

BETHEL COLLEGE

Resume and Interview Guide

Adapted from Kansas State University's "*Resume and Interview Guide*"

Table of Contents

Resume Writing

Inventory Your Experience.....	3
Identify and Communicate Your Skills.....	3-4
Tailor Your Resume.....	4-5
Action Verbs.....	5-7
Resume Examples.....	8-15
Prepare Your References.....	16
Apply for the Job.....	16
Reference Examples.....	17

Curriculum Vitae (CV) Writing

What to Include.....	18
Format Your CV.....	18
Organize Your CV.....	18
CV Examples.....	19

Cover Letter Writing

Use the Job Description.....	20
Organize Your Cover Letter.....	20
Cover Letter Examples.....	21-24

Networking

Develop a Plan.....	25
Communicate with a Networking Contact.....	25
Networking Letter Example.....	26
Networking Thank-You Example.....	27
Create Your 30-Second Introduction.....	28
Maintain an Appropriate Online Image.....	28

Interviewing

How to Prepare.....	29-30
Day of the Interview Checklist.....	30
Interview Formats.....	31-32
During the Interview.....	32-34
After the Interview.....	34
Thank-You Letter Example.....	35
Interview Questions.....	36-38
Questions You Can Ask.....	38-39
Improper/Illegal Questions.....	39

Additional Resources

Links to Additional Resources.....	40
------------------------------------	----

RESUME WRITING

The goal of a resume is to help you obtain a job interview. A resume does not have to include every experience you've had or award you've received. A polished resume should highlight your skills, strengths and professional experiences.

INVENTORY YOUR EXPERIENCE

List your experiences and what you have been involved in over the past 3-4 years. Do not include anything from high school if you are past your sophomore year of college. Here are some categories of experiences/achievements you might include:

- Education (diploma/s, current education)
 - Trainings
 - Certifications
- Research, relevant coursework, projects
- Previous employment, internships
- Military experience
- International experience (study abroad, interterm trips, summer course trips)
- Leadership experience
- Community service and volunteer work
- Activities, campus involvement
- Honors, awards
- Computer skills
- Language proficiencies
- Professional associations

IDENTIFY AND COMMUNICATE YOUR SKILLS

Examine your experiences and determine what special skills, abilities and knowledge you have gained from them. Communicate this information through bulleted action statements.

- Begin each bullet with an action verb (see a list of action verbs on pages 5-7).
- Make sure you're using the correct verb tense.
 - Present tense for current experience (*develop* or *developing*)
 - Past tense for previous experience (*developed*)
- Use brief yet descriptive phrases to show how you have acquired and/or used your skills, abilities and knowledge.

Some skills employers value:

- Ability to verbally communicate with persons inside and outside the organization
- Ability to work in a team structure
- Ability to make decisions and solve problems
- Ability to plan, organize and prioritize work
- Ability to obtain and process information
- Ability to analyze quantitative data
- Technical knowledge related to the job
- Proficiency with computer software programs
- Ability to create and/or edit written reports
- Ability to sell or to persuade/influence others

Source: Job Outlook 2013, National Association of Colleges and Employers

TAILOR YOUR RESUME

It's crucial to match your skills with the employer's needs. In order to make your resume stand out, you must tailor it to the position for which you are applying.

- Use the job description. Analyze it and identify key skills that the employer is looking for.
- Make sure to incorporate within your action statements the desired skills that you possess.
- Don't simply state that you have these skills -- use EXAMPLES to show how you have demonstrated them.

Organize your resume

You want the information on your resume to be easily accessible. An employer should be able to find information most relevant to the job description in the first few seconds of reviewing your resume.

- Name and contact information always listed first
- Statement of objective/s optional; if used, should be brief and specific
 - Be clear on what type of position you are looking for.
 - Full-time; part-time; internship for summer 20XX; etc.
- **Education section:** should include (as applies to your major):
 - Bachelor of Arts/Science degree/s
 - Date of completion of degree/s
 - Major/s, minor/s
 - GPA
 - Certifications
 - Study abroad/international experience

- **Experience section:** might include (as relevant to your field):
 - Leadership experience
 - Internships
 - Jobs
 - Activities and involvement
 - Volunteer work
 - Significant class projects

Additional tips

- Prioritize your resume. The most relevant information should always be toward the top.
- Length: one page for most undergraduates
- Use correct grammar, spelling, capitalization and punctuation.
- Bolding, dates, etc. need to be formatted consistently.
- Never exaggerate your experience.
- Add numerical details if you can. This will help to quantify your experience.
- Avoid excessive white space.
- Your resume needs to be free of errors (typos, grammatical errors, etc.).
- Have a friend or family member review your resume to catch any missed errors.

See pages 8-15 for resume examples.

ACTION VERBS

Management skills

administered	delegated	improved	prioritized
analyzed	developed	initiated	produced
assigned	directed	instituted	recommended
attained	enhanced	managed	reorganized
chaired	established	motivated	reviewed
consolidated	evaluated	organized	scheduled
contracted	executed	oversaw	strengthened
coordinated	increased	planned	supervised

Communication skills

addressed	directed	interpreted	publicized
authored	drafted	lectured	reconciled
collaborated	edited	mediated	recruited
composed	elicited	moderated	resolved
convinced	formulated	persuaded	translated
corresponded	influenced	promoted	wrote

Research skills

analyzed	diagnosed	interpreted	reviewed
clarified	evaluated	interviewed	solved
collected	examined	investigated	summarized
compared	gathered	located	surveyed
conducted	extracted	organized	systematized
critiqued	identified	researched	tested

Technical skills

adapted	designed	maintained	replaced
applied	developed	operated	solved
assembled	devised	overhauled	standardized
built	engineered	programmed	studied
calculated	fabricated	remodeled	upgraded
computed	installed	repaired	utilized

Teaching skills

adapted	developed	facilitated	instructed
advised	enabled	focused	persuaded
coached	encouraged	guided	stimulated
communicated	evaluated	individualized	trained
coordinated	explained	informed	tutored

Financial skills

administered	balanced	estimated	projected
allocated	budgeted	forecasted	reconciled
analyzed	computed	marketed	reduced
audited	developed	planned	researched

Creative skills

acted	developed	instituted	planned
adapted	directed	integrated	revised
composed	established	introduced	revitalized
conceptualized	fashioned	invented	shaped
customized	illustrated	originated	solved

Helping skills

advocated	counseled	facilitated	rehabilitated
aided	demonstrated	familiarized	represented
assessed	diagnosed	guided	resolved
assisted	educated	intervened	supported
clarified	encouraged	motivated	volunteered
coached	expedited	referred	volunteered

Clerical or detail skills

approved	distributed	prepared	set up
arranged	executed	processed	standardized
catalogued	generated	purchased	specified
charted	implemented	recorded	systematized
classified	inspected	retrieved	tabulated
coded	maintained	reviewed	updated
collected	monitored	routed	validated
compiled	operated	scheduled	verified
dispatched	organized	screened	

More verbs for accomplishments

achieved	completed	resolved (problems)	surpassed
expanded	improved	restored	transformed
pioneered	reduced (losses)	succeeded	won

RESUME EXAMPLE (liberal arts)

Mary Carlton

(303) 678-3233 • bcarlton@bethelks.edu

Permanent: 47 Aspen Ln • Woodland Park, CO 58932 • Bethel College: 300 E 27th St • North Newton, KS 67117

