



Career Exploration and Preparation Handbook

Career Crossings Office

Saint Mary's College
Spes Unica Hall, Room 114
Notre Dame, Indiana 46556
(574) 284-4775 ■ cco@saintmarys.edu
www3.saintmarys.edu/career-center

2	Overview of CCO Services and Resources
4	Section One: Career Exploration and Choosing a Major
9	Section Two: Overview of Your Internship Search
13	Section Three: Overview of Your Job Search
17	Section Four: Preparing for Your Search Résumés, Cover Letters, References and Networking
32	Section Five: Acing the Interview
40	Section Six: Negotiating Offers and Choosing a Job
43	Section Seven: From College to Career

Appendix:

Work Values Assessment
Personal Characteristics Assessment
Career Development Timelines
Résumé Action Words
Sample Résumés
Networking Tracking Matrix
Legal and Illegal Interview Questions
Job Offer Matrix
Salary Needs Worksheet
Notes

Travel Song

Know you the journey that I take?
Know you the voyage that I make?
The joy of it one's heart could break.

No jot of time have I to spare,
Nor will to loiter anywhere,
So eager am I to be there.

For that the way is hard and long,
For that gray fears upon it throng,
I set my journey to a song.

And it grows wondrous happy so.
Singing I hurry on of oh!
It is to God, to God, I go.

Sister M. Madeleva, C.S.C.
President, Saint Mary's College (1934—1961)



CCO Staff

Stacie Jeffirs, Director
sjeffirs@saintmarys.edu

Tricia Dunton, Assistant Director
tdunton@saintmarys.edu

Celia Fallon, Secretary
cfallon@saintmarys.edu

Contact Us

Career Crossings Office
Saint Mary's College
31 Spes Unica Hall, Room 114
Notre Dame, Indiana 46556
(574) 284-4775
cco@saintmarys.edu
www3.saintmarys.edu/career-center

Mission Statement

Centered in the Sisters of Holy Cross tradition of preparing our students to make a difference in the world, we provide services and resources that promote the life-long development of meaningful work opportunities and life balance through social responsibility to the global community.

The Career Crossings Office supports the vocational and career pursuits of students through developmentally-based services and resources that assist students in exploring, identifying, preparing for, and pursuing both undergraduate and post-graduate opportunities.

Core Values

Career Counseling and Education:
Providing developmentally-based career counseling, advising and education

Empowerment and Vision:
Encouraging students to realize and envision their full vocation and career potential

Life-Long Learning and Growth:
Promoting the continuation of learning and growth in both the personal and professional lives of our students and alumnae

Education and Future Connections:
Providing opportunities for students to connect their educational studies with future opportunities

OVERVIEW OF CCO SERVICES AND RESOURCES

Choosing a Major/Exploring Career Options

Instrumental to the foundation of your career development and growth at Saint Mary's College and beyond, the CCO is here to support and guide you in choosing your major and exploring career options associated with your fields of interest. The CCO can provide counseling and access to:

- ◆ Career assessments including the Strong Interest Inventory, Myers-Briggs Type Indicator and StrengthsQuest
- ◆ Job shadowing and informational interviewing
- ◆ "What Can I do With a Degree in...?" resources
- ◆ Career Resource Center with over 300 books and resources to explore career options

Internship Searching

The CCO can assist you in your internship search by providing you with individual counseling to explore internship goals, searching techniques and the necessary resources to uncover a world of internship possibilities! Our staff can meet with you to customize your internship search to your particular career goals and needs.

Job Searching

For many, job searching can seem like a full-time job all by itself! Be sure to visit the CCO and talk with the staff about how to maximize your job search endeavors. Resources and information are available to help you to develop your networking, researching and job search correspondence writing skills. We can help you explore your career goals and strategies that will meet your individual needs.

Résumé and Cover Letter Writing

Résumés and cover letters are your opportunity to provide a first and lasting impression with potential employers. At the CCO, our experienced staff is here to assist you with developing and fine tuning your job search correspondence to make a positive impact on employers. In addition, our Career Resource Center provides several print publications on writing effective résumés and cover letters which are available for browsing and checking out.

Networking and Interviewing Skills

Perhaps the most difficult to develop and master, networking and interviewing skills are critical to the success of your internship and job search. The CCO can provide one-on-one mock interviewing and counseling sessions to assist you in developing your interviewing skills as well as learning the basics of networking. Throughout the year, the CCO will host or co-host programs that allow students and alumnae to utilize and develop both networking and interviewing skills. Several print publications on these topics are available in the Career Resource Center.

Graduate School Preparation

Are you considering a career that will require graduate school education? The CCO can provide you with the resources and information you need to explore graduate schools, uncover financial aid options, create effective personal statements, prepare for graduate entrance exams and much more!

Exploring Alternative Post-Graduate Options

Students from Saint Mary's College not only enter in jobs after they graduate, but they also explore alternative options such as volunteering and service. If you are considering this option, stop by and visit with the CCO to explore how your short-term plans can compliment your long-term career and life goals. The CCO also works closely with the Office of Civic and Social Engagement to provide accurate and up-to-date information on various volunteer and service opportunities throughout the United States and world!

On-Campus Recruiting Program

Several employers from various industries visit the Saint Mary's campus each year to recruit for jobs and internships. Employers conduct interviews, information sessions and set-up information tables in which students are encouraged to participate and explore options offered by the employers.

Credential Files (Interfolio.com)

This service is generally utilized by students and alumnae who will be or have already graduated with a bachelor's degree in Elementary Education or Biology, although this service is available for other students and alumnae upon request. All files are self-managed by the student through the online system Interfolio.com. Some fees do apply for this service. For more information, please contact the CCO.

Programs and Events

Throughout the year, the CCO hosts and co-hosts various programs and events focused on a variety of career-related topics including (but not limited to):

- ◆ Career Insights Expo
- ◆ Grace Under Pressure
- ◆ Annual INCC Career and Internship Fair
- ◆ Post-graduate service and volunteer fairs
- ◆ Job and internship searching workshops
- ◆ Career exploration workshops
- ◆ Résumé and cover letter writing workshops
- ◆ Speed Networking and interviewing skills

“Go Belles”

All students and alumnae have access to the “Go Belles” online system, featuring well over 1,000 job and internship opportunities posted at any given time! These opportunities are both posted by the CCO as well as other college and university career centers throughout the United States. Students and alumnae can review postings, apply for positions, post résumés, network with other professionals and much, much more!

Alumnae Resource Network and SMC Alums LinkedIn Group

The ARN houses contact information for alumnae throughout the United States working in all industries and with all types of employers. The ARN has been used by hundreds of students and alumnae as a contact and networking tool. Currently, the database is accessible in the Career Resource Center. In addition, the CCO encourages students to connect with alumnae through the SMC Alums LinkedIn Group at <http://www.linkedin.com>.

Career Resource Center

The CRC houses well over 300 publications on virtually every career-related topic. Most of the books and resources are available for check-out from the CRC or can be browsed in our office. Areas include:

- ◆ Art
- ◆ Business
- ◆ Career Planning
- ◆ Communications
- ◆ Computers/Mathematics
- ◆ Education
- ◆ Foreign Languages
- ◆ Graduate School
- ◆ Health Care
- ◆ Internships
- ◆ Job Searching by Metro Area
- ◆ Job Searching by Strategies
- ◆ Job-to-Career Options
- ◆ Liberal Arts
- ◆ Music
- ◆ Networking
- ◆ Not-for-Profit
- ◆ Occupational Information
- ◆ Public Service
- ◆ Résumé Writing
- ◆ Science
- ◆ Social Services
- ◆ Sports

Online Resources

The CCO website (<http://www3.saintmarys.edu/career-center>) has hundreds of additional links to various online resources for exploring career options, researching employers, searching for jobs and internships, applying for graduate school and much more! Resources are also available for parents and family members!

SECTION ONE

“WHO AM I?": CAREER EXPLORATION AND CHOOSING A MAJOR

Chapter Profile:

- ◆ Understanding the Career Development Process
- ◆ Utilizing Career Assessments
- ◆ Researching Career Options
- ◆ Informational Interviewing and Job Shadowing
- ◆ Exploring Academic Options at Saint Mary's College and Choosing a Major

Appendix I: Supplemental Activities and Worksheets

- ◆ Personal Characteristics Assessment
- ◆ Work Values Assessment
- ◆ Career Development Timeline

Understanding the Career Development Process

The career development process can be very complicated and daunting, especially with all of the transitions you will encounter during your college career. However, the process can be simplified into five basic areas:

- ◆ Assessing yourself
- ◆ Exploring options
- ◆ Making a decision
- ◆ Taking action
- ◆ Evaluating your decision

It is important to understand that the process is NOT linear and you may find yourself going back and forth through these stages while in college and throughout your entire life!



Assessing Yourself: Assessing your interests, values, skills, personality and motivation helps you to answer the critical question of “who am I?” This assessment can be done through both a formal process such as career assessment inventories as well as an informal process through individual career counseling and experiential learning. During this stage, you may consider asking yourself and exploring:

- ◆ What’s important to me?
- ◆ What do I like to do in my free time?
- ◆ What activities make me lose track of time?
- ◆ What are the most interesting jobs and careers I can think of?
- ◆ If I could do anything in this world and money was no object, what would I do?
- ◆ What skills and activities come naturally to me?

Exploring Options: After you have assessed your interests, values and skills, there are many different ways in which you can explore career options that relate well to you. Some ways in which you can learn more about different types of careers include:

- ◆ Online and print publications
 - Occupational Outlook Handbook (<http://www.stats.bls.gov/oco>)
 - O*Net OnLine (<http://online.onetcenter.org>)
 - Career exploration books and resources in the CCO Career Resource Center

- ◆ Professional associations
- ◆ Talking with alumnae, professionals, academic advisors, professors and the CCO staff
- ◆ Participating in activities such as informational interviewing and job shadowing
- ◆ Taking a variety of courses related to your interests

Making a Decision: Once you have explored your interests and have more knowledge about your own interests and values as they relate to majors, it is time to make a decision about your major and career aspirations. At this stage it will be important to understand how you will evaluate your exploration experiences and how you will make your decision, including narrowing down career and major options. Some critical questions to ask yourself may include:

- ◆ Have I fully considered, to the best of my ability, all of my interests, values and skills?
- ◆ Have I gathered enough information to make an informed and comfortable decision?
- ◆ How much and what kind of information do I need to make my decision?
- ◆ What questions do I still have that will help me make my decision?

Taking Action: This is the stage where you will take action to ensure that you are heading on the right path towards your career. At this stage, you may be ready to choose or clarify your major, if you have not already done so. It is also at this stage that you will begin to develop a career action plan about what steps you will need to take to reach your goals. Some questions to ask yourself include:

- ◆ Do I know what majors would be most relevant to my career goals?
- ◆ Do I know the skills that are necessary in the fields I have chosen?
- ◆ How do I gain the necessary skills to be marketable to employers and graduate schools upon graduation?

Evaluating Your Decision: As necessary, it will be important to review and evaluate your career decisions on a regular basis to ensure that they are still compatible with your priorities, interests and values. At times, you may find yourself beginning and repeating various stages of the career development process over and over again. Your priorities, interests and values will shift overtime which will affect how you view the world-of-work and your career choices. According to most research, approximately 85% of college students change their major at least once during their college career!

Important Factors to Remember:

- ◆ Career development is a proactive process—NOT an event
- ◆ Choosing a major in college does not pre-determine your entire professional career—there are lots of career paths that you will have the opportunity to explore
- ◆ Choosing a major in college does not mean that you have to give up your other areas of interest—find extracurricular activities to supplement your other interests
- ◆ Your priorities, interests and skills will shift over time
- ◆ Career development and decision making takes time
- ◆ When developing your career action plan, keep your end goals in mind—determine what path you may want to pursue whether it is a career, graduate/professional school or volunteer/service after graduation
- ◆ ALL of your experiences, whether they are job-related or not, impact your career choices
- ◆ Keep an open mind and be open to opportunities that present themselves
- ◆ No one career could possibly meet ALL of your needs—choose the best fit career option

Utilizing Career Assessments

Utilizing formal and informal career assessments are just one of the many ways in which you can begin to explore your interests and values. The CCO offers two types of formal assessments:

- ◆ **Strong Interest Inventory (SII or Strong):** Helps you to understand how your vocational (career) and avocational (non-career) interests relate to the world-of-work
- ◆ **Myers-Briggs Type Indicator (MBTI):** Helps you to understand how your personality type may influence your career choices and preferred work environments
- ◆ **StrengthsQuest:** Helps to identify your talents that could be developed into strengths and how these strengths can be used in career identification as well as influencing all other aspects of life

Informal assessments are done through exploring key questions about your interests and previous experiences. Typically, informal assessments are less structured and do not necessarily require the assistance of a career services professional. We all participate in informal assessment in our everyday lives in terms of understanding how our experiences shape our career decisions and motivations.

The CCO staff are trained and experienced in providing both formal and informal career assessments. To get started on exploring career assessments, contact us to schedule an appointment.

Researching Career Options

Knowing your own interests and values are essential, but understanding more about the career fields you are interested in is also critical! A few ways of learning more about careers are through informational interviewing and job shadowing, online and print publications, professional associations, alumnae and academic contacts, and taking various courses in areas that interest you.

While researching career options, you may want to gather information on:

- ◆ **Nature of the Work:** Duties, activities, physical requirements, tools, feasibility of modifications, typical workday and psychological aspects
- ◆ **Working Conditions:** Physical aspects of environment, type of supervision, climate of work setting and working with others or alone
- ◆ **Qualifications:** Education, training, licensure, demonstrated ability, interests and personality traits
- ◆ **Preparation:** Education, training, essential experiences, apprenticeship, part-time work, length and amount of preparation, scholarships, loans and colleges offering the training
- ◆ **Entry into Field:** How to get the first job or establish a business, required exams and union affiliations
- ◆ **Number and Distribution of Workers:** Size of occupational workforce may be the best index of future openings, demographics and large or small firm
- ◆ **Lines of Advancement and Related Occupations:** Promotional ladder, usual tie before promotion, additional training and horizontal mobility
- ◆ **Economic Benefits:** Beginning salary, benefits, bonuses and award incentives
- ◆ **Non-Economic Benefits:** Status, mobility and satisfaction
- ◆ **Disadvantages:** Seasonal work, frequent overtime, night work, hazards and weekend hours
- ◆ **Outlook:** Demand for future and present workers as well as stability of field

For more information on what career paths previous graduates from Saint Mary's College have taken, view "Life After SMC" on the CCO website at <http://www3.saintmarys.edu/career-center/lifeaftersmc>.

Informational Interviewing and Job Shadowing

Job shadowing and informational interviewing are almost identical except for the amount of time you spend with an employer. With job shadowing, it is ideal to spend a full day with the employer to experience a typical day's activities in the workplace. With informational interviewing, you may spend as little as one hour with the employer in an interview-style format. Both serve the purpose of gathering information regarding a particular field from a professional established in his/her career, and to obtain information about that professional's career path, previous positions, career mobility and educational background.

While preparing for an informational interview or job shadow, keep in mind the following:

- ◆ **Ensure that you have assessed your own interests:** Be sure to identify your general interest areas as this will help you locate appropriate contacts for these areas.
- ◆ **Identify potential sites and employers:** Utilize your network contacts as well as the CCO to identify potential employers and contacts for your informational interviewing and job shadowing. The CCO has the "Go Belles" online database of employers as well as the Alumnae Resource Network (ARN) that can assist you in locating potential contacts.
- ◆ **Develop a strategy and approach method:** Two basic approaches exist for obtaining sites: direct and indirect. With the direct approach, you will find yourself making telephone calls and perhaps visiting employers to determine if they will allow a job shadow or information interview. With the indirect approach, you will be sending letters of request to potential sites, either by mail or e-mail.

For both a job shadow and informational interview, you should develop a list of questions to ask the employer. They will expect you to come in with an inquisitive mind, so be prepared! The following is a list of potential questions:

- ◆ How did you get started in your career?
- ◆ What was your major in college?
- ◆ Tell me about the industry and some of the trends you see emerging.
- ◆ What credentials or degrees are needed in your position or for someone starting out in this industry?
- ◆ What are you responsible for, specifically, in your position?
- ◆ What skills do you see as being essential for someone in this business (definable such as: computer programming, accounting, instructing, public speaking, etc., and less definable such as: organizing, attention to details, flexibility, and multi-task projects).
- ◆ What is a typical day like for you in your position?
- ◆ What are the positives about this position and what are some of the negatives?
- ◆ Do companies such as this view an internship as a way of getting into this industry?
- ◆ What prior experiences are helpful and which are essential for someone in this career?
- ◆ Can you give me any advice that might be helpful as I pursue this career path?

Some simple, yet very important guidelines to follow during your informational interview or job shadow:

- ◆ Dress for business casual at the minimum
- ◆ Arrive five to ten minutes early to feel settled
- ◆ Introduce yourself to the receptionist and let him/her know that you have an appointment and with whom and at what time
- ◆ Review your goals and expectations and briefly review any questions you may have
- ◆ Get the names of other professionals you can contact for additional connections and collect a business card
- ◆ **Remember that professionalism is the key!**

After a job shadow or informational interview, it is important to send a thank you letter or e-mail. This will express to the employer your appreciation for meeting with you and will allow you build a network and connection with the employer. You may also want to send the employer an update later into your college career to inform them on any particular career paths you have chosen. This will keep your information relatively fresh in their minds and could lead to a potential internship or job leads down the road!

Exploring Academic Options at Saint Mary's College and Choosing a Major

Now that you have explored your interests and career options, it is time to choose your major and/or minor, if you have not already done so! Many of you may have already reviewed the academic disciplines available to Saint Mary's students and may have considered several different options. Saint Mary's has the following academic disciplines and majors:

- ◆ Accounting
- ◆ Art
- ◆ Biology
- ◆ Business Administration
- ◆ Chemistry
- ◆ Communication Studies
- ◆ Computational Mathematics
- ◆ Economics
- ◆ Education
- ◆ Engineering (dual degree program)
- ◆ English Literature
- ◆ English Writing
- ◆ French
- ◆ History
- ◆ Humanistic Studies
- ◆ Italian
- ◆ Management Information Systems
- ◆ Mathematics
- ◆ Music
- ◆ Music Education
- ◆ Nursing
- ◆ Philosophy
- ◆ Political Science
- ◆ Psychology
- ◆ Religious Studies
- ◆ Social Work
- ◆ Sociology
- ◆ Spanish
- ◆ Statistics and Actuarial Mathematics
- ◆ Student-Designed major
- ◆ Theatre

After exploring career options and choosing your major, contact your academic advisor to discuss changing your major (if necessary), identify coursework that will help you achieve your career goals, and to explore supplemental experiential activities such as undergraduate research opportunities and academic credit internships that may be available.

