



# ESL

## CAREER EXPLORATION WORKBOOK

*Continuing Education*



Student: \_\_\_\_\_

# Introduction

Instructors and Counselors of San Diego Continuing Education want to help you focus on your career goals and we hope this workbook helps you learn how to plan and prepare for a career.

Most students complete their work at San Diego Continuing Education and transition to college, skills training or work, and this workbook prepares you for your transition with a series of exercises and activities.

The checklist on the next page is a list of suggested activities and where to find them in the workbook. Websites are also listed for information on the subject. It is not necessary to complete all the exercises, although you will benefit from doing so.

NOTE: We provide worksheets for two short-range job goals and two long-range career-oriented goals, but feel free to use what you need to work on now.

We recommend you save all your work on your computer and/or flash drive and place printed documents in a portfolio or binder to use when consulting with your Instructor and Counselor.

# Career Exploration Checklist

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Activity	Date Completed
<b>ASSESSMENT</b> Follow instructions & complete 2 career assessments: Interest Profiler: <a href="http://www.cacareerzone.org">http://www.cacareerzone.org</a> and Skills & Work Values Checklist (included)	
<b>CAREER POSSIBILITIES</b> Select 4 occupations as possibilities to explore and list them on Page 4 (2 short-term career related and 2 long-term job goals)	
<b>EXPLORATION</b> Complete job research questionnaires for the 2 short-time job goals. <a href="http://www.careerinfonet.org">http://www.careerinfonet.org</a> (Select occupation Profile and search for job)	
Complete research questionnaires for 2 long-term career goals. <a href="http://www.careerinfonet.org">http://www.careerinfonet.org</a> (Select occupation Profile and search for job)	
<b>ONLINE JOB SEARCH</b> Conduct an online job search for one long-term career choice & complete the Job Listing Questionnaire using the following websites. <a href="http://www.indeed.com">www.indeed.com</a> or <a href="http://www.craigslist.org">www.craigslist.org</a>	
<b>MASTER APPLICATION</b> Read the Application Tips page in this workbook and complete the MASTER APPLICATION. Don't forget to: Read instructions, print legibly & complete all blocks.	
<b>RESUME, COVER &amp; THANK YOU LETTERS</b> Prepare a resume, cover letter & thank you letter directed towards one of your career choices using the information in this workbook. <a href="http://joblinks.wetpaint.com">http://joblinks.wetpaint.com</a>	
<b>INFORMATIONAL INTERVIEWS</b> Conduct 2 informational interviews & complete the Informational Interview Worksheets	



# Instructions

Name: \_\_\_\_\_

**Complete the following online assessment exercises and print out the results for review by your Counselor.**

\_\_ SDS Self-Directed Search Booklets (Assessment and Jobs Finder)

\_\_ Skills and Work Values Checklist (starting on next page)

\_\_ www.CaCareerZone.org - Interest Profiler (optional activity outside of class)

**List up to four occupations that you are interested in researching based on the results of the completed assessments. Select two you would consider for your long-term career goal, and two for a more immediate job to help you pay for expenses now.**

**Long Term Career Goal**

**Short Term Job Goal**

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

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

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

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

Complete the exploration/research on the above occupations using the following resources. Print out and save the information about each occupation you are researching on the Career Research Questionnaire.

**General Career Development Services info: (<http://cgs.sdce.edu>)**

**California Career Zone ([cacareerzone.org](http://cacareerzone.org))**

**Career One Stop ([careeronestop.org](http://careeronestop.org))**

**O-Net online ([www.onetline.org](http://www.onetline.org))**

**EDD California Occupational Guide ([www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov)) (look for Occupational Guides on the left side of the page and click it)**

# Skills & Work Values - list

The following checklists are provided to identify different types of skills that you have. Follow the instructions to create of handy list of these skills to use in your resume and while networking and interviewing for a job.

## HARD skills, SOFT skills, and PORTABLE skills DEFINITIONS

- Job-content “**HARD**” skills are those which are directly related to a job and are usually unique to that job, i.e., operating a printing press...designing a webpage...preparing culinary dishes...repairing transmissions.
- Self-management “**SOFT**” skills are personal traits you possess, your attitude and personality: i.e., having a “can-do” attitude...honesty...enthusiasm, etc.
- Transferable “**PORTABLE**” skills are those which can be carried from one job to another and are universally desired by employers. Everyone has transferable skills, but not everyone realizes their importance and need to put them on your resume and into your interview answers! Transferable skills are taken for granted by jobseekers, yet employers value them greatly!

## Work Values

Work values are qualities that you believe in and consider important. When making a career decision, it's good to know what those values are so you can look for them while searching for a career path and a job that will provide the lifestyle you are seeking.

**Transferable Skills Checklist:** Review the following sample list of categories and transferable skills (there are many more) and indicate all skills you have with a “✓.”

<b>Transferable or “Portable” Skills</b>		
<p><b>Communication</b></p> <p><input type="checkbox"/> Speaking</p> <p><input type="checkbox"/> Listening</p> <p><input type="checkbox"/> Negotiating</p> <p><input type="checkbox"/> Writing</p> <p><input type="checkbox"/> Editing</p> <p><b>Mental/Thinking</b></p> <p><input type="checkbox"/> Problem solving</p> <p><input type="checkbox"/> Analyzing</p> <p><input type="checkbox"/> Information gathering</p> <p><input type="checkbox"/> Attention to detail</p> <p><input type="checkbox"/> Creativity</p>	<p><b>Interpersonal</b></p> <p><input type="checkbox"/> Teamwork</p> <p><input type="checkbox"/> Conflict resolution</p> <p><input type="checkbox"/> Giving credit to others</p> <p><input type="checkbox"/> Cooperating with others</p> <p><b>Leadership</b></p> <p><input type="checkbox"/> Supervising</p> <p><input type="checkbox"/> Setting &amp; reaching goals</p> <p><input type="checkbox"/> Motivating others</p> <p><input type="checkbox"/> Delegating tasks</p> <p><input type="checkbox"/> Coaching others</p> <p><b>Research &amp; Planning</b></p> <p><input type="checkbox"/> Creating ideas</p> <p><input type="checkbox"/> Identifying resources</p> <p><input type="checkbox"/> Gathering info</p> <p><input type="checkbox"/> Setting goals</p>	<p><b>Project Management</b></p> <p><input type="checkbox"/> Multi-tasking</p> <p><input type="checkbox"/> Organizing work</p> <p><input type="checkbox"/> Handling details</p> <p><input type="checkbox"/> Managing time</p> <p><input type="checkbox"/> Meeting deadlines</p> <p><b>Job Survival</b></p> <p><input type="checkbox"/> Willing to learn</p> <p><input type="checkbox"/> Cooperating</p> <p><input type="checkbox"/> Working under pressure</p> <p><input type="checkbox"/> Accepting responsibility</p> <p><input type="checkbox"/> Taking initiative</p> <p><input type="checkbox"/> Flexibility</p>

**From the checked skills, write down the top six (06) skills you wish to use in the future;**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_
4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

