



will *you* be
employable?



Employability Skills Manual

Acknowledgments

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For additional copies of this manual, please contact Education for Employment (EFE) at Kalamazoo Regional Educational Service Agency at (269) 250.9300.



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SECTION ONE

Getting Started

Introduction

There are several ways to get a job. One way is for the employer to ask you to work. If this happens, you had better realize that you are extremely lucky. Your situation is rare indeed! Usually you have to get out there and dig up your own leads.

This book will help you become more familiar with the job seeking process and give you some tips on how to improve your chances of being hired. Learn the Employability Essentials for Success presented in this book and the world of work will be rewarding and fun.

Sound too good to be true? It's easy if you take it one step at a time.

WHO AM I?

The first step in looking for a job is to determine your skills, abilities, and talents. What information should you have about your background and experiences? What information will you or an employer need that might be required by law?

Below is a list of the information that you should have when you start your job search.

1. Social Security Card - You must have a social security number before you can start to work.
2. Work Permit - If you are ***under 18 years of age*** and not a high school graduate, you must have a work permit. The purpose is to protect you. Apply for a work permit after you have an offer of employment. See samples on pages 61 to 64.
3. Identification - A driver's license and/or birth certificate may be required by the employer.
4. High School Transcript - Your high school transcript is helpful in completing applications and showing specific classes and grades. It can also show proof of graduation.
5. Schools Attended - List all the schools attended including the location and dates you were there.
6. School Activities - All extracurricular activities, groups, or teams that you have participated in should be listed. Include any awards received.
7. Past Jobs - Know the names, addresses, and phone numbers of past employers as well as your job titles, job duties, and the dates you were employed. Include all part-time, summer and volunteer/community service work.
8. Job Performance - What did you like or dislike about your past job? Why did you leave?

9. Strong Points - What special abilities do you have that will allow you to excel in certain types of jobs? Can you follow directions accurately? Can you organize or lead others? Do you want to get ahead?
10. Weak Points - Are there any reasons that your ability to succeed in a job might be limited? Are your career goals realistic and reasonably attainable?
11. Work Goals - What would you like to be doing in five or ten years? What type of job will help you reach those goals?
12. References - You will need permission from at least three people to use as references. See more information on page 18.

WHAT SHOULD YOU DO?

Have you said any of the following lately?

- I don't know what I want to do with my life.
- I'm not sure if I should go to college.
- My job doesn't quite fit me.
- Is there a test or something that can tell me what career is right for me?

The answer to all of these statements lies in knowing who you are and what your interests are. You can't take a test that will, as if by magic, tell you what to do with the rest of your life. You can however use a combination of self assessment tools that will aid you in your decision.

The first step in the career planning process lies in self assessment. It is the process of gathering information about yourself in order to make an informed career decision. Values, interests, personality, and skills should be looked at in a good self assessment. Below you will find some different ways to gather more information about yourself and certain careers.

1. Talk with your friends who are taking other Education for Employment (EFE) courses. Ask them what they are learning in their class about that specific career and career pathway. Does this sound like something you would enjoy?
2. Speak with your EFE instructors about why they chose their career path. Ask them how you might find out more about their field.
3. Check with your EFE teacher or counselor to find out what assessments are available at your school. Different schools have access to different assessments so he/she can help you in determining what tool would be best for you.
4. There are many online assessment tools available. There is usually a fee involved for a complete interpretation of your results. An online tool that is available free of charge is **www.careerkey.org**.

5. Since you will be employed most of your adult life, you owe it to yourself to explore all your career interests. Don't limit yourself to only those careers which you have always thought to be "appropriate" for your gender. Choose a career that fits you, your goals, and your desired lifestyle. From that point it's just a matter of getting the right education and training necessary to get the job you want.
6. Most important . . . use your imagination! Don't decide on a particular type of training or job until you have found out a lot more about other jobs that match your abilities and interests. Make sure you have good luck - do the exploring that makes good sense.

WHERE TO LOOK FOR A JOB

Once you have the above information organized, it is time to start looking for a job.

Here are some common sources of job information:

Word of Mouth/Networking

The best source is the old reliable "*grapevine*." Ask around! Ask friends, neighbors, and relatives if they know of any businesses who are hiring. Talk with the parents of your friends. Ask them for leads and let them know you are looking for a job.

Pounding the Pavement

This is the oldest method of job hunting, especially for entry-level positions. This means literally going door-to-door and submitting job applications. Be sure to always dress professionally for those rare occasions where you may be interviewed on the spot.

"HELP WANTED" Signs

Maybe the simplest method of all is the good old "Help Wanted" sign in the front window. If you see one, don't go in right away. Take some time to prepare. Practice writing a cover letter and prepare a resumé. Also, brush up on how to fill out a job application and practice your interviewing skills.

Public Employment Agencies

Youth Opportunities Unlimited (YOU) provides various career services including job placement assistance for students in Kalamazoo County. Some of their services are based on income eligibility. School credit may be available in certain situations. The phone number for YOU is 349-9676.

Michigan Works provides services for job seekers of all ages. Some of the services include job placement, access to the Michigan Talent Bank and career assessment and counseling. Their website address is www.michworks.org. The phone number for the Kalamazoo County Service Center is 383-2536.

Newspapers

Newspapers usually list jobs under the "Help Wanted" column of the classified ads. The key here is to be persistent! Don't give up! If you can't find any openings in your local paper, look in papers from nearby towns. You can even write to cities where you would like to relocate and have their daily paper sent to you. You can also look online for classifieds. One website to try for Michigan classifieds is www.mlive.com/jobs.

List of Employers

Check the yellow pages of your telephone book, industrial directories, and your local Chamber of Commerce listings. They will tell you about local businesses or employers.

Government

Civil Service Commission jobs involve working for your local, state, or federal government. In order to get a civil service job, you must take a civil service occupation-specific test. Candidates for civil service jobs are then contacted based on their test score. Most post offices have application forms and information on civil service opportunities. The armed forces offer job training and career opportunities.

Unions

Industrial and trade unions have exclusive hiring authority for some companies, usually through apprenticeship programs. Listed below are some of the unions represented in the area that have apprenticeship programs. The first step in becoming part of an apprenticeship program is filling out an application, which can be obtained by calling the numbers listed below. Most applicants take some type of aptitude test and must receive a certain score to be asked back for an interview. After the interview process the union selects who they will invite to be part of their program. The apprenticeship programs last 4-5 years during which time you are being paid for working as well as going to school for training in the field.

For a more detailed list research “Labor Organizations” on the web or in the yellow pages of a phone directory. You can also ask your EFE instructor if you don’t see a union listed for your area of interest.

Carpenter’s Union Local 525

(269) 345-8601; www.hammer9.com

International Brotherhood of Electrical Workers (IBEW) Local 131

(269) 382-1762; www.ibew.org

Iron Workers Local 340

(269) 962-8511; www.ironworkerslocal340.org

Millwrights Local 1102

(269) 383-6163; www.hammer9.com

Plumbers and Pipe Fitters Local 357

(269) 679-2570; www.ualocal357.com

Sheet Metal Workers Local 7

(269) 342-8842; www.smwlu7.org

Career Fairs

Career fairs are another great resource for job leads. They may be set up by a number of different organizations. Some types of career fairs to look for are school sponsored fairs, community sponsored fairs, professional fairs and specialty fairs. Many times you can receive an interview right onsite and potentially leave the fair with a job! Visit www.michigan.gov/careers and click on the link under “Job Seekers” for job and career fairs in Michigan. Another great website for job fair tips and links to resources is www.quintcareers.com/career_fair_resources.html.

Internet

By using an Internet search engine, you can access job information sources. Some sites to help you get started are listed below. For tips on applying online see page 35.

Part-time/Hourly jobs/Summer jobs/Jobs for students

www.groovejob.com
www.gotajob.com
www.quintcareers.com/summer_job_sites.html
www.quintcareers.com/teen_jobs.html
www.thejobbox.com
www.jobdoggy.com
www.snagajob.com
www.teenjobsection.com

Michigan jobs

www.mlive.com/jobs
www.michiganjobs.com
www.careermatrix.com
www.michiganworks.org
www.michigan.gov/careers

National jobs (including Michigan)

www.hotjobs.com
www.monster.com
www.jobhuntersbible.com
www.jobweb.com
www.allstarjobs.com
www.careernet.com
www.employment911.com
www.job.com/jobsearch
www.ajb.dni.us
www.careerbuilder.com
www.jobbankusa.com

Private Employment Agencies

These companies make their living by finding jobs for people. When applying to a temporary staffing agency or an employment service agency it is important to ask up front if there are any fees associated with applying to do work for them. Sometimes the employer will pay the fee, sometimes you will have to pay. Make sure you know who is responsible for paying the fee.

It is also important to make sure you have done your research on the agency itself, such as asking what types of jobs they place. If you are someone interested in locating a temporary position as an Administrative Assistant, you do not want to waste your time or the agency's time applying at an agency that only places temporary manufacturing labor positions.

When applying at a temporary staffing agency you will be asked to complete an application, take some assessment skills tests as well as a drug screen. Be sure to arrive prepared to complete an application completely, including references. It is also important that you keep appearance in mind when applying at a temporary staffing agency. Applying at a temporary staffing agency is similar to a job interview situation. First impressions count and your personal hygiene as well as your dress set the tone for the impression you leave with them.

The following is a list of some of the employment agencies in the Kalamazoo area. You can find a listing for the entire state of Michigan by going to www.michigan.gov/careers and clicking on the link under “Job Seekers” for Michigan Temporary Employment Agencies.

Accountemps – specializes in temporary accounting, finance and bookkeeping placements.
(269) 226-8501
www.accountemps.com

Adecco – specializes in accounting, administrative and clerical, creative, engineering and technical, finance, information technology, legal, medical, science, office and transportation placements.
(269) 382-4952
www.adeccousa.com

Advance Employment Services – specializes in administrative, clerical, business and human resource placements.
(269) 353-1100
www.advanceteam.com

Employment Group – specializes in light industrial, office and administrative, technical and professional placements.
(269) 388-2175
www.employmentgroup.com

Kelly Services, Inc.- specializes in light industrial, marketing, administrative, engineering, financial, healthcare, information technology, scientific and educational placements.
(269) 372-3330
www.kellyservices.us

Lou Michaels Assoc. – specializes in engineering and industrial management placement.
(269) 965-1486
www.lmasearch.com

Onstaff USA – specializes in office/clerical, light industrial, technical, and professional placements.
(269) 385-6292
www.onstaffusa.com

Snelling Personnel Services – specializes in full service staffing from office support to highly specialized professionals.
(269) 343-8282
www.snelling.com

Trillium Staffing Solutions - specializes in full service staffing from office support to highly specialized professionals.

(269) 345-4400

www.trilliumstaffing.com

Welsh & Associates— specializes in engineering, accounting, finance, manufacturing and human resource placements.

(269) 488-8836

www.welshandassociates.net

WSI – specializes in light industrial, clerical, hospitality and professional placements.

(269) 488-5100

www.wsiwebsite.com



WELCOME TO THE JOB MARKET

The American job market is one of the most exciting marketplaces in the world. It's a place to sell your talents and abilities. It's a place where careers are launched, where dreams can come true, and where fortunes can be made.

Between 2008 and 2018, total employment in the US is projected to increase by 15.3 million jobs, or about 10 percent. The projections show an aging and more racially and ethnically diverse labor force, and employment growth in service-providing industries. More than half of the new jobs will be in professional and related occupations and service occupations. In addition, occupations where a post-secondary degree or award is usually required are expected to account for one-third of total job openings during the projection period. Job openings from replacement needs – those which occur when workers who retire or otherwise leave their occupations need to be replaced – are projected to be more than double the number of openings due to economic growth.

How the job market is changing

The labor force is growing	<u>2008</u>	<u>2018</u>	<u>% change</u>
The civilian labor force	154.3 million	166.9 million	8.2
The labor force is a diverse group:			
• White	125.6 million	132.5 million	5.5
• Black	17.7 million	20.2 million	14.1
• Hispanic	22.0 million	29.3 million	33.1
• Asian	7.2 million	9.3 million	29.8
• Other groups	3.7 million	4.8 million	30.2
Women are continuing to join the workforce:			
Women in the labor force	71.7 million	78.2 million	9.0
Men in the labor force	82.5 million	88.7 million	7.5
We are a nation of service providers:			
Jobs producing goods, excluding agriculture	21.4 million	21.4 million	0.0
Jobs producing services	116.5 million	131.1 million	12.5
The labor force is getting older:			
Workers age 16 to 24	22.0 million	21.1 million	-4.1
Workers age 25 to 54	104.4 million	105.9 million	1.5
Workers age 55 and older	27.9 million	39.8 million	43.0
		<u>Median weekly earnings in 2009 (dollars)</u>	<u>Unemployment rate in 2009 (percent)</u>
Education Pays:			
Some high-school, no diploma	\$454	14.6	
High-school graduate	626	9.7	
Some college, no degree	699	8.6	
Associate degree	761	6.8	
Bachelor's degree	1,025	5.2	
Master's degree	1,257	3.9	
Professional degree	1,529	2.3	
Doctoral degree	1,532	2.5	

What do all these facts and figures mean for me?

The American labor market is healthy. Jobs are being created.

Most jobs will be in the service sector. Jobs that produce goods and merchandise are declining.

Most jobs will be "replacement" jobs.

As the workforce ages, younger people will have more opportunities.

Competition for the higher paying jobs will be strong.

More education means more money.

Opportunities for unskilled, entry-level positions are great but the wage is low and the unemployment rate is higher.

The 10 occupations with the largest employment growth, 2008-2018

Occupation

Registered nurses
Home health aides
Customer service representatives
Combined food preparation & serving workers, incl. fast food
Personal and home care aides
Retail salespersons
Office clerks, general
Accountants and auditors
Nursing aides, orderlies, and attendants

Most significant source of postsecondary education or training

Associate degree
Short-term on-the-job training
Moderate-term on-the-job training
Short-term on-the-job training
Short-term on-the-job training
Short-term on-the-job training
Short-term on-the-job training
Bachelor's degree
Postsecondary vocational award

www.bls.gov/news.release

getting started



SECTION TWO

RESUMÉS

CREATING EFFECTIVE RESUMÉS

What is a resumé?

- A word portrait of who you are as a potential employee.
- A statement of facts (using keywords and action verbs) that highlights your accomplishments, skills and education/training.

What is the purpose of a resumé?

- To gain a potential employer's interest.
- To obtain an interview.

A modern-day resumé can be compared to a television commercial. Like a TV commercial, your resumé makes an appeal to someone — in your case, the prospective employer. However, the product you are selling in this instance is yourself: your abilities, accomplishments, and insight. In both instances (TV commercials and job search), there is stiff competition. Therefore, it makes sense that you match your product to the audiences' desires and needs.

Just as the average television commercial has 30 seconds to grab and hold its audience to make a convincing pitch for its product, you have only 30 seconds to grab and hold the attention of your prospective employer. **The average resumé gets skimmed for about 30 seconds at most!**

A job-seeker simply cannot succeed these days with just the traditional formatted resume intended to be printed out as a visually pleasing marketing piece. The formatted "print" resume is still important, but it can no longer be the only resume tool in your kit. You need at least one other version of your resume that can go directly into a keyword-searchable database with no obstacles. The e-resume, short for electronic resume, is a vital tool for today's job-seeker.

(www.quintcareers.com/e-resumes.html)



Check These Websites Out!

www.quintcareers.com/resume_samples.html

www.careerinfonet.org/acinet/resume/resume_intro.asp?nodeid=26

www.resumania.com (these are resumé bloopers)

www.careerperfect.com

TYPES OF RESUMÉS

When deciding what type of resume to create, you need to consider how you will be delivering the resume to the potential employer. If the resume will be submitted via an electronic method versus the traditional paper resume mailed directly to the potential employer, there are factors to be considered.

Print Resume – created using word-processing software (preferably Microsoft Word). This is the most visually appealing format; however, formatting may appear inconsistent from one computer to another. Common delivery methods are postal mail, faxing, hand delivery and email attachment.

Portable Document Format (PDF) Resume – looks virtually identical to the print resume, and keeps the formatting intact from computer to computer. This type is totally compatible across computer systems and is completely invulnerable to viruses. Creating a PDF requires special software (Adobe Acrobat is most common) which is free to download. Microsoft Word 2007 allows you to save a document as a PDF by choosing this option in the Save menu. You can't change a PDF once it is created, so the PDF conversion should take place after you are satisfied with your final resume. PDF resumes are more difficult for employers to perform keyword searches on unless special software is used. (.pdf file extension)

Scannable Resume – basically a Print Resume that an employer turns into an electronic resume by scanning it into a program that allows it to be searched by keywords. This type is being used less frequently by employers because it is more labor intensive.