SECTION TWO

OVERVIEW OF YOUR INTERNSHIP SEARCH

Chapter Profile:

- ◆ Internship FAQ's
- ◆ Understanding the Internship Process
- ◆ Internship Checklist

Internship FAQ's

What is an internship?

An internship can be defined as a work experience that relates to a student's academic major and career goals.

What are the benefits of an internship?

Besides receiving experience in a work setting, you can learn more about a specific field or occupation, test yourself and the position to see if you would enjoy that field, begin to develop your network, expand your existing knowledge of any field, and develop career-related skills and abilities. Perhaps above all, you will gain marketability upon graduation. Many employers now hire interns to test them out as potential employees. Some interns are offered positions near the beginning of their senior year from the company for whom they interned. Employers are increasingly expecting an internship to be completed sometime during the college process.

Will I get paid?

Each internship varies. Being paid depends on the field in which you enter as well as the organization or company with whom you are working. Some interns are paid well, some interns are paid minimally, and some interns complete an internship for the experience and networking unpaid.

When should I do an internship?

Typically, internships are completed the summer after the junior year of college. However, obtaining an internship earlier in your college career gives you more exposure to different types of work and work settings. You also can test out various fields and network with more employers if you begin your internship process earlier. Generally, students complete internships during the summer months but sometimes internships are done during the school year.

How do I find an internship?

Finding an internship is much like finding a job. You will use the same strategies and resources that you could use to begin your job search, so be sure to read the section on Job Searching in this guide for more information. Some people who may be helpful in your internship search could include the CCO staff, Go BELLES website, faculty members and your network of friends, family, and professional contacts!

Can I do an internship for class credit?

Yes, you can. Each department is different and a faculty member that specifically coordinates the internships for credit option. To get started, talk with your faculty advisor about this option.

Continued on next page...

Can I have an internship and work at the same time?

Working while interning is dependent upon the internship. Some internships will consist of 40 hour weeks and so holding a job at the same time may prove difficult; but some may only require 25-30. The choice is left up to you, but the key is to be sure that your commitments do not overwhelm your ability to perform well at your internship or job site as well as academically.

Where can I intern?

Internships are available all throughout South Bend, the state of Indiana, across the country, and even abroad. So truly the choice is up to you when looking for internships. The CCO staff are available to talk with you about your internship goals and options.

Understanding the Internship Process

Setting Internship Goals

Analyze your skills and interests: examine academic and career goals. What kind of experience do you want? What are your education, career, and personal goals? What are your personal beliefs/values/work ethic? What kind of organization are you looking for? What type of work environment do you prefer? How would you like to contribute? Define your limits – timetable for an internship (how long? when to begin and end?, part-time or full-time?), geographical preferences, paid or unpaid.

Matching Career Goals with Internships

First you will want to take a look at the goals you prepared to see if the skills and interests you originally were seeking can be met in an internship.

Next, consider the importance of matching yourself and each internship opportunity. Examine what skills, attributes, abilities, and limitations you will bring to an internship which will enable you to attain your goals and be attractive and useful to the organization for which you want to work.

Think about what you have to offer. Even if you have had no formal work experience, you have acquired a number of skills:

- ◆ Research and writing skills from working on research papers
- ◆ Management skills from summer jobs
- ◆ Communication skills from classroom presentations and group projects
- ◆ Time management and organizational skills from being in school and having a busy schedule

These are **transferable skills** (writing, research, and managing) that you could add to your list of personal offerings.

Transferable skills are skills you have acquired while doing any activity in your life - jobs, classes, parenting, projects, hobbies, sports - that are transferable and applicable to what you want to do in your next job.

Analyze your every day life for skills you may not have realized you possess. Be careful not to discard skills that appear useless. For example, a friendly attitude is useful in an internship that requires a lot of person-to-person contact (interpersonal skills). Sizing up your personal attributes is an important and necessary assignment. Start listing them and these lists will come in handy in everything from writing a résumé and preparing for interviews to evaluating your experience when you've finished the internship. Here are a few more examples of transferable skills you may have attained thus far in college:

- ◆ Critical and analytical thinking
- ◆ Problem solving
- ◆ Adaptability to change
- ◆ Written and oral communication
- ◆ Interpersonal skills
- ◆ Time management and organization
- ◆ Working independently and as a team
- ◆ Customer service
- ◆ Reliability and trustworthiness
- ◆ Multitasking
- ◆ Detail-oriented
- ◆ Ability to meet deadlines
- ◆ Dynamic and outgoing
- ◆ Leadership

Exploring Academic Credit

Decide whether or not you want to do your internship for academic credit. If you do, follow the necessary steps to arrange for academic credit by talking with your academic department and/or faculty advisor.

Locating Internship Opportunities

You can find internship opportunities in a variety of different ways, including (but not limited to):

- ◆ Internship resources available in the Career Crossings Office
- ◆ Personal contacts and other networking resources
- ◆ Research targeting specific organizations and companies of interest
- ◆ Internet listings
- ◆ Academic department and faculty advisors

Applying for Internships

To apply for most internships, you will need to have a current résumé and cover letter customized for each opportunity you apply to. Writing a résumé for an internship opportunity is very much like writing a résumé for a job opportunity. The difference may be that you lack in professional experience or experiences directly related to your field. This is not uncommon and employers do not expect you to have this experience already. What employers are interested in seeing on a résumé is your:

- ◆ Major(s) or minor(s)
- ◆ GPA (3.5 or higher or if specified to include in application requirements)
- ◆ Relevant coursework
- ◆ Community involvement/volunteerism and college research
- ◆ Work experiences and additional internship experiences

Interviewing for Internships

For an internship, you would prepare yourself for the interview just as you would prepare for a job interview. You should expect to be answered traditional types of questions, behavior-based questions and be prepared for all different types of interviews. These could include but are not limited to telephone screenings, one-on-one, peer group, panel, luncheon, video and second interviews. For more information on interviewing, please refer to the appropriate section in this handbook.

Accepting and Declining Internship Offers

When an offer of an internship is extended, it is most often communicated through a telephone conversation. If an offer is extended in the form of a letter, a follow-up phone call will more than likely follow the letter. ***An acceptance letter by the student who has been granted an internship is optional.*** If you have been offered an internship by more than one organization, it will be necessary to choose and accept one position. At the same time, it will also be necessary to inform the organizations whose internships you do not accept that you will not be interning with them. This may be accomplished by telephone, however, a follow-up letter would be an added piece of professionalism.

Beginning Your Internship

You will want to know and establish the following before your internship:

- ◆ What would be my tasks, duties and responsibilities?
- ◆ Does the site have a written description of the internship?
- ◆ Does the position require any special skills, experience, or education?
- ◆ What hours would I be working?
- ◆ Who would be my immediate supervisor and how closely would we be working?
- ◆ Where does the department in which I would be assigned fit into the overall structure of the organization?
- ◆ Is there an orientation provided for interns?
- ◆ What is the dress code?
- ◆ How will I be evaluated?

Some Additional Internship Tips for Success

- ◆ **Be Prompt**—Oversleeping is a poor excuse for being late on the first day or any day. Time a test ride to work and plan for enough time. Take into account any traffic that might add on time to a commute to work.
- ◆ **Have a Positive Attitude**—Your attitude is “one of your greatest assets.” After your appearance, it is the next factor notice. A positive attitude will benefit you as well as your co-workers.
- ◆ **Know the Agency Rules**—Find out about, follow, and respect the regulations of the organization.
- ◆ **Attendance**—Arrange in advance when you need to take a day off.
- ◆ **Dependability**—Whether you work alone or as part of a team, other responsibilities will come your way if you are dependable.
- ◆ **Respecting the Time of Others**—Consider your supervisor’s and staff members’ time when seeking help on assignments.
- ◆ **Evaluate the experience**—Take time to evaluate what you have learned and reflect on the experience.

Internship Checklist

Step 1: Know yourself.

- _____ I have identified my personal strengths, skills, interests, and values.
- _____ I have made a list of possible job titles/fields of interest.
- _____ I can name two or three careers/jobs I plan to pursue.

Step 2: Know where you want to intern.

- _____ I have researched organizations/companies that might hire an intern with my skills, interests and background.
- _____ I have researched potential career fields: typical internships, paid/unpaid opportunities, best geographic locations for internships, etc.
- _____ I have identified 10 potential employers for the type of internship I’m seeking.

Step 3: Get ready for the search.

- _____ I have registered with and updated my profile on Go BELLES.
- _____ I have my résumé and cover letter(s) reviewed by a professional in the field or a staff member at the CCO.
- _____ I have prepared a portfolio of my work to highlight my experience, skills and talents.
- _____ I have developed my “30-second speech” for short encounters with employers.
- _____ I have identified three individuals who will serve as references.
- _____ I have developed my interview skills.
- _____ I have prepared for interviews by practicing my responses to typical questions and/or doing a mock interview.
- _____ I have interview attire that is appropriate for the field in which I plan to work.
- _____ I have a professional-sounding answering machine/voice mail message in case an employer calls.
- _____ I have a neutral/professional e-mail address to give to employers.
- _____ My online profile (FaceBook, MySpace, etc.) will not cause “red flags” with employers during my search.

Step 4: Start searching.

- _____ I have uploaded my résumé(s) to the Go BELLES site.
- _____ I regularly check the Go BELLES site for internship opportunities.
- _____ I have a system for keeping track of my contacts, interviews and other internship search activities.
- _____ I follow-up on every interesting internship lead immediately.
- _____ I have developed a list of potential networking contacts and keep in touch with them.
- _____ I follow-up each cover letter with a phone call or e-mail to the employer requesting an interview.
- _____ I send thank you letters or e-mails to every person who interviews me.
- _____ I am persistent and patient in pursuing opportunities (internship searching takes time and effort!).

SECTION THREE

OVERVIEW OF YOUR JOB SEARCH

Chapter Profile:

- ◆ Job Search Strategies
- ◆ What Employers Are Looking For
- ◆ Job Search Resources

Job Search Strategies

Over the span of your life, you will find yourself going through the job search process several times. Most job seekers will change their careers and/or employers at least four to five times throughout their working lives. Learning and adapting job search skills will provide you with a lifelong ability to effectively maneuver through the job search process. Critical elements that will determine the effectiveness of your job search include the:

- ◆ Assessment of your interests, skills and abilities to determine satisfying and focused career objectives
- ◆ Development of effective job search documents
- ◆ Development, analysis and adaptation of job search strategies
- ◆ Amount of time and effort put forth in the job search
- ◆ Realistic expectations and goals of yourself
- ◆ Evaluation of job offers
- ◆ Handling of rejection during the job search

Assessment of Interests, Skills and Abilities

Before the job search begins, take time to assess your interests, skills and abilities. Some questions you can ask yourself are: What are my work-related interests, skills and abilities? What have I learned from my academic, volunteer and/or job experiences? Do I want to live locally, nationally or internationally? How do I envision my lifestyle for the next five to ten years?

Although the self-exploration process can take quite a bit of time, you will find it useful in determining your occupational and career goals. As a result, the likelihood of your satisfaction with your career choices will be higher and your career objectives will become more focused.

Development of Effective Job Search Documents

Job search documents include not only résumés and cover letters, but portfolios, thank you letters, acceptance letters, and any documents related to the job search process as well. This guide will assist you in the development of effective documents that will market your skills and abilities to potential employers. The CCO also has several resources to assist you including a Career Resource Center, the CCO web site, workshops, and individual appointments.

Development, Analysis and Adaptation of the Job Search Process

To be successful in your job search, a plan of action is required. You must be ready to develop, analyze and adapt your job search process to maximize your results. Additionally, more than half of all available positions are never advertised and are called the “hidden job market.” To make the most of your job search efforts, you must tap this “hidden job market.” Here are some strategies to help you expand and strengthen your search:

Explore

- ◆ Research industries of interest. Learn who they are and how they hire so you can focus your search effectively.
- ◆ Remember the job title is not everything—look at the key responsibilities of the position.
- ◆ Consider expanding geographic preferences and/or career interest areas.
- ◆ If you are unsure of your interests and how these relate to the world of work, you might consider career assessment options through the CCO.

Organize

- ◆ Adjust your weekly schedule to include time for job search related tasks.
- ◆ Create a log to track your progress. Record applications, interviews and follow-up dates. Set interim goals to keep you motivated.

Prepare

- ◆ Research employers. Know what the employers are seeking in candidates.
- ◆ Ensure your cover letter and résumé highlight relevant skills and experiences.
- ◆ Use multiple search resources. Don't put all your eggs in one basket!

Connect/Network

- ◆ Network with professionals working in your field(s) of interest. ***This is one of the most effective tools in any job search and is key to identifying positions in the hidden job market!***
- ◆ Tap your personal network (friends, family, neighbors, friends/friend's parents, past supervisors, professors, co-workers).
- ◆ Conduct informational interviews of professionals in your field(s) of interest.
- ◆ Become involved in professional organizations.
- ◆ Stay in contact with the SMC Alumnae Affairs Office as well as your local Alumnae Club.
- ◆ Attend career fairs, employer presentations, and discipline specific conferences/conventions.

Persist

- ◆ Re-evaluate and enhance job search strategies on a regular basis.
- ◆ Follow-up as soon as possible after making contact with a potential employer.
- ◆ Send thank you letters or e-mails following contacts with employers.
- ◆ Show enthusiasm, initiative and motivation.

Amount of Time and Effort Put Forth in Your Job Search

The amount of time and effort you put into your job search is crucial in determining the outcome and effectiveness of your job search. Expect to spend between 3-9 months concentrating on your job search before fielding and accepting job offers from employers. Be consistent with the amount of time you spend each week on your job search. Depending on outside commitments and priorities, you should expect to spend 20+ hours per week. While the CCO is here to assist in your job search, it is ultimately your responsibility to make things happen and your individual efforts will determine your success.

Realistic Expectations and Goals of Yourself

Finding a job is not easy and keeping your goals in perspective can be daunting at times. It is important for you to set realistic and obtainable goals that will lead to success and bolster your confidence during the job search process. Accomplishing milestones along the way will help you keep a positive outlook on the bigger picture of obtaining a job offer. Upon completion of a set of job search tasks or accomplishing a goal, be sure to reward yourself for your efforts!

Evaluation of Job Offers

Once you have received a job offer from an employer, you must be ready to evaluate the offer and determine if the position will be a good fit for you. Are the position and employer compatible with your values and interests? Are you prepared to reject the offer if you determine the position is wrong for you? Is the salary within your range requirements?

Handling Rejection During the Job Search

Rejection is a natural part of the job search process. You will not obtain a 100% success rate with employers after each interview and you should keep in mind the factors influencing the employer's decision-making. It is easy to become mentally trapped by the notion that a job rejection equates to a personal rejection, however, focus on the fact that perhaps you were not an ideal fit for the employer. Although a rejection can be disappointing, it could save you time in the long run instead of being trapped in an unfulfilling and unsatisfying position. It is normal and okay to feel hurt and frustrated, but refocus your energy on maintaining your job search. It is very important to keep a positive mental attitude during times of rejection. Balancing the job search with recreational and relaxing activities may alleviate some of the frustration.

What Employers Are Looking For

While there are specific job responsibilities and skills that the employer would like their employee to have and fill, there are qualities that overall, most employers are seeking. According to the Collegiate Employment Research Institute, here are the top 10 characteristics:

Communication Skills: This includes verbal: being able to communicate with others, including those from different cultures; written: possessing knowledge and use of proper grammar, correct spelling, and general sentence structure; and presentation: skilled at creating and presenting information and ideas to individuals and groups.

Leadership Skills: The ability to guide, direct, or influence people.

Teamwork Skills: These are effective when the skills create an effective team dynamic. Students must be self-reliant while also being able to work with others.

Geographic Awareness: Awareness of space, where countries and cities are located, social and cultural geographic movement, and dominant physical assets of a region are critical to a company's vitality.

Global Understanding: The ability to interact with people from all over the world and understand global issues.

Technical: Technical aptitude includes what is required in a position, computer literacy with major software and basic troubleshooting skills.

Analytical Thinking: Being able to take time to examine something in great detail in order to understand it better or discover more about it.

Strong Work Ethic: Taking pride in projects and working hard in order to accomplish a task.

Time Management Skills: Managing projects, meetings, deadlines, and other responsibilities in a systematic and efficient way.

Flexibility/Adaptability: According to the needs of an organization, being able to adjust easily to a new environment or different conditions.

Job Search Resources

Go BELLES: Using the online recruiting system here at Saint Mary's is a great way to search for jobs where the employers are excited about the opportunity to interview an SMC student or graduate!

LinkedIn: The CCO encourages you to use the professional networking site LinkedIn to connect with our office (the CareerCrossings Group) and Saint Mary's alumnae (SMC Alums Group).

Company Websites: Almost all companies have websites and there is generally a tab to search for open positions [careers, employment, etc]. Sometimes the Human Resources section is where they are located.

Internships: Oftentimes companies hire their interns for full-time employment if they have had a good experience. So think about obtaining an internship while at Saint Mary's!

Job Search Websites: There are numerous websites to help job seekers find jobs. Take a look at the CCO website for some helpful links.

Volunteering: This is a way to explore careers during the year, summer or following graduation. It helps you to explore specific areas of work as well as begin your network.

Private Employment Agencies: Often these agencies are used by older professionals seeking management positions with expansive experience. There could be a fee and sometimes the employer will pay it. Please consult with the CCO and your professional network before signing registering with any agencies.

Public Employment Agencies: Historically, these agencies focus on non-professional positions but recently have shifted to include some requiring a college degree. Services are generally free and you may find some referrals or jobs this way.

Temporary Employment Services: This is a way to earn a paycheck while searching for a job and increasing your network. You can find these agencies in the phone book and some of them specialize in specific fields. Ensure there is no service fee by working with an agency that is paid by the employer.

Classified/Want Ads: Although most employers are going online, newspapers may still be a great way to find positions.

University of Notre Dame: In the past, the Notre Dame Career Center has allowed SMC students to attend workshops, career fairs, and employer information sessions. This relationship is valuable and so we try to keep this as a positive experience. Please read the "*Guidelines for a Cooperative Relationship with Notre Dame*," located on our website, before you attend any career events sponsored by Notre Dame.

Internet Résumé Posting: Posting your résumé online allows employers to search for you during your job search. The Go Belles system allows you to post your résumé and the CCO can help you determine other appropriate sites.

Government Jobs: Nearly 10% of the job market is through the government. For most positions, you must pre-register, file an application, and take the appropriate tests or examinations. The application process can take up to a year or more so be patient! Be sure to contact the specific agency in which you are interested to follow their application procedures.

