

# CAREER GUIDE

Hofstra Career Center



prideandpurpose<sup>®</sup>

# ABOUT THE CAREER CENTER AND SERVICES

## Our Vision

All Hofstra students are empowered to create meaningful careers and lives.

## Mission

The Career Center supports the mission of Hofstra University and the Division of Student Affairs by creating a positive environment where personal and professional growth lead to successful outcomes for students, alumni and employers.

## Values

The core values of the Career Center are applied equally to our staff, students, alumni and employer partners:

- Relationships and community
- Personal and professional growth
- Collaboration and support
- Trust and empowerment
- Diversity, inclusion and equity

The Hofstra University Career Center is a team of professionals who put students first. We achieve our vision of empowering all Hofstra students toward meaningful careers and lives through **one-on-one appointments** for career counseling available in person, via Skype, and by telephone Monday through Friday from 9 a.m. to 5 p.m., anytime the University is open. Call **516-463-6060** or visit the Career Hub to schedule online. We also have quick question drop-in hours from 10-11 a.m. and 2-4 p.m. every Monday-Friday that the University is open.

Topics covered in career counseling can range from uncovering your strengths, to making decisions about experiential learning (including internships, study abroad, on-campus experiences, etc.), to searching for a major and/or career path, to making changes in your chosen career or major, to preparing to tell your story on a job search or in graduate school applications (including interviewing, resume, cover letters, applications, etc.).

We also partner to provide **programming** for the entire campus that empowers Hofstra students to uncover their strengths, determine their path, and tell their story. If your organization would like to partner with the Career Center, give us a call at **516-463-6060** or visit the Career Hub to submit a program request.

Once you are ready to share your strengths and tell your story, the Career Center facilitates **connections with employers** both online via Handshake and in person at career fairs, on-campus interviews, information sessions, service networking, and other creative events that bring you together with employers who want to hire Hofstra students. Check out our events in Handshake!



[hofstra.edu/career](https://hofstra.edu/career)



[hofstra.edu/careerhub](https://hofstra.edu/careerhub)

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# THE HOFSTRA CAREER HUB AND HANDSHAKE

No need to search all over the web.  
Go to The Career Hub for one-stop resources!

## MOBILE & DESKTOP



## NEED HELP?

Get in touch with us!  
516-463-6060 or  
careercenter@hofstra.edu

Quick questions: 10-11am and  
2-4pm each weekday

## WHY USE THEM?

Find internships and jobs  
on Handshake, UCAN,  
GoinGlobal, and ArtSearch

Research and explore  
careers and industries

Schedule appointments

Take self-assessments

Read the Career Guide

Research companies

# hofstra.edu/careerhub

# ABOUT HOFSTRA CAREER READINESS

Based on the National Association of Employers (NACE) Career Readiness Competencies and the 21st Century Skills initiative, the Hofstra Career team has developed the following list of the skills necessary to launch a meaningful career.

## How to use it:

1. Rank yourself on each section on a scale of “mastered” (5) to “needs substantial work” (1).
2. Using the space under each section, list several ways in which can you work toward improving in that set of skills. You can use the Career Hub website to get ideas.

Hofstra Career Center: 21st Century Career Readiness	
<b>Learning and Innovation:</b> Creativity, Problem Solving, Critical Thinking, Collaboration.	<b>Rank:</b> _____
<b>Information and Technology:</b> Information Literacy, Using Technology as a Tool, Evaluating Information, Ethics of Using Information and Technology.	<b>Rank:</b> _____
<b>Life Skills:</b> Career Management, Flexibility, Adaptability, Enthusiasm, Initiative, Accountability, Responsibility, Professionalism, Work Ethic.	<b>Rank:</b> _____
<b>Interaction Skills:</b> Teamwork, Communication Skills, Leadership, Empathy, Public Speaking, Meeting Management.	<b>Rank:</b> _____
<b>Cultural Skills:</b> Understanding Difference, Global Mindset, Sensitivity, Openness, Respect.	<b>Rank:</b> _____

★ **PRO TIP:** This is a great starting point for career counseling!

Call **516-463-6060** or visit the Career Hub at **[hofstra.edu/careerhub](http://hofstra.edu/careerhub)** to schedule an appointment.

# PREPARE



# TELL YOUR STORY

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The first part of creating a meaningful life and career is getting to know who you are and then determining who you want to be. **YOU** are the author of your own story! It's you who gets to decide the next chapter, and, how you want to tell your story to others (including potential employers!).

## **Main Character: YOU**

*What words best describe you?*

*In life, what roles do you play? \*Note which role takes most of your time/energy  
(For example: Are you a student, a sister, a brother, a cousin, a friend? – We play many roles!)*

*What major life events have influenced who you are?*

*Who are your role models? Who do you look up to, and why?*

## **Your Current Chapter:**

*What do you want to do academically at Hofstra?*

*What do you want to do experientially?  
(Can include clubs, internships, volunteer work, and getting involved on campus)*

*Who are the people who are most important to you, right now?*

## **Your Next Chapter:**

*What do you want to do when you leave Hofstra?*

*What type of person do you want to be?*

*What do you want to be known for?*



# KNOWLEDGE IS POWER

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## Using Self-Assessment to Learn More About Yourself



**Focus 2** is an online system that links self-assessments with real-time information about careers. Through Focus 2 you can take three career-related assessments: work interest, leisure interest and personality.

Log into Focus 2 from the Career Hub using access code: **pride**

When you register to use Focus 2, don't forget to write down your login and password information!

Login: \_\_\_\_\_ Password: \_\_\_\_\_

- Once you take all three assessments, select "combine assessments" to see potential careers and majors where your results overlap.
- You can select "What can I do with this major in ...?" to read about careers that align with majors you are considering.