Text Resume (also known as ASCII Text Resume) – preferred format for submitting resumes electronically. This resume is not visually appealing because it has virtually no formatting. It is most useful for keyword searchable databases. It is not vulnerable to viruses and is compatible with all computer programs. Common delivery methods are posting on job boards or employer websites and email attachment or pasting into the body of the email. (.txt file extension)

Rich Text Format (RTF) Resume – similar to a Text Resume but allows for a little more formatting options for a more attractive visual presentation. This type of resume can be created in most word processing programs by saving the resume as Rich Text. This is the best choice for email attachments when you aren't sure what file type the potential employer prefers. (.rtf file extension)

Web Resume (HTML Resume) – published on the web for immediate access by employers. This resume can be expanded into a web portfolio with links to sample work. Potential employers can find this resume by using Google or other search engines. This format demonstrates your design skills. You need a place to publish this resume. Some web sites offer free web space hosting or you can check with your internet service provider. (.html or .htm file extension)

GENERAL TIPS FOR ALL RESUMÉ TYPES

1. Focus on the employer's needs and show how you can make a contribution. Change your resume (especially the objective) to fit each position for which you apply.
2. Always describe your experiences and skills honestly and accurately.
3. Don't crowd your resume, make it easy to read and easy to find important information. Single space within sections and double space between sections. The resume should be balanced, centered from top to bottom, as well as left to right.
4. Use action verbs to describe experiences, skills, and duties. See examples on the next pages.

5. Don't list class rank or GPA unless it is something for which you are very proud. As a general rule, include GPA only if it is above 3.0.
6. Never discuss salary in the resume or cover letter.
7. Make sure you have proper use of past or present tense.
8. Have someone else proofread it for you. Make sure it's perfect. Check for all spelling, grammatical and punctuation errors. This resume represents you; make it look professional!
9. Use a good quality 8 1/2" x 11" bond paper in a neutral color. Purchase the envelope in the same color as the resume and cover letter or use a 9 x 12" envelope so it isn't folded. Don't staple the resume if it is multiple pages.
10. The information on a resume should be listed in order of importance to the reader. For example, the work experience section of the resume should be listed in the following order: title, name of employer, city/state of employer, and dates of employment. Follow this same principle in the volunteer experience and/or education sections of the resume.
11. Resume template from your word processing software such as Microsoft Word are not recommended. They are easily recognizable by employers and don't showcase your creativity.
12. Spell out all words completely; avoid abbreviations. Explain acronyms such as BMA or HOSA.
13. Use one of the standard serif or sans serif typefaces, such as Courier, Times, Arial, Optima or Univers. Avoid using decorative fonts. Size 11 or 12 point font is best.
14. Limit your resume to one or two pages in length based upon relevant work experience. In every resume the first one-third is most important. This motivates the reader to keep reading. You need to decide whether to highlight your work experience, education or volunteer experience first, depending on the strengths of these areas.

TIPS FOR E-RESUMES

1. Incorporate keywords that match the qualifications mentioned in the job posting. Many companies use keyword searches before even looking at resumes. This is important in all resumes, but especially in e-resumes.
2. Avoid using graphics, shading, lines, bullets, etc. in Text Resumes. This formatting may be lost when submitted electronically. Instead you could use keyboard characters such as plus signs, tildes (~), asterisks, hyphens, equal signs, carats (>), and lower-case letter o's to make bullets or lines. You can use UPPERCASE for emphasis in headings. Avoid bolding, italicizing and underlining. (see sample resume on page 20)
3. Follow the employer's specific guidelines for submission. There is no universally accepted way to submit your e-resume.
4. Do test runs of the resume you intend to send to employers. Send your resume to your friends or family who have different versions of Windows or your software program to see how it looks.

TIPS FOR EMAIL SUBMISSION

1. Use your name as part of the file name when you save your resume. This makes the resume attachment easily identifiable for the employer.
2. The subject line of the email message should include your name and the position you are applying for.
3. Send yourself a blind carbon copy of the email so you have a record of the submission.
4. Use a dedicated professional business email address for your job search. Never use your work email account when looking for a new job. Be sure that the email address you are using for submission matches the email address listed on your resume header.
5. Never submit your resume without explanation. In the body of the email or in a cover letter, include a brief description of what you are including and your contact information.

ACTION VERBS

The most effective way to write resumes that will make an impression and grab the reader's interest is to describe your experiences with action verbs. Avoid phrases like "responsible for" and "duties included" that force the use of nouns. Also leave out vague expressions like "involved in" or "participated in" that convey no real information. Use this list of action verbs to help you create interesting, forceful, active descriptions:

Accelerated	continued	explored	manipulated	reported
accomplished	contributed	Facilitated	maximized	researched
achieved	controlled	familiarized	mediated	resolved
acquired	converted	fashioned	modified	revealed
adapted	convinced	financed	monitored	revised
adjusted	coordinated	forecasted	motivated	Scheduled
administered	corrected	foresaw	Negotiated	selected
advised	counseled	formed	Observed	served
aided	crafted	formulated	opened	serviced
analyzed	created	fostered	operated	setup
anticipated	critiqued	founded	ordered	showed
applied	Dealt	Gained	organized	simplified
appraised	debated	gathered	originated	smoothed
approved	decided	greeted	oversaw	sold
arbitrated	defined	guided	Performed	solved
arranged	delegated	Handled	persuaded	sought
assessed	delivered	headed	placed	specified
assisted	demonstrated	heightened	planned	started
assumed	designed	helped	prepared	stimulated
assured	determined	highlighted	presented	stopped
attained	developed	Identified	processed	streamlined
attended	devised	implemented	produced	strengthened
authored	diminished	improved	programmed	structure
Began	directed	included	projected	studied
budgeted	discovered	incorporated	promoted	submitted
built	drafted	increased	proofread	suggested
Calculated	dramatized	indicated	proposed	summarized
catalogued	Economized	influenced	proved	supervised
caused	edited	initiated	provided	supported
chaired	educated	innovated	published	surveyed
changed	eliminated	inspected	purchased	systematized
checked	encouraged	inspired	Qualified	Taught
clarified	enforced	instructed	Rated	tested
classified	enlarged	insured	realized	trained
collaborated	enlisted	interpreted	received	transferred
combined	ensured	interviewed	recognized	transformed
communicated	entered	introduced	recommended	translated
compared	established	investigated	recorded	tutored
compiled	estimated	Joined	recruited	typed
completed	evaluated	judged	reduced	Updated
composed	executed	Launched	referred	utilized
conceived	exercised	lectured	reinforced	Validated
concluded	expanded	located	related	Worked
conducted	expedited	Maintained	renovated	wrote
constructed	explained	managed	reorganized	

SKILLS

Identifying your own personal strengths and special capabilities is an important aspect of the resume writing process. The following is a list of functional skills that might help you think about the skills you have acquired through your education and experience.

Accounting	coordinating	Instructing	presenting	sketching
advising	Data processing	interpreting	printing	speaking
analyzing	deciding	interviewing	producing	supervising
appraising	demonstrating	Layout	promoting	Teaching
arranging	designing	leading	proofreading	translating
Bookkeeping	developing	Maintaining	providing	tutoring
budgeting	directing	managing	public relations	Understanding
buying	disciplining	motivating	Reading	Writing
Calculating	displaying	Negotiating	recruiting	
circulating	distributing	Organizing	repairing	
coaching	Editing	Painting	representing	
computing	estimating	performing	researching	
counseling	evaluating	photographing	Selling	
constructing	examining	planning		

ADJECTIVES

In addition to activities such as those listed above, you may also want to describe yourself using descriptive adjectives. Here are some examples:

Active	Dedicated	Fair	pleasant	self-reliant
adaptable	dependable	forceful	positive	self-starter
alert	determined	Imaginative	practical	sincere
ambitious	diplomatic	independent	productive	systematic
attentive	disciplined	Knowledgeable	proficient	Tactful
Broad-minded	Economical	Logical	Realistic	thorough
Concise	efficient	Mature	reliable	
confident	energetic	Objective	resourceful	
conscientious	enthusiastic	optimistic	respectful	
consistent	experienced	Perceptive	responsible	
constructive	extroverted	personable	Self-motivated	
creative				

SECTIONS OF A RESUMÉ

The sections most commonly included in a resum  are the following:

Heading

- Create a heading/letterhead that you can use on all of your employment documents (see sample on page 18).
- Tell the employer who you are and how they can reach you.
- Your name should stand out slightly more than the rest of your identifying information.
- Your header should include your name, your complete mailing address with zip code, and your telephone number with area code.
- Include your cell phone number if this is the easiest way to reach you. Make sure your voice mail message is professionally stated.
- Include your email address and make sure it is appropriate and reflects positively on you. If you don't have a business email address, create one using one of the free sources such as gmail, yahoo, or hotmail.

Objective

- Objectives help to sharpen the focus of your resume.
- An objective should be specific, not vague and meaningless.
- Objectives should reflect the employer's perspective, not the jobseeker's. It should demonstrate the value the candidate will add to the organization.
- It should be as concise as possible.

Strengths or Skills Summary

- This section supplements (or replaces) the objective section.
- This section spotlights the skills that you have to contribute to the position/organization.
- The keywords utilized in this section can help increase the number of hits if the potential employer uses an electronic process to match applicants with job requirements.
- See page 23 for an example of a resume including this section.

Education

- List your most recent education first.
- List school name, city and state, expected date of graduation or completion, and any specific programs of study/special training.
- List the Employability Essentials for Success that you have learned (see pages 68 - 74).
- List related classes you have taken. Use actual course titles not abbreviations or acronyms.

Work Experience

- Show current or most recent job first.
- List job title, name of employer, city/state of employer and dates of employment. This is the order of importance to the reader. For dates of employment, month and year is sufficient. If you are still working, state "Present" for the ending date.
- The ideal resume is accomplishments-driven rather than duties-driven. As a high school student, it can be challenging to follow this format. Try to think about accomplishments that set you apart from other job candidates. How did you do the job better than anyone else? How did the company benefit from your performance?
- You should have at least three accomplishments/duties for each position listed on your resume. More is always better! Think about accomplishments first and combine both accomplishments and duties on your resume as needed. When describing job responsibilities, use power words shown on pages 15-16.

Volunteer Experience/Community Service

- Show current or most recent volunteer experience first.
- List type of volunteer experience, name of organization, city/state, and time period or number of hours volunteered.
- List responsibilities and experience gained.

Activities/Awards/Special Skills

- List skills that you have acquired through your coursework or work experience. Be specific.
Example - Proficient in Microsoft Word 2007. See resume examples.
- List clubs and organizations to which you belong.
- List special awards and certificates.

References

- Do **not** list any references on your resume. Instead key the phrase, “References available on request” at the bottom of the page. This is optional because all employers expect that references will be provided if requested. The line can serve the purpose of signaling the end of your resume; but if you don’t have room, leave it off.
- On a separate sheet of paper have your references listed so you will have them available. On this sheet, use the same heading as your resume page. See page 25 for a sample.
- Use three to five adult references. Include full name, title (relationship to you), organization with which the person is affiliated, complete address, phone number and e-mail address.
- Suggestions for good references include past and present employers, volunteer work supervisors, teachers, coaches, counselors, etc. Do not use family members or school friends.
- Make sure your references can discuss your work-related qualities positively.
- Get permission before you use anyone for a reference. Keep your references informed about key accomplishments and make them aware of positions you are seeking.

SAMPLE HEADING/LETTERHEAD

YOUR NAME

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ myname@gmail.com

The above is an example of a letterhead that could be used on all documents for the job search process - cover letter, resume, references, thank you letter, etc. You will see this sample letterhead used throughout this manual. When creating your letterhead, remember that professionalism is your goal. Avoid using decorative fonts or graphics.

You should create one file that is just your letterhead to be used as needed. You would open this file and use it as a starting template for your other documents. Remember to always Save As when creating new documents to keep your letterhead file unchanged. Look at the following resumes and other documents in this manual for more letterhead examples.

RESUMÉS OF A HIGH SCHOOL STUDENT WITH NO WORK EXPERIENCE

YOUR NAME

876 Spring Street
Lum, MI 87650

269-555-1234
yourname@gmail.com

OBJECTIVE: Seeking an opportunity to use my talents as a Receptionist to enhance the success of your company.

EDUCATION: Lum Central High School, Lum, MI
Attended: August 2008 to Present
Expected date of graduation: May 2012

Courses studied:

- Marketing
- Business Management Administration (BMA)
- Introduction to Business I and II
- Computer Applications
- Accounting I and II

Special Skills:

- Microsoft Word 2007
- Telephone Experience
- Keyboarding Speed - 75 wpm
- Computerized Accounting

Qualities:

- Reliable
- Positive Attitude
- Honest
- Team Player
- Willingness to Learn

VOLUNTEER EXPERIENCE: 2009 – Present American Red Cross
Kalamazoo, MI

- Assist with blood drives in Kalamazoo county area

2007 – 2008 Boys and Girls Club of Kalamazoo
Kalamazoo, MI

- Prepared and assisted with various holiday events throughout the year

ACTIVITIES: President of Business Professionals of America (BPA)
Member of basketball team (2 years)
- Most Valuable Player in 2010
Member of soccer team (2 years)
- Most Spirited Player in 2010

REFERENCES: Available on request

YOUR NAME

3232 First Street
Second, MI 99999
269-777-7777 home
269-330-1111 cell
yourname@charter.net

OBJECTIVE

To obtain a business position where my skills and abilities can be used to contribute to the growth of the organization.

EDUCATION

Second High School, Second, MI
Date of Graduation, May 2011 GPA: 3.75/4.00

Activities:

- ~National Honor Society, 2009-2010
- ~Business Professionals of America Member, 2009-2010
- ~DECA Member, 2009-2010
- ~Varsity Soccer, 2009-2010

Business classes taken:

- ~Business Information Systems (BIS) 1 & 2
- ~Keyboarding
- ~Marketing

Special Skills:

- ~Bilingual - Fluent in English and Spanish
- ~Keyboard 60 words per minute
- ~Proficient in the use of Microsoft Word, Excel and PowerPoint

VOLUNTEER EXPERIENCE

- ~DECA "Lock-Up" for the Muscular Dystrophy Association, November 2009
- ~Mentored a fellow student in Advanced Algebra, 2009-2010
- ~Ushered for the Second High School Musicals, 2007-2010
- ~First Reformed Church Youth Group, 2006-Present

AWARDS AND SPECIAL RECOGNITION

- ~Varsity Soccer Captain, 2010
- ~First place, DECA State Conference, 2010
- ~Most Improved Player in Soccer, 2009
- ~Highest Honors Academic Awards, 2007-2010

REFERENCES

Available on request

This is an example of a text resume. It uses only keyboard characters therefore is easily scannable and/or put into a keyword searchable program.

RESUMÉS OF A HIGH SCHOOL STUDENT WITH WORK EXPERIENCE

YOUR NAME

456 Main Street
Kalamazoo, MI 49000
269-555-1234
yourname@yahoo.com

OBJECTIVE: To obtain a position as an automotive technician where I can use my mechanical ability, training and experience

EDUCATION: Grover High School - graduated 2010
Mayville, MI
Auto Repair Program
Courses included: Auto Technology, Welding, Electro-Mechanical Technology, Machine Tool
Maintained B average

Activities:

- Track
- Cross Country

- elected to the All Conference Team - 2010

WORK EXPERIENCE:	Mechanic	Uptown Garage, Union, MI January 2009 - Present Duties: Assistant to the Head Mechanic. Work on all makes/models, domestic and foreign, tune-ups to engine overhaul.
	Stock Clerk	Advanced Auto Parts, Comstock, MI February 2008 - January 2009 Duties: Kept shelves organized and stocked with auto parts. Assisted with inventory and ordering. Performed cleanup work as needed.
	Crew Member	Simmons Detasseling, Portage, MI Summer of 2007 Duties: Followed directions of Lead Foreman. Worked on a team to detassel corn. Invited to return the next summer as a Lead Foreman.

HOBBIES AND AWARDS: Stock car racing
Automobile customizing
Rebuilding cars to original condition
Awarded Southwest Michigan Hot Rod of the Year - 2009

Your Name

4445 South Maple Street, Somewhere, MI 54321
 269-555-5555 home
 269-444-4444 cell
 yourname@hotmail.com

Objective	Obtain a challenging Dental Assistant position	
Education	Somewhere High School, Somewhere, MI Expected graduation: Spring of 2011 <ul style="list-style-type: none"> • Currently enrolled in Dental Assistant course through Education for Employment (EFE) program • Dual enrolled at Kalamazoo Valley Community College taking advanced math and science courses • Completed Health Occupations course through EFE program 	
Work Experience	Grocery Bagger	December 2008 - Present Hardings Marketplace, Somewhere, MI <ul style="list-style-type: none"> • Greeting customers • Bagging groceries to company and customers' standards • Carrying/loading into customers' vehicles when requested • Employee of the Month for May 2010
	Owner and Manager	Summer 2007 and 2008 Smith's Lawn Service, Somewhere, MI <ul style="list-style-type: none"> • Started own summer business mowing lawns • Handled finances for company – conducted over \$5,000 in business each summer • Walked door-to-door generating customers
Community Service	November 2009	March of Dimes, Somewhere, MI <ul style="list-style-type: none"> • Assisted with annual fundraiser through church
	Summer 2009	Volunteer Center, Somewhere, MI Participated in Volunteen program <ul style="list-style-type: none"> • Volunteered 200 hours throughout summer at various non-profit agencies
Activities	Member of HOSA (Health Occupation Students of America), 2009-2010 Member of AMBUCS, 2009-2010	
References	Available on request	

Your Name

1234 Oakview Drive
 Portage, MI 49024
 (269) 555-6666
 yourname@aol.com

OBJECTIVE

Utilize my education and skills to benefit my employer and their customers. Avid promoter of *customer satisfaction, quality, and efficiency* knowing that all are required to achieve success.

