

PROFESSIONAL HANDBOOK

LEARN TO COMMUNICATE MORE EFFECTIVELY
AS AN ASPIRING PROFESSIONAL



Center for Career and
Professional Development

PROFESSIONAL HANDBOOK



CONTENTS

3 RESUME
WRITING

4 RESUME VS.
CURRICULUM
VITAE (CV)

5 EXAMPLE
RESUMES

9 COVER
LETTER
WRITING

10 EXAMPLE
COVER
LETTERS

12 NETWORKING
AND JOB
SEARCHING

13 CRAFTING
AN ELEVATOR
PITCH

14 INTERVIEW
PREPARATION

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RESUME WRITING

A resume is a personalized marketing tool that showcases your education, experiences, skills, and accomplishments. Your resume should be customized to your skills, to experiences, and to each job application you submit. Effectively marketing yourself on a resume is the first step to getting an interview. Make sure you:

- Use proper spelling and grammar
- Keep your resume consistent
- Write in a clear and concise manner
- Have it reviewed and proofread by a Career Counselor or a Peer Career Mentor
- Customize each resume to the specific position/employer

Starting a resume draft

1. **Start with a blank word document.** Templates are easy to spot by employers and hard for you to edit. We suggest starting with a blank document and building your resume from there.
2. **Choose a resume format:** Chronological, Functional (Skills Based), or Hybrid.
3. **Create a heading:** Include your name, phone number, mailing address, and professional e-mail (if in doubt, use your Catamount e-mail).
4. **Include the essential resume sections:** education, experiences, and skills.
5. **Include optional resume sections:** objective, relevant coursework, honors and awards, volunteer activities, professional organization memberships, leadership, or study-abroad experiences.
6. **For each experience,** list the name of the organization/school, position title, the location of the organization/school, and the dates of the experience.
7. **Create a minimum of three** bulleted resume statements that detail your role, responsibilities, and accomplishments in each experience.

Types of Resumes

Chronological: Chronological resumes are organized based on time. Your most recent experience should be listed first. This format highlights how your recent experience, education, and activities can relate to your career. Chronological resumes are the most common.

Functional (Skills Based): This format highlights specific skills and qualities and combines them from various jobs to meet the needs of your future employer. Functional resumes are less common among college students but can be an effective way to market your skills with limited work experience.

Combination/Hybrid: This format combines chronological and functional resume formats. Hybrid resumes showcase functional skills before your work history is displayed chronologically. This format is far less common.

Necessary Resume Sections

Heading: Should include all of your contact information: full name, current and/or permanent address, phone number, and professional e-mail address. (LinkedIn profile URL is optional)

Education: Showcase the schools you attended in reverse chronological order. Include the location (city & state only), your full degree (Bachelor of Arts in...), concentrations/minors, and academic honors and awards if applicable. Your GPA can also be included if it is above 3.0.

Experience: Specifies the positions you have held including paid, part-time, seasonal, and internship experiences. Include the organization name, position title, location, and employment dates. Outline your responsibilities, achievements, and skills with bulleted resume statements. Begin each resume statement with an action verb and highlight any transferable skills gained through the experience.

*This section is customizable. Label this section in a way that best showcases your experiences. For example, split your experiences into Relevant vs. Other Experience, or you can make your experience heading more specific based on your field/experience (i.e. Leadership Experience, Marketing Experience).

Optional Resume Sections

Relevant Coursework: Often listed after your education, coursework should be relevant to the position for which you are applying. List the course with its full name (not an abbreviation) and stick to a maximum 5-6 relevant courses.

Skills: Showcases your language ability, laboratory, computer, and other technical skills. Make sure you accurately describe skill level using key words and phrases associated with the field or industry.

Honors and Awards: Includes merit-based special certificates and academic achievements.

Volunteer Activities/Community Service: Highlights on- and off-campus organizations, clubs, and charitable groups to which you belong. Include the name of all organizations, your job/position title (if applicable), the duration of time you have worked with the organization, and brief description of what you did.

Professional Organizations: Showcase professional organization memberships that are affiliated with your career/area of interest.

Professional Development: Includes any type of conference, workshop, training, or guest speaker that provides industry training and/or skills. List as title of event, topic (if not clear from the title), and the date you attended in this section of your resume.

