“Education is our passport to the future, for tomorrow belongs to those who prepare for it today.” Malcolm X
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Welcome to Career Services

Welcome to Career Services where our purpose is to prepare students for their professional lives and careers after college and continue to support them as alumni. Our office provides career related programs, resources and events that will help identify interests, academic and career programs, and develop the knowledge and skills needed for career success.

Our Services: / What we offer:

- **Major and Career Exploration:**
  - Focus 2 online career assessment tool
  - What Can I Do With This Major online exploration tool

- **Résumé and Cover Letter Development and Review:**
  - In-class presentations
  - One-on-one meetings with career services staff
  - Email communication

- **Career Development Workshops (including, but not limited to):**
  - Résumé/Cover Letter Preparation
  - Internship & Job Searching
  - Dress for Success
  - How to Ace an Interview
  - Preparing for Graduate School

- **Interviewing Preparation:**
  - In-class presentations
  - One-on-one meetings or mock interviews with career services staff
  - Virtual interview practice and preparation on https://friends.biginterview.com/
  - Mock interview sessions with faculty, employers, or peers

- **Online Job/Internship Database and Resource Center:**
  - College Central Network

- **Career Fairs Featuring Area Employers:**
  - Business Career Fair/Fall
  - Highway 54 Career Fair/Spring

If you need assistance or would like to schedule an appointment with the career services staff, please contact us at: 316-295-5885/1-800-794-6945 ext. 5885 or email career@friends.edu

Follow us on social media:

FriendsUniversityCareerServices
@CSFriendsU
Career Services at Friends University
Four Year Career Plan

First Year: Self-Exploration

- Learn more about your own personal values, talents and strengths (complete career assessments).
- Enroll in core classes with the help of your academic advisor.
- Explore and participate in campus activities and organizations.
- During the summer, gain work experience through volunteering and employment.
- Begin developing your résumé sections and making a list of your experiences (Resume Worksheet).

Second Year: Career Exploration

- Obtain information on majors: explore classes, visit with faculty and identify occupations related to each major of interest.
- Acquire relevant volunteer or work experience, which will help you to solidify your decision on a major.
- Attend career services sponsored programs and speak with employers about summer internships.
- Continue developing a résumé and begin cover letter.
- Make connections at Friends University with faculty, staff and students.
- Build leadership skills through organizations.

Third Year: Gaining Professional Experience

- Meet with your faculty advisor to ensure you're on track to graduate.
- Continue improving and updating your résumé.
- Develop NETWORKS: join a professional organization within your field of interest, do information interviews with employers and alumni to gain more information in your field of interest, attend career fairs – ask employers about internships and other opportunities.
- Apply for internships with employers in your field of study or desired occupation.

Fourth Year: Job Search

- Continue your résumé development.
- Buy a professional interview suit so you are prepared for interviews.
- Continue networking strategies and keep a list of all your contacts (interview preparation).
- Begin your full-time employment search.
- Consider searching within your current company if possible, if already in an internship or part-time job.
- Use your network(s) to find jobs and get interviews.
- Market yourself and sell your strengths and talents. Remember it is the total package of talent – education, skill and experience – that will help you get the job that you want!
Career Services Online Resources

FOCUS 2 Assessment
FOCUS 2 combines self-assessment, career and major exploration, decision making and action planning in one comprehensive product. Customized with your college's majors, students' assessment results are matched to career options and majors/programs offered at your college. FOCUS 2 guides students through a reliable career and education decision making model to help them select their majors at your college, make informed career decisions and take action.

Currently the Career Services office uses Focus 2 as the primary source of assessment and digital career planning. Focus 2 is based on the Holland Code like the Strong Interest Inventory. The Focus 2 assessment can be taken free of charge at http://www.friends.edu/career-services and usually takes less than 30 minutes to complete the five short assessments. Once you have completed the assessment, we ask you to call to schedule an appointment to review your results with a career services staff member.

What Can I Do With This Major?
Explore multiple majors, search for information about your chosen field, and connect majors to careers at What Can I Do With This Major. You will also find information about the typical career areas and the types of employers that hire people with each major, as well as strategies to make you a more marketable candidate. This resource is free to Friends students and alumni, and can be accessed through the Career Services Website.

Big Interview
Big Interview is an on-demand interview training website that allows students and alumni to practice mock interviews at their own pace from school or home. Users can learn interview techniques, record mock interviews and receive feedback, practice industry specific interview questions, and utilize other tools to develop successful interview skills. This resource is free to Friends students and alumni, and can be accessed at https://friends.biginterview.com/.

College Central Network
Career Services has partnered with the College Central Network (CCN) to provide our students and alumni with a variety of career related resources such as local and national job boards, résumé builder, and career articles written by industry professionals, career advice podcasts and videos that will guide you in your career exploration. Students, Alumni and Employers can register at http://www.collegecentral.com/friends.
Résumé Guidelines

Your résumé and cover letter have a single purpose: To obtain an interview. The résumé is an advertising tool; it is an organized summary about your qualifications as a potential employee. Start the career planning process by taking a personal inventory of your skills, interests, accomplishments, and experiences. The career services office can assist you with this process. Since employers may spend as little as 30 seconds reviewing a résumé, you must quickly convey a positive vision of who you are and what you can do for the employer. The résumé must catch the reader's attention with an attractive, powerful summary.

Résumé Sections

Contact Information
- Always placed at the top of the page!!
- Include your name, telephone number, email address and/or LinkedIn profile.
- If you feel comfortable, you may include your street address and business telephone number.

Professional Summary/Profile
- An opening statement that summarizes your best professional qualities/qualifications for the position.

Education
- Any education-related information that enhances the employer's view of you.
- High school information is usually excluded unless it significantly contributes to the vision.
- May be listed before the Experience section if it is more relevant to the employer than your jobs.

Include the following information:
- Your degree (e.g. BS or Bachelor of Science), major, and minor. If you have more than one degree, list your most recent and relevant degree first. You may spell out the degree (Bachelor of Arts) or use abbreviations (BA) if commonly understood.
- The name of the college or university, city, state, and graduation date.
- Similar information for any past degrees.

Optional items:
- A short list of relevant classes or projects completed.
- High GPA, honors, awards, scholarships, special projects, and certifications.