STRENGTHS

- ✓ A *leader* with an enthusiastic and goal-oriented style with the ability to consistently achieve results by applying innovative solutions.
- ✓ *Excellent problem solving* with the ability to determine appropriate action steps.
- ✓ *Computer literate* and proficient with various software programs.
- ✓ *“Willing and able”* attitude no matter what the job requires.
- ✓ Possess *solid morals* and *professionalism* making capable immediate contributions.
- ✓ Possess a talent to *establish* and *maintain long-term relationships* through *rapport and loyalty*.
- ✓ Strongly believe in treating others with *respect* and *dignity*.

EDUCATION**Central High School, Central, MI**

September 2007 - Present

Maintaining a *3.41/4.00 gpa* and *great attendance*

Courses included, but are not limited to:

- | | |
|---------------------|----------------|
| ✓ Law Enforcement | ✓ Pre Calculus |
| ✓ Economics | ✓ Trigonometry |
| ✓ Government | ✓ Chemistry |
| ✓ Accounting I & II | ✓ Physics |

Planning on pursuing a degree in *Political Science*

EXPERIENCE

Title: **Lead Foreman**

Simmons Detasseling Services, Portage, MI

Summer of 2009

Responsible for watching over crew members, giving assignments to lower-level foremen, checking productivity of all crew, and performing final checks.

Provided a great opportunity to use *leadership qualities*.

Title: **Babysitter**

Babysitting Service, Vicksburg, MI

Summer of 2008

Responsible for planning and organizing daily activities based on children's likes and dislikes, administering behavioral counseling, assisting with conflict resolution, and monitoring and providing for children's nutritional needs.

Provided a great opportunity to use my *solid morals* and *management skills*.

YOUR NAME

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ myname@gmail.com

OBJECTIVE

Desire a part-time sales position with a customer-focused organization that will utilize my education and experience

EDUCATION

Winona High School, Nowhere, MI
Expected graduation: May 2012

- Business courses taken include: Marketing, Management, Accounting and Computer Applications

WORK EXPERIENCE

Sales Associate August 2009-Present

Kohl's Department Store, Nowhere, MI

- Greet customers and ascertain what each customer wants or needs
- Maintain knowledge of current sales or promotions
- Ticket, arrange and display merchandise to promote sales
- Received Top Sales Award for the month of December 2009

Sandwich Technician November 2008-August 2009

Subway, Nowhere, MI

- Maintained a clean work environment
- Prepared food to customer specifications
- Attended food safety meetings

QUALIFICATIONS/SKILLS

Proficient in using Microsoft Word, Excel, and PowerPoint

Well versed in vocal presentations using electronic media

Skilled in accounting concepts including profit and loss statements

ACTIVITIES/INTERESTS

Member of the National Honor Society, 2009-2010

Volunteered at Winona Humane Society, 2007-2009

REFERENCES

Available on request

SAMPLE OF A REFERENCE PAGE


YOUR NAME

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ myname@gmail.com

REFERENCES: Mrs. Joyce Alexander, Teacher
Any High School
6001 Fourth Street
Anytown, MI 49930
269-500-0000
jalexander@yahoo.com

Mr. Kevin Garrett, Manager
Name of Business
17250 Baxter Street
Anytown, MI 48077
269-222-3334
kgarrett@aol.com

Mrs. Ann Jones, Counselor
Any High School
666 Anyplace Street
Anytown, MI 48900
269-555-5555
ajones@gmail.com



**Remember this
header should
duplicate your
resumé header**

(see resumé
on pg 24)

resumés

SECTION THREE

COVER LETTERS

WHY IS A COVER LETTER SO IMPORTANT?

Your first contact with a prospective employer may be your cover letter. Employers use cover letters to efficiently sort out those applicants they wish to interview. It is essential that your cover letter be well written so that yours is one of those that obtain an interview. Few employers seriously consider a resume that is not accompanied by a cover letter. Employers may ask for cover letters to see how much effort an applicant is willing to make to get the position. They may also want to know how well you express yourself in writing.

A cover letter has several purposes:

- A cover letter tells the employer the type of position you're seeking, and exactly how you are qualified for that position.
- A cover letter highlights the aspects of your experience that are most useful to the employer.
- A cover letter can explain things that your resume can't.
- A cover letter can serve the same function as the "objective" on your resume, and expand upon it.
- A cover letter is a little window into your personality.

The cover letter is all about specifics:

1. Always address the letter to a specific person. "Dear Sir" or "To Whom It May Concern" is unacceptable. Call the company and ask who the hiring manager is for a given position if it isn't stated in the job posting. The worst-case scenario is that your letter will begin "Dear Hiring Manager for (name of position)." **This is the way you should address a blind job ad also.**
2. Target your letter to a specific position and be very specific when describing your skills and qualifications related to that position. Be sure to refer to the job posting and use key words mentioned. Use specific examples to demonstrate your claims about yourself. If you say you are organized, give an example of how you have used this skill.
3. Demonstrate specific knowledge of the company you are writing to. This isn't a must, but will help to grab the attention of a potential employer. It shows you took extra time to research what they are about.
4. Specifically ask for an interview and tell the company how you will follow up. If you take this proactive approach and follow up, you will be much more likely to get an interview.

TIPS FOR COVER LETTERS

1. The cover letter must be your own composition. There are many samples available to look at for ideas, but the final product should be your words.
2. The cover letter and resume should not be handwritten. Use a computer to prepare all of your employment-related documents.
3. Avoid typos, misspellings, and incorrect grammar/punctuation. Always have at least two other people proofread your letter before sending it.
4. Use an easy to read font in size 11 or 12 point. You may want to use the same font from your resume.
5. Use the same paper that you used for your resume.
6. Keep your letter brief and to the point. Approximately three or four paragraphs are sufficient.
7. Make sure your letter stands out from other interested applicants. Be sure to use power words (see pages 15-16).
8. Avoid the use of phrases such as “I feel” and “I believe.” Don’t overuse the pronoun “I” in your cover letter.
9. Sign your cover letter in blue or black ink before mailing it. You should always include your resume with any cover letter.
10. Keep a copy of your letter to use as an example and for follow-up purposes.



PARTS OF A COVER LETTER

YOUR NAME

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ myname@gmail.com

cover letters

start at the
2-inch
mark

→ Date

leave 3
blank lines

→

Contact Person's Name
Title (if known)
Company Name
Company Address
City, State Zip Code

leave 1
blank line

→

Dear Contact Person's Name:

If you are not sure of the proper title, i.e. Dr., Mrs., Miss, simply address it "Ms. or Mr.:"

leave 1
blank line

→

1st Paragraph

- The exact position you are applying for should be stated
- Identify how you became aware of the opening
- Briefly say why you are a good candidate for the position
- This paragraph should grab the employer's interest and help you stand out from the other applicants

2nd Paragraph (This section could be two paragraphs if needed.)

- Sell yourself personally
- Identify two or three specific items from your background (i.e. course work, interests, projects) that will be significant for this position
- Indicate why you are interested in working for the organization
- Ask the employer to take a look at your resumé

3rd Paragraph

- Ask for an interview at the employer's convenience
- Tell how and where you can be reached
- Thank the employer for his/her time
- Tell the employer that you look forward to hearing from him/her

leave 1
blank line

→

Sincerely,

leave 3
blank lines
(between
Sincerely and
Your Name
Typed)

→

→

Don't forget to
sign the letter.

Your Name Typed

leave 1
blank line

→

Enclosure (This means that your resumé is "enclosed" in the envelope)

SAMPLE COVER LETTERS

Here are examples of the right way to write a cover letter

SUE BROWN

876 Spring Street
Lum, MI 87650

269-555-1234
sbrown@gmail.com

October 20, 2010

Ms. Betty Employer
Human Resources Manager
First of Kalamazoo, Inc.
6020 Lincoln Street
Kalamazoo, MI 49000

Dear Ms. Employer:

Through the Kalamazoo Gazette, I understand you are looking for a qualified Computer Technician. Please consider me an eager and qualified candidate. For the past four months I have been employed at Kalamazoo Computer Services as a word processor. I have been required to format most of the jobs. I have also done some telephone work. The fact that I work second shift leaves me with a lot of responsibility.

Prior to this employment, I received training in word processing through Comstock High School's Business, Management and Administration program. While in high school, I participated in a word processing work experience for a month. As a result, I was hired by the company as a co-op employee based on the skills I demonstrated. Please refer to my resumé for additional information.

I would like to have an interview with you and may be contacted at 269-682-1234 between 8:00 a.m. and 2:00 p.m. Thank you for your consideration.

Sincerely,

Sue Brown

Enclosure

LINDA LEE
456 Main Street
Kalamazoo, MI 49000
269-555-1234
llee@yahoo.com

November 19, 2010

Mr. John Employer, Human Resources Manager
Lum Design Company
1234 First Street
Lum, MI 87650

Dear Mr. Employer:

This is in reply to your advertisement for a part-time CAD Drafter on Monster.com. As the following comparison shows, my experience and background match your requirements.

Your Requirements

Proficient in various versions of AutoCAD

Experience with 3D drawings

Able to read blueprints

Detail-oriented

My Qualifications

2 years experience in drafting classes
using AutoCAD 2010

Designed several 3D drawings for
various class projects including
architectural and engineering focuses

Experienced at reading blueprints

Enjoy working with details

I am currently employed as a hostess at Mr. Big's Restaurant. I have been in this position for a year and really enjoy my work; however I'm looking for a position that allows me to utilize my experience in drafting. I plan to pursue an advanced degree in drafting and want to get established with a company in my desired career field.

Through my two years of drafting classes, my knowledge and confidence with AutoCAD has continued to grow. This year I placed second out of fifty students in our drafting state competition in the area of AutoCAD 2010. I've received several other drafting related awards as seen on my resume.

I appreciate your consideration for the CAD Drafter position. I can be reached at 269-123-1234 after 4:00 p.m. to schedule an interview. I look forward to meeting you and further discussing my qualifications for this position.

Sincerely,

Linda Lee

Enclosure

LARRY MILLER

4445 South Maple Street, Somewhere, MI 54321

269-555-5555 home

269-444-4444 cell

lmiller@hotmail.com

November 22, 2010

Hiring Manager for Accounting Assistant Position

Uptown Financial Company

123 Road

Union, MI 12345

Dear Hiring Manager for Accounting Assistant Position:

With a stellar track record of providing productivity and reliability for my employers, it is my pleasure to submit my resume for the Accounting Assistant opportunity with Uptown Financial Company. I learned of your position through a job posting at Michigan Works. I believe you'll recognize that my background and skill set would be an asset to your company.

My greatest strengths are those most necessary to being successful in an Accounting Assistant position:

- **Thorough understanding of accounting concepts**
- **2+ years of experience in an accounting firm**
- **Great oral and written communication skills**

My in-depth knowledge of a wide variety of business activity enables me to offer a genuinely unique talent. I am confident I can bring to the table a package of skills, experience and abilities that will provide you with an invaluable resource. I've excelled in my experiences so far in the accounting field, as seen by the awards I've received that are listed on my resume.

I thrive in an atmosphere of challenge and excitement, and look forward to discussing with you personally how my abilities can best serve your needs. I can be reached at (269) 525-2525 after 5:00 p.m. Thank you for your consideration.

Sincerely,

Larry Miller

Enclosure

Selecting and Addressing the Envelope

When you have completed your cover letter, you will want to mail it along with your resumé in a business-size #10 white envelope or an envelope that matches your resumé and cover letter paper. You can also choose to use a 9 x 12 envelope so that your documents are not folded. Do not staple the documents. Be certain that it is correctly addressed. Use the sample below as a guide.

(3 lines down)

Your Name
Your street address
Your city, state zip

(15 lines down)

4"

Ms Betty Employer
Human Resources Manager
First of Kalamazoo Inc.
6020 Lincoln Street
Kalamazoo, MI 49000



DID YOU KNOW . . . ?

. . . many software programs will print your envelope for you.



SECTION FOUR

THE JOB APPLICATION

HOW TO FILL OUT A JOB APPLICATION

One of the first things you will be asked to do for an interview is fill out a job application. Employers get more information from an application than facts and numbers. They check your:

- neatness
- spelling and grammar
- writing and reading skills
- organizational skills

The application is one more chance for you to keep your name in the “prospective employee” file and out of the wastebasket.

An application is a legal document. Fill it out completely and honestly. Even if you are including your resume, your application must be complete. **Lying on an application is grounds for termination.**

TIPS FOR COMPLETING A JOB APPLICATION

1. Follow all directions printed on the job application. Look the application over carefully before you begin working on it. Show the employer that you can do what is expected of you.
2. Fill out the application yourself. Employers want to know how well you read and write, not how well your friend or parents can write.
3. Print using black ink. Printing is much easier to read. Use your best penmanship.
4. Think before you write to avoid mistakes. If you do make mistakes, draw one line through it. Don't blot it out!
5. Have all of your data handy. It is a good idea to fill out a “pocket resumé” or extra application ahead of time and take it with you. Then you will have all of your information ready. It also shows good planning on your part. If you have completed a portfolio in your EFE class, take it with you.
6. Put something on every blank. The employer needs to know that you did read it, but it just doesn't fit your situation. So, if it doesn't apply, put N/A (this means it does not apply to you), or draw a line — in each box. Do not write “see resumé” even though you are attaching one.
7. Be as specific as possible with all answers.
8. Be specific about employment history in the application. Make sure you know starting and ending dates of all your jobs. Employers are looking for a complete work history, including gaps in employment.
9. Proofread your application before submitting it. Don't forget to sign it and be sure to read what you are signing.

Salary desired? Do not pin yourself down to a dollar figure. You may:

- oversell yourself and the employer will think you are too expensive
- undersell yourself and ask for less than the employer was planning on paying for that position.

The best answers are:

- flexible
- negotiable
- open

What you are saying with this type of answer is, “We’ll talk about it later”. You will probably come out ahead in the long run with answers like these.

SPELL CORRECTLY. If you don’t know how to spell a word, pick another word with the same meaning.

Many job applications ask a question like this: “What special skills or abilities can you offer?” DO NOT leave it blank! This is your chance to shine above everyone else. Practice a couple of short sentences that reflect a good image about you. If you haven’t had a lot of work experience, refer to a good work attitude, reliability, accuracy, etc. Pick whatever makes you look best, but be honest.

- Be neat and accurate.
This simple piece of paper paints a pretty good picture of you. So take advantage of this and make sure it paints the best picture possible.
- Be honest.
Don’t give false information. Employers do follow through and check most of the information given on a job application. Putting false information on a job application is the quickest way to get your application tossed in the wastebasket.

Now it’s your turn! There are several sample job applications included in this manual. Fill out at least one of the sample job applications with your information and KEEP IT!

- Use it as a reminder of how to fill out a job application.
- Use it as your “reference sheet” of dates, addresses, facts, and figures that you will have at your fingertips when you apply for that job.
- Remember to sign and date the job application.



DID YOU KNOW . . . ?

. . . many employers and receptionists watch you fill out their job application. They watch to see if you are organized, neat, accurate, and efficient. BE PREPARED!



ONLINE APPLICATION PROCESS

Many companies are now having prospective employees apply online. Sometimes this is the only way to apply and there isn't a paper application that can be filled out. You may be able to access the site from any computer or you may have to go into the business to use a specific computer that is set up for online applications.

You may have to register a username and password to access the online application if this is your first time on the site. Be sure to save this information in case you need to log in again later to revise something or apply for a different position. Sometimes you must apply for a specific position and will need to search those listed online. Other companies allow you to apply for any available opportunities without picking a specific position.

Typically, applications submitted online go directly into the employer's applicant database. A hiring manager who needs to fill a position enters keywords to search the database and find the applications of the people who are the best fit for the job. Those results become the candidate pool.

You may be asked to submit your resume along with the application (or in place of an application). You will need to have your resume already created in a Microsoft Word document so you are ready to simply attach it. You should always bring a USB flash drive with you to the company for accessing your resume if needed.

