



Employability

Instructor Manual



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**Quote: “Your opportunity is in providing a solution to someone’s problem.”**

## INTRODUCTION

### Objective

(5 minutes)

To explain the contents of the class to the participants and to give them the opportunity to drop the class before it starts if it’s not what they want.

- k This is going to be an 8 to 10 session class. Unless we tell you otherwise we will be meeting every \_\_\_\_\_ and \_\_\_\_\_ at \_\_\_\_\_. If there is no call-out posted in the dorm come to the center gate anyway. We all know that call-outs can get messed up. The process that the call-out goes through before it gets posted in the dorm is time consuming and set-up for failure.
- k You are making a commitment to this class, a commitment to be involved. This class is going to require your participation in order to pass this class. I see this as 70 percent participation and 30 percent teaching class. The more questions you ask, the more beneficial this class will be to you. If we go over something and we haven’t explained it so you can understand, please let us know. We believe the information contained in this class can make the difference in whether or not you are able to find suitable employment or not. Getting a job, no, make that a career can have a major impact on whether or not you come back to prison. Coming back to prison is not an option that we want to see in anyone’s future.
- k In this class we are going to show you:
  - a. The meaning of work.
  - b. Developing a career plan
  - c. Your resume
  - d. We are going to write a resume – when you leave this class you will have a finished resume on parchment paper
  - e. How to use your resume effectively
  - f. Cover letters – what they are and when should you use the different versions
  - g. How to find employment
  - h. How to set-up an interview
  - i. What documentation should you take with you
  - j. Interview skills
  - k. How to answer the ex-felon question
  - l. You are going to participate in 2 sets of official mock interviews – we are going to give you three jobs that you get to choose from.
  - m. Pre-employment tests
  - n. Paychecks and taxes
  - o. Workplace and the law
  - p. Employment skills – What your employer expects of you
  - q. We also have a section of this book on the Federal Bonding Program
- k You will also be turning in assignments to be graded
  - a. You will turn in a handwritten resume that will be worth 50 points
  - b. You will turn in a cover letter that will be worth 25 points
  - c. You will fill out an application that will be worth 25 points
  - d. The first interview will be worth 100 points
  - e. The second interview will be worth 100 points
  - f. You will have a final exam worth 100 points
  - g. You have a possible 400 points. You will need to score at least 70% overall in order for you to

pass this class and receive a certificate

- k Now that I've told you what the class is about and what we're going to show you, I'm going to tell you what we expect of you.
- k We expect you to ask questions, but since there are more of you than there are of us, we ask that you please raise your hand
- k We are in a unique situation here in these classes; there are no officers in the room. Be respectful and follow the rules of the camp. Don't mess it up for others by smoking in the bathroom. We have an officer that has been known to come into the classroom and open the door to the bathroom to see if they can smell smoke
- k Don't leave the classroom until the class is dismissed
- k You can't miss any classes. If you have a medical or classification call-out, go to it, it takes priority. You don't have to tell me, just get up and go to the call-out. If you get done with the call-out, come back so you don't miss too much information. You never know if the information you miss could be the very piece of information that could keep you from returning to prison once you get out. Softball, basketball, and volleyball are not an excuse to miss this class
- k Please don't take anything out of the classroom except your books. Everything we have here is donated. The books that you are going to be receiving were written by inmates, printed by inmates and paid for by donations. We do not have pens and paper to give you. We do have pencils that you can borrow while you're in the classroom – you can check them out by giving your id. We are not state funded – everything we get is by donations
- k Please stay awake in class. It is disrespectful to me and to those around you
- k Please do not interrupt the class. I encourage questions, but raise your hand. We try to set a businesslike atmosphere, and I ask you to act like it
- k Now that I've showed you what the class is about and what is expected of you, I am going to give you a chance to drop the class. The class may not be what you thought it was going to be or maybe you just can't complete the class right now. I want you to understand you will have the opportunity to be put back on the list and take the class at a later time. The only problem is that if you stay in the class today and get a book we are going to expect you to stay in the class until completion and to participate. We get no help from DOC. We are self funded from donations from the faith based community.

This is the introduction that is in your book on page 2 and I think it is important that you see why and how this class was produced.

## Introduction

This Employability© Program was created to reduce recidivism and to help men find meaningful employment upon their re-entry into society. Recidivism is a measurement of the rate at which ex-felons return to prison. This program was written by inmates for inmates, in other words, written by your peers who have a vested interest in reducing recidivism and helping you to gain valuable employment. Successful re-entry into society is dependent on finding productive and suitable employment. The Employability Program will help you to better prepare for your employment opportunity.

Creating the Employability Program would not have been possible without community volunteers, private donations, and Horizon Communities in Prison, and we thank each of them for their encouragement and support.

The Employability Program was authored by your peers in the Florida Department of Corrections. The authors hope you benefit from the program by finding a meaningful career and by staying out of prison.

Best Regards,

Kenneth Blosser  
Co-Author

Harris M.. Ambush  
Co-Author

Jeff Botsford  
Graphic Design and Layout

## Employability Grading Rubric

There are 400 total points possible in the Employability Program. You must earn 280 points (70%) to graduate from the program and receive a certificate. The Employability Program Grading Rubric is as follows:

| Grading Rubric        | Points |
|-----------------------|--------|
| Personal Introduction | 25     |
| Résumé                | 50     |
| Cover Letter          | 25     |
| Application           | 25     |
| Interview #1          | 100    |
| Interview #2          | 100    |
| Final Exam            | 25     |
| Homework              | 25     |
| Final Personal Intro  | 25     |
| Total Points Possible | 400    |

The assignments (personal introduction(s), application, résumé, and cover letter), interviews, homework, and final exam must be completed at the scheduled time or the student forfeits the applicable points.

Throughout the manual you will find, in the applicable chapters, individual grading rubrics which explain the criteria for assignments and interviews.

**This is NOT negotiable – the due dates must be met**

The assignments (application, resume, and cover letter), interviews, and final exam must be completed at the scheduled time or the student forfeits the applicable points.

Throughout the manual you will find, in the applicable chapters, individual grading rubrics which explain the

**End of Page 3 in the book**

criteria for assignments and interviews. These rubrics show you exactly the criteria that we will be looking for on each assignment. It is like a ruler, if you look at a ruler 1 inch always equals 1 inch. It is the same with our rubrics – the things we expect will be on there, if you fulfill the requirement you will get the points, if not you won't.

### ME IN 30 SECONDS (LDS Employment Resources Services)

A “Me in 30 Seconds” statement is a simple way to present to someone else a balanced understanding of who you are. It piques the interest of a listener who invites you to “Tell me a little about yourself,” and it provides a brief and compelling answer to the question “Why should I hire you?”

When well crafted, your “Me in 30 Seconds” statement will include:

- A brief personal introduction that includes your career objective or the type of position you want
- Three or four specific accomplishments that prove you meet or exceed the requirements for that position
- A few character traits or adaptive skills that set you apart from typical applicants
- Keep your “Me in 30 Seconds” statement to 30 - 60 seconds
- Speak in the present tense to show that your skills are current and applicable to today's market
- Remember your audience. Adjust the level of detail and industry jargon you use according to the interest and experience of the person you are addressing.
- Avoid common claims such as: “I'm trustworthy, loyal, dependable, helpful, courteous, kind,” and so on. Not only are these claims made by most job seekers but they are also given without any detailed examples, and they don't convey your potential value to an employer.
- Make your “Me in 30 Seconds” statement natural. It is a genuine form of communication that will help you organize your everything you are into brief, coherent thoughts.

### INTRODUCTION OF PARTICIPANTS

(15 – 20 minutes)

#### Objective

To help break the ice and loosen people up and get them talking.

(REMIND THEM THAT THEY WILL BE GRADED ON THIS INTRODUCTION)

#### Activity

Ask the participants to take turns sharing the following information. Tell them they will have 30 seconds each to tell the other participants the following:

- Their name
- Their work background
- What they hope to accomplish by attending this class

Stop each person at the end of 30 seconds. Remember, you must remain in control of the time; some people will want to go on and on. After the last person is done, tell them to remember how awkward this introduction was for them, because later on in class we are going to learn how to be prepared with this type of introductory speech.

We are going to be talking about getting a job - going to work. Put yourself into an employer's shoes by asking yourself this question: Why should I hire you? Put another way ask yourself, “Would you hire you?”

Why does someone hire anyone? There is no such thing as an “employer.” There is no one who pays money just for you to show up at work. The quote sums up the situation. You will be hired because you have what that company needs to solve someone's problem. If you have the skills or the ability to learn you are an asset. You are worth more than you cost.

Employ means to provide work and to get pay for that work. An employer has a problem so he hires someone to take care of that problem; the bigger the problem-solver, the higher the wages.

# Chapter 1

# The Meaning of Employment



## THE MEANING OF EMPLOYMENT

(20 minutes)

### Objective

To show the meaning of work, to find out why they work, and to discuss what they get out of work – besides a paycheck.

All of life, whether it is physical, spiritual, or career related, must begin with a plan. In the first two chapters we will be establishing goals and developing a plan to achieve those goals. In order to do this we will be completing the following steps:

- Reviewing your life experiences in order to determine what skills we already have
- Learning more about career options
- Establishing career goals
- Developing a plan to reach those goals
- We will also look at ways we can help ourselves by helping others

### Write the answers to these questions on the board

What does the word work mean?

Why do we work?

There is the answer to why we work, at least in part. Notice the answers we put on the board, the first things that we listed were just the basics. We listed the necessities of life, food, shelter and clothing. We listed our needs, some of our wants maybe, but mostly our needs.

Isn't it true that we identify people by the work he does?

- He's a Welder
- He's a Doctor
- He's a Banker
- He's a Salesman

### Learning Objectives

After completing this chapter, you will be able to:

- k Explain what employment means to you.
- k Explain the reason why we need to seek employment.
- k Establish the benefits of work and understand what a benefit is and establish the importance of those benefits to you.
- k Create a goal for employment.
- k Weigh the factors that may influence your employment decisions.
- k Find the value or the real meaning of work.
- k Understand the difference between the terms job and career.



We all have several motives for gaining employment and going to work. We work in order to provide food, clothing, and shelter. However, psychologists and sociologists tell us that our employment also provides a sense of who we are in and out of the community in which we live. Employment is an activity that uses learned skills in exchange for benefits and may provide something of value for ourselves and others. This definition of employment implies that there is a social purpose to work, as well as a very important part of survival. In human development it is an important achievement to discover that our own approach to a life of employment is simply more than mere survival.

This tells us that we get more than just our physical needs met by working. It tells us that we also help society evolve. When we think of producing “something of value”, our minds automatically look toward manufacturing and mechanical type workers. But other workers produce something of value also. How does someone who answers the telephone as a receptionist produce “something of value?”

Being meaningfully employed contributes to our self-esteem in two ways. First, we can prove our own competence to ourselves. This ability is essential and provides us with a sense of purpose for both our environment and ourselves. Second, by working, we contribute to others who depend on us in a variety of ways. Humans, as social beings, need this sense of participation. For these reasons, what happens at work becomes a large part of our sense of self-worth.

We see here that not only do we get our basic needs and wants fulfilled and we help society evolve, but we also prove our value to ourselves. We also help those who depend on us and prove our value to them.

Studies have shown that the more education you have, the more you will earn over your lifetime. If you don't have your GED yet, get it!!! If you have the opportunity to get some college, do it! Don't procrastinate, the more education you have the more you earn. It doesn't matter if its just vocational training or a more traditional college setting, go get the education.

## **Employment is an Important Part of Our Education**

Education is clearly important and has become essential in most walks of life. Furthermore, there is a clear connection between education, employment, and benefits. Studies have shown that people who continue their education after high school earn much more annually and receive better benefits. This difference is expected to grow as the demand for educated workers continues to increase. Evidence has shown that your commitment to education will pay off in the long run.

We need to understand the concept of retained earnings when relating to our past and present experience and education from employment. Profit in a business is treated in two ways. A portion of the profit is paid out to the owner as a return on their investment. Some of the profit, however, is retained by the business to provide funds for future growth. The portion of profit that is reserved by the company is called retained earnings.

## **Profiting From Work Experience as Education**

The most obvious profit we earn from work is the benefits we receive from our employer. In the early years of our employment, however, there are other kinds of benefits that may be just as, or more, important than income. The key to understanding this statement is the idea of a benefit mix. We will obviously need income over our entire life span, but giving up some income now may gain us better benefits just a few years later. There is a job benefit mix that we should strive for from any job. Knowledge gained today can be traded with an employer for benefits tomorrow. The decision to accept a job that will add to our knowledge is an example of using the concept of retained earnings to our advantage. Many newly released inmates choose their first job on the basis of salary without concern for the potential long-term advantages that one job may offer over another.

Therefore, every job has to be weighed based upon the benefits that job offers. It is not always about the amount of your paycheck. An example of this may be initially taking a part-time job at a retail store because it may pay more, whereas a job washing dishes may lead to more training and/or advancement in your chosen career. However, if you think about the learning portion of the benefit mix and your total income, your decision may, and probably should, be for the job that will add to your professional education.

## **End of Page 4 in the book**

We just read that “a lot of you have significant work experience in the field you wish to pursue as a career,” but just because you have experience and it will be easier for you to go along to get along so to speak, is this really the career field that you want to be working in, say ten to fifteen years from now? The next couple of chapters of this manual will take a closer look at career plans and the steps necessary to be successful in the development of your own personal plan. I ask you to keep an open mind about where you are in your skill set and where you would like to be. The ultimate goal is for you to achieve success in what ever career you choose, the ancillary goal is to find employment that will support a lifestyle that will keep you out of prison.