*Use the lines below to write what is true and not true from your Focus 2 assessment results.*

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Using Focus 2, start your research into majors and careers here:

Possible Major 1	Possible Major 2	Possible Major 3
Careers of Interest	Careers of Interest	Careers of Interest
Likes	Likes	Likes
Dislikes	Dislikes	Dislikes

★ **PRO TIP:** Where do your results overlap? What do you think of the list of potential careers?

This is a great starting point for your discussion with a career counselor!

Call **516-463-6060** or visit the Career Hub at **[hofstra.edu/careerhub](http://hofstra.edu/careerhub)** to schedule an appointment.

# KNOWLEDGE IS POWER

## Getting to Know Your Options



**O\*NET** (available on the Career Hub and [onetonline.org](http://onetonline.org)) provides an in-depth analysis of what many positions entail, including information on median salary and necessary qualifications.

Positions of Interest	What Stands Out About It	What You Want to Learn
1.		
2.		
3.		
4.		
5.		
6.		

# NETWORKING AND CONNECTING

## Informational Interviews

### What *is* an informational interview?

People are your best resources when on a job search and seeking information on careers. An informational interview allows you to speak with individuals who are currently employed in a position or field of interest to you. Through a quick meeting you gain a better understanding of an occupation or industry, and start to build a network of contacts in that field.

When requesting an informational interview by email, first explain how you found the person's contact information (include who referred you, if you were referred) and that you are interested in learning more about their profession or organization. Informational interviews can be held in-person, over the phone or online. Always ask for an in-person meeting first; face-to-face meetings make the best impression!

### **DO:**

- Prepare how you want to introduce yourself
- Ask your friends, family and professors to determine who to contact
- Send a thank-you note within 24 hours of the informational interview
- Periodically reach out to your new contact after the informational interview to maintain the relationship

### **DON'T:**

- Ask questions that can be easily answered by looking at the company's website
- Ask for a job or internship during the interview
- Take advantage of the person's time; keep meetings to 20-30 minutes

### **Suggested Questions for Informational Interviews:**

- What led you to your current position and what keeps you here?
- How does a person progress in your field? What is a typical career path in this field or organization?
- How well did your college experience prepare you for this job?
- What advice would you have for someone looking to enter this career?
- Is there anyone else that you recommend I reach out to?

### **Write three questions of your own!**

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

# SOCIAL MEDIA



When it comes to using social media, it's important to be smart and put your best foot forward! Here are some tips to maintain a positive and professional online presence:

- **Clean up digital dirt:** Google yourself to see what comes up. Remove any content, pictures and unwanted links that may send a negative message to employers. Ask yourself, "How do I want to show up in the world?" and make sure your online presence matches.
- **Contribute to your online presence:** Utilize your social media accounts to engage in conversations about your industry and further your knowledge. This is also your chance to showcase your personality, skills and what you've learned about the field.
- **Don't start fights:** Employers are going to check your social media before they hire you! Do not post anything inappropriate, offensive, negative or revealing. Do not associate with groups that could be considered offensive and do not badmouth your job or employers! A good rule of thumb: don't post anything you wouldn't want to see as a news headline.

**What do you want employers to see about you online?**

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## Checking your online reputation:

Google yourself and take note of what appears. Write your findings in the spaces below

What You Discovered	What You Liked	What You Did Not Like	Action Steps

# LINKEDIN

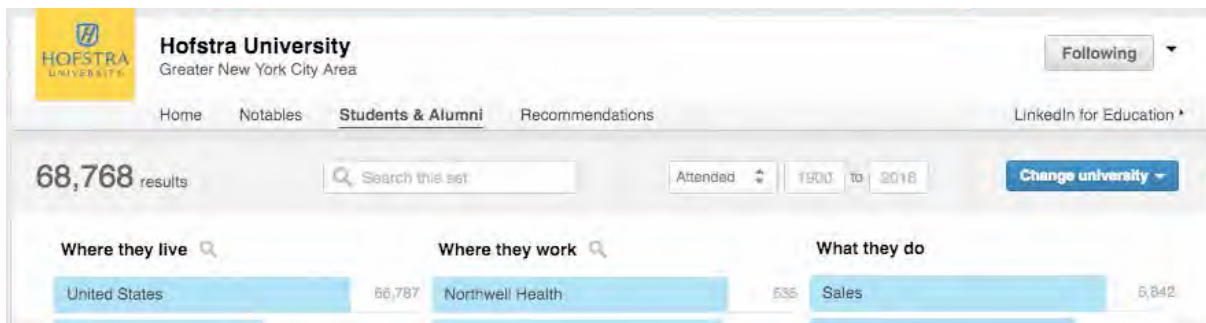
LinkedIn is a great online resource for career exploration and making career connections. Here are some tips to get you started and to get the most out of LinkedIn.

**Make sure your profile is updated:** Potential employers have access to your profile, so make sure your content is up to date and reflects your professional brand.

## Follow the LinkedIn Checklist:

- Professional headshot or solo photo with a non-distracting background
- List of jobs, volunteer, and leadership positions you've held along with descriptions of your roles that use the STAR method (see page 14)
- Five or more skills that can benefit your work in the industry
- Educational information, such as courses, projects, honors and awards
- Summary to highlight who you are and what you want to do (include your accomplishments!)
- Recommendations – you can request these from all of your positions, even volunteer and unpaid positions
- Endorsements

**Develop your network:** LinkedIn is for networking. It allows you to search for members within your personal and professional network, and you can also utilize your Hofstra network. The “Find Alumni” feature allows you to connect with graduates in your field of interest to request career advice and informational interviews.



★ **PRO TIP:** For help in building and reviewing your LinkedIn profile, visit the Career Center. Call **516-463-6060** or visit the Career Hub at [hofstra.edu/careerhub](http://hofstra.edu/careerhub) to schedule an appointment.



# SITUATION/TASK ACTION RESULT (STAR) METHOD

Strong resumes, cover letters, and interviews tell the specific stories of instances in which you have used your strengths. Three reasons to use stories in your job search:

- Telling stories personalizes your experiences
- Stories bring alive your strengths in a way that is tangible to employers
- It also demonstrates to an employer that you know how to use your strengths for the success of an organization and/or project

Coming up with specific examples takes preparation. Luckily, we can help you using the STAR method!

