

Career Connection

MNTC EMPLOYMENT SERVICES



EMPLOYMENT GUIDE

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Dear Student,

Congratulations on taking a bold step toward a bright future here at Moore Norman Technology Center!

In the classroom you will learn valuable technical skills that will give you a competitive edge in the workforce. But did you know that finding the right job, writing a compelling resume, and having a successful job interview are equally important when you are ready to launch your career? It's true. The good news is, all of the training, personal attention and information you need to be a highly successful employment candidate is available to you right here in this guide, and through MNTC's Employment Services department.

Take a moment to look through this workbook. Think about the areas where you could use assistance, and then introduce yourself to our friendly and knowledgeable Employment Services team. Employment advisors Tina Fitzgerald and Traci Hopper will give you the personal guidance you need to feel confident as you move from student to employee.

Get started today, even if this is your first semester on MNTC's campus. Tell Tina and Traci about the direction you would like to take your career and see how they can help you get there.

We wish you the very best and look forward to helping you reach your greatest professional potential.

Sincerely,

A handwritten signature in black ink that reads "Jane Bowen".

Jane Bowen

Superintendent/Chief Executive Officer

We enrich our community through innovative learning opportunities and dynamic business solutions.

FRANKLIN ROAD CAMPUS 4701 12th Avenue NW Norman OK 73069 Fax. 405.360.9989 **SOUTH PENN CAMPUS** 13301 S. Pennsylvania Oklahoma City OK 73170 Fax. 405.809.3548



Our Services

MNTC's Employment Services works with all students in the areas of career development and employment. Our programs assist students in exploring career options, developing job search skills, preparing a resume(s), and connecting with employers. The Employment Services staff is committed to assisting students in making the transition from school to work a positive one.

INDIVIDUAL ASSISTANCE

ES representatives can provide you with information and assistance in clarifying objectives and establishing goals to help you reach your career objectives. Our staff is available each week by appointment or during Wednesday walk-in hours.

WALK-IN WEDNESDAYS

For quick questions about topics such as resumes, cover letters, and job search strategies, an ES representative is available on Wednesdays from 9 a.m. to noon and 1 to 4 p.m.

APPOINTMENTS

The ES office is open Monday through Friday from 8 a.m. to 5 p.m. and accepts appointments everyday from 9 a.m. to 4 p.m.

ONLINE JOB BOARD

ES maintains job listings from employers in all areas of training. The on-line job board allows employers to post positions and review resumes of job seekers. It also allows you to upload your resume and to apply directly to positions posted on our school site.

RÉSUMÉ CRITIQUES

ES offers students assistance on their resumes in one of the following ways:

- Drop-in critiques are available on Wednesdays from 9 a.m. to noon and 1 to 4 p.m. in Employment Services.
- Email your resume to: resumecritique@mntc.edu. This process can take up to five (5) business days.
- Schedule an individual appointment with one of our ES Representatives. Be sure to bring your resume to the appointment.

MOCK INTERVIEWS

When it comes to interviewing, practice makes perfect. The experience of having a simulated interview with an ES representative can calm nerves, enhance performance, teach you how to answer tough questions, and prevent you from making mistakes that could cost you the job.

CAREER FAIRS

The beauty of a career fair is that we bring the employers to you and you get the opportunity to browse their available positions, talk with them informally, and drop off resumes. There are many different opportunities throughout the year for you to attend job fairs on and off campus.

PRESENTATIONS

ES workshops cover skills ranging from writing an effective cover letter to acing the job interview. Not only will you get professional advice from ES representatives and business professionals, but you will also benefit greatly from interacting with your peers.

Each semester, Employment Services hosts workshops on various job search topics. Typical workshops include:

- Employer Expectations

- Job Applications
- Resumes
- Interviewing Techniques
- How to Work a Career Fair
- Developing an Online Professional Image
- Job Search Strategies



RESOURCES

ONLINE CAREER CONNECTION RESOURCE CENTER

Visit our Online Resource Center for an electronic version of this guide, as well as tools, information and additional resources at mntechnology.com/employmentservices.

MOCK INTERVIEW PACKET

Practice and preparation are key to a successful interview. The mock interview packet is a great guide to help you answer the difficult questions, develop interview strategies, improve your communication skills, and reduce your stress before an actual interview.

INFORMATIONAL INTERVIEW PACKET

An informational interview is simply talking with professionals who are currently in occupations/industries you are considering in order to gain information about a career, industry, or a particular organization. Before you schedule an informational interview, complete the informational interview packet so you will know how to set up your interview, which questions to ask, as well as the do's and don'ts of informational interviews.

PRACTICE INTERVIEWING WITH INTERVIEWSTREAM

Interviewstream is an online interactive interview simulation tool that creates a compelling and realistic interview experience. You can use Interviewstream to develop your interview presentation skills prior to a mock interview, or a one-on-one interview with a professional. The program comes complete with pre-selected questions for your area of training, provides answers and hints that you can access from your home computer, iPad, or in our office.

PRACTICE EMPLOYMENT APPLICATION

Practice is the difference between good and great, and when it comes to getting employed you need to be GREAT! This application is designed to complete as a reference to use when filling out actual job applications and writing your resume.

ONLINE RESUME BUILDER

Using our free online Resume Builder is like having a resume coach right by your side through the whole process. All the resources you need to craft a winning resume are right at your fingertips. Add your personal information to one of our industry-specific templates and you will have a resume that will impress your future employer.

JOB SEARCH CORRESPONDENCE

Perfection counts when writing letters for employment. All your job search correspondence should be simple, concise, grammatically correct and error-free. Use our samples and templates, as well as our tips and tools for writing employment letters to stand out from the crowd. Find them at mntechnology.com/employmentservices

Working with Employment Services pays!

Many students go through their entire training and education program without ever taking advantage of their school's employment services office. In fact, many schools do not offer these services, and yet, outside of a school setting, job seekers often pay hundreds, even thousands, of dollars for help with employment. Luckily, these services are free to students at MNTC.

The mission of MNTC's ES office is to introduce individuals to the skills and preparation they'll need while pursuing career development and employment. The ES office can help students identify and strengthen their current abilities, which in-turn can boost confidence when negotiating, and accepting, employment offers.

DEVELOP RELATIONSHIPS



MAKENZIE HILL

"The ES staff is very friendly and helpful. They helped me research career options, gain confidence in my interviewing skills and prepare me for nationals. I highly recommend all student visit ES to set up their resumes and to schedule at least one mock interview."

It's a good idea to become familiar with MNTC's ES. You're encouraged to meet with an ES representative advisor several times throughout your time on campus. These personalized appointments are a great way to stay focused on your career goals, and to accomplish employment-based tasks. Additionally, through one-on-one interaction, the Employment Services staff is better able to alert you to potential employment opportunities

that might be a good match.

PARTICIPATE IN PROGRAMS



STEVE SCHUMACHER

"After working in the same job for 30 years, I had no idea how to build a resume, fill out applications, or have any experience with interviewing. Now, after attending the Steps to Success workshops, I'm able to fill out applications and go into interviews prepared and confident."

MNTC's ES staff plans events throughout the year that both assist and are beneficial to students in their job search. Examples of these events are mock interviews, networking events, career fairs, and resume workshops. Make sure not to miss any of these scheduled opportunities to get ahead on your career. Know what's

happening with MNTC's ES office by visiting: mntechnology.com/employmentservices.

REPORT JOB OFFER



YANMING BROWN

"By using Employment Services' assistance, I was able to overcome my shortcomings, and organize my job search to apply for employment where I believed I could succeed. I am happy to report that I am now employed thanks to the Employment Services staff."

In a continued effort to uphold the prominent reputation of Moore Norman students, please assist ES by reporting your first job offer upon completion. To report your employment please go to our website. By spending just a few moments of your time, you can help the technology center provide public data that reflects the success rate of our students. This is an excellent avenue to encourage employers to continue to recruit at MNTC and we appreciate your help in gathering these statistics. Thank you in advance for your assistance and we look forward to hearing about your next step into the world of work.



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Steps to a Successful Job Search

Start your job search preparation now! Complete the following to-do list to be equipped with the essential tools necessary for a successful job search.

WHAT EMPLOYERS WANT

- ___ Attend the Steps to Success Workshop "Understanding Employer Expectations"
- ___ Learn the three main employer expectations
- ___ Identify my skills: Transferable, Self-Management, Job-Related

CAREER RESEARCH

- ___ Conduct an Informational Interview
- ___ Check out OKCIS for salary, job outlook, CRC Requirements, etc. | okcis.org
- ___ Complete my JobFit assessment | jobfit.com/cowib

APPLICATIONS

- ___ Attend Steps to Success Workshop: "Mastering the Application"
- ___ Complete the online Career Connection Application
- ___ Visit Employment Services and pick up "Data Tract" (free guide)

PREPARE FOR INTERVIEW

- ___ Attend Steps to Success workshop "Winning Strategies for the Interview"
- ___ Participate in Speed Interviewing
- ___ Practice interviewing on InterviewStream
- ___ Complete mock interview packet
- ___ Schedule a mock interview

PREPARE MY MARKETING MATERIALS

- ___ Build my resume on the Career Connection Resume Builder
- ___ Schedule a resume critique
- ___ Compile my letters of recommendation
- ___ Prepare my list of references (3-5)
- ___ Write my cover letter
- ___ Record a professional message on my answering machine
- ___ Update and clean-up my social media profile(s)
- ___ Purchase or borrow appropriate interview clothing

JOB FAIR(S)

- ___ Attend "How to Turn a Job Fair into a Job Offer" workshop presentation
- ___ Visit Employment Services and pick up "Turn a Job Fair into a Job Offer" (free guide)
- ___ Attend Career Connection Job Fair



What Employers Want

Employers want to hire the best people for their openings. The first part of the recruiting process is screening out candidates who do not meet the requirements of the job and who don't have the attributes the employers want. Employers look for the following top **three** attributes in job candidates to fill their open positions.

