

# **Resume Preparation Guide**

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## Follow These Resume Guidelines

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1. Write your resume to show employers three things:
  - a. The amount and kind of **responsibility** you have handled.
  - b. The **results** you have achieved.
  - c. The **relevancy** of your past responsibilities and accomplishments.
2. List your **achievements** and **how you solve problems**, not simply your responsibilities. Explain how you increased operation efficiency, the amount of money you saved or raised the number of people who used the service or product, the action that came about as a result of your efforts, etc. Write these items in phrases that identify the problem, note the solution, and describe the results.
3. **Use statistics** or numbers when you can, to show the results of what you did (i.e., size of organization, number of people supervised, length of report, time involved, size of budget, amount of money raised, etc.) Identify types of people, services, products, and programs with which you worked.
4. **Write your own resume.** Seek all the advice you can, but since you'll be the one at the interview, you'll make the best author. If you decide to use a resume writing service, work closely with the writer to make sure that the resume reflects your experience and personality.
5. Keep your resume **brief, clean, and easy to read** with lots of white space on the page. Use the minimum number of words to convey what you wish to say. Be able to defend every word.
6. **Be specific** about your job and accomplishments; leave nothing to the imagination.
7. **Be selective** in the information that you include in your resume. Choose only information that relates to the jobs you seek.
8. Include volunteer experience relevant to the position sought. Also, include data on travel, languages, hobbies, certificates, if relevant to the target job.
9. Match the style of your resume to the style of the company. Print your resume and cover letter on matching bond paper (white, bone, ivory). Do not print on the back side of your resume. Use a standard type face and black ink.
10. Avoid gimmicks. **Be creative**, but always professional.
11. Keep your resume on a computer disk so you can easily make changes.
12. Be impressive in describing your experiences, but always be **100% honest**. Never exaggerate or misrepresent yourself.
13. Make several drafts of your resume-boil it down to essential information and have it critiqued before it is copied. Recognized that you may need to write several different resumes in order to customize it for specific jobs.

14. Always send a cover letter to accompany your resume.
15. **Don't include names of references** on your resume.
16. **Don't mention salary** on your resume.
17. **Keep everything positive** in what you say about yourself – your strengths, not your weaknesses.
18. **Use feedback** from friends, relatives, and interviewers as to how your resume is coming across and modify where necessary.
19. Your resume should not be longer than two pages. One page is usually enough, especially if you have limited work experience. When mailing resumes, do not staple any documents together.
20. Include a **Special Skills** section where you can note different languages you speak, read or write; computer hardware and software you can use; and machinery or equipment you can operate, build or repair.
21. Information you **should not include** on your resume:
  - marital status
  - names, ages, and number of children
  - spouse's job
  - age
  - race
  - photograph of yourself
  - religious and political affiliation
  - height and weight
  - salary for each previous job

**Resume Keywords:** Determine keywords by reading job descriptions that interest you and include them in your resume. Key words are nouns and phrases that **highlight technical and professional areas** of expertise, industry-related jargon, achievements, projects, task forces, job titles, etc. Keyword summaries can take several forms, but they should always appear near the top of your resume, usually just below your “Objective”.

- Include plenty of keyword nouns and noun phrases throughout your resume. Try not to repeat verbatim the contents of your keyword section.
- If you are applying for technical positions, you can list your skills, separating each noun or phrase by a comma.
- In some fields, a simple list of skills does not sufficiently describe the job seeker’s background. Where appropriate, include accomplishments as well, but be sure to include enough keywords to satisfy the computer searches.
- Your summaries do not need to be called “Keyword Summaries”. Instead, use more descriptive terms such as “Summary of Qualifications”, “Skills”, “Professional Summary”, or “Career Profile”.

A resume is a form of business communication, so it should be concise and written in a telegraphic style. There should be no mention of “I” or “me”.

**Employment Objective:** This is a brief statement and used only if it is targeted to a particular company and job. Many candidates lose their readers in the beginning. Statements like “A challenging position enabling me to contribute to organizational goals while offering an opportunity for growth and advancement”, are overused, too general and a waste of valuable space. If you’re on a career track, replace the objective with a tagline stating what you do, or your expertise.