## Here is an example of how to use STAR on a resume:

- **SITUATION/TASK:** What was the background? It may be something you were assigned to do or a situation in which you found yourself.
- **ACTION:** What did you do? Use strong action verbs (page 21-22) to describe the specifics of what you did.
- **RESULT:** How did your action turn out? What were the results?

## BEFORE STAR:

### *Weak Resume Bullet:*

- Utilize social media platforms to gain a following

## HOW TO BREAK DOWN YOUR BULLET POINT USING STAR:

- **SITUATION/TASK:** Asked to increase social media engagement; found yourself moderating trolls, too
- **ACTION:** Posted relevant content; actively engaged users and deleted comments from trolls
- **RESULTS:** Attracted 200 new followers through focused content; heard from followers that the user experience improved

## AFTER STAR

### *Stronger Resume Bullet:*

- Attracted more than 200 new followers for company Facebook and Twitter accounts by posting relevant articles and interacting positively with outside organizations and individuals and eliminating troll content; received comments from followers on the improved user experience



Write out several examples you can use on your resume and/or in an interview using the STAR method to highlight your strengths.

Strength	Situation or Task	Action	Result

# APPLY





# RESUME SAMPLE – FORMAT

**Student A**

Choose a font that best captures you – just make sure it's legible!

Cell Phone # | Email Address | Address

An address is helpful to show you live in the geographic area that you are applying.

**Objective:** To obtain a summer internship to utilize and strengthen my knowledge of the healthcare industry.

## **Education:**

**Hofstra University**

Degree Name, Minor  
GPA:

Putting information on the right side of the resume helps space out your information and makes the resume easier to read. Consider what information you want to put here, and be consistent throughout the document!

Hempstead, NY  
Expected Graduation Date

## **Related Course Work**

• Course #1

• Course #2

• Course #3

• Course #4

Utilizing a column format for sections that require lists are a great way to save space on your resume. You can use columns in the skills/certifications section, as well!

## **Work Experience:**

**Company/Organization Name**

Position Title

For the section headings, company names, and position titles, experiment with bold, italicized, underlining, or a combination to distinguish each piece of information in an organized way!

City, State  
Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**AT&T Retail Store**

Store Manager

If you've held more than one position at the same company, separating your positions allows you to elaborate on your responsibilities for each and highlight how you have grown while at an organization.

Merrick, NY  
December 2014 – Present

- Oversee the daily functions of the store including opening/closing procedures, staff and break scheduling for over 10 employees, and new product shipments of over \$5,000 daily resulting in seamless operation regularly exceeding sales goals.
- Utilize conflict resolution skills to manage all customer conflicts to retain 95% of customers.

Sales Associate

April 2013 – December 2014

- Create relationships with customers both in person and over the phone by answering questions, updating on new products, and helping clients choose the optimal device for their lifestyles.
- Successfully reached monthly sales goals and was chosen as employee of the month for the months of June and August.

## **Extracurricular Activities:**

**Organization/Club Name**

Position Title

School Name/City, State  
Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**Sustainability Club**

Member

Hofstra University  
Fall 2015 – Present

- Actively contribute to weekly meetings and planning; attend lectures and promote sustainability on the Hofstra campus through five volunteer events per semester.
- Promote sustainable behaviors, including using reusable water bottles, by tabling and petitioning resulting in the adoption of green water bottle refilling stations in three academic buildings on campus.

## **Volunteer Experience:**

**Organization Name**

Position Title

When choosing what sections to divide your resume into, consider your experiences in relation to the role you are applying for. You can group them based on work, clubs, and volunteer, or you can create a relevant experience section, additional experience, etc.

City, State  
Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**Knights of Columbus**

Server

Beacon, NY  
January 2015 – Present

- Served food and drinks at the community soup kitchen four days a week to create a safe and resourceful environment for those in need in our area.
- Recruited and trained over 30 new staff and managed scheduling for each volunteering shift of at least 10 people resulting in positive feedback from the community.

## **Skills/Certifications:**

- Language:
- Computer:
- Certifications:

# RESUME SAMPLE – CONTENT

## Student A

Cell Phone # | Email Address | Address

This section includes ways to contact you, but can also include a LinkedIn account, professional blog, or any other ways you'd like to be reached or showcase your work to an employer.

**Objective:** To obtain a summer internship to utilize and strengthen my knowledge of the healthcare industry.

Objectives are helpful ways to target your resume. This can also be replaced by a summary of your qualifications. However, if your resume is running out of space, this section is not mandatory and can be removed.

### Education:

**Hofstra University**

Degree Name, Minor

GPA:

You can also include any honors/awards you may have received from school in this section.

Hempstead, NY

Expected Graduation Date

### Related Course Work

• Course #1

• Course #2

• Course #3

• Course #4

Utilizing a column format for sections that require lists are a great way to save space on your resume. You can use columns in the skills/certifications section, as well!

### Work Experience:

#### Company/Organization Name

Position Title

City, State

Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

#### AT&T Retail Store

Store Manager

When writing a resume bullet point, follow the STAR method (see tip sheet on page 14) to best highlight your responsibilities and achievements.

Merrick, NY

December 2014 – Present

- Oversee the daily functions of the store including opening/closing procedures, staff and break scheduling for over 10 employees, and new product shipments of over \$5,000 daily resulting in seamless operation regularly exceeding sales goals.
- Utilize conflict resolution skills to manage all customer conflicts to retain 95% of customers.

Sales Associate

April 2013 – December 2014

- Create relationships with customers both in person and over the phone by answering questions, updating on new products, and helping clients choose the optimal device for their lifestyles.
- Successfully reached monthly sales goals and was chosen as employee of the month for the months of June and August.