1. SKILLS

Can you do the job?

- Education & training
- Experience
- Past achievements
- Ability & interest in the area

2. APPEARANCE/ATTITUDE

Do you look and act like the right person?

- **Personal Appearance:** Do you look like the company image?

- **Personal Style, Manner, or Personality:** Would you fit in?
- **Personal Contact Material:** Resume, cover letter
- **Phone Etiquette:** Are you professional?
- **Personal Tone:** Positive/Negative

3. DEPENDABILITY

Can we count on you?

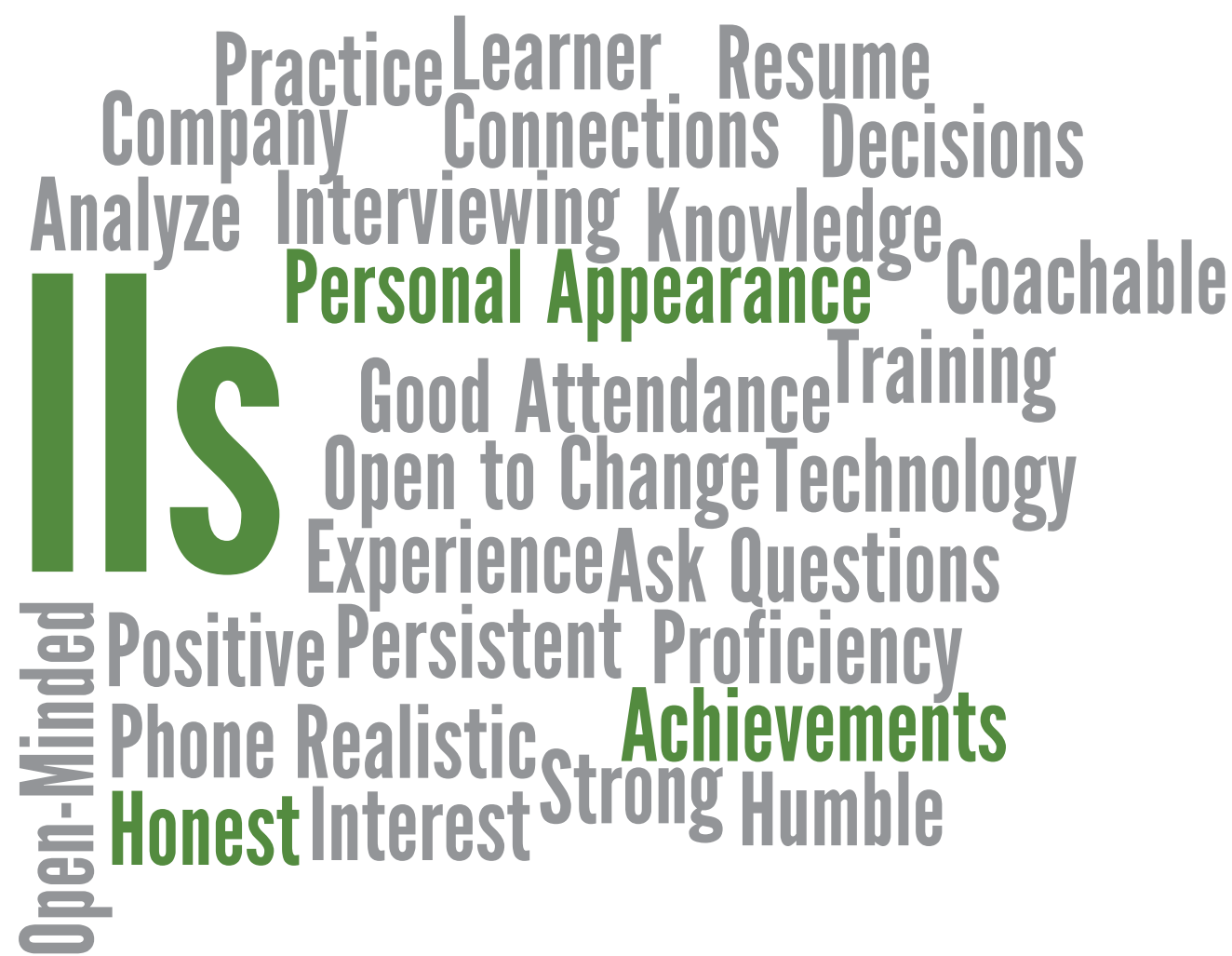
- Good attendance record
- On time, on task

- Can be trusted
- Gets things done on time
- Is effective at his/her job

THREE SKILLS EMPLOYERS SEEK

Job Related Skills

These are the skills a job requires you to have in order to do the job well. A *secretary* would need to use a computer, type accurately, file, and answer phones. A *carpenter* would need to operate a power saw, hang joists, set rafters, do trim work. An employee of McDonalds would need to operate a computerized register, make shakes and prepare sandwiches. There are too many job related skills to list but if you do your research, you will



be able to make your own list of what job related skills you will need for the job you want.

Self Management Skills

These skills are those that make up your personality. Are you “zany” or “sensible?” “daring” or “reserved?” Look at yourself honestly and get to know just who you really are. Then look at the list of self-management skills and find those that you might use to describe yourself.

NOTE: You may want to think about which words you would use in an interview...would you really want to tell an employer you were “zany” or “daring?” Find 10 words on page nine that will leave a good

impression with the employer. Words that show your work values such as energetic, hard-working, persistent, patient, creative, loyal, mature, confident, versatile — are excellent, to name just a few.

Transferable Skills

These skills can be used in most occupations. They can be skills gained from everyday living, as well as from paid or volunteer work experience. Sometimes people overlook these skills and forget to mention them to an employer. Give yourself credit for everything you have ever done. Remember, any special projects you have done for school, home or church may require

skills that an employer might appreciate.

Check the list on page 10 for transferable skills that you have acquired.

EMPLOYER ADVICE TO JOB SEEKERS¹

- **Gain experience:** internships, volunteer work, leadership opportunities, community involvement
- **Create connections:** build professional relationships while still in school
- **First impressions count:** present yourself professionally
- **Be a professional:** in dress, communication and demeanor

Self-Management Skills

adventurous
affectionate
aggressive
alert
ambitious
artistic
assertive
attractive
bold
broad-minded
businesslike
calm
careful
cautious
charming
cheerful
clear-thinking
clever
competent
competitive
confident
conscientious
conservative
considerate
cool
cooperative
courageous
creative
curious
daring
deliberate
democratic
dependable
determined
dignified
discreet
emotional
energetic
enterprising
enthusiastic

fair-minded
farsighted
firm
flexible
forceful
formal
frank
friendly
generous
gentle
good-natured
healthy
helpful
honest
humorous
idealistic
imaginative
independent
individualistic
industrious
informal
ingenious
intellectual
intelligent
intensive
kind
leisurely
lighthearted
likable
logical
loyal
mature
modest
natural
obliging
open-minded
opportunistic
optimistic
organized
original

outgoing
painstaking
patient
peaceable
persevering
pleasant
poised
polite
practical
precise
pressure
resistant
productive
progressive
prudent
punctual
purposeful
quick
quiet
rational
realistic
reasonable
reflective
relaxed
reliable
reserved
resourceful
responsible
sensitive
serious
sharp-witted
sincere
sociable
spontaneous
spunky
stable
steady
strong
strong-minded
sympathetic

tactful
teachable
tenacious
thorough
thoughtful
tolerant
tough
trusting
trustworthy
unaffected
unassuming
understanding
unexcitable
uninhibited
verbal
versatile
warm
wholesome
wise
witty
zany

TOP 10 SKILLS

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

- **Be prepared:** do your research on each organization and practice interviewing
- **Be persistent!** It is a tough market and you will have to leverage all the tools available to find that first job
- **Be open-minded, flexible and realistic:** most important!

EMPLOYER ADVICE TO YOUNG PROFESSIONALS STARTING THEIR CAREERS²

- Be a 24/7 learner (demonstrate desire to continue learning, be coachable and open to change)
- Shelf the technology and build people rapport (understand the value of personal interactions)
- Act with integrity (be honest,

- build trust with others, live up to your commitments)
- Take the initiative through hard work (look at what you can do for the employer rather than vice-versa)
- Be positive, yet humble (be strong and confident while also asking questions and helping others)

Source

1. 'What Employers Want You to Know about Winning in Your Job Search' Recruiting Trends Note 2010-11 :2.1-published in 2010 by the Michigan State University Collegiate Employment Research Institute.
2. 'What Employers Want You to Know about Winning in Your First Job' Recruiting Trends Note 2010-11:2.2-published in 2010 by the Michigan State University Collegiate Employment Research Institute.