TIPS FOR COMPLETING ONLINE APPLICATIONS

1. Your focus should be on making your application unique, to avoid its being swallowed up in the technology abyss.
2. Follow directions. Be careful to enter the correct data in the correct field.
3. Tailor your information to the position. Don't copy and paste text from your resume.
4. Use key words, buzz words, and industry verbiage. Use the verbiage in the job ad as your model. Employers search key words when they're looking for people to fill specific positions. Key words are very important and will help you get past the computer to a live person.
5. Create a skills-inventory section even if the application doesn't require it. You might put this in a "comments" section.
6. Include numbers and statistics if available. Example – Counted five cash drawers daily; Responsible for more than \$10,000 per 8-hour shift.
7. Complete all fields – even those that aren't required.
8. If the company offers an optional assessment test online, take it. Some employers have said that candidates who don't take the optional assessment test are automatically screened out. See more information on employment testing on page 36.
9. Make sure your resume can hold its own in a very simple format. Fancy bullets, text, italics, and bold do not convert well in an electronic application.
10. Spell check and grammar check your application before submitting it. Have an error-free application because this application serves as the employer's first impression of you.
11. Include a strong objective tailored to the specific job for which you are interested.
12. Another use for the comments section: use it to demonstrate that you've done research on the company and the industry.
13. Follow-up your electronic application with a personal e-mail to the hiring manager. A follow-up phone call is acceptable if the ad does not say "No phone calls."

(Adapted from How To Apply Online and Get an Employer's Attention, www.jobweb.com)

EMPLOYMENT TESTING

More and more companies are requiring employment testing as part of their application screening process. Research shows that bad hiring decisions can be costly to a company, and some feel that employment testing helps them make a more informed decision. Remember, employment tests are nothing to fear. They're just one more aspect of the application screening process.

The five most common employment tests are: drug use, personality, skills, aptitude and honesty.

Drug Tests

The law requires some companies to give a drug test. Others use a drug test to ensure productivity and safety. The most commonly used method of drug testing is urine sampling. A positive result indicates recent drug use.

You have the right not to be asked whether you are taking medications prior to taking the drug test. Questions to ask about a company's procedure:

1. For what drugs are you testing?
2. Could I see a copy of the company's policy on drug use?
3. Is there a process used to verify the test and rule out any legitimate medical reasons for the result?
4. May I have a copy of my laboratory test results?

Personality Tests

Personality tests attempt to identify an applicant's personality characteristics. The format for these tests varies from a quick written exam to a long psychological evaluation. Personality employment tests have no "right" answers. They provide an employer with an inventory of the applicant's interests and personality traits. Personality traits often tested for include self-confidence, sociability, flexibility, creativity, and curiosity.

Skills Tests

Nearly 65% of employers use a skills test of some kind. The applicant has to demonstrate the skills needed for the job. Examples of skills tests include operating equipment, inputting data, designing an ad layout, writing a letter, lifting a heavy load, etc.

Aptitude Tests

Employers want to make sure an applicant has the ability to perform a job before they train the person for the job. An aptitude test is one tool employers can use to determine a person's ability. Generally aptitude tests are either written or oral. They're designed to determine reasoning, mathematical, writing, or verbal skills. Aptitude tests may appear to duplicate skills tests. There is, however, a distinction. An aptitude test determines whether an applicant will be capable of doing a job once trained. A skills test determines whether an applicant can do the job at the time of hire.

Honesty Tests

Some companies use honesty tests because of the increasing concern about employee theft. This is especially true when hiring employees who will handle money, customer accounts, or merchandise. Honesty tests ask applicants their attitudes and opinions about crime, theft, "white" lies, and related issues.

What You Can Do To Prepare

Although the format and types of employment tests may vary from one company to another, applicants can do the following to prepare:

1. Ask at the time of application whether an employment test will be given. If so, ask what kind and for what purpose.
2. Ask where the test will be given and how long it will last. Then you can give yourself enough time to complete the test.
3. Investigate on-line employment test Web sites. Many firms use these sites to avoid the cost of preparing their own tests.

It's The Law

All employment tests must meet the following criteria:

1. The test must clearly relate to job performance. Companies can't test applicants for skills that are not directly related to the job.
2. The same test must be given in the same manner to all applicants who apply for the same job. Asking one applicant to take a drug test and not requiring it of all applicants is illegal.
3. The results are confidential. They may not be shared with another company nor with unauthorized employees.
4. Applicants can always refuse to take a test. However, if that is their decision, they probably should withdraw their application as well.

(Adapted from Employment Testing – Be Prepared, Career World)



Application for Employment

Company Name is an equal opportunity employer and will not discriminate against any applicant on the basis of any characteristic that is protected by State or Federal law. Michigan law requires that a person with a disability or handicap requiring accommodation to perform the essential duties of the job must notify the employer in writing within 182 days of the date that the need is known or should have been known.

Position Applied For: _____ Date of Application: _____

Date You Can Start: _____

Please note that this application will only remain active for 3 months, after which the applicant would need to reapply.

Name: _____ Soc. Sec. #: _____
Last First M.I.

Present Address: _____
Street City State Zip

Permanent Address: _____
Street City State Zip

Telephone #: Home (____) _____ Work (____) _____

Are you 18 years or older? ☐ Yes ☐ No

Are there any hours or days of the week you cannot work? _____ If so, when? _____

Salary Desired: _____ Type of Employment: ☐ Full-time ☐ Part-time

Are you employed now? _____ May we contact your present employer? _____

Name, title and phone of current employer: _____

Have you ever applied to **Company Name** before? _____ Where? _____

Under what name? _____ When? _____

Do you have any relatives working for **Company Name**? _____ If so, who? _____

EDUCATION:

	Name and Location of School	No. of Years Attended	Did You Graduate?	Subject/Major
Elementary School				
High School				
College				
Specialized Training				

Do you have US Military experience? _____ Date Entered: _____

Branch: _____ Rank: _____ Date Discharged: _____ Honorably? _____

Are you lawfully entitled to be employed in the United States? _____

Have you been convicted of a crime (except a minor traffic violation) or have a conviction pending?

☐ No ☐ Yes If yes, please state citation, date and place where offense occurred.

Please provide any additional information such as special skills, training, management experience, equipment operation or qualifications you feel will be helpful to us in considering your application.

REFERENCES: Three individuals not related to you, whom you have known for at least one year:

Name	Address and Telephone	Relationship	Years Acquainted

Emergency Contact: _____
 Name Street City/State Phone

CURRENT AND FORMER EMPLOYERS: (Most Recent First)

Date Month/Year	Employer Name, Address, and Telephone	Salary Starting/ Ending	Last Position Held/ Responsibilities	Reason for Leaving
From:				
To:				
From:				
To:				
From:				
To:				
From:				
To:				

May we contact the employers listed? ☐ Yes ☐ No

If not, which one(s)? _____

* * *

job application

Please read the following statement carefully before signing to indicate your understanding.

I understand that, prior to being offered employment; I may be requested to take an employment examination. In the event that I have a disability that will affect my ability to take the test, I will so inform Company Name prior to the test so that a reasonable accommodation can be made. Company Name reserves the right to require medical documentation regarding the need for accommodation.

I certify that the facts contained in this application are true, accurate, and complete to the best of my knowledge and understand that, if employed, falsified statements or omitted material facts on this application may result in my disqualification from consideration for employment, or termination from employment if I have been hired.

I understand and agree that, if hired, my employment is for no definite period and may, regardless of the date of payment of my wages and salary, be terminated with or without cause, at any time, with or without notice. This provision supersedes any oral or written representation to the contrary unless in writing and signed by both the President of Company Name and the person to whom the writing is directed.

I authorize investigation of all statements contained in this application for any employment-related purpose. I release the listed references and all employers, except those specifically excepted,* to provide you with any and all applicable information they may have. I hereby release these references and former employers from all liability for any information they may give to Company Name.

Signature Date

* Employers specifically excepted: _____

For Employer Use Only

Interviewed By: _____ Date: _____ Hired: ☐ Yes ☐ No
Starting Date: _____ Position: _____ Wage: _____

[ORGANIZATION]

APPLICATION FOR EMPLOYMENT

Thank you for considering [ORGANIZATION] in your job search. [ORGANIZATION] is an equal employment opportunity employer and does not discriminate on the basis of sex, age, race, color, religion, national origin, mental or physical disability, marital status, uniformed services status or [ANY STATE-PROTECTED CLASSIFICATIONS]. No application will be rejected as a result of a disability that, with reasonable accommodation, does not prevent performance of the essential job duties.

CONFIDENTIAL

Please complete by printing in dark ink.
Complete all questions, and sign your initials and name on the last page where indicated.

Date

Personal Information

Last Name	First Name	Middle Initial
Street Address	City and State	Zip Code
Home Phone	Work Phone	Date You Can Begin
E-mail Address	Position Applied For	Salary Desired

Level and Type of Education	School Name	City and State	Last Year Completed	Did You Graduate?
High School			9 10 11 12	
College or University			Less Than 1 Year 1 2 3 4	Degree
Additional Schooling			Number of Years	Certificate or License

Special Skills
Software Applications:
Other Skills:

Employment Record

Please list your most recent jobs first. Include military service as part of your employment record. If you have a resume, please attach it to this form.

Employer	Address
Telephone Number	Supervisor's Name
Job Title	Dates of Employment (month and year)
	From: _____ To: _____
Starting Salary	Ending Salary
Reason for Leaving	Essential Job Duties

Employer	Address
Telephone Number	Supervisor's Name
Job Title	Dates of Employment (month and year)
	From: _____ To: _____
Starting Salary	Ending Salary
Reason for Leaving	Essential Job Duties

Employer	Address
Telephone Number	Supervisor's Name
Job Title	Dates of Employment (month and year)
	From: _____ To: _____
Starting Salary	Ending Salary
Reason for Leaving	Essential Job Duties

General Information

May we contact your present employer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have the legal right to work in the United States? (if hired, you will be required to provide identification to prove eligibility for employment)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you been employed or attended school using any other name? If yes, please indicate names previously used:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever been convicted, pled guilty or no contest, or forfeited bond or bail for any crime other than a traffic violation? If yes, please explain: (Conviction of a crime is not an automatic bar to employment. Factors such as the nature and gravity of the crime, the length of time that has passed since the conviction and/or completion of any sentence, and the nature of the job for which you have applied will be considered.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you able to perform the primary duties of the job as outlined in the newspaper advertisement, announcement, posting, job line, job description, with or without reasonable accommodation? If no, please explain:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have any employment restrictions resulting from a non-compete or confidentiality agreement? If yes, please explain:	<input type="checkbox"/> Yes <input type="checkbox"/> No

ADDITIONAL INFORMATION

Please use the space provided to list any additional employers, periods of time not worked, or any other information that you believe we should know in considering your application for employment.

Please read carefully, initial each paragraph and sign below

- _____ I certify that I have answered the above questions truthfully and have not withheld any information relative to my application. I understand that any falsification, misrepresentation, or omission, as well as any misleading statements or omissions of the application information, attachments, and supporting documents generally will result in denial of employment or immediate termination, if discovered after hire.
- _____ I authorize [ORGANIZATION] to thoroughly investigate my references, work record, education and other matters related to my suitability for employment, and further authorize the references I have listed to disclose to the company any and all letters, reports, and other information related to my work records, without giving me prior notice of such disclosure. In addition, I release [ORGANIZATION], my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.
- _____ I authorize [ORGANIZATION] to investigate whether I have a criminal record of convictions, and, if so, the nature of such convictions and all the surrounding circumstances of the conviction. [ORGANIZATION] has advised me that any criminal background check will focus on convictions, and that a criminal record will not necessarily disqualify me from employment.
- _____ If hired, I recognize the rules and policies of [ORGANIZATION]. I understand that my employment and compensation can be terminated at any time, with or without cause, and with or without notice, at the option of (Organization Name) or myself. I understand that the [DESIGNATE POSITION] of the company is the only person who will ever have the authority to create any other terms of employment and/or to enter into any employment contract and that all such contracts must be in writing and signed by both parties. However, I also understand that unless otherwise stated in an employment contract, the company may change, withdraw and interpret other policies (including wages, hours and working conditions) as it deems appropriate.
- _____ I understand and acknowledge that I may be required to submit to a physical examination, including drug test. Additionally, I hereby authorize the release of the results of such an examination to [ORGANIZATION] for their use in evaluating my suitability for employment. Further, I release the examining facility and [ORGANIZATION] from any and all liability, and from any damage that may result from the release of such information.

My signature below indicates that I have read and understand the importance of supplying accurate information on the application. I am also aware of the possibility of an offer of employment being withdrawn if any of the information is not correct.

Applicant Signature

Date



job application

SECTION FIVE

INTERVIEWS

THIS IS IT!

You've made it to the interview! Now what?

- Your job search found the opening.
- Your cover letter and resumé were good enough to get you scheduled for an interview.
- Your job application gave a positive image of you.

Now one last, all-important task — **a personal interview**.

- If you do a good job, you may be hired!
- If you blow it, think about what went wrong, and try again!

The job interview can be one of the most important few minutes of your life. Your job application and cover letter may have impressed the employer, but it's the interview that will be the deciding factor regarding whether or not you get the job. **First impressions are formed within three to eleven seconds.**

Do not take the interview lightly. You wouldn't dream of playing a basketball game without designing several plays in advance. You shouldn't walk into a job interview without advance preparation. Do research on the company prior to the interview. One good way to do this is using their website if they have one. Another resource is your local Chamber of Commerce or public library.

Check These Websites Out!



career-advice.monster.com/job-interview/careers.aspx
www.careercc.com/interv3.shtml#area_1
www.quintcareers.com/intvres.html

WHAT TO BRING TO AN INTERVIEW

You need to organize ahead of time what you will be bringing with you on the day of the interview. There are some essential items that you should always have with you for any job interview. These include:

- Extra copies of your resume (even if you have already given this to them). You may be interviewing with several people and should always come with 3-5 extra copies.
- Extra copies of your reference page. You may not have given this to them initially and should do so at the interview.
- EFE Portfolio. If you have completed an EFE portfolio, share it with prospective employers. Be sure that it is a good representation of you and your accomplishments. Never leave your portfolio behind after the interview.
- Notepad and pen/pencil. It's a good idea to take notes during the interview, this gives you something to refer back to later if needed. You can also write your questions for the interviewer on this notepad.

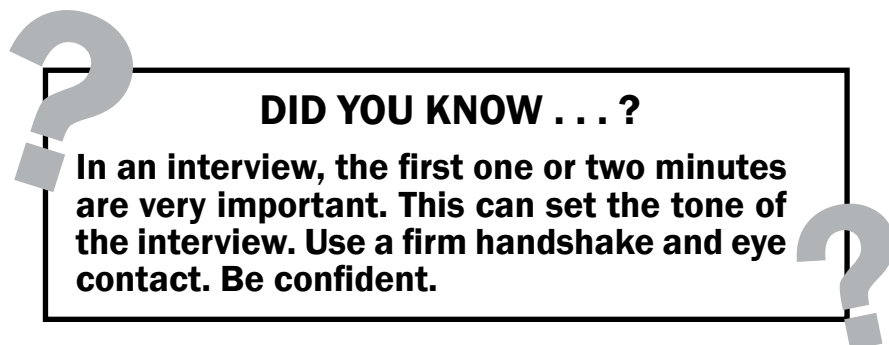
PROFESSIONAL DRESS

Does your appearance say, "Hire me?" Your clothes give silent messages to others and create an impression. Dressing professionally for the interview is an essential part of presenting your best image. Here are some tips to remember:

1. Always have a clean, neat appearance – clothes are pressed, shoes are clean.
2. Good hygiene is very important – brush teeth, clean and trim nails, cleanly shaven, groomed hair.
3. Avoid heavy makeup or excessive jewelry.
4. Business professional attire – jeans and midriff-baring shirts are not acceptable.

Males - clean, neatly pressed collared shirt, dress slacks, polished dress shoes. You may also wish to wear a tie.

Females - clean, neatly pressed top (blouse or sweater) and either a skirt or slacks with polished shoes. Avoid tall heels if wearing heels.



DO'S AND DON'TS OF INTERVIEWING

The following list of tips offers common sense guidelines for the interview and can also be used in other parts of your job search.

DO'S

1. DO arrive 10-15 minutes early to use the restroom, find offices, allow for unexpected traffic problems, and to RELAX! It may be wise to visit the job site prior to the interview to determine location, parking and travel time.
2. DO get a good night's sleep the night before so you will be mentally alert.
3. DO express enthusiasm. Smile and offer a firm handshake upon meeting the interviewer or other staff; speak clearly and directly, and vary the tone of your voice.
4. DO know and correctly pronounce the names of people you meet (or are speaking with over the phone).
5. DO use "please" and "thank you" when appropriate.
6. DO answer interview questions completely.
7. DO sit up straight and maintain good eye contact.
8. DO dress appropriately and appear well-groomed.
9. DO practice answering difficult, illegal or "too personal" questions. See pages 52-53.
10. DO come alone. Don't bring a relative or friend.
11. DO get information about the company/organization ahead of time.
12. DO sell your qualifications rather than your need for the job.
13. DO treat administrative assistants and receptionists politely.
14. DO listen carefully to the interviewer.
15. DO express your interest in the job.