## Start of Page 5 in the book

It is time to complete a couple of exercises that will be helpful to you when considering future employment. **First**, complete the “Importance of Job Benefits” box below. To do so, first rate each benefit using the 1 - 5 scale (1 being of lowest priority, 5 being of highest priority), then, based on your rating, rank the benefits in order using the column of ten boxes.

| Importance of Job Benefits |                         |   |   |   |     |
|----------------------------|-------------------------|---|---|---|-----|
| <input type="checkbox"/>   | Flexible Schedule       | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Pay/Salary              | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Benefits Package        | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Fun Working Environment | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Ability for Promotion   | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Work Alone/Individually | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Personal Development    | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Prestige                | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Contributions of Health | 1 | 2 | 3 | 4 5 |
| <input type="checkbox"/>   | Social Satisfaction     | 1 | 2 | 3 | 4 5 |

**Second**, complete the “Benefit Mix List” based on your results from the “Importance of Job Benefits” list, and any other benefits not included in our list but that are important to you, such as proximity to home or travel etc cetera.

| Write Your Benefit Mix List |  |  |
|-----------------------------|--|--|
|                             |  |  |
|                             |  |  |
|                             |  |  |
|                             |  |  |

There is another important idea to consider about retained earnings and the benefit mix. Upon our release we may need to take a position that may not be what we want to do for the long-term. These jobs may be repetitive, or not pay as much as we would like, but if we think of these jobs in the terms of their total benefits, we may change our perspective. Although these positions may not be the perfect situation, we can improve our total profits from these jobs by resolving to learn all we can about the operations of the company. In this way, we can build our retained earnings.

“Retained earnings” is an accounting term. When a company keeps part of its profits so that it can invest and expand – the amount of money they keep is called “retained earnings.” We do the same thing with what we learn from our employers. We use the knowledge to gain either more responsibility at our present employer or to get a better job with another employer. If we compound our knowledge on various jobs in the same or like industries we can easily grow into a successful career. It may seem like a part-time job would not be the proper goal to try to achieve, but if you think about the retained earnings concept we just spoke about it can make a lot of sense. I want to talk to you about another accounting term. The term is “asset”. What does the word asset mean? It means anything that a business owns or uses to advance the business enterprise. If a part-time job is the only job you can get...how do you use this to your advantage? How many of you have taken the Personal Finance Class that REEFS offers? In that class we talk about a “Taco Bell” budget. If you haven’t heard the story, I’ll give you the short-cut version. You go to work at Taco Bell and you become the best employee that your manager has. You become his best human resource, his best “asset.” You make it to where he comes to rely on you so that when he is in a situation and needs someone to do the dirty job or to work over or come in on your day off. You become his most valuable “asset.” You then use this work relationship to advance your career. Let him or her teach you how to advance your career. You get all of this from a part-time job. I know people who have gone from just a staff worker to either a “crew-chief” position or even “assistant manager”, all because they were willing to show the effort it takes to be responsible hard-working employee.

Throughout this class we are going to follow an ex-inmate named John Jacobs. John went to work release and started working at a Burger King. He started out as a grill operator and continued in that position for the fourteen months he was on work release. His work ethic was so strong that his employer asked him to come to work for him full-time after his release. Some time later he was promoted to shift leader. Again, motivated by his previous accomplishments, he demonstrated his commitment to hard work and proved that he was ready to take on more responsibility, and was in turn promoted to Assistant Store Manager. He is now a Manager at one of their other stores making \$50,000 per year, plus benefits.

## Job vs. Career

When we think about the words job and career, at first impression we may think these words are one in the same. In reality these two words carry very different meanings.

To understand the makeup of a career we will use the illustration that is called a career ladder. The career ladder is used to show the sequence of work in a particular career field from entry level to more advanced levels.

No matter what career we choose, being able to advance will require us to learn increasingly more complex tasks and hold greater responsibilities. There is a direct link between the education we have, the education we are willing to achieve, and how quickly we will be able to move up the career ladder. Prospective employers will consider education, skills, and work history in making their hiring decision. This is why it is important for us to achieve the highest level of education available while also gaining valuable experience during our incarceration.

There we have the textbook answer. A “job” is work that a person does to earn money. A “career” is a series of jobs usually in the same or related fields. You will want to know the difference in these two terms should you have to take a test!

| Industry      | Entry Level Jobs | Jobs          | Careers            |
|---------------|------------------|---------------|--------------------|
| Restaurant    | Dishwasher       | Waiter        | Restaurant Manager |
| Retail        | Sales Clerk      | Marketing     | Store Manager      |
| Automotive    | Detail Crew      | Sales Floor   | General Manager    |
| General Sales | Salesman         | Sales Manager | Retail Manager     |

## End of Page 5 in the book

### Review questions for class discussion

- Why do people work?
- Without looking back at the text, give me your definition of the word work.
- the text definition of the word “work” was, an activity that produces something of value for other people,” does this mean that if you are a host for a restaurant, that you are not working under this definition, because you are not “producing something of value?” What value are you producing?
- How many of you would like to work cleaning out stalls at a dairy? What value are you producing? You are not milking the cows to produce milk, you basically have no real tangible (something you can see, touch or feel) product that is of value, so what is the “something of value” that you are producing? Who are you producing this for?

### **Job**

A position where one is employed, and performs the activity in exchange for payment.

### **Career**

A series of jobs where your education and experience allow you to advance in that field.

## Page 6 in the book

I know it!

1. What does employment mean to you?

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☐

2. Why do we need to seek employment?

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3. What do benefits from work mean to you?

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4. How would you construct a goal for work?

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5. What are some of your intermediate goals?

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6. What influences your work?

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☐

7. What do you believe the real meaning is of work?

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8. In your own words explain the difference between the terms job and career.

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☐



# Chapter 2

# Developing a Career Plan



## Learning Objectives

After completing this chapter, you will be able to:

- k Be familiar with the meaning of a career plan.
- k Recognize what steps are involved in career planning.
- k Understand how to make a career plan.
- k Set career related goals.
- k Develop a personal career plan.

We make a lot of decisions everyday. We make most of them quickly and easily, and without a whole lot of thought. Important decisions, decisions that will affect our future deserve a more careful and thought out planning process. When making a decision there is a seven step process we can use to reach the end decision. Every decision we make involves trade-offs. Some of our decisions seem small and insignificant, however, some of those small decisions in our personal lives can have even larger effects on other areas of our lives. Some of our decisions about our personal life may even affect our career goals.

In this chapter we are going to discuss the following:

- Distinguishing between a job and a career.
- Explain the importance of planning and setting goals.
- Use a career ladder to show short-term goals, on the road to your final career goal.
- Look at ourselves to decide where we are and where we want to go.
- Identify our existing skills and skills we need to acquire.
- Identify our likes and dislikes.
- Identify our resources.
- Set a career goal.
- Start to develop a network list.

In the first chapter we looked at the word “work” and what did we say the word work meant? The word “work” means an activity that produces something of value for other people. We also went through some of the reasons people work. What were some of those reasons again?

- To provide for our needs and wants.
- To build or improve our self-esteem.
- To gain experience or knowledge.

Now let’s look at making these principles personal. If I say the word “job” what does that mean to you? If I say the word “career” does that mean the same thing to you as job? Why?

## The Importance of Planning

Most of us have planned a vacation the past. Most of us have planned a special night out. Some of us may even be planning for our retirement. If the truth were to be known, most people never plan for their career. You might ask yourself the question, what can I achieve by planning my career? The answer to that question might be to get the right job to start a career. Would you accept just any job? If you want to achieve the highest level of satisfaction, you must plan to be a success in whatever job and career you choose. With a career plan you will create more opportunities to be a success. Your actions and decisions today, even while incarcerated, can help to lay the groundwork for a satisfying post-prison release career. This may sound overwhelming, but with proper application of these steps a successful career plan is within your reach.

### Resource

Anything you can use to help you reach your career goals.

## Steps to Success

A key part in developing a career plan involves identifying your available resources. A resource is anything a person can use to help reach their goals and accomplish a task. There are many resources available to you while incarcerated. We will start with human resources, some, including people who may know you almost as well as you know yourself. You may be rather surprised to find out that these people actually have a concern for you and want to see you succeed after exiting prison. (These are people who offer positive assistance in reaching these goals.)

We also have many non-human resources available to help us with our career planning. Oftentimes we do not take advantage of the many resources offered in our current environment. Some of these resources include: educational, vocational, and spiritual enlightenment programs available throughout the Florida Prison System. Examples of human resources include: teacher, chaplain, bunkie, family, and friends. Non-human resources include: library, G.E.D. classes, and even “time.”

List some of your human and non-human resources in the spaces provided below:

| Human Resources |                         |
|-----------------|-------------------------|
| k               | Former Employer         |
| k               | Mentor                  |
| k               | Teachers / Facilitators |
| k               | Friends                 |
| k               | Professionals           |
|                 |                         |
|                 |                         |

| Non-Human Resources |                    |
|---------------------|--------------------|
| k                   | Computers          |
| k                   | Library            |
| k                   | Manuals            |
| k                   | Classes / Programs |
| k                   | Time               |
|                     |                    |
|                     |                    |

Lets take the time to write out some examples of resources on the board. (Have the class list their examples of resources both human and non-human)

## End of Page 7 in the book

### SUPERMAN EXAMPLE:

You can use this example to get the class thinking about how to fill out their own resources available, often we overlook some critical resources that are available everyday. Have the class list the resources for Superman, Batman, Aquaman, or whomever you think would draw their attention.

| Superhuman and Human Resources of Superman |                       |
|--|-----------------------|
| k  | Flying                |
| k  | Strength              |
| k  | X-ray Vision          |
| k  | Friends (Jimmy, Lois) |
| k  | Speed                 |
|  |                       |
|  |                       |

| Non-Human Resources |  |
|---------------------|--|
|                     |  |
|                     |  |
|                     |  |
|                     |  |
|                     |  |
|                     |  |

## Start of Page 8 in the book

Write the following on the board or something similar:

Vacation

Fishing Trip

Retirement

Building a House

- What are the steps involved in planning a vacation?
- What are the steps involved in planning a fishing trip
- What are the steps involved in planning your retirement?
- What are the steps involved in building a house?

(Write their answers underneath each of the examples)

What do all of these plans have in common? (Give time for a response)

You have to know where you are going, right? You may say, “Yeah, but planning for retirement does not have a destination.” I beg to differ. You need to know how much money you will need when you retire, that is a destination!

There is a scene from the story “Alice’s Adventure in wonderland” by Lewis Carrol. It goes like this:

Alice: “Would you please tell me which way I ought to go from here?”

Cheshire Cat: “Well, that depends a good deal on where you want to go.”

Alice: “I don’t much care where.”

Cheshire Cat: “Then it doesn’t matter which way you go.”

The actions you take and the decisions you make today will lay the groundwork for your future career. Choosing a career involves several steps. Planning helps you take those steps in an orderly way. Planning keeps you organized and on track.

\*\*\*Put the following on the board as you list them\*\*\*

In order to make an informed decision, there is a seven step process we should work through:

- 1) Define the issue
- 2) Make a self-inventory
- 3) List all possible alternatives
- 4) Forecast the outcomes
- 5) Choose the best alternative
- 6) Make a plan of action
- 7) Evaluate the results

Now that you recognize many of the resources that are available to you, how can you incorporate them into the planning process? Below is a list of steps to successful career planning.

You need to be able to know exactly what it is you are trying to resolve or accomplish, defining the issue is crucial to ensure that you find the right solution(s).

- k **Define the issue.** To make an intelligent decision, you must first define or describe the problem or issue. When you are able to describe the problem on paper it breaks it into smaller parts and it will not seem so big.

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### Make a Self-Inventory

As part of the process of setting career goals, we need to assess ourselves – honestly. What are our strengths, talents, interests, and values? By answering the following five questions we are going to identify the qualities you have to offer employers. This activity will also help you communicate those qualities to others. Write what you think best describes you for each of the following seven statements.

1. Write five positive words that describe you.
2. Briefly describe your family.
3. List three of your hobbies or interests.
4. List three of your previous jobs or self-employment projects.
5. List three accomplishments.
6. List your educational achievements.
7. List three to five of your values.

### Discussion

Explain to participants that honestly analyzing themselves will help them know what goals to set. As they become more aware of their skills and talents, they can more effectively communicate this information with potential employers.

- k **Make a self-inventory of skills and talents.** The first thing we need to do is to figure out our strengths and weaknesses. If we know our strengths, we will be able to determine how we can attack the problem. If we know and acknowledge our weaknesses we will be able to recognize where we either need to improve ourselves or get outside help.

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### List all possible jobs/careers

Can you immediately list all the jobs/careers you have ever had straight off the top of your head?

Probably a larger majority of jobs you have held, but not everything. One of the best things you can do to get ready to apply for a job or write a resume is to compile a list of all the jobs you have done in your life. Then start listing the responsibilities and duties you had for each job. Don't forget to include any volunteer work, community service, sports/athletic teams, involvement with church groups, etc. Although these are not paid positions they can show that you have the same attributes that employers are looking for.

### Skills List

Have someone from the group share an accomplishment from his list above and write it on the board. For one minute have participants name the skills involved in that accomplishment. Write the responses on the board, and leave them there for later reference.

- k **List all possible jobs/careers.** Most of the time we fail to think through all of the possible alternatives. Alternatives are choices or options that we can make other than the one we have in mind. As a result, many people get "tunnel-vision" and never consider other solutions to a problem. If we do not know what the choices are, we need to research and list all of the possibilities. Read books on the subject and talk to people in the industry or field. Find all the information you can on each position. The longer your list of alternatives, the better your chances are of making a better choice.