## Computer Skills (some are transferable)

<p><b>Multi Media</b></p> <p><input type="checkbox"/> Strata</p> <p><input type="checkbox"/> Premiere</p> <p><input type="checkbox"/> Aldus Persuasion</p> <p><input type="checkbox"/> Corel Presentation</p> <p><input type="checkbox"/> Morph</p> <p><input type="checkbox"/> Director</p> <p><input type="checkbox"/> Painter</p> <p><input type="checkbox"/> After Effects</p> <p><input type="checkbox"/> Other</p> <p><b>Databases</b></p> <p><input type="checkbox"/> Access</p> <p><input type="checkbox"/> dBase</p> <p><input type="checkbox"/> FileMaker Pro</p> <p><input type="checkbox"/> Paradox</p> <p><input type="checkbox"/> Goldmine</p> <p><input type="checkbox"/> Other</p>	<p><b>Programming</b></p> <p><input type="checkbox"/> UNIX    <input type="checkbox"/> C++</p> <p><input type="checkbox"/> JAVA    <input type="checkbox"/> PERL</p> <p><input type="checkbox"/> ActiveX</p> <p><b>Repair/Set-up</b></p> <p><input type="checkbox"/> A+</p> <p><input type="checkbox"/> LAN / WAN</p> <p><input type="checkbox"/> CNE / CNA / MSC</p> <p><b>Internet</b></p> <p><input type="checkbox"/> Web page design</p> <p><input type="checkbox"/> HTML/VRML</p> <p><input type="checkbox"/> Netscape</p> <p><input type="checkbox"/> MS Internet Explorer</p> <p><input type="checkbox"/> Flash</p> <p><input type="checkbox"/> Other</p>	<p><b>Spreadsheets</b></p> <p><input type="checkbox"/> Quick Books</p> <p><input type="checkbox"/> Lotus 1-2-3</p> <p><input type="checkbox"/> Excel</p> <p><input type="checkbox"/> Quattro Pro</p> <p><input type="checkbox"/> Peachtree</p> <p><input type="checkbox"/> Other</p> <p><b>Operating Systems</b></p> <p><input type="checkbox"/> Windows 7</p> <p><input type="checkbox"/> Windows Vista</p> <p><input type="checkbox"/> Window XP</p> <p><input type="checkbox"/> MAC</p> <p><input type="checkbox"/> NT</p> <p><b>Word Processing</b></p> <p><input type="checkbox"/> MS Office 2007</p> <p><input type="checkbox"/> Other</p>	<p><b>Desktop Publishing</b></p> <p><input type="checkbox"/> InDesign</p> <p><input type="checkbox"/> MS Publisher</p> <p><input type="checkbox"/> Power Point</p> <p><input type="checkbox"/> Quark Express</p> <p><input type="checkbox"/> Photoshop</p> <p><input type="checkbox"/> Corel Draw</p> <p><input type="checkbox"/> Other</p> <p><b>Web Apps</b></p> <p><input type="checkbox"/> MySpace</p> <p><input type="checkbox"/> Facebook</p> <p><input type="checkbox"/> LinkedIn / Zoominfo</p> <p><input type="checkbox"/> Email</p> <p><input type="checkbox"/> Google / maps</p> <p><input type="checkbox"/> You Tube</p> <p><input type="checkbox"/> Twitter</p> <p><input type="checkbox"/> Other</p>
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**Computer Skills Checklist:** Review the following list and check all the skills you have.

**Self-management Skills Checklist:** Use the following list to help identify personal, self-management skills you believe you have by placing a “✓” next to the skill you have.

<b>Self-Management or “SOFT” Skills</b>			
<p><input type="checkbox"/> Accountable</p> <p><input type="checkbox"/> Adaptable</p> <p><input type="checkbox"/> Adventurousome</p> <p><input type="checkbox"/> Articulate</p> <p><input type="checkbox"/> Assertive</p> <p><input type="checkbox"/> Ambitious</p> <p><input type="checkbox"/> Attitude</p> <p><input type="checkbox"/> Candid</p> <p><input type="checkbox"/> Collaborate</p> <p><input type="checkbox"/> Competent</p> <p><input type="checkbox"/> Confident</p> <p><input type="checkbox"/> Courteous</p>	<p><input type="checkbox"/> Cooperative</p> <p><input type="checkbox"/> Decisive</p> <p><input type="checkbox"/> Dependable</p> <p><input type="checkbox"/> Diplomatic</p> <p><input type="checkbox"/> Effective</p> <p><input type="checkbox"/> Efficient</p> <p><input type="checkbox"/> Emotionally stable</p> <p><input type="checkbox"/> Enthusiastic</p> <p><input type="checkbox"/> Follow instructions</p> <p><input type="checkbox"/> Friendly</p> <p><input type="checkbox"/> Flexible</p> <p><input type="checkbox"/> Hard-working</p>	<p><input type="checkbox"/> Honest</p> <p><input type="checkbox"/> Knowledgeable</p> <p><input type="checkbox"/> Loyal</p> <p><input type="checkbox"/> Mature</p> <p><input type="checkbox"/> Motivated</p> <p><input type="checkbox"/> Optimistic</p> <p><input type="checkbox"/> Orderly</p> <p><input type="checkbox"/> Outgoing</p> <p><input type="checkbox"/> Patient</p> <p><input type="checkbox"/> Persistent</p> <p><input type="checkbox"/> Punctual</p> <p><input type="checkbox"/> Quiet</p>	<p><input type="checkbox"/> Reliable</p> <p><input type="checkbox"/> Resourceful</p> <p><input type="checkbox"/> Self-starter</p> <p><input type="checkbox"/> Sense of humor</p> <p><input type="checkbox"/> Sensitive to others</p> <p><input type="checkbox"/> Sincere</p> <p><input type="checkbox"/> Tactful</p> <p><input type="checkbox"/> Talented</p> <p><input type="checkbox"/> Trustworthy</p> <p><input type="checkbox"/> Work under pressure</p> <p><input type="checkbox"/> Work ethic</p>

**From the checked skills, write down the top six (06) skills you wish to use in the future;**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

**Job-Related Skills Checklist:** The following are examples of skills that you might use to describe your work activities when creating a resume or being interviewed for a job.

Check “√” all the verbs/action words that describe any type of activity in your past.