SECTION FOUR

PREPARING FOR YOUR SEARCH

Chapter Profile:

- ◆ Résumé Writing
- ◆ Job and Internship Search Correspondence and Letters
- ◆ Professional References
- ◆ Networking
- ◆ Facebook and Other Social Networking Sites
- ◆ Networking Resources
- ◆ Making Career Fairs Count

Appendix 2: Supplemental Activities and Worksheets

- ◆ Résumé Action Words
- ◆ Sample Résumés
- ◆ Networking Tracking Matrix

Résumé Writing

The résumé is a personal marketing tool that outlines your skills and experiences so an employer can see at a glance how you can contribute to their workplace. The most effective résumés are clearly focused on a specific job title and address the employer's stated requirements for the position. While you may have all the requirements for the position, your résumé may be overlooked if it does not clearly identify these requirements. The more you know about the duties and skills required for the job, and then organize your résumé around these requirements, the more effective the résumé.

Your résumé should be:

- ◆ Concise
- ◆ Orderly
- ◆ Quick and easy to read
- ◆ Aesthetically pleasing
- ◆ Your own creation
- ◆ Pertinent (skills, experiences)

Getting Started

Getting started can often be difficult. Here are 6 steps to help you begin that process:

Step One: Review Your College Experience

A good place to begin is to think about the experiences and accomplishments you have had thus far in your college career. Make a list of the jobs and internships you held, conferences you attended, research projects you conducted, public speaking presentations, organizations you are a part of, leadership roles you have held across campus, volunteer activities, honors or awards, computer skills, special training, languages you know, or any recreational activities in which you have engaged. Once you make this list, it may be easier to organize and write the rest of your résumé.

Step Two: Identify Résumé Headings

Select headings to be used on your résumé that best highlight your achievements and experiences that are relevant to the position for which you are applying. Begin with the basic sections: Identification, Objective/ Qualifications Summary, Skills, Experience and Work History, and Education. Add additional sections to customize your résumé.

Step Three: Provide Complete and Accurate Information Identification Section

Be sure to list your full name (no nickname) or the name by which you are referred. Some job-seekers prefer to use their middle initial, but it is not usually required. At a minimum, you should provide the basics including your current mailing address, city, state, zip and telephone number. Most students use only their cell phones and do not have another telephone number. Cell phone numbers are completely acceptable; just make sure that you have a professional sounding voicemail recording in case the employer must leave a message. Although not required, e-mail addresses are becoming increasingly popular and expected from college graduates. When using your e-mail address, make sure it is as

professional sounding as possible. If you have one, web addresses can act as an additional “plug” for your qualifications. Web sites should only be used if they are professional and promote you as a job seeker. Do not display personal information such as marital status, family photographs, religious activities, etc. from any of the links on your web site. This will make you look very unprofessional. The rule is that if it is not appropriate for your résumé, why should it be on your web site?

Objective/Qualifications Summary

Although most job seekers see this section as optional, it is important to use an objective and/or qualification summary in your résumé because it can be one of the defining elements. The employer will typically scan your résumé for fifteen seconds and look for key words and this section allows you place those key words in a clearly marked location. Some job seekers choose to give their résumé focus by starting with a career objective. This is helpful when your experiences do not indicate a particular career direction and you are targeting a particular field. If your career direction is obviously based on your education and experiences, such as teaching, an objective may not be needed. If you choose to use an objective, avoid flowery phrases, clichés and vague general language. An objective can focus on a function, an industry or the skills you wish to use.

Examples:

- ◆ An entry-level position in arts administration
- ◆ Writing, Research and Copy Editing Professional
- ◆ An internship in a biochemical research lab

Some people choose to use a qualifications summary instead of a career objective. This is a list of the strongest qualifications you can bring to the job and should be tailored to each position to which you apply.

Examples:

- ◆ Exceptional interpersonal communication skills, both written and verbal
- ◆ Strong ability to effectively multi-task in a fast-paced office environment
- ◆ Motivated towards achieving set goals and deadlines in a timely manner
- ◆ Experienced in customer service and warranty claims
- ◆ Professional and energetic work attitude

Education, Training and Certification

List your *primary* academic institutions. Include the institution's name, city, state, years of attendance, degree/diploma, field(s) of study, grade point average (if 3.0 or higher), and academic honors and awards. If you have limited experience in the field for which you are applying, consider listing relevant coursework related to your job objective and career-related research and projects.

Skills, Experience and Work History

For most job seekers, this is the most difficult section of the résumé to develop. It requires taking a look at current and previous experiences in full-time, part-time, paid, unpaid, volunteer, and internship positions and being able to put these experiences on their résumé in a way that will get the employer's attention.

Choose action verbs to start each statement describing your work experience (see Appendix 2) The following are some techniques and questions to help you “dig” out information about your past experiences.

Step Four: Develop the “Guts” of Your Résumé

Twelve Questions to Shape and Control Your Image

It is best to answer these questions about every experience you plan to use on your résumé.

1. Whom did you work for or with? Will mentioning them strengthen your image?
2. Will describing the size of the department you worked for strengthen your image?
3. Will using numbers to describe your responsibilities strengthen your image?
4. Did you create, reorganize, conceive, or establish any procedures or systems?

5. Have you increased productivity, saved money, or reduced labor?
6. Did you have responsibility for special projects? If so, how large were they?
7. Have you been complimented for special talents?
8. Do you have technical or special skills relevant to your objective?
9. Do you have experience training or supervising staff? If so, how many?
10. Have you received promotions that demonstrate achievement?
11. Have you received any awards or certificates that relate to your job objective?
12. Have you identified the top five skill requirements for the position you want?

Source: *Proven Résumés, Regina Pontow*

Step Five: Format Your Résumé

Individualizing Your Résumé

Although all résumés have the same purpose, your résumé should be unique to you and not a “cookie cutter” template. Employers receive hundreds of résumés for jobs every day and it is to your advantage to design a résumé that will set you apart from all the other candidates. Consider using text box quotes, lines, graphics, colorful paper, or a unique layout to enhance your résumé (see Appendix 2 for sample résumés).

Step Six: Put Your Résumé to the Test

Résumé Review

Have those who know you best (i.e., friends and family) review your résumé and give you an honest opinion about its effectiveness. The staff at the Career Crossings Office can also review your résumé and answer any questions you may have about preparing and presenting your résumé. We offer individual appointments and workshops to help you with any job search related needs. Stop by to see us in the Spes Unica Building, Room 114, or contact us at (574) 284-4775 or cco@saintmarys.edu. You may also visit us on our web at: www3.saintmarys.edu/career-center.

The Winning Résumé!

The ultimate test of your résumé will be adapting it to fit multiple positions for which you apply. Being able to format and reformat your résumé based upon individual employers’ needs will be the ultimate challenge. This is why it is crucial to review each job that you apply for and spend quality time on developing a résumé that will target each job. This will show the employers that you have taken the time to think about their needs and how your experiences and skills relate to their qualifications. One method for doing this is to highlight the key qualifications in the job description and use them as the base of your résumé. By doing so, you can clearly communicate in the employer’s language that you have what it takes to get the job done!

Résumé Types

Chronological Résumé

A chronological résumé is the most common type of résumé for college students. It lists your work experience in reverse chronological order. So, your most recent work experience is listed first, then the one prior to that and so on. Because a chronological résumé is sequenced by dates, it is customary to clearly list the dates of your employment, internships, education and related activities.

Functional Résumé

A functional résumé organizes your experience by job function rather than by time. It emphasizes your abilities, rather than your career history. For instance, a functional résumé could be divided into headings, such as Leadership Experience, Teambuilding Experience, Psychology Experience...

Combination Résumé

As the name implies, a combination résumé format combines the functional and chronological résumé formats. A combination résumé format may be a more desirable variant of a functional résumé. Here the functional aspects of your career are highlighted within a chronological format.

Résumé Myths

Myth #1: Your résumé must be only one page.

False. "Your résumé should be as long as needed [in order] to get your concise message across with zip and punch," says Joyce Lain Kennedy, career columnist and author of *Résumés for Dummies*. If your experience and background justifies two or more pages, so be it. Recent grads shouldn't go beyond one page, but senior executives with decades of experience will probably need at least two pages. The rules are slightly different for résumés sent via e-mail. Laura Dominguez Chan, a Stanford University career counselor, says that in that instance, shorter is better for both cover letters and résumés.

Myth #2: Prospective employers don't read cover letters.

False. "Remember that anything you send is part of an image you're projecting," says Dominguez Chan. "If [nothing else] your cover letter shows your writing skills...and if all the candidates [for the position] really are top notch, it could be the cover letter that lands you the job."

Myth #3: Résumés should include and describe your entire work history.

False. Your résumé is a sales piece, a personal marketing tool. Take time to consider what skills the position requires. Make sure you include any experiences that would showcase your ability to perform the functions or skills for that particular position. You may not have a lot of professional or relevant experiences specifically, but you have other experiences in which you have perhaps utilized the same skills. Volunteer and other non-paid positions can be just as valuable as paid ones—especially as a recent grad. Use your résumé format to communicate volunteer work as experience.

Myth #4: It's okay to fib on your résumé.

False. If you think "blowing smoke on your résumé—inflating grades, inventing degrees, concocting job titles—is risk free because nobody checks, you're wrong," says Joyce Lain Kennedy. Employers do check, and those fibs will catch up with you. "People think they have to puff themselves up," says Ronnie Gravitz, a career counselor at UC Berkeley. "You just need to make a good case for what you *have* done."

Myth #5: Including "References available upon request" is standard résumé protocol.

False. "An employer won't assume [that] you don't have references," says Dominguez Chan. "[Removing the line] gives you more room to include important information about who you are." She adds, "The only reason to include that [information] is if for some reason references are absolutely needed in the field. Academic positions, for example, typically ask for several reference names and/or letters." Oftentimes, this line is a way to use more space if your résumé appears a little sparse.

Myth #6: If your résumé is good enough, it will produce a job offer.

False. Your résumé is only one part of the process. The résumé's job is to land you an interview. "Once you get the interview," says Joyce Lain Kennedy, "*you* are what gets you a job—your skills, your savvy, your personality, your attitude." So your résumé is simply your ticket in the door. You need to continue to work on your other skills to obtain the job.

Additional Tips for College Students Writing Résumés

Oftentimes, college students have a difficulty in deciding what they should or should not include in their résumé. Perhaps this is the first résumé you are putting together and making a decision on what to include and what not to include can be a daunting task.

Regina Pontow, author of *Proven Résumés*, provides the information as guideline for college students in what to include in your résumé. Here are her suggestions as well as some additional ones:

- ◆ Internships or practicums you have completed, emphasizing skills you have gained that match the jobs you want
- ◆ Skills you have developed in paid employment or volunteer positions that match and support your job objective

- ◆ Number and titles of staff you worked for or within each internship, volunteer, or paid position
- ◆ Emphasize titles of staff that are like the staff you will work with in the job you want
- ◆ Size of organizations you interned or worked for, such as total number of employees, Fortune 500 ranking, or total revenues
- ◆ Key terms used in your career field to describe the primary job duties you were responsible for, or areas of knowledge you developed, that in some way relate to the jobs you want
- ◆ Systems or procedures you implemented or improved
- ◆ Length of each internship or number of hours completed, if impressive
- ◆ Grades, commendations, or recommendations you received because of internships completed
- ◆ Major papers you wrote and research conducted, primarily if they relate to your career goal
- ◆ Awards you received if they in some way relate to the jobs you want. Why you received them and how many people you competed against to win each award
- ◆ Scholarships for education or learning activities
- ◆ Jobs that you may not deem as relevant but are perhaps your only employment history

Finishing Touches

FOCUS: Your résumé should be focused on a specific career industry. Having a focused résumé allows your skills, which would be most beneficial in the position, to be highlighted.

CONTROL: Use a word-processing program rather than a template to maintain creative control over your résumé.

ORDER: If you choose to use an objective, profile, or summary of qualifications, they should be at the top. Following these, as a recent graduate, should be your education. The next sections should be those that are the strongest or most important.

MARGINS: Ensure that your résumé will print from a standard printer. Therefore, your margins should not be smaller than .5 on each side. The standard settings for a Word document are completely acceptable. Only change your margins to attempt to fit your résumé on fewer pages.

FONT: The size of font should stay between 10 and 12. Again, decrease to be able to fit your résumé in less space. Your name can be size 12-14 fonts with a different typeface so that it stands out on your résumé. You may choose the typeface for the rest of the document; just ensure that it is easy to read.

LENGTH: For most college students, a one page résumé is expected. However, if you have lots of related experience, you may spill into two pages. If you exceed one page, make sure you are including only relevant information on your résumé and the final page of your résumé should be at least half full. Make sure your subsequent pages have your name on them to make sure the employer keeps it all together.

OBJECTIVE: Including an objective is optional. However, it can identify the specific position in which you are interested to the employer. Objectives should always be stated in terms of how you will benefit the organization rather than what you hope to obtain from the experience. Objectives can serve useful at career fairs where internships and full-time employment are both offered so as to avoid confusion for the employer.

PROFILE/SUMMARY of QUALIFICATIONS: Used to capture an employer's interest near the top of your résumé. Use this category to advertise your greatest strengths and promote the themes of each category [e.g. dedicated, quick learner, etc.]

GPA: If your overall/cumulative GPA is 3.0 or higher, you should include it on your résumé. If it is lower than 3.0 include your major GPA if it is higher than a 3.0.

SKILLS CATEGORIES: Highlight skills that are relevant to the position you are seeking. You can include computer proficiencies, fluency in languages, laboratory skills, coordinating, writing, marketing, communications, organizational, office, etc.

PHRASING: When describing work experiences, awards, or anytime you need a description, use short phrases that begin with action words. Your verb tense should stay consistent and avoid using the first person in describing experiences and accomplishments.

BASICS: When listing employer information, include name of the organization, position(s) held, city, state, and dates of employment.

DETAILS: A résumé is a quick overview of your accomplishments. You do not need to include detailed information about previous employers or yourself. Avoid possible discrimination by not providing personal details (marital status, ethnicity, height, weight, age, etc.).

DATES: When listing dates, general time frames are acceptable such as Fall 2004-Fall 2007, or 8/06-5/08.

RELATED EXPERIENCE: If you are applying for positions within a specific field and you have experience in that area, you can separate that from your other more general experiences, for example, “Marketing Experience” or “Lab Experience.” When describing your accomplishments or duties, be sure to use the correct jargon from the field to describe your skills and knowledge.

OTHER EXPERIENCE: This category can be employment that may not directly relate to your career goal. Include it if you have the space to demonstrate some of your transferrable skills.

LEADERSHIP and CAMPUS ACTIVITIES: Many employers enjoy hiring well-rounded employees. Therefore, include the activities in which you have participated on campus as well as leadership roles you have held on and around campus. Skills you can include could be coordinating events, planning and running business meetings, budgeting, and functioning as a team member. Remember, if you include it, employers may ask you about it so be sure you are confident to speak about anything you include.

REFERENCES: It is expected that when an employer asks, you should be able to provide at least three professional references. However, these references are not to be included on your résumé. You can place the phrase “References Available Upon Request” at the bottom of your résumé if you need to fill the space. **Be sure to read the section on references before sending your résumé.**

QUALITY: Résumés should be printed from a quality printer. You can obtain professional looking photocopies but printing them each individually generally lends to better quality. Your résumé should be printed on résumé or thicker paper. Standard résumé colors are white or off-white/ivory but other light colors are acceptable too. If there is a watermark seal, be sure you print your résumé so that the seal is not backward.

APPEARANCE: Lines, bullets, arrows, and small decorative graphics are acceptable forms of symbols and graphics used to enhance a résumé. The key is to not overuse graphics but to utilize them to display creativity, computer skills, and any other skills that are relevant to the job you are seeking.

READABILITY: Using white space between paragraphs, bold print, capital letters, italicizing, and bullets help clarify the information on your résumé and improve the readability. Ideally, only 10% of your résumé should be white space and do not **overuse** bolding, italicizing, or underlining as it may then emphasize **nothing**.

FINAL TIPS:

- ◇ **PROOFREAD YOUR RÉSUMÉ!!**
- ◇ **Have someone else read your résumé: professors, roommates, and parents.**
- ◇ **Spell check does not catch every error so look for grammatical and typographical errors.**
- ◇ **Once you have done this, BRING YOUR RÉSUMÉ TO THE CCO TO HAVE A STAFF MEMBER LOOK IT OVER AS WELL for a professional point-of-view.**

Job and Internship Search Correspondence and Letters

COVER LETTER OUTLINE

Date

Format: To maintain a professional and consistent look, your letters should always match the style of your résumé.

Mr. /Ms. Recruiter’s Full Name
 Recruiter’s Title
 Department Name
 Company Name
 Street Address
 City, State Zip

Purpose: There are generally two reasons for using cover letters: to be considered as an applicant for a specific position OR to gather information about an organization/department/position. The latter reason is often used when beginning the networking process with a new contact (e.g. you received the name and contact info of a colleague from an alumna).

Dear Mr./Ms. Last Name Only:

The first paragraph states the intention of your letter. The question to be answered in this paragraph is why you are writing this individual and this company. If your intention is to gain more information or an application, then state that. If your intention is to be considered as an applicant then state the position you are applying for and how you learned of this position.

The second paragraph should be very customized. It should concisely answer the question why I like your company. Include facts and figures about the company from your research that demonstrates that you are not just sending out a form letter, but have taken the extra initiative to do research about their company.

The third paragraph is for if you want to be considered as an applicant. It answers the question of why you are an excellent candidate for this position. Stated another way, why you should like me. List qualities, projects, accomplishments that relate to the position for which you are applying. Please remember that the cover letter must not be a re-hashing of your résumé. Include two or three examples of how and why your accomplishments match with the employer’s needs. Tell how your experiences and interests are related to the position.

The closing paragraph should focus on thanks and logistics. Always thank people for their time! If the intention of your letter is to be considered as an applicant, then also thank the person you are writing for his/her consideration. When stating the logistics, keep the “ball in your court.” State when YOU will be contacting them next and for what purpose. Follow through is key so if you say you will contact them, be sure to do so!

Sincerely,

The more you can **customize** each cover letter, the more effective it will become. Thus, your chances of obtaining the position you desire will increase.

Your Typed Name

Enclosure(s) (This indicates that your résumé, references and/or additional materials are enclosed).

