Senior Exhibition
Career Development Project

Student: ____________________________________________

Counselor: ________________________________________

San Diego Continuing Education
Introduction & Instructions

As a San Diego Continuing Education high school student, you are asked to complete a Career Development Project for your Senior Exhibition to help you focus on your career goals. Although it is a requirement, we hope you become truly interested with the project AND the knowledge you gain by completing it.

Most students complete their high school education to enable them to transition into college, skills training or work, and this project helps prepare you for your transition with a series of exercises and activities.

Electronic copies of the forms you need are available on the CDS website: [http://cds.sdce.edu](http://cds.sdce.edu) Look for the High School Senior Exhibition / GED folder. There is a PDF version of the workbook MS Word versions of the worksheets to save, complete, and print-out to submit to your Counselor.

We have organized the project in a certain order, however, you may complete the exercises and activities in any order that works best for you.

**Note:** A Resume and Cover Letter Workbook starts on Page 21 to help you write a resume, cover letter and thank letter.

On the next page is a checklist of all of your assignments and page numbers where you will find each document. There is also a corresponding check box letter to help keep track your work. Look for the letter of the activity and check it once completed.

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

Try to complete the project in a timely manner. We know there are many life/work events that may happen to slow you down or keep you from completing the project, so stay on top of this project and press forward.

We want you to succeed! If you have any question along the way…ASK!

Do not hesitate to ask your Counselor or Career Counselor for information.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Page #</th>
<th>Check Box</th>
<th>Date Completed</th>
<th>Faculty Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION AND INSTRUCTIONS</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAREER DEVELOPMENT STEPS</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASSESSMENT, GOALS AND RESOURCES</td>
<td>5</td>
<td>A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow instructions and complete 2 career assessments: Interest Profiler: <a href="http://www.cacareerzone.org">http://www.cacareerzone.org</a></td>
<td></td>
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</tr>
<tr>
<td>CAREER POSSIBILITIES</td>
<td>5</td>
<td>B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Select 2 short-term career-related and 2 long-term job – related goals. You do not have to choose occupations from your assessment results.</td>
<td></td>
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</tr>
<tr>
<td>SKILLS &amp; WORK VALUES CHECKLIST</td>
<td>6-8</td>
<td>C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete an inventory of HARD &amp; SOFT skills, WORK VALUES and TRANSFERABLE skills.</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>CAREER EXPLORATION AND RESEARCH</td>
<td>9-10</td>
<td>C1</td>
<td>C2</td>
<td></td>
</tr>
<tr>
<td>Complete research questionnaires for the 2 short-term job goals. <a href="http://www.careerinfonet.org">http://www.careerinfonet.org</a></td>
<td>11-12</td>
<td>D1</td>
<td>D2</td>
<td></td>
</tr>
<tr>
<td>Complete research questionnaires for the 2 long-term career goals. <a href="http://www.careerinfonet.org">http://www.careerinfonet.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ONLINE JOB SEARCH</td>
<td>13-16</td>
<td>E1</td>
<td>E2</td>
<td>E3</td>
</tr>
<tr>
<td>Conduct an online job search for your 4 job choices and complete the Job Listing Questions for each job. <a href="http://www.indeed.com">www.indeed.com</a> or <a href="http://www.craigslist.org">www.craigslist.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASTER APPLICATION TIPS &amp; WORKSHEET</td>
<td>17-20</td>
<td>F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read the Application Tips page in this workbook and complete the MASTER APPLICATION. Read instructions, print legibly &amp; complete all blocks.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESUME AND COVER LETTER WORKBOOK</td>
<td>21-33</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare a resume, cover letter and thank you letter directed towards any one of your career choices using the information in this workbook. <a href="http://cds.sdce.edu">http://cds.sdce.edu</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INFORMATIONAL INTERVIEWS TIPS</td>
<td>34-36</td>
<td>G1</td>
<td>G2</td>
<td></td>
</tr>
<tr>
<td>Conduct 2 informational interviews and complete the Informational Interview Worksheets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTERVIEW PREPARATION</td>
<td>37-38</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read the instructions to prepare for and conduct two job interviews with someone who hires employees.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTERVIEW EVALUATIONS</td>
<td>39-40</td>
<td>H1</td>
<td>H2</td>
<td></td>
</tr>
<tr>
<td>Ask the job interviewers to complete the interview evaluations after the interview.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Planning your career is a process that is made easier by following a step-by-step plan of action, or Career Action Plan. The following diagram may help you visualize the four-steps to achieving your career goals.

Notice that the bottom step is wider than the other steps, it’s like a foundation that has to be solid to support everything above it. Knowing yourself is the basis of success; knowing your strengths; knowing your limitations; knowing what you really want out of life.

If you are confident and self-aware, you then must explore how you fit in with the world of work. Knowing everything about an occupation, businesses that hire for those occupations, and how the industry and labor market is doing at the time you’re available to work is extremely important.

Then, and only then are you ready to make a solid career decision and to create a plan that will be successful. The fourth step is usually what career changers and job seekers begin with but we recommend you wait until you complete steps 1-3. Acting before you are ready can lead to unsuccessful job searches.