<b>Job-Related or “HARD” Skills</b>					
<b>Physical &amp; Technical</b>	<b>Research &amp; Science</b>	<b>Creative &amp; Communication</b>	<b>Helping &amp; Teaching</b>	<b>Management &amp; Sales</b>	<b>Financial &amp; Detail</b>
<input type="checkbox"/> Assemble	<input type="checkbox"/> Analyze	<input type="checkbox"/> Abstract	<input type="checkbox"/> Advise	<input type="checkbox"/> Assess	<input type="checkbox"/> Account
<input type="checkbox"/> Bend	<input type="checkbox"/> Clarify	<input type="checkbox"/> Act	<input type="checkbox"/> Care	<input type="checkbox"/> Coach	<input type="checkbox"/> Accuracy
<input type="checkbox"/> Bind	<input type="checkbox"/> Collect	<input type="checkbox"/> Create	<input type="checkbox"/> Clarify	<input type="checkbox"/> Contract	<input type="checkbox"/> Allocate
<input type="checkbox"/> Build	<input type="checkbox"/> Critique	<input type="checkbox"/> Design	<input type="checkbox"/> Coach	<input type="checkbox"/> Delegate	<input type="checkbox"/> Analyze
<input type="checkbox"/> Cut	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Discriminate	<input type="checkbox"/> Coordinate	<input type="checkbox"/> Develop	<input type="checkbox"/> Appraise
<input type="checkbox"/> Drill	<input type="checkbox"/> Examine	<input type="checkbox"/> Edit	<input type="checkbox"/> Counsel	<input type="checkbox"/> Direct	<input type="checkbox"/> Arrange
<input type="checkbox"/> Drive	<input type="checkbox"/> Gather	<input type="checkbox"/> Express ideas	<input type="checkbox"/> Develop	<input type="checkbox"/> Evaluate	<input type="checkbox"/> Audit
<input type="checkbox"/> Feed	<input type="checkbox"/> Inspect	<input type="checkbox"/> Humor	<input type="checkbox"/> Encourage	<input type="checkbox"/> Hire	<input type="checkbox"/> Bookkeep
<input type="checkbox"/> Grind	<input type="checkbox"/> Interpret	<input type="checkbox"/> Imagine	<input type="checkbox"/> Explain	<input type="checkbox"/> Influence	<input type="checkbox"/> Budget
<input type="checkbox"/> Handle	<input type="checkbox"/> Interview	<input type="checkbox"/> Innovate	<input type="checkbox"/> Facilitate	<input type="checkbox"/> Initiate	<input type="checkbox"/> Calculate
<input type="checkbox"/> Lift	<input type="checkbox"/> Investigate	<input type="checkbox"/> Interpret	<input type="checkbox"/> Guide	<input type="checkbox"/> Lead	<input type="checkbox"/> Classify
<input type="checkbox"/> Move	<input type="checkbox"/> Read	<input type="checkbox"/> Interview	<input type="checkbox"/> Inform	<input type="checkbox"/> Make decisions	<input type="checkbox"/> Collate
<input type="checkbox"/> Punch	<input type="checkbox"/> Reason	<input type="checkbox"/> Invent	<input type="checkbox"/> Intuition	<input type="checkbox"/> Manage	<input type="checkbox"/> Collect
<input type="checkbox"/> Repair	<input type="checkbox"/> Review	<input type="checkbox"/> Listen	<input type="checkbox"/> Lead	<input type="checkbox"/> Mediate	<input type="checkbox"/> Compile
<input type="checkbox"/> Setting-up	<input type="checkbox"/> Survey	<input type="checkbox"/> Negotiate	<input type="checkbox"/> Listen	<input type="checkbox"/> Motivate	<input type="checkbox"/> Compute
	<input type="checkbox"/> Synthesize	<input type="checkbox"/> Paint	<input type="checkbox"/> Mentor	<input type="checkbox"/> Organize	<input type="checkbox"/> Copy
	<input type="checkbox"/> Troubleshoot	<input type="checkbox"/> Perceive	<input type="checkbox"/> Observe	<input type="checkbox"/> Plan	<input type="checkbox"/> Dispatch
		<input type="checkbox"/> Perform	<input type="checkbox"/> Refer	<input type="checkbox"/> Make Policy	<input type="checkbox"/> File
		<input type="checkbox"/> Persuade	<input type="checkbox"/> Relate	<input type="checkbox"/> Solve Problems	<input type="checkbox"/> Follow-through
		<input type="checkbox"/> Report	<input type="checkbox"/> Sensitivity	<input type="checkbox"/> Reconcile	<input type="checkbox"/> Keep Records
		<input type="checkbox"/> Speak	<input type="checkbox"/> Service	<input type="checkbox"/> Recruit	<input type="checkbox"/> Meet deadlines
		<input type="checkbox"/> Shape	<input type="checkbox"/> Support	<input type="checkbox"/> Schedule	<input type="checkbox"/> Prepare
		<input type="checkbox"/> Visualize	<input type="checkbox"/> Speak	<input type="checkbox"/> Sell	<input type="checkbox"/> Purchase
		<input type="checkbox"/> Write	<input type="checkbox"/> Team Work	<input type="checkbox"/> Supervise	<input type="checkbox"/> Raise Funds
			<input type="checkbox"/> Stimulate		<input type="checkbox"/> Record
					<input type="checkbox"/> Retrieve

From the checked skills, write down the top six (06) skills you wish to use in the future;

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

Listed below are samples of "work values" that bring job satisfaction to many people. Read each item carefully and "✓" check the values that you consider important.

## Internal Values

- |  |   |
|--|---|
| <p><input type="checkbox"/> <b>ACHIEVEMENT:</b> Completing tasks.</p> <p><input type="checkbox"/> <b>ADVENTURE:</b> Risk-taking/excitement.</p> <p><input type="checkbox"/> <b>AUTHORITY:</b> Directing others.</p> <p><input type="checkbox"/> <b>BALANCE:</b> Time for family, work and play.</p> <p><input type="checkbox"/> <b>COMPETITION:</b> Competing with others.</p> <p><input type="checkbox"/> <b>CREATIVITY &amp; SELF-EXPRESSION:</b> Using your imagination to find new ways to do or say something.</p> <p><input type="checkbox"/> <b>FLEXIBLE WORK SCHEDULE:</b> Choosing your hours.</p> <p><input type="checkbox"/> <b>HELPING OTHERS:</b> Providing direct services to persons with problems.</p> <p><input type="checkbox"/> <b>HIGH SALARY:</b> Earning a large amount of money.</p> <p><input type="checkbox"/> <b>INDEPENDENCE:</b> Deciding for yourself what work to do.</p> <p><input type="checkbox"/> <b>INFLUENCING OTHERS</b></p> <p><input type="checkbox"/> <b>INTEGRITY</b></p> <p><input type="checkbox"/> <b>INTELLECTUAL STIMULATION:</b> Work that requires thought and reasoning.</p> <p><input type="checkbox"/> <b>LEADERSHIP:</b> Manage or supervise others.</p> | <p><input type="checkbox"/> <b>OUTSIDE WORK:</b> Working out-of-doors.</p> <p><input type="checkbox"/> <b>PERSUADING:</b> Convincing others to take action.</p> <p><input type="checkbox"/> <b>PHYSICAL WORK:</b> Labor-intensive activity.</p> <p><input type="checkbox"/> <b>PRESTIGE:</b> Status and respect in a community.</p> <p><input type="checkbox"/> <b>PUBLIC CONTACT:</b> Daily dealings with the public.</p> <p><input type="checkbox"/> <b>RECOGNITION:</b> Public notice.</p> <p><input type="checkbox"/> <b>RESEARCH WORK:</b> Search for and discover new facts and develop ways to apply them.</p> <p><input type="checkbox"/> <b>ROUTINE WORK:</b> Follow established procedures requiring little change.</p> <p><input type="checkbox"/> <b>SEASONAL WORK:</b> Work at certain times of the year.</p> <p><input type="checkbox"/> <b>TRAVEL:</b> Working in a job in which you travel.</p> <p><input type="checkbox"/> <b>VARIETY:</b> Duties change frequently.</p> <p><input type="checkbox"/> <b>WORK WITH CHILDREN</b></p> <p><input type="checkbox"/> <b>WORK WITH YOUR HANDS</b></p> <p><input type="checkbox"/> <b>WORK WITH MACHINES OR EQUIPMENT</b></p> <p><input type="checkbox"/> <b>WORK WITH NUMBERS</b></p> |
|--|---|

From the checked values, select six (6) that are most important to you:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_
4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

## LIFESTYLE Values

- Save money
- Own a home
- LIVE IN A URBAN, SUBURBAN OR RURAL SETTING OF MY CHOICE
- DRIVE THE TYPE OF VEHICLE OF MY CHOICE
- ABILITY TO TAKE VACATIONS
- TIME FOR EDUCATIONAL GROWTH
- TIME FOR RECREATION

From the checked values, select six (6) that are most important to you:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

## EXTERNAL Values

\_\_\_\_\_ **ADVENTURE:** Risk-taking/excitement.