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### What are some possible short and long-term results?

Make a list of your choices and alternatives, then write the pros and cons for each of those choices/alternatives. You can also start to link choices together and contemplate what the combined outcome could be. You want to try to get as many mapped out predictions as possible to help you develop a plan.

- k **What are some possible short and long-term results?** Think through each of your alternatives. Try to figure out what would happen if you chose any one or any combination of those results. Make sure to consider the pros and cons of each choice. Write the short and long-term results of each next to each possibility.

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Choose the best job/career plan to reach your desired goal.

The steps leading up to this have been mostly about review and reflection, now is the time to make a decision. Everything that you have completed to this step should help you make or choice or narrow your choices down to a few. Without the previous steps you might have chosen a job/career that you just kind of happened upon, no longer should you leave your choices to fate or other people; think about how you came to prison. Did you ever use the steps we just went through to come here, NO!!! You did not. You made choices without considering what was really attached to those choices, if you desire to live the life you want you need to exercise your choice making ability carefully.

- k **Choose the best job/career plan to reach your desired goal.** After you consider each alternative you will have to make a decision. If you spend all of your time trying to figure out what might happen and do not take any action, you will be in a state of stagnation. Choose the desired goal after careful consideration of what will most likely help you to achieve your goals.
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Develop a job/career plan of action that sets it in motion.

After selecting your desired job/career goal, start by writing out what the end result will look like. Include what the skill and attributes you will need for the job/career goal. How you intend to accomplish that goal. Consider the first jobs you will have available, the entry level positions. Then consider the next level with more responsibility or possibly different positions that allow you to develop more skills and experience you would need further down the road.

- k **Develop a job/career plan of action that sets it in motion.** After making a decision as to which is the best possible course of action, make a plan as to how to get there. Set both short-term and long-term goals to have a map to follow for the long-term goals. If you do not set short-term goals you will have nothing to gauge to see if you are on the right path. If you are driving on Interstate 95, the only thing it tells you is that you are on the east coast. We need to use a map that contains mile markers and signs that will tell us where we are at any given time. These mile markers represent our short-term goals.
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## End of Page 8 in the book

Evaluate the plan, it is a never-ending process.

Taking time to stop and review where you are and what you are doing is crucial to make sure that you are on the right track. Even if you are on your way to accomplishing your career goal, what if you decide that this is not the career you want? This is where evaluation is essential, you need to always think: “How can I do this faster, better, cheaper, smarter” as you gain experience and you will be able to apply them to your life, and that is called WISDOM. The ability to apply knowledge and experience effectively.

- k Practice sharing your background; use full sentences to describe the information you have selected to share. Try to limit your description to 60 seconds.
- k Have the participants identify the information that would be appropriate to share with someone they had just met. Ask for two or three volunteers to share his information with the entire group.

Evaluate

Ask the participants how this activity has changed their perspective about themselves. Make sure the participants do not say anything negative about themselves. Help them to understand that acknowledging the good things about themselves is not bragging or boasting, but can help them develop the confidence they need to accomplish their goals.

- k **Evaluate the plan, it is a never-ending process.** The final step is one that you will perform all along the path. You will first want to use your plan to make sure you are on the right path to get to your final goal. Secondly, it will allow you to make minor course corrections along the way if you have strayed from the projected path.
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# Start of Page 9 in the book

The career planning process is a tool that we should use throughout life to make good decisions. These seven steps are a guide for making employment decisions based on careful thinking and planning.

Have you ever had a job that you just didn't like, it was boring, tedious, dull, no interesting people, you were stuck doing the same thing everyday dealing with irate people who never showed any appreciation? If you have had a job that makes you cringe it was probably because you had to do it for the money not because you really wanted the job.

**The worst job at a football game** (the following is a story from a REEFS instructor and FSU Alumni)  
One of the worst jobs you can ever get is working concessions at a college or professional football game. I remember thinking: "HEY! CONCESSIONS! I EARN CASH AND I GET TO SEE THE GAME!! That is not so Joe. The first... and consequently last day I worked concessions at a college football game I was disappointed to learn that you never get to see the field. There was also no A/C and you only got one cheap hot dog and one of those cheap paper cones to get some soda with and that was it. During the football game you are punished to hear the roar of the crowd and never witness the excitement. You never see anything, and while you sweat and slave over a hot grill filling orders you miss out on everything. At the end of the day you have to clean up the entire stand, account for everything, and I mean everything. I was stuck for an extra 2 hours counting cups because they did not add up and at the end I made a measly 20 bucks...yea...not. After that day I decided that would be the last day I would ever work concessions or any food service job. Why? Because what it had to offer did not meet my interests, or likes, and it was full of my dislikes. Do not fall into the same trap I did, really evaluate what your interests are and what a particular job has to offer.

## Exploring Career Interests

By talking to people on your human resource team, they may be able to help you sort through your interests and explore possible career options. Have you ever thought about the career that might interest you? If you took the time to think about the potential likes and dislikes of a career, how would these answers influence the career you choose. Your likes and your dislikes will help you sort through potential career possibilities.

By what this person has listed as "dislikes" we can conclude some of the career fields that might not be good fit could include: landscaper, data processor, painter, truck driver, or roofer. Looking at the examples of "likes" we can conclude that this person may have an interest in one of the following careers: teacher, exercise instructor, or salesman.

Your list of likes and dislikes may be much longer than the example shown here. If you are having difficulty creating this list, you may want to take the time to consult a person on your human resource list to help you come up with a snapshot of your likes and dislikes. Make a list of your likes and your dislikes for each career field you are considering. As you do this, you will see a pattern develop. From that pattern you can conclude which career areas may interest you and which ones may not.

| Example Likes            | Example Dislikes            |
|--------------------------|-----------------------------|
| Talking                  | Traveling                   |
| Being with people        | Driving long distances      |
| Exercise                 | Reading technical materials |
| Leading a group/teaching | Painting                    |
| Planning activities      | Working from a ladder       |
|                          | Cutting grass/yard work     |

| Your Likes | Your Dislikes |
|------------|---------------|
|            |               |
|            |               |
|            |               |
|            |               |
|            |               |
|            |               |

**Activity:** Have the class choose a job that is available on the compound (Laundry, Food Service, Inside Grounds) Then have them breakdown each job into what it entails: the duties, responsibilities, daily tasks. Then have the class write out the "perks" of working that job. Don't forget to include the everyday things that are overlooked: dealing with people, dealing with machinery, clerical work, etc. Now have the class look at their likes and dislikes and ask for a volunteer to explain what their job preference would be according to their likes and dislikes.

Now get the class to list some jobs available to felons immediately after they leave prison. Repeat the process already done for jobs within prison.

Now the question is what Career do we want? But wait. What is a Career? (Write the responses from the class on the board) What types of Careers are there available for felons? (Write the responses on the board) I don't know about you but when I get out of prison I am going to first get a job and then work my way towards a Career of my choosing. I need the long-term benefits and better pay of a Career rather than the quick cash of a job. But before I go choosing any job I am offered I want to find out which jobs are the best choices to help me to get to my career and match my goals. (have a student read setting career related goals on the bottom of page 9).

## Setting Career Related Goals

Have you ever read about a career field or seen people at work and imagined yourself doing their job? You may not have realized that what you were actually doing is considering yourself in that same career. By doing this you were actually thinking about a career goal. A career goal is that position which someone aims to reach or achieve in their career plan. If you want to be successful you must plan for your success. You must set employment goals for yourself and then follow the path to reach them. For you to succeed in life you cannot just wait for things to happen, you must be proactive in creating the opportunities to make them happen. The only way to make things happen is to set goals.

### **Career Goal**

Is that position which someone aims to reach or achieve in their career plan.

Writing a song is a good example of a short term goal, but making an album and becoming a successful musician is an example of a long term goal. There are personal goals and career related goals. Personal goals relate to your personal life, such as having children or running a marathon. Career related goals should directly influence your career, such as earning a degree, obtaining a management position, or owning a small business.

You should consider your career related goals carefully. Participating in this Employability Program is one step you are taking to achieve your career related goal. Sometimes your personal goals in life can be directly or indirectly tied to your career related goal. Your personal goal may be to become financially independent and your career related goal may be to own your own business. Take the time to think about your personal and career related goals and list them on paper to see where they support each other.

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## End of Page 9 in the book

On page 10 we will be discussing our Career Plan and our Career Ladder. Every good success story begins with a plan, so after all of our evaluation and information gathering we will now write out some of the steps that are necessary for us to achieve our Career Plan. A lot of people overlook the importance of actually writing out their goals and the plans they have. Here is a statistic for you:

A study of the population showed that 83% of people do not have clearly defined goals: 15% have goals, but they are not written down; and 2% of the population has written goals. Now, here is the selling point: The 2% who have written goals earn 10 times as much as the 83% group! These 2-percenters also tend to be healthier and have happier marriages. The lesson is to write down your goals, refer to them often, and be a 2-percenter!

## Start of Page 10 in the book

### Your Career Plan

Knowing and understanding the resources that are available to you now and utilizing these resources will help you prepare for the next step – creating a career plan. A career plan is a list of steps that you will need to climb in order to reach your career goals. It should include the following:

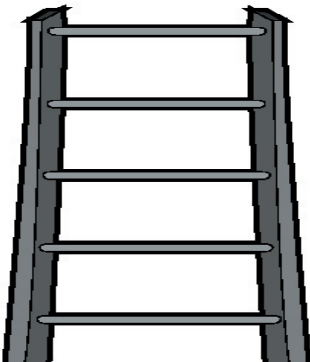
- k Extra-curricular and volunteer activities that will help prepare you for your specific career.
- k Entry level jobs that will provide experience in your career choice.
- k Any available education or training that you may be able to receive while incarcerated or upon your release.

| Possible Career Plan - Landscape Architect |                                |                               |                               |
|--|--------------------------------|-------------------------------|-------------------------------|
| During Incarceration                       | Upon Release                   | Education                     | Experience                    |
| Small Engine Repair Program                | Enroll in school               | Obtain Master's Degree        | Manager landscape company     |
| Drafting Program                           | Work in a garden center        | Earn a Bachelor's Degree      | Crew leader landscape company |
| Horticulture Program                       | Neighborhood cleanup volunteer | Study business models         | Work at golf course           |
| REEFS Business classes                     | Ornamental plant grower        | Drawing, botany, math classes | Gain landscape experience     |
| G.E.D.                                     | Mow neighborhood yards         | G.E.D.                        | Area squad leader             |

Remember! Goals are intended to support to purpose, allowing you to always have everything in life you sincerely need, want, and desire.

Now is your turn to start writing your goals down beginning with your Career Ladder with the space at the top of the Career Ladder write down what your Career Goal. Then start to fill out the chart with your Career Plan. Think about all the possibilities: incarceration, immediate release, years after your release, educational plans, and how you plan on getting experience to achieve your Career Goal.

# Career Ladder



So here we are back to education. Is the education required at each rung on the career ladder the same? Does it take more education as you move up the career ladder? Does it all have to be formalized four-year college type education? Remember when we talked about retained earnings as it relates to growing in your career? The more knowledge you can gain from each job you have, the faster you can move toward your ultimate career goal.

| Your Career Plan - _____ |              |           |            |
|--------------------------|--------------|-----------|------------|
| During Incarceration     | Upon Release | Education | Experience |
|                          |              |           |            |
|                          |              |           |            |
|                          |              |           |            |
|                          |              |           |            |
|                          |              |           |            |

You can develop a career plan for any career. If your personal or career related goals change your plan can be adapted. Your career plan is your guide to success; it will help you to keep your focus on your career target and to help you achieve your goals. Your professional goal may be to become a landscape architect designing public outdoor areas so that they are beautiful and useful. A good career plan focuses on successive stages in life. It will also list the activities ranging from easy to advanced.

When developing a new career plan it is important that you are true to yourself. You may know people that entered a career path because their friends were planning to do so. Sometimes people enter careers because they want to fulfill the wishes of their parents. This is not always the best way to approach your career. You are a unique person and your likes and dislikes may not be the same as your friends or parents. You must pick a career that fits who you are or your chances for success will be hindered.

As you accomplish each step of the above career plan you will move closer to achieving your desired career goal.

## End of Page 10 in the book

Let's take a look at a couple of examples of career ladders. Let's look at:

Subway Manager

Assistant Manager

Manager Trainee

Shift Leader

Register Operator

Sandwich Artist

Prep Work

Clean-up

Owner of a Landscaping

Company Manager

Crew Leader

Crew Person

Equipment Maintenance

Work Golf Course

Nursery Employee

Mow Neighborhood Yards

Handyman

Volunteer Clean-up Parks

Construction

General Contractor

Crew Leader

Crew Member

Finish Carpenter

Rough Carpenter

Gofer

Of these jobs, are they all full-time or are some of them part-time?

Is the top job on each list the top job in each career field?

Are the education levels the same at each level on our career ladder?

How much time does it take to move up each level?



The next page is the Career Plan Worksheet. The idea is that all of the areas are a part of the puzzle to form your Career Plan, each part is essential.

Talents: What kind of abilities do you have, can you sing, dance, organize, be creative, are you good with your hands, compute large numbers in your head, have a knack for speaking with people. Talents are innate abilities that you naturally have and are simply a part of who you are. A good Career Plan will allow you to take advantage of your talents so that you can enjoy your work.

Hobbies: What do you do for fun, or what are you interested in? Your hobbies tell people about what your focuses are and where your mind is. Hobbies are what you do in your free time away from work, the closer your job is to your hobbies the better, so when you show up to work you are focused on what you are doing and happy about it.