### Extracurricular Activities:

#### Organization/Club Name

Position Title

School Name/City, State

Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

#### Sustainability Club

Member

Hofstra University

Fall 2015 – Present

- Actively contribute to weekly meetings and planning; attend lectures and promote sustainability on the Hofstra campus through five volunteer events per semester.
- Promote sustainable behaviors, including using reusable water bottles, by tabling and petitioning resulting in the adoption of green water bottle refilling stations in three academic buildings on campus.

### Volunteer Experience:

#### Organization Name

Position Title

City, State

Start Date – End Date

- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

#### Knights of Columbus

Server

Beacon, NY

January 2015 – Present

- Served food and drinks at the community soup kitchen four days a week to create a safe and resourceful environment for those in need in our area.
- Recruited and trained over 30 new staff and managed scheduling for each volunteering shift of at least 10 people resulting in positive feedback from the community.

### Skills/Certifications:

When choosing what skills and certifications to include, keep in mind the role you are applying for. Include skills that will be needed in the job or the industry you are applying for.

- Language:
- Computer:
- Certifications:

★ **PRO TIP:** For more resume examples, visit the Career Hub and [hofstra.edu/career](http://hofstra.edu/career).

An appointment with a career counselor can help you determine the right resume layout for you. Call **516-463-6060** or visit the Career Hub at [hofstra.edu/careerhub](http://hofstra.edu/careerhub) to schedule an appointment.

# Resume Example 1

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123 Tax Avenue • New York, NY 11208 • (555) 555-5555 • student@email.com

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## EDUCATION

**Hofstra University**, Hempstead, NY expected May 20xx  
Frank G. Zarb School of Business  
*Bachelor of Business Administration in Accounting*  
Recipient of New Opportunities at Hofstra (NOAH) Scholarship  
**Language:** Fluent Spanish

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## RELATED EXPERIENCE

**PricewaterhouseCoopers (PwC)**, New York, NY Summer 20xx  
*Semester of Discovery Internship (SDI)*

- Engaged with over 100 PwC professionals, utilized my problem solving and organizational skills, and developed an understanding of PwC business units throughout the program
- Created and implemented 5 development projects focused on topics including client engagement and business development which senior managers praised for their content
- Contributed to project development meetings that included cross-functional partners which resulted in over 15 new ideas for the team
- Volunteered in 5 different community service projects, including home building with Habitat for Humanity

**Hofstra Tax Society**, Hempstead, NY Spring 20xx  
*Volunteer Income Tax Assistance (VITA)*

- Collaborated with team to file over 175 tax returns and secure over \$35,000 in earned income credits for low income families in the Hempstead and Uniondale communities
- Completed IRS certification program which allows me to legally process all tax forms
- Passed the Basic and Intermediate levels to perform duties as a tax preparer

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## ADDITIONAL WORK EXPERIENCE

**Hofstra University**, Hempstead, NY Sept 20xx-Present  
*Undergraduate Assistant*

- Serve as bilingual specialist to inform over 100 Spanish-speaking parents of upcoming events and general issues resulting in greater family involvement in departmental programs
- Update and maintain office database in Excel which helps to maintain operating efficiencies and allows issues to be addressed quickly

*Counselor - Collegiate Science and Technology Entry Program (CSTEP)* Summer 20xx

- Mentored over 50 incoming first-year Hofstra students during CSTEP Summer Academy which help them transition into college through living tours, workshops and activities

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## CAMPUS LEADERSHIP

**Collegiate Woman of Color (CWC)** Spring 20xx-Fall 20xx  
*President*  
*Secretary*

**National Association for Black Accountants (NABA)** Fall 20xx  
*Secretary*

**Hofstra Afrikan Students Association (HASA) Social Chair** Fall 20xx

**Collegiate Science and Technology Entry Program (CSTEP)** Fall 20xx-Spring 20xx  
*Student Advisory Board Vice-President*

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## CONFERENCES

**NABA Eastern Regional Student Conference** Bethesda, MD Fall 20xx  
**CSTEP Statewide Conference** Lake George, NY Fall 20xx & 20xx  
**National Conference for College Women Leaders** College Park, MD Summer 20xx

# Resume Example 2

1 Jane Eyre Lane · Cortland Manor, NY 10567 · (555) 555-5555 · studentfullname@gmail.com

## EDUCATION

### Hofstra University

#### *Bachelor of Arts in English*

Concentration in Publishing Studies and Literature, Minor in Dance

GPA: 3.75, Dean's List (all terms) Magna Cum Laude

Hempstead, NY

expected *May 20xx*

## WORK EXPERIENCE

### Something Greek

*Social Media Specialist/Customer Service Representative*

West Hempstead, NY

*Aug 20xx-present*

- Market seasonally popular items to customers across the country via WordPress, Facebook, Pinterest and Twitter
- Built the company's Pinterest page from scratch, gaining over 5,000 followers
- Blog about topics important to Greek organization members, such as "Famous Greeks," resulting in over 1,500 views in one day, making it the most successful post to date
- Regularly advise customers on how to solve problems that arise with their orders via phone and email conversations

### Penguin Group

*Online Marketing Intern*

New York, NY

*Feb 20xx-April 20xx*

- Created weekly reports of social media statistics for the company's Facebook and Twitter accounts to track outreach efforts; increased engagement with target audiences by 20% in four months
- Updated Excel databases featuring information such as the Facebook and Twitter accounts of Penguin authors
- Analyzed social media and website inventory of the company as well as the competition; developed recommendations for content that were implemented by Penguin Group
- Wrote blog posts to feature books pertaining to upcoming holidays and new releases to keep social content fresh

## WRITING EXPERIENCE

### *The Chronicle, Hofstra University*

*Staff Writer*

Hempstead, NY

*Oct 20xx-May 20xx*

- Conducted research and interviews to write over 30 entertainment features/reviews and news articles including "Trail of Crumbs Leads to Author's Home" and "Hofstra Celebrates 25 Years of Dance"
- Worked effectively under pressure and met all deadlines for the weekly newspaper