**Employment History:** This portion of the resume is very important. Depending on the style you select, it will indicate where and how you will organize the information. Begin with an Employment History Worksheet listing all your jobs, beginning with the most recent first, and describing everything you did at them including skills, responsibilities, accomplishments, machines operated, computer software you can run, projects you were on and improvements you suggested or made in a process or system. Try to include specific and quantifiable data. From this worksheet, *select the most significant and the most relevant information that relates to the job you are seeking*. Put these selections in your resume’s Employment History section to give the details about your employment history. If the job you are seeking is in an entirely new field but uses a lot of the specific skills from your past experiences, consider putting information into categories.

**Education:** Include education that is relevant to your job objective. Begin with the most recent. List colleges, trade schools, military training schools, correspondence courses, etc. Give the location of the school. Dates of attendance are not necessary, especially if your knowledge of the technology is not current.

### **Action Verbs to Describe Accomplishments**



<b>People</b>	<b>Things</b>	<b>Ideas</b>
Accomplished	Built	Adapted
Activated	Calculated	Analyzed
Adapted	Changed	Coordinated
Adjusted	Compiled	Created
Administered	Completed	Defined
Advertised	Constructed	Devised
Advised	Created	Educated
Analyzed	Designed	Established
Arranged	Drafted	Executed
Assembled	Edited	Explained
Assisted	Enlarged	Illustrated
Calculated	Established	Implemented
Catalogued	Evaluated	Initiated
Chaired	Examined	Innovated
Coached	Expanded	Integrated
Conceptualized	Expedited	Interviewed
Conciliated	Facilitated	Investigated
Conducted	Familiarized	Maintained
Consulted	Formulated	Marketed
Contracted	Generated	Modified
Coordinated	Governed	Monitored
Delegated	Guided	Negotiated
Demonstrated	Hired	Obtained
Devised	Identified	Organized
Directed	Improved	Presented
Distributed	Increased	Presided
Effected	Indexed	Processed
Explained	Informed	Proposed
Indoctrinated	Inspected	Publicized
Managed	Installed	Recommended
Motivated	Invented	Recorded
Organized	Prepared	Recruited
Programmed	Revised	Related
Promoted	Specified	Surveyed
Stimulated	Used	Synthesized
		Transmitted
		Wrote

**Management Skills**

- Administrative
- Analyzing performance
- Coordinating programs
- Delegating responsibility
- Evaluating responsibility
- Executing programs
- Improving techniques
- Increasing Sales
- Monitoring people
- Monitoring tasks
- Motivating people
- Organizing people and tasks
- Planning
- Prioritizing
- Recruiting and hiring
- Reorganizing
- Restructuring
- Reviewing
- Scheduling
- Supervising

**Communication Skills**

- Addressing the public
- Advising people
- Arbitrating
- Arranging functions
- Coaching
- Correspondence
- Counseling
- Directing people & tasks
- Editing
- Entertaining people
- Fundraising
- Handling complaints
- Instructing
- Lecturing
- Meeting the public
- Moderating
- Negotiating
- Persuading
- Promoting events
- Publicizing products
- Public relations
- Recruiting
- Running meetings
- Selling
- Setting up demonstrations
- Teaching
- Translating
- Writing press releases

**Research Skills**

- Analyzing
- Calculating
- Clarifying
- Compiling statistics
- Evaluating programs
- Indexing
- Organizing programs
- Organizing data
- Summarizing
- Systematizing

**Financial Skills**

- Appraising
- Auditing financial records
- Balancing
- Billing (A/P, A/R)
- Bookkeeping
- Budget management
- Calculating
- Computing
- Forecasting needs
- Invoicing
- Payroll
- Projecting future growth
- Purchasing
- Raising funds
- Tax preparation

**Creative Skills**

- Conceptualizing
- Creating new ideas
- Creating new products
- Creating new techniques
- Designing
- Establishing
- Illustrating
- Implementing
- Integrating
- Introducing
- Originating
- Performing
- Planning
- Revitalizing

**Clerical Skills**

- Arranging functions
- Billing
- Calculating
- Cataloguing and filing
- Computer skills
- Coordinating itinerary
- Correspondence
- Dictation
- Editing reports/letters
- General information
- Monitoring
- Organizing office and tasks
- Prioritizing
- Reading materials
- Report writing
- Scheduling appointments
- Systematizing information
- Typing

**Computer Skills**

- Operating systems
- Maintaining computers
- Designing new systems
- Repairing systems
- Data entry
- Programming
- Creating new software
- Knowledge of programs:
- Languages (Basic, etc.)
- Word Processing
- Spreadsheets
- Data Bases
- Accounting Programs

**Other Skills**

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# Resume Formats

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## **Chronological**

The Chronological resume is organized by job titles with the most recent position listed first. Employers perceive this resume style as fact-based and easily skimmed. This format works best for job seekers with solid experience, a logical job history with no gaps in employment and who are working their way up their career ladder.