Work Experience: What have you done in the past? Jobs you have done, but also what you learned on the job.

Work Expectations: What do you want out of your job? Vacations, Health Care, Retirement Plans, High-Income?

Skills: What can you do on the job? Fabricate, Organize, Talk to Customers, Work a Cash Register, Plan?

Education: What Diplomas or Certificates do you have? H.S. Diploma, G.E.D., A.A. Degree, B.S. Degree, Graduate Degree, Iron Worker Cert., Automotive Cert., Culinary Arts Cert.

## Career Plan Worksheet

**Page 11 in the book**

| Talents |
|---------|
|         |
|         |
|         |
|         |
|         |
|         |

| Work Expectations |
|-------------------|
|                   |
|                   |
|                   |
|                   |
|                   |
|                   |

| Hobbies |
|---------|
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| Skills |
|--------|
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| Work Experience |
|-----------------|
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|                 |
|                 |
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| Education |
|-----------|
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## Chapter 2 Summary

I know it!

1. What does creating a career plan entail?

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2. Who or what resources do you have available to you in your present environment?

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3. What steps are involved in career planning?

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4. What are some career related goals that can help you to stay on the path to success?

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5. What is your personal career plan?

☐

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**Page 12 in the book**

## Chapter 3

## Résumé

### Learning Objectives

After completing this chapter, you will be able to:

- k Familiarize yourself with the benefits of having a résumé.
- k Understand the contents of a résumé and the two basic formats.
- k Create a personal résumé that best highlights your abilities in relation to the job you are seeking.

### What is a Résumé?

By definition a résumé is a summary of one's goals, past experience, and skills that may be submitted with a job application and cover letter. It is generally one to two pages and is also used to present potential employers an organized description of your identification, work experience, skills, education, and military service. As a general rule, résumés do not include the following: high school graduation dates, physical attributes such as height/weight/health, marital status, whether or not you have kids, credit rating, arrest/conviction information, religious affiliations, etc cetera.

#### **Résumé**

A summary of one's goals, past experience, and skills that may be submitted with a job application and cover letter.

The purpose of the resume is to secure a job interview. It is used by both the job seeker and the employer who are trying to do:

#### The Job Seeker:

To make a good enough impression on the employer to secure an interview

To highlight their unique and relevant skills, and their relevant experience

For networking, phone contacts, cold calls and job fairs

#### The Employer:

To screen out most job seekers

To identify candidates to interview who possess the skill their organization desires

As an agenda for the job interview

A résumé can greatly impact your life. This brief summary can give you the advantage needed to help secure your dream career, or it can relegate you to doing something you hate for a long time, or even worse, keep you amongst the ranks of the unemployed. Many people falsely think that the purpose of a résumé is just to get a job, when in reality the purpose of a résumé is to get a job interview. The résumé is a marketing tool that is used to get your foot in the door. Your future is riding on what you say and how you say it in this summary. First impressions are crucial in the hiring process and this could be a major part of your first impression.

Everyone has an opinion about what a resume should look like, what it should include and how it should be presented on the page. No two people agree on a resume format when asked for advice. Therefore, you have to create a resume that you are comfortable with.

### Who Should Write a Résumé?

Everyone! Whether applying at IBM, Publix, or B & G Subs, everyone should have a résumé. The common perception is that only “white-collar” workers should have a résumé. In today's competitive job market this perception is false and the potential employee can get left behind. Both “blue-collar” and “white-collar” workers should have a résumé. Everyday hundreds of thousands of people are applying for jobs and potential employers are swamped with job applications. What can separate you from the rest of the job applicants? The answer could be a well-written and enticing résumé that can give you a competitive advantage and highlight your skills, education, experience, and professionalism. What makes a résumé enticing?

- k It must be visually appealing;
- k It should highlight your experiences and skills; and
- k It should point to the results of your efforts, not just provide descriptions of the jobs you have held.

This will be accomplished using keywords and well-written descriptions.

## The Subway Resume

There is a little known legend in this room about a particular felon and his experience in getting a job at Subway. Well, years ago in the dark ages when cell phones couldn't outperform a computer. There was a former accountant who worked as a Subway manager in West Virginia (West Virginia - a backward place with lots of problems but an outward love of sandwiches and pickles). The former accountant then Subway manager who we will call Dwight Haggard was looking to hire more employees, and put out, a "Now Hiring" sign on the front of the store. After several applications came in for the regular position of "Sandwich Artist." Dwight noticed a common trend of the same 'ol standard responses and boring text of those applications. When one afternoon a stranger entered the store in between the rush for lunch and dinner, the store had few customers in it, and the stranger walked up to the counter with a manila folder in hand. The stranger was professionally dressed in Khakis and a Polo shirt (golf shirt) and reasonable shoes. Immediately Dwight asked the stranger for his order, the stranger said Oh! No! I'm not here for a sandwich I am here for a job. Really? Asked Dwight. Do you have an application? Yes said the stranger and he provided a neatly filled out application written in pen from the folder and handed it to Dwight. My name is Kelvin Austin Foulder and I would like to work here. Do you want to see my resume? RESUME?! Thought Dwight, really a resume? It had been years since Dwight saw a resume, if there was one thing in this small one donkey West Virginia town that a Hillbilly accountant never thought he'd never see at Subway it was a Resume. Yeah Sure, I'd love to see your Resume Mr.. Foulder. Oh, please call me Kelvin. OK Kelvin, you can call me Dwight. Well nice to meet you Dwight, said Kelvin. Here is my Resume. After a quick glance at the application and noticing that Kelvin had checked the box for a felony conviction Dwight was skeptical about Kelvin. Dwight told Kelvin that he would review his application and Resume a little more and give him a call. Kelvin replied: Hey, thank you Dwight, my contact information is on both the Resume and the application. Later in the week Dwight sat down and began reviewing his stack of applications and came back to the application with Kelvin's Resume. He began to read the application and resume and decided he would give Kelvin a shot at an interview.

Eventually Kelvin would get the job and become one of the best employees at the Subway with Dwight.

## Why Should You Write a Résumé?

By writing a résumé, a potential job candidate (you) have the potential to come across as more or less qualified depending on what you say or do not say and how well it is said. Remember, a résumé is not an autobiography, it is a marketing tool. It is not being used to tell a potential employer every little bit of information of every job you have ever held. It should be a brief summary of the highlights of your education, experience, and skills. You are essentially trying to sell yourself to a potential employer. The résumé gives you the ability to shape and form the picture of the experiences and skills that you want a potential employer to see. When a potential employer receives a résumé, they generally give it a quick glance and throw it in a yes or no pile. Usually the yes pile is called in for an interview and the no pile is filed into a black hole somewhere. So with just a quick glance, how do they determine which résumés go into which pile? First, they will have a predetermined set of criteria for work experience, skills, and education. Second, they will look for certain keywords.

Employers will probably spend less than 30 seconds looking at your resume. They will interview only the strongest candidates. When writing your resume focus on using keywords that fulfill the needs of the potential employer, put your strongest selling points at the beginning of sections or sentences. You need to be able to obtain their attention and hold it for the entire resume or you will possibly lose the opportunity for an interview and getting the job. If you are unsure what keywords you should use, do some research visit the company web site and write down some commonly used phrases or words, look at the job description you are applying for and utilize the words that appear within that description. People with a resume, and even better, a well written resume project the forward-thinking, organizational, self-motivated, and tenacious individuals that employers want to hire. So no matter what job you are applying for you should write a resume.

Keywords are individual words and word phrases that communicate a variety of descriptive characteristics. An example of a keyword phrase would be "customer relationship management". When those words are a part of your résumé, you are explaining that you are capable of communicating and relating well with customers. Another important reason for keywords is résumé scanning. In the technologically advanced age we live in, many companies are currently scanning résumés into a computer database. The database then scans all of the résumés searching for keywords and phrases that relate to the job opening. If your résumé has the words and phrases that are required you may have a better chance of being called in for an interview. If none of the words or phrases are there you may simply be passed over. This is why it is important to tailor your words and phrases to each job in which you are applying.

**End of Page 13 in the book**



# Start of Page 14 in the book

An appendix with action verbs, phrases, and personality descriptors is included on page 62 of this manual for your convenience.

Use your résumé to shape yourself into an ideal job candidate. A well-written, enticing résumé can place you ahead of other potential candidates.

## Is an Application Enough? Do I Really Need a Résumé?

The best answer to this is, no, an application is not enough. Finding employers that are interested in your qualifications and then convincing them you are the right candidate for a job is not an easy task for anyone regardless of their background. One of the keys to doing this will be your ability to write an effective résumé. For someone with a criminal record, a job search may be filled with some obstacles. By writing a résumé you will take away some of these obstacles by having your facts organized on paper in a way that markets and highlights your abilities before a potential employer ever meets you.



Remember Dwight, whose application did he notice? Kelvin's why? Because he had the Resume attached to it. The application is just some basic background information about you and does not give you a chance to introduce the employer to who you are and what you have done. A resume is the your foot in the door, and a call to the most important thing to get a job. THE INTERVIEW.

There are a large number of people applying for the open positions available everyday. You will need every weapon in your arsenal to compete in this market. By putting in the time and energy to write a well planned, thought out , and written résumé, you can better present yourself as a qualified and motivated job candidate. This can give you the competitive advantage needed to overcome all obstacles, including your criminal record, and start you along your career path.

There are several types of resumes that you can use, but for this class we want you to focus on two primary types of resumes. Chronological and Functional resumes, these formats allow you to organize your: Contact Information/ Heading, Job/Career Objective, Employment Information, Education, Languages, Publications, Relevant Professional Memberships, Relevant Licences/Certifications, Military Information

-Remember, your job to make sure that your resume is: easy to read, relevant, and memorable for the employer.  
(WRITE OUT THE BULLET POINTS FOR EACH ON THE BOARD)

### Chronological

A chronological resume shows the progression of your career, from entry-level to senior-level jobs. Hiring managers prefer employment information with the most recent job listed first. Many employers want to know details about where you have worked in the past, including dates. You would not want to use this if you have large gaps between jobs where you did not have a job, or you have had several jobs for only short periods of time.

- k Easiest and least time-consuming to compose
- k Lists previous experience in date (Chronological order) order, most recent first, followed by previous jobs.
- k Most commonly used because this resume format is the one most employers prefer
- k Employers prefer this type of resume because it gives them all of the information they want to know, without gaps and in an application format.
- k This is the traditional resume format, good to use if you have experience and skills similar to the ones needed in the job that you seek.

### Functional/Targeted

A functional/targeted resume focuses on a particular objective with a specific industry or company. It highlights accomplishments, skills, qualifications, and experience matching a position's requirements. It focuses on the skills relevant to the current job search and groups them by function. This format is most effective when you know the specifics about the position or company. It is the format that is best for graduating students with little real world experience or those who have been out of the workforce for a long period of time, or anyone switching job or career fields.

- k It is harder and more time consuming to compose, but works well if you have problems in your work history such as gaps in employment, limited experience, weak skills, etc.
- k Some employers dislike this type of resume because it can disguise a job seeker's faults.
- k Organizes experience by key skills rather than by past jobs.
- k Frequently used by professionals who want to emphasize a particularly strong or important skill area.

## Résumé Formats

There are two basic résumé formats that we will use for this class. They are called a chronological and a functional format. They both have their advantages and disadvantages, depending on your background. Which format you use is one of the most important questions that you will answer.

Chronological résumés arrange work experience with your current or most recent job first and work backwards from there. A chronological résumé is easiest to read and preferred by most potential employers. The downside of a chronological résumé is if you have large gaps in your employment history, like almost all of us will, they will be glaringly apparent. If you use your current employment, that gap will not be a problem

If any of these describe you, a chronological résumé will probably be best for you:

- ☐ You have a strong work experience history.
- ☐ You have a strong record of on-the-job achievements and contributions.
- ☐ You have a progressive work history with steady promotion to higher positions.
- ☐ You have current work experience while you are, or were, incarcerated (Yes, you can put your prison job on your résumé without hurting your prospects).

A functional, or targeted résumé, is one that focuses mainly on your skills, qualifications, and education with a minimum focus on your work history. One advantage of this type of résumé is that all of the information may be focused on one specific job. All the information on this résumé should be relevant to the type of job you are seeking. Also this type of résumé will help hide some of the large gaps in your employment history. There are two downsides to this type of résumé. First, if you are applying for a variety of different positions you may have to write several different résumés with the different skills and qualifications you have that are relevant to each position you are seeking. A second downfall may be that a potential employer may focus on the length of employment at your previous job as one of their criteria for hiring for this position. The length of employment is one indicator that can show a potential employer your job stability.

If any of these describe you, a functional résumé may be best for you:

- ☐ Large gaps in your employment history
- ☐ A work history with many short-term jobs
- ☐ Prior work experience has no relation to the job you are currently applying for
- ☐ You have no work history at all

Both résumés have their advantages and disadvantages. Now it is up to you to choose the one that best fits your needs. Which format best suits your skills and education and experience?

Why does this format best suit you? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## End of Page 14 in the book

Thinking about how long you have been without a job, or how long you have held jobs is important when writing your resume, if you have done some serious time in prison then you might want to consider that when weighing using either the chronological or functional resume. Right now take the time to consider which form you will use for this class. Write that down on the space provided in your book on page 14.

**Contact Information/ Heading:** Your full name, Street Address (city, state, zip), Your full telephone number (cell phone and home if you have one still), Your professional e-mail/ Business e-mail (not something like OGDWAG@yahoo.com or Playa365@google.com) it should be something like: JohnJacobs33@yahoo.com or JJacobs57@google.com.