\_\_\_\_\_ **COMPETITION:** Competing with others.

\_\_\_\_\_ **FLEXIBLE WORK SCHEDULE:** Choosing your own hours.

\_\_\_\_\_ **HIGH SALARY:** Earning a large amount of money.

\_\_\_\_\_ **INFLUENCING OTHERS:** Influencing the decisions of others.

\_\_\_\_\_ **OUTSIDE WORK:** Working out-of-doors.

\_\_\_\_\_ **PHYSICAL WORK:** Substantial physical, labor-intensive activity.

\_\_\_\_\_ **PRESTIGE:** Status and respect in a community.

\_\_\_\_\_ **SEASONAL WORK:** Employed only at certain times of the year.

\_\_\_\_\_ **TRAVEL:** Working in a job in which you travel.

\_\_\_\_\_ **VARIETY:** Duties change frequently.

\_\_\_\_\_ **WORK WITH CHILDREN:** Teach or otherwise care for children.

\_\_\_\_\_ **WORK WITH HANDS:** Use your hands or hand tools.

\_\_\_\_\_ **WORK WITH MACHINES OR EQUIPMENT:** Use machines or equipment.

\_\_\_\_\_ **WORK WITH NUMBERS:** Use mathematics or statistics.

**From the checked values, select six (6) that are most important to you:**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

# Your Top Rated Skills and Values in Review

Go to the SOFT Skills Checklist and select the skills you feel are most important and list in the box below:

<b>Your Top 5 Self Management or “SOFT” Skills</b>	
<u>1</u>	
<u>2</u>	
<u>3</u>	
<u>4</u>	
<u>5</u>	

Go to the HARD Skills Checklist and select the skills you feel are most important and list in the box below.

<b>Your Top 5 Job-Related or “HARD” Skills</b>	
<u>1</u>	
<u>2</u>	
<u>3</u>	
<u>4</u>	
<u>5</u>	

Go to the PORTABLE Skills Checklist and select the skills you feel are most important and list in the box below.

<b>Your Top 5 Transferable or “PORTABLE” Skills</b>	
<u>1</u>	
<u>2</u>	
<u>3</u>	
<u>4</u>	
<u>5</u>	



# Career Research Questionnaire – 1

## Long-Term Career Goal

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

**Career Exploration Resources used: (check all that apply)**

- California Career Zone ([www.cacareerzone.org](http://www.cacareerzone.org))
- O-Net online ([www.onetline.org](http://www.onetline.org))
- EDD California Occupational Guide

**Answer the following questions about the job you have researched.**

What personal skills and abilities do you have that are required for this occupation?

\_\_\_\_\_

What is the California outlook (demand) for this occupation?

What is the job outlook in San Diego for this occupation?

What is the entry-level and average salary for this occupation?

Entry-level: \_\_\_\_\_ Average: \_\_\_\_\_

What type of education, training, license, etc. is need for this occupation?

Where are you most likely to obtain this education/training? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you think you would like about it?

What do you think you would dislike about this occupation?

After completing research, how likely do you think you are to pursue this occupation?

**VERY LIKELY**

**LIKELY**

**SOMEWHAT LIKELY**

**NOT LIKELY**



# Career Research Questionnaire – 2

## Long-Term Career Goal

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

Career Exploration Resources used: (check all that apply)

- California Career Zone ([cacareerzone.org](http://cacareerzone.org))
- O-Net online ([www.onetline.org](http://www.onetline.org))
- EDD California Occupational Guide

**Answer the following questions about the job you have researched.**

What personal skills and abilities do you have that are required for this occupation?

\_\_\_\_\_

What is the California outlook (demand) for this occupation?

What is the job outlook in San Diego for this occupation?

What is the entry-level and average salary for this occupation?

Entry-level: \_\_\_\_\_ Average: \_\_\_\_\_

What type of education, training, license, etc. is need for this occupation?

Where are you most likely to obtain this education/training? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you think you would like about it?

What do you think you would dislike about this occupation?

After completing research, how likely do you think you are to pursue this occupation?

**VERY LIKELY      LIKELY      SOMEWHAT LIKELY      NOT LIKELY**



# Career Research Questionnaire – 1

## Short-Term Job Goal

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

**Career Exploration Resources used: (check all that apply)**

- California Career Zone ([cacareerzone.org](http://cacareerzone.org))
- O-Net online ([www.onetline.org](http://www.onetline.org))
- EDD California Occupational Guide

**Answer the following questions about the job you have researched.**

What personal skills and abilities do you have that are required for this occupation?

\_\_\_\_\_

What is the California outlook (demand) for this occupation?

What is the job outlook in San Diego for this occupation?

What is the entry-level and average salary for this occupation?

Entry-level: \_\_\_\_\_ Average: \_\_\_\_\_

What type of education, training, license, etc. is need for this occupation?

Where are you most likely to obtain this education/training? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you think you would like about it?

What do you think you would dislike about this occupation?

After completing research, how likely do you think you are to pursue this occupation?

**VERY LIKELY**

**LIKELY**

**SOMEWHAT LIKELY**

**NOT LIKELY**



# Career Research Questionnaire – 2

## Short-Term Job Goal

Name: \_\_\_\_\_

Occupation: \_\_\_\_\_

**Career Exploration Resources used: (check all that apply)**

- California Career Zone ([cacareerzone.org](http://cacareerzone.org))
- O-Net online ([www.onetline.org](http://www.onetline.org))
- EDD California Occupational Guide

**Answer the following questions about the job you have researched.**

What personal skills and abilities do you have that are required for this occupation?

\_\_\_\_\_

What is the California outlook (demand) for this occupation?

What is the job outlook in San Diego for this occupation?

What is the entry-level and average salary for this occupation?

Entry-level: \_\_\_\_\_ Average: \_\_\_\_\_

What type of education, training, license, etc. is need for this occupation?

Where are you most likely to obtain this education/training? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you think you would like about it?

What do you think you would dislike about this occupation?

After completing research, how likely do you think you are to pursue this occupation?

**VERY LIKELY      LIKELY      SOMEWHAT LIKELY      NOT LIKELY**

# Long-Term Career Goal Job Listing Questionnaire

Complete this form for the 6 job search contacts you make.

Job Title:

---

Company Name:

---

Address:

---

Phone:

---

Contact Person:

---

Description of Duties

---

---

---

---

---

Salary:

---

Part-time / Full-time

Day Night

---

Benefits:

---

Additional information about this job or company:

---



# Informational Interview Prep

## PURPOSE

An informational interview is NOT a job interview and you should not ask for a job. It looks like a job interview and feels like a job interview, but the purpose is to obtain information to make a good career decision.