Preparation is what helps most people to be successful.

We begin on the next page by directing you to complete a career interest inventory and skills and work values checklist, then identify occupations that match your Summary Code, which you obtain upon completion of the inventory. The jobs you choose to put on the next pages are important, because you will be researching those positions in detail as part of your project.

The checklist on the previous page summarizes your assignments, but it’s OK to consult with a Counselor/Career Counselor to go over the entire project before you begin. It’s better to ask questions now, then after you invest time and energy without a clear understanding of your responsibilities.
Assessment, Goals and Resources

Complete the following online assessment exercises and PRINT OUT the results for review by your Counselor. Contact your Counselor if you prefer a paper-pencil assessment

ONLINE: Interest Profiler: www.CaCareerZone.org
(Note: Register before taking the interest profiler to save your results online)

OR PAPER/PENCIL: Self-Directed Search Career Interest Inventory (or other assigned assessment)

Top three interest areas: 1. _______________________________________________
2. _______________________________________________
3. _______________________________________________

PAPER/PENCIL: Skills and Work Values Checklist Exercise (Found on the Next Page)

Career Possibilities

List four occupations that you are interested in researching based on the results of the completed assessments or prior decisions about your future career. Select two you would consider for short-term, immediate job goals, and two for long-term career-oriented goals.

<table>
<thead>
<tr>
<th>Short-Term JOB Goal</th>
<th>Long-Term CAREER Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A job for now…to help with expenses and to pay for additional education)</td>
<td>(A job with a career path…leading to a secure and happy work life based on something you really enjoy doing)</td>
</tr>
</tbody>
</table>

1. _______________________________________________
2. _______________________________________________
1. _______________________________________________
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.

All the information can be found on these sites with a little data mining (exploring various pages / links relating to occupational information.)

California Career Zone: www.cacareerzone.org
Career One Stop: www.careeronestop.org
O-Net online: www.online.onetcenter.org
EDD California Occupational Guide (http://www.labormarketinfo.edd.ca.gov/occguides/)
SDCE Career Development Services: http://cds.sdce.edu – Occupational Research folder
Skills & Work Values ✓- list

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

**HARD skills, SOFT skills, and TRANSFERABLE 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...reliability, etc.
- “TRANSFERABLE” or portable skills are those HARD and SOFT skills that can be carried from one job to another and are valued by the employer. All skills are transferable but not for every job you submit an application.

**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.

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

<table>
<thead>
<tr>
<th>Communication</th>
<th>Interpersonal</th>
<th>Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Speaking</td>
<td>___ Teamwork</td>
<td>___ Multi-tasking</td>
</tr>
<tr>
<td>___ Listening</td>
<td>___ Conflict resolution</td>
<td>___ Organizing work</td>
</tr>
<tr>
<td>___ Negotiating</td>
<td>___ Giving credit to others</td>
<td>___ Handling details</td>
</tr>
<tr>
<td>___ Writing</td>
<td>___ Cooperating with others</td>
<td>___ Managing time</td>
</tr>
<tr>
<td>___ Editing</td>
<td>___ Supervising</td>
<td>___ Meeting deadlines</td>
</tr>
<tr>
<td>Mental/Thinking</td>
<td>___ Problem solving</td>
<td>Job Survival</td>
</tr>
<tr>
<td>___ Analyzing</td>
<td>___ Motivating others</td>
<td>___ Willing to learn</td>
</tr>
<tr>
<td>___ Information gathering</td>
<td>___ Delegating tasks</td>
<td>___ Cooperating</td>
</tr>
<tr>
<td>___ Attention to detail</td>
<td>___ Coaching others</td>
<td>___ Working under pressure</td>
</tr>
<tr>
<td>___ Creativity</td>
<td>___ Research &amp; Planning</td>
<td>___ Accepting responsibility</td>
</tr>
<tr>
<td></td>
<td>___ Leadership</td>
<td>___ Taking initiative</td>
</tr>
<tr>
<td></td>
<td>___ Communication</td>
<td>___ Flexibility</td>
</tr>
</tbody>
</table>

### Computer Skills Checklist:
Review the following list and check all the skills you have

<table>
<thead>
<tr>
<th>Basic Computer Skills</th>
<th>Web Applications</th>
<th>Internet</th>
<th>Databases</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ Keyboarding</td>
<td>___ Facebook</td>
<td>___ MS Internet Explore</td>
<td>___ MS Access</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>___ LinkedIn</td>
<td>___ Firefox</td>
<td>___ dBase</td>
</tr>
<tr>
<td>___ Windows 7</td>
<td>___ MS Outlook</td>
<td>___ Google Chrome</td>
<td>___ Filemaker Pro</td>
</tr>
<tr>
<td>___ Windows Vista</td>
<td>___ Google</td>
<td>___ Web page navigation</td>
<td>___ Paradox</td>
</tr>
<tr>
<td>___ Windows XP</td>
<td>___ YouTube</td>
<td>___ HTML</td>
<td>___ Goldmine</td>
</tr>
<tr>
<td>___ Windows NT</td>
<td>___ Twitter</td>
<td>___ Flash</td>
<td></td>
</tr>
<tr>
<td>___ MAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spreadsheets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ QuickBooks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ Excel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word Processing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ MS Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ Open Office Write</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair/Set-up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ A+</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ LAN/WAN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ CNE/CAN/MSC</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Internet
- MS Internet Explore
- Firefox
- Google Chrome
- Web page navigation
- HTML
- Flash