**Job/Career Objective:** Your Career Objective is extremely important and should detail what you want to do for the potential employer in a sentence or two. It should be simple and succinct (straightforward). A well-written Career Objective is crucial to obtaining the attention of a potential employer and it should convey that your resume is a paper with a purpose. You should include: what level of work you are able to perform (entry level, supervisory, or managerial) What type of position you are seeking (in what field, area, or department) and What qualifies you for such a position (knowledge, skills, experience/expertise, awards/successful track record).

## Examples:

### Level of position

- A position as an intern in...
- An entry-level position in...where my...and....
- A junior-level position in...where my...and...
- A supervisory-level position in...
- A position as Assistant Supervisor in...
- A supervisory position in...that includes management level responsibilities
- A management-level position in...
- A management position in...
- A senior executive position in...
- A top executive position in...

### Type of position you are seeking

- Entry-level FINANCE position within the International Department of a multinational corporation where my...
- Junior position within an ACCOUNTING DEPARTMENT in the banking/brokerage industry where my...
- Management-level position in a HOTEL/RESTAURANT where my...

### What qualifies you for such a position

- ...where my experience as an accountant of 25 years in a large multinational bank will improve your efficiency.
- ...where my Ph.D in finance and 15 year awarded performance in predicting futures markets will benefit your company.
- ...where my skills in Visual Basic programming and database management will benefit your hotel in maintaining quality customer relationships.

(ASK THE CLASS TO PUT IT ALL TOGETHER AND DEVELOP AN EXAMPLE OF THEIR OWN)

**Employment Information:** Job title(s)/position(s), names of employers, address of employers (city, state, zip), number of years you were employed, skills/duties/responsibilities you had for that job.

## Examples:

Construction Supervisor                      South-West Construction                      404 Wabash Lane Boston, MA 10445

- Management of 12 man crew pouring concrete
- Organize daily logistics for site materials
- Supervision of the quality of work and ensuring every job is to the correct code

Lawn Care Technician                      Okie-Dokey Lawn Service                      4853 Appleyard Drive Morgantown, WV 89448

- Operating zero-turn mowers
- Analysis of yard and turf
- Maintenance of small engine powered machinery

(HAVE THE CLASS GIVE AN EXAMPLE OF HOW THEY WOULD WRITE OUT SOME OF THEIR OWN JOBS HERE IN PRISON)

**Education:** Certificate or degree earned, Name and location of the school, year of graduation/earned certificate. List: GED, training certificates, special seminars, summer school/night school, college/university courses, List degrees and month/year obtained (most recent first) as well as any relevant courses. If you are actively working on a certificate or degree you can list the graduation date as tentative and then give the projected date of graduation.

**Examples:**

|   |                  |                          |            |
|---|------------------|--------------------------|------------|
| Bachelors in Science<br>Champions Way - Tallahassee, FL 323201  | Exercise Science | Florida State University | 11/11/2011 |
| <ul style="list-style-type: none"><li>• Exercise Physiology</li><li>• Exercise Testing and Prescription</li><li>• Sports Management</li></ul> |                  |                          |            |

|                     |                  |            |
|---------------------|------------------|------------|
| High School Diploma | State of Florida | 08/08/2008 |
|---------------------|------------------|------------|

(HAVE THE CLASS TRY WRITING OUT THEIR OWN EDUCATIONAL EXAMPLE)

**(Optional to share) Languages:** What languages you speak, read/write, how long you have been speaking them.

**Examples:**

Fluent in Spanish

- Spanish speaker for 5 years
- Study abroad program, Spain - October 2012 to March 2013
- Completion of Spanish Speakers course at Lively Vocational School 2010

Fluent in French

- French speaker for 2 years
- Self-study in France May 2014 to August 2014
- Completion of Rosetta Stone Advance French program 2013

**(optional to share) Publications:** If you have been published it might be important to share what was published what type of media it was published in (magazine, newspaper, book, web site) and the date of publication.

**Examples:**

|                            |                                     |            |
|----------------------------|-------------------------------------|------------|
| “What Men Want”            | Gentleman’s Quarterly (GQ) Magazine | April 2006 |
| “How to Pick Up Your Wife” | Men’s Health Magazine               | March 2008 |
| “Dad Fitness”              | Men’s Fitness Magazine              | June 2009  |

**Relevant Professional Memberships:** If you have any professional memberships to Unions, Trade guilds, Associations, etc. and these are related to the job you are applying for it would be important for a potential employer to know that you are actively involved in the industry/profession.

**Examples:**

Steel Workers Union Member  
Association of Certified Financial Planners  
Auto Workers Guild Member

(ASK THE CLASS FOR MORE EXAMPLES AND HOW YOU WOULD WRITE THEM ON A RESUME)

**Relevant Licences/Certifications:** Some jobs require that you be certified or carry a license to operate machinery, work with clients, drive, or meet the industry standards to ensure a certain quality of work and a proven level of knowledge and experience. If you have any of these list them on your resume, if you are in the process of working on them list the tentative dates of graduation or completion.

**Examples:**

CDL License

Under Water Welding Certificate

Crane/Boom Operator License

Personal Trainers Certificate

Paralegal Course Certificate

(ASK FOR MORE EXAMPLES AND HOW TO WRITE THEM)

**Military Information:** Military service is an important thing to list on your resume if you are a veteran or are a member of the National Guard or Reserves. You should be proud of your military service and highlight your experience as an asset to potential employers. Time spent in the military can show employers dedication, service, sacrifice, integrity and motivation. You should include your highest rank achieved, your standard duties, years of service, and branch of the military. You can also include any awards, accomidations or honors obtained during service.

**Examples:**

Staff-Sergeant                      United States Army                      1984-2006

- Military Police for United Nations building in Kaesong Korea
- Supervised enlisted training and regular briefings for security details
- Organized platoon schedules and assignments

Ensign                                      United States Coast Guard                      1996-2001

- Radar operator for cutter coast guard ship
- Prepared and presented daily reports
- Awarded the Distinguished Service Medal September - 2000

(ASK FOR VETERANS IN THE CLASS AND ANY OTHER INFORMATION THEY MIGHT THINK IS IMPORTANT FOR AN EMPLOYER TO KNOW ABOUT THEIR SERVICE)



# John Jacobs Example

## [Functional] (page 58)

### John Jacobs

110 Melaleuca Drive, Crawfordville, Florida 32327  
(H)850-456-4567 (C)850-456-4568

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#### Objective

To obtain a managerial position with Burger King where I can use my skills, knowledge, and experience to help increase the profitability and customer service of the restaurant.

#### Skills

Highly competent in all areas of a kitchen environment.  
Utilized critical thinking and problem resolution skills in order to overcome all challenges.  
Worked well as a team player and independently with very little supervision.

#### Education

##### 100 Hour Culinary Arts Certificate

2005 State of Florida Crawfordville, Florida

##### High School Diploma

2005 State of Florida Crawfordville, Florida

#### Work Experience

##### Kitchen Worker

2004 – present State of Florida Crawfordville, Florida

- Cleaned the grill, food preparation surfaces, counters, and floors.
- Prepared meals including entrees, vegetables, and desserts.
- Met high quality standards for all food preparation.

##### Line Cook

2002 – 2004 State of Florida Crawfordville, Florida

- Contributed valuable skills to most profitable Applebee's in the state of Florida.
- Trained in all areas of kitchen including prep, grill, sauté, fryer, and window.
- Skilled in putting together high-quality, appealing food in a high-volume kitchen.

##### Sauté Cook

1998 – 2002 State of Florida Crawfordville, Florida

- Managed eight burner sauté station while ensuring corporate quality standards.
- Trained new hires on all sauté station operations.

#### Military Experience

##### Mess Specialist

1994 – 1998 United States Navy

- Integral part of team responsible for preparation and service of meals for 6,000 crew members.
- Graduated in top five of class for mess specialist "A" school.
- Promoted to Petty Officer Third Class

Why would John Jacobs choose a functional resume? Why not choose a chronological resume? (GET CLASS RESPONSES). Why would John Jacobs list jobs and educational accomplishments from "State of Florida"? What does that mean? (GET CLASS RESPONSES) Should you really list your prison jobs on your resume? (GET CLASS RESPONSES) Heck yes you should, the entire time you have been in prison you have to have a job according to D.O.C. all the time you spent in prison you have had a job/responsibility so why not let a potential employer know that you weren't just sitting in here causing trouble, or plotting and scheming to commit more crimes. Not to mention some of the experiences you have from working prison jobs may be transferable to a real job when you get out.

# Start of Page 15 in the book

## Contents of a Résumé

There are several basic parts of a résumé. They will vary a little depending on what type of résumé you use.

A chronological résumé will have these parts and will usually be organized in this order, highlighting your work history:

- k Identification Heading
- k Career Objective
- k Detailed Work History
- k Brief Skills Summary
- k Military Service
- k Education and Training

A functional résumé will have these parts and will usually be organized in this order, highlighting your skills:

- k Identification Heading
- k Career Objective
- k Detailed Skills Summary
- k Education and Training
- k Military Service
- k Brief Work History

Although there are no “set-in-stone” rules for these two formats these are the guidelines that are generally followed.

Notice how similar the layouts are for both the Chronological and Functional resume are, there is only two areas that are different. On the Chronological resume the Career Objective is followed by Detailed Work History and the Military Service section is followed by Education and Training.

On the Functional Resume Career Objective is followed by Detailed Skills Summary and Military Service is followed by Brief Work History.

There is no “better-way” to do a resume you have to tailor your resume to what job/career you are applying for and your own personal circumstances.

The words you choose to write your resume can make the difference between getting and interview and never receiving a call back. If you over exaggerate your resume employers will see through your smoke and not call you in for an interview, alternatively if you do not write an appealing resume they will not call you because they are not interested. The best suggestion is to embellish but do not exaggerate. What is the difference? The definition of embellish is to make beautiful, as by ornamentation; decorate. Exaggeration is to represent as greater than is actually the case; to overstate.

**Example: Job-Janitor**

Highlight/Embellishment: Sanitation Technician

Exaggeration: Environmental Engineer

## Résumé Language Skills

When you write your résumé, make sure to choose your words carefully. You can use your language skills or a thesaurus in order to highlight rather than exaggerate your skills and experience. There is a huge difference between highlighting a skill and exaggerating a skill you do not fully possess. Highlighting ordinary skills or experiences can make you more marketable to a potential employer. Basically, exaggerating on your résumé is lying about your skills and experience. This can get you into trouble with a potential employer and may be the fastest way to be disqualified from potential employment.

Remember, potential employers may be overwhelmed with résumés. When they initially receive a résumé, a potential employer does not have the time to read through your entire résumé. They usually just scan through your résumé and look for key words and phrases. These key words and phrases will effect whether you are put into the “yes” or “no” pile. If you are lucky enough to be put into the “yes” pile, the potential employer may schedule you for an interview and at that point will read through your entire résumé. Remember, a résumé is basically a sales pitch and if the wording is enticing the buyer (a potential employer), is more likely to buy the product (you, the potential employee).

## Effective Writing Skills

One of the most important aspects of actually writing a résumé is to be sure you write in the first person, not the third person. Just drop the “I” from the beginning of your sentences and your résumé will read faster and appear to be action-oriented. There are three reasons for dropping the “I”. First, the “I” that was dropped is already understood by the reader. Second, when you repeatedly use “I” it may make you seem self-centered and egotistical. Third, beginning your job duties using action verbs make you look more marketable and action oriented. Most employers are looking for team players even in careers that are individually based.

Have the class give examples where they do not use personal pronouns to describe their skills/duties/responsibilities for the following positions:

(WRITE RESPONSES ON THE BOARD)

Construction worker

Mechanic

Lawn Service

The next part of writing is to use action verbs properly. When you write using action verbs you will communicate a message of high energy, action, and results. Without using these words your résumé will be passive and low energy which are not traits of a person that a potential employer is looking for. Remember, in the appendix on page 62 is a list of action verbs that should be used on your résumé.

Be careful when using action verbs. They can be used in the past tense (e.g. developed) or the present tense (e.g. develop). If you are currently working at a job, use the present tense of the action verb to describe your job duties. For previous jobs you will want to use the past tense of action verbs. You may also use words ending in “ing” to illustrate a continuation of those duties.

Using these tips and the action verb list may in turn help you to write an effective and enticing résumé. This résumé will give you the best opportunity at securing yourself an interview.

Have the class give examples where they use high energy action verbs and phrases to describe the following duties and responsibilities:

(WRITE RESPONSES ON THE BOARD)

Made schedules for shifts

Dealt with customers

Took inventory

| Example                                 |  |
|---|--|
| Without Action Verb                     | With Action Verb   |
| I was in charge of a ten man lawn crew. | Planned, coordinated, and supervised team of ten man lawn crews. |

## End of Page 15 in the book

If you are going for your dream job, should you lie to obtain the position? That is a tough question, would you lie to get what you really want?

Does anybody remember George O’leary the on time coach of Georgia Tech? Where is George O’leary now? (working at UCF as a coach) why? Didn’t he get fired from a more prestigious position at another college? Yes he did because he lied on his resume.

If you lie on your resume you are inviting future problems to occur. If an employer finds out that you have lied to them on your resume and you got the job before they found out you probably will be fired. If an employer finds out you lied on your resume before you have an interview you will not be receiving a call to come in for an interview.

Your resume is your own statement about who you are and what you have accomplished. Do not tarnish any reputation you have by lying on your resume. There is a quote by William Shakespeare:

“My life before my honor.”

If you ruin your reputation with one potential employer it may also follow you to the next potential employer you apply for a job at. Simply put: DO NOT LIE ON YOUR RESUME or DO NOT LIE!!!