16. DO wait until you are asked to be seated or wait until they sit down.
17. DO avoid poor language, slang, and pause words (such as “like,” “you know,” and “um”).
18. DO be aware of the effect you are having on the interviewer.
19. DO bring extra resumés and a list of references.
20. DO ask questions in the interview.
21. DO thank the interviewer when the interview is over and shake their hand. Ask for a business card to use when writing the follow up thank you letter.
22. DO jot down your impressions (after you leave) of the interview and what you might do differently next time.
23. DO follow up the interview with a thank you letter. (See page 54)
24. DO keep a list of all the employers you have applied to and who you have interviewed with. List the company name, who you interviewed with, and the date of the interview.

DON'TS

1. DON'T ask questions about pay and benefits.
2. DON'T act as if you have to have this job no matter what.
3. DON'T interrupt. If you have questions or need clarification, wait for a logical break in the conversation before speaking.
4. DON'T bring up personal matters (personal problems, financial matters, health issues). Focus on your qualifications for the job.
5. DON'T criticize former employers or co-workers.
6. DON'T give petty excuses such as: “The work was too hard”; “The people I worked with were not nice.”
7. DON'T chew gum, smoke, play with your hair, or constantly adjust your clothes. These actions are a definite distraction. Leave your cell phone in your car or at home!
8. DON'T read any papers, place anything on the interviewer's desk, or handle any item on the interviewer's desk.
9. DON'T bring bulky items to the interview. A small notebook and pen for notetaking is acceptable.
10. DON'T be shy. Sell yourself. Be confident. The interview is about you and you are the expert.
11. DON'T exaggerate. Be honest about your accomplishments and experience.

QUESTIONS JOB INTERVIEWERS FREQUENTLY ASK

Many employers ask standard questions in an interview. Some of these questions are listed below with ideas on how to answer the questions. An important part of preparing yourself for a successful interview is to practice answering interview questions. Practice with friends or a group of people who can help you think of good answers, tell you honestly how you look and sound as you give your responses, and give you suggestions on improving your interviewing skills.

Make each practice interview as real as possible. All interviews start with a handshake and a greeting. Ask the practice interviewer to ask specific questions which relate to the real interview. Use proper manners. Your answers should show that you are dependable, punctual and should indicate your related skills and interests. Be sure that the last question your practice interviewer asks is “Do you have any questions?”

1. Tell me something about yourself.

- Talk about your school and work experiences and accomplishments, not your childhood.

2. Tell me about the work you’ve been doing.

- Talk about your duties and responsibilities. Talk about two or three Employability Essentials for Success skills. (see pages 68-74)

3. What is your strongest asset? How have you used it?

- Ask your friends and family what they think your strengths are. Your strongest Employability Essentials for Success skill would work for this.

4. Do you prefer working with others or alone?

- “Both. I can work independently and I enjoy working in a group.”

5. Are you familiar with the details of the job?

- You should have done some research and answer “yes”.

6. Why are you interested in the ABC Organization?

- Have your answer to this question ready based on your research.

7. Why did you leave your last job?

- Keep it positive. Do not talk negatively about your last job.

8. What are your future career plans?

- Think about where you want to be five and then ten years from now.

9. Describe yourself in 3-5 words.

- Be positive. Talk about job skills and Employability Essentials for Success skills.

10. Why do you think you might like to work for our company?

- Tell two or three positive things about the company.

11. What jobs have you held? How were they obtained? Why did you leave?

- Plan this response. Be positive.

12. What do you know about our company?

- Call the Chamber of Commerce for information. Get an annual report from receptionist if available. Check the company’s website.

13. What qualifications do you have that make you feel that you will be successful in this job?

- Talk about: • Technical skills • Employability Essentials for Success • Your EFE Class

14. What are your ideas on salary?

- From your research you should know the pay range for the job. Give them a salary range that would be fair. You must be flexible.

- 15. Why do you think you would like this particular type of job?**
- Plan your answer.
- 16. What kind of boss do you prefer?**
- Plan an answer that shows you like to work hard for someone who is fair and honest.
- 17. How did previous employers treat you?**
- Be positive. Do not talk negatively about previous employers.
- 18. Do you like routine work?**
- Say, "I realize it is an important part of many jobs. I don't mind it."
- 19. Do you prefer regular hours?**
- Say, "I am flexible. I'll work whatever the job requires."
- 20. What is your major weakness?**
- Mention something that you need to work on but is not negative (i.e., "I take too much time trying to do a perfect job.")
- 21. What jobs/classes/assignments have you enjoyed the most? The least? Why?**
- Plan your answer. Be honest and positive.
- 22. How often have you been absent from work?**
- Be honest. Say that you understand the importance of good attendance.
- 23. What are your special abilities? Give me examples when you have used these abilities.**
- State two or three. Tell how you use them at school or work.
- 24. What job in our company do you want to work toward?**
- Show them that you have high goals. Say that if things go well you would like to be president of the company.
- 25. What kind of work interests you?**
- Say that you are interested in learning about all kinds of work. Be specific if you have a strong interest.
- 26. How about overtime work?**
- Say, "If extra time is needed to get the job done, I will work it."
- 27. What have you done which shows initiative and willingness to work?**
- Think of something related to work, school, civic, or leisure activities.
- 28. What have you learned from your previous work experience?**
- Use something from the Employability Essentials for Success list.
- 29. What are the most important considerations for you in choosing a job?**
- Say something that will be important to the company (i.e. "good training," or "advancement.")
- 30. What do you see yourself doing five years from now? Ten years from now? What are your long-range goals?**
- Plan your answer to show that you have goals and will work hard to reach them.
- 31. Were you ever fired from a job? Did you ever quit a job? Why?**
- Be honest. If you have been fired, state how you learned a lesson from the experience.
- 32. Why should I hire you?**
- Use three or four items from Employability Essentials for Success skills.
- 33. Could you explain this gap in your work history?**
- Plan your answer. Be honest. Keep it positive.
- 34. Do you have any questions?**
- Always have three or four questions prepared to ask. Never leave an interview without asking questions.

ILLEGAL QUESTIONS

Interview questions should deal with job-related information only; however, an interviewer may ask a question which is not directly job related. If the question deals with any of the following areas, it is generally felt to be "illegal":

<i>TOPIC</i>	<i>CAN ASK</i>	<i>CAN'T ASK</i>
Name	Worked here under a different name? Different name or nickname to check references?	Maiden name? Original name?
Age	18-years-old or older	How old? Date of birth?
Marital Status		Are you married? Why aren't you married? Are you living with your boyfriend/girlfriend?
Dependents		Do you plan to have children? Do you have any children?
Personal		Do you drink/smoke? What are your sexual preferences? Do you attend church regularly?
Values		How do you feel about abortion? Birth control?
Criminal Record	Convicted of a crime? Pending felony charges? Give details.	Ever been arrested?
Physical ability to perform	Do you have ability, with or without reasonable accommodation, to perform the essential functions of job for which applying?	Virtually anything else.
Emergencies	Whom to notify in case of an emergency?	Nearest relative to notify in case of an emergency?
Citizenship	Citizen of U.S.? If not, do you intend to become a citizen of U.S.? If not a citizen, are you legally entitled to remain permanently in the U.S.?	Of what country are you a citizen? When were you naturalized? Are parents or spouse naturalized or native-born citizens? Dates of their citizenship?
Organizations	Professional organizations related to work or employment skills?	Memberships in clubs, societies or lodges?
Languages	What languages can you speak or write? Fluently?	Native language? How was ability with foreign language acquired?
Relatives	What relatives (other than spouse) presently employed by employer?	About spouse or other information on children, parents and other relatives.

Military Service	Applicant's experience in U.S. armed forces or state militia? Applicant's service in particular branch of armed forces?	Questions about general military service.
-------------------------	--	---

Identifying “illegal” questions will help you respond to them. You may choose to fully answer the question, or you may wish to refuse to answer. It is important to handle this situation carefully. Your interviewer may not know they cannot ask these questions. Don't be defensive. A few sample responses are listed below:

EXAMPLE #1 Q: “How old are your children?”
A: “I assume you are concerned about my attendance. In my last job, I missed less work than any other member of the staff.”

EXAMPLE #2 Q: “Do you drink?”
A: “I do not think that question is related to my qualifications for this job.”

QUESTIONS YOU SHOULD ASK

Always ask questions during and at the end of an interview. It shows your interest in the job and company. Below is a list of sample questions.

1. Would you please tell me some of the things I would be doing?
2. Which of those duties are most important in this job?
3. What kind of training would I receive? Does the company have training programs to help employees obtain additional job skills?
4. How does this job fit into the success of the department and company?
5. How large is your department? How many people will I be working with?
6. What are your department goals for the year?
7. What is a typical career path in this company for someone who starts in this job?
8. Would I report directly to you?
9. Who owns the company?
10. What are the major products of the company?
11. Who are the major customers of the company?
12. If I get the job, where could I expect to be in five years?
13. I'd like to see the department. Could you give me a tour?
14. What is the next step in the interview process and when might I hear about a decision?
15. What are the key traits that you are looking for in a person to fill this job?
16. What criteria do you use to evaluate if a person in this position is doing a good job?
17. What do you like best about working here?

QUESTIONS YOU SHOULD NOT ASK

1. When do I get my first raise?
2. When are your holidays and vacations?
3. What is your retirement plan?
4. What are the fringe benefits?
5. Who is your boss?
6. What are the grievance procedures?
7. I wouldn't have to do _____ would I?
8. Do you mind if I smoke?

THE FOLLOW UP THANK YOU LETTER

Every interview should be followed by a thank you letter. This should be sent one to two days after your interview.

- The purpose of the letter is to show appreciation for the employer's time spent with you.
- It is just one more chance to show that you really do want to work for that company.
- It also is one more chance to get your name in front of the employer.
- Strive to include some reference to your conversation which will help the employer remember you.

If you have not heard from the organization after a week, make a call to the interviewer. State that you are following up and wanted to know where they were in the hiring process or if a decision had been made. Follow up again in two weeks; if no response, move on in your job search.

The following is a sample of a good thank you letter:

JEFF BEAL

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ jbeal@gmail.com

start at the
2-inch
mark

February 25, 2010

leave 3
blank lines

Mr. Joe Smith
Human Resources Manager
COHO Products
444 Golf Drive
Recreation City, CA 93401

leave 1
blank line

Dear Mr. Smith:

leave 1
blank line

Thank you for giving me the opportunity to interview for the position of administrative assistant with COHO Products. Your interview was very informative. Mr. Smith, during the interview you mentioned that you would like to hire someone with outstanding Microsoft Word and Excel Skills. I received excellent scores on my work in these areas in my Business Management Administration class and am confident I can perform the work to meet your high expectations.

COHO Products is a company with an excellent reputation, and I am still very interested in working for you as an administrative assistant. If hired, I would be a very reliable employee.

I can be contacted by telephone at 555-676-1278 or by email at jbeal@gmail.com.

leave 1
blank line

Sincerely,

leave 3
blank lines
(between
Sincerely and
Your Name
Typed)

Jeff Beal

Don't forget to
sign the letter.

BEHAVIORAL INTERVIEWS

Behavioral interviews are based on discovering how the interviewee acted in specific employment-related situations in the past. Companies are moving to this type of interview because the most accurate predictor of future performance is past performance in similar situations. Behavioral interviewing is said to be 55 percent predictive of future on-the-job behavior, while traditional interviewing is only 10 percent predictive. Therefore, understanding how to excel in this interview environment is becoming a crucial job-hunting skill.

Because this type of interviewing aims at trying to assess the applicant's potential for success, companies must determine what type of skills, behaviors, experiences, knowledge, and abilities are needed for the position and then develop behavioral questions related to these requirements. A candidate will feel that a behavioral interview will be a little more probing than a traditional interview.

Sample Behavioral Interview Questions:

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Tell me about a time when you had too many things to do and you had to prioritize your tasks.
- Describe a time when you set your sights too high (or too low).
- Tell me about a time when you were forced to make an unpopular decision.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.

Behavioral Interviewing Tips:

- Think about six to eight examples from past experiences where you demonstrated top behaviors or skills that employers typically seek in job applicants. Vary your examples; don't take them all from one aspect of your life.
- Use examples from internships, classes, school projects, team participation, community service, hobbies, and work experience.
- Think about special accomplishments, personal and professional, such as scoring the winning touchdown or being elected treasurer of a school club.
- Remember that behavioral questions get at how you respond to negative situations as well as positive situations, so think about times when things didn't go as planned and be ready to share what you learned from these situations.
- Your answers to behavioral questions need to be specific and detailed. Use a story approach that explains a situation or task, the action you took, and the results you achieved (STAR approach).
- Listen carefully to the questions asked by the interviewer and pull one from your examples that describes how you demonstrated the desired behavior.
- Be totally honest about your accomplishments and behaviors.
- Keep a list of your achievements and accomplishments to help you prepare.

Sources: "Behavioral Job Interviewing Strategies" by Katharine Hansen (www.quintcareers.com) and "What is a Behavioral Interview" by Alison Doyle (jobsearch.about.com)

SECTION SIX

FIRST DAYS ON THE JOB

FORMS, FORMS AND MORE FORMS

Congratulations, you got the job! All of your preparation and hard work has paid off. You show up for your first day of work ready to go. What's next? The first day is usually filled with lots of forms that must be completed.

Some of the types of forms you may be asked to complete include:

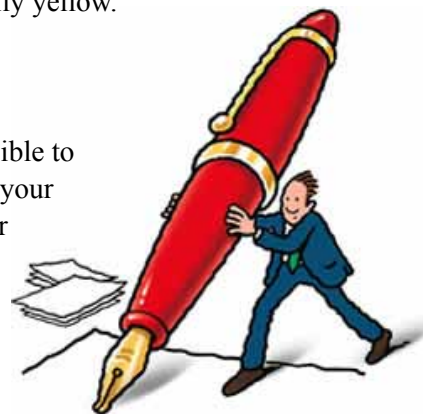
- Insurance forms – health, dental, vision, life, disability
- Payroll deduction forms
- Confidentiality form
- Federal employment forms
- State employment forms
- Work permit – must be on file before you start working if you are under 18 years of age

There are three standard federal and state forms that all companies in Michigan use. Examples of each are included so you are familiar with what they look like. Practice filling them out and ask your EFE Instructor if you have questions.

There are two types of work permit forms. CA-6 is for minors under 16 years of age and is usually pink. CA-7 is for minors 16 and 17 years of age and is usually yellow. Examples of each and their summary of requirements are included.

Employment Eligibility Verification Form (I-9 Form).

This form is used by the federal government to verify that you are eligible to work in the United States. You must provide documents that establish your identity and employment eligibility which will be photocopied by your new employer. These copies must be attached to the form. A driver's license and social security card are most commonly used.



DID YOU KNOW . . . ?

. . . today's employers are looking for employees who can not only read, write, and perform simple computations, but also employees who can work as a team, possess problem-solving skills, and communicate effectively.



Employment Eligibility Verification Form (I-9 Form)

This form is used by the federal government to verify that you are eligible to work in the United States. You must provide documents that establish your identity and employment eligibility which will be photocopied by your new employer. These copies must be attached to the form. A driver's license and social security card are most commonly used.

OMB No. 1615-0047; Expires 08/31/12

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-9, Employment Eligibility Verification

Read instructions carefully before completing this form. The instructions must be available during completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because the documents have a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Verification (To be completed and signed by employee at the time employment begins.)

Print Name: Last	First	Middle Initial	Maiden Name
Address (Street Name and Number)		Apt. #	Date of Birth (month/day/year)
City	State	Zip Code	Social Security #

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following):

- ☐ A citizen of the United States
☐ A noncitizen national of the United States (see instructions)
☐ A lawful permanent resident (Alien #) _____
☐ An alien authorized to work (Alien # or Admission #) _____ until (expiration date, if applicable - month/day/year)

Employee's Signature

Date (month/day/year)

Preparer and/or Translator Certification (To be completed and signed if Section 1 is prepared by a person other than the employee.) I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

Preparer's/Translator's Signature

Print Name

Address (Street Name and Number, City, State, Zip Code)

Date (month/day/year)

Section 2. Employer Review and Verification (To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number, and expiration date, if any, of the document(s).)

List A	OR	List B	AND	List C
Document title: _____		_____		_____
Issuing authority: _____		_____		_____
Document #: _____		_____		_____
Expiration Date (if any): _____		_____		_____
Document #: _____		_____		_____
Expiration Date (if any): _____		_____		_____

CERTIFICATION: I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on (month/day/year) _____ and that to the best of my knowledge the employee is authorized to work in the United States. (State employment agencies may omit the date the employee began employment.)

Signature of Employer or Authorized Representative

Print Name

Title

Business or Organization Name and Address (Street Name and Number, City, State, Zip Code)

Date (month/day/year)

Section 3. Updating and Reverification (To be completed and signed by employer.)

A. New Name (if applicable) _____ B. Date of Rehire (month/day/year) (if applicable) _____

C. If employee's previous grant of work authorization has expired, provide the information below for the document that establishes current employment authorization.