### Repair/Set-up
- A+
- LAN/WAN
- CNE/CAN/MSC

### Databases
- MS Access
- dBase
- Filemaker Pro
- Paradox
- Goldmine

### Publishing/Presentation
- InDesign
- MS Publisher
- Powerpoint
- Quark Express
- Photoshop
- Corel Draw
### Job Related HARD Skills Checklist:

The following are examples of HARD skill VERBS. Check “✓“ all the verbs/action words that describe any type of skill you’ve perform in your past.

<table>
<thead>
<tr>
<th>Physical &amp; Technical</th>
<th>Research &amp; Science</th>
<th>Creative &amp; Communication</th>
<th>Helping &amp; Teaching</th>
<th>Management &amp; Sales</th>
<th>Financial &amp; Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>__ Assemble __</td>
<td>__ Analyze __</td>
<td>__ Act __</td>
<td>__ Advise __</td>
<td>__ Assess __</td>
<td>__ Account __</td>
</tr>
<tr>
<td>__ Bend __</td>
<td>__ Clarify __</td>
<td>__ Create __</td>
<td>__ Care __</td>
<td>__ Coach __</td>
<td>__ Accuracy __</td>
</tr>
<tr>
<td>__ Bind __</td>
<td>__ Collect __</td>
<td>__ Design __</td>
<td>__ Clarify __</td>
<td>__ Counsel __</td>
<td>__ Allocate __</td>
</tr>
<tr>
<td>__ Build __</td>
<td>__ Critique __</td>
<td>__ Discriminate __</td>
<td>__ Coach __</td>
<td>__ Develop __</td>
<td>__ Analyze __</td>
</tr>
<tr>
<td>__ Cut __</td>
<td>__ Evaluate __</td>
<td>__ Edit __</td>
<td>__ Develop __</td>
<td>__ Direct __</td>
<td>__ Appraise __</td>
</tr>
<tr>
<td>__ Drill __</td>
<td>__ Examine __</td>
<td>__ Express ideas __</td>
<td>__ Encourage __</td>
<td>__ Evaluate __</td>
<td>__ Arrange __</td>
</tr>
<tr>
<td>__ Drive __</td>
<td>__ Gather __</td>
<td>__ Humor __</td>
<td>__ Explain __</td>
<td>__ Hire __</td>
<td>__ Audit __</td>
</tr>
<tr>
<td>__ Feed __</td>
<td>__ Inspect __</td>
<td>__ Imagine __</td>
<td>__ Facilitate __</td>
<td>__ Influence __</td>
<td>__ Budget __</td>
</tr>
<tr>
<td>__ Grind __</td>
<td>__ Interpret __</td>
<td>__ Innovate __</td>
<td>__ Guide __</td>
<td>__ Initiate __</td>
<td>__ Calculate __</td>
</tr>
<tr>
<td>__ Handle __</td>
<td>__ Interview __</td>
<td>__ Interpret __</td>
<td>__ Inform __</td>
<td>__ Lead __</td>
<td>__ Classify __</td>
</tr>
<tr>
<td>__ Lift __</td>
<td>__ Investigate __</td>
<td>__ Interview __</td>
<td>__ Intuition __</td>
<td>__ Make decisions</td>
<td>__ Collate __</td>
</tr>
<tr>
<td>__ Move __</td>
<td>__ Read __</td>
<td>__ Invent __</td>
<td>__ Intuition __</td>
<td>__ Manage __</td>
<td>__ Collect __</td>
</tr>
<tr>
<td>__ Punch __</td>
<td>__ Reason __</td>
<td>__ Listen __</td>
<td>__ Lead __</td>
<td>__ Mediate __</td>
<td>__ Compile __</td>
</tr>
<tr>
<td>__ Repair __</td>
<td>__ Review __</td>
<td>__ Negotiate __</td>
<td>__ Listen __</td>
<td>__ Motivate __</td>
<td>__ Compute __</td>
</tr>
<tr>
<td>__ Setting-up __</td>
<td>__ Survey __</td>
<td>__ Paint __</td>
<td>__ Mentor __</td>
<td>__ Organize __</td>
<td>__ Dispatch __</td>
</tr>
<tr>
<td></td>
<td>__ Synthesize __</td>
<td>__ Perceive __</td>
<td>__ Observe __</td>
<td>__ Plan __</td>
<td>__ Follow-through</td>
</tr>
<tr>
<td></td>
<td>__ Troubleshoot __</td>
<td>__ Perform __</td>
<td>__ Refer __</td>
<td>__ Make policy __</td>
<td>__ Keep records __</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Persuade __</td>
<td>__ Relate __</td>
<td>__ Solve problems</td>
<td>__ Meet deadlines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Report __</td>
<td>__ Service __</td>
<td>__ Reconcile __</td>
<td>__ Prepare __</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Speak __</td>
<td>__ Support __</td>
<td>__ Recruit __</td>
<td>__ Purchase __</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Shape __</td>
<td>__ Speak __</td>
<td>__ Schedule __</td>
<td>__ Raise runds __</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Visualize __</td>
<td>__ Team work __</td>
<td>__ Sell __</td>
<td>__ Record __</td>
</tr>
<tr>
<td></td>
<td></td>
<td>__ Write __</td>
<td>__ Stimulate __</td>
<td>__ Supervise __</td>
<td>__ Retrieve __</td>
</tr>
</tbody>
</table>

### Work Values:

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.