# Start of Page 16 in the book

## Should I Lie On A Résumé? Isn't Everyone Else Doing It?

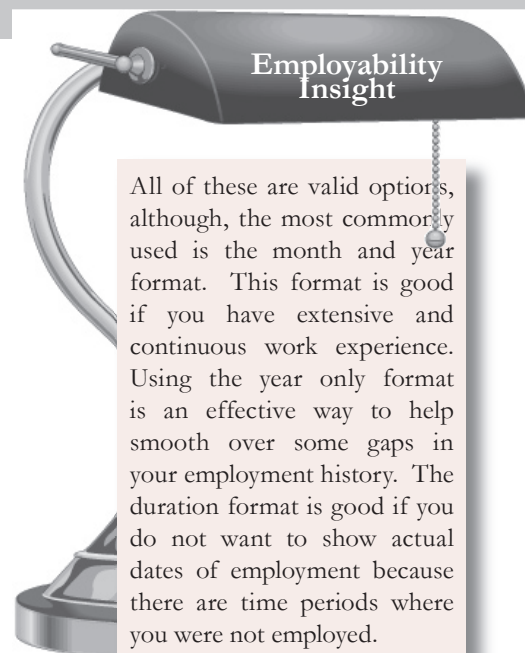
You should **not** lie on your résumé! One of the worst possible things you can do is lie on your résumé. It is possible to present yourself as a terrific job candidate without lying. Even if you had ordinary jobs with ordinary experiences you can make them sound extraordinary using the list of words and phrases we have provided for you in the appendix starting on page 62. Make sure you use exact job titles and job duties. For example, if you were a sales clerk in the men's department do not lie by saying you were the sales manager. Instead say that as a sales clerk you helped to manage the men's department. One of the easiest ways of getting caught in a lie is by changing a job title. Bosses at former companies routinely provide a job title to potential employers calling for a reference.

Another way to get caught lying is to change dates of employment. You have your next important decision to make; to include dates of employment on my résumé. There are no strict rules about putting dates on your résumé. If you choose not to, that is fine, but it may raise the eyebrows of some potential employers. If you do choose to put dates on your résumé there are three different options to consider:

- |   |                |                            |
|---|----------------|----------------------------|
| k | Year Only      | 2004-2006                  |
| k | Month and Year | December 2004-October 2006 |
| k | Duration       | 2 Years                    |

Be consistent with how you write you dates of employment, if you write out the year only then do that for every piece of information on your resume. The same goes for if you write out the month and the year, keep it the same. If you switch back and forth between different ways of writing the dates employers will either: a) become confused with when you worked were, b) start to question the validity of what you have written, c) lose confidence in you that you know how to do things competently.

There are a few other important pieces to consider when creating a résumé. First, if you have had a job while in prison you may want to include that job and the dates. This will show that you have current job experience and have received valuable skills. Second, if you are over 50 years old you must be careful with dates so as not to volunteer your age. A potential employer may think that you are too old to do the job. Finally, do not lie about your capabilities or your skills or experience on your résumé. If you get an interview, the interviewer will more than likely ask you a question about that past experience. If you cannot answer the question, not only will you be extremely embarrassed, but you may also immediately be written off as a fraud. If the lie is found before being hired, you may immediately be written off as a potential job candidate. If it is found after you are hired, it is very likely that you will be fired because your employer will feel like they can not trust you. Integrity is a vital component in an employee-employer relationship. Remember, employers may network with other people in their industry and may simply stumble upon a lie that you told, which may cost you your current job.



## Résumé Guidelines

Although there are no "set-in-stone" rules used for writing a résumé, there are some general guidelines that are used. A few we have already discussed, but most are new:

- k Your résumé should be 1-2 pages. Anything over 2 pages could be way too much information. A potential employer may easily lose interest if your résumé is too long. Remember, this is not an autobiography. It should simply be the highlights of your work experience, skills, and education.
- k Be sure to focus on your goals and strengths. Do not include any negative information on your résumé. Remember that your résumé is essentially a marketing tool. Potential employers do not buy negative. There is no reason to disclose your incarceration (a negative) on your résumé. You can disclose that at the interview after they have already been impressed by your skills and qualifications.
- k Be sure to avoid humor or fluff. Not all people have the same sense of humor. What you find funny, a potential employer may find offensive. Stick to the facts.
- k Do not include salary information. If you are not in the employer's range you will immediately be disqualified. Salaries should be negotiated after you have been offered the job at an interview. Do not disqualify yourself before you even get an interview.
- k Do not include any religious or political information on your résumé. These subjects have nothing to do with job performance and should not be included.

## DO'S

Present your Resume on 8. x 11" size paper  
Use only White, Bone or Buff colored paper  
Use Single and Double spacing  
Double or Triple space between categories  
Use Headlines to break up text  
See plenty of "White Spaces"  
Check to insure Alignment is in order  
State amount of work done, not totals  
Use numbers, percentages, quantities  
Use bullets to avoid too much wordage  
Use Abbreviations Appropriately  
Proofread your resume!!

## DON'TS

Go beyond 3 pages for the resume (avoid if possible)  
Use any colored paper that is not a white or off-white  
Crowd information on your resume  
Misrepresent yourself  
Use more than five (5) I's per page  
Use slang/jargons  
Use less than 10 point sized font  
Use more than two (2) font types  
Write about personal history  
Write about criminal history

### 20 Common Resume Writing Errors to Avoid: Make Sure your Resume is not Dead Upon Arrival

1. Not related to the employer's interests or needs; experience irrelevant to the position under consideration.
2. Too long, short, or condensed.
3. Poorly designed format and an unattractive appearance.
4. Misspellings, bad grammar, wordiness.
5. Poor punctuation.
6. Lengthy phrases, sentences, and paragraphs.
7. Too slick, amateurish or "gimmicky."
8. Too boastful or dishonest.
9. Critical categories, experience, and skills missing.
10. Poorly organized; hard to understand or requires too much interpretation.
11. Unexplained time gaps.
12. Does not convey accomplishments or a pattern of performance from which the reader can predict future performance.
13. Text does not support objective.
14. Unclear or vague objective.
15. Lacks credibility and content; includes lots of fluff and "canned" resume language.
16. Appears over-qualified or under-qualified for the position.
17. Includes a photo and lots of personal information, such as height, weight and age.
18. Lacks sufficient contact information (i.e., telephone or fax number) or appears somewhat anonymous (uses P.O. box for an address).
19. Constantly refers to "I" and appears self-centered; fails to clearly communicate what he or she will likely do for the employer.
20. Includes "red flag" information such as being fired or incarcerated, confessing health or performance problems, or stating salary figures, including salary requirements that may be too high or too low.



## Résumé Layout

This section is about the technical layout of your résumé. By this time you should have your fact sheets completed and a rough draft of your résumé hand written and ready to be typed.

- k Use high-quality 8.5" x 11" paper. The paper you choose should be white, off-white, ivory, or light grey. It should be 20 to 25 lb. bond paper with 100% cotton fiber. Using this paper will convey a sense of professionalism to a potential employer. Be sure to use an envelope that matches and is large enough that you do not have to fold the résumé.
- k Margins should be one inch on top, bottom, and sides.
- k Choose serif typefaces (Times Roman, Palatino, Bookman, Arial, and Garamond), and use between 10-12 font sizes. This will provide for a visually appealing and easy read.
- k Do not type "résumé" anywhere as a title. The purpose of the document will be perfectly clear to a potential employer.
- k Headings should be easily identifiable. Use bullets or bold print to highlight headings. Be sure that you are consistent with the headings throughout the résumé.

## Writing and Production Mistakes to Avoid

Here is a list of common mistakes to avoid while writing and producing your résumé. The résumé is:

- k Unrelated to the position you are seeking
- k Too long or short
- k Does not look enticing and is poorly formatted
- k Does not include contact information
- k Contains misspellings, poor grammar, and handwritten corrections
- k Wordy and repetitive
- k Includes information that seems suspicious and untruthful
- k Includes lots of "fluff" and canned résumé language
- k Poorly typed and poorly reproduced, making it difficult to read
- k Printed on odd-sized, poor quality, or extremely thin or thick paper
- k Dirty or stained
- k Sent to the wrong person or department
- k Sent in a small envelope and requires résumé to be unfolded and flattened
- k Unnecessary enclosures (e.g. letter of recommendation, training certificates) that were not requested
- k Arrives without proper postage
- k Arrives too late for consideration
- k Envelope is double sealed with tape
- k Back of envelope includes handwritten notes

At this point your résumé should be typed and completed. Be sure to proofread your résumé, even if you use a spell check program. This is too important to leave to a simple grammatical error. After you have proofread the final copy of your résumé, have two other people read it to double check spelling and grammar. There should be absolutely no spelling, grammatical, or punctuation errors at all. If there are you will have to make the corrections and print another final copy. A Chronological Résumé Sample and Functional Résumé Sample are included in the appendix on pages 58 and 59 for your review.

## References

You should not include a list of references with your résumé. Do not type "References available upon request" on your résumé. If the employer wants references, you should have a reference sheet typed and ready for a potential interview and present it when requested. A reference sheet should include references that can distinguish your character, skills, and abilities, (e.g. past employers, ministers, community leaders, and mentors). Each reference should include: name of the contact, his or her title, phone number, and their address. Make sure you contact your references before you put them on your reference sheet. You want to be sure that they are ready for the call and, of course, going to give you a positive reference.

### Employability Insight

#### Résumé Tip

If you are in your 50's or 60's, do not put the year you graduated high school on your résumé.

With references you really need to do your homework. The first thing with references is that you should be in contact with them before you ever list them as a reference. A good reference is important for employers to get another opinion of who you are. To develop a list of references you should contact previous bosses/employers mentors/teachers and get the up to date with what you have done and are doing. You need to ask the potential reference if they would be willing to be a reference for you, if they say yes you then tell them about what job(s) you are applying for and what they are looking for. It is perfectly alright if you ask your references to say particular things a out you so that you pique the potential employers interest

## Page 18 in the book

### Fact Sheets

The purpose of fact sheets are to amass and organize the information that you will want to appear on your résumé. This is an important organizational tool to use when writing a résumé.

### Career Objective

The first, and probably most important, thing to do when writing a résumé is to develop a career objective. A career objective will be the foundation of your résumé and ultimately helping to shape and structure the rest of your résumé. It will provide focus for your job search so you can target particular jobs or employers. It will also answer a major question that a potential employer will want to know - "What does this person want to do?"

A career objective should be specific, focused, concise, and clear. Potential employers appreciate strong career objectives. It will show them that you are focused and have a plan for your future. Your objective will need to explain what your ultimate career goal is by covering the following areas.

- What - title, position
- Where - industry, company, or field
- How - skills, experience, and/or education

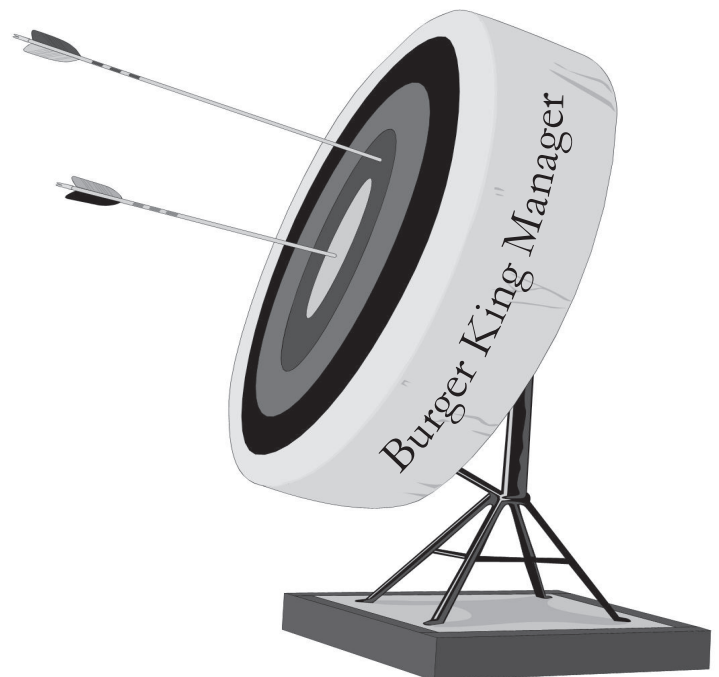
**Goal:** Burger King Manager

**Career Objective:** To obtain a management position at Burger King where I can utilize my management degree, leadership qualities, and skills to further promote and expand the store I am assigned to grow.

Be sure to take some time to think about the objective and write a specific and concise career objective.

### HAVE THE CLASS COME UP WITH A CAREER GOAL AND THEN A CAREER OBJECTIVE FOR THAT GOAL

It cannot be stressed enough that every man needs to have a career goal and a corresponding Career Objective to go with that goal. All of the information that will be filled out on the next couple of pages will be essential to construct your resume. This class has several graded assignments, the resume is one of the more important assignments to be done for this class. After completing your facts sheets you need to select what type of resume (functional or chronological). The resume that is due for this class will be graded according to the rubric on page 22, and after completing this chapter the Resume will be due \_\_\_\_\_. So be sure to ask any questions if you are unsure or need help You will write out your resume on your own paper.