### *The Montauk Sun*

*Freelance Writer*

Montauk, NY

*March 20xx*

- Compiled research using online resources, interviews, and library archives in order to compose an 800-word feature article, "Manhattan & Suffolk Counties Plan for Looming Sea Level Rise"

## CAMPUS INVOLVEMENT

### Phi Epsilon Sorority, Hofstra University

*President, Vice President, Fundraising Chair, Philanthropy Chair, PR Chair*

Hempstead, NY

*Jan 20xx-May 20xx*

- Planned and led meetings for the executive officers to set the agenda and events each year for 150 members
- Contributed ideas to meetings with other Greek Life presidents to better the Hofstra Greek community
- Created a compelling blog post including viral memes for each event; managed the Facebook and Twitter pages
- Organized and spoke at the 16<sup>th</sup> Annual Spaghetti Dinner raising over \$9,000 for cancer charities and scholarships
- Maintained relationships with alumni through formal newsletters and hosting on visits to campus

### Hofstra University Welcome Week

*Welcome Week Leader and Move In Volunteer*

Hempstead, NY

*Sept 20xx-Dec 20xx*

- Facilitated conversations between 20+ first year students to help them assimilate to Hofstra life

## SKILLS

- Computer Skills: Basic HTML, Word, Excel, PowerPoint, and Outlook
- Social Media Marketing Skills: Facebook, Twitter, Pinterest, WordPress, Tumblr, Instagram

# ACTION VERBS BY SKILL CATEGORY

## Communication

address	convince	express	mediate	publicize	speak
advertise	correspond	follow up	meet	publish	suggest
arrange	describe	formulate	moderate	question	summarize
author	develop	influence	motivate	read	talk
communicate	direct	inform	negotiate	reconcile	translate
compose	document	interpret	network	recruit	write
contact	draft	interview	persuade	refer	
	edit	lecture	present	report	
	enlist	market	promote	rewrite	

## Creative

act	develop	execute	institute	pilot	revitalize
broaden	direct	explore	integrate	pioneer	shape
compose	discover	fashion	introduce	plan	sketch
conceive	draft	forge	invent	redesign	spearhead
conceptualize	dramatize	found	market	rehearse	start
conduct	draw up	illustrate	modernize	remodel	stimulate
create	entertain	imagine	originate	renovate	strategize
design	establish	improvise	perform	replace	transform

## Financial

account for	appraise	calculate	finance	plan	research
adjust	audit	compute	forecast	procure	transfer
administer	balance	control	manage	project	
allocate	budget	develop	market	purchase	
analyze	buy	estimate	monitor	reconcile	

## Helping

advise	clarify	encourage	forecast	orient	refer
advocate	coach	enlist	foster	predict	rehabilitate
anticipate	counsel	ensure	guide	prescribe	represent
assess	demonstrate	evaluate	handle	protect	serve
assist	diagnose	expedite	harmonize	provide	support
care for	educate	facilitate	moderate	reconcile	utilize
	enable	familiarize	observe	rectify	volunteer

## Management

administer	contract	dispense	maintain	propose	schedule
account for	consolidate	employ	orchestrate	protect	set goals
analyze	consult	evaluate	order	realize	supervise
appoint	decide	execute	organize	recommend	terminate
approve	delegate	formulate	oversee	recruit	unify
assign	determine	handle	perfect	regulate	withdraw
assume	develop	head	plan	review	
attain	devote	hire	preserve	revitalize	
chair	direct	leverage	prioritize	reward	
choose	dispatch	manage	produce	save	

## Organizational

approve	cut	identify	operate	retrieve	streamline
arrange	diagram	implement	organize	revamp	stretch
catalogue	dispatch	inspect	pinpoint	revise	substitute
classify	distribute	integrate	prepare	schedule	systematize
collaborate	enlist	interface with	prioritize	screen	tabulate
collect	execute	join	process	set up	target
compile	expedite	list	record	shape	update
conserve	extract	log	reorganize	specialize	validate
consolidate	generate	monitor	reshape	specify	

## Research

acquire	collect	diagnose	identify	modify	summarize
amplify	compare	disprove	inspect	organize	survey
analyze	conduct	evaluate	interpret	process	systematize
calculate	critique	examine	interview	research	test
chart	design	extract	investigate	review	theorize
clarify	determine	formulate	locate	study	troubleshoot

## Results

accelerate	complete	establish	initiate	pioneer	standardize
accomplish	compound	exceed	introduce	prove	succeed
achieve	contribute	excel	launch	reduce	transform
add	decrease	expand	lower costs	re-establish	trim
advance	double	extend	map	resolve	triple
attain	effect	fortify	maximize	restore	validate
augment	eliminate	improve	measure	selected as	widen
award	enlarge	increase	obtain	stabilize	won

## Teaching

accept	coach	educate	identify	modify	simplify
adapt	command	elaborate	implement	motivate	speculate
advise	communicate	elicit	incorporate	observe	state
analyze	complement	emphasize	indicate	organize	stimulate
apply	consider	enable	infer	persuade	structure
appraise	cooperate	encourage	inform	ponder	synthesize
assess	coordinate	evaluate	initiate	postulate	systematize
assign	correct	excite	inquire	praise	teach
attend	define	explain	instruct	provoke	tell
calm	demonstrate	explore	integrate	question	thank
categorize	designate	facilitate	interact	reinforce	theorize
challenge	develop	focus	investigate	rephrase	train
choose	direct	generate	judge	reward	tutor
clarify	discipline	guide	listen	set goals	
		hypothesize	model	set standards	

## Technical

activate	construct	devise	maintain	rehabilitate	sell
assemble	contrive	display	navigate	remodel	service
began	convert	engineer	operate	repair	solve
build	deliver	exhibit	overhaul	resolve	supply
calculate	design	fabricate	participate	retrieve	train
compute	detect	install	program	screen	upgrade

# COVER LETTERS

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Cover letters tell your story in relation to the position for which you are applying. What do you want the employer to know about you in relation to the job description?