## **Functional**

A functional resume focuses on skills and accomplishments, drawing attention and highlighting those, rather than your work experience. Headings are then built around these skills and accomplishments, with job titles, employers and dates of employment listed in a separate employment history section. This format allows you to highlight skills, knowledge and abilities relevant to the position that you are applying for, regardless of where you obtained them. It is most commonly used when your work experience is not directly related to your career goal, you are entering the job market for the first time or re-entering after being away, or you are making a career change.

## **Combination**

A combination resume combines both the chronological and functional formats. This format allows you to group your experiences or key selling points together by functional area and then lists those experiences chronologically within each section. Be sure to be very logical and organized in structuring this type of resume so it is easy to follow. This format is appropriate when you have relevant work experience for each of several skill areas.

# Sample Chronological Resume

*Nancy R. Davison-White*

123 Seessel Street  
Memphis, TN 38120

Day: 901-555-3981  
Evening: 901-555-2641

***Bilingual in English and Spanish...Highly organized...Excellent customer service***

**OBJECTIVE:** Office Manager using my organizational, communication and customer service skills.

**HIGHLIGHTS:** Extremely well-organized and efficient. Learn procedures and methods quickly. Able to develop and implement new systems when necessary. Strong bookkeeping and managerial experience. Capable of handling multiple projects concurrently. Excellent public relations and customer contact ability.

**CAPABILITIES:** Proficient with typing, word processing, computer skills, transcription and Spanish.

**EXPERIENCE:** Goldstein Department Stores, Inc. - Memphis, TN  
***Administrative Assistant*** 1997 to Present

- Managed all accounts payable and receivable for this multi-million dollar.
- Performed standard bookkeeping procedures, ledger maintenance and monthly statements using Microsoft Excel.
- Processed all account executives' sales reports and maturities.
- Developed timetables, utilizing GANTT charts, to manage workflow efficiently.
- Supervised three secretaries in clerical pool.
- Assisted in development of new employees in computer software programs, including WordPerfect, Excel and CorelDRAW.

TrustFirst Bank - Cordova, TN  
***Customer Service Representative and Teller*** 1995 to 1997

- Opened new customers' accounts, explaining all banking procedures as necessary.
- Assisted customers in balancing checking accounts.
- Operated desk terminal CRT and 10-key adding machines.
- Received note payments on loans.
- Processed payroll checks for employees.

**EDUCATION:** Shelby State Community College Memphis, TN  
*B.S. - Business Administration* 1995

## Sample Functional Resume

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### CAROLYN WILSON

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1411 Laurel Street  
Los Angeles, CA 90012  
213-555-3101

#### Objective:

A challenging position as a medical secretary in a multi-doctor clinic using my supervisory and organizational skills.

#### Accomplishments:

##### Office Management

- Supervised 2 clerical staff, 1 maintenance staff and 3 nursing staff.
- Created and maintained working schedule for office personnel.
- Scheduled employer's daily office appointments, professional meetings and seminars.
- Served as liaison between doctor and staff members.
- Maintained up-to-date patient files.
- Assisted patients in obtaining referrals to other specialists.
- Opened and sorted all mail and routed it to appropriate office sections.

##### Computers

- Helped research and select office software for patient billing information.
- Used IBM-compatible computer system.
- Experienced in MS Office Suite, WordPerfect, Dbase III and MedBill.

##### Billing and Payroll

- Performed all insurance billing, including Medicare, Medi-Cal and private insurance.
- Assisted patients in filling out insurance forms.
- Recorded patient payments, entered information into computer system of accounts receivable and payable and made out bank deposits.
- Kept all staff member time sheets and calculated payroll.