Study Abroad Experience: Study abroad experiences may be included on your resume as a sub-section of education or as a separate category, depending on the extent of your international experiences.

Leadership, Campus Activities, Clubs, and Organizations: Campus activities, committee involvement, and club/organization memberships are great ways to communicate your leadership skills to potential employers. If you have held significant leadership roles (on or off campus), describe your duties in detail and consider listing them as relevant components to your career goals, alongside your work experiences.

RESUME WRITING (CONTINUED)

Action Verbs

Resume statements highlight your tasks, skills, and accomplishments during an experience (internship, volunteer, part-time job, etc.). Resume statements should start with an action verb and should be a concise statement, 1-2 lines max.

Action verb examples

Addressed	Coached	Enlisted	Implemented	Obtained	Recruited
Administered	Collected	Established	Incorporated	Operated	Reduced
Advertised	Conducted	Expanded	Instructed	Organized	Regulated
Approved	Consulted	Facilitated	Launched	Oversaw	Reinforced
Assisted	Coordinated	Finalized	Led	Participated	Reorganized
Analyzed	Delegated	Formulated	Maintained	Prepared	Researched
Assured	Determined	Guided	Managed	Presented	Resolved
Balanced	Developed	Handled	Marketed	Prioritized	Revamped
Budgeted	Directed	Helped	Mentored	Promoted	Reviewed
Created	Edited	Hosted	Motivated	Planned	Scheduled
Calculated	Enabled	Identified	Observed	Recorded	Solicited

RESUME VS. CURRICULUM VITAE (CV)

Resume: Used for Employment

A resume is a concise document typically no longer than one page. The goal of a resume is to make an individual stand out from the competition. The job seeker should adapt the resume to every position for which they apply. It is in the applicant's interest to change the resume from one job application to another and to tailor it to the needs of the specific post. A resume does not have to be ordered chronologically, does not have to cover your whole career, and is a highly customizable document.

CV: Used for Academics, Graduate School, and certain industries

A CV (Curriculum Vitæ) is an in-depth document that can be laid out over two or more pages and contains a high level of detail about your achievements, a great deal more than just a career biography. The CV covers your education, as well as any other accomplishments like publications, awards, honors, work experience, etc. The document tends to be organized chronologically and should make it easy to get an overview of an individual's full working career. A CV is static and does not change for different positions; the difference would be in the cover letter.

A typical CV will include the following information:

- **Name and Contact Information:** contact information for your current institution or place of employment may work best, unless you do not want your colleagues to know that you are job-hunting.
- **Areas of Interest:** a listing of your varied academic interests.
- **Education:** a list of your degrees earned or in progress, institutions, and years of graduation. You may also include the title(s) of your dissertation or thesis here.
- **Grants, Honors and Awards:** a list of grants received, honors bestowed upon you for your work, and awards you may have received for teaching or service.
- **Publications and Presentations:** a list of your published articles and books, as well as presentations given at conferences. If there are many of both, you might consider having one section for publications and another for presentations.
- **Employment and Experience:** this section may include separate lists of teaching experiences, laboratory experiences, field experiences, volunteer work, leadership, or other relevant experiences.
- **Scholarly or Professional Memberships:** a listing of the professional organizations of which you are a member. If you have held an office or position in a particular organization, you can either say so here or leave this information for the experience section.

Paws T. Catamount

245 Memorial Drive Suite #0000, Cullowhee, NC 28723
Paws1@catamount.wcu.edu • (555) 555-5555

EDUCATION

Western Carolina University
Bachelor of Science in Sociology

Cullowhee, NC
Anticipated May 2019

Winston-Salem Regional High School

Winston-Salem, NC

Depending on your level of experience or involvement 1st and 2nd year students can list their high school

EXPERIENCE

Subway
Sandwich Artist

Mocksville, NC
February 2015-August 2015

- Provided customer service to all guests
- Ensured safety and sanitation in all food areas
- Addressed guests needs and provided allergy and nutrition information when needed
- Responsible for all end-of-shift tasks and cash register reconciliation

YMCA
Lifeguard

Mocksville, NC
January 2014- June 2014

- Maintained safety and was alert for any signs of injury or drowning
- Monitored children during swim lessons for safety
- Calculated chlorine and pH levels each day at the end of shift