- Most cover letters have three to four paragraphs. Each paragraph should make a statement.
- Use the job description as a guide to determine what you want to include in your cover letter; highlight key words you want to include.

**First Paragraph** – Introduce yourself. Write out some key points that you would want to make in your introduction. Include how your school, major and experience make you a good fit for the position. Consider including why you are interested in the field and why you are interested in the organization and position.

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**Second Paragraph** – Give concrete examples/stories of your work. For example, if you want to say “you wrote a blog” – elaborate on the research involved, content and result (if any) of the situation.

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**Third Paragraph** (optional) – What other skills do you bring to the table? This is your opportunity to tell stories about your soft skills related to the job description (teamwork, communication skills, analytical ability, etc.). This gives the employer insight about the type of worker you are. Relate these back to the job description!

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**Fourth Paragraph** – Closing. Reiterate your interest in the position and why you would be a great fit.

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★ **PRO TIP:** Use the same header for both your resume and cover letter for consistency and professionalism.

# SAMPLE COVER LETTER

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Ava Roberts  
140 Hofstra Way  
Hempstead, NY 11549

Ms. Anne Massiah  
Human Resources  
Hartford Hospital  
P.O. Box 1212  
Hartford, CT 00012

Dear Ms. Massiah,

Attached you will find my resume and references to apply for the position of a full-time Physician Assistant in the Emergency Department at Hartford Hospital. It would be a pleasure to fulfill a role in a hospital that is a part of a community where I have lived my whole life. My greatest passion is to take care of a diverse group of patients with a wide range of medical conditions and injuries.

Being a student at Hofstra has greatly expanded my didactic and clinical knowledge. During my emergency medicine rotation, I excelled at procedures such as suturing, splinting and pelvic exams. One patient came in with a laceration to the dorsal aspect of the right thumb and the PA on staff told me I could suture the laceration. However, upon irrigation and inspection of the wound, it appeared that an extensor tendon was severed. The patient was unable to extend the distal aspect of the thumb. I then reported back to the PA in charge and suggested we call for hand surgeon consult. I am confident in my ability to diagnose and treat patients. However, there is always more to learn about medicine and other perspectives to gain.

Some attributes that may be appealing to you are my outgoing and friendly personality. People always tell me to “keep smiling.” Before going into healthcare, waitressing was my forte for many years and provided me with plenty of experience working at a fast pace in a high-demand setting while providing customer service skills. Despite the fact that most emergency departments are hectic, I always make a point to keep patients informed about the status of their test results or roughly how many hours they will be waiting. This makes them feel much more at ease. These attributes also make me an ideal candidate for this position.

Thank you for your time and consideration in my request to meet with you to further discuss the position and how my skills and attributes will be a great addition to the hospital. You can easily reach me at 516-555-1212 or hofstra@gmail.com. I look forward to hearing from you.

Sincerely,

*Ava Roberts*

Ava Roberts



# REFERENCE LIST

## Who to ask?

Always ask professionals who know you well, who will speak highly of you, and can attest to your work ethic. Keep in mind that a great reference from someone who can really speak about your work is better than a mediocre reference from someone with a great title (example: choose your immediate supervisor over the CEO because you want the content of the reference to impress more than the big name). Consider asking: a professor, supervisor, club/organization leader, or co-worker.

A reference list is typically made up of three people and includes:

1. Name
2. Title
3. Organization
4. Address
5. Phone Number
6. Email Address
7. A short sentence about how you know the person and for how long you've know the person

Use the space below to start brainstorming who you would include in your reference list.

Name	Relationship	Contact Information
1.		
2.		
3.		
4.		
5.		
6.		

★ **PRO TIP:** Having difficulty coming up with a list of people that you would ask?

Schedule an appointment with a counselor so that we can help you brainstorm current references as well as how to be intentional with future references!

Call **516-463-6060** or visit the Career Hub at **[hofstra.edu/careerhub](https://hofstra.edu/careerhub)** to schedule an appointment.

# INTERVIEW



# PITCH PERFECT

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*Make a great impression with your introduction!*

## **Elevator Pitch**

Scenario: It's just you and an employee of a company that you want to work for on an elevator ... What do you say in that 30-60 second timeframe to peak their interest?

### **Example:**

Hi, my name is Maria Jones. I am a graduating senior from Hofstra University. I am a sociology major and am looking for an internship in a law firm this summer. I have had a strong interest in law since taking courses in criminal justice and having an internship at my district judge's office. I understand your firm specializes in criminal law. What type of internship options are available at your firm?

**Components:** Your elevator pitch is a brief introduction of yourself that also engages the person you are talking to. Your pitch takes practice to craft and can be adapted according to the situation. Some components to address include:

- Name
- Year in school (or how many years you've spent in a particular industry)
- Major and/or career area of interest
- Skills and/or work experience that you possess that relate to the industry of interest
- An open-ended question to start the conversation (not a yes/no question)

## **Write your pitch!**

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★ **PRO TIP:** Work with friends to practice your pitch and help each other get better.

**Did you know?** *Practicing your pitch will also help with your interview preparation and cover letter writing! Your elevator pitch can also be used for "Tell me about yourself" and other opening questions in interviews.*

# PHONE AND SKYPE/VIDEO INTERVIEWS

## How to prepare

Interviews take place in different settings. Always ask what type of interview you will have so that you are prepared.