#### Employment History:

- *Office Manager*, Carl Danz, M.D., Los Angeles. CA. July 2000 to Present
- *Billing Clerk*, Carl Danz, M.D., Los Angeles. CA. September 1999 to 2000
- *Office Clerk*, Home Depot, Los Angeles, CA. 1997

#### Education:

1997      Technical Institute of California, Los Angeles, CA  
Certificate: Medical Office Specialist

## Sample Combination Resume

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## ***Pascale Huff***

4963 San Jose Ridge • Arvada, CO 80005 • (303) 555-4280

**OBJECTIVE:** A position as lead shipping and receiving clerk on the East Coast.

### **SUMMARY OF QUALIFICATIONS**

- Excellent attention to detail.
- Ability to master new procedures and techniques quickly.
- Effective training skills.
- Maintained between 96% and 98% accuracy rating on materials shipped.

### **HIGHLIGHTS**

- Forklift Certified.
- Experienced with pallet jacks, tier-lift trucks and hand trucks.
- Class A CDL drivers license.
- Supervised staff of 18 employees.

### **EXPERIENCE**

Fletcher and Rost Corporation  
*Shipping and Receiving Clerk*

Arvada, CO  
*June 2001 to Present*

- Counted, weighed and measured items of incoming and outgoing shipments to verify information against bills of lading, invoices, orders and other records and to ensure that shipments met specifications.
- Assembled, packed and sealed containers, determined method of shipment and affixed shipping labels, special instructions and postage on packed cartons.
- Unpacked and examined incoming shipments, rejected damaged items, recorded shortages and corresponded with shipper to rectify damages and shortages.
- Maintained inventory of shipping materials and supplies.

Hale and Associates  
*Assistant Receiving Clerk/Receiving Clerk*

Arvada, CO  
*January 1998 to June 2001*

- Promoted from assistant receiving clerk to receiving clerk in 6 months.
- Counted, measured and weighed items in incoming shipments to assure conformity to bills of lading and invoices.
- Examined articles for defects and sorted them according to extent of damage.
- Recorded factors causing foods to be returned.

**REFERENCES:** Available upon request

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## **Writing Cover Letters**

The purpose of a cover letter is to introduce yourself and sell the employer on how well your specific skills abilities and attributes match the organization's needs. It is critical you take the time to prepare a creative, hard-hitting cover letter that gets the attention of the reader immediately. This is the first document a potential employer will see about you and it has to do much of your initial marketing. The cover letter is a chance to "speak" to the reader or the interviewer. By developing skills and achievement oriented letters, you will give yourself a competitive edge. Each letter needs to be individually developed for each position.

**All effective cover letters have three main parts:**

- They identify the specific job and how you learned about it.
- They match your skills, training, and experience with those required for the job, using your specific knowledge of the company.
- The last line should emphasize your interest in the job.

**Cover Letter Guidelines:**

1. Use standard business letter format.
2. Type the letter on bond paper that matches your resume.
3. Proofread carefully. Make sure there are no typographical errors and the proper grammar was used.
4. Sell yourself! Make the reader want to speak with you. Be formal, polite, honest, and assertive.
5. Keep the letter to a page or less.
6. Sign and send the original. Keep a copy.
7. Address the letter to the hiring authority and include their title. If you are answering an ad that does not give a person's name, call the company and find out to whom it should be addressed. If you cannot get a specific name, start the letter with "Dear \_\_\_\_\_ (manager of department/title of position).
8. Do your homework on the company. Research!

## General Outline of a Cover Letter

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Your Street Address  
City, State, Zip Code

Date of Letter

Employer's Name  
Employer's Title  
Company Name  
Street Address  
City, State, Zip Code

Dear (Employer's Name):

**INTRODUCTION PARAGRAPH:** You want to tell the reader why you are writing and name the position or department for which you are applying. You also want to capture the reader's attention. Mention how you heard about the organization or the opening. Name someone you and the reader know in common or someone in the company that knows you. Show you have done some research on the company by talking about new projects the company has taken on, the particular management philosophy they use, or citing something you have read about them.

**BODY:** In this section you want to build a connection between your background and the company's needs. If you have any directly related experience or education, summarize it here so the reader can be looking for it in your resume. If you have used skills or have accomplishments that related to the job, mention them here. You are effectively summarizing your skills as they relate to the company research you have done. Be sure to do this in a confident manner.