OBJECTIVE

To obtain a summer event planner/marketing position at Wichita Center for the Arts, Wichita, KS

SKILLS AND COMPETENCIES

Organization:

- Helped plan Bethel College's Fall Fest event for 400 people
- Developed charity contacts for Habitat for Humanity

Communication:

- Top speaker at the All-University Speech Competition
- Proficient in Adobe Design Suite; Microsoft Office Suite
- Strong persuasive writing and sale abilities

EDUCATION

Bethel College, North Newton, KS

- Bachelor of Arts in Literary Studies
- Presidential Scholar

Overall GPA:3.8/4.0

Expected Graduation: May 20XX

Completed courses that fulfill Bethel College's General Education Liberal Arts Requirements:

- College Issues Colloquy
- Public Speaking
- Elementary Spanish I
- US History I
- Convocation

EMPLOYMENT

Customer Service/Sales

Main Street Company, Newton, KS

April 20XX-Present

Improved step-by-step customer service-oriented ordering, inventory control system, and sales

- a) Actions:** Reviewed existing steps through discussions with co-workers and customers; created written proposal noting potential improvements; presented to store and warehouse managers and brainstormed concerns; finalized new steps; and trained others to implement. Set sales goals via assessment of customer needs.
- b) Results:** Created and implemented streamlined approach that utilized computerized database as well as written back up to improve the turnaround required to receive and ship costumes and associated materials, specifically special orders.
- c) Tasks:** Data collection, identifying alternatives, judging potential difficulties, analyzing strengths and weaknesses, plus negotiating with manager, documenting undertakings, and training co-workers.
- d) Skills:** Used Microsoft Access and Microsoft Excel software. Wrote and edited proposal. Interviewed colleagues and customers. Trained and diplomatically persuaded other to use the new approach.

ACTIVITIES

-
- Service Day Participant
 - Varsity Tennis
 - Student Government Association
 - Service Learning Scholarship Recipient
 - Literary Studies Club
 - Student Alumni Association

References available upon request

RESUME EXAMPLE (health/P.E.)

Jordan Schmitt

(555) 555-5555 | 77 E 7th St | Newton, KS 67117

OBJECTIVE

Enthusiastic, motivated, recent college graduate seeks position at Genesis Health Club as a personal trainer.

EDUCATION & HONORS

Bethel College, North Newton, KS

Graduated May 20XX

- **Bachelor of Science in Health/Physical Education**
 - Graduated *Magna Cum Laude*
 - GPA: 3.75/4.0
- NAIA All-American Athlete
- NAIA Scholar Athlete
- Mr. Thresher Award

SKILLS AND QUALIFICATIONS

- Certified CrossFit Instructor
- First Aid Certified
- Advanced knowledge of weightlifting and weight training
- Organic health foods enthusiast
- Currently in the process of NASM certification

EMPLOYMENT & INTERNSHIPS

AnyTime Fitness, Newton, KS

February 20XX-Present

Shift Manager

Helped customers with equipment and gave fitness advice. Managed several part-time employees and coordinated schedule. Maintained and repaired fitness equipment. Used Microsoft Excel and Google Docs Sheets for schedule management.

Whole Foods, Wichita, KS

Summer Intern

May 20XX-August 20XX

Observed the Buyer and worked directly with researching and purchasing new food for the store. Accompanied head manager on a trip to an Organic Foods Exposition in Seattle, WA. Became proficient in nutrition label reading, and food nutrition analysis using NutrientSpec2000 equipment.

Bethel College

January 20XX-May 20XX

Weight Room Attendant

Oversaw the use of Bethel College's Memorial Hall weight room. Cleaned up weights and cleaned off equipment. Served as a weight lifting spotter as needed.

ACTIVITIES

- Varsity Soccer
- Fitness Club (President)
- Yoga Club
- Student Alumni Association (Member At-Large)

References available upon request

RESUME EXAMPLE (graduate school)

College Address

Bethel College - Box 50
300 E 27th St
North Newton, KS 67117

Permanent Address

245 W Elm St
Topeka, KS 67840

ANTHONY JOSEPH BRADFORD

abradford@bethelks.edu
620.578.9912

OBJECTIVE

To obtain admission to a graduate program in the field of engineering mechanics

EDUCATION

Bethel College	North Newton, KS	August 2002 - August 2006
• B.A. in Mathematical Sciences and Physics (GPA: 4.000)		
• Minor in Music (GPA: 4.000)		
• Expect to graduate <i>summa cum laude</i> in May 2006 (cumulative GPA: 3.982)		

COMPUTER SKILLS

Proficient in Microsoft Work, Excel, and PowerPoint
Familiar with PC, Mac, and Linux operating systems
Able to program in C++ and LabVIEW
Accustomed to using Mathematica

HONORS AND AWARDS

2005	University of Illinois Theoretical and Applied Mechanics REU award recipient
2005	Gerald Schrag Award in Mathematical Sciences
2004	University of Idaho Physics Department REU award recipient
2002-2005	Dean's List for Academic Excellence
2002	Bethel College Founder's Scholarship for academics
2002	Topeka Central High School Valedictorian with 4.000 GPA

RESEARCH

-
- **Bethel College Senior Seminar Research Project** May 2005 - April 2006
Detailed the possibilities for using digital image correlation on pigskin. Researched mathematics of strain and converted tensor notation to matrix notation culminating in paper and presentation on the topic.
 - **University of Illinois at Urbana-Champaign TAM REU** May - August 2005
Investigated engineering uses of digital image correlation techniques on biological materials. Submitted paper *Applying Digital Image Correlation to Biological Materials* for publication in UIUC TAM Report.
 - **University of Idaho Physics REU** May - August 2004
Aided in assembly and use of magnetic thin film sputtering chamber. Assisted in design and usage proposal of magnetic thin film sputtering chamber in industrial engineering fields.

RESUME EXAMPLE (graduate school, page 2)

RESUME - PAGE 2

College Address

Bethel College - Box 50
300 E 27th St
North Newton, KS 67117

Permanent Address

245 W Elm St
Topeka, KS 67840

ANTHONY JOSEPH BRADFORD

abradford@bethelks.edu
620.578.9912

EXPERIENCE

2003-2005	Mathematics Student Assistant
2005-2006	Physics Laboratory Assistant
2003-2006	Tutor in mathematics, physics, writing, and computer science

LEADERSHIP ROLES

2005-2006	Vice-President of Bethel College Student Senate
2005-2006	Vice-President of Bethel college Student Alumni Association
2004-2006	Member of men's a cappella octet Open Road
2002-2006	Vice-President and Treasurer of Bethel College Math Club
2004-2005	Member of Bethel College Student Activities Council

VOLUNTEER WORK

2002	Built wheelchair ramps in San Antonio, TX
2001	Helped out at a children's center in Nashville, TN
2000	Assisted in improving physical condition of homes in Alamosa, CO
2000	Painted and cleaned school grounds in Kykotsmovi, AZ
1999	Cared for children at a daycare center in St. Louis, MO

INTERNATIONAL TRAVEL

2006	Three week choir tour to Bosnia, Czech Republic, Austria, and Germany
2005	Three week math and science history tour in England, Germany, and France

Can speak and read survival German

REFERENCES AVAILABLE UPON REQUEST

RESUME EXAMPLE -- Undergraduate (business)