<table>
<thead>
<tr>
<th>ACHIEVEMENT:</th>
<th>OUTSIDE WORK: Working out-of-doors.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVENTURE:</td>
<td>PERSUADING: Convincing others to take action.</td>
</tr>
<tr>
<td>AUTHORITY:</td>
<td>PHYSICAL WORK: Labor-intensive activity.</td>
</tr>
<tr>
<td>BALANCE:</td>
<td>PRESTIGE: Status and respect in a community.</td>
</tr>
<tr>
<td>COMPETITION:</td>
<td>PUBLIC CONTACT: Daily dealings with the public.</td>
</tr>
<tr>
<td>CREATIVITY &amp; SELF-EXPRESSION:</td>
<td>RECOGNITION: Public notice.</td>
</tr>
<tr>
<td></td>
<td>RESEARCH WORK: Search for and discover new facts and develop ways to apply them.</td>
</tr>
<tr>
<td></td>
<td>ROUTINE WORK: Follow established procedures requiring little change.</td>
</tr>
<tr>
<td></td>
<td>SEASONAL WORK: Work at certain times of the year.</td>
</tr>
<tr>
<td></td>
<td>TRAVEL: Working in a job in which you travel.</td>
</tr>
<tr>
<td></td>
<td>VARIETY: Duties change frequently.</td>
</tr>
<tr>
<td></td>
<td>WORK WITH CHILDREN</td>
</tr>
<tr>
<td></td>
<td>WORK WITH YOUR HANDS</td>
</tr>
<tr>
<td></td>
<td>WORK WITH MACHINES OR EQUIPMENT</td>
</tr>
<tr>
<td></td>
<td>WORK WITH NUMBERS</td>
</tr>
</tbody>
</table>
LIFESTYLE Values
Lifestyle values are on the way you want to live your life...your off-work activities, etc.

- Save money
- Own a home
- Live in an urban, suburban or rural setting of my choice
- Drive the type of vehicle of my choice
- Ability to travel and take vacations
- Time and money for educational growth
- Time for recreation
- Time for family

EXTERNAL Values
External values are based on tangible, hands-on, and often materialistic rewards

- 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.

Skills and Values in Review

Go to the SOFT Skills Checklist on Page 6 and select the skills you feel are most important and list below:

Your Top 5 Self Management or “SOFT” Skills

1
2
3
4
5

Go to the HARD Skills Checklist on Page 7 and select the skills you feel are most important and list below.

Your Top 5 Job-Related or “HARD” Skills

1
2
3
4
5

Go to the WORK, INTERNAL and EXTERNAL values Checklist on Page 7-8 and list 5 below.

Your Top 5 INTERNAL OR EXTERNAL values

1
2
3
4
5
LIST A JOB THAT YOU HAVE CHOSEN TO SEARCH FOR NOW TO HELP WITH EXPENSES.

Occupation: ________________________________________________________________

Career Exploration Resources used: (check all that apply)

☐ California Career Zone (www.cacareerzone.org)
☐ O-Net online (www.online.onetcenter.org)
☐ EDD California Occupational Guide (http://www.labormarketinfo.edd.ca.gov/occguides)

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 needed for this occupation?

What is the name of the training program or college you will be able to obtain skills needed for this job? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you 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
LIST A JOB THAT YOU HAVE CHOSEN TO SEARCH FOR NOW TO HELP WITH EXPENSES.

Occupation: ________________________________________________________________

Career Exploration Resources used: (check all that apply)

- California Career Zone (www.cacareerzone.org)
- O-Net online (www.online.onetcenter.org)
- EDD California Occupational Guide (http://www.labormarketinfo.edd.ca.gov/occguides)

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?

What is the name of the training program or college you will be able to obtain skills needed for this job? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you 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
LIST A JOB THAT RELATES TO A LONG-TERM CAREER GOAL.

Occupation: 

Career Exploration Resources used: (check all that apply)

☐ California Career Zone ([www.cacareerzone.org](http://www.cacareerzone.org))
☐ O-Net online ([www.online.onetcenter.org](http://www.online.onetcenter.org))
☐ EDD California Occupational Guide ([http://www.labormarketinfo.edd.ca.gov/occguides](http://www.labormarketinfo.edd.ca.gov/occguides))

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 needed for this occupation?

What is the name of the training program or college you will be able to obtain skills needed for this job? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you 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
LIST A JOB THAT RELATES TO A LONG-TERM CAREER GOAL.