Transferable Skills

act/perform
adapt to situations
advise people analyze data
anticipate problems
appraise service
arrange functions
assemble products
assess situations
audit records
bargain/barter
be cost conscious
be responsible for
budget money
build
buy products/services
calculate numbers
chart information
check for accuracy
classify information
collect money
communicate
compare data
compile statistics
compute data
conceptualize
conduct
confront others
construct buildings
consult w/others
contact others
contact w/others
control costs
control people
control situations
converse w/others
coordinate activities
cope w/deadlines
copy information
correspond w/others
create
delegate
deliver
demonstrate
design
detail
detect
determine
develop
direct others
dispense information
distribute
do precision work
do public relations
draft
drive
edit
encourage
endure long hours
enforce
entertain
establish
estimate

evaluate
examine
exchange
exhibit
expand
expedite
explain
explore
file records
find information
fix/repair
follow directions
follow through
gather information
gather materials
generate guide/lead
hand/eye coordination
handle complaints
handle equipment
handle money
help people
illustrate
imagine solutions
implement
improve
improvise
inform people
initiate actions
inspect products
install
instruct
interpret data
interview people
invent
inventory
investigate
lead people
learn
learn quickly
liaise
lift (heavy)
lift (moderate)
listen
locate information
jog information
make/create
make decisions
make policy
manage a business
manage people
measure boundaries
mediate problems
meet the public
memorize information
mentor others
monitor progress
motivate others
move materials
negotiate
nurse
nurture
observe

obtain
operate equipment
order goods/supplies
organize data
organize people
organize tasks
own/operate business
paint
perceive needs
perform routine work
persuade others
plan
plant
prepare materials
print
process information
process materials
produce
program
promote
protect property
provide maintenance
question others
raise money
read reference books
recommend
record data
recruit people
rectify
reduce costs
refer people
rehabilitate people
remember information
remove
repair
replace
report information
research
resolve problems
restore
retrieve information
review
run meetings
schedule
seek out
select
sell
separate
sequence
service customers
service equipment
set goals/objectives
set up equipment
set up systems
sew
shape
signal
size up
situations
sketch
socialize
solve problems

sort
speak in public
study
supervise
supply
support
survey
synthesize
tabulate
take instructions
tend equipment
test
think ahead
think logically
tolerate interruptions
track
train/teach
transcribe
transfer
translate
travel
treat
troubleshoot
tutor
type
understand
unite people
update information
upgrade
use words correctly
verify
visit
visualize
volunteer
weigh
work quickly
write procedures
write promo material
write proposals
write reports
write technical work

TOP 10 SKILLS

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



INFORMATIONAL INTERVIEW

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Informational Interviews

What is an Informational Interview?

Informational interviewing is a technique that is used to gather career information from professionals in the field. Contact someone in a selected career field and ask if he or she is willing to give you time to discuss careers. Emphasize the fact that you are not looking for a job, but for information which might assist you in your career decisions and job search. Conducting an informational interview will not only enable you to learn firsthand about a particular kind of work in a specific career and/or organization, but it is also a great networking tool.

THE PROCESS

- Identify people who work in fields or companies of interest to you.
- Contact your leads and explain

you are seeking personalized information about their field.

- Ask if you can meet at their worksite for an informational

interview which would take about twenty minutes.

- Review your research on the field/industry and research the specific company you will visit.
- Call the day before to confirm.
- Arrive 10 minutes early.

FOLLOW-UP

- Ask for a business card when leaving the individual's office.
- Write and send a thank you note to each individual with whom you spoke, and send by mail/email within 24-hours after the informational interview.

Why conduct an Informational Interview?

One out of every 200 resumes results in a job offer. One out of every 12 informational interviews, however, results in a job offer. (Compiled from Quintessential Careers — quintcareers.com)

Informational interviewing is the ultimate networking technique, especially considering that the purpose of informational interviewing is not to get job offers. Job offers just happen to be a delightful side benefit to the valuable practice.

The informational interview is designed to produce information. This information will help you choose or refine a career path. You can learn how to break in and find out if you have what it takes to succeed.

It is an expanded form of chatting with your network contacts. This process of spending time with one of your network contacts in a highly focused conversation will provide you with key information you need to launch or boost your career.

You accomplish several things when you go out on informational interviews.

- You obtain a great deal of information about your career field and the skills needed to do that job effectively. It is also helpful, for creating your resume.
- You gain a perspective of work that goes beyond the limitations of job titles, allowing you to see not only what skills are required for the job, but also how you might fit into a work setting.
- You gain insight into the hidden job market (employment opportunities that are not advertised).



How do I set up an Informational Interview?

Start by making contact with people in the career field. You can do this in a number of ways:

■ **First:** connect with people you know who are in the career field you are interested in learning more about.

■ **Second:** think about people you know or can easily meet who may know someone in the field you're interested in.

■ **Third:** search the Internet, career fairs or professional organizations just to name a few.

■ You have the opportunity to make personal contacts with working professionals.

■ You become aware of the needs of the employers and the realities of employment.

■ You gain confidence in talking with people while learning what you need to know. This exposes you to a variety of jobs and personalities of companies making the search for your "niche" that much easier.

Locate Contacts

Instructions: List six prospective employers who work in your area of interest. These leads can come from people you know, the Internet, or any other source. You are to call each prospect until your interview(s) have been scheduled.



Contact 1

Organization Name:

Individual's Name:

Phone Number:

Contact 4

Organization Name:

Individual's Name:

Phone Number:

Contact 2

Organization Name:

Individual's Name:

Phone Number:

Contact 5

Organization Name:

Individual's Name:

Phone Number:

Contact 3

Organization Name:

Individual's Name:

Phone Number:

Contact 6

Organization Name:

Individual's Name:

Phone Number:



Informational Interview Phone Script

When you are not looking for employment, but simply want to obtain information about a type of job, it is called an “informational interview.” It is easy to talk to someone you know, but making a cold call requires some preparation. The benefits are well worth the effort and you will find that it gets easier each time. Use the following as a guide to help you set an appointment for your informational interview.

SAMPLE SCRIPT

[Ms. Forbes,] I’m [Jill Smith.] I am taking a course in Career Exploration at Moore Norman Technology Center in which one of my projects is to interview someone in a field of interest to me. I am very interested in [Medical Assisting], and since you are knowledgeable in the field, I would like very much to hear some of your personal views. I know you are very busy, but would it be possible to have 20 minutes of your time in the near future to discuss aspects of your job? When would be a convenient time for me to come by the clinic and talk with you?

Now, personalize a script using the contact’s name, your name, and area of interest.

Contact Worksheet

Instructions: Document your employer informational interview(s).

Organization Name _____
Organization Address _____
Phone Number _____
Person Contacted _____
Person's Title _____
Interview Date _____ Interview Time _____


Organization Name _____
Organization Address _____
Phone Number _____
Person Contacted _____
Person's Title _____
Interview Date _____ Interview Time _____


Organization Name _____
Organization Address _____
Phone Number _____
Person Contacted _____
Person's Title _____
Interview Date _____ Interview Time _____





Sample Confirmation Script


 **Receptionist:**
ABC Widget
Company, how
may I direct your call?


 **You:** Ms. Forbes
office, please.

 **Ms. Forbes:**
This is Ms.
Forbes, may I
help you?

 **You:** Hello,
Ms. Forbes
my name is
Jill Smith and I am
calling to confirm our
appointment at 9 a.m.
tomorrow.

 **Ms. Forbes:** Yes,
tomorrow at
9 a.m. is fine.

 **You:** Thank you,
I look forward
to meeting
with you.

 **Ms. Forbes:**
I'll see you
tomorrow,
good bye.

 **You:** Good bye.

Telephone Etiquette tips

- When you call:
 - Know what you want to say, so there are not lots of "ahh"s, "umm"s and pauses, while the other person waits.
 - Don't talk too quickly, too slowly, too quietly or too loudly.
 - Do not use inappropriate language
 - Do not sound unhappy, angry, sad or bored.
 - Do not chew gum, eat, smoke, or drink while talking on the phone.
- If they have to call you back:
 - Make sure the people who answer your phone are not rude, unprofessional, or negative.
 - You have a way for them to leave a voicemail.
 - You do not have an inappropriate voicemail message that gives a negative impression of who you are.

Informational Interview Worksheet

Person Interviewed: _____ Date of Interview: _____

Person's Title: _____ Organization: _____

Address: _____ Phone Number: _____ Email: _____

Questions To Ask

1. How did you decide to become a [_____]? _____

2. What is a typical day like for you? _____

3. What kind of skills would I need to be successful in this industry? _____

4. What is a typical entry-level salary in this profession? How do the salaries progress after five years?

5. What do you like most/least about your job? _____

6. What preparation would you suggest for someone interested in entering this field? _____

7. Do you have any special advice for entering this field. _____

8. Whom do you recommend I contact for more information about job opportunities in this industry?

9. May I contact you if necessary in the future? _____

Be sure to thank the person for their time before leaving.

Questions to Answer After the Interview

1. Is this a career you would be interested in? (circle one) YES NO

If so, why? _____

If not, why? _____

2. What are some things you can do to prepare to achieve this career goal?

Education: _____

Skills: _____

Experience: _____

Training: _____

Community involvement: _____

Activities: _____

3. What are you already doing that will help you obtain a career in this field? _____

4. What skills were mentioned in the interview that you already possess that could be added to your resume?

Skills: _____

Business Cards

Attach the
business card(s)
you collect here.