### Phone:

- **What it entails:** Phone screens are typically used to decide if you are one of the candidates the company would like to meet for an in-person interview.
- **Tips:**
  - Confirm who is calling whom and at what time (and time zone!).
  - Secure a quiet space where you can take the phone call.
  - Try to have phone interviews on a landline as reception is usually better and the call is less likely to drop. You can reserve space in the Career Center for your phone interview!
  - Dress for the phone interview! If you feel professional, your responses will be professional.
  - Remember, your smile can be heard in your voice. Don't forget to use it!
  - Keep your notes in front of you. It's great to reference the research you've done during the interview.
- **What will you do to prepare?**

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### Video/Skype:

- **What it entails:** Similar to a phone interview, sometimes these are used for screening, other times it is the official interview because of the location of the company.
- **Tips:**
  - Make sure you know what step the interview is in the process: is it an initial screening or in lieu of an in-person interview?
  - Find a quiet spot with a neutral background. You can reserve space in the Career Center!
  - Prepare as you would for an in-person interview and be sure to make eye contact.
- **What will you do to prepare?**

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**Did you know?** The Career Center offers practice phone, video and in-person interviews. Call 516-463-6060 or visit the Career Hub to schedule one for yourself today.

# IN-PERSON INTERVIEWS

## How to prepare

- **What it entails:** A visit to the company offices; this is the formal interview.
- **Variations:** It may last anywhere from 30 minutes to a full day depending on your industry. It may be one-on-one, a panel, a group interview, or some combination. It's likely you will meet with more than just one person at the company.



## Top 10 Tips for Interviewing In-Person

1. Offer a firm handshake
2. Smile
3. Make eye contact
4. Express an interest in the position
5. Be positive
6. Turn your cell phone off
7. Use STAR method to answer questions completely (page 14)
8. Be prepared with at least five thoughtful questions to ask
9. Sit up straight with both feet on the floor
10. Ask about the next steps in the interview process

### *(Additional tips to consider)*

- Wear the appropriate attire for the environment: remember, it is better to be overdressed than underdressed!
- Arrive early, plan your route ahead of time
- Be courteous to the receptionist and employees at all levels of the company
- Bring extra copies of your resume with you along with your list of references
- Bringing a padfolio will give you a place to store extra copies of your resume, paper on which to take notes, and provide a spot to store your research to review before the interview and a place to keep any business cards you are given; it also provides a streamlined professional look

### ★ PRO TIPS:

- Find out in advance who you will be meeting with and for how long. It's okay to ask what to expect! It shows that you want to prepare.
- Save questions about salary until you have made it to the final round and they have extended you an offer; that is the only time to negotiate.
- Do not refuse a job during an interview, even if you decide that it is not a good fit for you. Ask for some time to think it over and let the interviewer know when you will let them know about the position.
- Consider leaving your purse at home/in the car trunk to avoid clunky maneuvering during the interview.

*What questions do you want to ask a career counselor about in-person interviews?*

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# TYPES OF INTERVIEW QUESTIONS

Depending on the type of interview, you may be asked a variety of questions

## Behavioral

- Used to gauge past behavior as an indicator of future behavior/performance
- Use the STAR method to answer (page 14)
- *Example: Tell me about a time when ...*

## Informational

- Straightforward, used to see how well you can be specific
- Can also use the STAR method to answer
- *Example: How are you qualified for this job?*

## Technical

- Used to evaluate a candidate's ability to do the job
- Frequently used in computer science industries
- *Example: Write a program to determine whether one tree is a subtree of another.*

## Critical Thinking

- Come in the form of brainteasers, scenarios, skill tests or case studies
- Frequently found in marketing, technology, finance and consulting fields
- Used to gauge how a candidate deals with ill-defined questions under stress
- Think out loud as you answer the question
- *Example: How many golf balls would fit inside of a 747 airplane?*

## The Negative Question

- Used to assess how you represent yourself in tough situations
- Avoid being both too vague and oversharing negative information about yourself
- For "What is a weakness?" identify a minor fault that you can, or have, overcome and use that as an example
- *Example: Tell me about a time you failed.*

## Practice what to say in an interview

How would you answer the most common interview opener: "Tell me about yourself."

Focus on your background, how it relates to the position, a few strengths related to the position and why you are interested in the company/position. Make sure your enthusiasm shines through. Try it!

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★ **PRO TIP:** If you are not sure how to answer a question, it's okay to ask for a moment to think over your response!

# STRATEGIES TO ANSWER COMMON INTERVIEW QUESTIONS

Below are some common interview questions and strategies to use to answer them effectively. Use the space provided under each question to practice how you will answer.

Remember to use **specific stories, details, examples of your work** and **accomplishments** whenever possible.

## COMMON INTERVIEW QUESTIONS

## STRATEGIES

<b>Tell me about yourself.</b>	Employers ask this question to break the ice and find out who you are in relation to the position. Mention what you are studying in school, work experience, resume highlights, your accomplishments, your goals and how they all relate to the position. This is your opportunity to set the tone for the rest of the interview!
<b>What are your strengths?</b>	Provide a specific story of how you have displayed at least one strength, but have three key strengths prepared to use in either this or other questions. Relate your strength to the requirements of the position and use the STAR method (page 14)!
<b>What are your weaknesses?</b>	Answer this question with an area of development (weakness) that you are working on or have overcome. Choose an authentic weakness, not one that you think will sound good. Always finish with the silver lining of how you have overcome and/ or are working to overcome the weakness.