Emily Smith

300 E 27th Street • North Newton, KS 67117 • emilysmith@bethelks.edu • 123-456-7890

SUMMARY

CPA career-focused upcoming college graduate with a degree in Business Administration seeking entrance into the Kansas State University Master's of Accountancy program to challenge myself and further my education while using the following strengths:

- Organization, efficiency, and time management
- Effective writing and communication skills
- Working independently or cooperatively
- Success-driven mentality

EDUCATION & HONORS

August 2008 - May 2012 **Bethel College, North Newton, KS**

Bachelor of Science in Business Administration - May 2012

- GPA: 3.946/4.0 Anticipate Graduating *Summa Cum Laude*
- Dean's List - 8 semesters
- Study Abroad: South Africa/Lesotho interterm 2012
- Bethel President's Scholarship
- Service Learning Scholarship
- One of four Bethel students selected to attend MEDA's 2011 "Business as a Calling" Convention

RESEARCH PROJECTS/PAPERS

- WorldCom Fraud research paper
- Marketing plan for Doggles
- Marketing research group project on student perceptions of Bethel activities
- Human resource management: Organization and Older Employees research paper
- Offshore banking research paper
- Event Strategic Plan: Dutch Blitz Tournament

EDUCATION & HONORS

February - May 2012 **Internship: Hartman Arena in Park City, KS**

- Make event profiles and profitability statements for events
- Fill out marketing agreements
- Proofread documents and advertising materials

February 2011 - Present **Editor: Bethel College Yearbook**

- Create yearbook pages; assist other staff with pages
- Edit yearbook pages for spelling, grammatical, and layout errors
- Make decisions on fonts, themes, colors, etc.

May 2010 - Present **Business Tutor: Bethel College Center for Academic Development**

- Help students study for tests; edit papers

November 2008 - Present **Customer Service Associate: Faith and Life Bookstore in Newton, KS**

- Assist customers with needs; answer customer telephone calls, handle money/cash register
- Receive incoming book and product orders in computer

September 2008 - Present **Clothing Sorter: The Et Cetera Shop in Newton, KS**

- Sort, hang, and price incoming clothing donations, assist customers

ACTIVITIES

- Member of SAC (Student Activities Council) at Bethel College
- Teacher of preschool class during Wednesday night activities at Grace Hill Mennonite Church

RESUME EXAMPLE -- Undergraduate (seeking voluntary service)

Jonathan McAllis

300 E 27th Street • North Newton, KS 67117 • jonathanmcallis@bethelks.edu • 012-345-6789

OBJECTIVE

Enthusiastic, upcoming college graduate with a career focus in medicine seeks opportunity to participate in Mennonite Voluntary Service and engage in endeavors that reach out to communities. Driven to work with diverse, underserved, and disadvantaged groups, while gaining professional and personal experience in a medically-related setting. I offer the following strengths:

- Managing time/resources effectively while balancing academics, work, social and extracurricular activities
- Organizational and analytical skills useful for improving program position and profile.
- Leadership to motivate peers and coworkers, generate enthusiasm, and delegate work.
- Meticulous attention to detail, analyzing and organizing large amounts of information
- Faith-driven and self-motivated in committing my life to serving others
- Strong emotional management ability allow for mature, rational decision-making.

EDUCATION & ACADEMIC HIGHLIGHTS

2010 - Present Bethel College North Newton, KS Anticipated Graduation: May 2014

Bachelor of Arts in Biology and Psychology; Chemistry Minor; Neuroscience Certificate

Pre-Med Focus Liberal Arts Education GPA - 3.65/4.0

Honors

- 2010, 2013 Deans List • 2012 - 2013 Resident Assistant of the Year
- 2013 - 2014 Champion of Character • 2012 - Present NAIA All-American Scholar Athlete
- 2013 URICA Research Grant • 2011 - Present Honor Roll

UNDERGRADUATE RESEARCH

- **Senior Seminar/Public Presentation:** URICA (Undergraduate Research, Internships and Creative Activity Symposium) funded research project and paper, *Salivary Cortisol Response to Manual Labor: A Prelude to Physiological Response of Cortisol to Altruistic Behavior*. Formally presented to Bethel College Natural Sciences faculty and peers, Spring 2014
- **Summer Research Assistant:** USGS toxicology research focused on small mammals in an active uranium mine habitat; Kaibab National Forest in Williams, AZ, Summer 2013
- **STEM (Science, Technology, Engineering, and Mathematics) Group Leader:** Research sponsored by the NSF (National Science Foundation) that involved the anthropological study of global climate change awareness and community wellness, Spring 2012

LEADERSHIP, SERVICE & ACTIVITIES

Resident Assistant: Bethel College in North Newton, KS August 2011 - Present

- Developing a balanced relationship with students providing both assistance during transition and guidance in understanding and appreciating the ordinances involved in living in a community.

Student Government Association Leader: Bethel College in North Newton, KS September 2010 - May 2013

- **President of Student Body:** communicated with Bethel College administrators about policies and issues, taking a more diplomatic approach to positive change.
- **Sophomore & Freshman Class Representative; Chairman of the Food Committee:** Designed marketing tools, attained a position with the food service provider to better understand internal processes, and assisted in program renovation.

Group Leader: Science, Technology, Engineering, Mathematics (STEM) Program August 2010 - Present

- Acquired an appreciation for scientific research method, learning how to answer questions, present empirical and statistical results, and cultivate inspiration

RESUME EXAMPLE -- Undergraduate (teaching)

Allison Wright

474 Elm St • Newton, KS 67114 • allisonwright@bethelks.edu • 470-987-3245

OBJECTIVE SUMMARY

Bilingual, recent college graduate offering academic credentials in elementary education and the following strengths seeks elementary teaching position:

- Extensive experience working with children in a variety of settings
- Fluent in Spanish - Extensive travel experience (Mexico, Germany, Poland, Switzerland, France, The Netherlands, Tahiti, and the Caribbean)
- Experience working with a wide range of learning abilities
- Seeks creative and original ways of reaching all students, including those with special needs, in order to find strengths and maximize potential of students
- Flexible and adaptable; willing to embrace any kind of learning environment

EDUCATION

Bethel College in North Newton, KS

- **Bachelor of Arts in in Elementary Education: K-6**
- **Student Teacher:** Northridge Elementary School in Newton, KS

Graduated May 2011

GPA: 3.855

February - May 2011

HONORS & SCHOLARSHIPS

- Dean's List - 8 semesters
- Graduated *Summa Cum Laude*
- President's Scholarship
- Award of Excellence in "Principles of Learning and Teaching" test

TEACHING-RELATED EXPERIENCE

Elementary Reading Program Coordinator - Tegucigalpa, Honduras

August 2011 - July 2012

Coordinated the elementary school library project with the purpose of promoting reading in a creative and fun way, in order to stimulate an appreciation for learning and habit of reading among the students:

- Worked to make the library more user-friendly for both students and teachers, which included creating an inventory and card-catalog system.
- Planned and implemented library classes during the school day (ten classes each week), as well as after-school reading activities with limited resources.
- Instilled an enthusiasm for learning and reading the students I encountered, which will act as an avenue for their future success in school.
- Learned and became fluent in Spanish (the only language spoken in the school)

Student Teaching - Newton, KS

February - May 2011

Grew greatly in skills with classroom management and behavior management:

- A student was performing at a first grade level in reading and math; other teachers had little hope for him. Focusing on his strengths, I took time outside of class to work with him on skills. His attitude and grades improved because he began to believe in himself. His math grade went from an N (novice) to a B (basic). He jumped up four spelling lists.
- Worked with two students with major behavior problems, and discovered strategies that worked well to calm them down and get them back on track.
- Received high evaluation scores from both my cooperating teacher and college advisor.