Occupation: 

Career Exploration Resources used: (check all that apply)
- California Career Zone (www.cacareerzone.org)
- O-Net online (www.online.onetcenter.org)
- EDD California Occupational Guide (http://www.labormarketinfo.edd.ca.gov/occguides)

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?

What is the name of the training program or college you will be able to obtain skills needed for this job? (Be specific)

After reading about the nature of the work and working conditions of this occupation, what do you 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
With this exercise we want you to go online and start researching actual job openings. Look for listings that provide information for you to complete the questionnaire because many want-ads don't provide what is required on the form. You might want to look for listings of jobs that you will actually apply for, or to request an information interview appointment. We suggest you look first at [www.indeed.com](http://www.indeed.com) or [www.craigslist.org](http://www.craigslist.org).

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<td>Company Name:</td>
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<td>Website:</td>
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<td>Contact Person:</td>
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<td>Description of Duties</td>
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<td>Salary:</td>
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<td>Part-time / Full-time Day Night</td>
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<td>Benefits:</td>
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<td>Additional information about this job or company:</td>
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**Online Job Search Listing**

**Short Term Job Questionnaire #1**
With this exercise we want you to go online and start researching actual job openings. Look for listings that provide information for you to complete the questionnaire because many want-ads don’t provide what is required on the form. You might want to look for listings of jobs that you will actually apply for, or to request an information interview appointment. We suggest you look first at www.indeed.com or www.craigslist.org.

Job Title:

Company Name:

Address:

Phone:

Website:

Contact Person:

Description of Duties

Salary:

Part-time / Full-time      Day  Night

Benefits:

Additional information about this job or company:
With this exercise we want you to go online and start researching actual job openings. Look for listings that provide information for you to complete the questionnaire because many want-ads don’t provide what is required on the form. You might want to look for listings of jobs that you will actually apply for, or to request an information interview appointment. We suggest you look first at www.indeed.com or www.craigslist.org.

Job Title: ____________________________________________

Company Name: ______________________________________

Address: ___________________________________________________________________

Phone: _____________________________________________________________________

Website: ___________________________________________________________________

Contact Person: ____________________________________________

Description of Duties
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Salary: ___________________________________________________________________

Part-time / Full-time Day / Night

Benefits: __________________________________________________________________

Additional information about this job or company: __________________________________
___________________________________________________________________________

__________________________________________
With this exercise we want you to go online and start researching actual job openings. Look for listings that provide information for you to complete the questionnaire because many want-ads don't provide what is required on the form. You might want to look for listings of jobs that you will actually apply for, or to request an information interview appointment. We suggest you look first at [www.indeed.com](http://www.indeed.com) or [www.craigslist.org](http://www.craigslist.org)

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<tr>
<td>Additional information about this job or company:</td>
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</table>
Completing a job, college, financial aid or scholarship application is not the same as writing a resume. A resume is a marketing tool while an application could be considered a legal document. It could be used to settle employment disagreements, qualification for financial aid, or entry requirements into a college or university. Completing an application correctly may someday determine whether you get an interview for a job, an apartment, or a car loan. Now is the time to start practicing the fine art of completing an application.

On a resume, you decide what to put in it to help convince the employer to hire you. On an application, the employer or whoever is reading your application decides what information they want and need from you. You put detailed information on any type of application and complete all blocks or online text fields.

Whether you are using a pen for a paper application or the keyboard for online applications, the first tip is to complete a MASTER JOB APPLICATION like the one found on Page 19 workbook and have it reviewed by a counselor and instructor. For financial aid, scholarship or college applications you should obtain a blank copy and complete one as a rough draft to be reviewed before submitting it.

Prior to completing a MASTER JOB APPLICATION, you need to get organized. Here’s a checklist for an idea what you need to have ready prior to completing any type of application, but especially a job application.

- **Legal documents:**
  - Birth certificate
  - Social security card/number
  - Valid driver’s license or identification card
  - Certifications or licenses (if required for the job)
  - Eligibility documents to work in the U.S.
  - Education and training records
  - Criminal and financial records (as appropriate and if needed)

- **Work history:** (Including military) (Most recent job first and work backwards)
  - Name and job title of supervisor
  - Name, address, phone and website of company
  - Dates of employment (month/year)
  - Brief description of job duties (from resume)
  - Information about “reason for leaving” any job in the past
  - Salary information

Ask yourself the following questions about your application…is it easy to read and neat? Is it error free? Did you read and follow the directions exactly!? Did you give true and accurate facts? Did you answer every question?

**HARD COPY TIPS**
If possible pick up 2 copies and take them home to complete.
PRINT in blue or black ink or as directed, and PRINT CLEARLY.
Complete all boxes or put N/A if the requested information does not apply to you.
Use phrases from your resume when describing your job duties.
Do not line out mistakes.
Read instructions before writing anything on the application.