# Page 19 in the book

## Identification Fact Sheet

The identification fact sheet will consist of your formal name (no nicknames), address (street number and name, apartment number, city, state, and zip code), phone number including the area code, and your e-mail address (optional). Be sure that the phone number you use is one where you, or someone else that can take a message for you, is available during work hours. You may want to use both a home and a cell phone number.

| Identification Fact Sheet |  |
|---------------------------|--|
| <b>Name</b>               |  |
| <b>Street Address</b>     |  |
| <b>Phone Number, Cell</b> |  |
| <b>Phone Number, Home</b> |  |

## Work Experience Fact Sheet

These is probably your most important fact sheet. It will include basic information regarding your past employment responsibilities, skills, and achievements. Three work experience fact sheets will be included for your use, if necessary.

| Work Experience Fact Sheet |  |
|----------------------------|--|
| <b>Name of Employer</b>    |  |
| <b>Address of Employer</b> |  |
| <b>Phone Number</b>        |  |
| <b>Dates of Employment</b> | _____ to _____<br>Month / Year      Month / Year |
| <b>Industry</b>            |  |
| <b>Position Held</b>       |  |
| <b>Responsibilities</b>    |  |
| <b>Achievements</b>        |  |
| <b>Skills/Abilities</b>    |  |
| <b>Reason for Leaving</b>  |  |

# Page 20 in the book

| Work Experience Fact Sheet |  |
|----------------------------|--|
| Name of Employer           |  |
| Address of Employer        |  |
| Phone Number               |  |
| Dates of Employment        | _____ to _____<br>Month / Year      Month / Year |
| Industry                   |  |
| Position Held              |  |
| Responsibilities           |  |
| Achievements               |  |
| Skills / Abilities         |  |
| Reason for Leaving         |  |

| Work Experience Fact Sheet |  |
|----------------------------|--|
| Name of Employer           |  |
| Address of Employer        |  |
| Phone Number               |  |
| Dates of Employment        | _____ to _____<br>Month / Year      Month / Year |
| Industry                   |  |
| Position Held              |  |
| Responsibilities           |  |
| Achievements               |  |
| Skills / Abilities         |  |
| Reason for Leaving         |  |

## Education Fact Sheet

This may include the name of your high school with month and year of graduation. Only state your GPA if it was over 3.0 on a 4.0 scale. If you have attended college or vocational school, list the name, city, and state of school attended. If you have earned a degree, list it by its proper name. Or, if currently a student state, the degree you are seeking. Also, include any certificates gained in prison that may be relevant. Do not write that it was earned in prison. That can be explained during an interview.

| Education Fact Sheet   |  |
|------------------------|--|
| Name of Institution    |  |
| Address of Institution |  |
| Dates of Attendance    | _____ to _____<br>Month / Year      Month / Year |
| Degree Received        |  |
| Education Highlights   |  |
| Abilities / Skills     |  |
| Certifications         |  |
| Special Training       |  |

## Military Fact Sheet

This will include listing the time you spent in the military. State the branch you served in, rank, dates served, and job held. Try to make your descriptions in civilian terms as much as possible.

| Military Fact Sheet          |  |
|------------------------------|--|
| Service                      |  |
| Rank                         |  |
| Job Title                    |  |
| Date of Service              | _____ to _____<br>Month / Year      Month / Year |
| Responsibilities / Duties    |  |
| Contributions / Achievements |  |
| Skills / Abilities           |  |



## Additional Information Fact Sheet

This will be any other information that may be relevant to the position for which you are applying.

| Additional Information Fact Sheet                      |  |
|--|--|
| Memberships / Licenses / Achievements                  |  |
| Foreign Languages                                      |  |
| Interests / Activities                                 |  |
| Special Awards / Recognitions                          |  |
| Special Abilities / Skills / Talents / Accomplishments |  |

## When Do You Submit Your Résumé?

The answer to this question will depend upon a number of circumstances. If you are responding to a classified advertisement, generally, it will state a time and/or date when your résumé will be accepted. Be sure to turn in your résumé at the earliest date and time possible. If they do not state a date or time, then call the business and find out what time would be appropriate to drop off your résumé. Do not ever try to drop off a résumé during a businesses peak hours. To do so demonstrates that you have no idea about the business and lack the initiative to do the research necessary during their busy seasons.

If you are simply contacting companies to do your research of the company and industry, have an idea of when their heavy period of hiring usually occurs. Different industries may have heavy hiring periods at different times of the year. As an example, retail stores have a heavy hiring period around Thanksgiving for the holiday season, while a landscaping company may need to hire more employees in the spring of the year.

If your job search is on the Internet and it requires you to submit an electronic résumé, you will be given either an e-mail or web site address in which to submit the résumé. If you are applying in person to ask if any job openings are available, it may be best to ask if you could leave a copy of your résumé with a completed job application.

## To Whom Do You Submit Your Résumé?

If you are responding to a classified ad it may state the name or title of the person that will be taking applications. If it does not or you are applying in person, then ask for the person who is in charge of hiring. If you can personally give the résumé to the individual in charge of hiring, it may open an opportunity for you to be able to schedule an interview or be interviewed while you are there.

| Résumé Grading Rubric |  |           |
|-----------------------|--|-----------|
| Graded Areas          | Criteria   | Points    |
| Career Objective      | Forward looking, well articulated, attention grabbing  | 20        |
| Writing Style         | Correct grammar usage, spelling and sentence structure   | 15        |
| Skills                | Related to job requirements, Well articulated, Use of action verbs, Focus on goals and strengths | 15        |
| <b>Total Points</b>   |  | <b>50</b> |

## Chapter 3 Summary

I know it!

1. What are some of the benefits of having a personal résumé?

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2. What are the two basic résumé formats and when should each be used?

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3. What are the general contents of a résumé?

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4. What is a career objective?

---

---

5. When is it best to submit a résumé?

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**Page 23 in the book**

### 13 BASIC RULES FOR WRITING E-MAIL RESUMES SUCCESSFULLY

E-mail resumes follow a different set of writing and production rules from ordinary resumes. Sometimes referred to as “Internet resumes” or “Plain text resumes,” this type of resume is usually produced in a word processing document saved as an ASCII or text only file, and then transmitted by e-mail. Depending on how the recipient handles such a resume, an e-mailed resume also may be entered into a resume database.

Here are 13 basic rules for preparing an e-mail resume:

1. Create an e-mail version of your resume in your standard word processing program.
2. Set the left margin at 0 and the right margin at 65; each line must not exceed 65 characters.
3. Turn off your word wrap or automatic hyphen; always use a hard right return (hit your “enter” key) at the end of each line.
4. Select a fix-width rather than proportional typeface. Your safest typeface is Courier.
5. Include a keyword summary, in case this resume gets scanned into a resume database that retrieves resumes by keywords.
6. Limit emphasizing techniques to these four: ALL CAPS, asterisks (\*), dashes (-), and plus signs (+). Put your name in ALL CAPS.
7. Use the space bar and Enter key to create white space. Do not use the Tab key or other formatting commands to indent or center items.
8. Spell check the document.
9. Save your document as a text-only document, which converts it to a plain-text resume (ASCII document).
10. Check for formatting problems by reopening the document; fix any formatting problems using your Space bar and Enter key.
11. Drop the plain-text resume into the body of your e-mail message - avoid sending it as an attachment unless asked to do so.
12. Before you e-mail your resume to an employer, e-mail it to yourself or a friend to do a final check for any formatting problems.
13. When preparing to transmit your e-mail resume to an employer, be sure to include an attention-getting, yet professional, subject header, such as “Information You Requested” or “Resume for Accounting Position.”

While e-mail resumes are relatively unadorned, this does not mean they have to be ugly. If you observe these basic rules, your e-mailed resume will look much better than most such resumes received by employers.

The next page gives an example of how to write an e-mail resume.

JOHN JACOBS  
110 Melaleuca Drive  
Crawfordville, FL 32327  
(H)850-456-4567 (C)850-456-4568  
jjacobs@gmail.com

++Objective++

To obtain a managerial position with Burger King where I can use my skills, knowledge, and experience to help increase the profitability and customer service of the restaurant.

++Skills++

- Highly competent in all areas of a kitchen environment
- Utilized critical thinking and problem resolution skills in order to overcome all challenges.
- Worked well as a team player and independently with very little supervision.

++Education++

100 Hour Culinary Arts Certificate  
2005 - State of Florida - Crawfordville, Florida

High School Diploma  
2005 - State of Florida - Crawfordville, Florida

++Work Experience++

Kitchen Worker  
2004-Present - State of Florida - Crawfordville, Florida  
\*Cleaned the grill, food preparation surfaces, counters, and floors.  
\*Prepared meals including entrees, vegetables, and desserts.  
\*Met high quality standards for all food preparation.

Line Cook  
2002-2004 - Applebee's - Tallahassee, Florida  
\*Contributed valuable skills to most profitable Applebee's in the state of Florida.  
\*Trained in all areas of kitchen including prep, grill, saute, fryer, and window.  
\*Skilled in putting together high-quality, appealing food in a high-volume kitchen.

Saute Cook  
1998-2002 - State of Florida - Crawfordville, Florida  
\*Managed eight burner saute stations while ensuring corporate quality standards.  
\*Trained new hires on all station operations.

++Military Experience++

Mess Specialist  
1994-1998 - United States Navy  
\*Integral part of team responsible for preparation and service of meals for 6,000 crew members.  
\*Graduated in top five of class for mess specialist "A" school.  
\*Promoted to Petty Officer Third Class

## Chapter 4

## Cover Letter



### Page 24 in the book

Cover letters provide a cover for your resume, they draw attention to your resume and should be written with the same professional style. Every resume sent via e-mail, fax, mail or when presented in person should include a cover letter. You should avoid overwhelming a one-page resume with a two page letter or repeating the contents of your resume in your cover letter. A short and succinct one-page letter which highlights one or two points in your resume is sufficient. Three to four paragraphs will suffice. The first paragraph should state your interests and purposes for writing. The second paragraph should highlight your possible value to the employer. The third paragraph should state that you will call the individual at a particular time to schedule and interview.

But wait before we go any further lets discuss each of these paragraphs.

(NOTE EXAMPLES DO NOT MATCH HOW THE BOOK WRITES COVER LETTERS. That is ok explain as you are going through this that there are more than a couple of ways to write cover letters and resumes.)

#### Paragraph #1 Interests and Purpose

What should we be saying in that paragraph? Specifically?

#### Example:

In response to your search for the Construction Foreman position placed in the Wakulla Chronicle, I bring more than 20 years in the construction industry.

I am committed to improved food service quality, an attribute that characterizes value to a fine dining establishment. As a culinary chef working in 4 star restaurants, I offer skills and knowledge from 7 years of experience. It would be an honor to serve patrons at Le Deux, a critically acclaimed restaurant whose creations in gastronomic science have revolutionized the eating experience and reflect my own passions.

#### Paragraph #2 Value to Employer

In the second paragraph how can you highlight your values to the employer?

#### Example:

My years of experience at Crawfordville Concrete, LLC., including more than 8 years of working as assistant foreman, indicate that I could step right into this position and add value immediately. It incorporates my interests in leadership with my knowledge in pouring concrete slabs at Wakulla Construction.

In the experience I have working in several 4 star restaurants will bring a variety of new exciting flavors and tastes to your establishment. The knowledge acquired from Le Cordon Bleu cooking school, and an advanced course on gastronomic cooking at Ohio University's School of Hospitality, will continue to bring the forward thinking recipes pioneered by your restaurant. Combining the passion I have for reinventing old exquisite recipes and the revolutionary environment your restaurant will create immediate benefits for your business and patrons.



### Paragraph #3 Contacting the Employer for an Interview

#### Example:

I look forward to meeting with you to discuss the use of my skills and abilities to help grow your company. I will call you on DAY, MONTH, DATE, and TIME to schedule an interview at your earliest convenience. Thank you for your time and consideration.

Do not expect great results from just cover letters. Many professional job search firms use computers and mailing lists to flood the job market with thousands of unsolicited resumes and cover letters each day. Other job seekers use “canned” job search letters produced by computer software programs designed to generate model job search letters. To cope with the volume of communications, many employers use resume management software to scan, store, and retrieve communications or to simply throw away most of the unsolicited resumes and letters they receive.

REMEMBER THE KEY TO GETTING THE JOB IS A COMBINATION OF ALL THE NECESSARY COMPONENTS:

- k A CORRECTLY FILLED OUT APPLICATION
- k AN EXCELLENT COVER LETTER AND RESUME
- k AND THE MOST IMPORTANT IS “ACE-ING” THE INTERVIEW

All of these we will cover and more in this class but not today.

#### Learning Objectives

After completing this chapter, you will be able to:

- k Explain the reasons to use a cover letter.
- k Understand the benefits of a cover letter.
- k Properly write a cover letter.

Cover letters are an extremely useful tool in your job search; they may help distinguish you from the other job applicants. A cover letter is a brief letter, usually less than one full page, that highlights an individual’s special skills, qualifications, and training. Your cover letter is your opportunity to express a bit more personality and character to the potential employer. Your cover letter should be customized each time you write it, allowing you to market the specific skills and experience you possess that are most related to a specific job opening. Every résumé sent via mail, fax, e-mail, or when presented in person should include a cover letter.

The four parts of a cover letter:

1. In the first paragraph, you should explain your reason for writing, and the name the job for which you are applying. Also, tell how you learned about the job.
2. Use the second paragraph to briefly point out your qualifications. Explain the facts, but do not exaggerate or lie.
3. The third paragraph calls attention to the résumé. It may also be wise to give a date when you are available for employment.
4. In the last paragraph you let the potential employer know that you will contact him or her on a specific day and at a specific time. This shows that you are assertive and motivated to be employed by the company. It will also

Cover Letter writing, resume writing, and all business writing should follow some basic principles.  
(WRITE ON THE BOARD)

Four Basic Principles:

1. Catch the readers attention.
2. Persuade the reader of your benefits or value.
3. Convince the reader with evidence
4. Move the reader to acquire the product -YOU!