Experience
- Include your most recent job title, employer, city, state, beginning and end dates of employment (month and year), a description of job accomplishments, and outcomes.
- Quantify accomplishments using numbers, percentages, time frames, and other specific details.
- Describe your accomplishments and outcomes using bullets and action verbs.
- If you lack paid job experience, include relevant unpaid experience (internship or volunteer).

Accomplishments
Employers want to learn about your accomplishments and results in the following areas:
- Saving time or money
- Solving problems
- Enhancing performance
- Improving products or services
- Managing a crisis
- Increasing profits or services

Additional Headings
You can create headings to fit the skills you want to highlight. Foreign languages, computer languages, and hardware/software are also often included in a special section. Include a heading if it is relevant in helping the employer get the best possible impression of you and if it relates to the job.
Sample Headings

- Leadership Experience
- Honors and Awards
- Extracurricular Activities
- Computer Skills
- International Experience
- Research Projects

- Professional Associations
- Publications
- Volunteer/Service Work
- Foreign Languages
- Presentations
- Certifications and Licenses

**Keys to an Effective Résumé**

**Customize:** If you are seeking more than one type of job, you will need several résumés tailored to each position you are applying for.

**Length:** Unless you have extensive, relevant experience, limit yourself to one page.

**Specific:** Concise, detailed, results-oriented phrases get maximum interest, e.g., "Trained and managed three sales clerks in women's clothing section, averaging highest weekly sales out of six departments." Concisely describe your skills/qualifications, education, work history, and interests. Think of the job or internship as an unmet need of an employer. Research the key skills for the type of position you are applying for. Write statements that reflect these skills.

**Language:** When possible, use the terminology or jargon of the employer.

**Quantify:** Describe your duties and accomplishments with measurable data, e.g. dollars, percent, numbers, and frequency. Use adjectives and adverbs to describe your actions and results with detailed descriptions. Be specific about your skills and competencies; emphasize those skills most related to the position.

**Design:** Make the résumé inviting to read with attractive headings, a good balance of black and white, wide margins, and a limited selection of font sizes and styles. Do not use less than 10-point font. Bullets and columns can make it easier for employers to quickly review your résumé.

**Highlight:** The reader's eye goes first to the top, left side of the résumé and this is where to place your most important information. Headings and important details can be given extra emphasis by careful use of indenting, italicizing, underlining, or bolding.

**Proofread:** Have your résumé critiqued by several people, including a professional in your field and a staff member in the career services office. Grammar, spelling, or typographical errors are unacceptable.

**Consistency:** It is critical to provide information in a consistent format within each section of your résumé. For example, present each of your jobs consistently with job titles, employer name, location, and dates in the same order.

**Printing:** Laser quality print on 24# weight laser-compatible paper is suggested. If you fax or scan your résumé, always use white paper.
Choosing The Résumé Format That’s Best for You

Your individual circumstances will determine what résumé format will work best for you. Résumé experts generally recommend two styles of résumé layouts:

The Functional Format
This format emphasizes the applicable skills you have developed, rather than when or where you acquired them.

The functional format is a good choice when:
- You are making a career change.
- You are entering the job market for the first time (or are pursuing an entry-level position) and you do not have the applicable work history to build a chronological résumé.
- You want to emphasize the skills and capabilities relevant to the future job, rather than past job responsibilities.

**See Example on page 9

The Chronological Format
This format lists your employment history starting with your most recent or current employment and working backward to your first job (or 10 years into the past-whichever comes first).

The Chronological Format is a good choice when:
- You want to call attention to a stable work history.
- You want to highlight upward mobility, accomplishments, and promotions in your chosen career.
- You are applying for a job in a very conservative company or field.
- You want to find a job in the same area as your previous job(s).

Do not use the Chronological Format when:
- You are changing careers or looking for work in an area you haven’t worked before.
- You are looking for your first job and lack experience related to the job for which you’re applying.
- You have changed employers frequently in the past.
- You want to emphasize skills that haven’t been used in recent work experience.
- You have had significant gaps in your work history or have been absent from the job market for a while.

**See Examples on page 10 & 11

Suggestions for those with Extensive Professional Experience
A Summary of Qualifications section highlights your skills, relevant accomplishments, and educational background in either a paragraph or bulleted format at the top of the résumé (below the contact information). The summary may be used in place of, or in addition to, a career objective.

Sample of Summary of Qualification—in paragraph format:

Sample of Summary of Qualifications—with bullets:
- Sixteen years of CIS and Telecommunications consulting experience with Fortune 100 companies.
- Comprehensive expertise in frame relay fiber optics, computer networks, ATM’s and telephony.
- Master in Telecommunications and Bachelor of Science in CIS from the University of Denver.
- Six years of experience in Project Management with cross functional teams of up to 40 people.

If you need further assistance on how to present yourself on a résumé, please schedule a meeting with a career services staff member at 316-295-5885 or email career@friends.edu.
Functional Résumé Example

Chris Computer
1900 University Ave, Wichita KS 67214 | 1-101-327-1324 | functional@usd.edu

Education

M.S. in Management Information Systems
Trinity University, Wichita, KS Anticipated May 2016
GPA: 3.4/4.0

Bachelor of Liberal Arts
Trinity University, Wichita, KS December 2013
GPA: 3.3/4.0

Skills & Abilities

Enterprise Development & Reclamation
- Planned and executed deployment of new enterprise hardware and infrastructure.
- Developed and documented best practices for new deployments.
- Applied domain and security protocols to all new and refurbished systems.

Hardware & Software
- Developed custom computer solutions for professional and recreational use.
- Provided desktop support in person and through Kiosk / Phone assistance.
- Employed various skills in working with Microsoft Office Suite including Access, Excel, and Project.
- Focused on installation.

Infrastructure Management:
- Worked with server 1000x, R12, R44, Server 2008, raid configurations, Cisco switch systems, general data switches, servers, and WiFi protocol.

Materials Management:
- Developed and executed materials management for I.T. and auto parts equipment including repair and storage procedures.
- Consistently met budget requirements and effectively supplied office needs.