FOLLOW-UP LETTER OUTLINE

<p>Date</p> <p>Mr. /Ms. Recruiter’s Full Name Recruiter’s Title Department Name Company Name Street Address City, State Zip</p> <p>Dear Mr. /Ms. Last Name Only:</p> <p>This letter could be 2-3 paragraphs in length. The opening paragraph states when and how you last communicated (phone, email, at job fair, etc.), as well as the reason for follow up. Examples of these reasons include, but are not limited to, asking a question, for clarification on some issue(s) discussed previously or read/heard about recently while conducting research on that organization; to inquire about the status of your candidacy; or to keep in contact for future interactions/information (networking).</p> <p>If during your last communication there were issues the two of you “connected on” or had in common, it would be beneficial to express this in the second or final paragraph. If the follow-up is to help your candidacy, make sure to also reiterate your strengths that match the duties/responsibilities of the position vacancy.</p> <p>Always end with thanking the recruiter for his/her time (and consideration where appropriate). Indicate which times and how you can be contacted during the next week. Also, state when and how you will re-contact him/her if they are unable to return your correspondence during the following week.</p> <p>Sincerely,</p> <p>Your Typed Name</p>	<p>A Follow-Up Letter is sent to an employer with whom you have already made contact. The goals are to keep your name salient in the recruiter’s mind, to demonstrate initiative, and/or to simply keep in touch for future interactions.</p>
--	--

PROSPECTING/INQUIRY LETTER OUTLINE

<p>Date</p> <p>Mr./Ms. Recruiter's Full Name Recruiter's Title Department Name Company Name Street Address City, State Zip</p> <p>Dear Mr./Ms. Last Name Only:</p> <p>The introductory paragraph expresses your career interests and (from your research) why you want to work for this particular employer, even if they are not advertising any position openings at present.</p> <p>The next paragraph articulates your experience and qualifications. Showcase yourself and demonstrate how this employer desires your skills.</p> <p>Lastly, thank the employer for his/her time and consideration. Close your letter by stating in which week you will contact him/her, and the reasons for the follow-up.</p> <p>Sincerely,</p> <p>Your Typed Name</p>	<p>A Prospecting Letter is used to inquire/prospect about vacancies at an organization. The aim of this letter is NOT to gather information about different job opportunities. Rather, this letter states "Here are my qualifications." If there is a vacancy in which you are a good match, your letter will "catch his/her eye." Follow-up is essential!</p>
--	---

WITHDRAWAL LETTER OUTLINE

<p>Date</p> <p>Mr./Ms. Recruiter's Full Name Recruiter's Title Department Name Company Name Street Address City, State Zip</p> <p>Dear Mr./Ms. Last Name Only:</p> <p>The main paragraph states that you have decided to withdraw your application and the reason why (e.g. accepted an offer with another organization). Make sure to express your thankfulness and appreciation for the employer's time and consideration.</p> <p>Sincerely,</p> <p>Your Typed Name</p>	<p>The Withdrawal Letter is used to inform an employer that they should no longer consider you a candidate. This letter is written to acknowledge the employer's efforts as well as decline an offer in a professional manner.</p>
--	---

ACCEPTANCE LETTER OUTLINE

<p>Date</p> <p>Mr./Ms. Recruiter’s Full Name Recruiter’s Title Department Name Company Name Street Address City, State Zip</p> <p>Dear Mr./Ms. Last Name Only:</p> <p>State your confirmation of accepting an offer. Also, confirm your start date and time. Make sure to express your appreciation for the employer’s time and consideration.</p> <p>Sincerely,</p> <p>Your Typed Name</p>	<p>One of the easiest letters to write, the Acceptance Letter is very succinct. With the excitement of a job offer, try to contain your enthusiasm as you develop a short, simple letter of confirmation.</p>
--	--

REJECTION LETTER OUTLINE

<p>Date</p> <p>Mr./Ms. Recruiter’s Full Name Recruiter’s Title Department Name Company Name Street Address City, State Zip</p> <p>Dear Mr./Ms. Last Name Only:</p> <p>Begin with thanking the employer for extending you an offer. In a diplomatic manner, convey to him/her that after thoughtful consideration, you believe it is in our (yours and the employer’s) best interests to decline the offer. Bring the letter to a close by again thanking the recruiter and his/her staff for their time and consideration.</p> <p>Sincerely,</p> <p>Your Typed Name</p>	<p>The Rejection Letter is used when an offer has been extended to you and the decision to decline the offer is made. Generally, this letter is very brief (1-2 paragraphs) and is done in a constructive manner so as to help “keep the door open.”</p>
--	---

Professional References

Prospective employers will ask you to provide references that can speak of your work and academic aptitude. It is important to have your reference sheet available at all times. Sometimes you will be asked to submit a reference sheet in addition to your application, résumé, and cover letter. Other employers will not ask for references up front, but will ask during or immediately following your interview. If your references are being called, this is a possible indicator that the employer is interested in you.

How should I approach a prospective reference?

Prior to using someone as a reference, you NEED to ask their permission. This can be done several different ways depending on how well you know the person. Oftentimes, if you plan to use someone as a reference, you know them well enough that an email or phone call would not seem “out of the blue.” However, if you do not feel you know this reference as well, ask to meet with them in person to talk about the possibility of serving as a reference.

No matter how the reference is contacted, you need to inform your reference EVERY TIME you use them. Once you have permission, you should send them as complete a job description as possible, your résumé, any additional activities, class work, and awards that may be beneficial for them to mention when speaking with your prospective employer.

Who should serve as your reference?

Although anyone can serve as a reference, there are a few professional references that are common for college graduates to use in their job search process, including (but not limited to):

- ◆ Faculty members
- ◆ Work supervisors
- ◆ Internship supervisors
- ◆ College administrators

These individuals are generally able to speak objectively about your abilities, work ethic, skills, and personal attributes. Family members are not generally strong references because they are not as objective and know you from a personal point-of-view. Even if you have worked with family members, the general rule of thumb is not to use them as references.

Example of Reference Listing

Dr. Jana Wilcox
 Chair, Dept. of Sociology and
 Anthropology
 Saint Mary’s College
 782 Madeleva
 Notre Dame, IN 45565
 Phone: 574.285.3617
 Email: jwilcox@saintmarys.edu
 Relationship: _____

Mr. Brinley Fasonery
 Student Organizations Advisor
 Saint Mary’s College
 1278 Student Center
 Notre Dame, IN 45565
 Phone: 574.284.5778
 Email: bfasonery@saintmarys.edu
 Relationship: _____

Ms. Amanda Ballard
 Collegiate Relations Coordinator
 South Bend Center for
 Volunteerism
 5734 Michigan, Suite G
 South Bend, IN 46610
 Phone: 574.864.5443
 Email: ballarda@sbvolunteer.org
 Relationship: _____

Networking

Networking can seem overwhelming. But this about all of the professionals that you already know! Your parents, parents' friends, friends' parents, fellow classmates, SMC alum, faculty members, past supervisors, internship provider, the random person that you spoke with on the plane when you last flew somewhere...anyone can be in your network!

However, it is often nerve-racking to begin the initial contact for asking someone for guidance or a recommendation. Some tips to get yourself started include:

- ◆ Introduce yourself! Remind them how they know you or how you know them and then provide a quick update on your school, your major, or life depending on the last time you saw them or spoke with them and how comfortable your relationship is.
- ◆ Let them know you are beginning your job or internship search. Indicate the field in which you are interested to get their minds going.
- ◆ Ask them if there is a time where you can speak with them in-person about particular types of positions or fields. People generally enjoy giving advice so soak up all that you can get!
- ◆ Ask them if they would be willing to direct you to companies or additional contacts where you may further investigate opportunities. If they direct you to someone they know, ask if either they can introduce you or if they would be willing to let you use their name when you contact them.
- ◆ Let them know that you will follow-up with them and let them know what became of their lead.
- ◆ Send them a thank you note. While a handwritten note is always appreciated, in today's world, a professional, well written email is also appropriate.

Remember, others are generally willing to help because someone probably helped them at some point during their career. Make sure that you maintain a positive relationship with them because you may need to ask them for advice again someday! Networking is about **building relationships** with contacts NOT just getting your résumé into the workplace.

Facebook and Other Social Networking Sites

Facebook can be an extremely beneficial networking tool but all too often it works against young graduates in their job search. It may be the site where all your friends can see the fun you are having in college but that means it is also a place where **employers** can see all the fun you are having in college. This is a public website and anyone can have access to your profile. Graduates nationwide have been passed over for jobs because of the activities and pictures that appear on these social networking sites.

While you have the right to place whatever you would like on these sites, employers are looking for employees that will represent the company in a positive manner at all times. Therefore, if your Facebook profile would not be a benefit to the company name, they may think twice about hiring you. Having a Facebook profile cannot be the reason that they do not hire you, however, your behavior documented in pictures, the way you speak to other people, the groups you choose to associate with, and any of the other information you have invited the public to view are reasons that they may not hire you.

You are in charge of managing your own character and how others view you. Therefore, there is no policy about your Facebook profile. However, at the CCO, we would encourage you to evaluate what your profile says about and if you should make some changes, we encourage that. If you are unsure what is appropriate and inappropriate, you may always ask us and we can help you go through your profile and discuss aspects you may want to change.

Networking Resources

Alumnae Resource Network (ARN)

The Alumnae Resource Network (ARN) is a database of contact information of more than 4500 SMC alumnae that can be accessed through the Career Resource Center in the CCO. This is a great way to begin building your network with professionals through a shared connection: Saint Mary's College!

In the database, you can search by:

- ◆ Name
- ◆ Major
- ◆ Employer
- ◆ Position Title
- ◆ Job Category
- ◆ Geographic Location
- ◆ City
- ◆ State
- ◆ Class Year
- ◆ Alumnae Club
- ◆ Graduate School

SMC Alums LinkedIn Group

LinkedIn is a professional networking site that you can use for your job and internship search as a way to connect to people within your fields of interest. The CCO has a LinkedIn group called CareerCrossings that you can join and you are also encouraged to join the SMC Alums LinkedIn Group.

Alumnae Clubs

Alumnae Clubs can also be a great resource of potential networking contacts and leads. There are over 50 alumnae clubs throughout the United States in various geographic regions. For a complete list of clubs, visit: <http://www3.saintmarys.edu/alumnae-clubs>.

Tips for Contacting Alumnae

- ◆ Please remember, when you connect with alumna from the ARN, you are serving as a representative of SMC
- ◆ Check out the Networking section for tips on conversation as you contact alumnae
- ◆ Keep in mind...Alumnae who register with this network are willing and wanting to talk with you!

You never get a second chance to make a first impression!

Making Career Fairs Count

Before the Career Fair:

- ◆ Research the companies. Impress employers by your knowledge of recent developments as well as company background.
- ◆ Know what you are going to wear. Business casual at least but a suit is always a good way to impress.
- ◆ Have your résumé critiqued by the CCO.
- ◆ Print copies of your résumé on résumé paper. Depending on the size of the fair, you may print more or less but 20 is a safe number generally.
- ◆ Practice your personal introduction and be prepared to talk about yourself and how you could fit in with the employers at the fair.

During the Career Fair:

- ◆ Get a map from one of the volunteers at the fair so that you know where you are going.
- ◆ Talk to an employer who may not be on the top of your list first to relieve some of your nervousness.
- ◆ Keep your extra résumés as well as portfolio and pens in a professional portfolio or bag.
- ◆ Wait your turn to speak with employers and approach the employers with confidence.
- ◆ You are expected to begin the conversation, so start your introduction!
- ◆ Leave a résumé if you are interested in their opportunities.
- ◆ Be sure to pick up a business card from the employer.
- ◆ Once out of sight, make notes to help you remember specific employers. Note what you discussed so that your follow-up can be more personal.

A few Engaging Questions to ask DURING the Career Fair:

- ◆ What traits or characteristics do you see as imperative for success in _____ position?
- ◆ Anything about recent activity within the company.
- ◆ What about this company do you enjoy most?
- ◆ What has your career path looked like to get into a position such as this one?
- ◆ Is a graduate degree required for this type of work or advancement in this field? If so, should I consider graduate school immediately or work a few years to gain experience?
- ◆ As a junior, what types of experiences should I consider to be more prepared for this field of work? Are there any specific classes you suggest I should take?

After the Career Fair:

- ◆ Organize your business cards and company information so you can review it later if needed.
- ◆ Send a thank you email to the employers with which you really enjoyed speaking.
- ◆ Be patient as it may take some time for the employers to begin their follow-up process.

Your Personal Introduction:

Definitely Include: Name, tell them you are a student or graduate from SMC, year in school or graduated, your major, and pick something from the “Optional Inclusion” section below, and end with an engaging question

Optional Inclusion: Related past experiences, opportunities you are seeking (internship or full-time), and information you researched about the company

Career Fair “Do’s”

- ◆ Make eye contact
- ◆ Give a firm handshake
- ◆ Smile
- ◆ Speak loudly and clearly
- ◆ Speak with employers independently (don’t go everywhere with your friends)

Career Fair “Don’ts”

- ◆ Chew gum
- ◆ Carry around your backpack...be professional and have a nice bag of some kind
- ◆ Interrupt the employer
- ◆ Repeatedly say “Like” “Umm” “You know”
- ◆ Twirl your hair, rock back and forth, etc.

SECTION FIVE

ACING THE INTERVIEW

Chapter Profile:

- ◆ Preparing for the Interview
- ◆ Types of Interviews
- ◆ Behaviorally-Based Questions
- ◆ S-T-A-R Technique
- ◆ Dining Etiquette

Appendix 4: Supplemental Activities and Worksheets

- ◆ Possible Interview Questions List
- ◆ Legal and Illegal Questions for an Interview

Now that you have spent weeks and maybe even months working on your job searching skills, networking with employers and sending out résumés, your hard work has finally paid off with an interview. The interview process will allow not only the employer to evaluate you, but for you to evaluate the employer as well. Interviews are a great opportunity to determine if you will fit within a particular organization and can be an excellent time to learn more about how your skills and abilities can be utilized in the world of work.

Many job seekers make the mistake of thinking the interview begins when you step foot into the company on the day of the actual interview. In reality, the interview begins the second you are contacted by the employer and invited for an interview. Your communication, organization and preparation skills (or lack thereof) will determine the success of the interview from beginning to end and even beyond. Perhaps the most important element to remember is to be yourself!

Preparing for the Interview

Learn as much as you can about the company and position you are applying for. You should have a basic understanding of who the company is, kinds of services and/or products they provide, dress code, culture, and any other points of interest. Much of this information can be found by researching the company's web site, networking with contacts within the company and researching employer databases such as Hoovers.com or Vault.com. It is also important to have a complete job description prior to the interview in order to understand the full spectrum of duties and requirements. If you are unable to obtain a complete job description prior to the interview, the next best thing would be to research the position using the Occupational Outlook Handbook (OOH) or Dictionary of Occupational Titles (DOT), both of which are available online.

Conduct practice interviews with the CCO staff, friends, family members or yourself. Practicing the interview before hand will allow you the opportunity to pinpoint areas you need improvement on such as communication, posture, dress code, etc. Contact the CCO today to set up a time to practice and get feedback.

Be prepared to answer questions by employers and be prepared to ask questions as well. Evaluating and having a thorough understanding of your interests, skills and abilities as they relate to the position will help you in answering questions. Although you want to be prepared with answers to questions employers may have, you also want to sound genuine and sincere in your answers. It's best to have a general idea of the types of questions they will ask and be able to communicate your answers in a precise way, while allowing yourself freedom to change gears if asked a question outside of what you are prepared to answer. Interview questions are addressed later in the appendix. You will also find an interview worksheet there.

In addition to knowing what questions they may ask and asking them questions, you should be aware of legal and illegal questions. There is a grid later in the appendix which outlines illegal questions.

Dress the part. You will need to identify proper interview attire including outfit, accessories and appearance prior to the interview. If you are concerned about what this may entail for a particular employer, be sure to contact them and simply ask. Listed below are some interview attire guidelines for women:

- ◆ Solid black, gray or navy blue suit with a knee-length skirt or dress slacks
- ◆ Tailored blouse
- ◆ Pumps or dress shoes
- ◆ Portfolio or briefcase instead of a bulky purse
- ◆ Use makeup conservatively
- ◆ No runs in stockings

You should also:

- ◆ Have neatly trimmed hair and be well groomed
- ◆ Use perfume in moderation
- ◆ Wear modest jewelry and accessories (no eccentric piercings!)
- ◆ Have polished shoes
- ◆ No missing buttons, lint or loose threads

Prepare an interview package to take with you. It's always best to be well-prepared and make a checklist of items you will need to bring with you when you attend an interview. Your list can include:

- ◆ Extra clean copies of your résumé
- ◆ Copies of your references
- ◆ Portfolio, if requested or needed
- ◆ List of skills and abilities for your own reference
- ◆ Complete job description
- ◆ Names of interviewers
- ◆ Paper and pen to take notes
- ◆ Breath mints (no gum!)
- ◆ Flight or hotel accommodations (if needed), maps and directions
- ◆ Briefcase or portfolio to hold items

Day of the Interview

Allow yourself plenty of time to get to the interview. Before the interview, you should know where you are going and it's best to arrive between 15-20 minutes before the interview. This will allow yourself time to get adjusted and prepare for the interview while indicating to the employer your commitment and promptness. You **NEVER** want to arrive late to or miss an interview. If you plan arrive any later than 10 minutes to the interview, call ahead and indicate so. Although employers do not look lightly upon tardy interviewees, they will appreciate your consideration in calling them to indicate your lateness.

Don't forget to bring your interview package. If you take the time to prepare an interview package or file to bring with you, be sure to actually bring it! Make sure you have all your items in the package and keep it near the door or in your car, so you will not forget it. You will appear to be and feel much more confident about yourself.

Take time to relax before the interview. If you are like most job seekers, you may have some anxiety and nervousness associated with interviewing, which is normal. If you start to feel nervous the day of the interview, practicing some relaxation techniques may help. Also, keep in mind that the interviewer may be just as nervous as you are because as stated earlier, this is not only an opportunity for them to evaluate you but for you to evaluate them as well.

During the Interview Visit

Be sure to greet and shake hands with each individual you meet. It is common to always shake hands when you meet someone new or are seeing someone again. Women should also shake hands and it is acceptable to extend your hand first. Practice your handshake as it should be firm, not the “dead fish” handshake in which you keep your hand limp. Before shaking hands, be sure they are clean and not sweating, clammy or cold because this may not be the impression you wish to make.

Pay attention to the atmosphere and culture of the company. Do the people seem happy? Are they helpful? Are they enthusiastic about their work? Do you feel welcome? Do you like the people? Does this seem like a good place to work?

Pay close attention to the non-verbal cues. Pay attention to yours as well as those already working at the company or organization. These can include but are not limited to body posture, facial expressions, gesturing of hands and eye contact. Non-verbal cues help us in evaluating situations and determining our effect on others.

Don't find yourself trapped in salary negotiations. Salary negotiations should only be discussed after you have received a job offer.

Ask when a hiring decision will be made about the position. This will give you an approximate date by which you can expect to receive a telephone call or e-mail in the hiring status.