Private Tutor - North Newton, KS

Tutored two first grade students in reading for four hours each week for one semester.

- Used fun and creative methods to improve reading comprehension, fluency, and word recognition: students improved by two reading levels and were reading more confidently.

CREDENTIAL REFERENCES

Available upon request from the Office of Counseling, Career Services, & Experiential Learning At Bethel College - 300 E 27th St, North Newton, KS 67117

RESUME EXAMPLE -- Undergraduate (social work)

Jacob Weaver

300 E 27th Street • North Newton, KS 67117 • jacobweaver@bethelks.edu • 498-250-4271

OBJECTIVE SUMMARY

To be accepted into the University of Denver Graduate School of Social Work advanced standing program, where I intend to focus on clinical practice with concentration in adulthood and late life challenges and pursue a certificate in animal assisted therapy.

STRENGTHS

- Excellent academic record maintained all 4 years of undergraduate study
- Motivated: aspiring to unique social work-based clinical career using equine assisted therapy
- Extensive experience working with farm animals
- Strong time management, organization, research and interviewing skills
- Proven ability to carry out research objectives and goals
- Applies initiative and expertise in event management
- Energized by academic interests and challenges, along with playing tennis

EDUCATION

- **Bachelor of Science in Social Work**, Bethel College in North Newton, KS May 2013
- **Certificate in Conflict Resolution**
- GPA: Major: 4.0/4.0 Cumulative: 3.75/4.0

Relevant Coursework:

- Social Development/Social Justice in Mexico: Cross-Cultural Learning Opportunity
- Life-Span Development
- Practical Skills for Managing Interpersonal Conflict
- Abnormal Psychology

Undergraduate Research

May 2013

Senior Seminar: *Unseen Power: the Effectiveness of Equine Assisted Therapy*

- Creating, implementing, and analyzing the effectiveness of an Equine Assisted Therapy program for the Horses agency to use in nursing homes. To be formally presented to the department of Social Work faculty and peer audience.

August 2011 - October 2012

Research Assistant: Princeton University Professor Robert Wuthnow - Farm Study

- *A National Study of Farm Families in the Twenty-First Century*. Contacted potential participants through personalized letter and cold calls, resulting in 16 in-person, semi-structured, qualitative, hour and half to three hour interviews.

PROFESSIONAL EXPERIENCE

August 2012 - May 2013

Senior Field Placement: Horses to Humans, Haysville, KS

- Observed individual and group equine assisted psychotherapy
- Drafted an agency Policy and Procedure Manual
- Researching and creating a volunteer program

August 2011 - May 2013

Coordinator: Student Community Action Network, Bethel College

- Advertise Blood Drive materials, reserve facility and equipment, and organize donor appointments

September 2011 - September 2012

Student Community Organization Leader, Newton KS

- Organized other to write promotion materials, design advertising brochures and posters, and distribute all materials and media releases
- Coordinated all efforts with Our Lady of Guadalupe Church priest Father Garza and his volunteers
- Managed and organized a parade with 30 participants

February-May 2012

Junior Field Placement: Offender Victim Ministries, Newton KS

- Observed and all male Batterers Intervention Program for 12 weeks

HONORS, ACTIVITIES, & COMMUNITY SERVICE

- Varsity tennis (4 years), tennis captain, Academic All Conference
- Scholarships: Presidential, Kansas Board of Regents, Women's Tennis
- Clubs/Organizations: Student Social Work Organization, National Alliance on Mental Illness, Math Club
- Taught summer tennis camp for many different ages (5 years)
- Taught Bible school (5 years)
- Provide Color Guard for Veterans Programs, Rodeos, Parades, and Funerals (8 years)

PREPARE YOUR REFERENCES

When selecting references, be sure to ask people who are willing and able to provide positive, specific feedback.

- ❖ Always ask if they are comfortable serving as a strong reference; never assume.
- ❖ References should be listed on a separate piece of paper with the same header as your resume.
- ❖ Information should include: reference name, job title, company name, address, e-mail address and phone number.

Things to remember about your reference page

- References page should match resume fonts and style.
- Organize by listing the best reference first, or by listing alphabetically by last name.
- If unsure of who to list as a reference, consider: advisers, mentors, faculty, current or former supervisors and/or other professionals who have observed your work.

APPLY FOR THE JOB

Submitting your application materials might seem like a small task compared to creating them, but everything connected to your resume is a reflection of you. In order to make a good impression:

- ❖ Carefully follow the instructions in the job listing.
- ❖ If submitting via mail, use professional paper and envelopes.
- ❖ If submitting via e-mail, the subject line should include the job title or reference number. Include a short cover letter in the body of the e-mail and send your resume, references and cover letter as attachments. Consider submitting your resume as a pdf to ensure your formatting is retained.
- ❖ If submitting via an online system, copy and paste text from your resume into data fields to ensure correct spelling.
 - Be aware that an electronic applicant tracking system (ATS) may search keywords to pre-screen your resume. Use keywords from the job description in context; do not just include them as a list of skills.

REFERENCES PAGE EXAMPLE

Emily Smith

300 E 27th Street ▪ North Newton, KS 67117 ▪ emilysmith@bethelks.edu ▪ 123-456-7890

REFERENCES

Mr. David Thompson

Chair of the Department of Business
Bethel College
300 E 27th St
North Newton, KS 67117
333.555.7777
davidthompson@bethelks.edu

Ms. Gayle Wilson

Director of Event Coordination
Hartman Arena
8151 N Hartman Arena Dr
Park City, KS 67147
467.235.1189
gwilson@hartmanarena.org

Mr. George Jones

Store Manager
Faith and Life Bookstore
606 N Main St
Newton, KS 67114
993.705.2688
georgej@flbooks.org

CURRICULUM VITAE (CV) WRITING

CVs are commonly used by individuals with graduate degrees when applying for positions in academia or research. The goal of this document is to construct a scholarly identity, so the focus should be on teaching experience, research and publications.

WHAT TO INCLUDE

CVs may vary based on the emphases of different disciplines. Make sure you refer to recent examples from people in your field. Common categories to include are:

- Education, research projects
- Teaching experience, academic and related employment
- Publications, presentations, recognitions, awards
- Professional associations
- Departmental and community service

FORMAT YOUR CV

There is not one set format for CVs. The most important thing is to be clear, concise and consistent.

- Content will determine length. While there are no page restrictions, everything on your CV should be purposeful.
- When writing descriptions, use brief but detailed action statements, such as those used for resumes, or short summary paragraphs. Use one style consistently throughout.
- Formatting should enhance readability, not hinder or distract.
- Include references either as a section or as a separate page.

ORGANIZE YOUR CV

- ❖ The most important information should come first on your CV. The type of position determines the importance of information. For example, research experience is more relevant when applying to a research university than when applying to a liberal arts school that gives priority to teaching experience. Carefully consider the position description and what the organization values when organizing your CV.