## OBTAINING AND PREPARING FOR AN INFORMATION INTERVIEW

To obtain an informational interview, first ask friends and family if they know anyone working in the occupation you are researching. You will also want to research potential interview sites on the internet and social media sites including; twitter, facebook, linkedin.com, etc.

## ETIQUETTE DURING THE INTERVIEW

In a job interview, you have a chance to market yourself like no other time during the job search process. Experience tells us that you MUST be prepared for the interview so that you'll be comfortable, articulate, and confident. If you are not prepared, your stress will be easy to see.

### First...

Interview for jobs you really want, now or in the future. Your interest in the job is easy to see...it's what some people call "passion". Showing that you have passion in a job interview helps you get the job offer in the future.

### Second...

A positive, "can-do" attitude is what the majority of employers want. Display a positive attitude the moment you walk into the office or workplace.

### Third...

Preparation is extremely important...

- Learn everything you can about the company "before" the interview.
- Practice answering interview questions with a friend. Get feedback on your answers.
- Create a list of questions you want to ask the interviewer.
- Prepare freshly pressed clean clothes and have a fresh haircut/style.
- Arrive early and look your best.
- Bring pen, pencil, resumes, notepaper preferably in a clean pocket folder.
- Dress professionally, shake hands, be considerate and keep the length of the interview to about 30 minutes max.
- Sit forward in the chair, look at the interviewers in the eye, and show interest!
- Say thank you and shake hands with confidence.
- Send a follow-up thank you note or letter the next day.

# Informational Interview Worksheet

## QUESTIONS YOU COULD ASK...

Here are some examples of questions you might ask while conducting an information interview. The purpose of the informational interview is to obtain “real-world” information from people in occupations you may wish to pursue. You may ask additional questions, just be sure write the questions and answers on the space provided.

Occupation: \_\_\_\_\_

Company name: \_\_\_\_\_

Name of person interviewed: \_\_\_\_\_

Phone/email: \_\_\_\_\_

Could you please describe your typical day-to-day job duties?

\_\_\_\_\_

What type of training or education would I need to get into this occupation?

\_\_\_\_\_

What do you like most of this occupation?

\_\_\_\_\_

What do you like least about this occupation?

\_\_\_\_\_

Is there a demand now or in the future for this occupation?

\_\_\_\_\_

What are the most important qualities your company looks for when making a hiring decision for this occupation?

\_\_\_\_\_

Additional questions:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Résumé & Cover Letter

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## Introduction

### **A resume is...**

...a summary of your skills, accomplishments, work experiences and education. It is used to apply for a new job and helps convince an employer to invite you for a job interview.

### **A resume is needed because...**

...it is your primary marketing tool when looking for work. Even if an employer does not require a resume, you should attempt to submit one. The “process” of writing a resume is also good for you to review your skills and abilities so you are able to talk more clearly about them in an interview.

### **A resume is usually but not always...**

...one page long and covers the last ten years of work experience. Job seekers with extensive work experience and higher level skills may have a one-and-a-half or two-page resume.

### **A resume is started by...**

...gathering information about yourself; listing your skills, abilities, and accomplishments; choosing a resume format; and writing the first draft for someone to proofread and help you make improvements.

**There are several formats of resumes** for different uses, but the 2 most popular formats are **CHRONOLOGICAL** and **FUNCTIONAL**.

# Intro to Chronological Resumes

A chronological resume is organized by time and focuses on your previous work experience and responsibilities on the job. Employers usually look at how long you have worked at one place and for gaps in your employment history. This helps them decide if you can do the job, fit in with co-workers and whether you will be reliable.

## **You can use the chronological resume if you...**

- ...have a good work history.
- ...have no time-gaps in the past.
- ...do not have numerous job changes.
- ...look for another job in the same field.
- ...have worked for a prestigious company that carries some weight in your community.

## **Advantages:**

- Somewhat preferred by employers.
- Easy to read and track work history.
- Shows job stability.
- Can show steady growth in responsibility.
- Emphasizes your job titles and where you worked.
- Describes your duties and accomplishments.

## **Disadvantages:**

- Can emphasize that you changed jobs frequently.
- Can provide information that might let employers determine your age.
- Will show lack of experience.
- Will show gaps in employment.

# Chronological Resume Guide

## YOUR NAME

Street Address, City, State Zip  
(xxx) xxx-xxxx | yourname@email.com

---

**OBJECTIVE:** To obtain a position as (Job Title and Company Name)

### SUMMARY OF QUALIFICATIONS

- Number of years experience in the field or line of work.
- Relevant and recent training and education.
- One or two qualities or characteristics that support your employment goal.
- Key skills, talents or special knowledge related to your job objective.

### RELEVANT EXPERIENCE AND SKILLS (Current or most recent job first)

**Job Title**, Company Name, City, State    Start Date – End Date

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

**Job Title**, Company Name, City, State    Start Date – End Date

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

**Job Title**, Company Name, City, State    Start Date – End Date

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

**Job Title**, Company Name, City, State    Start Date – End Date

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

### EDUCATION AND TRAINING

Degree(s), School Name, City, State, Date

Training(s), School Name, City, State, Date

Certificate(s), School Name, City, State, Date

# Chronological Resume Sample

## Jason Workman

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | tworkman@gmail.com

---

**OBJECTIVE:** To obtain a position as Customer Service Representative

### SUMMARY OF QUALIFICATIONS

- Over two years experience as a Customer Service Representative
- Excellent communication skills; fluent in both English and Spanish.
- Ability to obtain strong product knowledge for use in sales presentations.
- Proficient in the use of computerized cash registers and ordering systems.

### WORK EXPERIENCE

**Sales Associate**, San Diego Art Supply, San Diego, CA 2005 - Present

- Worked closely with artists and hobbyists to meet their supply needs.
- Developed a client database to contact customers about upcoming sales events.
- Consistently exceeded sales goals and always received bonuses for up-sales.

**Admission Rep/Receptionist**, Pacific College, San Diego, CA 2002 - 2005

- Greeted potential students, answered enrollment questions and assisted them with applications forms.
- Promoted to Admissions Representative after 3 months on-the-job.

**Walk-About Character**, SeaWorld Adventure Park, San Diego, CA 2004-2005

- Served as adventure park animal character during busy summer season.
- Professionally performed scripted skits with other characters to entertain guest.
- Consistently asked to work special events for VIP's and company meetings.

### EDUCATION AND TRAINING

Administrative Assistant Certificate of Completion  
Centre City Campus, San Diego Continuing Education, San Diego CA 2007

San Diego High School Graduate 2005

# Intro to Functional Resumes

A functional resume focuses on the professional skills and experiences that you gained from your employment, formal education, training, and allows you to highlight your transferable skills. Many are only one page in length. However, if the information is relevant, one-and-a-half to two pages is acceptable.