Document Title: _____

Document #: _____

Expiration Date (if any): _____

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative

Date (month/day/year)

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be unexpired

LIST A

**Documents that Establish Both
Identity and Employment
Authorization**

LIST B

**Documents that Establish
Identity**

LIST C

**Documents that Establish
Employment Authorization**

OR

AND

1. U.S. Passport or U.S. Passport Card	1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	1. Social Security Account Number card other than one that specifies on the face that the issuance of the card does not authorize employment in the United States
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa	2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
4. Employment Authorization Document that contains a photograph (Form I-766)	3. School ID card with a photograph	3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
	4. Voter's registration card	4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
5. In the case of a nonimmigrant alien authorized to work for a specific employer incident to status, a foreign passport with Form I-94 or Form I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form	5. U.S. Military card or draft record	
	6. Military dependent's ID card	
	7. U.S. Coast Guard Merchant Mariner Card	5. Native American tribal document
	8. Native American tribal document	
	9. Driver's license issued by a Canadian government authority	6. U.S. Citizen ID Card (Form I-197)
	For persons under age 18 who are unable to present a document listed above:	7. Identification Card for Use of Resident Citizen in the United States (Form I-179)
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI	10. School record or report card	8. Employment authorization document issued by the Department of Homeland Security
	11. Clinic, doctor, or hospital record	
	12. Day-care or nursery school record	

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274)

Form I-9 (Rev. 08/07/09) Y Page 5

Federal Form W4

The purpose of this form is to let your employer know how much Federal income tax to withhold from your paycheck. Most students usually claim zero exemptions. This takes more taxes out throughout the year and results in a larger income tax return annually. You can claim one exemption and have fewer taxes withheld, but you most likely won't receive an income tax check. You need to decide what works best for your financial situation. Discuss this with your parents.

Form W-4 (2010)

Purpose. Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Consider completing a new Form W-4 each year and when your personal or financial situation changes.

Exemption from withholding. If you are exempt, complete **only** lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2010 expires February 16, 2011. See Pub. 505, Tax Withholding and Estimated Tax.

Note. You cannot claim exemption from withholding if (a) your income exceeds \$950 and includes more than \$300 of unearned income (for example, interest and dividends) and (b) another person can claim you as a dependent on his or her tax return.

Basic instructions. If you are not exempt, complete the **Personal Allowances Worksheet** below. The worksheets on page 2 further adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earners/multiple jobs situations.

Complete all worksheets that apply. However, you may claim fewer (or zero) allowances. For regular wages, withholding must be based on allowances you claimed and may not be a flat amount or percentage of wages.

Head of household. Generally, you may claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See Pub. 501, Exemptions, Standard Deduction, and Filing Information, for information.

Tax credits. You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the **Personal Allowances Worksheet** below. See Pub. 919, How Do I Adjust My Tax Withholding, for information on converting your other credits into withholding allowances.

Nonwage income. If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax

payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax. If you have pension or annuity income, see Pub. 919 to find out if you should adjust your withholding on Form W-4 or W-4P.

Two earners or multiple jobs. If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others. See Pub. 919 for details.

Nonresident alien. If you are a nonresident alien, see Notice 1392, Supplemental Form W-4 Instructions for Nonresident Aliens, before completing this form.

Check your withholding. After your Form W-4 takes effect, use Pub. 919 to see how the amount you are having withheld compares to your projected total tax for 2010. See Pub. 919, especially if your earnings exceed \$130,000 (Single) or \$180,000 (Married).

Personal Allowances Worksheet (Keep for your records.)

A Enter "1" for yourself if no one else can claim you as a dependent	A _____
B Enter "1" if: <ul style="list-style-type: none">• You are single and have only one job; or• You are married, have only one job, and your spouse does not work; or• Your wages from a second job or your spouse's wages (or the total of both) are \$1,500 or less.	B _____
C Enter "1" for your spouse . But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.)	C _____
D Enter number of dependents (other than your spouse or yourself) you will claim on your tax return	D _____
E Enter "1" if you will file as head of household on your tax return (see conditions under Head of household above)	E _____
F Enter "1" if you have at least \$1,800 of child or dependent care expenses for which you plan to claim a credit	F _____
(Note. Do not include child support payments. See Pub. 503, Child and Dependent Care Expenses, for details.)	
G Child Tax Credit (including additional child tax credit). See Pub. 972, Child Tax Credit, for more information. <ul style="list-style-type: none">• If your total income will be less than \$61,000 (\$90,000 if married), enter "2" for each eligible child; then less "1" if you have three or more eligible children.• If your total income will be between \$61,000 and \$84,000 (\$90,000 and \$119,000 if married), enter "1" for each eligible child plus "1" additional if you have six or more eligible children.	G _____
H Add lines A through G and enter total here. (Note. This may be different from the number of exemptions you claim on your tax return.) ▶	H _____
For accuracy, complete all worksheets that apply. <ul style="list-style-type: none">• If you plan to itemize or claim adjustments to income and want to reduce your withholding, see the Deductions and Adjustments Worksheet on page 2.• If you have more than one job or are married and you and your spouse both work and the combined earnings from all jobs exceed \$18,000 (\$32,000 if married), see the Two-Earners/Multiple Jobs Worksheet on page 2 to avoid having too little tax withheld.• If neither of the above situations applies, stop here and enter the number from line H on line 5 of Form W-4 below.	

Cut here and give Form W-4 to your employer. Keep the top part for your records.

Form W-4 Department of the Treasury Internal Revenue Service		Employee's Withholding Allowance Certificate OMB No. 1545-0074 2010	
▶ Whether you are entitled to claim a certain number of allowances or exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.			
1 Type or print your first name and middle initial. Last name		2 Your social security number	
Home address (number and street or rural route)		3 <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher Single rate. Note. If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.	
City or town, state, and ZIP code		4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. ▶ <input type="checkbox"/>	
5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2)		5 _____	
6 Additional amount, if any, you want withheld from each paycheck		6 \$ _____	
7 I claim exemption from withholding for 2010, and I certify that I meet both of the following conditions for exemption. <ul style="list-style-type: none">• Last year I had a right to a refund of all federal income tax withheld because I had no tax liability and• This year I expect a refund of all federal income tax withheld because I expect to have no tax liability. If you meet both conditions, write "Exempt" here ▶ 7 _____			
Under penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.			
Employee's signature (Form is not valid unless you sign it.) ▶		Date ▶	
8 Employer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.)		9 Office code (optional) 10 Employer identification number (EIN)	

For Privacy Act and Paperwork Reduction Act Notice, see page 2. Cat. No. 10220Q Form W-4 (2010)

first days

Enter exemption total - 0 or 1 here

Enter exemption total - 0 or 1 here

Michigan Form W-4

The purpose of this form is to let your employer know how much State income tax to withhold from your paycheck. Most people usually claim the same number of exemptions on their State W-4 as they did on their Federal W-4. See explanation of exemptions on page 59.

MI-W4

(Rev. 7-09)

This certificate is for Michigan income tax withholding purposes only. You must file a revised form within 10 days if your exemptions decrease or your residency status changes from nonresident to resident. Read instructions below before completing this form.

Issued under P.A. 281 of 1967.

1. Social Security Number		2. Date of Birth	
3. Type or Print Your First Name, Middle Initial and Last Name		4. Driver License Number	
Home Address (No., Street, P.O. Box or Rural Route)		5. Are you a new employee? <input type="checkbox"/> Yes If Yes, enter date of hire <input type="checkbox"/> No	
City or Town	State	ZIP Code	
6. Enter the number of personal and dependent exemptions you are claiming		6. <input type="text"/>	
7. Additional amount you want deducted from each pay (if employer agrees)		7. \$ <input type="text"/> .00	
8. I claim exemption from withholding because (does not apply to nonresident members of flow-through entities - see instructions): a. <input type="checkbox"/> A Michigan income tax liability is not expected this year. b. <input type="checkbox"/> Wages are exempt from withholding. Explain: _____ c. <input type="checkbox"/> Permanent home (domicile) is located in the following Renaissance Zone: _____			
EMPLOYEE: If you fail or refuse to file this form, your employer must withhold Michigan income tax from your wages without allowance for any exemptions. Keep a copy of this form for your records.		Under penalty of perjury, I certify that the number of withholding exemptions claimed on this certificate does not exceed the number to which I am entitled. If claiming exemption from withholding, I certify that I anticipate that I will not incur a Michigan income tax liability for this year.	
INSTRUCTIONS TO EMPLOYER: Employers must report all new hires to the State of Michigan. Keep a copy of this certificate with your records. If the employee claims 10 or more personal and dependent exemptions or claims a status exempting the employee from withholding, you must file their original MI-W4 form with the Michigan Department of Treasury. Mail to: New Hire Operations Center, P.O. Box 85010; Lansing, MI 48908-5010.		9. Employee's Signature _____ Date _____	
		Employer: Complete lines 10 and 11 before sending to the Michigan Department of Treasury. 10. Employer's Name, Address, Phone No. and Name of Contact Person _____	
		11. Federal Employer Identification Number <input type="text"/>	

Enter exemption total - 0 or 1 here

INSTRUCTIONS TO EMPLOYEE

You must submit a Michigan withholding exemption certificate (form MI-W4) to your employer on or before the date that employment begins. If you fail or refuse to submit this certificate, your employer must withhold tax from your compensation without allowance for any exemptions. Your employer is required to notify the Michigan Department of Treasury if you have claimed 10 or more personal and dependent exemptions or claimed a status which exempts you from withholding.

You MUST file a new MI-W4 within 10 days if your residency status changes or if your exemptions decrease because: a) your spouse, for whom you have been claiming an exemption, is divorced or legally separated from you or claims his/her own exemption(s) on a separate certificate, or b) a dependent must be dropped for federal purposes.

Line 5: If you check "Yes," enter your date of hire (mo/day/year).

Line 6: Personal and dependent exemptions. The total number of exemptions you claim on the MI-W4 may not exceed the number of exemptions you are entitled to claim when you file your Michigan individual income tax return.

If you are married and you and your spouse are both employed, you both may not claim the same exemptions with each of your employers.

If you hold more than one job, you may not claim the same exemptions with more than one employer. If you claim the same exemptions at more than one job, your tax will be under withheld.

Line 7: You may designate additional withholding if you expect to owe more than the amount withheld.

Line 8: You may claim exemption from Michigan income tax withholding ONLY if you do not anticipate a Michigan income tax liability for the current year because all of the following exist: a) your employment is less than full time, b) your personal and dependent exemption allowance exceeds your annual compensation, c) you claimed exemption from federal withholding, d) you did not incur a Michigan income tax liability for the previous year. You may also claim exemption if your permanent home (domicile) is located in a Renaissance Zone. Members of flow-through entities may not claim exemption from nonresident flow-through withholding. For more information on Renaissance Zones call the Michigan Tele-Help System, 1-800-827-4000. Full-time students that do not satisfy all of the above requirements cannot claim exempt status.

Web Site

Visit the Treasury Web site at:
www.michigan.gov/taxes

State of Michigan
Combined Offer of Employment and Work Permit/Age Certificate
CA-6 for minors UNDER 16 years of age

Permit Number for School Use
(optional)

Employer Information:

- The employer must have a completed work permit form on file before a minor begins work.
- The employer must provide competent adult supervision at all times.
- The employer of the minor must comply with federal, state, and local laws and regulations including nondiscrimination against any applicant or employee because of race, color, religion, national origin or ancestry, age, gender, height, weight, marital status, or disability.
- The employer must return the work permit to the issuing officer upon termination of the minor's employment.

Directions: Please type or print using an ink pen. **See back of this form for summary of requirements.**

Section I: To be Completed by Minor Applicant and Parent/Guardian

Name of Minor:		Address:		City:	ZIP:
Age:	Date of Birth Month/Day/Year:	Last Four Digits of Social Security Number:		Contact Telephone Number for Minor:	
Name of School (present or last attended):		Address:		City:	ZIP:
School Status (check one): <input type="checkbox"/> in school <input type="checkbox"/> home schooled				Last Grade Completed:	
Signature of Minor: (x)		Name of Parent/Guardian (circle one):		Parent/Guardian Telephone:	

Section II: To be Completed by the Employer - Offer of Employment

Name of Business:		Address:		City:	ZIP:
Earliest Starting Time a.m./p.m.:	Latest Ending Time a.m./p.m.:	Hours per Day:	Number of Days per Week:	Total Hours of Employment per Week:	
Applicant's Job Title:	Hourly Wage:	Job Duties/Tasks to be Performed by Minor:		Equipment/Tools to be Used by Minor:	
Signature of Employer: (x)		Title:		Telephone:	Date:

Section III: To be Completed by School's Issuing Officer – Must be Signed by the Issuing Officer to be Valid

This is to certify that: (1) the minor personally appeared before me, (2) this form was properly completed, (3) listed job duties are in compliance with state and federal laws and regulations, (4) listed hours are in compliance with state and federal laws and regulations, (5) this form was signed by student and employer, and I authorize the issuance of this work permit.	Evidence of Age Confirmed by (issuing officer checks one):		Number of Hours in School per Week, when School is in Session:
	<input type="checkbox"/> Birth Certificate <input type="checkbox"/> Certificate of Arrival in the U.S. <input type="checkbox"/> Driver's License <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> School Record <input type="checkbox"/> Baptismal Certificate <input type="checkbox"/> Other (describe)		Number of Hours able to Work while Attending School:
	Name of School District: Address: City, State, ZIP: Telephone Number:		Printed Name of Issuing Officer: Signature of Issuing Officer: (x)

Form CA-6 (revised 6/2010) Combined Offer of Employment & Work Permit / Age Certificate
 Instructions for completing CA-6 must be printed on back of form for form to be valid.

Must Print on Pink Paper.

first days

Summary of Requirements CA-6 MICHIGAN WORK PERMIT AND AGE CERTIFICATE

Who Needs a CA-6 Work Permit? A minor who is 14 to 15 years of age and not specifically exempted from the Youth Employment Standards Act (P.A. 90 of 1978) and minors 11-13 employed in certain occupations. This completed form permits a minor to be employed only by the employer and at the location listed in Section II. CA-6 Work Permits are valid until a minor turns 18 or graduates as long as the minor works for the same employer. Home schooled students must be issued a work permit from an authorized issuing officer.

Who Issues the Work Permit? The issuing officer is the chief administrator of a school district, intermediate school district, public school academy, or nonpublic school, or a person authorized by that chief administrator, in writing, to act on his/her behalf. The work permit may be issued by the school the minor attends or the school district where the minor resides or will be employed.

Employment of Minors: A person under 18 years of age shall not be employed in, about, or in connection with an occupation which is hazardous or injurious to the minor's health or personal well-being or which is contrary to standards established by state and federal acts, i.e., construction, slicers, motor vehicle operation, power-driven machinery. The minimum age for employment is 14 years except that a minor 11 years of age or older may be employed as a golf or bridge caddy or youth athletic program referee, and a minor 13 years of age or older may be employed in some farming occupations or as a trap-setter. Adult supervision is required.

Instructions for Completing and Issuing:

1. The Minor obtains the CA-6 from the Issuing Officer of their school district and completes Section I.
2. The Minor takes the form to the prospective Employer who completes Section II.
3. The Issuing Officer verifies the age of Minor using the best available evidence and ensures compliance with state and federal laws and regulations.
4. The Work Permit is issued by the Issuing Officer signing and dating the form in Section III.
5. The Issuing Officer makes a copy for the school file and gives the original to the Minor to return to the Employer.
6. The Minor returns the completed original form to the Employer **before** beginning work.

The failure or refusal to issue a work permit by the school may be appealed by the minor in accordance with Public Act. 306 of 1969.

Employer's Responsibilities:

- Must have a completed work permit form **before** a minor begins work.
- Shall keep the original work permit form at the place of employment.
- Must provide competent adult supervision at all times.
- Must comply with federal, state, and local laws and regulations including nondiscrimination against any applicant or employee because of race, color, religion, national origin or ancestry, age, gender, height, weight, marital status, or disability.
- Records required by Public Act 90 of 1978, as amended, will be maintained and made available for inspection by an authorized representative of the department.
- Must return the work permit to the issuing officer upon termination of the minor's employment.
- Must post required work place posters at work site; posters may be downloaded at www.michigan.gov/wagehour.

Issuing Officer's Responsibilities: A copy of the CA-6 shall be filed in the minor's permanent school file. Work permits shall not be issued if the work is hazardous, information is incomplete, or if the minor's employment is in violation of state or federal laws and regulations.

Hours of Work Covered by Federal Law (business gross annual sales exceed \$500,000 or interstate commerce):

Minors 14 and 15 years of age may work:

1. 3 hours a day while school is in session; 8 hours a day on non-school days.
2. 40 hours in a non-school week; 18 hours in a school week.
3. Not before 7:00 a.m., only after school and only until 7:00 p.m., while school is in session.
4. From 7:00 a.m. until 9:00 p.m. during school summer vacation (June 1 - Labor Day).