**CONCLUDING INFORMATION:** Indicate your interest in the job. Tell the reader you will be calling to follow up. State that you look forward to being able to discuss your background in an interview. Thank the reader for his/her time and consideration.

Sincerely,

*Your Signature*

Your Name, Typed

## Sample Cover Letter

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***Pascale Huff***  
4963 San Jose Ridge  
Arvade, CO 80005  
(303) 555-4380

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April 2, 2004

Ms. Arvida  
Manager, Human Resources  
Wilton Software Products  
4266 Mountain View Way  
Herndon, VA 22071

Dear Ms. Arvida:

In response to your recent advertisement in the *Richmond Reporter*, please accept this letter in application for the Shipping and Receiving Clerk position currently available within your company. I am also enclosing a few letters of reference from my current and past employers.

I believe that I would bring a strong set of skills to your company, some of which are indicated on my resume:

- \* Ability to train new workers
- \* Very high degree of accuracy
- \* Ability to maintain excellent rapport with clients, other workers and managers.

Also, in case you are wondering why I am searching for a position in Virginia, let me explain that my wife and I have family in the mid-Atlantic states and would like to move closer to them.

I would greatly appreciate the opportunity to discuss the position and my credentials with you as soon as possible. Thank you for your consideration.

Sincerely,

*Pascale Huff*

Pascale Huff

Enclosures: Resume and Reference Letters

## References

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A reference is someone who can attest to your ability to perform a task, substantiate your training, document your measurable results and/or confirm your qualifications.

List 6-8 people who would agree to be a reference for you. Use previous supervisors, professional acquaintances, teachers, etc. If you use a personal reference, make sure they are employed, and preferably in a responsible position.

For people who will not be physically available, ask them to write a letter of reference for you. Make certain letters are written on letterhead from a company. Employers prefer being able to contact a person by telephone as opposed to a letter.

Never relinquish an original letter of reference; always supply a copy.

Always ask permission to use a person as a reference. Give a copy of your resume to each reference. Make sure you know how each person wants to be contacted. Have current phone numbers.

Type your list in advance so you can mail it out upon request.

# Sample Reference Sheet

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Your Name  
Your Address  
Your Phone # (or same format as resume)  
Your E-mail

## REFERENCES

### PROFESSIONAL REFERENCES

Julia Silvers, Administrative Manager  
Kent Products, Inc.  
123 West 32<sup>nd</sup> Street  
Boston, MA 12365  
(555) 123-4567  
email: silversj@whatever.com

Captain Robert Williams, U.S. Marine Corps  
4567 Jefferson Avenue  
St. Paul, MN 98745  
(547) 556-2145  
email: crwilliams@usmarc.gov

### PERSONAL REFERENCES

Joy Smith  
456 East Park Avenue  
San Francisco, CA 12345  
(123) 456-7891

Jason McMurphy  
11 Market Street  
Nashville, TN 12345  
(222) 456-7891  
jasonm@yeha.net

# Reference Worksheet

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## Professional References:

Name \_\_\_\_\_

Company or Title \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone # \_\_\_\_\_

E-mail address \_\_\_\_\_

Years known \_\_\_\_\_

Name \_\_\_\_\_

Company or Title \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone # \_\_\_\_\_

E-mail address \_\_\_\_\_

Years known \_\_\_\_\_

## Personal References:

Name \_\_\_\_\_

Company or Title \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone # \_\_\_\_\_

E-mail address \_\_\_\_\_

Years known \_\_\_\_\_

Name \_\_\_\_\_

Company or Title \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone # \_\_\_\_\_

E-mail address \_\_\_\_\_

Years known \_\_\_\_\_

# The Job Interview

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## PREPARING FOR THE INTERVIEW

- A successful interview begins with homework and preparation.
- Your responsibility is to know as much about yourself and the company before you walk into the interview.
- Planning and preparation make you confident and will help you perform well in the interview.
- Your chances of getting the job are zero if you don't know what you want.
- You must also know a few things about the company before the interview.