## **You use the functional resume if you...**

- ...want to focus on skills...not where you worked or for how long.
- ...are reentering the job market.
- ...have long time-gaps between employment.
- ...have numerous job changes.
- ...are looking for a job in very different field or industry.
- ...think your age is an issue (too young, too old)
- ...have had several unrelated occupations.
- ...are a mature individual with numerous areas of expertise.
- ...are a new graduate from high school or college.
- ...are a dislocated worker who is retraining and/or has retrained and want to use recent education to make a career change.
- ...have skills and abilities other than those you are currently using and you want to make a change.
- ...have extensive military background and experience.
- ...are self-employed and operate your own business.

## **Advantages:**

- Highlights accomplishments and strengths.
- Allows you to organize your skills in a way that makes you look good.
- Eliminates repetition and redundancy of similar jobs.
- Allows flexibility in how you present yourself.
- Can be used to for circulating through networks.
- You can include diverse volunteer experience, interests, and skills that have not been a part of your paid employment.

## **Disadvantages:**

- Somewhat de-emphasizes specific job titles and companies.
- Somewhat de-emphasizes how long you worked on each job.

# Functional Resume Guide

## Your Name

Street Address, City, State Zip  
(xxx) xxx-xxxx | yourname@email.com

---

**OBJECTIVE:** To obtain a position as (Job Title and Company Name)

### SUMMARY OF QUALIFICATIONS

- Number of years experience in the field or line of work.
- Relevant credentials, training and education.
- One or two qualities or characteristics that support your employment goal.
- Key skills, talents, or special knowledge related to your job objective.
- Another accomplishment or characteristic describing your work ethics.

### RELEVANT EXPERIENCE AND SKILLS

#### Name of relevant skill category

- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.

#### Another relevant skill category

- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.

#### Another relevant skill category

- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.
- An accomplishment that illustrates or documents this skill.

### EMPLOYMENT HISTORY

**Job title**      Company Name, City, State Start Date – End Date

**Job title**      Company Name, City, State Start Date – End Date

**Job title**      Company Name, City, State Start Date – End Date

### EDUCATION AND TRAINING

Degree(s), School Name, City, State, Date

Training(s), School Name, City, State, Date

Certificate(s), School Name, City, State, Date

# Functional Resume Sample

## Gloria Workman

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | gworkman@gmail.com

---

**OBJECTIVE:** To obtain a position as an Administrative Assistant

### SUMMARY OF QUALIFICATIONS

- Over three years experience in computerized office support positions.
- Recently trained in current Business Information Technology.
- Able to communicate with both staff and clients to achieve customer satisfaction.

### RELATED EXPERIENCE AND SKILLS

#### OFFICE SUPPORT

- Prepared letters, press releases and reports accurately and within deadlines.
- Prepared new employee personnel files and maintained all employee records.
- Operated complex copy, folding, postage and binding machines.
- Answered and routed telephones calls on multi-line system.

#### WEB SUPPORT

- Supported the design of web sites by working closely with management to integrate web resources to improve marketing goals.
- Wrote and edited copy for web content for Ross Public Relations.

#### COMPUTER APPLICATIONS

- Proficient in MS Word, PowerPoint, Publisher, FrontPage and QuickBooks.
- Ability to develop and implement databases to increase workflow and aid in organization.
- Skilled in using Outlook to time-manage office operations and appointments.

### EMPLOYMENT HISTORY

<b>Administrative Assistant</b> , Ross Public Relations, El Cajon, CA	2005 - Present
<b>Clerical Assistant</b> , Bayside Real Estate, National City, CA	2004 - 2005
<b>Office Clerk Intern</b> , Morse High School, San Diego, CA	2003 - 2004

### EDUCATION AND TRAINING

Front Office Certificate of Completion Cesar Chavez Campus, San Diego Continuing Education, San Diego, CA	2009
--	------

# Resume Summary

## Format

The **chronological** resume lists jobs and duties in order, starting with the most recent job you held and working backwards.

The **functional** resume groups accomplishments under specific areas of skills and abilities followed by the employer history.

## Your First Draft

You will probably make several attempts before getting your resume right. Work your way through the draft stages carefully. It may take a little time, but it is important that you are satisfied with the result.

## Make it Look Good

Print on only one side of the paper, with a high quality printer, on ivory-colored linen paper with a minimum of 20 lb. weight. Use the same paper for your cover letter, reference list, and salary history. Also, use the same letterhead or heading on all documents.

Choose only one font. Select an easily readable typeface like Times or Arial with no smaller than 11 pts. **DO NOT** use script fonts, *italics* or underlining, borders or pictures. Use **Bold** for job titles, headings, etc.,

A resume is difficult to read in full sentences and paragraph form. Use bullet points to enable readers to comprehend quickly what you've accomplished.

## Keep it Free of Errors

Ask your family, friends, or instructor/counselor to check and proofread your resume for any grammar and spelling errors.

If you use a computer to write your resume, use the spell check feature.

Check everything, as many times as possible to make sure that it is perfect.

Nothing will kill your chances for success faster than a resume full of grammatical mistakes and misspelled words!



# Skills Phrase Examples

## MANAGEMENT/MARKETING:

- Created new position of Public Relations Director to fill corporate need
- Strong leadership qualities: able to analyze and solve problems.
- 4 years of successful supervisory and management experience.

## ACCOUNTING:

- Experience in bookkeeping and general office support.
- Strong grasp of accounting; experienced in all phases of accounting.
- Successful in mastering technical skills of computerized accounting systems.

## OFFICE:

- Managed office operations and client requests.
- Special talent for analyzing situations and resolving problems.
- Strength in creative problem solving and cutting costs.

## SALES:

- Professional appearance and manner, ability to utilize all techniques to stimulate an increase in sales.
- Managed sales office operations and staff of twelve to record productivity
- Very well organized and skilled in techniques of closing a sale.

## TECHNICAL / COMPUTERS:

- Dependable and conscientious - accurate with detail work.
- Highly effective in communicating with engineers and technicians, and translating scientific information into everyday language.
- Sincerely enjoy the challenge of providing high-quality direct service.
- Can be trusted to handle end-user complaints diplomatically.
- Highly inquisitive, creative and resourceful. Goal oriented.
- Enthusiastic and committed to maintain quality.
- Expert troubleshooter and problem solver.
- Committed to excellent service and customer satisfaction.

# Action Words

## A

Abstracted  
Accepted  
Achieved  
Acted  
Adapted  
Addressed  
Administered  
Advised  
Aided  
Allocated  
Amended  
Analyzed  
Approved  
Arbitrated  
Arranged  
Assembled  
Assessed  
Assigned  
Assisted  
Attained  
Attended  
Authored

## B

Balanced  
Brainstormed  
Built  
Budgeted  
Built

## C

Calculated  
Categorized  
Chaired  
Checked  
Clarified  
Classified  
Coached  
Collaborated  
Collated

Collected  
Communicated  
Compared  
Compiled  
Completed  
Composed  
Computed  
Conceived  
Conducted  
Configured  
Confirmed  
Consolidated  
Constructed  
Consulted  
Contributed  
Controlled  
Converted  
Convinced  
Cooperated  
Coordinated  
Correlated  
Corresponded  
Counseled  
Created  
Critiqued  
Customized

## D

Debated  
Debugged  
Decided  
Dedicated  
Defined  
Delegated  
Delivered  
Demonstrated  
Designed  
Detailed  
Determined  
Developed

Devised  
Diagnosed  
Directed  
Discovered  
Documented  
Doubled  
Drafted  
Drove