Experience

Sales Specialist
Love's, Wichita, KS January 2013 - Present

Customer Service & Sales
T-Mobile, Wichita, KS November 2012-January 2013

Defense Systems Network Operator
Kemp Air Force Base, Wichita KS June 2006 – February 2010

Extracurricular Activities

- Member, Student Government Association May 2011 – December 2013
- Member, Singing Groups May 2013 – December 2013

Tips & Tricks!

Quantify your list of responsibilities if possible. For example “Trained and managed three sales clerks in women’s clothing section, averaging highest weekly sales out of six departments.” Adding numerical value will give a future employer a better picture of your responsibility.

Remember!
If you have extensive relative experience and are pursuing a high level position, a two page résumé may be suggested.
Chronological Résumé Example (Freshman)

Make sure email address is appropriate for professional use.

Remove HS information one year after HS graduation.

Demonstrate maturity and readiness for a professional setting.

Include as much collegiate information as possible and only the most impressive of high school experience.

Include any leadership roles.

Shows an excitement to get involved in the collegiate setting.

Remember!
Check all alignments and spacing for any irregularities. Your résumé needs to consistent and clear.

Tips and Tricks!
When listing work experience, try and find a copy of the job description you were given when hired. That can be a great tool for creating a list of duties.
Chronological Résumé Example (Traditional C-BASE/Recent Graduate)

If not yet graduated, include the word “Anticipated” before the graduation date. Include GPA if it is above 3.0.

Remember! For present jobs, use present tense action verbs; for past jobs, use past tense.

Keep heading professional, clean, and simple.

Highlight communication, organizational activities, and special projects.

Demonstrates a well-rounded student.

Include leadership roles.

Remember! You may want to consider creating a new email for professional contacts only. Your Friends University student email will expire soon after graduation.

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Frank Fitness

2000 W. University Ave., Wichita, KS 67213
(316) 295-1832
frankfits2013@gmail.com

Education
Bachelor of Science in Health & Physical Education
Friends University, Wichita, KS
GPA: 3.0
December 2013

Professional Experience
Volunteer Student Worker
September 2013 – Present
Friends University, Wichita, KS
• Provide first year in Wichita
• Generate ideas for the workshop, twitter account, and Facebook account.
• Inform others on how they can live an everyday healthier lifestyle
• Inventory, marketing materials

Athletic Training Student Worker
August 2018 – Present
Friends University, Wichita, KS
• Inventory taking supplies and ensure all equipment is clean and ready for use
• Prevent injuries in athletes by lifting weights, stretching, and warming
• Assist athletes during practice and prepare set up

Interscholastic Student Worker
August 2011 – May 2012
Friends University, Wichita, KS
• File paperwork
• Learned how to keep track of a budget and move funds to different areas
• Worked on upcoming events
• Ran field for various sports
• Navigated for athletes such as flag football, volleyball, and basketball

Athletic Student Worker
August 2011 – May 2012
Friends University, Wichita, KS
• Assisted with various activities for the University at Buffalo at various events
• Made sure all equipment was ready for use
• Assisted in set up

Volunteer Experience
Volunteer Student Worker
Duke 100, Wichita, KS
2009 – Present
Volunteer Student Worker
Center for the Intervisual (CIVS), Fort Sam Houston, TX
2009 – Present

Major League Bating Cages, Wichita, KS
June 2008 – July 2009

Skills Summary
• Fast, Adaptable (fast, detail, adapts)
• Microsoft Word, Excel, PowerPoint
• Bilingual (Spanish & English)

Extracurricular Activities
Member, Friends University Football
Member, Friends University Senate
2010 – 2013

You may want to consider creating a new email for professional contacts only. Your Friends University student email will expire soon after graduation.
# Chronological Résumé Example (CAPS & Graduate Students)

## Freddy Falcon

**2720 West University Avenue, Wichita, KS 67213 | 785-298-2887 | freddy@baker.edu**

### EDUCATION

- **Master of Business Administration**
  - Friends University, Wichita, KS
  - January 2016

- **Bachelor of Science in Business Management**
  - Kansas State University, Manhattan, KS
  - July 2000

### SUMMARY OF QUALIFICATIONS

- Ten years of Human Resources experience
- Comprehensive expertise in pre-screening, interviewing, and candidate assessments
- Three years of professional marketing experience
- Six years of experience in Project Management with cross-functional teams of up to 40 people
- Ability to organize large projects independently
- Highly organized with strong customer service and interpersonal skills

### PROFESSIONAL EXPERIENCE

#### Human Resource Specialist

**Westar Energy**

- December 2006 - Present
- Pre-screened over 500 applicants monthly by telephone and in person
- Interviewed and assessed applicant skill set and experience for potential employment and matching them to perspective employer’s criteria
- Managed day-to-day HR-related issues pertaining to absence, performance, safety and employment law
- Processed background, employment reference checks and pre-employment drug testing
- Facilitated and maintained employee record keeping program
- Supervised 50+ employees weekly. Mediated to identify and resolve conflicts between employees, clarifying work relationships and alleviating communication problems
- Created recruitment advertisements
- Maintained qualified applicant base by recruiting intensively through job fairs, classified ads and the Internet.

- **Wichita State University, Wichita, KS**
  - October 2006 – January 2008
  - Worked as a part-time recruiter. Assisted in recruiting student and staff with various career related events.

### PROFESSIONAL AFFILIATIONS

- **National Human Resources Association**
  - House Springs, MO
  - January 2013 - Present

- **Society for Human Resource Management (SHRM)**
  - Wichita, KS
  - May 2005 - Present

- **Toastmasters International**
  - Wichita, KS
  - December 2010 - Present

### PROFESSIONAL CERTIFICATIONS

- **Human Resources Business Professional Certification (HRBP)**
  - January 2012

- **Professional in Human Resources Certification (PHR)**
  - October 2010

- **Microsoft Office Training Certification**
  - June 2013

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*Use the “Summary of Qualifications” section to summarize your professional experience and the resulting skill set.*

*A Skills section will highlight skills and abilities clearly for employers to see – this can be especially good for people changing careers or industries.*

*Emphasize any Professional Affiliations and/or Certifications*
Resume Example – Performance Profile (CAPS and Graduate Students)

A Performance Profile or Summary lets the employer see immediately what you have to offer and why they should keep reading!

Be sure to highlight skills that are relevant to the position you are applying for – this is a great way to show transferable skills.

