

# You're Hired!!

## Tips for 1<sup>st</sup> Time Job Seekers



# Still in High School? Graduating High School? Looking for Part-time or Full Time Job But Don't Have Lots of Job Experience?

If this sounds like you, then you will find the “TIPS” on the following pages incredibly helpful.

- ❖ How to create a great resume even if you don't have real job experience.
- ❖ What types of questions you may be asked during the interview and suggested ways to answer them.
- ❖ A checklist of things to do before, during and after the interview to insure success.

(No street address needed!)

**Elyse J.Haines**

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**Customer Service – Food Industry (Use Job Posting Title)**

**OBJECTIVE**

The objective below lets the company know that Elyse would be a great employee (motivated,etc) and that she could use her skills to help the company grow and by creating satisfied customers and thus increasing sales.

Conscientious, highly motivated self starter seeks to obtain a part time customer service position in the food industry where I can apply my interpersonal and communication skills to help the business delight customers and increase sales. (BETTER)

**Key Strengths**

List those areas where you excel!

- Communication
- Planning
- Ability to learn rapidly
- Interpersonal skills
- Extremely organized
- Punctual

**EDUCATION**

**First High School, Anytown, Virginia**

**Graduation May 2016**

- College Placement Diploma (GPA 3.2)
- Principal’s List for earning a GPA above 3.5 in Fall Semester
- Top 10% of graduating class

**EXTRACURRICULAR EXPERIENCE**

**Prom Planning Committee, Marketing Chair**

**Spring 2014**

- Work with student committee to plan the 200 person event
- Responsible for posters, web site content, and ticket sales
- Create a timeline for marketing distribution
- Attend weekly planning meetings

**Varsity Volleyball**

**Fall Semester 2013/2015**

- Received the Most Improved Player award in 2013-2014 season
- Participate in daily practices and weekly games
- Assist with drills during JV practices

**VOLUNTEER EXPERIENCE**

**First Public Library Yourtown, Virginia**

**6/2013 – 8/2013**

- Restock books using the Dewey Decimal System
- Catalogue new books into the library computer system
- Help library visitors find books and utilize the computer

**First Elementary School Anytown, Virginia**

**5/2012-8/2012**

Math Tutor

- Taught third grade students multiplication and division
- Explained math concepts in a variety of ways
- Tutored one to three students at a time

**REFERENCES**

- Karl Reed, English Teacher, 555-555-5555, [kreed@fps.edu](mailto:kreed@fps.edu)
- Seth Greene, Library Volunteer Coordinator, 555-555-5555, [sgreene@fpl.org](mailto:sgreene@fpl.org)
- Mallory Suarez, family friend, 555-555-5555, [msuarez@gmail.com](mailto:msuarez@gmail.com)
- Kenneth Logan, neighbor, 555-555-5555, [klogan@hotmail.com](mailto:klogan@hotmail.com)

References: Best to use either your teachers or supervisors where you volunteered. You can also put this on a separated sheet.

**The Objective (sometimes called the Summary) should include a description of your abilities, the type of position you are seeking and how you can use your skills to help the company!**

To obtain part-time employment where I can apply my interpersonal skills and self-motivated attitude to gain work experience in customer service within the food industry. (GOOD)



The objective above is good. It describes Elyse's skills and lets them know she wants to work in the food industry to gain experience. However, it **doesn't** talk about how she is going to help the employer. A company wants to know how you can help the company grow.

The objective below is "better" because it lets the company know that Elyse would be a great employee (motivated,etc) and that she could use her skills to help the company grow and by creating satisfied customers and thus increasing sales.



Conscientious, highly motivated self starter seeks to obtain a part time customer service position in the food industry where I can apply my interpersonal and communication skills to help the business delight customers and increase sales. (BETTER)

# How to Write a More Powerful Resume

## Be as Specific as Possible and Use Action Verbs to Start Each Line

### See How the Underlined Statements

### Are More Powerful

#### EXTRACURRICULAR EXPERIENCE

##### Prom Planning Committee, Marketing Chair

- Work with student committee to plan the 200 person event OR
- Chaired 8 person committee over 3 months for 200 person event
- Responsible for posters, web site content, and ticket sales OR
- Designed posters, wrote web site content and organized ticket sales (\$4,000 in sales)
- Create a timeline for marketing distribution OR
- Created plan including a timeline to publicize the event
- Attend weekly planning meetings OR
- Created meeting agendas and attended 15 weekly planning meeting

##### Varsity Volleyball

- Received the Most Improved Player award in 2013-2014 season (Good)
- Participate in daily practices and weekly games OR
- Participated in daily 2 hour practices and started in over 20 games per season
- Assist with drills during JV practices OR
- Selected by varsity coach to lead key drills during JV practices

#### VOLUNTEER EXPERIENCE

##### First Public Library Yourtown, Virginia

- Restock books using the Dewey Decimal System OR Restocked over 150 books per day using Dewey Decimal System
- Catalogue new books into the library computer system OR Catalogued over 500 new books into the computer system
- Help library visitors find books and utilize the computer OR Assisted over 100 library visitors to find books utilizing the computer system

##### First Elementary School Anytown, Virginia

- Math Tutor
- Taught third grade students multiplication and division OR Taught 30 third grade students multiplication and division for 20 weeks
- Explained math concepts in a variety of ways OR Developed multiple ways to explain math concepts using charts and real life examples
- Tutored one to three students at a time (OK)

# What Can I Put In My Resume?



# What things have you done that you are most proud of doing?

Accomplishment #1



Accomplishment #2



Accomplishment #3



Accomplishment #4



Accomplishment #5



Accomplishment #7



Review these carefully.

- Some of these can be used as examples of accomplishments on your resume.
- Look for patterns. Do you have several examples you used planning skills, or communication skills, or demonstrated leadership skills? If so, then these can be listed in the “Strengths” section of your resume.