ACTIVITIES

Color guard

2011-2015

- Captain, junior and senior year

National Technical Honor Society

2013-2015

- President, senior year

Health Occupation Students of America

2012-2015

- Historian, junior year
- President, senior year

If you're listing activities from high school make sure your high school is also listed under your education section

COMMUNITY SERVICE

Novant Health Hospital
Volunteer

Winston-Salem, NC
Summer 2014

- Organize medical files
- Restocked NICU carts
- Created "Going Home" care packages for newborns and families

Wake Forest Baptist Health Hospital
Volunteer

Winston-Salem, NC
Fall 2014

- Checked guests in and showed them to their rooms
- Effectively answered questions and provided customer service

Color and Glow Run
Volunteer

Winston-Salem, NC
Fall 2013

- Directed participants to race course
- Ensured participant safety throughout event

PAWS CATAMOUNT

797 Catamount Lane • Cullowhee, NC 28150 • P.Catamount@gmail.com • 555-555-5555

Education

Western Carolina University

- Bachelor of Science in Education
 - Concentration in Middle Grades Education
 - GPA: 3.54

Cullowhee, NC
Anticipated Graduation May 2018

List GPA if it is above a 3.0

Job Experience

Certified Life Guard

Western Carolina University Campus Recreation Center

- Enforce pool policies
- Ensure the safety of the participants
- Communicate effectively with staff and participants
- Instruct participants when necessary

January 2015-Present
Cullowhee, NC

Recreation Assistant

Western Carolina University Campus Recreation Center

- Maintain order of the facility
- Instruct patrons on proper use of equipment
- Recognize and intervene when encountering unsafe lifting techniques

January 2015-Present
Cullowhee, NC

Life Guard

Shelby City Swimming Pool

- Maintained operations of the refreshment stand
- Opened and closed the facility
- Ensured the safety of the patrons
- Instructed swimming lessons for children

May 2011-August 2014
Shelby, NC

Certifications

- CPR/AED certification
- American Red Cross Lifeguard Certification

Certifications can be listed
directly under the education
section or after the experience
section depending on field/job

May 2011-Present
May 2011-Present

Volunteer Experience

- YMCA Asheville
 - Supervise gym, basketball courts, and other areas
 - Serve as a youth mentor and coach
 - Maintain facility cleanliness
- Boy Scouts
 - Attained Eagle Scout Rank April 2012
- Refereed for Upwards Basketball League

August 2014-Present

September 2006-December 2012

September 2010-November 2012

Paws Catamount

5679 Catamount Lane, Greensboro, NC 27401
Email: PawsCatamount1@gmail.com Phone: (555)-555-5555

Education

Bachelor of Science in Marketing

Western Carolina University

- o GPA: 3.82, Dean's List all semesters
- o Member of the University Honors College
- o Sister of AAA Honors Sorority

Expected: May 2017
Cullowhee, NC

Internship Experience

Determined Marketing Inc.

Intern

- o Participated in daily trainings
- o Completed company projects
- o Communicated and assisted customers with any needs

Highlight internships in a separate section if it is your only related experience

Greensboro, NC
May 2015-August 2015

Other Experience

Western Carolina University

Resident Assistant

- o Promote a healthy college experience
- o Advertise and host monthly events
- o Communicate effectively with residents
- o Mediate disputes between residents

Cullowhee, NC
August 2014-Present

Holiday Inn

Associate

- o Assist customers with check in process
- o Promote extra services such as room service
- o Develop brochures for the hotel
- o Inform customers about any financial opportunities or packages
- o Aid in the set up and breakdown of any events being hosted at the hotel

Greensboro, NC
December 2013-Present

Extra-Curricular Activities

Last Minute Productions

- o Manage the ticket booth on weekends
- o Advertise the different events being hosted on campus
- o Oversee the concessions stand on weekends

September 2013-Present

Student Leadership Team

- o Student Representative
- o Outstanding Student Leader of the Year Nomination

September 2013-May 2014

Computer Skills

- o Microsoft Office Suite
- o MailChimp
- o WordPress

Include computer skills & software that is relevant to the position/that is unique

Paws T. Catamount

(555) 555-5555 • PawsTCatamount@hotmail.com • 245 Memorial Drive, Cullowhee, North Carolina 28723

EDUCATION

Western Carolina University

Expected May 2015

- Bachelors of Science in Communication Sciences and Disorders
- Minor in Special Education and Spanish; GPA: 3.8