Common Screen-Outs

ON PAPER (RESUME, APPLICATIONS, LETTERS):

- No evidence of recently having done the job you are applying for
- Appear better suited for a different job or more interested in a different field
- Over-qualified
- Post-graduate degree with no practical experience
- No evidence you were good at your job
- Mediocre or poor schools grades
- No recent work / education history
- Pattern of staying less than 1 year
- No work history in this country
- False statements which can be checked
- Hobbies that are controversial, dangerous or could interfere with work
- No references, or they are all unemployed, or listed as your social worker, psychiatrist, addiction counselor, etc
- Criminal convictions, chronic illness, or legal case brought against an employer
- Limited availability regarding hours or days
- "Reason for Leaving" raises a concern, fired, e.g. laid-off more than twice, gap after pregnancy & still of child bearing age
- Gaps in work history
- "Reason for Leaving" does not match other information, e.g. "Left for better opportunity," without starting a "better job"
- Asks for the top of their wage/salary range
- Several past employers are "out-of-business" so reference cannot be checked
- Unprofessional look: misspellings, poor grammar, typos, untidiness
- Incomplete application, or saying "See Resume"
- Resumes with poor or inappropriate lay-out, or looks similar to others they've read
- Too long (will be put in the "Read Later" pile which is seldom read)

IN-PERSON (INTERVIEWS, INTERNSHIPS):

- Personality doesn't fit with the company culture or doesn't match what they expected based on the resume or cover letter
- Presentation (dress, non-verbal, style) does not match the company's image, or doesn't match what they expected based on the resume or phone conversation, e.g., weight, age, ethnicity, gender
- Visible tattoos and piercings
- Body odor, cigarettes, or too much perfume/cologne
- Demonstrating limited knowledge about, or interest in, the company or job
- Poor eye contact when greeting or talking
- Nervous habits, e.g. playing with hair, a twitching eye, or drumming fingers
- One word answers and offering no examples, stories or proof
- Talk too much, argue with, or interrupt the interviewer
- Acting desperate, angry, or showing no emotion at all
- Speaking negatively about past employers, co-workers or supervisors
- "Name drops" too much
- You don't seem to know what is written on your resume or application
- Bringing children or friends to the interview
- Being rude or obnoxious to the receptionist while waiting to be interviewed
- Being late for the interview
- Not knowing current terminology, proper names for tools or procedures, or lacking the level of knowledge or skill expected
- Failing to demonstrate that you offer a hard to find skill or attitude
- During internship, failing to demonstrate that they will be one of their best workers and are worth the money to be paid

REFERENCES:

- The person who recommends you is an average to poor employee, or a troublemaker
- The reference shares problems you have had either on the job (e.g. being late, not getting along with others, fired) or in your personal life (addiction, illness, depression)
- The reference doesn't know the job you're going for, hasn't talked to you recently, or isn't familiar with your skills for the job
- The reference talks about your skills for a different job, rather than the one you are applying for
- Reference does not return phone calls
- The reference focuses on why the company should give you a chance, rather than what you can do for the company
- Your current employer is too excited about, or supportive of you leaving
- Your current employer is reluctant to say anything about you, as if fearful of being sued.

INTERNET:

- Offensive email address
- Information on your personal website, blog or social network site which conflicts with company image, values or goals
- Negative information discovered when they do a search of your name
- Lack of Internet or computer skills, seen in your inability to download documents or links they send, or your slow response (should respond within 24 hours)
- Poor spelling, grammar or writing skills demonstrated in emails, a web interview, or on-line chat
- Information on your Internet site or given during a web chat that conflicts with info on resume or given during the interview

Tips For Writing Thank You Notes

- **When to Send It:** Write and send your note no later than 24-hours after the interview.
- **Paper and Envelope:** Use a good quality notepaper with matching envelope. Avoid “cute” covers. A simple “Thank You” on the front will do. Off-white and buff colors appear more professional.
- **Typed vs. Handwritten:** A handwritten note is fine unless your handwriting is illegible or sloppy. If so, type it. Make sure all spelling is correct. You may want someone to proofread it before mailing.
- **Salutation:** Unless you personally know the individual you are thanking, do not use his/her first name. Write “Dear Pam Smith” or “Dear Ms. Smith.” Include the date.
- **The Note Itself:** Keep it short and friendly.
 - **Paragraph 1:** Thank the individual for taking the time to visit with you.
 - **Paragraph 2:** Share something you gained from the interview.

SAMPLE THANK YOU NOTE

June 19, 2002

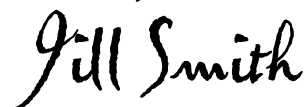
Dear [Ms. Forbes,]

Thank you for taking the time to discuss your position and organization with me. It was a pleasure meeting you and seeing your clinic first hand.

The information you shared with me provided a new perspective of the position, a better understanding of the requirements of the job, and increased my interest in [medical assisting.]

Again, thank you for your time. I appreciate the information you shared with me and look forward to the possibility of one-day becoming a medical assistant for a facility such as yours.

Sincerely,



Jill Smith

- **Paragraph 3:** Thank the individual again and express an interest in working in his/her field or with the organization in the future.

- **Your Signature:** Always sign your thank you note. Use your first and last name. Avoid initials and make your signature legible.

Interview Do's and Don'ts

DO

- Be on time
- Research the company
- Dress appropriately
- Study potential questions
- Respect all people in the office
- Thank the interviewer
- Be straightforward
- Listen intently
- Be professional
- Follow up
- Send a thank you note

DON'T

- **NEVER ask for a job:** Don't mix informational interviewing with job seeking. Employers will grant informational interviews when they firmly trust that you will not ask them for a job. The minute you begin trying to get a job, the employer will feel misled. If you discover a job that you do want to apply for during the interview, wait until the informational interview is over. The next day, call the employer and tell your contact that the informational interview not only confirmed your interest in the field, but also made you aware of a position that you would like to formally apply for.



Job Applications

Completing a job application is usually the first step in every job search. Whether electronic or in paper form, all job applications are asking for the same thing: important information from you about your career, education and job qualifications.

The importance of correctly completing an application should not be underestimated. The document provides a tremendous opportunity to sell yourself and to make a good first impression.

Completing job applications can be a very time consuming process without the right preparation because it requires a great deal of detail, from dates of employment to addresses and skills.

Take the time to fill out your job applications, correctly. First impressions are important, and even online applications have the ability to make a good or not-so-good first impression.

TIME-SAVING TIPS

Several strategies can help shorten the time required to complete applications:

- Start by completing a Data Tract — pick up at ES.
- Save your data record as a digital

file so that you can then simply cut and paste the information into applications as you fill them out.

- “Auto-fill” feature is another time-saving device available on some web browsers and as part of Google’s toolbar. This built-in function allows you to fill out personal data once and then have it automatically populate online applications and other web-based forms.

So, what information do you need for your Data Tract?

- Name, address, phone numbers (home and cell) and e-mail address. Make sure your e-mail address is professional.
- **Career information:** Your past

jobs, the addresses and phone numbers of those companies, your managers in each of those positions and your salary.

- **Dates of employment:** The month and year you started working, when you left and the reasons for your departures. Write a brief description of your accomplishments/duties for each position. If you do not know the exact dates of your employment, call and verify your dates with Human Resources.
- **Other information:** Gather any additional information such as: degrees, certifications, honors, special training, hobbies, volunteer activities and other relevant experience that could help you win the job.

TIPS FOR COMPLETING AN APPLICATION

Whether you're filling out a paper document or an electronic form online, completing a job application requires preparation and professionalism. Here are some important things to remember:

- Never use abbreviations, slang or emoticons/emojis.
- Avoid writing "see resume." Fill out the entire application.
- Avoid negative information, if possible. Never give false information.
- Target your qualifications. Many applications have limited space, so showcase the skills and experience best suited to the job.
- When applying for specific positions, be sure to include the correct job title on the application.
- If you have gaps in your employment history, list positive ways you spent the time while unemployed.
- When asked about salary requirements, provide a range or



respond "negotiable."

- Read the application and see what directions are given.
- It is important to follow directions because this is the employer's first impression whether you follow directions or not.
- Fill in **EVERY** space unless the answer will throw a red flag and screen you out of the interview. In this case, use a small neat dash or N/A for not applicable.
- **NAME:** Use your legal name, put nicknames in parenthesis.
- **Criminal Convictions: LYING** on an application never pays off! Be honest and in space provided for explanation write: *Would appreciate opportunity to explain in interview.*
- **Other Experiences/Skills: FILL THIS IN! SELL YOURSELF!** List any volunteer work, or experience, or skills that may not show up on your work record.
- **Education:** Fill this in completely. On all schools, use the latest one you attended or the one where

you received your degree or diploma. If you have earned your GED, check "Graduated."