**ONLINE TIPS**
Have a text-version of your resume ready to copy and paste onto an online application.
Résumé/ Master Application Worksheet

Name: ________________________________________________________________

1. Personal Information

Address: ______________________________________________________________

City: __________________________ State: _______ Zip: ______________________

Phone: (______) __________________________

Cell: (______) __________________________ E-Mail: ________________________

2. Education

College or University: __________________________________________________

Location: __________________________ State: ____________________________

Degree: __________________________

Major(s): __________________________ Minor(s): ________________________

Date obtained: __________________________ Major GPA: ________ Overall GPA: ________

Adult Education: ______________________________________________________

Location: __________________________ State: ____________________________

Certificates: __________________________________________________________

Major(s): __________________________ Minor(s): ________________________

Date obtained: __________________________ Major GPA: ________ Overall GPA: ________

Licenses: ____________________________________________________________

3. Special Competencies

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

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

4. Experience (Include all experience - paid, unpaid, volunteer, military etc.)

Position title: ________________________________________________________

Organization name: ____________________________________________________

Address: ______________________________________________________________

City: __________________________ State: ____________________________

Dates employed (months & years only) From: ___________________________ To: __________________________

Name and Job Title of supervisor(s): ______________________________________

Duties and responsibilities: _____________________________________________

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________
Specific performance accomplishments or contributions you made to this job:

__________________________________________________________

5. Experience (Include all experience - paid, unpaid, volunteer, military, 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:

__________________________________________________________

6. Experience (Include all experience - paid, unpaid, volunteer, military, 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:

__________________________________________________________

7. Experience (Include all experience - paid, unpaid, volunteer, military, etc.)

Position title: _____________________________________________

Organization name: _________________________________________

Address: __________________________________________________

City: ___________________________ State: ______________________

Dates employed (months & years only) From: ________________ To: ________________

Name of supervisor(s): ______________________________________

Duties and responsibilities: __________________________________

__________________________________________________________
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:

8. 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:

_________________________________________________________________

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

_________________________________________________________________

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

_________________________________________________________________

9. 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: (_______) _________
   Job Title: ____________________________________________
   Address: ____________________________________________ City: __________ State: ______
   Email: _____________________________________________

2. Name: ____________________________ Phone: (_______) _________
   Job Title: ____________________________________________
   Address: ____________________________________________ City: __________ State: ______
   Email: _____________________________________________

3. Name: ____________________________ Phone: (_______) _________
   Job Title: ____________________________________________
   Address: ____________________________________________ City: __________ State: ______
   Email: _____________________________________________
A CORE resume is…

…a generic, basic resume similar to resumes created 20 years ago and sent to dozens of employers without much response. It serves only as a rough draft of a “targeted resume.”

A TARGETED resume is…

…a summary of your skills, accomplishments, work experiences and education. It is used to apply for a job and helps convince an employer to invite you for a job interview. It is customized for each job and includes information that is related to the new job. The information in a resume is not personal, it is professional and helps the employer picture the job seeker doing the job for the company.

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. Job seekers with extensive work history may want to go back more than ten years especially if the work experience is related to the future job.

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.

A resume always…

…attempts to convince the employer of four important things;
1. You can do the job
2. You fit in with the organization
3. You can be counted
4. You want to be there
…shows that you have three different types of skills;
1. Hard skills that are specifically related to the occupation
2. Soft skills that are more about how you manage your life and work life
3. Transferable hard and soft skills that are useful in the job you want

There are several formats of resumes for different uses, but the 2 most popular formats are CHRONOLOGICAL and FUNCTIONAL. Study the following pages to find out which format is best for you.
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.
YOUR NAME
Your Street Address, City, State, Zip
(619) xxx-xxxx / Cell (619) xxx-xxxx
youremailaddress@email.com

OBJECTIVE: To obtain a position as (Specific Job Title) with (Name of Company)

SUMMARY OF QUALIFICATIONS

- Number of years experience in the field, line of work or recent training statement.
- A quality or characteristic of yours that supports your employment goal.
- Key skills, talents or special knowledge related to your job objective.

COMPUTER PROFICIENCES

- xxxxxxxxxx
- xxxxxxxxxx
- xxxxxxxxxx

RECENT (NAME OF SKILL) TRAINING

(Name of SDCE Training Program), Certificate of Completion, 2012
(Name of Campus), San Diego Continuing Education
- Key competencies learned during training
- Hands-on activities performed while in training
- Intern or volunteer experiences associated with this training

RELEVANT EXPERIENCE AND SKILLS

Job Title, Company Name, City, State 2010-present
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.

Job Title, Company Name, City, State 2005-2010
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.

Job Title, Company Name, City, State 2004-2005
- One-liner skill statement from this job that’s relevant to the new job objective.
- One-liner skill statement from this job that’s relevant to the new job objective.

Job Title, Company Name, City, State 2005
- One-liner skill statement from this job that’s relevant to the new job objective.

ADDITIONAL EDUCATION & TRAINING

List university, community college, adult education, high school (one line for each)
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.
YOUR NAME
Your Street Address, City, State, Zip
(619) xxx-xxxx / Cell (619) xxx-xxxx
youremailaddress@email.com

OBJECTIVE: To obtain a position as (Specific Job Title) with (Name of Company)

SUMMARY OF QUALIFICATIONS

- Number of years experience in the field, line of work or recent training statement.
- A quality or characteristic of yours that supports your employment goal.
- Key skills, talents or special knowledge related to your job objective.