CONFERENCES

Speech Language Pathologists of America, Orlando, Florida

Nov. 2015

- Presenter, First Author
 - Speech Disorders in Early Childhood

Highlight conference presentation and attendance in its own section

WheeLead Conference, Cullowhee, North Carolina

March 2015

- Presenter, First Author
 - Leadership in the Workplace

Western Carolina University Undergraduate Expo, Cullowhee, North Carolina

March 2015

- Presenter, First Author
 - Aphasia in Adolescence

North Carolina Association of Career Counselors, Greenville, South Carolina

April 2015

- Presenter
 - Peer Career Mentor Programs

JOB EXPERIENCE

University Participant Program

Aug. 2013-Present

Program that assists adults with intellectual disabilities attend college.

- Scheduler
 - Organize and prepare student schedules
 - Collaborate with other schedulers to ensure student's success
- Suite-mate
 - Act as a live-in support for an adult(s) with intellectual disabilities
 - Mediate conflicts when they arise
 - Provide assistance with daily living as needed
- Natural Support
 - Assist students in achieving personal goals
 - Provide support on campus in and out of the classroom where needed

Showcase multiple positions and/or promotions with one company like this

Down Syndrome Association of Greater Charlotte's Camp Holiday

June 2010-Aug. 2015

- Counselor
 - Communicated effectively with parents and caregivers
 - Regulated a safe area for children
 - Organized activities to encourage appropriate social behaviors
- Media Specialist
 - Assisted in organizing special events and showcases
 - Developed presentations for board members and families
 - Maintained social media accounts

Developmental Disabilities Resources

Dec. 2014-Aug. 2015

- Respite worker
 - Developed resources to aide in client's knowledge
 - Assisted client in activities of daily living
 - Modeled appropriate social behaviors

Easter Seals

Dec. 2014-May 2015

- Paraprofessional
 - Assisted clients in reaching personal goals in their home and work life
 - Demonstrated appropriate social skills

CAMPUS INVOLVEMENT

- Delta Delta Delta
 - President (Jan. 2014-Present); Vice President (Aug.-Jan. 2014)
- University Fellowship

Nov. 2013-Present

Jan. 2014-Present



COVER LETTER WRITING

A cover letter is your “foot in the door” to a potential employer. Cover letters are often the determining factor in an employer deciding if they want to schedule an interview. A cover letter is a brief, one page letter to introduce yourself and to encourage that employer to consider you for an interview.

Cover letters should showcase your skills, knowledge of the organization, unique qualifications, and personal characteristics that are specific to the position. However, cover letters should not restate everything that is on your resume. An effective cover letter should highlight what you can do for the organization and should be specifically tailored to the position for which you are applying.

Formatting

Cover letters should be one page consisting of 3-4 paragraphs.

Contact information: Include your contact information: mailing address, phone number and email. The date the letter is being sent and the employers contact information: employers name, professional title, and address of the organization.

Formal Salutation: Begin your cover letter with a formal greeting. It is best to address your cover letter to a specific person, “Dear Mr./Ms._____.” If this information was not provided call the organization to ask or use a general greeting, for example, “Dear Hiring Manager.” Try to avoid using “To Whom It May Concern” whenever possible, as this greeting is seen as impersonal and out of date.

Opening Paragraph: Begin by stating the purpose of the letter, state the position you are applying for, identify the employer or the department, and include where you learned of the position. If you have previously met this employer, use the first few sentences to remind them of your interaction.

Academic Introduction: State what college you are attending and the degree that you are pursuing. Additionally, you can add information about your GPA, honors/awards, and any classes that may be relevant to the position.

Body (1-2 paragraphs): The body of your cover letter is where you connect your skills, personal characteristics, and qualifications to not only the specific position but also to the company as a whole. It is important to highlight specific experiences, but make sure to not restate your whole resume. Show the employer that you are educated about the position. The body of your cover letter should illustrate why you want to work for the organization and how you are qualified for the position.

Conclusion: Close your cover letter by summarizing your qualifications for the specific position. Reaffirm your interest in the company/organization and end this paragraph by requesting a formal interview.

Formal Closing: Use a formal closing before signing your name (ex. sincerely,). If you are mailing your cover letter leave 3-4 lines between the closing and your typed name for your signature. If you are e-mailing your cover letter simply type your name on the line below your closing.