Hours of Work Covered by State Law: Minors under 16 years of age may work:

1. 6 days in 1 week.
2. A weekly average of 8 hours per day.
3. 10 hours in one day.
4. 48 hours in 1 week, school and work combined.
5. Not more than 5 hours continuously without a 30 minute uninterrupted meal or rest period.
6. Between 7:00 a.m. and 9:00 p.m., but not during school hours.

Michigan Youth Employment Standards Act (P.A. 90 of 1978): For information about the law, rules, and regulations contact the Michigan Department of Energy, Labor & Economic Growth, Wage & Hour Division; PO Box 30476, Lansing, MI, 48909, phone 517/322-1825, www.michigan.gov/wagehour or for questions regarding work permits; contact the Office of Career and Technical Education, PO Box 30712, Lansing, MI, 48909, phone 517/373-3373, www.michigan.gov/octe and click on 'Instructional Programs', then select 'Work Based Learning Guide For Risk Management' and go to section 6.

Federal Fair Labor Standards Act: For information about federal child labor provisions, contact the U.S. Department of Labor, Wage and Hour Division, at 1-866-4USWAGE or www.youthrules.dol.gov.

Revocation of Permit: A permit may be revoked by the school issuing officer if: (1) poor school attendance results in a level of school work lower than that prior to beginning employment or (2) the Michigan Department of Labor & Economic Growth/U. S. Department of Labor informs the school of an employer's violations of state or federal laws or regulations. Any minor who has a permit revoked shall be informed of the appeal process by the school.

State of Michigan
Combined Offer of Employment and Work Permit/Age Certificate
CA-7 for minors 16 and 17 years of age

Permit Number for School Use
(optional)

Employer Information:

- The employer must have a completed work permit form on file before a minor begins work.
- The employer must provide competent adult supervision at all times.
- The employer of the minor must comply with federal, state, and local laws and regulations including nondiscrimination against any applicant or employee because of race, color, religion, national origin or ancestry, age, gender, height, weight, marital status, or disability.
- The employer must return the work permit to the issuing officer upon termination of the minor's employment.

Directions: Please type or print using an ink pen. **See back of this form for summary of requirements.**

Section I: To be Completed by Minor Applicant and Parent/Guardian

Name of Minor:		Address:		City:	ZIP:
Age:	Date of Birth Month/Day/Year:	Last Four Digits of Social Security Number:		Contact Telephone Number for Minor:	
Name of School (present or last attended):		Address:		City:	ZIP:
School Status (check one): <input type="checkbox"/> in school <input type="checkbox"/> left school <input type="checkbox"/> home schooled				Last Grade Completed:	
Signature of Minor: (x)		Name of Parent/Guardian (circle one):		Parent/Guardian Telephone:	

Section II: To be Completed by the Employer - Offer of Employment

Name of Business:		Address:		City:	ZIP:
Earliest Starting Time a.m./p.m.:	Latest Ending Time a.m./p.m.:	Hours per Day:	Number of Days per Week:	Total Hours of Employment per Week:	
Applicant's Job Title:	Hourly Wage:	Job Duties/Tasks to be Performed by Minor:		Equipment/Tools to be Used by Minor:	
Will the minor be working under an existing hours deviation granted by the Michigan Wage & Hour Division? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, attach a copy of the approved Michigan hours deviation and retain parent/guardian consent at the work site.					
Signature of Employer: (x)		Title:		Telephone:	Date:

Section III: To be Completed by School's Issuing Officer – Must be Signed by the Issuing Officer to be Valid

This is to certify that: (1) the minor personally appeared before me, (2) this form was properly completed, (3) listed job duties are in compliance with state and federal laws and regulations, (4) listed hours are in compliance with state and federal laws and regulations, (5) this form was signed by student and employer, and I authorize the issuance of this work permit.	Evidence of Age Confirmed by (issuing officer checks one): <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Certificate of Arrival in the U.S. <input type="checkbox"/> Driver's License <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> School Record <input type="checkbox"/> Baptismal Certificate <input type="checkbox"/> Other (describe)	Number of Hours in School per Week, when School is in Session: Number of Hours able to Work while Attending School:
	Name of School District: Address: City, State, ZIP: Telephone Number: 	Printed Name of Issuing Officer: Signature of Issuing Officer: (x)

Summary of Requirements CA-7 MICHIGAN WORK PERMIT AND AGE CERTIFICATE

Who Needs a CA-7 Work Permit? A minor who is 16 or 17 years of age and not specifically exempted from the Youth Employment Standards Act (P.A. 90 of 1978). This completed form permits a minor to be employed only by the employer and at the location listed in Section II. Employers must complete a CA-7 for minors who start employment at 16 years of age. CA-7 Work Permits are valid until a minor turns 18 or graduates, as long as the minor works for the same employer. Home schooled students must be issued a work permit from an authorized issuing officer. Additionally, 16 or 17 year olds currently not attending school who have not met the requirements of graduation, or have not obtained a GED, or have not been emancipated by court order must secure a work permit from an authorized issuing officer.

Who Issues the Work Permit? The issuing officer is the chief administrator of a school district, intermediate school district, public school academy, or nonpublic school, or a person authorized by that chief administrator, in writing, to act on his/her behalf. A work permit may be issued by the school the minor attends, the school district where the minor resides, or the district where the minor will be employed.

Employment of Minors: A person under 18 years of age shall not be employed in, about, or in connection with an occupation which is hazardous or injurious to the minor's health or personal well-being or which is contrary to standards established by state and federal acts, i.e., construction, slicers, motor vehicle operation, power-driven machinery. The minimum age for employment is 14 years except that a minor 11 years of age or older may be employed as a golf or bridge caddy or youth athletic program referee, and a minor 13 years of age or older may be employed in some farming occupations or as a trap-setter. Adult supervision is required.

Instructions for Completing and Issuing:

1. The Minor obtains the CA-7 from the Issuing Officer of their school district and completes Section I.
2. The Minor takes the form to the prospective Employer who completes Section II.
3. The Issuing Officer verifies the age of Minor using the best available evidence and ensures compliance with state and federal laws and regulations.
4. The Work Permit is issued by the Issuing Officer signing and dating the form in Section III.
5. The Issuing Officer makes a copy for the school file and gives the original to the Minor to return to the Employer.
6. The Minor returns the completed original form to the Employer **before** beginning work.

The failure or refusal to issue a work permit by the school may be appealed by the minor in accordance with Public Act 306 of 1969.

Employer's Responsibilities: The issuance of a work permit does not authorize employment of minors contrary to state or federal laws and regulations.

- Must have a completed work permit form **before** a minor begins work.
- Shall keep the original work permit form and any approved deviation with parental consent on file at the place of employment.
- Must provide competent adult supervision at all times.
- Must comply with federal, state, and local laws and regulations including nondiscrimination against any applicant or employee because of race, color, religion, national origin or ancestry, age, gender, height, weight, marital status, or disability.
- Records required by Public Act 90 of 1978, as amended, will be maintained and made available for inspection by an authorized representative of the department.
- Must return the work permit to the issuing officer upon termination of the minor's employment.
- Must post required work place posters at work site; posters may be downloaded at www.michigan.gov/wagehour.

Issuing Officer's Responsibilities: A copy of the CA-7 and any Michigan Department of Labor & Economic Growth deviation forms shall be filed in the minor's permanent school file. Work permits shall not be issued if the work is hazardous, information is incomplete, or if the minor's employment is in violation of state or federal laws and regulations.

Hours of Work: Minors 16 years of age and older may work:

1. 6 days in 1 week.
2. A weekly average of 8 hours per day.
3. 10 hours in one day.
4. 48 hours in 1 week, school and work combined.
5. Not more than 5 hours continuously without a 30 minute uninterrupted meal or rest period.
6. Between 6:00 a.m. and 10:30 p.m.
7. Until 11:30 p.m. Friday and Saturday, and when not regularly attending school, i.e., summer vacation.

Hours Deviations: At any time an employer may apply through the Michigan Wage & Hour Division for a General Hours or an Individual Hours Deviation allowing the minor to work beyond the legal hours of employment allowed by the act.

Michigan Youth Employment Standards Act (P.A. 90 of 1978): For information about the law, rules, and regulations contact the Michigan Department of Energy, Labor & Economic Growth, Wage & Hour Division; PO Box 30476, Lansing, MI, 48909, phone 517/322-1825, www.michigan.gov/wagehour or for questions regarding work permits; contact the Office of Career and Technical Education, PO Box 30712, Lansing, MI, 48909, phone 517/373-3373, www.michigan.gov/octe and click on 'Instructional Programs', then select 'Work Based Learning Guide For Risk Management' and go to section 6.

Federal Fair Labor Standards Act: For information about federal child labor provisions contact the U.S. Department of Labor, Wage and Hour Division, at 1-866-4USWAGE or www.youthrules.dol.gov.

Revocation of Permit: A permit may be revoked by the school issuing officer if: (1) poor school attendance results in a level of school work lower than that prior to beginning employment or (2) the Michigan Department of Labor & Economic Growth/U.S. Department of Labor informs the school of an employer's violations of state or federal laws or regulations. Any minor who has a permit revoked shall be informed of the appeal process by the school.

THINGS TO ASK WHEN YOU BEGIN A NEW JOB

Some employers offer a new hire orientation. It is important to take notes and pay close attention. The information supplied to you at orientation is key for your success in that organization.

If your employer doesn't have a new hire orientation (or these topics aren't covered), the following are questions that you will want to ask:

- Is there an employee handbook? If there is be sure to read it before asking additional questions. Most likely the following questions will be addressed in the handbook, if not, ask.
- Do you have information on the company's history, product line, etc., that I could read for additional information?
- When is payroll processed? Weekly, bi-weekly or monthly?
- Are there any parking regulations?
- Where is the schedule posted?
- What is the attendance/tardy occurrence policy?
- What is the dress policy?
- When is lunch? When are relief periods? Where is the break room/cafeteria? Where are the restrooms?
- How/when/to whom do I report when absent?
- What are my main job duties? Ask for a copy of a job description if you haven't seen one.
- What is my rate of pay?
- What is the training process?
- What is the job posting procedure when new positions become available?
- What is the orientation period? 30, 60 or 90 days?
- What is the procedure for performance appraisals?
- What are the promotion policies?
- What are the safety guidelines related to my position?
- What are the emergency procedures (fire, tornado, etc.)?

TIPS TO MAKE YOUR FIRST DAY AT WORK SUCCESSFUL

- Maintain a positive attitude. Leave non-work problems at home.
- Learn co-workers' names quickly.
- Take notes as needed about how to perform certain tasks.
- Be a self-starter/take initiative. Ask for more work if you finish tasks early. If all of your work is completed, ask others if you can help them with anything.
- Listen more than talk. You don't want to get the reputation as being the office know-it-all.
- Learn everything you can about your new company. Read the employee handbook.
- Establish a great attendance record.
- Avoid office politics and gossip.
- Show appreciation to everyone who helps you learn the ropes during your first days.

BIAS-FREE COMMUNICATION

A bias-free environment allows each of us to learn, work and grow, free from limiting stereotypes and expectations. Such an environment helps ensure that the rights mandated by human decency and required by law are protected. Language and actions reflect attitudes and values. Responsible communicators make every effort to end the biases that so often invade written, visual and face-to-face exchanges.

There are many ways we can begin to eliminate bias in our communication with others. When in doubt, substitute your own name or the name of a friend in your sentences. Ask yourself if you are limiting, stereotyping, or belittling.

Calling a woman over the age of 18 a “girl” or a mail carrier a “mailman,” or suggesting that all administrators are majority males, influences the thoughts of others. Before using labels, think about how you would feel if those labels were applied to you. The key to effective bias-free communication is treating all people with respect and consideration regardless of age, gender, race, religion, sexual orientation, ethnicity, physical characteristics or political preference.

Eliminating specific biases requires a knowledge of ourselves and how our communication patterns may affect other individuals. The following are some suggestions for bias-free communication:

Race and Ethnicity

- Notice words, images, and situations that reinforce stereotypes.
- Avoid qualifiers that imply that all members of ethnic groups or races are the same.
- If you specify race or ethnic origin, be certain it is relevant. It rarely is.
- Avoid language that has questionable racial or ethnic connotations.
- Avoid stereotyping or patronizing racial or ethnic groups with tokenism in news stories, anecdotes, or hiring practices.
- Review your publications and media to be sure all groups in your organization are adequately and honestly represented and that all material is bias free.

Gender

- Use gender-neutral words/phrases in your language, e.g., journalist, firefighter, chairperson. Avoid the use of “man” or “woman” in job titles.
- Address both female and male perspectives with phrases like “employees and their spouses.” Use parallel words when specifying gender like “he/she” or “men/women.”
- Be sure your pronouns include both genders instead of only male.
- Be respectful to both women and men — don’t stereotype by gender.
- Avoid describing men by profession and women by physical attributes.

Age

- Mention age only when it is relevant.
- Ask individuals or groups what they prefer to be called.
- Avoid cliches. Use words that actually describe rather than stereotype.
- Remember that children and older people are individuals. Let them speak for themselves rather than assuming you know what they want.
- Remember that you may underestimate a child’s or older person’s capability or energy.
- To freely pat and touch children and older people simply because of their age is presumptuous and biased.

Handicap

- Recognize that a handicap is a disability only when it severely precludes a specific task. A disability is a legal disqualification; an irrelevant or insubstantial handicap is not, e.g., people who use wheelchairs are not disabled unless their handicap is relevant to job performance and makes them noncompetitive.
- Concentrate on performance rather than a handicapper characteristic, e.g., the “blind operator” should be “the operator.” A first step in concentrating on ability is to recognize that handicappers are not disabled individuals.
- Ask individuals or groups what they prefer to be called.

FOSTERING AN APPROPRIATE WORK ENVIRONMENT

Employers have a responsibility to have a sexual harassment policy, to know the procedures for reporting harassment, and to stop it when observed. As an employee, you need to know the appropriate behaviors related to this issue.

Identifying Harassment

Flirting	Harassment
feels good	feels bad
is reciprocal	is one sided
is complimenting someone	is degrading someone
equal relationship	power relationship
wanted	unwanted
is flattering	is demeaning
is legal	is illegal

A Simple Test: Before you act, ask yourself the following:

1. Would I want my behavior to be the subject of a newspaper article or appear on the evening news?
2. Is there equal power between me and the person with whom I am interacting?
3. Would I behave the same way if my significant other were with me?
4. Would I want someone else to act this way toward my significant other?
5. Is there equal initiation and participation between me and the person with whom I am interacting?

(Adapted from Sexual Harassment Prevention Workshop Handout, Minnesota Department of Education)

SECTION SEVEN

EMPLOYABILITY ESSENTIALS FOR SUCCESS

Everyone wants to find and keep a good job and earn money. It's hard to find a good job, and it's hard to keep a job if you do not understand and use those skills an employer seeks in every employee. We call these skills "Employability Essentials for Success." These are skills that are important in any job in any career pathway. If you possess these skills, you can be taught the technical skills needed for a specific position and company.

CORE ACADEMIC SKILLS

Core academic skills are considered essentials. Reading, writing and arithmetic have always been important to success in daily life and in work. Presentation skills and technology skills have become crucial in many areas of life in the 21st century as well.

Communication Skills

1. Strong verbal and written skills

Below are some examples of situations when verbal and written skills are best displayed.

Examples of verbal communication in the workplace include:

- inquiring about job possibilities and requesting an application
- interview process
- questions during the orientation process (refer to page 65)
- introductions and interaction with co-workers, supervisors and internal/external customers

Keep in mind that written communication is not just your penmanship; it is also your grammar, sentence structure and descriptions. Examples of written communication in the workplace include:

- creating your resume and cover letter
- completing an application
- completing paperwork for new hire orientation
- paperwork that is required on the job
- writing internal and external memos, letters and e-mails

2. Listening skills

Listening is the most frequently missed piece in the communication process. Many individuals think they are listening; however, they can only describe portions of what they just heard, if any.

Tips for successful listening:

- Assume that what someone is telling you is new information and something from which you can learn.
- STOP! We have become a society of multi-taskers. Give the speaker your undivided attention, and you will be a better listener.
- Paraphrase what you have just heard to ensure that you correctly understand what the individual has shared with you.

3. Presentation skills

Good presentation skills include the ability to present oneself, an idea, or information in a professional manner.

Tips for successful presentation skills:

- Watch your posture; stand up straight or sit up straight
- Good eye contact with your audience
- Don't read from your notes or resume; you should know your work history
- Be enthusiastic about your subject no matter what your presentation is about
- Be aware of your body language (i.e. fidgeting, tapping, limited hand gestures)
- Speak clearly and project your voice appropriately for your audience

Math skills

There are various levels of math skills required depending on the position you hold.

Examples of math skills in the hiring process, the workplace and daily life:

- Pre-employment assessment testing
- Counting change back to a customer
- Measurements
- Tracking product and production
- Daily required paperwork (graphs, budgets, etc.)
- Keeping track of your expenses
- Balancing your checkbook
- Completing your taxes

Reading skills

A job seeker must be able to read to complete an employment application. Even if a candidate is able to take the application off site to have someone else complete it, there is paperwork that he/she must complete upon hiring that will require reading skills. In today's workforce virtually every job requires reading skills beyond the 9th grade level. Upon hiring it is imperative that you read your entire employee handbook and understand it!