CV EXAMPLE

Sydney Adams

The University of Kansas
Department of Electrical and Computer Engineering
7380 Hillcrest Dr., Manhattan, KS 66502
adamss@ksu.edu | (673) 125-8904

Education

- Ph.D. Electrical Engineering - **Kansas State University**, Manhattan, KS Anticipated May 20XX
Advisors: Dr. William Shaklee, Dr. Donna Eckleberg
Dissertation Title: "Evaluation of Software Defined Networking for Communication and Control of Cyber Physical Systems"
- M.S. Electrical Engineering - **The University of Kansas**, Manhattan, KS May 20XX
Advisor: Dr. William Shaklee
Thesis Title: "Characteristics of Robust Complex Networks"
- B.S. Computer Programming and Physics - **Bethel College**, North Newton, KS May 20XX

Teaching Experience

Graduate Teaching Assistant and Research Assistant Aug 20XX - May 20XX; Aug 20XX - Present

KSU: Electrical and Computer Engineering, Lawrence, KS

Introduction to Computer Engineering

- Taught three lab sections (13 students per section), in addition to teaching class lectures in the absence of the instructor (90 students in the spring, 120 students in the fall).
- Responsibilities: Introducing new lab concepts, obtaining solutions for examinations, grading, answering students' questions, designing labs, and contributing material to lab manual.
- Content: Digital systems and binary numbers, Boolean algebra and logic gates, gate-level minimization, combinational logic, synchronous sequential logic, registers and counters, memory and programmable logic, design at the register transfer level, and asynchronous sequential logic.
- Text: Mano, M.M. & Ciletti, M.D. (2006). Digital Design (4th Edition). Pearson Prentice Hall, in addition to a lab manual developed by Teaching Assistants.

Research Experience

Graduate Research Assistant

Aug 20XX - Present

KSU: Electrical and Computer Engineering, Manhattan, KS

- Introduced a new metric called Elasticity to extract the characteristics of robust complex networks.
- Collaborated with systems engineers from Princeton to administer MyPLC (A private version of the PlanetLab controller) for the Great Plains' Environment for Network Innovations (GpENI) sub-aggregate of the Global Environment for Network Innovation GENI testbed.
- Deployed the network gear necessary to create the 13th OpenFLow (a Software Defined Networking Technology that forms the backbone of the GENI testbed) campus site.
- Utilized Software Defined Networking for communication and control of cyber physical systems.

Professional Experience

Intern (Seasonal)

May 20XX - Aug 20XX

Raytheon BBN Technologies, Cambridge, MA

- Collaborated with engineers of the Global Environment for Network Innovations Project Office (GENI Project Office or the GPO), Internet2, National LambdaRail, and University of Utah to deploy a collection of network resources including network links and compute resources

COVER LETTER WRITING

Applications for professional positions often require both a resume and a cover letter. Your cover letter should not simply restate your resume in paragraph form -- it should connect your skills and experiences to the job description.

USE THE JOB DESCRIPTION

Just as you tailor your resume, you should always tailor your cover letter by using the job description. Identify three main skills the employer is seeking and communicate how you have demonstrated or developed these skills through your experiences.

ORGANIZE YOUR COVER LETTER

Cover letter should be kept to one page, and have a standard, four-paragraph structure.

- Use the same header as your resume.
- Always try to address the letter to a person. Avoid using "To Whom It May Concern" if possible.
- Paragraph 1: Briefly introduce yourself, how you found out about the position, why you are interested and what skills you can contribute.
- Paragraphs 2 & 3: Describe why you are the best candidate, examine the job description and highlight your skills as they relate to the position.
- Paragraph 4: Restate your skills in a summary statement, indicate when you will follow up on your application, provide your contact information and thank the employer for his/her time and consideration.

See pages 21-24 for cover letter examples.

COVER LETTER EXAMPLE -- Undergraduate (internship/mentorship)

Bethany Russell

4785 N Anderson Ct Newton, KS 67114 | 222-888-0000 | brussel@gmail.com

March 23, 2016

Cindy Dean
Vice President of Operations
Garfield Industries, Inc.
250 Richards Road
Kansas City, MO 64116

Dear Ms. Dean:

I was fortunate enough to meet with you at the Bethel College Career Night in November. Our meeting was brief, but I left Memorial Hall that evening thinking that a mentorship with Garfield was a perfect fit. I am currently a junior at Bethel College dual majoring in marketing and communications with a minor in business administration. After participating in an informational interview with Lily Marshall and Elliott Cox, I am confident that my skills in sales and marketing would be an asset to Garfield.

During my time at Bethel, I have discovered a passion for the advertising industry that I am eager to put to work in the professional arena. I was recently promoted to the position of Chief Editor after one semester at *The Collegian*, which is the college newspaper at Bethel. During my first semester of Chief Editor, I was nominated "Editor of the Week" by our faculty advisor and staffed students for my innovative ideas and consistency in editorial work. I excel at this position because I have a passion for people and enjoy making our newspaper better. I am often praised by my superiors and peers for my hard work and positive attitude.

Another way I have gained valuable experience is through my previous internship with March of Dimes of Kansas. The unique position allowed me to see what marketing was like from a nonprofit standpoint. I learned how to make the most out of a small budget, and the importance of effective fundraising. I also increased my knowledge and abilities in the field of public relations. As a show of appreciation for my contribution, I was asked to continue my work with the organization even after my internship was over. I now serve as Junior Chairperson of the South Central Kansas March of Dimes Media Committee. I have already made strides in this position by increasing student participation in the annual carnival fundraising event. This year's event had a record number of participants and raised over \$5,000 worth of proceeds benefitting March of Dimes.

I am confident that my skills, attitude and passion will be the perfect fit at Garfield. Through my education and experience, I truly believe I have what it takes to help Garfield add something good to the world. Thank you for considering me for a mentorship opportunity. I will be following up with you in a week or so regarding this application. I look forward to speaking with you.

Sincerely,
Bethany Russell

COVER LETTER EXAMPLE (teaching)

Joseph Bell

257 W 7th St Newton, KS 67114 • 245-809-4774 • jbell@gmail.com

May 22, 2016

Ms. Jane Anderson
Assistant Superintendent of Personnel
Hutchinson School District
543 N Alpine Drive
Hutchinson, KS 67104

Dear Ms. Anderson,

This letter is to inquire if the Johnson School District would be interested in a teaching candidate who is enthusiastic about beginning his professional career as an English teacher and coach in a district like yours. My recent training and opportunities to deal successfully with students in and out of the classroom have prepared me to be an outstanding employee for you.

As a recent graduate of Bethel College, I have been certified by the State of Kansas and endorsed to teach 4-12 English and 4-12 Language Arts. During my student teaching experience, I was able to successfully incorporate both of the areas within the high school language arts curriculum.

My multicultural student teaching experience in Costa Rica prepared me to work with students with a diverse cultural and academic background. A number of my students were identified as "at risk." This experience allowed me to work with the school's multidisciplinary team (MDT) as well as with a variety of district and community resources. During the semester, I served as the assistant soccer coach and chaperoned many student activities.

My resume is enclosed and my credential file has been forwarded by the Office of Counseling, Career Services and Experiential Learning at Bethel College. I look forward to the opportunity to meet with you and further discuss my qualifications and enthusiasm as they relate to an English teaching position with the Hutchinson School District.