Did you achieve something great in your previous positions? Make sure to include relevant accomplishments, promotions, or other performance highlights.

Not sure about the order of your resume sections? Make sure the most relevant information is at the top, where it won’t be missed. Show employers right away that you have the skills, education, and qualifications they are looking for!
Resume Worksheet

Contact Information: (Name, address, Phone and Email)

_____________________________________________________________________________________
___________________________________________________________________________________

Education: (Degree title, institution name, date earned or anticipated completion date):
_____________________________________________________________________________________
___________________________________________________________________________________

Relevant Coursework: (if applicable)
_____________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Skills: (Technology, Languages and Special Skills)
_____________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Experience: (Relevant Work, Internships, Volunteer – Paid or Unpaid. Most recent first with title, organization, location and dates. Use action verbs to describe responsibilities.)
1.___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
2.___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
3.___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Honors and Awards: (Academic and Professional Awards - if applicable)
_____________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Co-Curricular or Extracurricular Activities: (Volunteer, Student Groups, Leadership Roles, Community Work, Research, etc. - if applicable)
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

Once you have completed your resume worksheet, visit www.collegecentral.com/friends, create your profile and login to start your resume.
### Action Verbs

Use these to help give your résumé variety!

**Management/Leadership/Decision Making Skills**

- administered
- advocated
- analyzed
- appointed
- approved
- assigned
- attained
- authorized
- chaired
- considered
- consolidated
- contracted
- controlled
- converted
- coordinated
- decided
- delegated
- determined
- developed
- directed
- elected
- eliminated
- emphasized
- enforced
- enhanced
- enlisted
- established
- executed
- formed
- founded
- generated
- governed
- handled
- headed
- hired
- hosted
- improved
- incorporated
- increased
- initiated
- inspected
- instituted
- led
- managed
- merged
- moderated
- motivated
- operated
- organized
- overhauled
- oversaw
- pioneered
- planned
- presided
- prioritized
- produced
- recommended
- recruited
- reorganized
- replaced
- represented
- restored
- reviewed
- scheduled
- secured
- selected
- spearheaded
- sponsored
- staged
- started
- streamlined
- strengthened
- supervised
- terminated

**Communication/People Skills**

- addressed
- advertised
- arbitrated
- arranged
- articulated
- authored
- clarified
- collaborated
- communicated
- composed
- condensed
- conferred
- consulted
- contacted
- conveyed
- convinced
- corresponded
- debated
- defined
- described
- developed
- directed
- discussed
- drafted
- edited
- elicited
- enlisted
- explained
- expressed
- formulated
- furnished
- incorporated
- influenced
- interacted
- interpreted
- interviewed
- involved
- joined
- judged
- lectured
- listened
- marketed
- mediated
- moderated
- negotiated
- observed
- outlined
- participated
- persuaded
- presented
- promoted
- proposed
- publicized
- reconciled
- recruited
- referred
- reinforced
- reported
- resolved
- responded
- solicited
- specified
- spoke
- suggested
- summarized
- synthesized
- translated
- wrote

**Analytical/Research Skills**

- analyzed
- clarified
- collected
- compared
- conducted
- critiqued
- detected
- determined
- diagnosed
- evaluated
- examined
- experimented
- explored
- extracted
- formulated
- gathered
- identified
- inspected
- interpreted
- interviewed
- invented
- investigated
- located
- measured
- organized
- researched
- reviewed
- searched
- solved
- summarized
- surveyed
- systematized
- tested

**Technical Skills**

- adapted
- applied
- assembled
- built
- calculated
- computed
- conserved
- constructed
- converted
- debugged
- designed
- determined
- developed
- engineered
- fabricated
- fortified
- installed
- maintained
- operated
- overhauled
- printed
- programmed
- rectified
- regulated
- remodeled
- repaired
- replaced
- restored
- solved
- specialized
- standardized
- studied
- upgraded
- utilized
### Teaching Skills
- adapted
- advised
- clarified
- coached
- communicated
- conducted
- coordinated
- critiqued
- developed
- enabled
- encouraged
- evaluated
- explained
- facilitated
- focused
- guided
- individualized
- informed
- instilled
- instructed
- motivated
- persuaded
- set goals
- simulated
- stimulated
- taught
- tested
- trained
- transmitted
- tutored

### Financial Data Skills
- administered
- adjusted
- allocated
- analyzed
- appraised
- assessed
- audited
- balanced
- budgeted
- calculated
- computed
- conserved
- corrected
- determined
- developed
- estimated
- forecasted
- managed
- marketed
- measured
- planned
- prepared
- programmed
- projected
- reconciled
- reduced
- researched
- retrieved

### Creative/Innovative Skills
- acted
- adapted
- authored
- begun
- combined
- composed
- conceived
- conceptualized
- condensed
- created
- customized
- designed
- developed
- devised
- directed
- displayed
- drew
- entertained
- established
- fashioned
- formulated
- founded
- illustrated
- initiated
- instituted
- integrated
- introduced
- invented
- modeled
- modified
- originated
- performed
- photographed
- planned
- revised
- revolutionized
- shaped
- solved

### Helping/Counseling/Mediating Skills
- adapted
- advocated
- aided
- answered
- arranged
- assessed
- assisted
- attended
- cared for
- clarified
- coached
- collaborated
- comforted
- contributed
- cooperated
- counseled
- demonstrated
- diagnosed
- educated
- encouraged
- ensured
- expedited
- facilitated
- familiarized
- fostered
- furthered
- guided
- helped
- instilled
- insured
- intervened
- mentored
- motivated
- prevented
- provided
- referred
- rehabilitation
- represented
- resolved
- settled
- simplified
- supported
- tutored
- volunteered

### Organization/Administrative/Detail Skills
- approved
- arranged
- catalogued
- categorized
- charted
- classified
- coded
- collected
- compiled
- coordinated
- corrected
- corresponded
- disseminated
- distributed
- executed
- filed
- formalized
- generated
- implemented
- incorporated
- inspected
- logged
- maintained
- monitored
- obtained
- operated
- ordered
- organized
- planned
- prepared
- processed
- provided
- purchased
- recorded
- registered
- reorganized
- reserved
- responded
- reviewed
- routed
- scheduled
- screened
- set up
- submitted
- supplied
- standardized
- systematized
- updated
- validated
- verified