<p><b>Why should I hire you over other candidates?</b></p>	<p>It is impossible to know about other candidates. Use this as an opportunity to highlight your strengths in relation to the position and your interest in the job and company. This is a great opportunity to showcase your research on the company!</p>
<p><b>What do you know about our organization?</b></p>	<p>Make sure you research the organization. You can give a brief summary of what you have learned about this organization and any questions you have based on this research. You can use more than just Google, check out the Career Hub and Axinn Library resources!</p>
<p><b>What interests you about this specific position?</b></p>	<p>Mention key responsibilities and qualifications from the posting and describe how they relate to your skills and experience.</p>
<p><b>What interests you about our company/organization/product?</b></p>	<p>Focus on what interests you about the specific company/organization/product based on your research and how you can contribute as a potential employee.</p>



<p><b>What makes you qualified for this position?</b></p>	<p>Give specific examples and details about how your past experiences have led to this position. Include past work/volunteer experiences, course work and accomplishments where you gained relevant experience.</p>
<p><b>Tell me something about yourself that is not on your resume.</b></p>	<p>This is your chance to tell the interviewer about your interests or achievements outside of the workplace. Maybe you ran a marathon or you are a home chef. This is a question that showcases your personality.</p>
<p><b>Describe a challenge you have faced and the steps you took to overcome it.</b></p>	<p>Use the STAR method (page 14) here to provide a story with a beginning (situation), a middle (the action you took) and an end (the results).</p>
<p><b>What do you do when people disagree with your ideas?</b></p>	<p>Choose a specific story. Focus on how you resolved the conflict. Provide a positive answer that includes how you compromised with the other person to move the project forward.</p>

# QUESTIONS TO ASK THE INTERVIEWER

*Always have questions ready to ask the interviewer both during and at the end of an interview!*

**Exercise:** Review the sample questions below and put a check next to the questions you would want to ask an interviewer. It's important to be present in an interview and open to asking questions as they come up during your conversation. You don't always need to save your questions for the very end of the interview.

## About the Position:

- What does a typical day in this position/internship look like?
- What are the most challenging aspects of the position?
- How will my performance be evaluated if I were to be hired as an employee? How often will this evaluation occur?
- What goals do you have for someone in this position?
- What concerns do you have about me in this position that I can address for you right now?
- What are the skills and abilities necessary for someone to succeed in this role?
- Tell me about the training/onboarding process for new employees and employees in this position.

## Growth and Development:

- What are some of the typical career paths followed by others who have been in this position?
- What are the opportunities for professional development?

## Interviewing the Company:

- What is the overall structure of the department where the position is located?
- What is the work environment like?
- What are the organization's plans for future growth?
- What do you think stands out about your firm/company compared to its competitors?
- What current industry-wide trends are likely to affect your organization?
- How would you describe your corporation's personality and management style?
- What is the vision for where the company/organization will be in 10 years?
- What are some of the challenges facing the company/organization currently?
- How will the work I'll be doing contribute to the organization's mission?

## Personal Stories:

- Why did you join and stay with the firm?
- What do you like about working for this organization?
- How would you describe the culture of the company?

## Write some questions of your own!

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

★ **PRO TIP:** If you have researched and/or had conversations with employees prior to the interview, be sure to weave that information into your question(s) so that you show the depth of your interest in the organization. For example, say "After speaking with one of your colleagues about this position, I was informed of [specific information] regarding what a typical day looks like, is that your experience?" as opposed to "What is a typical work day?"



# THANK-YOU NOTE AFTER THE INTERVIEW

Once you have completed the interview you will stand out if you send a **thank you** to the person(s) with whom you have interviewed. This can be done via email or personalized card. Remember to ask for your interviewer's contact information (and the contact information of each person with whom you interview).

## Example:

Dear \_\_\_\_\_,

Thank you again for taking the time out to interview me for the \_\_\_\_\_ position. I was impressed with the company culture and how you invest in your employees through the growth program. To reiterate, I am enthusiastic about the opportunity and believe that my leadership, teamwork, and communication skills that I have developed through my \_\_\_\_\_ experiences would be a great fit for the role and company. Have a great rest of your day, and I look forward to hearing from you soon.

Sincerely,  
Your name

*Use the space below to practice writing a thank-you note.*

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★ **PRO TIP:** Reference something specific that happened during the interview in your thank-you note to help jog the interviewer's memory. If there was something that you did not articulate as clearly as you would have liked to, you can use the thank-you note as an opportunity to clarify your points.

**Did you know?** Personalizing your thank-you and follow-up notes will help you stand out. After an interaction with someone in-person, you can step aside to write down important information about the conversation that you'd want to use in your follow-up note. You can also use this approach when thanking someone for their time after an informational interview.

# ACCEPTING THE OFFER/DECLINING THE OFFER

Congratulations, you have received an internship or job offer! Quick note: the job search is not yet over. You must communicate with each company where you have interviewed in order to maintain the professional relationships you have created in the job search process: this means accepting an offer, declining an offer, and/or withdrawing from consideration everywhere you've interviewed but no offers have yet been made.

## Accepting the Offer

Be professional and enthusiastic when accepting a job or internship offer. You may accept it via phone, but always ask that the offer be sent to you in writing and confirm your acceptance in writing.

Find out when the organization needs you to respond to the offer. You do not have to respond immediately; you may request time to think it over before your final decision. You may say, for example, "I'm very excited about this position, but this is a big decision. May I have until (date) to make a decision?"

## Steps to follow when accepting a job offer:

- Once you have decided to accept a job offer, immediately confirm both the details of your offer and your acceptance in writing, stating the agreed upon salary, and outline the terms of your employment.
- Confirm the date you will be reporting to work, and address any questions you may have.
- Notify all other organizations with which you have been interviewing that you have accepted another offer and will be withdrawing from their consideration.

*Practice how you will accept an offer for an internship/job below:*

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## Declining an Offer

Be gracious when rejecting a job or internship offer. It is possible that some day you will want to change jobs and may be interested in this employer, or the person hiring may move to another company where you want to work. Thank the person extending the offer, and give a brief reason for your decision to decline at this time. For example, you may have decided to attend graduate school, accepted an offer in your hometown, or decided to go with another offer that you feel is a better fit.

### **The following are steps to follow when declining a job offer:**

- Once you have accepted and/or signed a contract or offer letter with an employer accepting a job or internship offer, contact all other organizations/companies that have made offers, and inform them of your decision so they can move on with other candidates.
- Be positive when declining an offer, after all, it's business, not personal.
- You don't need to explain why you have accepted the other position or share the starting salary.
- Always express your appreciation for any offers extended and for the interest and confidence the employer has shown in you.

*Practice how you will decline an offer for an internship/job below:*

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# NOTES

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