Sincerely,

(signature)

Joseph Bell

Enclosure

COVER LETTER EXAMPLE (Research)

Valerie Regehr

300 E 27th St ● North Newton, KS 67117 ● 316.785.0990 ● vregehr@bethelks.edu

February 22, 20XX

Dr. Max Neufeld
Supervisor, Secondary Research Group
Greenfield Research, Inc.
732 Barr Street
Kansas City, KS 67333

Dear Dr. Neufeld

Please accept this letter and resume for the position of Research Assistant as posted on Monster.com. The position description matches my experience, strengths, education and interests extremely well.

I will be graduating in May from Bethel College in North Newton, Kansas. My current position as a student research assistant for Dr. Dunn, chair of the business department at Bethel College, involves gathering extensive baseline information about outsourcing trends in the information technology sector. I use a variety of information sources, including the internet, email surveys, professional publications and telephone interviews. Although my bachelor's degree will be in business administration, I started out as a communications major. Through journalism lab classes I learned how to ask appropriate and productive interview questions, analyze and distill information for the most pertinent elements, and summarize what I learned in a clear and concise manner. I would be happy to provide writing samples for you. In addition, I have experience in each of the software programs listed in your advertisement including the Microsoft Suite and Quickbooks.

Information research and summarization are tasks I enjoy and at which I excel. I am excited about Greenfield Research and the position you have available and would appreciate the opportunity to discuss my qualifications with you in an interview. I will follow up with you by telephone during the week of March 8. Thank you for your consideration.

Sincerely,

Valerie Regehr

Enclosure

Adapted from WSU's Career Services "Starter Kit"

COVER LETTER EXAMPLE (seeking employment)

Herman Bubbert

620-234-5533
hbubbert@bethelks.edu

89 Goerz Avenue
North Newton, KS 67117

April 14, 20XX

Ms. Darla Williams
Corporate Recruiter
Threshing International, Inc.
307 N Menno Avenue
Goshen, IN 60606

Dear Ms. Williams:

Please find my resume attached for the Inside Sales position that Threshing International, Inc has advertised with Bethel College's Career Services Department. Upon graduating in May, I am looking to relocate back to the Goshen area. I was excited to learn of this sales opportunity that would utilize my background in marketing along with my leadership experience.

Over the past two years, I played a key role in marketing Bethel interactions with the public of all ages and demographic backgrounds as one of the school's mascots. As a member of the Bethel College athletic department marketing committee, I suggested changes to the football pre-game advertising which were implemented (impacting 200+ fans).

I have further enhanced my leadership abilities in the following areas as the Vice President of the Bethel College Marketing Club:

- Generating results: As a team, we collaboratively achieved a 15% increase in member involvement through better marketing of events, speakers, and trips
- Communication: Assisted in coordinating the logistical details for all team meetings; executed a group site visit trip to Chicago involving members, faculty and employers
- Teamwork: Met bi-monthly for full group meetings and weekly for executive team meetings; determined goals, generated ideas and executed plans
-

The Threshing International Inside Sales position offers an opportunity to utilize my creative marketing abilities, communication and leadership skills toward building Threshing's market share as a third-party equipment supplier. I will contact you the week of April 19 to follow up on my application. If you would like to contact me prior to this, I can be reached by email at hermanbubbert@bethelks.edu or at 316-606-4747.

Thank you in advance for your consideration.

Sincerely,

Herman Bubbert
www.linkedin.com/in/hermanbubbert

NETWORKING

Networking is talking to people about your career goals and experiences. Networking is not asking someone for a job.

DEVELOP A PLAN

- Identify people you will contact and decide how you will connect with these individuals.
- Create a list of contacts: mentors, professors, advisers, classmates, previous employers, etc.
- Search for people with your desired position using a professional social networking site like LinkedIn.com.
- Determine your preferred mode of communication.

COMMUNICATE WITH A NETWORKING CONTACT

When seeking to connect with a networking contact, you may want to send a *networking letter* to set up an *informational interview*.

See the networking letter example on page 26.

Informational interview

The purpose of an informational interview is for you and the employer to exchange information and get to know one another without reference to a specific opening. During an informational interview, make sure to:

- Have specific questions about the field and the company. You will need to do some research on the company ahead of time.
- Have a resume with you in case the employer asks for a copy. Otherwise, you can follow up with an e-mail and send an electronic version.
- Send a thank-you within 24 hours of the interview.

See the networking thank-you letter example on page 27.

Sample questions:

- ❖ What path led you to the position you are in today?
- ❖ What kind of preparation is needed for this job?
- ❖ What do you like/dislike most about your current position?
- ❖ Can you describe your company's culture?
- ❖ What are the top three things you spend your time doing?
- ❖ Who else do you recommend I talk to?

NETWORKING LETTER EXAMPLE

January 5, 20XX

Jim Dawson
Account Manager
R & W, LLC
783 Trail Avenue
Kansas City, MO 67474

Dear Mr. Dawson:

Dr. Robert Matthews, a business professor here at Bethel College, suggested I connect with you regarding the finance industry in Kansas City. I will complete my Bachelor's in May and am hoping to learn more about R & W, as well as your personal career path.

I would appreciate the opportunity to introduce myself over a cup of coffee, through a 10-minute phone conversation or during a short meeting at your office. I will follow up with a phone call this Friday. In the meantime, feel free to contact me at (404) 777-4444 or lwilson@bethelks.edu.

Sincerely,

Lucas Wilson
300 E 27th Street
North Newton, KS 67117
(404) 777-4444

NETWORKING THANK-YOU LETTER EXAMPLE

Samantha Greene
52 Minnesota Avenue
North Newton, KS 67117

July 15, 20XX

Ms. Karen Pickford
Associate Vice President
AGH Solutions
808 S Douglas Street
Wichita KS, 67324

Dear Ms. Pickford:

Thank you for the opportunity to meet with you regarding your role at AGH Solutions. It was very helpful to hear your perspective on the current job market and your ideas about AGH Solutions' global positioning.

As we had discussed, I am including my resume for your review and/or pass on as you see fit. I certainly appreciate your time and consideration in meeting with me, and I look forward to continued communication.

Sincerely,

Samantha Greene
sgreene@bethelks.edu
www.linkedin.com/samgreene

CREATE YOUR 30-SECOND INTRODUCTION

This is an introduction that provides the person you are talking to with key information about you. It is often given in response to the question “Tell me about yourself.” This should be conversational, not rehearsed. Include:

- Your name, year and major
- How your skills/experiences relate to the position, or would benefit the employer
- What you are looking for

There are many Bethel alumni in a variety of fields who would love to connect with you! Contact Bethel's Office of Counseling, Career Services, and Experiential Learning to find out more about networking with alumni.

MAINTAIN AN APPROPRIATE ONLINE IMAGE

You can use social media not only to promote yourself professionally, but also to find out about job opportunities and stay connected with professional contacts.

- ❖ Always represent yourself online as you would in person. Some employers will search social networking sites, Google, etc., for information on job candidates.
- ❖ Be aware that some social media information might be accessible even if you think it is secure.
- ❖ Communicate what type of position you're looking for.
- ❖ Interact with companies you're interested in.
- ❖ Connect with recruiters when possible.
- ❖ Follow professional associations and organizations.
- ❖ Use LinkedIn as a tool to maintain and build professional connections.