Get business cards from all the interviewers. The business cards you collect will come in handy later when writing thank you letters or notes and when following-up after the interview. In addition, the business cards should be kept in a network file for later use.

After the Interview

Be sure to follow-up with a thank you letter or note. It is a rarity for employers to receive a thank you letter or note thanking them for their time in interviewing. A thank you letter or note not only shows your gratitude for the interview, but may also help you stand out from other candidates.

Be sure to follow-up within one to two weeks after the interview. If the employer has given you a deadline for making a hiring decision, don't be afraid to contact them by either telephone or e-mail if you do not hear from them by the deadline date. This will allow you to determine the status of the hiring process and whether or not you have a likely chance of being offered the position. Depending on the outcome, you can continue to focus your energy on your job search or accepting/rejecting a job offer.

If offered the job, be sure to follow-up with an acceptance or rejection letter. An acceptance or rejection letter will serve a formal means of concluding the interview process. It is important to objectively weigh the pros and cons of each job offer and make a sound decision based upon your individual needs. See the “Correspondence” section for help writing these letters.

Types of Interviews

The most common interviews are site interviews, or interviews that are held at the company or organization office. However, as college students, many employers will conduct campus interviews and larger companies often conduct telephone interviews as well. All of these types of interviews should be treated with the same preparation.

Phone Interviews

Often phone interviews are conducted with a group of people on a conference call. You may not know exactly who is speaking at the time but ensure that you at least know who is on the phone call. It can sometimes be more difficult to get in the “interview mode” for phone interviews, here are some tips:

- ◆ **Dress up.** If your interview is in the morning, wake up early enough to get yourself put together. The more professional you feel, the more professional you will sound.
- ◆ **Make sure you have a quiet room with a clear connection.** Let your roommates know that you have an important call to make so ask them not to bother you during that time. Go somewhere that your phone will not drop the call mid-conversation.
- ◆ **Have your reference sheets available.** Making a “cheat sheet” for your interview can come in handy. Jot down your strengths, weaknesses, and reasons why they should hire you. Be sure to still answer in a natural way and avoid sounding like you are reading off a piece of paper but it can help you answer your questions more succinctly.
- ◆ **Keep company information handy.** On the phone, you can pull up the company website, lay out any brochures or information that you have already received from the company, and keep the job description available if you need to look at it.
- ◆ **Look in the mirror as you answer questions.** It may sound funny but it will help you keep a professional demeanor as well as simulate an actual interview. A smile can be heard over the phone.

Site Interviews

When an employer invites you to the company for a site interview, they will generally suggest a date but also give you an alternative date. Make sure you check with your professors to avoid any tests or class presentations. Also, consult your schedule to avoid scheduling two interviews for the same day. Make sure you reply promptly to an employer’s request. If you are unable to meet during either time, call back and suggest an alternative date to the employer to demonstrate that you are still interested in their position and company.

Site interviews vary by organization, position, and employer style. There may be numerous rounds of all day interviews or perhaps just one. However, before the day of the interview you should know as much about what to expect as possible. Here are some hints information to find out:

- ◆ **Know where you are going.** Always find the office before your interview is scheduled. You can ask for directions from your contact at the company since online mapping systems are not 100% reliable. Visit the office the night before or give yourself plenty of time in case you get lost.
- ◆ **Know who you will be interviewing with and if you should prepare different information for each round.** There are many different people that could conduct the interviews so knowing who will be there will give you a better sense of the types of questions they may ask. Also, different groups of people may want to see various examples of your work so knowing if you should bring copies of your work would also be helpful.

GUIDELINES FOR HANDLING EXPENSES

- ◆ **Companies are not obligated to pay your expenses for the interviewing process.** *Most employers outside of the business sector DO NOT pay for your expenses.* If a company is asking you to come to their office for an interview and will not be covering expenses, you must make the decision about investing in the interview. Try to think long-range.
- ◆ **Paying your own expenses now for an interview may be well worth it in the long run.**
- ◆ **Ask for reimbursement only for the expenses of your trip, not extras like entertainment or tips.**
- ◆ **Get receipts for all your expenses.** Records of your expenses are usually required before employers will reimburse you. If you drive, record your route and the round trip mileage.
- ◆ **Always be prudent.** How you spend an organization’s money on an interviewing trip is a good indication of how you might spend their money as an employee. Reimbursement policies vary among organizations. Some set fixed-dollar rates for expenses; others simply ask the candidate to use her own judgment. Be reasonable.
- ◆ **If you visit other organizations on the same trip, pro-rate your expenses for each.** When you meet with your Human Resources Department host at the end of your visit, you will usually be required to fill out an expense report. You may be reimbursed on the spot, but your check probably will be mailed to you from one to four weeks after your visit.

- ◆ **Ask how long the interview will be.** This is a tough question to ask since you do not want to appear rude or uninterested. However, it will be helpful to know if it is an all day affair since you may want to bring a snack and ensure you eat breakfast. Knowing how many people you will interview with will help you decide this but you may ask how long you should expect to be at the office.
- ◆ **Be sure to know the company dress expectations.** You are always safe to wear a suit to an interview. While the employees may not wear suits to work, as an interviewee, you should dress above the expectation. Some companies also have dress codes so be aware that you are following policy.

Other Helpful Hints about Site Interviews:

- ◆ During this period of interviewing, you may be asked the same questions repeatedly since everyone may want to know basically the same information.
- ◆ There will be very little free time. Even meals will be scheduled for interviews.
- ◆ At meals, avoid ordering messy or expensive foods. There is more information about meals later in this chapter.
- ◆ You may be asked to complete some tests while you visit such as aptitude, psychological, technical tests (if your field requires specific technical aptitudes).
- ◆ Do not expect a job offer by the end of the day. However, you may be asked about your impression of the day as the interviews come to an end.

On Campus Interviews

These interviews should be treated with the same preparation as a site visit interview. Make sure you arrive early, 10-15 minutes, wear professional clothing, and be prepared. The questions will be similar and the interview generally lasts about 30 minutes.

Interview Questions

While every interviewer will have their own style and information they desire to find, there are some common questions that are asked. Here are some possibilities that you should be prepared to answer as you head to an interview:

- ◆ Tell me about yourself.
- ◆ What attracted you to this position?
- ◆ What do you consider to be your greatest strengths and weaknesses?
- ◆ What are your short- and long-term goals? Where do you see yourself in ten years?
- ◆ Describe your most rewarding accomplishment.
- ◆ What qualifications do you have that you think will make you successful in this position?
- ◆ What do you think will be your biggest learning curve if you are offered this position?
- ◆ Why are you interested in working for our company or organization?
- ◆ What two or three things are most important to you in your job?
- ◆ Why should I hire you?
- ◆ Why did you choose Saint Mary's?

Behaviorally-Based Questions

A current trend in the business world that is spreading out to many interviews is the idea that your past behavior will predict your future performance. Because of this, some interview questions are becoming centered on what are called "behaviorally-based questions." Preparing for these questions is much like preparing for any other questions: examine the significant roles you have had, refresh your memory on the responsibilities you have been given, think through your college experience and recall specific situations which may help you demonstrate the qualities for which the employers are looking. Many of these behaviorally-based questions will begin with "tell me about a time when..."

When it comes to answering behaviorally-based questions, there is a formula that encompasses the important facets for demonstrating your past skills and experiences, the **STAR** technique:

- ◆ **Situation:** Describe the situation you were in when you demonstrated what they are asking.
- ◆ **Task:** Discuss the task that was at hand.
- ◆ **Action:** Talk about the specific steps you took to take care of the task.
- ◆ **Result:** Reveal the result of this situation and incorporate what you learned from it.

Some common behaviorally-based questions may be:

- ◆ Tell me a time when you had to handle conflict.
- ◆ Tell me about a time when you worked with someone who was different than you.
- ◆ Has there ever been a time where you worked on a group project and someone “dropped the ball”? What do you do in those types of situations?
- ◆ Can you tell me about a specific goal you have set for yourself and how you went about achieving that goal?
- ◆ Think of a time when you were really stressed. How do you handle and react to stress?
- ◆ Can you think of a time when you perhaps “dropped the ball”?

Here is an example of the **STAR** technique used to answer a common interview question:

“Tell me about a time when you displayed leadership.”

S

Situation: When I was in college, I was involved in a student organization that brought different speakers to campus depending on the needs of the student body. We developed symposiums that spanned weekends as well as speakers who would just give a one-night lecture.

T

Task: As a junior, I was on the committee to select the speakers. While it was hard to address all the student needs, we really tried to get a plethora of speakers who would be able to address overlapping concerns and topics of interest. For this specific situation, we were scheduled to bring in a specific speaker for a one-night lecture that many of the students were really interested in and it was somewhat of a controversial topic. However, the day before the lecture, there was a big snow storm and our speaker informed us that she would not be able to make it since all the flights were being cancelled in her area.

A

Action: This sent the entire committee into a panic. However, I knew that there were some local women who were involved in education on this topic as well. I suggested that we turn the lecture into a panel discussion and attempt to bring in people from South Bend who would be able to facilitate discussion as well as answer questions that any of the students asked. I began researching and put together a list of everyone I could think of that would be an asset to this discussion. From there, I broke the possibilities up into smaller groups and our committee spent the next few hours on the phone explaining what happened and what we needed.

R

Result: In the end, it ended up being a huge success! The students really enjoyed the panel approach and the experts that were able to come did a great job facilitating the discussion. We were completely relieved. In fact, this night was such a huge success, that we repeated it in the fall on a different topic. So I learned from this situation that nothing is a complete disaster. There is always something that can be done, no matter how creative, to solve the problem. I learned that I have the ability to take charge of situations and solve problems, but I also learned that we had to work together in order to resolve this situation.

End of the Interview Questions

At the end of every interview, you will often be asked if you have any questions for your interviewers. Depending upon who is involved in the meeting, your questions will vary but you will **always** need to have questions ready. Make sure that whatever you decide to ask, the information is not something that could be found on the company website or that you could have figured out if you had done a bit more research. By asking questions of your interviewers, you are demonstrating that you are really interested in the company or organization as well as the position. Some possible questions to ask employers are:

- ◆ What skills and abilities would you ideally look for in the person filling this position?
- ◆ What will the major responsibilities of this position be?
- ◆ How would you describe a typical day in this job?
- ◆ How does one advance in the organization?
- ◆ What is the greatest challenge your organization faces or will face within the next year?
- ◆ What are the challenging facets of this position?
- ◆ What will be expected of me as a new employee?
- ◆ Why do you enjoy working for this company or organization?
- ◆ If I am extended an offer, how soon would you like me to start?
- ◆ When can I expect to hear from you?
- ◆ May I have your business card?

Dining Etiquette

Having a meal during an interview can be a very nerve-racking experience. However, by knowing some of the manners that are expected at this time, you can alleviate some of the nervousness and stress when your napkin falls to floor at a nice restaurant and you are not sure what to do (Answer: politely and unobtrusively, ask the wait staff for a fresh napkin, do not pick yours up off the floor).

Overall Tips:

- ◆ Steer clear of ordering anything that is too expensive or too cheap (chicken and vegetable plates are always safe).
- ◆ If you are unsure about what to eat, follow the lead of your host.
- ◆ Avoid discussing dietary restrictions, downplay your food preferences.
- ◆ Be careful not to order anything you need to twirl or lick to avoid splattering or wearing a bib.
- ◆ Cut one bite at a time.
- ◆ Do not drink from the soup bowl.
- ◆ Never slurp or make sounds while enjoying your food.
- ◆ Eat at the same pace as your host or hostess.
- ◆ Taste your food before you add salt.
- ◆ Do not blow your nose in your napkin.
- ◆ Eat as you normally would, not too much but not too little.

Utensil Etiquette:

- ◆ Work from the outside in when you have more utensils than you know what to do with. The flatware furthest from the plate is correct and the wait staff will remove those which you will not be using.
- ◆ Used utensils should never touch the tablecloth again but lay knives across the top of your plate and keep forks and spoons at the 4 and 8 o'clock positions.
- ◆ Do not leave a fork or spoon in a bowl but place them on the serving plate provided underneath the bowl.
- ◆ When finished, place your knife and fork together on the plate at either the 4 or 8 o'clock position with your knife blade facing toward you.

Napkin Rules:

- ◆ Place your napkin in your lap as soon as you are seated. At really formal restaurants, sometimes the wait staff will do this for you.
- ◆ Treat your napkin gently during the meal, do not crumple or wad it up.
- ◆ When you use your napkin, gently dab at your lips.
- ◆ When you are finished, your napkin should lie next to your plate, do not refold it or leave it on the chair.

Handling Awkward Moments:

- ◆ When something unpleasant happens during a meal (the olive has a pit, the meat is too fatty, you have a bone in your mouth), keep a straight face and think through the situation.
- ◆ Generally, if food needs to be removed, it can be done so the same way it went into your mouth (fork, spoon, or fingers).
 - ◆ Use your hand to politely spit the olive pit into.
 - ◆ Use two fingers to remove the fish bone.
 - ◆ You may actually want to use your napkin to remove the piece of meat as it may disturb those you are dining with to see it on your plate.

A Word About Alcohol

While you may be 21 and your interviewer may be 21, drinking alcohol during the interviewing process can often be a touchy subject. You will need to think about how you want to present yourself during an interview and whether drinking a glass of alcohol will help you portray that image. You never know who is sitting across from you and what their personal views on alcohol may be. If you do choose to drink, then one drink is plenty. You are still being interviewed and critiqued even if the employers you are with seem more relaxed. Just ask yourself these two questions when making this decision: “When I drink alcohol do I usually make my best decisions?” and “When I drink alcohol, do I usually sound more intelligent than when I have not had any?”

An interview is a time to present yourself in your best light. It is up to you to make a decision about alcohol but the safest way is to avoid it for the night. Everyone at the meal or company happy hour is an adult and therefore, their opinion of you will not change if you refuse it. You are in charge of managing your own first impressions that people have of you.

Final Do’s and Don’ts”

DO:

- Go prepared to be conversational
- Read national and local newspapers ahead of time to be able to discuss news and events
- Skim the menu quickly
- Order a medium priced entrée
- Relax and keep the conversation focused on business-related casual topics
- Say “please” and “thank you” to the wait staff

DON’T:

- Talk about personal relationships, parties, politics, sports, or religion
- Drink alcohol if you are under 21
- Don’t have more than one drink if you are over 21
- Get too comfortable. Even if the meal isn’t technically an interview, you still need to be on your toes

SECTION SIX

NEGOTIATING OFFERS AND CHOOSING A JOB

Chapter Profile:

- ◆ Being Offered a Job
- ◆ Rejection
- ◆ Factors to Consider When Evaluating a Job Offer
- ◆ Negotiating an Offer

Appendix 4: Supplemental Activities and Worksheets

- ◆ Job Offer Matrix

Being Offered a Job

CONGRATULATIONS!!! Getting that first job offer can be an extremely exhilarating feeling and a reflection of all the preparation you have done over the past months or even years. Whether it is your dream job or your first stepping stone, be relieved that you have found a job that aligns with your skills and that the company recognizes the value you can bring them.

It has probably been said time and again, do not accept a job offer right away. Once you receive the offer, thank them for offering you the job and ask how long you have to make the decision. Make sure you get the offer in some type of writing so that you know you did not misunderstand the details they communicated to you and so you can evaluate the benefits in greater detail. It is really tempting to accept the offer immediately, but you will need time to evaluate the offer, so try not to accept right away, but rather wait at least 24 hours.

Tips When Offered a Job:

- ◆ Thank the employer for offering it to you
- ◆ Ask how long you have to make the decision
- ◆ Ask them to send you the offer through either the mail or email
- ◆ Ensure you know who to call with your reply
- ◆ Hang up the phone after thanking them again
- ◆ Try not to accept the position right away! Give yourself some time to think about the offer

Rejection

Unfortunately, not all interviews result in job offers. A rejection letter may only mean that your qualifications were not those required or preferred for that particular position. **Hiring is a very subjective process.** Be careful about taking an employment rejection too personally. By getting the interview, you have impressed the employer enough to take you to the next step. Others who are interviewing are also qualified. Remember, with each rejection letter you receive, you are one step closer to getting an offer.

Rejection shock may result if you are not prepared for what is actually a normal part of the interviewing and hiring process. Rejection shock has a spiraling effect. A candidate becomes discouraged after receiving what she feels is too many rejection letters. This leads to a lack of self-confidence, which becomes evident to the next interviewer, resulting in decreased interview performance and more rejection letters.

If your interviews are not resulting in job offers, schedule an appointment with the CCO for a mock interview or to discuss your concerns. For many, it helps just to have an objective evaluation of your interviewing abilities. Remember that a rejection does not mean that you do not have the skills or that you will not get a job, it simply means that you were not interviewing for the job that would be the best fit for you...which is still out there.

Factors to Consider When Evaluating a Job Offer

There are many different pieces of a job offer. Before you try to evaluate one, it is important that you sit down and figure out what is most important to you as you search for a job. Some areas of importance will be specific just to you but an overview of factors that tend to make a difference for job seekers are:

- ◆ Job responsibilities
- ◆ Location
- ◆ Benefits
- ◆ Supervisor personality
- ◆ Co-workers
- ◆ Office atmosphere
- ◆ Salary
- ◆ Travel required
- ◆ Job training
- ◆ Professional development
- ◆ Stability of company
- ◆ Cost of living
- ◆ Work schedule
- ◆ Start date

My Important Job Factors:

Once you establish which of these possible factors are the most important, it will help you in making a decision between different job offers. In addition, an “Offer Matrix” is included in the appendix of this guide to help you in your decision making.

Salary Needs

It is possible that you do not need as much as you once thought to function after you graduate. However, it is also possible that you will need a lot more than you thought, too. To help with deciphering how much you may need in a salary, a worksheet is included in the appendix. We highly recommend filling this out as you receive offers.

You will need to research the cost of living in the area where your job has been offered as well as research what the salary in your new location should be. Some helpful websites include:

- ◆ www.salary.com
- ◆ www.homefair.com/homefair/calc/salcalc.html
- ◆ <http://www.leadingre.com/relocationservices.aspx>
- ◆ www.datamasters.com
- ◆ <http://cgi.money.cnn.com/tools/costofliving/costofliving.html>
- ◆ <http://www.bestplaces.net/col/>

Benefits

There are many different types of benefit packages with different perks, insurances, and many various aspects. Generally, the company will post their benefits on their human resources websites available for you to investigate before you accept a job. Often, you will have the choice to decide what coverage and insurances you would like since you will end up paying a portion of these expenses. The most common items included in a benefits package are listed below along with what to evaluate and definitions of those aspects.