## SHARPENING LISTENING SKILLS

Listening to the interviewer is as essential as talking honestly and openly about your skills and abilities. Concentrate on what is being said and how it is said, rather than on how you are doing. By listening to the interviewer's statements, comments and questions, you can get a better understanding of the organization and what it would be like to work there. Moreover, in some interview situations, especially managerial interviews, you will be evaluated on your listening skills.

The phrase *listening skills* sometimes surprises people because most people view listening as a natural process rather than a skill. People with this opinion unfortunately have confused the word "hearing" (a passive activity) with "listening" (an intentional act that requires skill). Following are some techniques and guidelines that you can use to become a better listener.

- 1) If distractions are a problem in an interview, you can control them in the following ways:
  - a) If the distraction is external, control it by focusing your concentration.
  - b) If the distraction is internal (inside your head), control it by reminding yourself to pay attention.
- 2) Paraphrase the interviewer's comments by restating the main idea or content to:
  - a) Check and clarify accuracy
  - b) Let the interviewer know that you understand
  - c) Encourage more discussion
- 3) Focus on key words, main ideas and examples to help you retain important points.
- 4) Ask questions if you do not understand what the interviewer is saying or asking. Do not pretend to understand if you do not understand.
- 5) Take notes only if it will not distract from the conversation. Write them in a list or outline form. Always ask the interviewer's permission before taking notes. Permission is almost never denied.
- 6) Make sure you understand what you are being asked.

## SITUATIONAL QUESTIONS

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You also need to think about “What if ...” questions. These can be difficult to answer. For instance:

***“What would you do if your supervisor told you to do something illegal?”***

Use common sense. These types of questions need answers based on your knowledge, experience and personal values. Consider what the employer wants to hear. A calm approach is best. Don’t rush into an answer. It is better to cushion your answer. For example, “One thing I might consider doing would be ...” If the interviewer does not like your solution, you can consider a different approach.

Another area of difficult questions may concern your family responsibilities, age, health or other personal information. They are not always fair questions and may be illegal, but you need to be prepared to deal with them. You may choose to deal with these types of questions by refusing to answer, in which case you will probably not be hired. Another response could be, “If you can tell me how that relates to the position, I would be happy to answer the question.” You must make the decision about how to answer based on how much you want the job.

An interviewer will form opinions about whether you are:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Mature                             | <input checked="" type="checkbox"/> An initiator     |
| <input checked="" type="checkbox"/> Emotionally stable / even-tempered | <input checked="" type="checkbox"/> Thorough         |
| <input checked="" type="checkbox"/> A team player                      | <input checked="" type="checkbox"/> Self-confident   |
| <input checked="" type="checkbox"/> Tactful                            | <input checked="" type="checkbox"/> Assertive        |
| <input checked="" type="checkbox"/> Adaptable                          | <input checked="" type="checkbox"/> Conscientious    |
| <input checked="" type="checkbox"/> Tough minded                       | <input checked="" type="checkbox"/> A hard worker    |
| <input checked="" type="checkbox"/> Self-disciplined                   | <input checked="" type="checkbox"/> Honest & sincere |

## Thank You Letters

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Thank-you letters are some of the most effective communications in a job search. They demonstrate an important *social grace* that says something about you an individual – your personality and how you probably relate to others. They communicate one of the most important characteristics sought in potential employees – thoughtfulness.

Better still, since few individuals write thank-you letters, those who do write them are remembered by letter recipients. And one thing you definitely want to happen again and again in your job search is to be remembered by individuals who can provide you with useful information, advice and referrals as well as invite you to job interviews and extend you job offers. Being remembered as a thoughtful person with the proper social graces will give you an edge over many other job seekers who fail to write thank-you letters. Whatever you do, make sure you regularly send thank-you letters in response to individuals who assist you in your job search.

Many job seekers discover the most important letters they ever wrote were thank you letters. These letters can have several positive outcomes:

- Contacts turn into more contacts and job interviews.
- Job interviews turn into job offers.
- A job rejection later turns into a job offer.
- A job offer turns into an immediate positive relationship.

## Sample Thank You Letter

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Your thank you letter is the last thing that an employer will see from you before making their decision about a position, so it is important that you make an impact. Remind the employer why you are an ideal candidate for the position, what you can contribute to the company, and why you are interested in the job. Don't forget to thank the employer for their time.