## E

Earned  
Educated  
Edited  
Effected  
Enabled  
Enforced  
Engaged  
Engineered  
Enhanced  
Enlisted  
Enriched  
Established  
Evaluated  
Examined  
Executed  
Expanded  
Expedited  
Experienced  
Experimented  
Explained  
Extracted  
Extrapolated

## F

Fabricated  
Facilitated  
Figured  
Financed  
Followed through  
Forecasted  
Formed

Formulated  
Founded

**G**

Gathered  
Generated  
Guided

**H**

Handled  
Headed  
Helped

**I**

Identified  
Illustrated  
Imagined  
Implemented

Improved  
Improvised  
Increased

Influenced  
Informed  
Initiated

Innovated  
Inspected  
Inspired

Installed  
Instituted  
Instructed

Integrated  
Interpreted  
Interviewed

Introduced  
Invented  
Investigated

Issued

**J**

Justified

**K**

Keynoted

**L**

Lectured  
Led  
Licensed

**M**

Maintained

Managed

Marketed

Mastered

Mediated

Mentored

Merged

Met deadlines

Moderated

Monitored

Motivated

**N**

Negotiated

Nominated

**O**

Observed

Operated

Organized

Originated

Overhauled

Oversaw

**P**

Participated

Performed

Persuaded

Pioneered

Planned

Prepared

Prioritized

Problem solved

Processed

Produced

Programmed

Projected

Promoted

Proved

Provided

Publicized

**R**

Recommended

Reconciled

Recruited

Reduced

Referred

Reorganized

Repaired

Reported

Represented

Researched

Retrieved

Reviewed

Revitalized

**S**

Scheduled

Served

Set goals

Shaped

Simplified

Solved

Sparked

Specified

Spoke

Strengthened

Submitted

Succeeded

Summarized

Supervised

Surveyed

Systemized

**T**

Tabulated

Tailored

Tested

Tracked

Trained

**U**

Upgraded

**V**

Validated

**W**

Wrote

# Intro to Cover Letters

The cover letter will introduce you to the employer. Good cover letters catch the reader's interest and create an impression of competence. Cover letters are an opportunity to show your focus and energy. The cover letter should summarize who you are and what you want.

Cover letters should be written in standard business format with the heading identical to the one you created for your resume. All letters should be single spaced, flush left, with each paragraph followed by a blank line. Use professional, formal language. Most cover letters are two or three paragraphs long. A cover letter should fit on one page and contain the following four parts: Salutation/greeting, opening paragraph, body of letter, closing paragraph.

## **SALUTATION / GREETING**

Write your letter to a specific person rather than to a business name or job title. Why? Think about how you respond to a letter addressed with your name, versus one addressed to "To whom it may concern." If you do not know whom to write, call the company and ask who is hiring for the position. Make sure that the name you use is spelled correctly and the title is accurate.

## **OPENING PARAGRAPH**

The first few sentences of your cover letter should tell the reader which job you are applying for and the connection you have to the company. If someone who knows the employer referred you, give the name of that person. If you are responding to an advertisement, refer to the source and date of publication.

## **BODY OF LETTER**

The second paragraph of your cover letter is a brief explanation of your qualifications. Don't repeat your resume; summarize your most relevant qualifications for the job.

## **CLOSING PARAGRAPH**

State your interest in meeting with the employer for an interview. Make it easy for the person to contact you - list one or two phone numbers where they can reach you or leave a message number.

# Cover Letter Worksheet

## Your Name

Street Address, City, State, Zip  
(xxx) xxx-xxxx | yourname@email.com

---

Date (Month, Day, Year) \_\_\_\_\_

Employer's Name \_\_\_\_\_

Position \_\_\_\_\_

Name of Company \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Dear Mr. or Ms. (Employer's Last Name): \_\_\_\_\_

Opening paragraph - Introduce yourself and explain why you are writing, including what job you are applying for and how you learned about it.

---

---

Body of letter - State your skills and experience related to the job and if possible, how you can contribute to the company.

---

---

---

Closing paragraph - mention that your resume is attached. Request an interview. Thank the employer.

---

---

**Sincerely,**

**Your signature**

**Enclosure**

# Cover Letter Sample

**Jonathan Workman**

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | jworkman@gmail.com

---

August 24, 2008

Ms. Lupe Valascos, Manager  
Southeast Savings and Loan Bank  
1635 State Street  
San Diego, CA 92101

Dear Ms. Valascos,

I am very interested in being considered for the position of Clerical Assistant with Southeast Savings and Loan Bank. I have recently completed training in office skills at San Diego Continuing Education and have a personality that fits perfectly with your desire to serve your customers with first-rate service.

Please review the attached resume for skills and abilities that I know match your requirements.

I look forward to discussing the position with you in more detail as I believe my qualifications are a match for your bank. I will attempt to contact you next week, and you are invited to call me at your earliest convenience to schedule an interview: (619) 222-3456.

I look forward to your reply and thank you for your consideration.

Sincerely,

Jonathan Workman

Enclosure

# Thank You Letter

The importance of thank you letters is often overlooked.

Tip: Near the end of an interview, ask the interviewer for his or her contact information and correct spelling of their name, or ask for a business card.

As soon as possible, send a thank you note or follow-up letter to each of your interviewers by fax, mail or email. It may be the deciding factor in your favor, especially when there are other applicants with your qualifications

Email is the quickest way to get your thank you letters in front of interviewers, and is perfectly acceptable these days. But avoid using emoticons (i.e., happy faces), shorthand, acronyms or chat room shortcuts, i.e., “u” for *you* or “TIA” for *thanks in advance*). Follow the same standards as you would for writing a professional business letter.

Interviewers expect you to send thank you letters. It's also an effective interviewing strategy, because it....

- Shows that you are courteous, knowledgeable and professional
- Demonstrates your written communication skills
- Helps you stand out in the minds of the interviewers
- Elevates you above competing candidates who didn't bother to write them
- Gives you an opportunity to reinforce your good points
- Allows you to add something important about you
- Confirms your understanding of topics discussed



# Thank You Letter Sample

**Roberto Workman**

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | rworkman@gmail.com

---

January 10, 2001

Ms. Cheryl Johnson, Human Resource Representative  
Surf City Investments  
101 Pacific Coast Highway  
San Diego, CA 92101

Dear Ms. Johnson:

Thank you for taking the time to meet with me today regarding the Accounting Clerk position at Surf City Investments. I was most impressed with the friendliness of staff I met and I am particularly excited about the opportunity.

My qualifications very closely match the requirements you have for the position. In addition, my two years of involvement in my university's credit union have given me experience handling cash transactions and dealing with customers - traits you stressed as being important in your candidates.

If there is any way I can be of further assistance in the decision process, please feel free to give me a call at (619) 307-5099. I look forward to hearing from you again shortly.

Again, I appreciate your consideration.

Sincerely,

Roberto Workman



# References

## **Don't List References on Your Resume**

Create a separate sheet on your personal letterhead that lists your references. Typically, employers request three professional and three personal references.

## **Professional References**

When listing professional references include your reference's name, job title, company, address, phone number, and e-mail.

## **Personal References**

When listing personal references include your reference's name, job title if helpful to your image, address (ask references if they wish you to use their business or personal address) phone number, and email. Do not include family members.