- **Personal References:** You need to have AT LEAST three references. Good references include employers, instructors, co-workers, long time acquaintances, customers, etc. Never use family members.
- **Employment:** Follow directions. List the name, address and phone number of each business. In **DETAIL**, list your accomplishments and/or work duties that are related to the job you are applying for.
- **Reason for leaving:** Think of all possible reasons for leaving and select the most positive and honest ones you can use:
 - To further education
 - Relocated
 - Seasonal position
 - Career change
 - Opportunity for advancement
 - Reduction in force
 - Position ended
 - Business closed

50 Reasons Why Employers Reject Job Applicants

1. Poor personal appearance.
2. Overbearing, overaggressive, conceited, superiority complex, "know it all."
3. Inability to express oneself clearly - poor voice, diction, grammar.
4. Lack of planning for career — no purpose or goals.
5. Lack of confidence and poise, nervousness, ill at ease.
6. Lack of interest and enthusiasm — passive, indifferent.
7. Failure to participate in activities.
8. Overemphasis on money — interested only in best dollar offer.
9. Poor school record — only just got by.
10. Unwilling to start at the bottom — expects too much too soon.
11. Makes excuses, evasiveness, hedges on unfavorable factors in record.
12. Lack of tact.
13. Lack of maturity.
14. Lack of courtesy — ill-mannered.
15. Condemnation of past employers.
16. Lack of social understanding.
17. Marked dislikes for school work.
18. Lack of vitality.
19. Failed to look interviewer in the eye.
20. Limp, fishy handshake.
21. Indecision.
22. Loafs during vacations — no job experience, didn't contribute to own education.
23. Asks no questions about the job.
24. High pressure type.
25. Poor work ethics
26. Lack of character.
27. Sloppy application.
28. Merely shopping around.
29. Wants job for only a short time period.
30. Little sense of humor.
31. Lack of knowledge in field of specialization.
32. Parents make decisions for applicant.
33. No interest in company or industry.
34. Emphasis on whom one knows.
35. Unwillingness to go where employer needs to send applicant.
36. Cynical.
37. Low moral standards.
38. Lazy.
39. Intolerant, strong prejudices.
40. Narrow interests.
41. Poor handling of personal finances.
42. No interest in community activities.
43. Inability to take criticism.
44. Lack of appreciation of the value of experience.
45. Radical ideas.
46. Late to interview.
47. Never heard of company.
48. Failure to express appreciation for interviewer's time.
49. Indefinite response to questions.
50. Lack of preparation.





Writing Your Resume

A good resume is an essential part of your job search

The purpose of a resume is to present you as a potential candidate with the necessary qualifications to meet the job specifications. It is your advertising or marketing tool designed to sell the employer on your strongest qualifications for a particular position or type of employment. It should be well written, error free and present your accomplishments favorably.

Therefore it is always to your benefit to have a job description for each position that you are seeking, so that you may tailor your resume to the job requirements.

The following guidelines will help you prepare a well-written, effective resume.

GUIDELINES

Your resume is a summary of your personal data, your educational background and training, your professional experience and qualifications. It is not a detailed work history or an autobiography.

YOUR RESUME SHOULD BE:

■ **Brief:** Limit your resume to one page and list only those experiences and achievements relevant to the type of position.

■ **Well organized:** Make sure your resume is easy to follow. Choose headings that best describe the content of the section. Rank information from most relevant to least relevant.

■ **Easy to skim:** Write using fragments instead of sentences, and use bullets to highlight key points. Employers will review your resume in 15-20 seconds so it is vital that they are able to locate the most pertinent

information quickly and easily.

■ **Visually attractive:** Create a positive impression. Use consistent margins, generous spacing, and a crisp typeface that is easy to read (avoid script or decorative fonts). Use bold and italic fonts to help guide the readers' eye throughout the resume. If you are printing your resume, use a laser printer or high quality copier and white or light color high quality paper.

■ **Correct:** Be 100 percent honest and positive. Never falsify or exaggerate information. Pay close attention to your grammar, spelling, and punctuation. Use the spell checker on your computer, proofread your final draft and have a fresh set of eyes proofread.

■ **Resume Format Comparison Chart:** Use the resume format chart on page 30 to know which format will market you best.

Resume Format Comparison Chart

Format	Characteristic	Advantage	Disadvantage	Use	Don't Use If
Chronological	<ul style="list-style-type: none"> Presents information in reverse order, most recent experience listed first Offers concise picture of you as a potential employee 	<ul style="list-style-type: none"> Easy to write Emphasizes steady employment record Format is familiar 	<ul style="list-style-type: none"> Calls attention to employment gaps Skills are difficult to spot unless they're listed in the most recent job 	<ul style="list-style-type: none"> To emphasize past career growth and development When continuing in the same career When the name of former employer may be significant to prospective employer 	<ul style="list-style-type: none"> There are gaps in your work history Calling attention to your age could be a problem You've changed jobs often You're entering job market for first time or after a long absence
Functional	<ul style="list-style-type: none"> Focuses on specific strengths and skills important to employers 	<ul style="list-style-type: none"> Focus on skills, not history De-emphasizes a spotty work history 	<ul style="list-style-type: none"> No detailed work history Content may appear to lack depth May create suspicion you are hiding something 	<ul style="list-style-type: none"> When entering the job market or when reentering after a long absence When work experience has been varied or unrelated When changing careers When primarily consulting or doing freelance work 	<ul style="list-style-type: none"> You want to emphasize growth or development Responsibilities and functions in recent jobs were limited
Combination	<ul style="list-style-type: none"> All the flexibility and strength of the functional and chronological combined 	<ul style="list-style-type: none"> Shows off a strong employment record with upward mobility Showcases relevant skills and abilities and supportive employment record Emphasizes transferable skills 	<ul style="list-style-type: none"> Work history is often on the second page and employer may not read that far 	<ul style="list-style-type: none"> When shorter functional format would be too sketchy to offer a complete picture of abilities and work history 	<ul style="list-style-type: none"> Experience is limited There are wide gaps in work history

Format Variations

Keyword	<ul style="list-style-type: none"> Allows for focused resumes that target skills 	<ul style="list-style-type: none"> Skills are listed briefly and at the beginning of the resume Easy for employer to scan and find skills 	<ul style="list-style-type: none"> May be redundant information to include keywords at the top of your resume Still an unfamiliar format to many employers 	<ul style="list-style-type: none"> For all scannable systems of job screening For new graduates or those reentering the work place or changing careers 	<ul style="list-style-type: none"> There is rarely a time you cannot use this variation. It can be used in combination with any or all of the other formats
Targeted	<ul style="list-style-type: none"> Highly focused document aimed at a particular job A "capsule" of work experience 	<ul style="list-style-type: none"> Brief and direct Easy to read 	<ul style="list-style-type: none"> May focus too tightly on one particular job Content may appear sparse 	<ul style="list-style-type: none"> When job target is specific When you need separate resumes for different career paths 	<ul style="list-style-type: none"> You aren't prepared to put the effort into writing an excellent resume

Source: positivelyminnesota.com/JobSeekers/Find_a_Job/PDFs/Resume



Quick Resume Tips

A resume is a marketing tool, that is likely to be evaluated in less than 20 seconds, therefore, you want to make sure your resume is concise, easy to read, and attractive. Follow these quick resume tips to create a competitive and effective resume that is sure to get you noticed.

- Select the right type of paper (Use 8 ½ by 11 inch, light in color, 24-28 pound bond paper).
- Limit the length of your resume to one page.
- Balance your resume on the page with all margins being at least ½ inch – 1 inch is preferred.
- Tailor your resume to each job – one resume does not fit all jobs!
- Include relevant information only.
- Select the format that best highlights your skills and experience.
- Organize your information in order of importance from the employers' perspective.
- Resume language is short, concise to-the-point, action-oriented and results-oriented.
- Use present tense for positions you're currently in and past tense for past experiences.
- Use ACTION words — for a list of words visit our web page.
- Phrases are recommended over complete sentences.
- Avoid the use of the pronoun "I."
- Limit **bold**, underlined and *italic* type.
- No more than **two font** styles.
- Font size should not go below 10 point or above 14 point.
- Emphasize by CAPITALIZING and using bullets •••.
- Emphasize accomplishments.
- Create white space and visually pleasing formats.
- Design for easy skimming.
- Use specifications and numbers.
- Give examples to illustrate skills/traits.
- Proofread, proofread and proofread!

Content of the Resume

Not all students will have the same content areas on their resumes. You will include, combine, or leave out sections, and choose heading names for them, based on your particular background.

CONTACT INFORMATION

- Give your full name, complete mailing address, phone number (with area code) and email address.
- Make sure you will get messages consistently from any phone number listed on your resume and that your voice mail greeting is professional.
- Include an email address, but choose an email address that sounds professional. Addresses such as SweetBABE@yahoo.com or BullsRule@hotmail.com will not inspire employees to take you seriously. It is recommended to create a separate job search account and check it daily.

JOHN SMITH

4701 12th Avenue NW
Norman, OK 73069
405.364.5763
John.smith@mntc.edu

OBJECTIVE

There is much controversy surrounding the use of a career objective statement. Some believe if it is too focused or narrowly defined, it may limit your opportunities. However Employment Services suggests you include one for the following reasons:

- Employers can readily identify the position you are seeking or where your skills could be utilized to their full potential.
- From a marketing standpoint, you appear to be more focused.
- Finally, many companies do not accept "unsolicited" resumes and want an objective that clearly states the position that you are seeking. This is to your advantage so that your resume is forwarded to the proper hiring manager.

OBJECTIVE

To obtain the internship position at Tinker as a drafter/designer.

EDUCATION

- List your most recent educational information first. (Reverse chronological order.)
- Only include high school information, if it has been 3 or less years since graduation
- State your GPA if it is 3.0 or above.
- List your program, anticipated graduation date, name and location (city and state) of each institution.
- You may mention academic honors here, or in a separate section if they are numerous.