Paws T. Catamount

Cullowhee, NC
555-555-5555
Paws1@catamount.wcu.edu

October 6, 2015

Allegion
11819 N. Pennsylvania Street
Carmel, IN 46032

Dear Hiring Manager,

I would like to apply to your summer internship for engineering students in 2016. I was made aware of this opportunity through the company's website, which generously provided an accessible link to the application form.

I am a student at the Kimmel School of Engineering at Western Carolina University and am currently working towards my Bachelor of Science degree in Mechanical Engineering. I am also a current member of the Honors College for which I am conducting an independent research project in understanding Matlab and its applications to Mechanical Engineering.

My academic program at the university strongly emphasizes preparation to enter into the professional workplace. Our curriculum consists of many projects that are collaborative, involve practicing accurate documentation of work, and end with a presentation in front of colleagues and peers. With this in mind, I have come to seek an internship at Allegion in order to utilize these skills in a workplace context.

I am eager to learn about new technologies currently being developed in the workplace, and I feel that there is no better place to do that than an internship position with your company. Security is a rapidly changing field and I feel I will gain the skills necessary in order to compete in the workforce.

I am very grateful you are considering my application for your internship position. If you have any questions, you can contact me at (555) 555-5555. You can also reach me at my email at paws1@catamount.wcu.edu. Thank you for your consideration.

Sincerely,

Paws Catamount

November 13, 2015

Fellowship Selection Committee
Made-up Fellowship Program
55 Palace Way
Durham, NC 55555

Dear Fellowship Selection Committee:

I am a student at Western Carolina University in the master's program for Clinical Mental Health Counseling and I am writing to apply for the 2016 Minority Fellowship Program. I am a Latina female with strong work values, and I am committed and passionate about making a difference in the lives of underserved minority groups.

From the time I lived in Peru until now, I have always wanted to make a difference in somebody else's life. After I moved to the United States in 2002, I had the opportunity to start discovering my passion and uncovering the steps to what is now my profession. In 2003, I was assigned the position of youth group leader. This role offered me the opportunity to gain extensive leadership experience and advocacy. I started working with young Latinos who were struggling to transition to a new country. My approach focused on offering hope and developing healthier ways to face depression, discrimination, and acculturation. I became very active in the Latin community in Asheville and realized the immense need for mental health programs. This promoted my journey to further my education and to earn a degree in clinical counseling.

In 2013, I had the opportunity to do my practicum from graduate school at Jackson County Health Department where I was able to experience the work of integrated care. On one occasion, my supervisor and I developed a workshop to bring awareness about working with Latino clients and how to best serve them in the health department. Currently, I am participating in an internship at Angel Family Services, one of the few agencies that offer services for Spanish speaking clients in Asheville. Angel Family Services offers outpatient therapy to children, adolescents, and adults who are in desperately need for mental health services. This opportunity has allowed me to gain extensive knowledge and insight on how to best serve the fastest growing minority population – Latinos. My internship has reassured my passion for working with underserved populations and has lead me to pursue employment in agencies that focus on serving minority groups, particularly the youth.

I believe that I would be the ideal candidate for the 2016 Minority Fellowship Program. I believe that my personal experience transitioning to a new country, as well as my experience helping others transition, will be an asset as I work with minority youth and provide mental health services. I believe that all people, regardless of culture or language, should have access to the care they need and I look forward to improving access to metal health program for youth minorities. Thank you for your time and consideration.

Sincerely yours,

Paws T. Catamount



NETWORKING AND JOB SEARCHING

Looking for a job can be within itself a full-time job. Job searching can often feel overwhelming and students often do not know where to start. Below outlines several starting points to get your job search underway.

JobCat2.0: JobCat 2.0 is WCU's job searching database. JobCat 2.0 allows you to search on-campus, locally, regionally, and nationally. This source is a great first step for students to begin the job searching process.

Career Fairs: The Center for Career and Professional Development hosts an average of three career fairs each semester. Additionally, other local colleges, communities, and businesses host career fairs. Career fairs are a great way to network with employers and to meet a variety of companies and organizations all in one setting.

Professional Organizations: Finding professional organizations within your field/area of interest is a great way to network and job search. Many professional organizations have job searching boards on their websites specifically for their members.