- ◆ **Medical, Dental, Vision Insurance:** This is basic physician and emergency health care, dental care, and optometrist visits.
 - ◆ **Premiums:** The amount you will pay per month for coverage
 - ◆ **Deductible:** The amount that you will pay per calendar year for major medical expenses
- ◆ **Life Insurance:** You may sometimes purchase a type of life insurance. The company may offer it to you free of charge or you may opt for a more expensive plan where you will contribute to it.

- ◆ **Retirement Plans:** There are a lot of different types of plans but three that are most common include:
 - ◆ **Employer Contribution:** Here, the employer contributes to your retirement fund each month. You have the option to contribute if you would like.
 - ◆ **Employer Matches:** Here the employer will contribute a portion of your contribution each month up to a certain amount (they will pay 50% of what you put in up to 3% of your salary). Generally, you may be required to contribute to receive any matching funds from the employer.
 - ◆ **Employee Pays:** Here the employer does not contribute and you are responsible for contributing to your retirement on your own.
- ◆ **Tuition Assistance:** It is possible that employers may pay for you to attend graduate school after you have worked for them for a few years. They may require that you stay with the company for a designated amount of time after you receive your degree.
- ◆ **Professional Organization Memberships:** Employers may pay for you to be a part of the professional associations for your field.
- ◆ **Holidays:** In the corporate world, you will not receive the same type of holidays you do in college. There may be seven federal paid holidays that you will get off along with 10 days of paid vacation per year. This will vary by company but is always nice to know.
- ◆ **Moving Expenses/Relocation Bonus:** Depending on the company, you may be reimbursed for your moving expenses. This does not always happen but you can check to see if it is offered to you.
- ◆ **Professional Development:** Some employers may pay for you to receive further training in new software or new trends in the field. This could also cover expenses to a national conference. Since it is important to you to stay current in your field, this will be an extremely important benefit.

This list is not exhaustive but gives the basics of benefits that many employers offer. As with all things career-related, you can always set up an appointment with the CCO to discuss your job offer and receive help evaluating and deciphering the language it is using.

Negotiating an Offer

Once you have received the job offer, evaluated your options and benefits, now it is time to start negotiating! Almost everything within your employment package is negotiable if you have good reason to want to change it. After evaluating your offer and comparing it to your needs, begin to make a list of things that you may want to change about it. However, **DO NOT GET GREEDY!** There may be amenities you would enjoy having but they are not necessary. Only negotiate for necessary items. On the other hand, you will want and need to be able to have leisure time to be a good employee. If the salary quoted to you allows you to pay the bills but never go out to eat, go to a movie, or buy clothing, be aware of that. More or less, be conscientious and conservative but don't sell yourself short.

Starting the negotiating process is often difficult. Just remember, 80% of recruiters say that they expect counter offers. Some things to remember as you head into the negotiation process:

- ◆ Do your research!
 - ◆ You need to have valid reasons for why you are asking what you are
 - ◆ Know what others in that city and field are making
 - ◆ Sell your past experiences and skills as reason for asking for more
- ◆ Present cohesive, grounded counteroffer
- ◆ Be patient!
 - ◆ The person giving you the offer often cannot accept or decline a counteroffer
 - ◆ Often, the employee will have to discuss the counteroffer with his or her supervisor
 - ◆ Wait for an amended offer

The only way to negotiate yourself out of a job is to not be flexible in your demands. The company has already said that they want to hire you by offering you the job. Making sure you are compensated for your knowledge, skills, and experiences is a must. Remember, you will have to work with these people once you accept the job so be cautious and gracious in your dealings.

SECTION SEVEN

FROM COLLEGE TO CAREER

Chapter Profile:

- ◆ World of Work: What to Expect
- ◆ Making the Transition from College to Career
- ◆ A Word About bosses
- ◆ Common Sense for Workplace Dilemmas

World of Work: What to Expect

The transition from being a student to working full-time can sometimes be a difficult one. It is perfectly natural to feel some anxiety and frustration in adjusting to this new life. While your routine may be different, you will begin to have new experiences, make new friends, and eventually it will feel as though it all begins to fall into place. So embrace the challenges and fears that are inevitable in the months after graduation. Being twenty-something is a great time of life! Some changes you may encounter are:

- ◆ Less vacation than you have ever been used to. Usually you will only have 2 weeks of vacation and any holidays that the employer grants. So enjoy your weekends and the time that you do receive.
- ◆ Less freedom in the work environment than in college. Your schedule will be more structured during the day and you can't just decide one day to skip work or come in late.
- ◆ Increased and more intense evaluation of your performance. Evaluation is no longer about passing a test but about your performance overall. Performance evaluations cannot be repeated for a better grade.
- ◆ Greater accountability to your co-workers, supervisor, organization, and to yourself. The new responsibility of being independent as well as the responsibility for your performance is a lot to juggle. You may be exhausted at the end of each day for a while but eventually it will come together.
- ◆ Fewer social opportunities than in college. Making friends may not be as easy as it was in college, especially as you relocate. There may not be as many social opportunities but they are there if you look for them.

This transition will involve a natural period of anxiety and frustration. However, you should remember that your organization has made an investment in you. You were selected for your unique talents, abilities, and potential for contributing to the company. Your employers saw something special in you that they believe can serve their organization. In other words, they are confident that you can become a productive and highly competent employee. Recognize that a positive attitude and self-confidence will go a long way in helping you adjust to your new job status and environment.

Making the Transition from College to Career

Before Your First Day on the Job

Write thank you notes to everyone who helped in your job search. Include information about your new position and address. Tell them how helpful they were and how you appreciate their efforts. You never know when you may need to contact them again for help. In addition, write to other friends, family, and business associates to let them know where you are now living and working. Assess your wardrobe. Your clothes should be business-like and should fit your work environment. You may need to invest in a few basic mix and match outfits until you have had a few pay-days to continue to build your wardrobe. Remember to dress for the position you aspire to, not the one you already have.

Your First Day on the Job

Hopefully when you step foot into the office it feels a little comfortable since you interviewed there. However, you may feel a little nervous and overwhelmed. This is completely normal but you need to step with your best foot forward. These people have interviewed you and have seen a glimpse of who you are, but your first day is when other employees will see you, be introduced to you, and make a quick assessment of you. Handle your first day well and your first month will be much easier. Some tips to keep in mind:

- ◆ Know how to get there and how long it will take. **Don't forget about rush hour and be early!**
- ◆ If the company gave you literature to read before your first day, make sure you have read it.
- ◆ Be impeccably groomed including having ironed clothes, clean and styled hair, and no loose strings from your clothing or scuffed shoes.
- ◆ Report to the person your company directed you to contact on your first day. They will take you or direct you to your next places and people.
- ◆ Fill out all necessary forms for benefits, compensation, etc., and ask questions about anything you do not understand.
- ◆ Make an effort to meet everyone in your department and spend a few minutes talking with them. If your supervisor does not introduce you, take the initiative and do it yourself.
- ◆ Have enough money with you for lunch in case someone asks you to join their group.
- ◆ Spend the day meeting people, organizing your office, taking care of personnel matters, and familiarizing yourself with the company.
- ◆ Leave work after the official closing time and take home papers and other materials to read that evening. Say good night to everyone in your office before departing. If appropriate, thank them for helping your first day to go smoothly.
- ◆ Be supportive of your boss's goals and objectives.

A Word about Bosses

- ◆ Know your boss's responsibilities and who he or she reports to.
- ◆ Understand that your boss is the one in charge and has the final say.
- ◆ Be open, honest, and tactful with suggestions in improving the organization and learn when to be quiet.
- ◆ Respect your boss.
- ◆ Be loyal to your boss and do not ever slander your boss to other employees.

Common Sense Rules for Workplace Dilemmas

Although these may seem obvious and the repeated mantras from your mother, they still apply in the workplace and are worth repeating.

- ◆ Treat others as you would like to be treated.
- ◆ Don't engage in gossip. **Ever!**
- ◆ Don't try to build yourself up by tearing another person down.
- ◆ If you make a mistake, accept the responsibility. Never try to blame someone else.
- ◆ Play office politics only from the sidelines, never on center court.
- ◆ Try to give feedback and criticism in a way that is positive to the relationship.
- ◆ It never hurts to say "thank you," "you did a great job," or "I really appreciated your help."
- ◆ Praise is always in everyone's best interest and it will allow you to have more credibility with co-workers when you must criticize.
- ◆ Learn empathy. "Seek first to truly understand, then to be understood." (Stephen R. Covey)
- ◆ Avoid office romances at all costs. If you happen to become involved with someone at work, be aware and realistic about the possible complications and repercussions.
- ◆ Involve yourself in the community.

Appendix

Work Values Assessment
Personal Characteristics Assessment
Career Development Timelines
Résumé Action Words
Sample Résumés
Networking Tracking Matrix
Legal and Illegal Interview Questions
Job Offer Matrix
Salary Needs Worksheet
Notes

WORK VALUES ASSESSMENT

The goal of a career is to obtain satisfaction from what you do and where you work. Below is a list of some of the values people strive to obtain from their careers. Review the following definitions and, using the scale below, rate the degree of importance that you would assign to each aspect of employment.

- 1 = Not important at all
- 2 = Not very important
- 3 = Reasonably important
- 4 = Very important

- ___ **Societal Contribution:** Contributing to the betterment of the world.
- ___ **Direct Service:** Helping individuals or groups in a direct way.
- ___ **Public Contact:** Having a lot of day-to-day contact with people.
- ___ **Affiliation:** Being identified as a member of a particular organization.
- ___ **Organizational Goals:** Working for an organization with goals similar to your own.
- ___ **Friendships:** Developing close personal relationships with people as a result of work.
- ___ **Competition:** Engaging in activities which pit your abilities against others.
- ___ **Decision-Making Roles:** Deciding policies, plans, etc.
- ___ **Power and Authority:** Controlling the work activities of others.
- ___ **Influencing People:** Being in a position to change attitudes or opinions of others.
- ___ **Working Alone:** Working on projects by yourself.
- ___ **Opportunity to Create:** Creating new ideas, programs, structures, etc.
- ___ **Change/Variety:** Having responsibilities that frequently change.
- ___ **Routine:** Repeating the same tasks frequently.
- ___ **Precision:** Working in situations where there is very little tolerance for error.
- ___ **Security:** Being assured of steady work and reasonable financial reward.
- ___ **Fast Pace:** Working in a setting where there is a quick rate of activity.
- ___ **Recognition:** Being recognized publicly for quality of work.
- ___ **Excitement/Adventure:** Doing work that is exciting and risky.
- ___ **Challenge:** Handling difficult work and mastering new ideas.
- ___ **High Earnings:** Having a strong likelihood of making large amounts of money or other material gains.
- ___ **Independence:** Working without much or any supervision.
- ___ **Time Freedom:** Having responsibilities that may be worked on according to your own schedule.
- ___ **Location:** Working in a geographical location which is conducive to your lifestyle and interests.
- ___ **Spirituality:** Incorporating your faith into your work.
- ___ **Research:** Investigating facts and the desire to learn.
- ___ **Creativity:** Creating new ideas, programs, structures, etc.

Now choose in rank order (with 1 being most important) the 5 work values that are most important to you:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

PERSONAL CHARACTERISTICS ASSESSMENT

Circle or highlight the following adjectives that (usually) best describe you.

accurate	cooperative	inquisitive	productive
active	creative	intelligent	professional
adaptable	decisive	inventive	prudent
ambitious	dedicated	logical	persuasive
analytical	deliberate	motivated	realistic
articulate	dependable	objective	resourceful
assertive	diplomatic	open-minded	respectful
attentive	discreet	optimistic	responsible
calm	disciplined	orderly	scholarly
capable	efficient	organized	sincere
competent	enthusiastic	outgoing	tactful
confident	flexible	persevering	tenacious
congenial	friendly	poised	thorough
conscientious	honest	positive	tolerant
considerate	independent	practical	versatile
consistent	innovative	precise	

Now, identify in rank order your top 6 characteristics that you would like to demonstrate in your career and job:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

CAREER DEVELOPMENT TIMELINE

FRESHMAN YEAR: ASSESSING AND EXPLORING: "WHO AM I?"

Career Planning:

- ◆ Register with the CCO through the "Go Belles" online network to stay connected to career-related programs, events and opportunities
- ◆ Meet with the CCO staff to take the career assessments to explore your interests and values
- ◆ Explore career paths of other SMC alumnae by visiting the "What Can I Do With a Major" webpage at: <http://www3.saintmarys.edu/career-center-surveys>
- ◆ Research careers through the CCO's Career Resource Center's books as well as the *Occupational Outlook Handbook*, O*Net Online and MyPlan.com
- ◆ Talk with faculty and upper-class students about different majors and careers
- ◆ Conduct job shadowing and informational interviewing with alumnae and professionals in your fields of interest
- ◆ Attend workshops and programs hosted by the CCO
- ◆ Develop your résumé and cover letter
- ◆ Begin developing your professional portfolio by collecting writing samples from papers, assignments, projects and presentations
- ◆ Obtain a job on campus through the Financial Aid Office
- ◆ Volunteer for projects or activities through the Office of Social and Civic Engagement in order to develop your leadership and interpersonal skills
- ◆ Research and apply for summer job and internship opportunities
- ◆ Attend various career fairs each fall and spring
- ◆ Consider joining a student club, organization and/or professional association related to your fields of interest

Academic Planning:

- ◆ Explore major and minor options with your academic advisor and the CCO
- ◆ Meet with your academic advisor to plan your curriculum
- ◆ Get to know and utilize the campus resources available to help you achieve academic success including:
 - Writing Center
 - Math Center
- ◆ Involve yourself in team-oriented projects and research whenever possible

Key Questions:

- ◆ What do I want to do? (interests)
- ◆ What can I do? (abilities)
- ◆ What do I need to do to develop myself further? (resources)
- ◆ What is stopping me from pursuing my career goals? (obstacles)

Summer Activities to Consider:

- ◆ Get a summer job to gain some work experience, develop a strong work ethic and strengthen workplace skills
- ◆ Build your network of people to assist you in your career development by conducting job shadowing and informational interviewing as well as attending career-related networking events

CAREER DEVELOPMENT TIMELINE

SOPHOMORE YEAR: CLARIFYING INTERESTS: "WHAT ARE MY PASSIONS?"

Career Planning:

- ◆ Continue career exploration related to your area of study and finalize your major decision
- ◆ Participate in informational interviews and job shadowing with professionals in your areas of interest
- ◆ Update your personal and academic information in the CCO's "Go Belles" system
- ◆ Update, refine and upload your résumé into the "Go Belles" system
- ◆ Update your career portfolio with new writing samples and class projects
- ◆ Attend on and off campus career-related events that help to expose you to organizations of interest including career, volunteer and graduate school fairs as well as employer presentations and open houses
- ◆ Continue to attend and participate in CCO workshops and programs to increase your awareness and preparedness including résumé and cover letter writing, interviewing, self-assessment, career fair preparation and job searching workshops
- ◆ Begin identifying experiential learning activities such as internships and volunteer opportunities
- ◆ Run for or volunteer for a leadership position in your student club or organization
- ◆ Connect with SMC alumnae in your fields of interest to conduct informational interviews and to network for internship and job opportunities

Academic Planning:

- ◆ Obtain information on declaring your major if you have not already done so through the Office of Academic Affairs and First Year Studies
- ◆ Get to know your professors so that you can begin to develop your references
- ◆ Work towards achieving a good GPA and if you need assistance, seek out the various offices on campus that can help including:
 - Writing Center
 - Math Center
- ◆ Continue to meet with your academic advisor and seek assistance with planning your curriculum
- ◆ Obtain information on participating in internships for credit, study abroad and undergraduate research
- ◆ Research and gather information on study abroad programs

Key Questions:

- ◆ What do I have to offer an employer?
- ◆ What employers have values similar to my own?
- ◆ How can I market my skills to make employers and organizations want me?

Summer Activities to Consider:

- ◆ Obtain a summer job and build a good work reputation and references
- ◆ Develop career-related and technology skills
- ◆ Develop career maturity and knowledge of the workplace

CAREER DEVELOPMENT TIMELINE

JUNIOR YEAR: FOCUSING ON THE FUTURE: "TO WHAT AM I CALLED?"

Career Planning:

- ◆ Schedule an appointment to meet with a CCO staff member to discuss your short-term and long-term career goals related to your personal interests and values
- ◆ Continue to update your résumé, cover letters and career portfolio as well as uploading your current versions of your résumés and cover letters into "Go Belles"
- ◆ Participate in on-campus recruiting activities such as interviews and information sessions
- ◆ Narrow your industry focus utilizing online resources, informational interviewing and Career Resource Center publications
- ◆ Continue to network with alumnae and professionals in your fields of interest to explore internship and job opportunities
- ◆ Attend on and off campus career-related events that help to expose you to organizations interest including career, volunteer and graduate school fairs as well as employer presentations and open houses
- ◆ Continue to attend and participate in CCO workshops and programs to increase your awareness and preparedness including résumé and cover letter writing, interviewing, self-assessment, career fair preparation and job searching workshops
- ◆ Run for or volunteer for a leadership position in your student club or organization
- ◆ Explore graduate and professional school plans and options with the CCO and your academic advisors during your first semester as a junior
- ◆ Begin developing your list of professional and academic references
- ◆ Build your professional wardrobe for interviews and beyond

Academic Planning:

- ◆ Select courses that will enhance your skills related to your career goals
- ◆ Add a double major, minor or concentration in another field to expand your career options
- ◆ Expand your skill set by taking courses that help you acquire advanced computer/technology, writing, communication and foreign language skills
- ◆ Prioritize academic achievement to maintain and/or obtain a strong GPA
- ◆ Attend workshops and seminars hosted by your academic department
- ◆ Discuss graduate school options with your academic advisor and explore graduate school entrance exams that may be required for your academic fields of interest
- ◆ Seek advice from your academic advisors on internships, summer jobs and internships, undergraduate research and study abroad opportunities

Key Questions:

- ◆ How can I get the experience that employers and organizations seek?
- ◆ What do I need to do in order to prepare myself for post-graduation?
- ◆ If I plan to attend graduate school, what schools am I interested in and do I have what it takes?
- ◆ What leadership skills and experience set me apart from others?

Summer Activities to Consider:

- ◆ Obtain an internship or job in your chosen field of interest
- ◆ Continue to develop career-related and technology skills
- ◆ Begin to compile a list of your qualifications as they relate to your career objective
- ◆ Continue building a solid network of people and work references

CAREER DEVELOPMENT TIMELINE

SENIOR YEAR: SEEKING OPPORTUNITIES: “HOW CAN I MAKE A POSITIVE DIFFERENCE IN THE WORLD?”