EDUCATION

Moore Norman Technology Center May 2014
Norman, OK

Computer Aided Drafting and Design – GPA 3.7

Oklahoma City Community College May 2014
Oklahoma City, OK

Concurrent enrollment – 32 hours towards Associate in Applied Science

Content of the Resume *(continued)*

EXPERIENCE

In addition to full-time and part-time jobs, include relevant experiences such as clinicals, internships, and community involvement. Be sure to include the position title and/or a brief statement of responsibilities and achievements, dates of employment, and name and location of employer. If you lack experience, focus on skills you have gained through other activities, such as class projects or student organizations.

PROFESSIONAL EXPERIENCE

First American, Norman, OK 180 Hours

Drafting Intern

- Converted easement legal descriptions into AutoCAD drawings.
- Combined & correlated property information title commitment, with current aerial photo to create the final express map.

SKILLS

This section can be used to highlight skills most likely to be employed in the position you seek and important to your targeted employers. The inclusion of computer skills is increasingly important in today's job markets, as well as second language skills. A list of qualities and skills can be found on our website.

SKILLS

- Structural and mechanical architectural designer.
- Trained in computer-aided drafting – both CAD and Auto CAD.
- Ability to read and interpret blue prints.
- Familiar with all equipment used in the drafting profession.

ACTIVITIES/HONORS

- Include involvement in clubs and organizations, volunteerism, athletics, or professional associations.
- List your position with the organization, and the dates during which you were involved.

HONORS & ACTIVITIES

- President, SkillsUSA 2013-2014
- National Honor Society 2013-2014
- Graduated in the top 10% of my class 2012-2013

ADDITIONAL SECTIONS

There are many possible section headings based on the experiences and skills you would like to highlight. Here are just a few possibilities.

You can find more examples of section headings at the online Career Connection Resource center under Resume Section Headings and Titles.

- Awards
- Extracurricular Activities
- Certifications/Licenses
- Coursework
- Accomplishments
- Projects

OBJECTIVE To obtain the internship position at Tinker as a drafter/designer.

SKILLS

- Structural and mechanical architectural designer.
- Trained in computer-aided drafting – both CAD and Auto CAD.
- Ability to read and interpret blue prints.
- Familiar with all equipment used in the drafting profession.
- Ability to meet and get along well with others.

EDUCATION

Moore Norman Technology Center, Norman, OK May 2014
Computer Aided Drafting and Design – GPA 3.7

Oklahoma City Community College, Oklahoma City, OK May 2014
Concurrent enrollment – **32 hours towards Associate in Applied Science**

Norman High School, Norman, OK May 2013
High School Graduate

**PROFESSIONAL
EXPERIENCE**

First American, Norman, OK 180 Hours
Drafting Intern

- Converted easement legal descriptions into AutoCAD drawings.
- Combined & correlated property information from title commitment, with current aerial photo to create the final express map.
- Interpreted and drafted schedule A and schedule B legal descriptions contained in provided title commitment.

**HONORS &
ACTIVITIES**

- President, SkillsUSA 2013-2014
- National Honor Society 2013-2014
- Graduated in the top 10% of my class 2012-2013

WORK HISTORY

Wright's IGA, Norman, OK July 2012 – Present
Cashier

- Provide excellent customer service, handle cash transactions and supervise carry-out personnel.
- Cross trained to work as sacker, stocker, carry out, or cashier.
- Promoted from sacker to cashier within 1st 3 months of employment.

Content of the Resume *(continued)*

REFERENCES

- Do not include “References available upon request” on your resume.
- References should appear on a separate sheet from the actual resume. Use the same name and contact information that you prepared for the resume and then simply use the section heading references.
- Choose your references with care. Look for people who honestly know you, and will speak objectively.
- Before creating your reference list, contact your reference, request permission to use them as a reference, and provide them pertinent information about the position you are seeking.
- List three-five references, preferably from different sources. Generally speaking, four types of references can be called upon for recommendations:
 - 1. Work Related:** Includes past employers, coworkers, subordinates or clients who can speak about your specific employment experience. You can also list the people for whom you perform volunteer activities, babysitting, lawn mowing, and other odd jobs.
 - 2. Professional:** People who know you on a professional basis such as contacts from clubs, or professional and community organizations.
 - 3. Academic:** Instructors and school counselors who can speak about your academic endeavors (appropriate for current students or recent graduates).
 - 4. Personal:** Only use a personal reference if you have no work-related, professional or academic

REFERENCES

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ones to offer. Friends and neighbors who know you personally and who can describe your self-management skills are effective. Use the names of people who can tell an employer you can be depended on to do a good job.

- Take references with you to the initial interview unless references are specifically requested at the time of your application.
- Well-prepared references can make the difference between getting an offer or a letter of rejection.
- Send your references a thank you note when you know they have given you a recommendation.
- Include the following information:
 - Name
 - Title
 - Company Name
 - Address
 - City, State, ZIP Code
 - Phone
 - Email

ELECTRONIC RESUMES

Submitting a resume online or via email is now commonplace, and for an increasing number of employers, the only way they will accept one. In today’s world, you need to have both hard copy and electronic versions of your resume. Therefore it is very important to send your resume as a Word version (.doc) and as a plain text (.txt) version.

Create your resume in Microsoft Word and send it as a .doc file.

Note: Office 2007’s default setting for saving documents is Microsoft’s

new format (.docx) and earlier versions of Word cannot handle this new file format.

To override this and to make sure that everyone can open your resume, simply choose ‘save as’ and then select .doc from the drop down menu of options.

To create a text-only version of your resume, simply select ‘plain text — .txt’ from the ‘save as’ menu in Microsoft Word.

Always create a plain text version of your resume and send it along with the Word version when

applying by email. This will ensure that any system employed by the company including Applicant Tracking Systems (ATS) can store and search your resume.

Sending your resume in .doc and .txt formats will immediately improve your response rate by ensuring that every recipient can open, read and store your resume. 99% of the people who will look at your resume online will view it either as a Word document or a text file.

Sources: blueskyresumes.com, cornonthejob.com

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COMPUTER AIDED DRAFTING & DESIGN

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Practice Makes Perfect

Mock Interviews Can Help You Prepare for Your “Real” Interview

WHAT IS A MOCK INTERVIEW?

- A mock interview, also known as a practice interview, is a simulation of an actual job interview. It provides you with an opportunity to practice for an interview and receive feedback.
- A mock interview helps you learn how to answer difficult questions, develop interview strategies, improve your communication skills, and reduce your stress before an actual job interview.
- A mock interview is practice for the real thing, and we all know practice makes perfect.

HOW TO SCHEDULE/PREPARE FOR A MOCK INTERVIEW:

- Be sure to take your mock interview as seriously as you would an actual interview.
- Review the tips and suggestions highlighted throughout this guidebook.
- Arrive 10 to 15 minutes early, and

bring your resume and any other materials you would bring to a real interview.

- Be sure to dress in professional interview attire.

PURPOSE:

- Mock interviews are a great way to become familiar with

commonly asked interview questions and interview etiquette.

- Mock interviews allow you to practice and improve your interviewing skills and effectiveness.
- Mock interviews teach you how to market your skills and qualifications.

VIDEOTAPE:

Your mock interviewer can record your interview. After the interview you will have an opportunity to watch the recording with your interviewer, to ensure that you are making the most effective presentation of your skills, abilities, and professionalism.

What to Expect: Start to Finish

Your mock interview experience begins the moment that an interviewer greets you in the waiting area. You should start with a firm handshake and an appropriate greeting of the interviewer, using his or her name.

You and your interviewer will go into an interview room. The mock interview itself will last approximately 20 minutes, and the interview is then discussed and critiqued for approximately 30 minutes.

At the end of the mock interview you have the opportunity to talk with the interviewer about any particular questions or concerns you have about the interviewing process. Furthermore, you will receive honest and helpful feedback from your interviewer.



PREPARE YOURSELF

- Interviews can be a very intimidating task if you are unprepared.
- Preparation and practice are key ingredients to a successful interview!
- You must be able to talk about yourself with confidence.
- Exploring and understanding your personality and work outlook allows you to answer interview questions as effectively as possible.
- It is vital to understand your attributes and personality so that you can convey those positive qualities to an interviewer.
- A worksheet is provided in order to help identify different aspects of your character (see page 39). When answering the questions be sure to also analyze the information on your resume, and ask others who know you well.

KNOW THE FACTS

Be sure you are fully prepared for interviews by completing the worksheets on pages 39 and 40 in this book.

YOU WILL BE EVALUATED ON THE FOLLOWING:

Preparation: Prepare questions for your interviewer and research the position and the company or organization for which you are interviewing.

Appearance: Dress appropriately for the interview.

Attitude: Your attitude toward work and working with others is crucial in the hiring process. Be sure to convey an attitude that is enthusiastic, sincere, and genuine.

Body Language: During the interview, be aware of your eye contact, subtle use of hands while speaking, good posture, etc.

Greeting/Introduction: We recommend that you stand to greet your interviewer with a handshake, using his or her name. Also, make good eye contact with the interviewer, smile, and be professional.

Oral Communication: Speak clearly and concisely. Try to think out your response before answering a question.