COMPUTER PROFICIENCES

- xxxxxxxxxxxx  - xxxxxxxxxxxx  - xxxxxxxxxxxx
- xxxxxxxxxxxx  - xxxxxxxxxxxx  - xxxxxxxxxxxx

RECENT (NAME OF SKILL) TRAINING

(Name of SDCE Training Program), Certificate of Completion, 2012
(Name of Campus), San Diego Continuing Education
- Key competencies learned during training
- Hands-on activities performed while in training
- Intern or volunteer experiences associated with this training

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

ONE RELEVANT SKILL
- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

ANOTHER RELEVANT SKILL
- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

ANOTHER RELEVANT SKILL
- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

EMPLOYMENT HISTORY

Job Title
COMPANY NAME, City, State
2007 - 2009

Job Title
COMPANY NAME, City, State
1995 - 2006

ADDITIONAL EDUCATION AND TRAINING

List university, community college, adult education, high school (one line for each)
Résumé Summary

Format

The **chronological** resume lists jobs and duties in order, starting with the most recent job you held and working backwards. Give more space to recent work and less to work beyond 10-15 years.

The **functional** resume group accomplishments under specific areas of skills and abilities followed by the employer history. You choose the skills categories that will most relate to your target job.

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 the Paper Version 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 and fonts/size of fonts on all documents.

Choose only one font. Select an easily readable typeface like Times Roman/Georgi or Arial/Tahoma with no smaller than 11 pts., except for your name that can be larger. **DO NOT** use script fonts, *italics* or *underlining*, borders or pictures. Use **Bold** for job titles and headings.

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 an instructor/counselor/career counselor to proofread your resume for any grammar and spelling errors.

Use spell check, but realize if you use a wrong word that is spelled correctly, spell check won’t know that!

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. And you can’t ask for your resume back to correct mistakes!
Profile and Skill Phrase Examples

Profile / Summary / Highlights / Summary of Qualifications Examples

These statements are to give the reader an overall “snapshot” of your background and type of worker you are...they also might summarize your skills that are listed in the rest of the resume. Examples are from various worker experiences.

- Over 3 years experience providing superior customer services to retail clients
- Always get the job done and praised for quality work.
- Experienced managing a fast-paced office with pressing deadlines and interruptions.
- Enjoy the challenge of getting a dinner service out on time with rave reviews from diners.
- Thorough knowledge, skills, and abilities of MS Office Suite 2007 and Windows 7.
- Able to assess customer’s needs and provide a solution to their problems.

Skill Phrase or Achievement Statement Examples

OFFICE
For some skill sets you can use a table...

- Accurate data entry
- General bookkeeping
- General bookkeeping
- Payroll documents
- Office equipment operation

Or single statement...

- Designed flyer for mass dissemination around campus and community
- Accurately filed invoices and billed customers; assisted with operation of the office.

CUSTOMER SERVICE

- Counted out cash registers, created individual register deposits and verified vault amounts.
- Answered customer questions and attempted to resolve any issue to the satisfaction of the customer.
- Assisted in other departments to help resolve customer issues.

ACCOUNTING CLERK

- Performed data entry into a web accessible data warehouse.
- Accurately performed general bookkeeping and office support duties.
- Assisted CPA’s by assembling tax records, scanning and copying documents and contacting customers.

HEALTHCARE

- Assisted patients with feeding, dressing, undressing, and mobility.
- Helped them with wound draining, washing, and covering.
- Provided emotional support by listening, showing concern, answering questions and being positive.

SALES

- Covered geographic area selling advertising, coupon sections, flyers and online ads
- Ability to utilize all techniques to stimulate sales and reach goals.
- Managed sales office operations and staff of twelve to record-setting productivity

TECHNICAL / COMPUTERS

- Highly effective in communicating with engineers and technicians, and translating scientific information into everyday language. Covered geographic area selling advertising, coupon sections, flyers and online ads.
- Expert troubleshooter and problem solver.
A
Abstracted
Accepted
Achieved
Acted
Adapted
Addressed
Administered
Advised
Aided
Allocated
Amended
Analyzed
Approved
Arbitrated
Arranged
Assembled
Assessed
Assigned
Assisted
Attained
Attended
Authored
Balanced
Brainstormed
Built
Budgeted
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
Debated
Debugged
Decided
Dedicated
Defined
Delegated
Delivered
Demonstrated
Designed
Detailed
Determined
Developed
Devised
Discovered
Documented
Double
Drafted
Drove
Earned
Educated
Edited
Effect
Enabled
Enforced
Engaged
Engineered
Enhanced
Enlisted
Enriched
Established
Evaluated
Examined
Executed
Expanded
Expedited
Experienced
Experimented
Explained
Extracted
Extrapolated
Fabricated
Facilitated
Figured
Financed
Followed through
Forecasted
Formed
Formulated
Found
G
Gathered
Generated
Guided
Handed
Headed
Helped
Identified
Illustrated
Imagined
Implemented
Improved
Improvised
Increased
Influenced
Informed
Initiated
Innovated
Inspected
Inspired
Installed
Instituted
Instructed
Integrated
Interpreted
Interviewed
Introduced
Invented
Investigated
Issued
Justified
Keynoted
Lectured
Led
Licensed
Maintained
Managed
Marketed
Mastered
Mediated
Mentored
Merged
Met deadlines
Moderated
Monitored
Motivated
N
Negotiated
Nominated
Observed
Operated
Organized
Originated
Overhauled
Oversaw
P
Participated
Performed
Persuaded
Pioneered
Planned
Prepared
Prioritized
Problem solved
Processed
Produced
Programmed
Projected
Promoted
Proved
Provided
Publicized
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-W
Upgraded
Validated
Wrote
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.
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
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
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 and 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
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
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 connect with potential interviewers on the internet with social media sites including; twitter, facebook, linkedin.com, etc.