# Secrets To Having A Great Interview!!

- Be sure to be on time. Show up at least 15 minutes early. Employers expect you to be on time and ready!
- Bring several copies of your resume to the interview.
- Dress appropriately! Appearance is VERY important.
- If there is a person at the front desk who welcomes you, be sure to introduce yourself. Very important!
- Make sure that you have done some research on the company. Google it and learn as much as you can. Employers expect you to know something about their company!
- Make sure that you introduce yourself and have a firm handshake. Firm, but don't break their hand! Practice this with someone ahead of time. Look the interviewer in the eye. And be sure to smile even if you are a bit nervous.
- Listen carefully to each question and take a moment to think about your answer. Answers should be less than a minute. If the interviewer wants to know more about what you said, she will ask you.
- When you answer, try to have an example! (See next 3 slides)
- Have a few questions ready to ask them.
  - What qualities do successful employees have?
  - What's do you like most about the company?
  - How do you go about training a person for this position?
  - What is the biggest challenge that a customer service person will face?
- When finished thank them. Ask them what are the next steps.
- Finally, make sure you send them a thank you note. Get their email address. I suggest you also send them a short HANDWRITTEN thank you note. (They are more likely to remember you.)



# Typical Interview Questions

If you have never interviewed for a job, you need some practice. Find someone (teacher, counselor, etc) who can give you a practice interview by asking you some questions that often come up.

Have them pick 6 or 7 of these questions.

- Tell me about yourself? (See example answer on next slide)
- What are your greatest strengths / weaknesses? (See example on next slide)
- Tell me about a challenge you faced and how you handled it?
- Why do you are you interested in this position? (See example on next slide)
- Why do you want to work here? (See example on next slide)
- This job requires you to learn new information quickly. Give me an example of a time when you did this. (See example on next slide)
- What do you know about our company?
- How would your friends/teachers describe you?
- Why should we hire you?
- What makes you a good team member?
- How much are you hoping to make as a starting wage? (See answer on the next page)

# Possible Answers to Interview Questions

- Tell me about yourself: (You want to have 3 – 5 sentence ready if they ask this)

Elyse (the person with our example resume) might answer:

As you know, I will be graduating in May and I am seeking a part-time customer service position in the food industry. I was very excited about the job posting for a customer service representative at your company. I am highly motivated, enjoy working with people, have great communication skills, learn very quickly and am a team player. These skills would be a great fit for the position and I am sure that I can help the company continue to do a great job serving the needs of your customers.

When answering questions, try to provide examples.

- Why do you think you are right for this job?

Possible answer: I saw in the job posting that the position required that the person be punctual, organized and have great communication skills. This describes me perfectly. I have always been punctual. I was on the Varsity team and was always on time for practice and never missed a game. I did well in school and this was because I was able to keep all of my school assignments organized. I chaired the Marketing Committee for Prom and needed to communicate clearly to people on the committee so things got done. (Note how Elyse used an example for each.)

- This job requires you learn quickly. Give me an example of this.

Possible answer: As you can see I was received the Most Improved Player award. When I started I wasn't the best player but I practiced hard and learned the system very quickly. (Again, notice how Elyse used something from her resume)

- Why are you interested in a customer service position?

Possible answer: I enjoy working with people and helping to answer their questions. When I worked at the library I was great at helping them use the computer to find their books. When I tutored, I really enjoyed finding ways to assist students who were having problems with math. So, customer service is a natural fit for me. (Again, Elyse uses an example)

- What are your strengths:

Possible answer: Elyse can repeat that she is motivated, communicated easily with people and is a quick learner.

- Why do you want to work here?

Possible answer: I want to work for a company that is growing, that provides great training and is all about having satisfied customers. This describes your company. Given my skills and interest in customer service it would be a great fit and I know I can help provide your customers with great service.

- How much do you expect to make? What are your expectations.

NOTE: This is a tricky question. The wage may already be specified in the job posting. If it is not, then Elyse could say, "Well, I am sure you have a budget for this position. What is the pay range for this position? Then let the interviewer answer.

# Interviewing Checklist

- ✓ Research the Company in advance of the interview
- ✓ Reread the job posting so you know what skills are important
- ✓ Review answers to possible questions - the day before
- ✓ Confirm Time and Location – day before the interview
- ✓ Arrive Early (15 minutes)
- ✓ TURN OFF CELL PHONE!!
- ✓ Introduce yourself to the front office person (Important!)
- ✓ Bring Clean and Updated Resume & Notepad to take notes.
- ✓ Appearance! Appearance! Appearance!
- ✓ Shake Interviewer's Hand (firm handshake) and have good eye contact. Smile!
- ✓ Thank the interviewer for the opportunity to speak with them.
- ✓ Listen carefully to the questions. Take a moment to form your answer and then speak.
- ✓ Have a few questions for them about the position/company.
- ✓ Ask them what would be the next steps in the hiring process there. Ask them when would be the best time to follow up with them.
- ✓ Obtain business card for Thank You. Send email but also HIGHLY recommend a HANDWRITTEN thank you note on quality note card.

REMEMBER: Be confident! If they were not interested in interviewing you then you would not be there in the first place.

# About Peoplefocus



Brent White, Founder of Peoplefocus, spent over 35 years in the world of sales and sales management and held senior leadership positions at Taylor, Nelson, Sofres, one of the world's leading market research firms. Over the years he has been a mentor to many young talented professionals by providing career advice. "I realized early on that people are responsible for the success of a business. I have spent my career focusing on hiring, developing and retaining the most talented people. "I enjoy sharing what I have learned about identifying career paths and conducting successful job searches with those seeking exciting and fulfilling career opportunities."

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