Career Planning:

- ◆ Continue to update your résumé, cover letters and career portfolio as well as uploading your current versions of your résumés and cover letters into “Go Belles”
- ◆ Participate in on-campus recruiting activities such as interviews and information sessions
- ◆ Continue to network with alumnae and professionals in your fields of interest to explore internship and job opportunities
- ◆ Attend on and off campus career-related events that help to expose you to organizations interest including career, volunteer and graduate school fairs as well as employer presentations and open houses
- ◆ Continue to attend and participate in CCO workshops and programs to increase your awareness and preparedness including résumé and cover letter writing, interviewing, self-assessment, career fair preparation and job searching workshops
- ◆ Run for or volunteer for a leadership position in your student club or organization
- ◆ Begin to finalize your graduate school plans including generating a list of potential schools, gathering application materials, organizing applications to meet established deadlines and exploring financial aid/ scholarship options
- ◆ Explore the possibility of participating in post-graduate service and volunteer opportunities with the CCO and the Office of Civic and Social Engagement
- ◆ Research scholarship and possibilities for post-graduate research opportunities
- ◆ Evaluate job offers, graduate and professional school study, and service and volunteer opportunities based upon personal interests, values and goals
- ◆ Attend workshops and research information to prepare for life after Saint Mary’s College
- ◆ Complete the CCO’s Graduate Destination Survey prior to commencement

Academic Planning

- ◆ Develop your senior comprehensive project around your fields of career interest
- ◆ Polish your academic achievements by making extra effort on papers and projects
- ◆ Send out graduate school applications in the fall and complete appropriate financial aid forms by specified deadlines
- ◆ Finalize graduation requirements by checking with your academic program

Key Questions:

- ◆ How will the transition from college to work, graduate school, or post-graduate service effect me?
- ◆ What support systems do I have in place that will assist me with my future goals?
- ◆ What job searching skills do I need to enhance to be more effective at reaching my goals?
- ◆ What on and off-campus resources, programs and events are available to assist me in reaching my future goals?

Résumé Action Words

A résumé should verbally show you are a “doer.” In describing your work experience and extracurricular activities, use words such as these to persuasively present your qualifications and background to prospective employers. Do not be hesitant to give yourself credit for your accomplishments. Yet, do not misrepresent your duties or responsibilities.

abstracted	empowered	obtained	solicited
accelerated	enabled	officiated	solved
accomplished	enacted	organized	sorted
activated	encouraged	originated	sparked
adapted	evaluated	outcome	specified
advertised	examined	overcame	sponsored
advised	expedited	oversaw	staffed
allocated	facilitated	participated	standardized
ambition	formalized	pioneered	started
analyzed	formed	placed	stimulated
applied	founded	prepared	streamlined
approved	generated	presented	strengthened
arranged	grouped	prevented	stretched
articulated	guided	procured	structured
attained	headed	produced	succeeded
authored	helped	programmed	succeeded
authorized	identified	prohibited	suggested
balanced	implemented	publicized	summarized
bargained	improved	published	supervised
briefed	increased	purchased	supported
budgeted	induced	quantified	surpassed
calculated	influenced	questioned	surveyed
centralized	initiated	raised	sustained
chaired	innovated	rated	tailored
clarified	inspired	realized	targeted
compiled	interpreted	recommended	taught
completed	intervened	reconciled	terminated
composed	interviewed	recruited	tested
comprehended	introduced	redesigned	tightened
consolidated	judgment	reduced	traded
consulted	justified	re-established	trained
consummated	launched	referred	transferred
continued	learned	regulated	transformed
contracted	lectured	rejected	translated
contributed	led	reorganized	trimmed
convened	lightened	reported	tripled
cooperated	liquidated	represented	tutored
coordinated	located	researched	uncovered
created	maintained	restored	undertook
decreased	managed	retrieved	unified
delegated	marketed	reviewed	united
developed	measured	revised	updated
diagnosed	mediated	revitalized	utilized
directed	mentored	revived	verified
distributed	modified	satisfied	versatile
diverted	monitored	shaped	vitalized
documented	motivated	shared	welcomed
edited	negotiated	showed	widened
educated	nominated	simplified	worked
efficient	normalized	sold	wrote

Accounting/Finance, Chronological

KIMBERLY WHITCOMB

Current Address: 1355 Regina Hall ■ Notre Dame, Indiana 46556
Permanent Address: 5555 Happy Avenue ■ Minneapolis, Minnesota 55199
Cell: (574) 555-5555 ■ E-mail: kimberly@email.com

Innovative Leader ■ Analytical Problem-Solver ■ Highly Motivated

EDUCATION

Saint Mary's College, Notre Dame, Indiana
Bachelor of Business Administration in Accounting and Finance, May 2008
Cumulative GPA: 3.8; Major GPA: 3.9

Academic Achievements:

- Recipient of the Hugh O'Brian Leadership Award
- Nominee for "Life of the Mind" Leadership Award

Academic Affiliations:

- Young Executives Club
- Senior Class Treasurer
- Tax Assistant Program Volunteer
- Deputy Registration Officer
- Saint Mary's/Notre Dame University Junior Liaison
- Accounting Club; Chicago Trip Commissioner
- Eucharistic Minister and Liturgical Reader

ACCOUNTING AND FINANCE EXPERIENCE

Gregory Financial Services, South Bend, Indiana, August 2007 – Present
Stock Conversion Team Member/Intern

- Worked in conjunction with associate from Charles Webb to successfully complete the conversion of Gregory Financial Services from mutual savings bank to stock savings bank, which also included the bank's acquisition of Suburban Federal Savings
- Established positive relations with potential investors through telephone and direct contact

H.J. Personnel Service, Saint Paul, Minnesota, May 2007 – August 2007

Accounting Intern

- Completed monthly financial statements under cash and accrual accounting methods with precision and consistency
- Assisted owner in converting to a new computerized system that significantly improved accuracy

Saint Mary's College, Notre Dame, Indiana, August 2006 – December 2006

Accounting Tutor

- Increased student understanding of accounting principles
- Offered instruction to students for completion of assignments and preparation for exams

National City Bank, Saint Paul, Minnesota, May 2006 – August 2006

Consumer Loan Department Assistant

- Assisted with processing department loans and related paperwork
- Coordinated and tracked the distribution of a monthly account update survey
- Successfully completed two computer training workshops

COMPUTER SKILLS

Microsoft Office: Word, Excel, Access, PowerPoint, Outlook, FrontPage
Additional Skills: Lotus, Quicken, Java, C++

Human Resources, Chronological

ANNA R. JOHNSON

anna@email.com

Current Address:
934 Le Mans Hall
Notre Dame, Indiana 46556
(574) 555-5555

Permanent Address:
47985 Rosemary Lane
Cleveland, Ohio 44101
(216) 555-5555

CAREER OBJECTIVE

To obtain a position as a **Human Resources Assistant** with XYZ Company

EDUCATION

Saint Mary's College, Notre Dame, Indiana

Bachelor of Arts, May 2008

Major: Humanistic Studies, GPA: 3.7

Honors: Academic Honors, Presidential Merit Scholar, Rosemary Maloney Scholarship

HUMAN RESOURCES EXPERIENCE

National Broadcast Company (NBC), New York, New York, Summer 2007

Human Resources Intern

- Researched and developed plan for first comprehensive intern program
- Designed, planned, and facilitated business workshops for more than 120 summer interns
- Drafted NBC intern community service proposal for Summer 2008 implementation
- Developed an evaluation instrument that assessed intern needs

ADDITIONAL EXPERIENCE

Saint Mary's College, Notre Dame, Indiana, August 2006 – Present

Resident Advisor, August 2007 – Present

- Enforce school policies and resolve conflict within the residence hall
- Cultivate a positive community environment for a section of 25 residents
- Plan, organize, and advertise a minimum of five community programming events each semester
- Develop strong interpersonal skills as a college liaison to residents

Student Coordinator, August 2006 – May 2007

- Recruited and selected students to participate in weekly service program
- Created student application to determine student interest and commitment to program

1st Source Bank, South Bend, Indiana, Fall 2007

Management/Marketing Intern

- Developed project to investigate correlation between customer satisfaction and customer retention for entire bank
- Created and interpreted investigation results by displaying data graphically using Minitab statistical computer program

LEADERSHIP EXPERIENCE

Saint Mary's Student Judicial Board, Chairperson

Volunteer in Support of Admission (VISA), Hostess

Play of the Mind, Team Member

Campus Ministry, Volunteer

Portage Manor, Volunteer

Urban Plunge, Chicago, Illinois

COMPUTER SKILLS

Microsoft Office 2003 and 2007: Word, Excel, Access, PowerPoint, Outlook

Additional Software: WordPerfect

History/Women's Studies, Chronological

NICOLE A. HAYS

Campus Address: Box 100 Opus Hall ❖ Notre Dame, Indiana 46556
Home Address: 5555 Applewood Court ❖ Chicago, Illinois 55555
Cell: (555) 555-5555 ❖ *E-mail:* nicolehays@email.com

OBJECTIVE

To obtain a position as a Program Director within a social services environment

EDUCATION

Saint Mary's College, Notre Dame, Indiana, 2004 – Present
Bachelor of Arts in History, Minor: Women's Studies, May 2008
Major GPA: 3.8/4.0

WORK EXPERIENCE

Second Cup Café, Chicago, Illinois, Summers and Holidays 2005 – Present
Sales Associate

- Gained knowledge of food industry and the importance of presentation
- Strengthened customer service skills
- Developed a rapport with regular customers and families
- Worked to re-figure staging of store and new line presentation

Sports Unlimited, LLC, Chicago, Illinois, Summers and Holidays 2006 and 2007

Receptionist

- Developed feeling for customer concerns
- Learned basic secretarial skills
- Helped organize accounting records and process sale forms
- Listened to customer need and directed to appropriate salesperson

Sherwood Country Club, Chicago, Illinois, Summers 2002 – 2006

Snack Bar Attendant

- Organized schedules for 10 seasonal employees
- Took inventory and placed food orders in anticipation of needs

CAMPUS INVOLVEMENT AND ACTIVITIES

Rome, Italy Saint Mary's Campus (2005 – 2006)

- Developed a global perspective through a cross-cultural experience
- Travel extensively through Europe
- Organized travel itineraries to various European countries
- Experienced a foreign urban culture and developed language skills

Freshman Orientation Counselor, 2006 – Present

▪ Assisted in Freshman Orientation as a counselor to a group of 15 girls since 2006

Saint Mary's College Student Representative, 2004 – Present

- Volunteered to return to alma mater high school and talk about Saint Mary's College
- Informed high school women about the benefits of attending an all women's liberal arts college
- Answered questions students may have about Saint Mary's College

History Club, 2004 – Present

▪ Helped organize campus wide History Week to raise awareness for History department and History Majors

Feminist United, 2005 – Present

- Formed assemblies for women issues in the community
- Established forums for discussions on college campus to discuss current issues



Biology, Chronological

GABRIELLA R. RODRIGUEZ

College Address: 555 Holly Lane, South Bend, Indiana 46637
Permanent Address: 5555 Sunset Avenue, Newark, New Jersey 55555
(555) 555-5555 ■ gabriella@email.com

PROFILE SUMMARY

- Background and experience demonstrates strong commitment and enthusiasm for opportunities in medicine, research, biology and parasitology
- Excellent communication, problem-solving, analytical, and organization skills
- Highly motivated and dedicated individual who values service to others

EDUCATION

SAINT MARY'S COLLEGE, Notre Dame, Indiana, May 2008

Bachelor of Science in Biology

Extensive Laboratory Experience: Gas Chromatography, Identification of Unknown Chemicals, IR Spectrum, Vacuum Filtration, Fractional and Simple Distillation, Thin Layer Chromatography, Soil Analysis, Bioassay

Research Project: The Effect of Norepinephrine on Smooth Muscle Contraction in Lean Mice, Ob/Ob Mice, and Ob/Ob Mice Treated with Green Tea, 2007 – 2006

CAMDEN COUNTY COLLEGE, Camden, New Jersey, Summer 2007

Completed Coursework: Physics I & II

UNIVERSITY OF NOTRE DAME, Notre Dame, Indiana, Summer 2006

Completed Coursework: Organic Chemistry I & II

RESEARCH AND SCIENCE EXPERIENCE

UNIVERSITY OF NOTRE DAME, Notre Dame, Indiana, 2006 – Present

Undergraduate Research Assistant, Hellmann Population Ecology Lab, Biology Department, August 2007 – Present

- Studying the indirect effects of an invasive gall wasp on a native butterfly as a possible mechanism for population declines in a threatened butterfly species, under the direction of graduate student, Kirsten Prior
- Assessed and determined Garry Oak leaf damage, dissected galls and identified parasitoids of galls
- Gained knowledge of and utilized A.P. format and style guidelines
- Conducted formal presentations to Dr. Hellmann, graduate students and post-doctorates
- *Research Assistant, Biology Department, Summer 2006*
- Assisted in the relocation and reorganization of the Newland and Greene Herbarium

ADDITIONAL EXPERIENCE

COMMUNITY CONNECTIONS CENTER, Newark, New Jersey, May 2007 – August 2007

Coach/Mentor

- Provided coaching and mentoring for disadvantaged and challenged youths
- Coordinated the CCC 2007 Knowledge is Power Showcase

CITY OF NEWARK, Newark, New Jersey, May 2007 – August 2007

Crime Watch Program Coordinator

- Organized community meetings, special events, and outreach programs for the Director of Public Safety

ALL-AMERICAN INSURANCE, Newark, New Jersey, 2006

Administrative Assistant

- Provided administrative support and maintained client records

NEWARK'S FITNESS AND HEALTH CENTER, Newark, New Jersey, 2004 – 2007

Sales/Front Desk Associate

- Responsible for sales of services and products as well as fielding individual inquiries

COLLEGE INVOLVEMENT AND COMMUNITY SERVICE

- Columbus Hospital ER and Physical Therapy, Family Medicine Residency Job Shadow and Independent Study
- Sisters of the Holy Cross Retirement Center
- Biology Club, Campus Ministry, and African Faith and Justice Club
- Michiana Soccer League Coach

"In helping others, we shall help ourselves, for whatever good we give out completes the circle and comes back to us."
❖ Flora Edwards

Sample Résumés

Statistics, Chronological

GENEVIEVE A. O'CONNOR

Campus Address: 555 Regina North ■ Saint Mary's College ■ Notre Dame, Indiana 46556
Permanent Address: 5555 Winding Rivers Lane ■ Indianapolis, Indiana 55555
Cell: (555) 555-5555 ■ E-mail: gocommor@email.com

EDUCATION

Bachelor of Science, Saint Mary's College, Notre Dame, Indiana, Fall 2006 – Present
Major: Statistics, Minor: Biology
Expected Graduation Date: May 2009

RELEVANT EXPERIENCE

American Securities, Inc., Fort Wayne, Indiana, June 2005 – July 2005
Intern

- Completed eight weeks as the assistant to the Vice President
- Checked stocks on a daily basis utilizing an online database and compared daily and monthly figures
- Created daily stock report for financial analysts
- Reviewed client's portfolio information
- Assisted in the planning of a major corporate social event including the designing of invitations, creating a mailing list using Excel, mailing invitations to employees and major clients, and confirming logistics and event details
- Assisted with confirming details and processed invitations for fundraising and donor recognition ceremony

WORK EXPERIENCE

Cushawa-Leighton Library, Saint Mary's College, Notre Dame, Indiana, August 2006 – Present
Circulation Desk Assistant

- Responsible for the checking-in and out of books and assisting patrons with locating publications and resources
- Review and correct loan discrepancies as needed
- Restock materials, books and publications

Corporate Uniforms, LLC, Indianapolis, Indiana, Summers 2006 and 2007
Sales Associate

- Assist customers in selecting appropriate school, medical and corporate uniforms
- Performed customer service and cashier responsibilities
- Heat-pressed logos onto uniform clothing

VOLUNTEER EXPERIENCE

Center for Community Assistance, South Bend, Indiana, November 2006 – Present
Front Desk Volunteer

- Greet clients and community members, answer questions and provide information via the telephone
- Assess incoming clients and determine appropriate community referrals and programs
- Ensure all center rules, procedures and protocols are adhered to
- Escort volunteers to appropriate center departments and offices

CAMPUS INVOLVEMENT AND ACTIVITIES

- United Nations Young Professionals Program, 2006 – Present**
- Elected as President for the 2008 – 2009 academic year
 - Participated in selective process to become a member of the Traveling Team
 - Attended the University of California-Berkeley United Nations Young Professionals Conference in March 2008
 - Represented Costa Rica on the environmental committee and discussed genetically modified organisms and global warming and its relation to corporate social responsibility

University of Notre Dame, April 2007 – Present
Student Manager, Football Team

- Set-up equipment for coaches, ensure set-up for drills, and line up equipment for schedules
- Receive feedback from coaches and maintain professional environment

English Writing, Chronological

REBECCA MARIE VAN HASSEN
55555 Green Brook Road ■ Fishers, Indiana 55555 ■ (555) 555-5555 ■ rrvanhassen@email.com

AREAS OF INTEREST AND EXPERTISE

- Content and Copy Editing
- Editorial Process and Vision
- Researching and News-Gathering
- Project Management
- Formatting and Publication Layout
- Instructional Materials
- Developing Books
- Fiction and Non-Fiction Writing
- Literary Fiction and Manuscripts
- Research Presentations
- Production Process

EDUCATION

Bachelor of Arts, Saint Mary's College, Notre Dame, Indiana, May 2008
Majors: English Writing, Student Designed Major: Anthropology & Literature
Minor: French
Dean's List for Eight Continuous Semesters, GPA: 3.87/4.0
Academic Honors and Awards: High School Valedictorian, Presidential Scholar, Sister M. Franziska Kame Award (outstanding writing by a first year student), Hutchisson Fitzwater Scholarship

WRITING, PUBLISHING AND RESEARCH EXPERIENCE

Saint Mary's College, Notre Dame, Indiana, 2005 – 2007
Senior Composition, Fall 2007

- Developed and wrote fictional novel, *In the Eyes of Backed*, retelling of the immigration of Rachel Kazimierz from Poland
- Conducted research on Polish culture for legitimate background and inspiration
- Presented research and result to English Department Faculty

Apprentice Writer, Dr. Joanna Greene-Spring 2007

- Edited and revised in-progress novel *For the Love of Michelangelo*
- Conducted period research, ensuring time and material authenticity in novel
- Monitored writing and publishing process
- Received honors for extraordinary work during internship

Chimes Editorial Board, 2006 – 2007

- The Avenue Editorial Board, 2005 – 2006**
- Collaborated on fiction and non-fiction publications for Saint Mary's College campus publications
 - Reviewed, selected, and edited submissions