Also, proofread your thank you letters; they should be free of spelling and grammar errors, typos and incorrect information.

**Ms. Julie Smith**  
**245 Yorkshire Blvd. # 207**  
**Anytown, PA 35941**  
**(321)512-2546**

April 2, 2002

Target Company  
Department  
Street Address  
City, State, Zip

Dear Ms. Johnson:

Thank you for taking the time to meet with me today regarding the Teller position at the State Street Investment Bank. I am very excited about the opportunity. As we discussed, my qualifications very closely match the requirements you have for the position. In addition, two years experience at my university's credit union have given me experience handling cash transactions and dealing with customers – traits you stressed as being important in your candidates.

Please feel free to call me if I can be of further assistance in your decision process. Again, I appreciate your consideration.

Sincerely,

*Julie Smith*

Julie Smith

## A Resume Worksheet - page 1/3

**Completing this form will help you assemble an excellent final resume. Even if you already have a resume, review this form to see if it contains anything you might have forgotten.**

Name: \_\_\_\_\_

Local Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

**EDUCATION:** List the schools you attended after high school from which you received a degree or certificate. Examples of degrees: A.A. – Psychology, A.S. – Drafting and Design

<p>Last School Attended</p> <p>School Name/City &amp; State: _____</p> <p>Type of Degree/Major/ GPA*: _____</p> <p>Graduation/Pending Date: _____</p>
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<p>Previous School Attended</p> <p>School Name/City &amp; State: _____</p> <p>Type of Degree/Major/ GPA*: _____</p> <p>Graduation/Pending Date: _____</p>
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\* GPA refers to your cumulative grade point average. List it only if 3.0 or higher. You can use your major GPA, but it should be listed as such.

**RELEVANT COURSEWORK:** (optional) List your courses by name that highlight job-related training or a special area of interest. Keep the list as short as possible, usually no more than nine or ten classes. If you have been out of school for more than a year or are seeking a job in a field unrelated to your major, you should skip this.

Course Name	Job-Related Training or Special Area of Interest

**CLASS PROJECTS:** (optional) List those relevant to your chosen occupation, e.g., science, research, business, psychology, education, information technology, etc. Employers like class projects because they demonstrate teamwork and the latest skills and techniques. If you do not have relevant class projects, skip this section.

Project Name	Project Duties	Skills Used
Project Name		

**COMPUTER/TECHNICAL SKILLS/LANGUAGES:** List all your computer skills including the names of the hardware and software you have used, non-English languages you have used, including programming.

Examples:

*Hardware:* IBM-PC, Macintosh, etc.

*Operating Systems:* DOS version XX, Windows 3.11, Windows XP, etc.

*Software:* MS Office (which includes Word, Access, Excel PowerPoint), WordPerfect, MS Word, Excel, Access, PowerPoint, Photoshop, Dreamweaver

*Network:* Internet, World Wide Web, email, etc.

Hardware	Software	Languages	Other Technical

**ACHIEVEMENTS AND ACTIVITIES:** List your personal achievements such as academic honors and awards, club memberships and offices held, athletic participation, awards, volunteer activities, etc.

Your Title	Organization name	City & State	Dates

**WORK EXPERIENCE:** If you have worked many jobs since high school, list only those that are the most relevant. Be specific about your skills. For instance, if you use communication skills, what kind do you use? listening? writing? speaking with individuals or to groups? Friendly greeting? acting?

**Examples of Skill Topics:** Communication, Organizational, Leadership, Teaching/Training, Research, Creative, Clerical, Supervision, etc.

**Job #1**

Job Title	Company	City, State	Dates (mo/yr)
<b>Job Duties</b>		<b>Skills Used to Perform Duties</b>	

**Job #2**

Job Title	Company	City, State	Dates (mo/yr)
<b>Job Duties</b>		<b>Skills Used to Perform Duties</b>	

**Job #3**

<b>Job Title</b>	<b>Company</b>	<b>City, State</b>	<b>Dates (mo/yr)</b>
<b>Job Duties</b>		<b>Skills Used to Perform Duties</b>	

**Job #4**

<b>Job Title</b>	<b>Company</b>	<b>City, State</b>	<b>Dates (mo/yr)</b>
<b>Job Duties</b>		<b>Skills Used to Perform Duties</b>	