Responses to the Interview Questions: Do your research, and **practice, practice, practice!** Know your skills, and be able to express them to the interviewer.

MNTC's Employment Services helped me focus my resume, and gave me the interview skills I needed that allowed me to get a job that I am truly happy doing."

— Shirlene G.

Know Thy Self

1. Character traits or skills I have that are job related:

*List of traits can be found on our website.

2. Examples of experiences I have had that demonstrate the above traits/skills:

3. List three to five accomplishments that would be of interest to the person interviewing me:

4. What are the three most important things I want the interviewer to know about me?

5. What concerns might an employer have about me and what will alleviate those concerns?

Know the Employer

- Do your homework!
Be prepared for an interviewer to ask questions about his/her organization.
- Researching the company/organization shows genuine interest in the career opportunity, and it allows you to gain valuable information.
- By learning about the company/organization, you are able to see if it is a place where you would like to find employment.
- Also, this time spent will help generate questions to ask the employer during the interview process.
- The Internet has a lot of information to offer, and is a good place to start your research.
- A worksheet is provided with questions to begin your company research (see page 40).
- The worksheet will prepare you for possible questions that employers may ask.

Employer Facts

This guide will help you prepare and show your potential employer you took the initiative to get to know them.

1. How long has the organization been in operation? _____

2. How large or small is the organization? _____

3. Is it a public or private organization? _____
4. Has the organization been in the news lately? For what reason(s)? _____

5. What are the services/products/programs this organization provides? _____

6. Who are its competitors? _____

7. How is it doing relative to its competitors? _____

8. What are the organization's mission, vision, and core values? _____

9. What else is the organization known for (e.g., community involvement, supportive of families, relaxed atmosphere, etc.)? _____

10. What challenges/difficulties does this organization face? How can I help solve them? _____

Company assigned to research: _____



Behavior-Based Interviewing

WHAT IS BEHAVIOR-BASED INTERVIEWING?

Behavior interviewing is a new style of interviewing that more and more organizations are using in their hiring process. This method of asking questions focuses on using specific examples of past behavior as a means of predicting future behavior. The STAR Method will help you respond to these types of questions.

S.T.A.R. METHOD

Situation Describe the situation.

Task What needed to be done?

Action What did you do?

Results What happened?

IMPORTANT POINTS

- Responses need to be specific and detailed. Tell briefly about a situation that relates to the question. Include the task, what you did, and the positive result or outcome.
- The interviewer can ask more questions such as “What were you thinking at that point?” or “Lead me through your decision process.”
- Always listen carefully to the question, ask for clarification if necessary, and make sure you answer the question completely.
- When preparing for the interview, identify examples of situations where you have demonstrated the behaviors desired by a company/organization.
- Prepare success stories. The stories should represent your skills, qualities, and characteristics. Always give examples of your strengths and successes.
- Refresh your memory regarding your achievements in the past couple of years. Use examples from past internships, classes, activities, team involvement, community service, and work experience.
- In addition, you may use examples you are especially proud of, such as: winning a marathon race, exhibiting paintings in an art show, running for student government, etc.

S.T.A.R. Method Worksheet

To begin this exercise it will be helpful to identify your target job. Develop 10 S.T.A.R. scenarios keeping in mind the 10 qualities employers seek. Remember to be specific and quantify when you can.

10 QUALITIES EMPLOYERS SEEK:

1. Interpersonal skills
2. Honesty and integrity
3. Teamwork
4. Communication skills
5. Strong work ethic
6. Motivation and initiative
7. Flexibility
8. Problem-solving skills
9. Technical skills
10. Organizational skills

Your Target Job: _____

EXAMPLE:

Question: Tell me about a time when you provided exceptional customer service?

Situation: Discuss a specific situation or problem that you encountered.

“When I was working at Embassy Suites, I was responsible for booking reception rooms for special events. A woman called two weeks before her daughter’s wedding to cancel her reservation for the reception room due to a death in the family.”

Task: Explain the task that you had to complete or the ideas you used for resolving the problem.

“The customer was obviously very upset and I knew it was my job to carry out the proper procedures for canceling a room, as well as provide excellent customer service and put her mind at ease about the reception arrangements.”

Action: Tell specific actions which you took, steps you followed, obstacles you had to overcome, etc.

“Deposits are generally non-refundable due to the loss of revenue, but since the event was still 2 weeks away, I felt certain I could book another event. I checked with my manager to see if we could refund the customer’s deposit if I was able to do so. We were able to rebook the room with another event, return her full deposit, and I assured her we could reschedule the reception whenever the family was ready.”

Result: Highlight outcomes, goals achieved, accomplishments, etc.

“The customer wasn’t expecting to get any money back and was very surprised and relieved. She wrote a very nice thank-you letter to my manager complementing the way I handled the situation and my manager commended me for taking initiative with the customer.”

Question #1: Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

S _____
T _____
A _____
R _____

Question #2: Describe a time when you were asked to keep information confidential.

S _____
T _____
A _____
R _____

Question #3: Give me a specific example of a time when you used good judgment when solving a problem.

S _____
T _____
A _____
R _____

Question #4: Give me an example of an important goal which you had set in the past and tell me about your success in reaching it.

S _____
T _____
A _____
R _____

Question #5: What have been some of your most creative ideas?

S _____
T _____
A _____
R _____

Question #6: Tell us about a difficult experience you had in working with details.

S _____
T _____
A _____
R _____

Question #7: Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.

S _____
T _____
A _____
R _____

Question #8: Give an example of a time in which you had to be relatively quick in coming to a decision.

S _____
T _____
A _____
R _____

Question #9: Describe the most significant or creative presentation that you have had to complete.

S _____
T _____
A _____
R _____

Question #10: What was your most difficult decision in the last 6 months? What made it difficult?

S _____
T _____
A _____
R _____



Close the Interview

Wrap up the interview like a PRO!

As the interview is winding down, the interviewer will inevitably ask if you have any questions. Not having any is an unacceptable position to take and will certainly ruin your chances of getting to the next step. Asking pertinent questions shows that you have prepared for the interview and are knowledgeable and interested. Prepare a list of questions and follow the five steps in the Call-Back Close, which will come in **“handy”** when you want to end your interview with confidence.

APPROPRIATE QUESTIONS TO ASK

- What characteristics do the individuals who are successful in this position possess?
- Could you describe the normal daily routine for this position?
- Is there a training period? What does it involve? Are there opportunities for professional development?
- How would my performance be evaluated? How often? By whom?
- For a list of questions to ask employers, visit our website at mntechnology.com/employmentservices.

CALL-BACK CLOSE

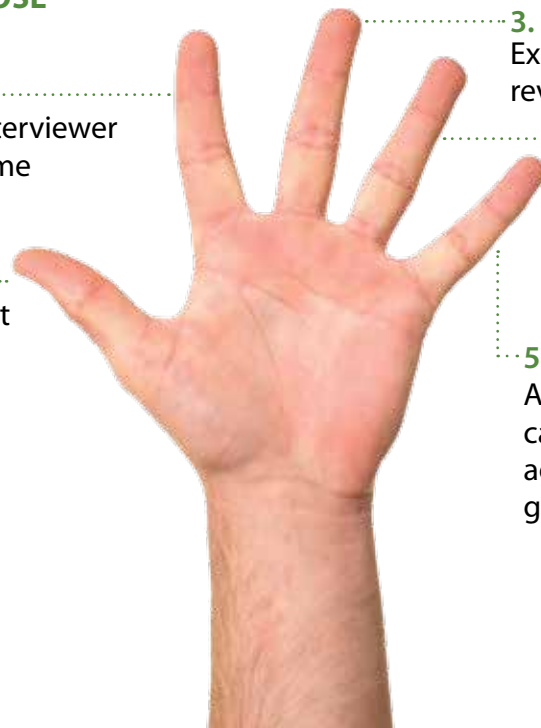
2. INDEX
Thank the interviewer for his/her time

1. THUMB
Ask Questions: At least three and not about salary

3. MIDDLE
Express interest and review qualifications

4. RING
Arrange a reason and a time to call back

5. PINKY
Ask for a business card, say thanks again, and say good bye



The Call Back Close Script



Interviewer: Do you have any questions you'd like to ask?



Applicant: Yes, I made a list of a few questions I wanted to be sure to ask. As a part of my research, I learned that your company has been in business for over 50 years. That is impressive! Are there offices located outside of Oklahoma City?



Interviewer: No, we're locally owned and have chosen to keep our operation here.



Applicant: I see. How long have you been with the company and, if you don't mind telling me, what do you think is the best part about working here?



Interviewer: Well, I've been here just over 12 years, and I like the way the company is run. It's a real "family" kind of business, and they treat their employees well.



Applicant: That's the kind of place I would like to work with! I do hope you'll consider me as a qualified applicant as you make your decision to hire. My training at Moore Norman Technology Center has prepared me to do just the job you have advertised, and I'm excited about the possibility of putting those skills to use in your company.



Interviewer: We have had a lot of applicants, but you've done well in this interview. We may be calling you back.



Applicant: That would be wonderful. I do want to thank you for taking time out of your day to interview me. It has been a great experience. Would there be a good time to call and check on the status of the position?



Interviewer: I imagine we will be ready to make a decision sometime after Wednesday of next week. You can call any time after that.



Applicant: Great. Well, I want to thank you again. By the way, do you have a business card?



Interviewer: Sure. Here you go.