INTERVIEWING

The interview is a critical aspect of a successful job search. You must be able to effectively sell yourself and your skills to a prospective employer.

HOW TO PREPARE

Before the interview, you'll want to prepare by *researching the employer*, *practicing your interview skills* and *planning appropriate interview attire*.

Research the employer

Review the company website, literature and press releases, visit with current employees or contact a career adviser or professor. Research the following areas:

- Location/s
- Products and services
- Mission of the company/organization
- Major failures and accomplishments
- Financial records
- Reputation
- Major competitors
- Office culture and structure

Practice interviewing

Review your skills and experience and practice answering interview questions aloud.

- ❖ Schedule a mock interview with someone in the Office of Counseling, Career Services and Experiential Learning.
- ❖ Participate in employer mock interviews. This is great way to practice without the pressure of having a job on the line.
- ❖ Practice with a friend or family member.
- ❖ Practice interviewing in professional attire to realistically simulate an interview experience.

Dress to impress

How you choose to visually present yourself makes a lasting impression. Here are some tips to help you dress appropriately for your interview.

For women:

- Suits: Wear a conservative pant or skirt suit in a neutral color; a skirt should be at least knee-length. Make sure clothing is not too tight or too loose.
- Blouses: Keep it simple. Avoid flashy colors and styles, low-cut necklines and tops that are spaghetti-strap, strapless, halter or tank.

- Shoes: Flats or low heels up to 2 inches are appropriate. If you can't walk normally in them, don't wear them. Avoid bright colors, sparkles and prints. Pair with plain tights or stockings. Avoid bold patterns and lace.

For men:

- Suits: Wear a dark-colored, two-piece suit. Jacket and slacks should not be contrasting colors. Dark blue, gray, brown, black or muted pin-stripes are all acceptable.
- Shirts: A white or light-colored button-down shirt with a collar is appropriate. It should always be ironed. Wear a plain white T-shirt underneath light-colored dress shirts.
- Ties: Ties are non-negotiable. Always wear a tie. Keep it simple, conservative and complementary to your suit.
- Shoes: Wear brown or black dress shoes. Match your belt and shoes. Socks should cover your calf and match your suit color; no white athletic socks.

General tips:

- Avoid excessive jewelry, make-up, cologne or perfume.
- Make sure you are clean and well-groomed: shoes polished; fingernails trimmed; conservative nail polish colors; clean-shaven; hair styled appropriately.
- Instead of a casual purse or backpack, carry a professional bag or portfolio.
- Dress one step above the office culture.

You can always ask for a second opinion from a trusted professor or adviser on your interview attire.

DAY OF THE INTERVIEW CHECKLIST

- Know how to get your interview location and arrive 10 minutes early.
- Take a pen, notepad and other relevant documents (extra resumes, references, letter of recommendation, writing samples, portfolio, etc.).
- Turn off your cell phone and all other electronic devices.
- Your interview starts as soon as you enter the building. While in the waiting room, smile and ask the names of everyone you meet, including the receptionist.
- During the interview: smile, refer to the interviewer by name, give a firm handshake and make appropriate eye contact.
- Show your interest in and excitement about the job to the interviewer.

INTERVIEW FORMATS

Interviews may be conducted in several different formats.

Virtual/phone interview

Employers often use these methods to screen candidates for on-site interviews.

- Prepare just as you would for an on-site interview.
- Be sure you are in a quiet location where you won't be interrupted.
- Make sure your signal is strong.

Virtual:

- Dress exactly as you would for an on-site interview.
- Maintain eye contact with the camera, not the screen.

Phone:

- Keep your resume close by and take notes.
- Speak directly into the phone.

Group interview

Employers will interview a group of candidates at the same time in order to get a sense of leadership potential and style.

- Observe the group dynamics and try to offer valuable input. If you are unsure of what is expected from you, ask for clarification from the interviewer.
- Treat others with respect. Avoid overt power conflicts, as this will make you look uncooperative and immature.

Panel interview

A panel involves only one interviewee, but multiple interviewers.

- Shake the hand of each interviewer.
- Bring extra copies of your resume.
- When answering a question, begin by looking at the person who asked the question. Also make eye contact with the other panel members.
- Thank everyone at the end, and send individual thank-you notes.

On-site interview

The on-site interview occurs at the company's location and is often the last step in the interview process. It is also your final opportunity to evaluate the company and determine if it's the right fit for you. Don't be afraid to ask your contact within the company (typically the person who conducted the initial interview) any of the following questions:

- ❖ Who will I be meeting with?
- ❖ Will there be any other activities scheduled?
- ❖ What more can I do to prepare myself for this visit?

DURING THE INTERVIEW

You are being evaluated on two things while interviewing: *what you say* and *how you say it*.

What you say

The behavioral style interview is one of the most commonly used. It's based on the idea that your past performance predicts your future behavior. Behavioral interview questions are open-ended inquiries that might start out with the following phrases:

- Tell me about a time...
- Describe a situation in which...
- Give me an example...

Interviewers are looking for specific examples from your experience. Your answers can come from work, classroom, personal and volunteer experiences.

See pages 36-37 for a list of behavioral interview questions as well as common and academic interview questions.

Answering behavioral interview questions:

The "PAR" method is a great way to answer most interview questions:

- ❖ **P**roblem: Describe the situation or task.
- ❖ **A**ction: Explain what YOU did, what YOUR specific role was and/or what steps YOU took in the situation.
- ❖ **R**esults: Share how the situation turned out.

Question: *Tell me about a time when you faced a challenge as a team leader.*

PROBLEM: *Last year I was the team leader for a major class project. I assigned tasks to each of my team members. One member approached me to be reassigned, since he lacked faith in his ability to perform the task.*

ACTION: *After discussing the problem with him and then taking it to the entire group, I identified that no one on our team had the ability to execute the technical requirements of the project. I then found a technology consultant willing to assist us with our project.*

RESULT: *Outsourcing to compensate for our team's weaknesses allowed us to focus on our strengths. With this renewed focus, we were able to effectively prepare, and the project far exceeded the expectations of the professor. I also received positive feedback from other groups and their respective leaders.*

Asking questions:

Toward the end of the interview, you will be asked if you have any questions. Do your research on the company, and demonstrate interest and initiative by having questions prepared. Questions should be about things you genuinely want to know about the company. Do not simply ask something generic for the sake of asking.

See page 38-39 for some ideas for questions you can ask.

How you say it

It's important to keep your body language open and positive while interviewing. Here are some tips to keep in mind:

- ❖ Give firm handshakes.
- ❖ Make direct eye contact.
- ❖ Maintain relaxed facial expressions.
- ❖ Stand tall and sit tall.
- ❖ Nod attentively.
- ❖ Smile!

Be sure to:

- Listen intently to the interviewer and ask questions.
- Use gestures to emphasize main ideas or keywords.
- Pause briefly before you respond to each question.
- Use a positive tone of voice and speak at a volume that all can hear, yet not too loudly.

Be sure **not** to:

- Fold your arms across your chest.
- Fidget or play with objects on the table.
- Chew gum or eat/drink.
- Dwell on mishaps or negative experiences.
- Inquire about salary and benefits, unless these topics are introduced.
- Share negative stories about previous employment.