Technology skills

Technology skills are an integral part of our everyday life and will increase with time. Refer to pages 5-9 for the section related to where to look for a job and page 35 referring to the online application process.

Examples of technology skills necessary to succeed in today's workplace:

- Looking for work opportunities online
- Researching the company for whom you would like to apply
- Performing the online application process. In some situations you will need to know how to attach a document such as your resume and cover letter along with completing an application online.
- Possessing basic knowledge and experience with Microsoft Suite applications (Word, Excel, PowerPoint, Outlook, Access)
- Proper e-mail etiquette is critical in today's workplace (work e-mail is much more formal than instant message chat)

COMPANY/ORGANIZATIONAL BEHAVIOR SKILLS

You have landed a great position in a wonderful company! Congratulations! Because you know all about yourself and the strengths that you possess that you can bring to this job, you are ready to begin. Now it is important to figure out how you and your job fit in the big picture of the organization.

In order for you to be successful in your job, you must understand how the company works. It is much like a competitive team (sports, debate, music, etc.) If the company is not successful, that means that each of its parts is not functioning successfully. You were hired, and are being paid, to do your part to help the company succeed, and you need to understand how you can do your part to make that happen.

Align personal goals with company goals

You know that the company wants to increase the public's perception of the quality of its goods or services. Figure out what you, personally, can do in your job to help meet that goal.

Determine the career path within the organization that you wish to follow

The career path you wish to follow within the organization may or may not be something that is obvious to you when you start your job for the company. Just as your interests have changed as you have been introduced to different things in your high school career, as you become introduced to new things in the organization, you can determine your career path. You may find that the path that you want to follow requires more training or education than you currently have. Often the company will offer the training needed, or will pay for the training. Be sure to talk to your supervisor and/or the company's Human Resource department about your career path interests. They will be able to offer you suggestions to get you started and keep you headed down the correct path.

Know your internal/external customers

What is a customer? The definition of a customer has changed drastically in the business world. Customer used to only be someone who bought something from you. Now a customer can be anyone that relies on you for something. That is where internal and external customers come in.

At each business there are customers that use the goods or services that are produced or provided by your organization; these are external customers. There are also those customers within your organization that rely on you to provide materials or service to them to successfully complete their jobs; these are internal customers. You could be an internal customer to someone or multiple individuals within your organization as well as have internal customers that support or supply you within the organization.

Examples of internal customer roles:

- The President of the organization is an internal customer of the Vice President since he/she has duties and responsibilities to the President.
- The Materials Manager may possibly have several buyers under him/her within the organization.
The Materials Manager is the internal customer to the buyers.
- An Administrative Assistant within an organization has numerous internal customers that he/she may provide support for within an organization.

Understand your company mission and/or vision

A company's mission includes specific activities that an organization intends to pursue and the course that management has charted for the future. A company's vision is a vivid, guiding image of an organization's success.

Understand your company work culture

The company work culture is the general "feeling" that you get at the company. A good culture is one of teamwork, employee value, trust, comfort, employee respect, etc.

Work to achieve company goals

Company goals are specific milestones or results that an organization seeks to achieve in pursuing its mission. Do your part as an employee to help the company achieve these goals.

JOB SUCCESS SKILLS

The qualities listed below are the qualities that students have been practicing throughout their school career. These are also the qualities that will set you apart from others and will ensure you keeping, and maybe excelling, in your job. In the workplace, as well as in all areas of school and life, you may be extremely knowledgeable about something, but if you do not possess and use these qualities, you will not be successful.

Many of the people that get the best grades at school are not necessarily the “smartest” people, but have learned that using common sense, managing their time well, paying attention to detail, etc., will earn them the high grades. These qualities are what we call “Deal Breakers”, meaning that lacking these skills will often cost you your job.

Accuracy

Be sure to do your work correctly the first time. You may know what you are doing, but if you are careless (not accurate), it gives the appearance that you don’t know what you are doing at all. Take time to proofread all of your projects/assignments before submitting them.

Attention to detail/quality driven

This is another area where you can set yourself apart and above the rest. When you think that you have completed a project/assignment, take another look. Ask yourself, “Is there something here that I can do to make it better? Would I be impressed with this work if I were the supervisor? Will there be questions about my work?” (There shouldn’t be any.)

Common Sense

This is something that is very difficult to learn. You either have it or you don’t. However, there are some behaviors that you can do that will increase your ability to make good, common sense decisions:

- Don’t react too quickly. Take time to think about what you want to do and what all of the possible consequences of those actions would be.
- Be very aware of everything around you. Pay attention to the details.
- Get to know the people around you and ask their opinions on things that you know that they have knowledge about.
- Be sure to admit your mistakes and learn from them.

Follow through

You may have the most knowledge about the job that you are doing, but if your projects/assignments are never completed, or are completed incorrectly because you do not follow through to the end, you will not be successful in your position. If you are behind with your duties, you will set the schedule behind for each person involved with the product/service, including the customer.

Good attendance

No matter how talented you are at your job, if you do not come to work, you will be replaced by someone who does show up everyday.

Problem solving abilities

Work is really a series of problems that need to be solved. This is where employees can really set themselves apart from the average worker. Those that can use their knowledge and skills to creatively and effectively solve problems will excel in their work. Those that must rely on others to solve problems, will stay in the positions that they are in, or be passed up by those that can solve problems well. Companies want employees who can look at the “big picture” and see ways to improve the quality of their projects/assignments.

Punctuality

You are being paid to start work at a certain time every day. The company is depending on you to be to work when scheduled. Don’t let the snooze button keep you from reaching your career goals!

Safety awareness

Obviously, someone who is careless and not aware of safety procedures can be a great hazard to a company. This is becoming more and more important as companies may find themselves with injuries resulting in lost time, OSHA violations, or lawsuits that can cost them enormous amounts of money. Often new workers are not aware of the seriousness of safety concerns and may ignore or make light of safety procedures. If you are uncertain of the safety precautions related to your position, speak with your supervisor. Stay alive! Make safety your number one priority every minute you are at your job.

Time management

All of the knowledge and skills in the world will not help you in your job if you are not able to do the job because you have too many things going, or have bits and pieces of many things going, and are not able to complete any of them with quality. Multitasking is becoming a way of the world. Don't over commit yourself and not be able to follow through on your commitments. Assess your workload every day and decide what the priorities are that must be accomplished first. Use your time wisely!

PERSONAL CHARACTERISTICS/INTERPERSONAL SKILLS

Producing quality goods and services is critical to business success today. Companies rely on employees who have good personal characteristics and interpersonal skills to produce quality goods and services. Having confidence in your abilities, being a team player and having a positive attitude are some of the characteristics that affect the quality of your work.

Appropriate professional appearance

Most companies have policies on appropriate attire. Be sure to refer to this policy or ask your supervisor if you are unsure of the company's expectations for appropriate attire. First impressions are formed based on image and you want yours to be an outstanding first impression.

Confidence in your ability

Be sure to keep lines of communication open with your internal customers. Ask, "Is this what you are looking for?" "How can I make this better?" Confirming expectations and asking for feedback assist you in building your confidence which in turn improves your performance within an organization.

Flexibility

Don't dwell on your job description. Be willing and eager to go above and beyond to help your organization. Change is a constant in the world of work. Embrace change and be flexible when needed.

Honesty/Ethics

There is no room for error in honesty. Employees who are dishonest and unethical cannot be trusted by their coworkers or customers.

Initiative

Initiative is having the ability to begin or to follow through energetically with a plan or task. If you see something that needs to be done, *go for it!* Don't wait for someone to tell you what to do. Volunteer for extra assignments if you have the time and skills needed.

Positive attitude

Attitude separates the winner from the losers. It can be more important than skill level or experience. You can demonstrate a positive attitude by accepting assignments willingly and also accepting constructive criticism when given. Be considerate of others, smile and be pleasant, and others will treat you the same way.

“Give me someone who’s enthusiastic and motivated,” explained one manager. “Someone who’s really excited about coming to work for me . . . someone who’ll look me straight in the eye . . . someone with an honest, wide-open smile . . . someone who looks bright, alert, alive . . . someone who asks questions . . . someone who’s not afraid to say that they really want this job.”

Reliability

You were selected for a job and are expected to be at that job as scheduled and on time. Your supervisor shouldn’t have to wonder each day if you will or won’t show up for work. Your coworkers rely on you to be part of their team and do your part, so they can do theirs.

Respect diversity

What is diversity? Diversity means varied or different. Diversity is more than just a race or gender issue. Diversity in today’s workplace is acceptance of people of various backgrounds whether that is gender, race, religion, sexual orientation, etc. Diversity in the workplace is also the ability to be respectful of others’ ideas and opinions whether you agree with them or not. Many work environments function in teams and in order to be a successful individual on these teams, you must be able to listen to others’ ideas and communicate in a respectful manner so that all ideas are heard prior to the groups’ decision making process being completed.

Treating others how you wish to be treated is basic common sense; however, “the golden rule” does not always come first to mind when individuals feel threatened or when the workplace becomes a competitive environment. Not following this simple rule leads to inappropriate behavior in the workplace causing harassment issues in the workplace and costing organizations thousands of dollars in legal fees if not handled appropriately.

Responsibility

Responsibility is taking ownership of your position and rising to meet expectations. To be a responsible employee you must be a person who can be counted on to do the tasks you were assigned to do.

Team player

Rarely will you be assigned to do a task alone. Many times you will be asked to use teamwork with a team that includes your supervisor and more than one teammate. The task will get done much faster if everyone works together. Appreciate the diversity of your team and what each team member has to offer the group.

Willingness to learn/Lifelong learner

Training is a responsibility of the organization that hires you, and you have a responsibility to retain and utilize what is provided to you. One of the most underutilized benefits within many organizations is tuition reimbursement programs. Many organizations provide additional opportunities to learn by paying for voluntary in house educational seminars or tuition reimbursement for courses that you take outside of the organization. They usually have a contingency of a certain grade point and you will be reimbursed all or a portion of your tuition. Anytime that you have an opportunity to learn or participate in company sponsored or paid education be sure to take advantage.

EMPLOYABILITY ESSENTIALS FOR SUCCESS

Use the right column below to give an example of how you have demonstrated these skills.

CORE ACADEMIC SKILLS	Communication skills	
	• Strong verbal and written skills	
	• Listening skills	
	• Presentation skills	
	Math skills	
	Reading skills	
	Technology skills	
COMPANY/ ORGANIZATIONAL BEHAVIOR SKILLS	Align personal goals with company goals	
	Determine the career path within the organization that you wish to follow	
	Know your internal/external customers	
	Understand company mission &/or vision	
	Understand your company work culture	
	Work to achieve company goals	
JOB SUCCESS SKILLS	Accuracy	
	Attention to detail/quality driven	
	Common sense	
	Follow through	
	Good attendance	
	Problem solving abilities	
	Punctuality	
	Safety awareness	
	Time management	
PERSONAL CHARACTERISTICS/ INTERPERSONAL SKILLS	Appropriate professional appearance	
	Confidence in your ability	
	Flexibility	
	Honesty/Ethics	
	Initiative	
	Positive attitude	
	Reliability	
	Respect diversity	
	Responsibility	
	Team player	
	Willingness to learn/Lifelong learner	

STEPS FOR ADVANCEMENT

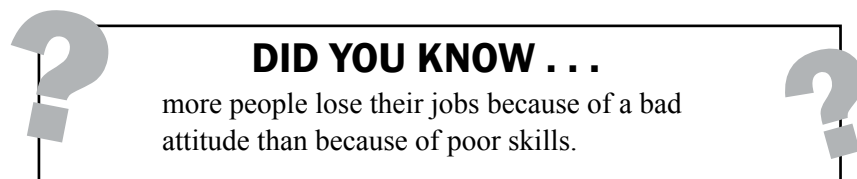
There are several steps that can help you prepare for job advancement. To get ahead in your field of work and to get raises and promotions for more challenging jobs with more responsibility, use the tips listed below. Know and be able to apply the Employability Essentials For Success on the previous pages.

1. Always do your best.
2. Be a safe, reliable, and efficient worker.
3. Show a sense of responsibility.
4. Follow the directions and advice of your employer.
5. Show enthusiasm when working, even when doing the most unpleasant tasks.
6. Accept criticism as a means of improving yourself.
7. Cooperate by being willing to perform extra tasks and work overtime within reason.
8. Look into courses and training opportunities that may improve your knowledge and skills for advancement.
9. Be informed of the types of skills and background needed for promotion and watch for opportunities to advance.
10. Maintain a business-like attitude. Get along with everyone. Keep your temper even if someone is rude to you. Be courteous.
11. Maintain a pleasant, professional appearance. Dress appropriately for the job. Practice excellent personal hygiene.
12. Be cooperative. You may have to bend a little for the good of the group. Be a “team player”. Working together gets the job done faster and more efficiently than letting everyone do his/her tasks his/her way. This relates to your attitude about your job.

If you are currently employed and have concerns about your job status:

Communication is key in this situation. You should ask your supervisor/manager to talk privately. Share with him/her your concerns and ask how you can improve your performance. If there is something you do not understand, ask for clarification. Asking for help is sometimes the best way to save your job.

Finding a job is not an easy process, so don't be quick to leave your job when you could turn the situation around. Sometimes all it takes is a conversation.



SECTION EIGHT

JOB TERMINATION

job termination

Employment Resignation

Sometimes you must resign from your job. Resigning from a job the right way is very important. Someday you may want a recommendation from the employer.

When you do decide to leave, you should do these things:

1. Tell your supervisor.
2. Be truthful about your reason for leaving.
3. Give the supervisor at least two weeks' notice. Continue to work during these two weeks.
4. Prepare a letter of resignation. Keep it brief. Be positive and professional.

SAMPLE LETTER OF RESIGNATION

TERRY LESTER

1234 Rose Street ■ Nowhere, MI 55555 ■ Home (269) 123-1234
Cell (269) 321-4321 ■ tlester@gmail.com

start at the
2-inch
mark

→ April 2, 2010

leave 3
blank lines

→

Mrs. Susan East, Owner
S&E Body Shops
1623 Franklin Street
Detroit, MI 48040

leave 1
blank line

→

Dear Mrs. East:

leave 1
blank line

→

It is with regret that I inform you I will be leaving my position as a painter in your S&E Body Shop. I have been offered the job as lead painter with the Townard Company.

I will start my new position with Townard's April 19, 2010; therefore, my termination date will be April 16, 2010.

Working for S&E has been a very rewarding experience. I have learned a great deal from my supervisor, Frank Jones.

leave 1
blank line

→

Sincerely,

leave 3
blank lines
(between
Sincerely and
Your Name
Typed)

→

Terry Lester

→

Don't forget to
sign the letter.

WHAT IF YOU ARE TERMINATED?

A termination is not the end of the world. You can and should react in a positive way from a negative experience.

HOW TO BENEFIT FROM BEING TERMINATED

1. Always request an "exit interview." In a "hire interview", qualifications and good personal qualities are discussed; in an "exit interview", specific, poor work performance and/or personal qualities are discussed.
2. Find out the specific reason why you were terminated. "You didn't do the job" is not specific enough. Find out what skills were poor, and how you might improve them. Be professional, tactful, and polite. Ask questions. You can't improve if you don't know what to improve. Maybe it was your attitude!
3. Take responsibility for your previous behavior and performance. Don't blame others or make excuses. Do not argue with the employer. This is a stressful time for you and you should not say things you will later regret. Don't "burn your bridges behind you."
4. Find out your good qualities. After you have heard all the negatives and are perhaps feeling low, take the next step - find out your good qualities. If you have been on the job three months and are terminated, you had been doing something right or you wouldn't have been on the job that long. Find out those good things, i.e., always on time, always there, always appropriately dressed, etc. You will find out that you are still a good person with good qualities and will leave feeling better about yourself.
5. Ask for a letter of recommendation. Now that the supervisor has verbalized your good points, ask for a letter of recommendation based on these points. Employers do not like to terminate people and often like to soften the impact. If you handle this professionally, you are very likely to get that letter of recommendation. If the employer refuses to give you the letter of recommendation, thank him/her politely and leave. You have done all you can do to leave professionally. Keep your chin up - you are still a worthy person.
6. Start your new job search. Use the same techniques you did before. It worked once; it will work again.
7. Revise your cover letter. Same story - update and go for it!
8. Update your resumé. Add your latest job experience to your resumé. The experience will help.
9. Update your sample application blank. Make sure you add your latest job with the correct address.
10. Brush up on your interviewing skills. Be prepared to explain the positive you! You can do it!
11. Go get another job!



Kalamazoo County Education for Employment

Consortium Members

Climax-Scotts Community Schools
Comstock Public Schools
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Gull Lake Community Schools
Kalamazoo Public Schools
Kalamazoo Regional Educational Service Agency
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