Applicant: I look forward to hearing from you!

Interview Checklist ✓

- Confirm the date, time, and location.
- Review the company's website and any other literature.
- Generate quality questions to ask based on what you've read and heard. Don't just ask questions for the sake of asking them. Make them count!
- Review your resume again to make sure everything is accurate and that you're prepared to answer any questions pertaining to it.
- Make sure your interview outfit is ironed, your hair is neat and your shoes are polished. For more information on appearances visit
- Prepare and practice your answers for possible interview questions.
- Do NOT be a "no-show."

Interview Tips

- Have a positive attitude. Keep all of your answers as positive as possible and pay attention to your non-verbals (i.e. eye contact, voice projection, and posture).
- Express your qualifications. Create a list of adjectives to describe yourself. Think of examples that demonstrate these adjectives. Use these adjectives and examples to tell the employer about yourself.
- The first few minutes of the interview are the most important. This is when you really want to sell yourself and get the interviewer interested in you. Having a set agenda of what you want to get across during the interview will help you package yourself and your qualifications.
- Always try to relate what you are saying and how it can benefit the company/organization. Be familiar with the employer prior to the interview so you can know what type of person they seek and what the position requires.
- Show enthusiasm during the interview because only the top 10 to 20 percent of candidates do.



By failing to prepare,
**you are preparing
to fail.** — Benjamin Franklin

Interview Do's and Don'ts

DO

- **DO PREPARE!**
- **DO** answer questions honestly, thoroughly, and sincerely.
- **DO** be polite, tactful, and sincere. Eye contact is also important, and a smile is a must.
- **DO** dress neatly, appropriately, and professionally.
- **DO** practice the closing suggested in this guide.
- **DO** have a small portfolio to keep pens, extra copies of resumes, and a reference sheet.

DON'T

- **DO NOT** try to tell the interviewer what you think he or she wants to hear.
- **DO NOT** display a negative or arrogant attitude.
- **DO NOT** be late.
- **DO NOT** forget to follow-up.
- **DO NOT** say negative things about past employers or experience.



Job Search Correspondence

In your campaign to secure employment, there are numerous situations which will require written correspondence. Whether applying for a known position, inquiring about potential employment, expressing appreciation, establishing networking connections, withdrawing from consideration or accepting an offer, each letter requires careful consideration of the audience and the message(s) you wish to deliver. Because a letter is often the first contact between you and a prospective employer, it is imperative to plan the content, use an appropriate format, and proofread carefully. The following tips apply whether using email or paper (hard copy).

TIPS FOR WRITING LETTERS

- Address your letter to a specific person whenever possible.
- Use language that is clear, concise and natural.
- Present yourself as professional and polished.
- Avoid starting most sentences with the word "I."
- Use high-quality paper and envelopes for each hard-copy letter.
- Create each letter individually

and tailor your message to each employer.

- Use an easy-to-read typeface and avoid wallpaper or multicolored backgrounds in emails.
- Sign each letter with your full name.
- Limit your letter to one page.
- Use your spell checker, but also proofread carefully to produce error-free copy.
- Focus on what you can do for the employer, not how the job would

benefit you.

- Use relevant information and be specific — back up your claims with evidence.
- Only mention your salary requirements if specifically instructed to do so.

COVER LETTER

Write a cover letter to accompany your resume/application for a specific position, encouraging the recipient to grant you an interview. Demonstrate that your qualifications fit the job requirements, and link your background to aspects of the open position. This letter should not be a repeat of the information in your resume.

THANK YOU LETTERS

Most people know they should send thank you letters, but few actually do. This makes it all the more important for you to do so as it sets

Your Address
Your City, State and ZIP code
Month, Day, Year

Name
Title
Organization
Address
City, State and ZIP code

Dear Mr./Ms. Last Name:

State why you are writing; identify the position or field of work for which you are applying. Tell how you heard of the opening or organization.

Describe why you are qualified for the job. Mention one or two qualifications or specific achievements you think would be of greatest interest to the prospective employer, slanting your remarks to their point of view. If you have had related experience or specialized training, be sure to point it out but do not reiterate your entire resume. Refer the reader to the enclosed resume or application form.

Explain why you are interested in this employer. Specify your reasons for wanting to work in this setting, and identify what you can do for this employer.

Suggest an action plan. Request an interview and indicate that you will call during a specific time period to discuss setting arrangements. Express appreciation for being considered.

Closing,

Your Signature
Your Name (typed)

Enclosure (if you are sending along a resume or application form)

you apart from other candidates. After the interview, send a thank you letter to the interviewer(s) expressing your appreciation for the interview and stating your interest in at least one or two aspects of the position that you discussed in the interview. Close the letter by reiterating your interest in the position, and thank them again for their time and consideration. Ideally you would contact each person who interviewed you. If this is not possible or appropriate, send a letter or email to your host or the

highest ranking manager you met requesting that they share your appreciation with the rest of the group.

RESIGNATION LETTER

When you are resigning from employment, it's proper protocol to provide your employer with a formal resignation letter for your employee file. A resignation letter should be simple, brief, focused, and to the point. There is no need to elaborate on your reason for leaving. Simply provide information

on when you are leaving and let the employer know you appreciate your time with the company.

LETTER UPON RECEIPT OF A "TURN DOWN"

Thank the employer for the time involved in your interview and for his/her consideration. State your disappointment in not getting the job. Express your appreciation for his or her willingness to retain your resume/application in case of possible future openings.



Digital Dirt?

Pay very close attention to your personal public image in your job search preparation. Social media is often overlooked in preparing for the job search but it alone can derail your chances of getting the job you want. To name just a few social media sites: Facebook, Twitter, LinkedIn, and Instagram.

CHECK YOUR SOCIAL NETWORKING PROFILE

More and more employers are using social networks to screen potential job candidates. This means companies are browsing your social media profile before making a hiring decision. Make sure you keep your profile and

online content professional.

AVOID DETAILING UNDESIRABLES

Employers view social networks to see if job seekers are presenting themselves professionally. Employers view provocative or inappropriate photos, drinking or

drug usage, poor communication skills, criticizing of former employers, discriminatory remarks and of course poor spelling and grammar as top reasons not to hire a candidate.

KEEP PRIVACY IN MIND

If you are among the many job seekers that use social networking sites you will want to be careful. Remove potentially offensive or inappropriate material and be strategic about building a strong online persona that will showcase you in a positive light both personally and professionally.



How to Make the Most of a Job Fair

BENEFITS OF A JOB FAIR

- Great event for meeting employers and investigating career opportunities.
- Talk face to face with HR professionals all in one place all in one day.
- Save time and expense of mailing your résumé.
- Meet with other job seekers and network in your profession.
- Focus your energy on companies that are actively seeking new employees.
- Make a good impression in a way that a résumé cannot — with a smile and a handshake.

WHY DO COMPANIES PARTICIPATE?

- To be seen — visibility — PR — marketing.
- To attract good applicants/Hiring

for openings.

- To educate the public on its mission and purpose.
- Building up applicant pool for future openings.

WHY DO YOU PARTICIPATE?

- To be hired with a good company in a good job.
- To help determine career direction.
- To learn more about the companies hiring.
- To market and network - what are you marketing — yourself!

PREPARATION BEFORE THE JOB FAIR

- Register for the fair – visit the job fair’s website and sign up to attend. Upload your resume too, if you can. Registering online will save you time and allow

employers to view your resume before the job fair.

- Research the employers who will attend to decide which ones interest you. Visit their websites to find out who they are, what they do, and why you might want to work there.
- Update your resume, being sure it is error-free, concise and focuses on your skills, experience and accomplishments.
- Develop and practice a short self-marketing presentation also known as an elevator introduction or sales pitch. Visit our website to view an example of an elevator speech.
- Prepare questions to ask employers and be prepared to answer questions a recruiter may ask you. Sample questions to ask recruiters:



- What qualifications will make a candidate stand out?
- What are the biggest challenges of this position?
- Sample questions recruiter may ask:
 - Can you tell me a little about yourself?
 - Why did you decide to become a graphic designer?
 - What do you know about our company?

DURING THE JOB FAIR – IT'S SHOW TIME

- Dress nicely – make sure your clothes are businesslike and conservative. They should always be neat, clean and ironed to make a positive first impression.
- Upon arrival, do a walkthrough of the fair to locate the employers of interest to you.

- Smile when you introduce yourself, maintain good eye contact and offer a firm handshake.
- Ask about career opportunities for your occupation at that company.
- Deliver your 30 second “elevator speech.”
- Answer the recruiter’s questions and ask a few follow-up questions.
- Tell the recruiter that you would like to apply for that job.
- Offer the recruiter a copy of your resume.
- Ask how you can schedule a job interview.
- Ask for the recruiter’s business card.
- Thank the recruiter for their time, smile, offer your handshake and tell them you look forward to

hearing from them.

- Have paper and a pen to write down important notes and take a few minutes after each employer interaction to do so.

FOLLOW UP AFTER THE JOB FAIR

- Follow-up your contacts with a thank you note or email.
- Mail a letter and resume to the recruiters you did not get to talk to, but whose business cards you took.
- Complete the online applications and email recruiters to let them know you completed the application process as requested.
- Every couple of weeks send the recruiters you met a short note and another copy of your resume letting them know that you are still interested and available.

Sources: careerplacejobs.com