AFTER THE INTERVIEW

Follow up with a thank-you. Interviewers expect it! Choose the most appropriate method from the following:

- Note or letter. You can either type the thank-you letter or handwrite a thank you note. Send the thank-you within 1-2 days of your interview.
- E-mail. If your correspondence with the employer before the interview has been via e-mail, it is acceptable to follow up with a thank-you note via e-mail within 1-2 days of your interview.

THANK-YOU LETTER EXAMPLE

April 29, 2016

Carla Waters
Senior Human Resources Manager
Feldman, Inc.
974 Pine St
Kansas City, KS 67474

Dear Ms. Waters:

Thank you for the opportunity to interview for the accountant position at Feldman, Inc. yesterday. I truly enjoyed meeting with you and Richard Ford and learning more about Feldman, Inc., its current activities and upcoming projects. The potential opportunity to work with a company that places such a strong priority on innovation, employee satisfaction and productivity is very exciting to me.

As we discussed, I am confident that my quality academic training at Bethel College and my hands-on experience working in the accounting department at Coleman Industries last summer qualify me for the position. In addition, my extensive knowledge of computer systems would be especially valuable as an account with Feldman, Inc.

I look forward to hearing from you soon. In the meantime, please do not hesitate to contact me at (304) 254-9877 if I can provide additional information or answer any questions.

Sincerely,

Justin Zuckerman
7453 E Broadway Street
Newton, KS 67114
(620) 690-4512

INTERVIEW QUESTIONS

Common interview questions

- Tell me a little bit about yourself.
- What are your greatest strengths? Weaknesses?
- How would you describe your best day?
- After attending this school, what single most important statement conveys your experiences while enrolled?
- What do you think determines an individual's success in a work situation?
- Do you consider yourself a leader or a follower? Why?
- How do you work under pressure?
- Why are you interested in this organization? What about this job do you find the most attractive? Least attractive?
- What are your short-term goals? Long-range plans?
- What major problem(s) have you faced in the workplace?
- How long would it take for you to make big contributions?
- What do you consider to be your most significant accomplishment? Why?
- Tell me about an accomplishment you are most proud of and why.
- What will be the most difficult aspect of making the transition from college to your career? Why?
- Are you willing to relocate? To travel?
- What would your references say about you?
- Why should we hire you?

Behavioral interview questions

- Describe how you organize your work day and week.
- Give an example of your leadership experience.
- Give an example of a time when you were able to communicate with another person or group, even though they may not have liked what you were saying.
- How do you ensure someone understands what you are saying? Give an example.
- How do you measure success? Give an example.
- Give examples of some decisions that you have had to make rapidly and those that took more time.
- Describe a major project in which you needed help. What did you do? Why did you ask particular people to help?
- Describe a situation where you had to adapt to an initially uncomfortable environment.

- Tell me about a time when you had a personality conflict or disagreement with a co-worker. How did it resolve?
- Tell me about a time when you had to manage multiple project simultaneously.
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give a specific example of when you used good judgment and logic in solving a problem.
- Give an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give a specific example of a time when you had to conform to a policy with which you did not agree.
- Describe how you learn a new technical skill.
- Describe the most significant technical report or presentation you have completed.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give an example of a time when you had to make a split-second decision.
- What is your typical way of dealing with conflict? Give an example.
- Tell me about a difficult decision you made this last year.
- Give an example of a time when something you tried to accomplish failed.
- Give an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give an example of when you motivated others.
- Tell me about a project that you delegated effectively.
- Tell me how you handled an ethical dilemma.

Academic interview questions

- ❖ Tell us about your dissertation (senior seminar).
- ❖ How does your research relate or compare to what has been written already?
How did you contribute to the field?
- ❖ What has been the most difficult challenge you have faced?
- ❖ If you were going to begin again, what changes would you make in your dissertation?
- ❖ What are your future research plans? What resources do you need to conduct that research?
- ❖ What is your most important publication? Do you have plans for others? Why don't you have any publications?
- ❖ What makes you a good teacher?
- ❖ What's your teaching philosophy?
- ❖ What about teaching has been challenging? Enjoyable?
- ❖ How would you teach a survey course in your field?
- ❖ What special seminars could you offer?
- ❖ Having not taught a large lecture course, how would you?
- ❖ What would be your favorite course to teach?
- ❖ What are your strengths outside of the classroom, such as in volunteer/community service projects?
- ❖ What contributions can you make to the department?
- ❖ Why are you interested in this school?
- ❖ If you have more than one job offer, how will you decide?
- ❖ What limitations might you have in the selection process?

QUESTIONS YOU CAN ASK

- What qualifications are most important to a person's advancement within your company?
- What type/s of training program/s will be made available to me as a new employee?
- What do you consider to be the biggest challenge/s I would face if I am hired?
- What would a typical day be like?
- How often will my performance be evaluated?
- Why are you looking to fill this position? Is it a newly created position?
- Can I let you know why I want this job?
- How do you typically make a decision?
- What has been your career path in the organization?
- What will be the measurements for my success in this position?
- What business problems keep you awake at night?

- ❑ What would you consider to be exceptional performance from someone in the first 90 days in this position?
- ❑ What is your vision for your department over the next two to three years?
- ❑ What are your organizational values?
- ❑ When can I expect to hear from you on your decision?
- ❑ How would you describe your organizational culture?

IMPROPER/ILLEGAL QUESTIONS

Improper interview questions are those that do not pertain to the nature of the job or to the applicant's ability to perform that job, or those that are not asked of every candidate. They are illegal when the information is used in a discriminatory manner to make a hiring decision. Federal, state and sometimes even local laws exist that prohibit employment discrimination based on race, religion, national origin, sex, citizenship and disabilities. The following are examples of some of the specific areas that employers cannot ask or inquire about during an interview:

- Race: Any question related to complexion or color of skin, or other inquiries directly or indirectly indicating race or color
- Religion: Any question related to religion or religious preferences or affiliations
- National origin/citizenship: Any question related to nationality, lineage, ancestry, national origin, birthplace, descent or parentage
- Disabilities: General inquiries about disabilities or health conditions that do not relate to job performance
- Arrest record: Employers **cannot** ask you if you have ever been arrested. They **can** ask if you have ever been convicted of a crime that is reasonably related to the performance of the job.
- Family obligations: Any question related to marital status, family plans, children or elder care

Unfortunately, there are no easy answers to improper or illegal interview questions. Should you be asked a question on one of the above topics, you may tell the employer you are uncomfortable answering the question because you feel it is too personal. If you prefer a less direct approach, you might instead try one of the following strategies: answer in brief and move on to a new topic area, or ignore the question altogether and redirect the discussion to a new topic area.

For a more extensive overview of prohibited employment practices, visit the Equal Employment Opportunity Commission website.

<http://www.eeoc.gov/laws/practices/index.cfm>

ADDITIONAL RESOURCES

Check out our online version of the guide!

<http://www.bethelks.edu/student-life/services/career-services/>

- Visit Kansas State University's Office of Affirmative Action for some additional guidelines for interview at the following website:
<http://www.k-state.edu/affact/Policies/Interview.htm>

This guide has been brought to you by Bethel College's Office of Career Services.

For questions and appointments regarding resumes, cover letters, interviewing, or anything career-related, please contact:

Megan Kershner

Director Career Services

Bethel College

300 E. 27th St.

North Newton, KS 67117-1716

(316) 284-5305

mkershner@bethelks.edu