Social Media: Many companies/organizations are utilizing social media to not only connect with their customers, but to also connect with employees, network with similar organizations, and to recruit. Following companies on social media allows you to stay up to date on their current projects and position openings.

Friends, Colleagues, Faculty, & Family: Utilize your personal network to learn about potential positions and/or to learn more about a company/organization.

Other Job Search Websites: Using job searching websites is most successful when searching websites that are industry specific. You can find industry specific job searching websites on the CCPD website and/or by searching field specific organizations or job boards.

Pounding the Street: Going business to business with resumes in hand is another job searching option.

Cold Calling: Making phone calls to business and organizations to inquire about possible openings.

Newspapers: Utilizing the classified section of local newspapers to see if any companies or organizations have posted job advertisements.

WCU Career Events: Career events include: panels and or workshops with employers, employer information sessions, and/or employer tabling events around campus.

CRAFTING AN ELEVATOR PITCH

An elevator pitch is a short, prepared speech that explains who you are and what you do in a clear and succinct manner. Elevator pitches are intended to spark an interest, be memorable, and should last roughly 30 seconds.

Creating an elevator pitch can be done in several easy steps:

1. Identify your goal: What do you want to tell potential employers about yourself? What do you want the take away of the pitch to be?
2. Explain what you do and who you are: If you are a student, start with your major/area of interest, share career goals, and relevant experiences.
3. Communicate your uniqueness: What makes you unique or stand out from other people? What can you bring to a position that others cannot? Think about the unique selling points of yourself and your experience.

Once you have crafted an elevator pitch, make sure to practice. Is the pitch longer than 30 seconds? Are you excited to talk about the aspects of your pitch? Does it flow naturally? Remember that your body language, tone, and approach to the pitch will convey just as much information about you as the words in your pitch do. Additionally, it is important to tailor your pitch to different audiences and events.

“Hi, my name is Samantha Atcheson, and I am a senior Environmental Sciences major. I’m looking for a position that will allow me to use my research and analysis skills. Over the past few years, I’ve been strengthening these skills through my work with a local watershed council on conservation strategies to support water quality and habitats. Eventually, I’d like develop education programs on water conservation awareness. I read that your organization is involved in water quality projects. Can you tell me how someone with my experience may fit into your organization?”

“Hi, my name is Brad. I am currently a sophomore student attending Western Carolina University in Cullowhee, NC. In college, I plan on majoring in business, specifically in the area of finance. This summer I did an internship with the Groundhog Hedge Fund Group and I hope to work in my college’s credit union when I return to school this fall. Ever since I can remember, I have always had an interest in numbers and I feel certain that this is something I want to do in my future career. Next summer I’m hoping to get another internship learning more about how the international financial market operates. I also want a career working with people since I enjoy assisting others with their finances and I had a blast this year preparing a presentation as a team with a group of other students for my business management introductory course.”

“I’m Patrick O’Brien. I am a junior at Western Carolina University with a double major of accounting and finance. I’m active on campus, as president of my fraternity, an economics tutor, and a member of Pi Sigma Epsilon, a marketing organization. I also play intramural basketball and am a huge hoops fan. I am interning at PNC bank in internal audit, but my career interest after college is to play a role in a mid-sized, high-growth company or start up. I’m a risk-taker by nature and would love to ultimately found a startup or launch new businesses within a bigger company.”



INTERVIEW PREPARATION

Interviews are both a chance for an employer to get to know you and for you to get to know the employer. Interviews are also an opportunity for you to further present your skills and qualifications to the employer and to showcase the value that you can bring to the company/organization. Below is a step-by-step guide to help you prepare for an interview.

1. Do your research

It is important to understand as much about the company and the specific position as possible. Utilize the job description and company website to learn about what the company does and where your role would fit in. Familiarize yourself with the responsibilities of the position, the company mission, and goals. Additionally, using social media, Googling the company/organization, or talking to current/past employees can give you insight to the company culture and to current projects.



2. Know Yourself

Most interviews start with the same question: “Tell me about yourself.” Make sure that you can easily and effectively answer this question. Your response to this question should tell the employer who you are, what your major/specialization is, a recent accomplishment, your skills, and a couple free time activities. Keep this to one minute.