### Selling/Convincing Skills
- arbitrated
- convinced
- dissuaded
- marketed
- mediated
- negotiated
- persuaded
- promoted
- publicized
- resolved
- secured
- sold
- solicited

### Additional Verbs for Accomplishments
- achieved
- completed
- created
- expanded
- exceeded
- implemented
- improved
- initiated
- pioneered
- reduced (losses)
- resolved (issues)
- restored
- saved
- spearheaded
- succeeded
- surpassed
- transformed
- won
Résumé Checklist

General:

- Always include a cover letter. A well-written cover letter can only increase your chance for an interview.
- Write your résumé yourself. If you cannot effectively write about yourself, you may be ineffective in selling yourself during an interview.
- Proofread for typographical, spelling, and grammar errors.
- Ask a career services staff member to critique your résumé.
- Use quality paper and a quality laser printer.
- Understand the impact of potentially controversial information such as inclusion of your religious or political affiliations, your sexual orientation, or detailed, personal information. Is there a compelling reason for including the information? Does it relate to the job?
- Keep your résumé focused and targeted to a specific job.
- Prioritize experience and education sections depending upon the employer's needs.
- Focus on higher level and transferable skills.
- Include specific examples of significant accomplishments and results.
- Always save your document as a PDF as it be easier to upload on an application site or email to an employer.

Language:

- Find appropriate synonyms rather than using the same words repeatedly.
- Describe the positive results or outcomes of your actions or duties.
- Exclude abbreviations that the employer is not likely to understand.
- Speak positively about your background and skills, persuasively relating them to your job objective.
- Be consistent with verb tenses. Use past tense verbs with jobs in the past, and present tense verbs for current positions.
- Use action verbs to start the phrases in the experience section of your résumé.
- Use key words (nouns and short phrases) when you know your résumé will be scanned into a database.
- Eliminate extraneous information.
Cover Letter Strategies

General Rules to Remember

- If referred to the employer by a professional, be sure to provide the referrals name.
- Talk about and quantify your accomplishments that relate to the position.
- Be brief and concise, no more than one page.
- Proof-read and have others proof-read your cover letter for errors, the career services staff will help review your cover letter.
- Single space within each paragraph, double space between paragraphs.
- Always sign your cover letter except for email versions.
- Matching the paper and heading of your cover letter to the heading of your résumé, (for hard copies), is a nice professional touch.
- If you lack a skill or some required experience discuss how you can pick up the skill quickly, or how other experience will substitute.
- It is common to have the cover letter be the text of an email, with the résumé attached.
- Always save your document as a PDF be uploading on an application site or emailing to an employer.

Mistakes to Avoid

- Never misrepresent your background, skills and experiences.
- Never sound desperate or negative.
- Never confess shortcomings, give a positive slant to your background and experience.
- Do not repeat your résumé, but summarize and enhance, add your best personality traits and word pictures that aren’t on the résumé.
- Always send an email version of your cover letter and résumé to yourself first to make sure it opens up perfectly. It is also recommended to save your materials as a .pdf prior to e-mailing your application.
- Always read and follow any employer instructions for submitting a cover letter and résumé.

If you need further assistance on how to present yourself on a cover letter, please schedule a meeting with a career services staff member at 316-295-5885 or email career@friends.edu.
Cover Letter Guidelines

**Number One Rule:** Be sure to tailor each cover letter to the organization you are sending it to. Be consistent and use the same Contact Info heading from your résumé and include it here.

**Sample Outline:**

(Date)  
(Dateline)

(Mr. /Ms. Name, Title)

(Company)

(Address)

(City, State, Zip)

(Dear Mr. /Ms. Last Name):

(Introductory Paragraph:)
This is the attention grabber that should arouse the reader’s interest. If you are applying for a specific job, mention the position title and position number (if applicable). Give the person’s name, if someone referred you to the company. This paragraph may include your knowledge of the organization, why you want to work for them and some brief background experience/education that relates to the position. Most introductory paragraphs are short, so be brief and clear.

(Middle Paragraph:)
This is the sales pitch. It is the longest of your paragraphs (may be split into two paragraphs) and will be where you attempt to persuade the employer that you are worth an interview. Present specific abilities, education, and/or experience that make you an attractive candidate for the position. Highlight special skills. Reveal a personal goal that could be realized with this firm. Prove that your skills and abilities match the job description and can satisfy the employer’s needs.

(Final Paragraph:)
This is the request for action. Ask for an interview or a meeting to discuss how your skills might assist the employer. Offer to provide more information (e.g. samples of your work, references, more details of your past experience or education, etc.). In most cases take the lead and indicate that you will be calling to arrange an appointment or if the employer specifically indicated not to call, you may ask them to call you. Provide your telephone number and the best times to be contacted.

(Sincerely, (complimentary close))

(Signature here)

(Your name) (Signature block)

**See example on page 20**
Date

Hiring Agent Name, Title
Company Name
Address
City, State Zip

Dear (Hiring Manager):

I am writing to express my interest in the Corporate Fitness Trainer position, advertised as being open at this time with your company. I am a talented health and fitness professional, with skills and experience in developing and managing fitness and wellness programs. My background includes extensive familiarity with all aspects of fitness training and counseling. Now I would like to bring my skills and experience to work for you.

My approach to this work goes beyond departmental operations, as I believe in providing the best possible training and education, whether at the individual or group level. My background includes experiences in aerobics wellness training, cardiovascular programs, rehabilitation therapy, adult and senior training, family fitness training, and weight training. Due to this fact, I am able to lead and motivate people. In addition, I have developed and licensed a nationally recognized youth oriented fitness programs, and I have demonstrated and taught this program in dance studios, music clubs, and on television. My education and training, together with my professional background, have all served to help make me a highly effective health and fitness director.

I am experienced in preparing and managing budgets, and in directing departmental operations. I am adept at preparing and delivering operational and financial reports. My strong customer service and personal communication skills helped to make me particularly effective in dealing with both the staff and the public.

The accompanying résumé should serve to give you an idea not only of my past achievements but of my potential for making a significant contribution to your company. I hope to hear from you soon about the possibility of scheduling a time for us to speak. Thank you for your consideration and time.

