - ▶ Demonstrate that you can fill out form on line i.e. job application, on line resume and cover letter
  - ▶ Demonstrate that you can fill out form on paper
  - ▶ Demonstrate good written and oral grammar
  - ▶ Demonstrate punctuality (respect.)
  - ▶ Demonstrate respect and professionalism by dressing appropriately for the job you are applying for.
  - ▶ Display a professional demeanor before, during and after the formal interview.

# The Interview

No matter what the question you must be articulate and enunciate clearly when answering.

Be prepared to discuss:

- ▶ Strengths
- ▶ Weaknesses/challenges
- ▶ Ambitions
- ▶ Goals
- ▶ Accomplishments
- ▶ Hobbies, interests
- ▶ Reason for interest in this job or agency

**Prepare for interview with knowledge of the agency and the job and ask at least one question.**

# Types of Questions

- ▶ Tell me about yourself
- ▶ What do you know about our organization?
- ▶ Why do you want to work here?
- ▶ What units or types of jobs interest you the most?
- ▶ What skills or experiences have prepared you to work here?
- ▶ What expectations do you have about us?
- ▶ What are your strengths?
- ▶ What are your weaknesses?
  - ▶ What are you doing to overcome this?