3. Prepare for common interview questions

Regardless of industry/field, there are questions more commonly asked in interviews than others. Prepare for these questions to be asked. Make sure to link your answers to your relevant experience, internships, coursework, etc. Some common interview questions include:

- Why are you interested in this position?
- What are your strengths? Weaknesses?
- How would a past supervisor describe you?
- Describe a time when you had to work in a team.
- How do you handle pressure?
- Describe a time when you dealt with conflict.
- What do you know about the company/organization?
- What are your long- and short-term goals?
- What have you done to show initiative at work?
- What makes you the ideal candidate for this position?
- What management style do you respond to best?

4. Prepare questions for the employer

Employers typically provide job candidates time at the end of an interview to ask questions. Be prepared with 3-4 questions that you can ask the employer to learn more about the company or position. Some questions for employers may be:

- What is a typical day in this position like?
- What are the key challenges facing the person in this position?
- What are the qualities of successful people in this company?
- What opportunities for advancement exist?
- Do you have any questions or concerns regarding my experience/education?
- What is the next step in the hiring process?

General Interview Reminders

- Remember that an interview is a conversation. It should feel like an even exchange between you and the employer.
- Emphasize the positive. Even if negative aspects of a previous job or boss come up, end them on positive note. Did you learn something positive from the experience?
- Be sure to answer the questions. Pay attention to what the employer is asking, do not be afraid to ask for clarification or to take a moment to collect your thoughts before answering.
- Include relevant examples from your related work and classroom experience when answering questions.

- Until you have been offered a position, it is best practice avoid conversations about salary
- Be sure to dress professionally. It's always better to be over dressed than under dressed!

Following Up After an Interview

Following up with an employer after the interview is a critical step in the interview process. Knowing the hiring timeline and when a decision should be made will give you guidance for when you should reach out to an employer. Additionally, within 24-48 hours you should send the employer a thank you e-mail. If you interview with multiple people make sure to send each person individualized thank you e-mails. Some applicants choose to send a hand written thank you note instead.

What an Employer Cannot Ask:


Federal and state laws prohibit employers from asking certain questions during an interview. It is important to know that there are some questions you legally do not have to answer. As a general rule, all interview questions should be job-related. Below you will find common topics that cannot be discussed in an interview and several tips on how to handle being ask questions like these.

In general, employers cannot ask you about:

- Age
- Gender
- Religion
- Marital/family status
- Country of origin
- Disabilities
- Sexual preference
- Religion

How to respond to these questions?

There are several options for how to respond to a question like this. First, you may choose to answer the question. Second, there is the option to answer the “intent” of the question. For example, if you are asked whether you are a United States citizen (not legal to ask), reply that you are authorized to work in the U.S., which is a question the employer can ask you and which is appropriate to answer. Third, you can try to change the subject of the conversation to avoid answering the question. Last, there is always the option to refuse to answer.




*Work alongside
top hospitality industry talent.*

Build your confidence and boost your career by working with Old Edwards Hospitality Group—which includes Old Edwards Inn and Spa, a European-Style luxury resort, Half-Mile Farm, an upscale country inn, and 200 Main, a modern rustic-chic motel—all in the vibrant town of Highlands, North Carolina, two hours north of Atlanta.


Team members gain valuable experience in all areas of hospitality with some of the most recognized talent in the business.

**INTERNSHIP, ENTRY LEVEL
& MANAGEMENT OPPORTUNITIES**

Rooms and Front Desk | F&B and Banquets
Culinary and Pastry | Retail | Private Golf Club
Spa, Fitness and Wellness | Housekeeping



oldedwardsinn.com/about/careers
Human Resources Director | 828-787-2697
HR@oldedwardsinn.com





Services the Center for Career and Professional Development offers:

**CAREER &
MAJOR
COUNSELING**

**RESUME &
COVER LETTER
REVIEWS**

**INTERVIEW
PREPARATION**

**JOB &
INTERNSHIP
FAIRS**

INTERNSHIPS

**DROP-IN
APPOINTMENTS**

**STUDENT
EMPLOYMENT**

JOB CAT 2.0

Annual Events hosted by CCPD

FALL SEMESTER

- ▶ Student Employment Fair
- ▶ Etiquette Dinner
- ▶ Health Sciences Career Fair
- ▶ Catamount Career and Networking Day

SPRING SEMESTER

- ▶ Education Recruitment Day
- ▶ Etiquette Reception
- ▶ Catamount Career and Networking Day



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