Kind regards,

Frank Fitness

Frank Fitness
Marketable Personality Traits
Use these to create variety in your cover letter!

Task Oriented Skills

- Accurate
- Adaptable
- Ambitious
- Analytical
- Artistic talent
- Awareness
- Capable
- Clear-thinker
- Commitment to growth
- Competent
- Conscientious
- Cooperative
- Creative
- Dedicated
- Dependable
- Eager
- Efficient
- Energetic
- Enterprising
- Eye for detail
- Farsighted
- Flexible
- Gets things done right
- Goal directed
- Good judgment
- Hard worker
- High achiever
- High energy
- Highly motivated
- Honest
- Imaginative
- Independent
- Industrious
- Innovative
- Leadership ability
- Loves a challenge
- Loyal
- Manages time efficiently
- Methodical
- Meticulous
- Motivated
- Optimistic
- Orderly
- Organized
- Perfectionist
- Persistent
- Problem solver
- Productive
- Punctual
- Quick learner
- Realistic
- Resourceful
- Risk taker
- Self-motivated
- Sense of humor
- Sensitive
- Serious
- Shrewd
- Sincere
- Team player
- Thorough
- Trustworthy
- Verbal
- Versatility
- Visionary
- Works well under pressure

People Oriented Skills

- Ability to motivate others
- Congenial
- Cooperative
- Courteous
- Diplomatic
- Eloquent
- Excellent communication skills
- Friendly
- Generous
- Gets along well with others
- Good listener
- Helpful
- Leadership Qualities
- Optimistic
- Outgoing
- Sense of humor
- Sensible
- Supportive
- Sympathetic
- Team worker
- Tolerant of others
- Understanding
Writing a Curriculum Vitae

When to use a CV:
✓ To communicate a scholarly identity
✓ To give an extensive listing of all professional and educational experiences; attention is focused on coursework, publications, and presentations
✓ For academic or clinical positions
✓ For admission into a doctoral program, fellowship, or internship in the academic world (if you have extensive publications/presentation experience)
✓ Length: 2 pages or more; a fully detailed CV for seasoned faculty or clinicians could be in excess of 20 pages.

What to include:
• Heading (name, address, telephone number, email address)
• Education
  o Degrees, institutions, graduation dates
  o List most recent degree first
  o Be consistent in font formatting
  o Dissertation or thesis title (if applicable), advisor/committee members’ names
• Professional experience
  o Study abroad/international experience
  o Include in reverse chronological order
• Teaching experience/areas of specialization
• Research experience/areas of specialization
• Awards and honors
• Grants and Fellowships
• Certification/Licensure
• Publications
• Presentations
• Language, computer, technical skills
• Service and membership in professional associations

Do:
• Remain consistent in format, font, and alignment
• Fill at least 2 pages
• Use Times New Roman font
• Bold, Underline, Italicize, and/or capitalize headings
• Include a cover letter
• Have all documentation reviewed by a career services staff member

Do not:
• Use smaller than 11pt font or larger than 12pt font
• Use a template or table
• Lie, exaggerate, or misrepresent the truth
• Include excess, irrelevant information to fill space
The Interview

Purpose of the Interview

The job interview is the most decisive step in your search for a job. The purpose of the job interview is to get a second interview or a job offer. To get a better understanding of interviewing, you must first look at the employer’s objectives, and yours.

The employer wishes to:

- Fill a position or solve a problem and wants to find the best possible person to do the job.
- Find out what you can do for the organization and how much you will cost.
- Find out about your personality, skills, and appearance.
- Decide if you meet their needs that fit the organization, and can excel in the position.

You wish to:

- Establish rapport with the interviewer.
- Give additional, relevant information about what you can do for the organization.
- Gather additional information about the organization.
- Make a tentative decision about whether the company and position provides what you need.

Different Types of Interviews

Screening and Phone Interview:

Usually the first step in the interview process performed by a member of the human resources department. Direct questions are used to find out how well you fit the culture of the company and whether you have the required knowledge and qualifications.

Tips:

- Choose the right environment (free from background noise, well lit, comfortable temperature)
- Have your resume in front of you and be ready to take notes
- Highlight areas of your resume that are relevant to this position

Face-to-Face / One-on-One Interview:

The interview type most people are familiar with. Usually face-to-face interviews take place after the phone screening. Therefore, the employer will know that you have the listed requirements for the job. The focus during the one-on-one interview will lay on testing your listed skills as well as how you will fit into the company.

Tips:

- Keep your answers short and precise
- Try to establish a positive relationship to the interviewer
- Emphasize how you will add value to the company
Candidate Group Interview:
This type of interview involves two or more applicants for the same job and usually two or more interviewers. Candidate group interviews are used to see how well you are able to perform in an environment with your peers. The interviewers will observe your teamwork, leadership, and communication skills.
Tips:
- Try to stand out by making a positive impression without being overly aggressive
  - Work with others instead of against them
  - Don’t talk down on other candidates. Always be respectful
  - Listen to others as they provide answers. Don’t just wait for your turn to talk.

Panel or Committee Interview:
A candidate is interviewed by a group of interviewers (most likely higher management employees). The main idea of that kind of interview is putting an interviewee under more pressure than during a typical one-to-one interview. It could be the case that you have four or five people all asking you questions. The panel (or committee) will then consider how well you performed under such demanding conditions.
Tips:
- Try to find out who will be on the interview panel.
- Brainstorm possible questions each person might ask
- Introduce yourself to each person.
- When asked a question, maintain eye contact with the person asking; when you answer, address the whole panel or committee.