ETIQUETTE DURING THE INTERVIEW

Dress professionally, shake hands, be considerate and keep the length of the interview to about 30 minutes max. Follow the interview preparation tips further along in the workbook to help you conduct yourself in a professional manner.
Infor\nsational Interview Worksheet -1

QUESTIONS YOU COULD ASK...

This worksheet provides 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 down 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 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:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
QUESTIONS YOU COULD ASK...

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__________________________________________________________

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

__________________________________________________________

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__________________________________________________________

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:

__________________________________________________________

__________________________________________________________

__________________________________________________________
Interview Preparation

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 by interviewers.

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.

Second...
A positive, “can-do” attitude is what the majority of employers want. By displaying a positive attitude at the moment you walk into the company, you increase your chances of being asked to come back for a second interview or to start work.

Third...
Preparation is extremely important...
- Learn everything you can about the company “before” the interview.
- Create a list of possible interview questions (google “interview questions”)
- Prepare a PAR/STAR responses (see below)
- 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, note paper preferably in a clean pocket folder.
- 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.

P.A.R. or S.T.A.R. - steps to answering interview questions
(Problem-Action-Result | Situation or Task-Action-Results)
Keep in mind that although there are many interview techniques and unlimited number of possible questions you will be asked, being prepared to answer them is important.

One method is called the P.A.R or S.T.A.R. system use the following worksheet to practice answers for possible questions. The goal is to answer question by showing "results" of your work…not just a list of duties. Try to find past work experiences where your actions were applauded.

A worksheet is on the following page to help you create PAR/STAR answers to interview questions.
PAR / STAR INTERVIEW WORKSHEET

State the **Problem, Situation or Task** for you which you were responsible

---

State what **Action** you took to solve the problem or complete the task.

---

State the **Results** of your actions.

---

**Sample Interview Questions:**
- Tell me about yourself?
- Why do you want to work here?
- What are you long-term career goals?
- Tell me about your last job?
- Why should we hire you?

**Sample Questions to Ask at the Interview:**
- May I see a copy of the job description?
- What is a typical day like for this position?
- Why has the job become available?
- Is there any information you need that will help you make a good hiring decision?
- What is the next step?
To complete the Senior Exhibition requirements, you must be interviewed by two potential employers for the occupation you would like to obtain. Please ask the interviewer to complete this form at the end of the interview.

Applicant Name ____________________________ Date _________________________
Company ____________________________
Contact ____________________________
Position interviewed for ____________________________

To: Interviewer
Please complete the following questions regarding the student being interviewed. Thank you for taking the time to evaluate and support the student. Comments are appreciated!

Arrive on time __________________________________________________________________________
Dressed appropriately ______________________________________________________________________
Demonstrated a positive attitude __________________________________________________________________
Smiled and shook hands appropriately _____________________________________________________________________
Maintain eye contact __________________________________________________________________________
Showed knowledge of the company _____________________________________________________________________
Gave examples to support his/her answers _______________________________________________________________________
Asked appropriate, relevant questions _______________________________________________________________________
Adequately explained job-related skills _______________________________________________________________________
Comments: _________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
To complete the Senior Exhibition requirements, you must be interviewed by two potential employers for the occupation you would like to obtain. Please ask the interviewer to complete this form at the end of the interview. Comments are appreciated!

Applicant Name ___________________________ Date ___________________________

Company ___________________________

Contact ___________________________

Position interviewed for ___________________________

To: Interviewer

Please complete the following questions regarding the student being interviewed. Thank you for taking the time to evaluate and support the student.

Arrive on time ___________________________

Dressed appropriately ___________________________

Demonstrated a positive attitude ___________________________

Smiled and shook hands appropriately ___________________________

Maintain eye contact ___________________________

Showed knowledge of the company ___________________________

Gave examples to support his/her answers ___________________________

Asked appropriate, relevant questions ___________________________

Adequately explained job-related skills ___________________________

Comments: ___________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
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, i.e., USA = United States of America

**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** – company-provided health insurance, vacation days, retirement plan, child care, etc.

**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 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** – responsibilities, tasks and work assignments

**Emoticon** – a symbol used to express emotion, such as 😊 or 😞

**Emphasize** – to bring special attention to an idea or opinion is very important

**Employer** – a company, organization, or individual who hires workers

**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 to find and correct mistakes or make suggestions for improvement

**Prospective employer** – a possible future employer

**Reference** – someone who knows you well and writes a letter/speaks to an 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