TECHNOLOGY SUPPORT EXPERIENCE

Information Technology Department, Saint Mary's College, Notre Dame, Indiana, January 2007 – Present
Helpdesk Consultants, May 2007 – Present
Computer Cluster Consultant, January 2007 – May 2007

- Provided technical assistance (hardware and software) and troubleshooting for 200 faculty and staff
- Monitored customer problem ticket status in Call Center tracking system
- Configured hardware (Mac OS X, Windows XP Professional Edition) and anti-virus software
- Supervised and trained new Help Desk staff members in computer usage and in customer service skills

Librarian, Saint Mary's College Rome Program, Rome, Italy, Spring 2006

- Assisted students and guests with researching techniques
- Provided troubleshooting and navigational directions for library Windows XP users

LEADERSHIP EXPERIENCE AND CAMPUS INVOLVEMENT

- Sigma Tau Delta, International English Honor Society, 2008 – Present
- Lambda Alpha, Anthropology National Honor Society, 2008 – Present
- President, SMC Anthropology Club, 2007 – 2008
- Competition Chair, NDSMC Ballroom Competition Team, 2007 – 2008
- Orientation Counselor, ND Marching Band & Saint Mary's College, August 2007
- Committee Head, SMC Midnight Madness, March 2007
- Mentor, Marquette Primary School, Spring 2007
- Melophone Section Treasurer, ND Marching Band, 2006 – 2007
- Volunteer, Sisters of the Holy Cross Foster Home, Naples, Italy, April 2006
- Saint Mary's College Rome Program, Student, 2005 – 2006

COMPUTER AND TECHNOLOGY SKILLS

- Mac OS X
- Windows OS X
- Microsoft Office Suite (2003, 2004, 2007)
- Adobe Photoshop
- Adobe Illustrator
- Apple iMovie
- Zimbra Email
- McAfee VirusScan and Virex
- Webroot Spy Sweeper
- Ad-Aware 2007
- AVG Anti-Spyware
- HTML

PROFESSIONAL PRESENTATIONS

Central States Anthropological Society (CSAS) Conference, Indianapolis, Indiana, March 2008
"Grounding Fiction in Ethnography"

Psychology, Functional

Sarah M. Graber

Current Address: 934 Le Mans Hall ❖ Notre Dame, Indiana 46556
Permanent Address: 473 Lake Shore Drive ❖ Chicago, Illinois 60601
Cell: (574) 555-5555 ❖ sarah@email.com

Profile

- ❖ Highly motivated individual that values service to others
- ❖ Excellent communication, interpersonal, organization, analytical and problem solving skills
- ❖ Exceptional creativity allows for fresh new perspective on ideas for programming and services
- ❖ Strong ability to develop and maintain positive rapport and relationships with clients, colleagues, supervisors and community members

Education

Bachelor of Science in Psychology, Saint Mary's College, Notre Dame, Indiana, May 2008

GPA: 3.61

Relevant Coursework: Developmental Psychology, Psychology of Adult Development, Psychology of Child and Family in Contemporary Society, Lifespan Developmental Psychology, Abnormal Psychology, Social Psychology, Psychology of Women, Cognitive Psychology

National University of Ireland, Maynooth, Ireland, Fall 2002

Study abroad experience: traveled throughout Western Europe

Academic Activities:

- ❖ **President**, PSI CHI, 2006 – Present
- ❖ **Member**, Le Mans Hall Council, 2005 – 2006
- ❖ **Tutor**, SURV Program, 2004 – 2005

Psychology Knowledge

- ❖ Familiar with etiology, diagnosis and treatment of emotional disorders
- ❖ Conducted extensive literature review on psychopathic behavior, sexual deviation, substance abuse, organic brain disorder, and therapeutic interventions
- ❖ Studied the tasks and transitions of adulthood, as well as psychological, philosophical, medical, and spiritual questions which surround the event of death for the individual and family

Communication Skills

- ❖ Currently teach classes on client communications
- ❖ Completed six courses in communications, studied variables of cohesion and adaptability in familial systems
- ❖ Extensively researched theory and methods of interpersonal and nonverbal communication

Organizational Skills

- ❖ Organized operational material and developed new procedures
- ❖ Managed large inventory, including ordering and purchasing functions
- ❖ Developed management team, led meetings twice a month
- ❖ Presented report of operational changes resulting in profit and salary increases

Work Experience

Operations Coordinator, Salon Tech, Chicago, Illinois, May 2005 – Present
Receptionist, Haircuts Plus, Chicago, Illinois, May 2005 – August 2005
Library Assistant, Saint Mary's College, Notre Dame, Indiana, October 2004 – May 2007

"Compassion is the basis of all morality." ❖ Arthur Schopenhauer

Accounting and Finance, Functional

Melissa K. Palkovich

Cell: (574) 555-5555 ❖ E-mail: Melissa@email.com
Current Address: 5555 Holy Cross Hall ❖ Notre Dame, Indiana 46556
Permanent Address: 5555 Yellow River Road ❖ South Bend, Indiana 55555

Profile

- ❖ Successful in leadership roles and facilitating teamwork activities
- ❖ Able to combine creativity and confidence with excellent organizational skills
- ❖ Enthusiastic, determined, motivated, and detail oriented
- ❖ Strong listening and communication skills for problem solving and event planning needs

Education

Bachelor of Business Administration, Saint Mary's College, Notre Dame, Indiana, May 2008

Concentrations: Accounting and Finance; Minor: International Business

Study Abroad Program, Ireland, Scotland, England, and France, Summer 2006

Relevant Coursework: Principles of Management, Principles of Marketing, Survey of American Business, Organizational Behavior, Gender and Race Issues in Management, Buyer Behavior, International Management, Marketing Management

Highlights of Qualifications

- Leadership**
 - ❖ Junior Class President: Manage budget, delegate responsibility, prioritize tasks and demonstrate efficient time management
 - ❖ Board of Governance: Responsible for monthly parent newsletter; writing, research, and editing
 - ❖ Sophomore Class Board (Social Committee Chairperson): Managed budget; increased class participation in activities; planned new and creative events and fundraising strategies
- Organization**
 - ❖ Administrative Legal Assistant: Acted as direct legal assistant to practicing attorney; drafted and typed legal correspondence; prepared and organized client files; operated multi-line phone system
 - ❖ Junior Class President: Responsible for major event planning, weekly meeting agendas, goal setting and consistent follow through
 - ❖ Student Activities Board (Entertainment and Spirit Committee): Planned and organized campus wide activities for entire student body

Teamwork

- ❖ Junior Class President: Chair a board of 18 members; work on several committees within the board; delegate responsibilities for successful event planning
- ❖ Student Government and Student Activities Board: Work together with peers on several committees to achieve common goals and organize major activities

Work and Volunteer Experience

Administrative Legal Assistant, LMT & Associates, South Bend, Indiana, 2004 – 2006
Accounting Division, Young Executive Club, 2005 – 2008
Secretary, Toastmasters International, 2006 – 2008
Volunteer, Fun and Learn, South Bend, Indiana, 2007 – 2008
Service Project Volunteer, Urban Plunge, Chicago, Illinois, 2007
Special Events Tour Guide, Volunteers in Support of Admissions, Saint Mary's College, 2006 – 2008



Biology, Combination

CHRISTINE POWELL

555 Violet Lane ■ Franklin, Indiana 55555 ■ (555) 555-5555 ■ christinepowell@email.com

PROFILE

Enthusiastic student with background in biology, anthropology, and library science

EDUCATION

Bachelor of Science in Biology, Saint Mary's College, Notre Dame, Indiana, May 2008

Academic Awards and Honors:

- Received Presidential Scholarship, 2004 – 2008
 - Achieved Dean's List, 2004 – 2008
 - Inducted into Beta Beta Beta Biological Honor Society, 2006
- Campus Involvement and Activities:*
- Friends with Sisters, 2004 – 2008
 - Biology Club, 2005 – 2008
 - Anthropology Club, 2008

RELEVANT EXPERIENCE

Library Experience

Cushwa-Leighton Library, Saint Mary's College, Notre Dame, Indiana, Spring 2008

Library Intern

- Retrieved and updated records of books borrowed between 2003 and 2008
- Sorted records and compiled interlibrary-loan articles according to ILL 5-year rule
- Utilized CUFTS to locate electronic collections that have full-text of journals requested most frequently by students, faculty, and staff
- Created an Excel workbook and instructions to facilitate future compiling
- Researched and located additional information using WorldCat about books that were damaged and needed to be reordered

Research Experience

Saint Mary's College, Notre Dame, Indiana, 2007 – 2008

Senior Comprehensive: Stress in Budgerigars in Different Housing Arrangements

- Completed senior comprehensive with honors
- Researched prior studies of stress in birds
- Counted blood smears after exposing them to different situations
- Created poster and presented findings at Wilson Ornithological Society Regional Meeting

Additional research projects:

- Completed research paper on Cannabis including history and medical uses
- Completed research paper on Marfan's syndrome
- Researched history and daily life in Hitite civilization
- Researched genealogy utilizing Ancestry.com and rootsweb

VOLUNTEER EXPERIENCE

Literacy Volunteer, Hay Primary School, South Bend, Indiana, Fall 2007

Special Needs Volunteer, Perley Primary School, South Bend, Indiana, Fall 2007

Volunteer, Tender Care Animal Hospital, Franklin, Indiana, Summer 2006

COMPUTER SKILLS

- Proficient in Microsoft XP including Excel, Word, and Access
- Skilled at searching internet using various search engines
- Skilled at using Academic Search Premier electronic collection, CUFTS, and WorldCat OCE

Sociology and Psychology, Combination

KAREN BRIGHTMAN

5555 Windingbrook Lane ■ San Diego, California 55555 ■ (555) 555-5555 ■ kbrightman@email.com

OBJECTIVE

Seeking a position as a Case Manager with the San Diego Community Justice Center

EDUCATION

Bachelor of Arts in Sociology and Psychology, Saint Mary's College, Notre Dame, Indiana, May 2008

Overall GPA: 3.38

- *Academic Honors:* Fall 2001 Bertrand Award; Honors List Spring 2003, Fall 2003, Fall 2004, and Spring 2005; Member of Alpha Kappa Delta

CRIMINAL JUSTICE EXPERIENCE

Brenneman Retail Outlet, South Bend, Indiana, January 2008 – Present

Loss Prevention Intern

Restorative Justice and Community Outreach

- Coordinate Restorative Justice program with local Community Justice Center to provide alternative punitive sentences for juvenile offenders
- Provide mentoring and case management for juvenile offenders in an effort to reduce repeat shoplifting offenses and to nurture positive decision-making

Investigation and Observation

- Investigate internal and external losses as well as write investigative reports
- Monitor closed-circuit television for any suspicious activity as well as patrol store to ensure safety and security of employees and merchandise

Safety and Law Enforcement

- Maintain safety standards and implement safety programs
- Execute and implement shrink reduction strategies including collaboration with local law enforcement personnel on suspect apprehension

MANAGEMENT EXPERIENCE

Wightman Company, San Diego, California, Summers 2005 – 2007

Assistant Manager

- Trained and supervised associates to ensure employees followed company policies and procedures
- Maintained merchandising standards and executed shrink initiatives

ADDITIONAL WORK EXPERIENCE

Sales Associate, American Retail, San Diego, California, June 2003 – August 2004

Childcare Educator, Early Childhood Development Center, University of Notre Dame, Notre Dame, Indiana, December 2005 – August 2007

LEADERSHIP EXPERIENCE

Freshman Orientation Counselor • Volunteers in Support of Admission • Student Academic Council
University of Notre Dame Marching Band • Hall Council Treasurer • Sociology Club Treasurer

COMPUTER SKILLS

Microsoft Office • Windows 95/98/NT/ME/XP • SPSS • PE Pro • Internet Research

Networking Tracking Matrix

Networking is making contacts with people you know personally, professionally, and educationally. EVERYONE you know is part of your network; **they can introduce you to other people, share job leads, and often can give excellent employment information and advice.** List all the people that you know or that know you on the REFERRAL/ NETWORKING FORM below. Examples of developing a formal network are as follows:

Who is your Network?

- Family (direct and extended)
- Neighbors and Friends
- Alumnae of Saint Mary's College
- Classmates (e.g. from high school and college)
- Employers, fellow employees, and customers (past/present)
- Fellow members of clubs, organizations, or service groups
- Members and leaders of your parish or religious congregation
- Professionals within your community

Remember:

*Begin the networking process with your parent's friends and your friends' parents.
 *Over 70% of jobs are NEVER posted...That's the hidden job market!
 -Donald Asher, Career Expert

Networking Tips

- - Be prepared for the unexpected.
- - Always be professional.
- - Be appreciative of the assistance you receive.
- A short typed or handwritten thank you is a nice touch.

Tell your contacts up front what you are looking for and ask if they can provide suggestions, advice, or others to talk with.

Results							
Follow-Up (Why & When)							
Results							
2 nd Contact Date							
Results							
Date							
Address							
Phone/Email							
Name							

Legal and Illegal Interview Questions

Questions commonly asked during employment interviews may be considered discriminatory if they have no bearing on the applicant's ability to perform the job. The above areas are representative of the type of questions which, if not relevant to the applicant's job performance ability, may violate Title VII of the Civil Rights Act of 1964 or other laws aimed at achieving equal employment opportunity.

	Possible Discriminatory Inquiries	Non-Discriminatory Inquiries
Age	Applicant's age except as required by employer policy.	Are you over the age of 18?
Ancestry/National Origin	Applicant's or parents' lineage, ancestry, national origin, descent or native language.	Languages applicant reads, speaks, or writes fluently. Legally authorized to work in U.S.?
Arrest Record	Have you ever been arrested?	Have you ever been convicted of _____?
Birthplace and Residence	Birthplace of applicant, birthplace of applicant's parents, birth certificate, naturalization, or baptismal certificate.	Applicant's place of residence, length of applicant's residence in state and/or city where the employer is located.
Citizenship	Any inquiry to determine the country in which the applicant holds citizenship.	Whether the applicant is in the country on a visa which permits if other than U.S. work.
Creed or Religion	Applicant's religious affiliation, church, parish, or religious holidays observed.	
Disabilities	Any inquiry into applicant's physical or mental health other than whether or not applicant can perform the essential functions of the job.	Whether or not applicant can perform essential functions of job.
Financial Status	Applicant's financial status or credit record unless proven to be a business necessity.	
Height and Weight	Any inquiry into height and weight of applicant, except where it is a bona fide occupational requirement.	
Marital/Family Status	Any inquiry to find out if married, single, divorced, engaged. Number and age of children. Information on child-care arrangements. Questions concerning pregnancy. Absences.	Whether applicant can meet work schedules or has activities or commitments that may hinder meeting attendance requirements. Inquiries as to duration of stay on job or anticipated.
Military	If you've ever been in the military, were you honorably discharged?	In what branch of the Armed Forces did you serve? What type of education/training did you receive?
Photograph	Requirement that applicant affix photograph to application or submit photograph before hiring.	After hiring, photograph for identification purposes.
Race	Color of applicant's skin, eyes, hair, or applicant's race.	
Relatives	Name and/or address of any relative of applicant, or friends or relatives of applicant employed by the organization, except as required by employer policy.	Name and address of person to be notified in an emergency.
Sex	Sex of applicant.	

Job Offer Matrix

	Offer #1	Offer #2	Sample
Salary			\$41,000
Signing/Relocation Bonus			\$500
Location			Indianapolis
Type of Work			Web Developer
Supervisor			Like her, no close watching, very supportive
Advancement Opportunities			Yearly reviews
Work Environment			Relaxed, collaborative
Training			At begi: networking opps.
Size & Type of Company			Small office, national company
Travel Requirements			None
Benefits: See Next Page			
Vacation Days			10 sick/vacation; 6 holidays
Medical Premiums			\$150/month
Medical Deductibles			\$300
Medical coverage			Medical, dental, vision
Retirement Plan			401K matching plan
Other			Stock options

Job Offer Matrix Explanations

Salary: The actual amount of money that will be paid in salary. You can include signing bonuses in this area.

Signing/Relocation Bonuses: Will you receive a bonus just for signing to work with them? Will the company compensate for some of the expenses it will cost you to move to their location?

Location: This is the actual location of the job.

Type of Work: The name and description of the work you will be doing with this job.

Work Environment: Describe the environment in which you will be working. What the people, atmosphere, culture is like.

Supervisor: How much supervision is provided and do you like this person?

Advancement Opportunities: The option for advancement and what that looks like. How likely advancing is within the company and how quickly people are able to advance.

Training: The kind of training that is offered and with whom. Whether or not the training something that happens only when you first arrive or does it happen progressively as you continue working with the company.

Travel Requirements: Are you required to travel and how much.

Size and Type of Company: How large the company is, whether it is a private company or public, whether it is a local company or national, whether it is a specific field or one that employs many different types of personnel.

Vacation Days: The number of days given to employees that are either paid holidays or paid vacation and sick days.

Medical Premiums: This is the payment due every cycle [i.e. month, bi-monthly, every other month] to ensure that your medical coverage continues.

Medical Deductibles: The amount of money paid by you in the case of a hospital visit or emergency. Generally, the higher the premium, the lower the deductible.

Extent of Coverage: Besides medical insurance, does the company offer dental, optometric, orthodontic, life, disability, etc.

Retirement Plans: This can include a number of different options with the most common being something along the lines of a 401K. In this there are three different options: matching, nothing, percentage.

Matching Option: Here the company will give a certain percentage of what you give into your retirement fund. The most common for this is 50% of up to 6% meaning that the company will match 50% of what you put in, up to 6% of your monthly salary.

Nothing: The company provides a plan but puts nothing into it.

Percentage: The company will pay a specific percent of your salary into your retirement plan every month.

Other: Here you can place anything else that is important to you or that is offered that will matter when you make a decision.

Salary Needs Worksheet

Some expenses, such as taxes, birthday gifts, Christmas gifts, car insurance, etc., may only occur once a year but still need to be included in the budget. You don't want to get caught not budgeting for things such as taxes or major car repair. You may have other expenses you add to this chart but this is a good base to get you started.

****Note: Home furnishings and clothing may take more of your salary at first since you will need to increase your work wardrobe and fill your new home with furniture.***

Expense	Monthly Budget	Yearly	Total
Rent			
Taxes 15-20%			
Benefits (med, dent, vision, life insurance, retirement)			
Utilities (gas, electric, water, sewage, trash)			
Cable			
Internet			
Cell phone			
Household Expenses (furniture, etc)			
Car Payments			
Car Insurance			
Car Expenses (gas, maintenance, etc)			
Student Loan Payments			
Food			
Entertainment			
Travel			
Clothing			
Other Insurance (renter's, homeowner's)			
Gifts/contributions			
Savings			
Holiday Expenses (birthdays, gifts)			
Others			