Preparation for the Interview

Know Yourself
- What are your interests, abilities & values
- Why are you qualified for this position
- Review behavioral interview questions

Know Your Potential Employer
- Research the organization
- Know if your interviewer will be making the hiring decision
- Review the HR benefits and any other materials that are sent to you ahead of time

Tips for Interview Success
Interview skills can be improved with PRACTICE.
- Mock interview with career services
- Virtual mock interviews at https://friends.biginterview.com/
- Video or tape recorder, or in front of a mirror
- Friend, spouse, parent, mentor, or other trusted professional
- Becoming familiar with the questions will allow you to feel more comfortable during the interview
It is important to:

- Arrive 10-15 minutes early and do not bring friends to an interview
- Maintain good eye contact
- Not use slang
- Be concise: do not ramble, and use complete sentences
- Be honest, even when describing any shortcomings. Just be sure to remain positive
- Be a friendly and attentive participator

Common Questions asked by Employers

- Tell me about yourself.
- What are your strengths?
- What are your weaknesses?
- Why are you interested in working for [insert company name here]?
- Where do you see yourself in five years? Ten years?
- Why do you want to leave your current company?
- Why was there a gap in your employment between [insert date] and [insert date]?
- What makes you different from the other candidates?
- What are things your former manager would like you to improve on?
- Are you willing to relocate?
- Are you willing to travel?
- Situational/behavioral questions – patients/customers, coworkers, etc.
- Tell me about an accomplishment you are most proud of.
- Tell me about a time you made a mistake.
- What is your dream job?
- How did you hear about this position?
- What would you look to accomplish in the first 30 days/60 days/90 days on the job?
- Questions about what’s on your resume.
- Discuss your educational background.
- How would others describe you?
- What is a challenge you’ve overcome in the past?
- Why should we hire you?
- Would you work holidays/weekends? What is your availability? Overtime?
- How would you deal with an angry or irate customer?
- What are your salary requirements?
- Give a time when you went above and beyond the requirements for a project.
- Who are our competitors?
- What motivates you to do your best?
- Do you have a mentor, and what did you learn from them?
- Tell me about a time when you disagreed with your boss.
- How do you handle pressure?
What is the name of our CEO?
What are your career goals?
What gets you up in the morning?
What would your coworkers say about you?
What were your bosses’ strengths/weaknesses?
Are you a leader or a follower?
What are your co-worker pet peeves?
What are your hobbies?
What makes you uncomfortable?
What are some of your leadership experiences?
How would you fire someone?
What do you like the most and least about working in this industry?
What questions haven’t I asked you?
What questions do you have for me?

**Behavioral Interview Questions**

Answering behavioral questions can be easier if you follow the STAR Technique. It will help you stay focused on the important aspects of your answer without getting off track or rambling. Also, remember to always end your answers to these questions on a positive note – even if they are asking you about something negative, such as a weakness or workplace conflict. What you focus on is what the employer will remember, so keep it positive!

<table>
<thead>
<tr>
<th>S</th>
<th>Situation</th>
<th>Detail the background. Provide a context. Where? When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>Task</td>
<td>Describe the challenge and expectations. What needed to be done? Why?</td>
</tr>
<tr>
<td>A</td>
<td>Action</td>
<td>Elaborate your specific action. What did you do? How? What tools did you use?</td>
</tr>
<tr>
<td>R</td>
<td>Results</td>
<td>Explain the results: accomplishments, recognition, savings, etc. Quantify.</td>
</tr>
</tbody>
</table>

‘STAR’ Technique to Answer Behavioral Interview Questions

http://www.RightAttitudes.com
Behavioral Questions – Examples

- Describe a situation in which you were able to use persuasion to successfully convince someone to change things.
- Describe an instance when you had to think on your feet to remove yourself from a difficult situation.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- By providing examples, convince me that you can adapt to a wide variety of people, situations, and environments.
- Tell me about a time when you made an intentional effort to get to know someone from another culture.
- Describe a time on any job that you held in which you were faced with problems or stresses that tested your coping skills.
- Tell me about a time when you had to make a decision without all of the information you needed.
- Tell me about a time in which you had to use written communication skills in order to communicate an important point.
- Discuss a time when your integrity was challenged.
- Give me an example of an important goal which you set in the past and describe your success in reaching it.
- Describe the most significant or creative presentation that you have had to complete.
- Tell me about a time when you had to go above and beyond the call of duty in order to complete a project.
- Give me an example of a time when you were able to successfully communicate with a person that you did not get along with on a personal level.
- Describe a situation that required you to do a number of things at the same time.
- Tell me about a time when you worked with a classmate who was not doing his/her share of the work.
- Give me an example of a time when you learned from a mistake.
- Describe an unpopular decision you have made and the results.
- Tell me about your transition from high school to college.
- Walk me through a situation where you had to conduct research and/or analyze the results for one of your classes.
- Describe a situation where you had to learn a large amount of material quickly.

Illegal Interview Questions

Even though it is illegal for employers to ask questions that violate discrimination laws (race, color, religion, sex, marital status, children, national origin, disability, and age), not all employers are good about following the rules when it comes to asking questions. While it is always okay to report these things after the interview, you do want to be ready to respond to an illegal question if it happens.

The sad truth is that if you inform the employer that the question is illegal, it probably won’t help your chances of getting hired (if you still want the job, depending on the severity of the question!). If you are asked about something that you do not wish to answer, you can say something such as “there is nothing in my personal life that will distract me from succeeding in this position and giving 100% every day!”

Personal Information

When answering interview questions, it is extremely important to make sure you’re not giving out too much information, especially personal information! We want employers to know about our education, training, skills, experience, and ability to be a dedicated, hard-working employee. That is all - we do not want them to know about your spouse/significant other, children, medical history, pets, etc. during the interview…why? One reason is that it has nothing to do with the position or your ability to be a great employee! Another reason is that you don’t want to give employers the ability to discriminate against you because you offered the information.
Questions Candidates ask Employers

- Always prepare 3-5 questions to ask at the conclusion of the interview
- Gather information about the organization to see if you wish to work for this employer
- It is inappropriate to ask about salaries or fringe benefits during the interview
- Appropriate questions to ask include:
  - What is the employer’s management philosophy?
  - What is the nature of the training program and supervision given?
  - What qualities are you looking for in an employee?
  - How would you describe the work environment at your company and in this office?
  - Do you give annual reviews and if so, how do you use the results?
  - What is the timeline for hiring this position?

Appropriate Dress Attire

“You only get one chance to make a first impression”.