## **Ask Permission to Use References**

Before sending a list of references, ask each one for permission to use them as a reference. Let them know the types of positions you will be applying for and what skills are needed in those positions. Then ask them to discuss what they believe to be your best talents, qualities or skills when speaking with prospective employers that contact them.

## **Verify What References Will Say About You**

If you ask someone to be a reference also ask them what they would say about your work habits and your reliability when they speak with a potential employer. If your reference is a former employer, ask the employer if your job performance was good and if he/she would hire you again? Employers often ask this question when checking references.

If you think that any reference may give a so-so recommendation or provide negative feedback about you, remove them from your reference list. Most employers assume that the references you provide will be positive, but that is not always the case. Ask what your references will say about you.

# Reference Page Guide

## Your Name

Street Address, City, State, Zip  
(xxx) xxx-xxxx | yourname@email.com

---

## PERSONAL & PROFESSIONAL REFERENCES

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

# Resume / Master Application Worksheet

Name: \_\_\_\_\_

## I. Personal Information

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ E-Mail: \_\_\_\_\_

## II. Education

**College or University:** \_\_\_\_\_

Location: \_\_\_\_\_ State: \_\_\_\_\_

Degree: \_\_\_\_\_

Major(s): \_\_\_\_\_ Minor(s): \_\_\_\_\_

Date obtained: \_\_\_\_\_ Major GPA: \_\_\_\_\_ Overall GPA: \_\_\_\_\_

**Adult Education:** \_\_\_\_\_

Location: \_\_\_\_\_ State: \_\_\_\_\_

Degree: \_\_\_\_\_

Major(s): \_\_\_\_\_ Minor(s): \_\_\_\_\_

Date obtained: \_\_\_\_\_ Major GPA: \_\_\_\_\_ Overall GPA: \_\_\_\_\_

Other schools attended (except high school), training or certifications received,  
licenses obtained:

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## III. Special Competencies

Write here your special talents, skills, training, languages (artistic, computer skills, special licenses, significant achievements), etc:

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**IV. Experience** (consider all experience - paid, unpaid, volunteer, etc.)

Position title: \_\_\_\_\_

Organization name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Dates employed (months & years only) From: \_\_\_\_\_ To: \_\_\_\_\_

Name of supervisor(s): \_\_\_\_\_

Duties and responsibilities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Specific performance accomplishments or contributions you made to this job:

\_\_\_\_\_  
\_\_\_\_\_

**V. Experience** (consider all experience - paid, unpaid, volunteer, etc.)

Position title: \_\_\_\_\_

Organization name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Dates employed (months & years only) From: \_\_\_\_\_ To: \_\_\_\_\_

Name of supervisor(s): \_\_\_\_\_

Duties and responsibilities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Specific performance accomplishments or contributions you made to this job:

\_\_\_\_\_  
\_\_\_\_\_

**VI. Experience** (consider all experience - paid, unpaid, volunteer, etc.)

Position title: \_\_\_\_\_

Organization name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Dates employed (months & years only) From: \_\_\_\_\_ To: \_\_\_\_\_

Name of supervisor(s): \_\_\_\_\_

Duties and responsibilities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Specific performance accomplishments or contributions you made to this job:

\_\_\_\_\_

\_\_\_\_\_

**VII. Experience** (consider all experience - paid, unpaid, volunteer, etc.)

Position title: \_\_\_\_\_

Organization name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Dates employed (months & years only) From: \_\_\_\_\_ To: \_\_\_\_\_

Name of supervisor(s): \_\_\_\_\_

Duties and responsibilities: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Specific performance accomplishments or contributions you made to this job:

\_\_\_\_\_

\_\_\_\_\_

### VIII. Activities

1. Memberships in professional associations, clubs or community groups, volunteer & religious organizations. Include name of the association, offices held and the dates. Add any significant activities attributed to your leadership:

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2. Awards and Honors (academic, athletic, social, civic. Any scholarship not based on financial need):

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3. Creative professional activities (articles written, projects presented or displayed):

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### IX. Personal or Professional References (FOR SEPARATE PAGE)

Avoid using family and relatives. Generally, two or three personal, professional, or academic references will be sufficient. Be sure to get permission from all references before using their name!

1. Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_  
Job Title: \_\_\_\_\_  
Email: \_\_\_\_\_

2. Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_  
Job Title: \_\_\_\_\_  
Email: \_\_\_\_\_

3. Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_  
Job Title: \_\_\_\_\_  
Email: \_\_\_\_\_



# Glossary

- Accomplishment** – something you are able to achieve after working hard to do it
- Acronym** – a word made from the first letters of a group of words
- Advantage** – something that helps you be better or more successful than other people
- Average salary** – the typical salary for a job, not the highest or lowest
- Benefits** – what you receive in addition to salary; health insurance, vacation days, retirement plan, child care
- Functional résumé** – a résumé that organized by skill in categories related to your future job
- Compensation package** – the complete job offer from an employer, including salary and all benefits
- Contact information** – your name, address, phone number and email
- Cover letter** – a letter that you send to an employer to introduce yourself and summarize your skills
- Critique** – to review something and comment on whether it is good/bad
- Deciding factor** – a strong reason that influences your decision about something
- Degree** – a diploma or certificate that you earn for completing a course of study
- Disadvantage** – something that may make you less successful than other people
- Duties** – tasks that you were responsible for completing
- Emoticon** – a keyboard symbol used to express emotion, such as ☺ or ☹
- Emphasize** – to show that an idea or opinion is very important
- Employer** – a company, organization, or individual you work for
- Employment gap** – a period of time when you were not working
- Feedback** – advice or criticism about how good or useful something is
- First draft** – the first version of a piece of writing that is not yet in its finished form
- Flexible** – able to change to fit the situation
- Format** – the way a computer document is organized or arranged
- Former employer** – previous employer
- GPA** – (acronym) grade point average – your average score for all of your high school or college classes
- Hire** – to employ someone, to give someone a job
- Job hopping** – changing jobs frequently
- Job seeker** – a person who is looking for a job
- Job stability** – staying in the same job for a long period of time
- Job title** – the name of a particular job
- Lack of experience** – not having enough experience
- Letterhead** – a piece of paper with your name and contact information printed at the top
- Major** – the primary subject that you studied when you attended college or university
- Minor** – a secondary subject that you studied when you attended college or university
- Negotiable** – able to be discussed and changed
- Objective** – the specific title of the job you want. Also a goal; something that you want to achieve
- Personal reference** – a reference you know from a situation other than work
- Prestigious** – important and well-known
- Professional reference** – a reference you know from a former job
- Proofread** – to read something in order to find and correct mistakes or make suggestions for improvement
- Prospective employer** – a possible future employer
- Reference** – a person who knows you well and writes a letter or speaks to a prospective employer about you
- Relevant** – directly related to the subject you are discussing
- Résumé** – a written list and description of your work history, education, and skills
- Salary** – the amount of money you earn
- Salary range** – the minimum and maximum amount you expect to earn for a position
- Salary survey** – a report of information about average salaries for particular jobs
- Shorthand** – a fast method of writing using special signs to represent words
- Summary** – a short statement giving only the main information about something
- Verify** – to check something to be sure that it is true