This is not a trite statement when it comes to interviews. Employers are considering how you will appear to their other employees and to the public (or clients). Therefore, it is extremely important that you create an appropriate first impression by:

- Understanding the attire accepted by the employing organization (business casual, business formal, etc.)
  See examples below.
- Dressing as you would the first day on the job or even “up” a step.
- Avoiding extremes in hair style, make-up, jewelry, perfume or after-shave. If you wear a beard, it should be neatly trimmed.
- Being well groomed – shoes polished and dirt free, clothes should be cleaned, pressed and fit well, nails and facial hair are well kept, breath is fresh, no cigarette smoke odor, etc.
- Making sure attire is conservative.
- Carry a portfolio or briefcase to hold keys, extra resume copies, etc. If you must take your phone in to the interview with you, make sure it is OFF.

**If in doubt, know that a suit is always impressive.**
Dress for Success: Women and Men

What do you wear to a career fair? To a job interview? To your first day on the job?

Look professional—first impressions count. HERE’S WHAT TO WEAR:

What to Wear: Women

- **SUIT:** Wear a conservative suit or conservative dress in black, navy, or dark gray. Skirt length should fall just at or barely above the knee. Pants should be hemmed to skin the top of your shoes.

- **SHIRT:** Pair your suit with a white or light colored blouse, a nice sweater, or a shell.

- **HOISERY AND SHOES:** Hosiery should be plain or neutral. Shoes should be a closed-toe pump or low-heeled shoe that matches your suit.

- **ACCESSORIES:** Wear a minimum amount of jewelry; small earrings, a watch, a ring.

- **GROOMING:** Have a well-groomed hairstyle and wear minimal and natural-looking makeup. Your fingernails should be clean. Wear a light polish or no polish.

- **WHAT NOT TO WEAR:** Short skirts, shorts, see-through or low-cut shirts, sandals, clanking or large jewelry

What to Wear: Men

- **SUIT:** A conservative, two-piece suit in black, navy, or dark gray is appropriate. Khakis, if business casual is called for.

- **SHIRT:** Pair it with a long-sleeved white or light blue tailored shirt.

- **TIE:** Choose a conservative tie. Look for something with stripes or a small pattern.

- **SHOES:** Wear polished dress shoes, dark socks, and a belt to match your shoes.

- **ACCESSORIES:** Wear a minimum amount of jewelry; a watch, a ring.

- **GROOMING:** Have a well-groomed hairstyle and clean fingernails.

- **WHAT NOT TO WEAR:** Shorts, jeans, t-shirt, wild tie
**Business vs. Business Casual Attire**

![Business Attire](image)

**Business Casual (Men)**

**Business Casual (Women)**

**After the Interview**

- Record your observations. Doing this will assist you, should you have a need to ask the employer additional questions.
- Comparing one employer with another.
- Evaluation: How did you feel during the interview? What questions did you answer well? Poorly? Did you learn new information about the organization? Does the interviewer have adequate knowledge of your background and career interest?
- Can also add columns for the salary, benefits, vacation/sick leave time, etc.
Writing a Reference Page

A reference page should only be included when asked for specifically. **Remember to:**

- Use the same contact information heading that was used on your résumé, cover letter, or any other documentation.
- Use credible references (no family, or non-experience related contacts).
- Ask permission before listing a contact as a reference.
- Once given permission, let the contact know the position being applied for and what attributes they may be asked to comment on.
- Be consistent with formatting (font, size, order) when listing references.
- Clarify your relationship to references (former supervisor, colleague, etc.).

Salary Negotiation

It is very likely that at some point you will be asked about your salary expectations, either on the application or during the interview. This can be tricky – you don’t want to ask for too much or too little. One option is to answer “negotiable” – this may work better on a written application than in the interview. If you are asked this during an interview, one good option is to provide a salary range. For example, $35,000-$40,000 per year - whatever is appropriate for the position and your level of education/experience. If the job posting listed a starting pay or salary range, you can let the employer know that your desired pay falls within their posted range.

Remember, you have the most negotiating power after they offer you a position...make sure they have picked you before making any requests for higher starting pay, extra benefits, etc. For this reason, try not to talk about salary and benefits too much during the interview – wait until you know you’re the one they want! 😊

✓ To most effectively give pay ranges and negotiate salary, you will want to do some research on average starting wages for the position in your area. Two good websites to get this information are:


Thank You Letter

After every interview, you should follow up with a thank you letter, note card, or e-mail. The format you choose should mirror the communication that you have had with the employer to set up the interview. If they have communicated via e-mail, it is acceptable to e-mail the thank you letter. If you have communicated via phone or printed materials, then you should send a written note or letter. If your handwriting is not professional and/or legible then you should plan to print the note or letter. **Remember to:**

- Address the letter to the person or people with whom you interviewed
- Include important points from your interview & your interest in the position
- Send within 24-48 hours; time is of the essence

A thank you letter is very important since it keeps your name fresh in the recruiter’s mind and further communicates your desire for the position. It is not uncommon for employers to screen out candidates on the basis of whether or not they received a thank you letter.
Frank Fitness

Thank You Letter Example

Mr. Foster Walker
Director, ABC Fitness
1234 Walnut Ave
Starbrooke, VA  23607

Dear Mr. Walker:

I want to thank you very much for interviewing me yesterday for the associate director position. I enjoyed meeting you and learning more about your fitness program.

My enthusiasm for the position and my interest in working for ABC Fitness were strengthened as a result of the interview. I think my education and internship experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the company over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 316-295-5885 or ffitness@email.com if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Frank Fitness
Web Resources

The following list of sites may assist you in searching for career information and applying for your ideal job utilizing today’s most popular technology, the internet.


Workforce Alliance of South Central Kansas: www.workforce-ks.com

KansasWorks Job Search: www.kansasworks.com

America’s Job Bank - http://www.ajb.dni.us/


Career Resource Center - http://www.careers.org/


LinkedIn Job Website: https://www.linkedin.com/jobs/

Best Jobs in the USA Today - http://www.bestjobsusa.com/

Career Builder – http://www.careerbuilder.com/

Career Site - http://www.careersite.com/


Graphic Design & Ad Agency Jobs: http://agencylist.org


Monster Online Career Center - http://www.monster.com/

JIST Works, Inc. - http://jist.emcpublishingllc.com/page-jist/

Peace Corps - http://www.peacecorps.gov/

Council for Adult and Experiential Learning - http://www.cael.org/home

Society for Human Resources Management - http://www.shrm.org/Pages/default.aspx