Before writing ask several questions:

(WRITE ON THE BOARD)

What is the purpose of the letter?

What are the needs of my audience?

What benefits will my audience gain from me?

What is a good opening sentence or paragraph for grabbing the attention of my audience?

How can I maintain the interest of my audience?

How can I best end the letter so that the audience will be persuaded to contact me?

If sent with a resume, how can my letter best advertise the resume?

Have I spent enough time revising and proofreading the letter?

Does the letter represent my best professional effort?

show that you will not be passive, by just waiting for a potential employer to contact you.

There are three basic cover letter formats: Paragraph format, Bullet format, and “T” format. Paragraph format is the most common format used. It is best to use this format when you are telling a story about yourself, your career, and experiences. The second style is the bullet format. This format is best to use when trying to bring attention to a group of skills, experiences, and/or achievements. The last style we will discuss is the “T” format. This is best to use when you want to respond with how your skills and experiences match the potential job requirements. No matter which format you use, there are eight key components to every cover letter:

- k **Heading:** The heading of your cover letter should include your proper name, address, phone number, cell phone number, and e-mail address.
- k **Date Line:** You should skip a line and then put the current date . It should be written out in full and presented as month, day, and year (e.g. March 20, 2012).
- k **Inside Address:** The inside address should be the hiring or contact person’s name, job title, company name and company address to where you are sending your letter and résumé.
- k **Salutation or Greeting:** The salutation should consist of the greeting “Dear”, followed by the proper title (if you do not know if a woman is married or not use, the generic “Ms.”), and last name of the person. It should be followed by a colon (:). (E.g. Dear Ms. Jones:)
- k **Body of the Letter:** The body of your letter is the most important part of your cover letter. Remember, your résumé is basically a marketing tool and the same thing can be said for your cover letter. It should follow the four rules of advertising:
  - Catch the reader’s attention.
  - Clearly establish the value and benefit you can offer the company.

## End of Page 24 and Start of Page 25 in the book

- Convince the reader that you are the most qualified candidate by promoting your skills and accomplishments.
- Move the reader to take action. This means making them call you to schedule an interview.
- k **Closing:** This is the closing line of your cover letter. It is generally:
  - Sincerely,
  - Cordially,
  - Respectfully,
- k **Signature Line:** There will be two separate signature lines. First, your full name should be typed four lines below your closing line. Then, in between the closing line and the typed signature line you should put your handwritten signature in black or blue ink.
- k **Enclosure Line:** Since you are enclosing your résumé with your cover letter, explain you are doing so by typing the word “Enclosure”. This is typed two lines below your typed signature line.

The next page has some examples of cover letters by John Jacobs but before looking at those examples look at the Cover Letter Rubric on page 25 and be sure to include all of the things included on the rubric in your cover letter. You would not believe how simple it is to forget to include an Enclosure line on a cover letter but it does happen. So when writing your own cover letter remember to use all the points we outlined here today and review the key components outlined in the book on pages 24 and 25 when writing your cover letters.

Now look at page 26 for the John Jacobs example of what a cover letter looks like in the different formats.

| Cover Letter Grading Rubric |   |           |
|-----------------------------|---|-----------|
| Graded Areas                | Criteria  | Points    |
| Career Objective            | Individual skills, qualifications, training, employment history, and/or special skills                        | 15        |
| Writing Style               | Correct grammar usage, spelling and sentence structure.   | 5         |
| Skills                      | Correct heading, date, inside address, greeting, body of letter, closing, signature line, and enclosure line. | 5         |
| <b>Total Points</b>         |   | <b>25</b> |

## End of Page 25 in the book

Before moving on to the next chapter there are some other types of letters that may be beneficial to you in your job search. The first is an **Approach Letter**, it is written for the purpose of developing job contacts, leads, or information as well as for organizing networks and getting interviews. The primary purpose is to get the employers to engage in the 5 R's of informational interviewing.

(WRITE ON THE BOARD)

**Reveal- useful information advice**

**Refer you to others**

**Read- your resume**

**Revise- your resume**

**Remember- you for future reference**

1<sup>st</sup> Paragraph - Your purpose, but do not suggest that you are asking for a job-only career advice or information.

Final Paragraph - request a meeting and indicate a time you will call to establish a meeting at a mutually convenient time.

These letters can help you to gain access to hidden job market opportunities by making important networking contacts that lead to interviews. It is best to target these letters because they have a better impact if personalized. Every letter written that is individualized will always have a greater impact, remember that when you are writing any type of letter.

Again, this approach letter is just a “shot in the dark” or a line cast out into the ocean to see if you can get a bite, the purpose is to try to develop some sort of contact within the industry or a similar potential employer. It is best if you try someone who you do not want a job with but they are the same field or industry. This person will be like a mentor or a guide that will steer you in the right direction and give advice. In addition to writing an approach letter it is not out of line to perhaps offer this person a “free lunch” where you could discuss what is going on in the industry and what you could do to get into that line of work. Think of your spending money on lunch as an investment in network building.

The second letter that is not covered in your book that you should write is a **Thank-You Letter**. Any time you are in contact with a potential employer or a new networking contact after your interaction with that person you should write a thank-you letter. They may seem outdated or old fashioned but you leave the impression that you are interested, professional, and you care about them and their business. Write a thank-you letter after any interview whether you got the job or not, by writing the thank you letter you leave good will behind that can follow you to your next job interview. Who knows if the interviewer from the last job you applied for may speak with the interviewer for the next job you apply for. Thank-you letters are not just good for employment they are good for life use them frequently and sincerely and you may find that you benefit from just a couple minutes of written gratitude. **(IF ASKED ABOUT APPROACH OR THANK-YOU LETTERS PROVIDE EXAMPLES ON THE BOARD)**  
**(EXAMPLES ARE FOUND AFTER THE CHAPTER 4 SUMMARY QUESTIONS IN THIS INSTRUCTORS MANUAL)**

## Paragraph Cover Letter

Your Name  
Your Address  
Your City, State, Zip Code

Long Date

Individual's Name  
Job Title  
Company Name  
Company Address  
Company City, State, Zip Code

Dear Mr. /Ms. /Mrs. \_\_\_\_\_:

I am submitting this résumé in the hope that you have a position available. I believe my qualifications, experience, and education in \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ would be beneficial to your company. I believe my motivation, reliability, and loyalty would be an asset to your company.

If any positions are available which could utilize my skills, I would appreciate an interview to discuss my potential contribution to your company. I will call you on DAY, MONTH, DATE at TIME with the hope that we can schedule an interview.

Thank you for your time and consideration.

Sincerely,

*Signature*

Your Name Typed

Enclosure

## Bullet Cover Letter

Your Name  
Your Address  
Your City, State, Zip Code

Long Date

Individual's Name  
Job Title  
Company Name  
Company Address  
Company City, State, Zip Code

Dear Mr. /Ms. /Mrs. \_\_\_\_\_:

I am writing in response to your advertisement for the POSITION and have enclosed my résumé for you review. Some highlights of my experience include:

- Highlight of Experience
- Highlight of Experience
- Highlight of Experience

My work related skills are solid. I can \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

To have the opportunity to work for COMPANY NAME would be a great opportunity and I am interested in setting an interview with you at your earliest convenience. I will call you on DAY, MONTH, DATE at TIME so we can coordinate a specific time and date for an interview. Thank you for your time and consideration.

Sincerely,

*Signature*

Your Name Typed

Enclosure

## "T" Format Cover Letter

Your Name  
Your Address  
Your City, State, Zip Code

Long Date

Individual's Name  
Job Title  
Company Name  
Company Address  
Company City, State, Zip Code

Dear Mr. /Ms. /Mrs. \_\_\_\_\_:

As a PAST POSITION, I have ACCOMPLISHMENT, ACCOMPLISHMENT, and ACCOMPLISHMENT. Here is a list of my qualifications as they relate to your requirements.

### Your Requirement

State requirement  
State requirement

### My Qualifications

State your qualifications  
State your qualifications

Enclosed is my résumé that lists other skills, experience, and qualifications.

I look forward to meeting you to discuss the use of my talents to boost the growth of your company. I will call you on DAY, MONTH, DATE, and TIME to schedule an interview at your earliest convenience. Thank you for your time and consideration.

Sincerely,

*Signature*

Your Name Typed

Enclosure

## Bullet Cover Letter

Your Name  
Your Address  
Your City, State, Zip Code

Long Date

Individual's Name  
Job Title  
Company Name  
Company Address  
Company City, State, Zip Code

Dear Mr. /Ms. /Mrs. Jones:

I would like to convey my interest in a career opportunity with your company. I believe my education and experience in restaurant management will be a benefit to your company.

I would appreciate the opportunity to utilize my leadership experience and past sales growth background. I am a dedicated and professional individual, with a special niche for managing tasks and motivating people to reach desired goals. I am a believer in the fundamental concept known as TEAMWORK.

I feel my education and experience serve as a strong foundation for the discipline necessary to be a part of your management team. With your permission, I will call and schedule an appointment with you to further discuss my qualifications. Thank you for your time and consideration.

Sincerely,

*Signature*

Your Name Typed

Enclosure

## Chapter 4 Summary

I know it!

1. Provide the definition for a cover letter and explain its use.

---

---

2. Explain the benefits of a cover letter.

---

---

3. What are the three types of cover letters?

---

---

4. List the eight components of a cover letter.

---

---

**Page 27 in the book**

# Example of an Approach Letter

Carl D. Sanchez  
504 Westberry Lane  
Lee, FL 32340

[DATE]

Dear Mr.. Sanchez:

I am interested in learning more about your company and the field of industry in which it operates. I have been working for 10 years as a customer service representative and now am looking for a change so I can continue my personal career goals. The textile printing industry has always facinated me and I am interested in pursuing a career in this field. Your current position as account manager for Magnolia Print, LLC. offers a unique perspective that combines the attributes of my current occupation with my interests. I would be grateful for a meeting with you for any suggestions on career advice or resume development.

I would like to offer you a free lunch at Outback for your advice. I will call you on TUESDAY (7/12/17) at 2:00 P.M. to arrange a convienient time to meet and converse. Thank you for any suggestions or help you may provide and I look forward to our future meeting.

Sincerely,  
*John Jacobs*  
John Jacobs  
110 Melaleuca Drive  
Crawfordville, FL 32327



# Example of a Thank-You Letter

Carl D. Sanchez  
504 Westberry Lane  
Lee, FL 32340

[DATE]

Dear Mr.. Sanchez:

Thank you for meeting with me on Friday (7/15/17). Your advice was sincere and very informative. I truly appreciate your efforts in taking time to meet with me. I will be utilizing all the knowledge you have provided me in my efforts to work in the textile printing industry.

If it is at all possible I would like to meet again with you in the future to continue our discussions on the industry and where it is heading. I found your views very interesting and would like to know more. Please feel free to contact me between 9:00 A.M. - 5:00 P.M. M-F if you wish to share some more insights. I have enclosed my business card with my contact information.

Thank you,  
*John Jacobs*  
John Jacobs  
110 Melaleuca Drive  
Crawfordville, FL 32327

Enclosure

## Chapter 5

# Finding Employment

## Page 28 in the book

### Learning Objectives

After completing this chapter, you will be able to:

- k Describe what networking is and how it may help you to get a job.
- k Be familiar with the internet and how it can help you to find a job.
- k Understand the different types of job advertisements.
- k Recognize the different ways to apply to a company.

Congratulations! If you have gotten this far you have successfully put together a résumé and a cover letter. This is a huge step in continuing your life after prison. Now you have another important opportunity to grab hold of; the actual job search. Earlier in this class you learned that potential employers are flooded with résumés from people searching for jobs. In the current market, many industries have more potential employees applying for a particular job than they may have jobs available. So, where do you find the employers that are hiring? First, when searching for a job you need to use a combination of methods. Do not limit yourself to just responding to advertisements or just using the Internet. Although they can be very useful they may also be ineffective. The following is a list of approaches to be used in combination with each other.

All of the chapters leading up to this one have been preparation for what will come in this chapter and the following chapters. If you have not written a good cover letter or resume you need to do so before you go looking for a job. Without those vital pieces of personal information you are not leaving potential employers with a good view of who you are. A Cover Letter and Resume are pieces of yourself that remain long after you have walked out the door. They are tools that help you get the job, but how do you know where to look? Well that is what this chapter is about knowing where to look for employment or sometimes who to talk to about employment.

### Networking

Networking may be the most convenient and effective approach to finding a job. Discuss with your friends, family, neighbors, former employers, and peers to let them know that you are looking for a job, as well as what skills you possess and what you may be interested in doing. Ask them if they know of anyone that is hiring or if they know of any leads that may direct you toward possible employment opportunities. If you are interested in a particular field or company, ask your network of people if they know of someone who works for, or is hiring in that specific area. They may know of unadvertised job opportunities. This is a free resource so be sure to utilize this opportunity to the maximum of your ability.

#### **Networking**

A system of communicating with people to find and gain connections and resources.

Networking is the best way to find and secure a job. The adage goes “It’s not what you know but who you know” and there is a substantial amount of truth behind that cliché. If an employer gets an application, cover letter, and resume from two individuals that are practically identical, but one man also has a friend or associate who has spoken to the boss about him the odds are that the boss is going to hire the guy with the friend that has spoken to him. A network can consist of several types of people: friends, family, co-workers, teachers, neighbors, you name the relationship and they can fit into your network.

Is there networking here in prison? Do we communicate with everyone in here? But there is usually a guy who knows a guy who is willing to trade a \_\_\_\_\_ for a \_\_\_\_\_. Or maybe you don’t know someone who can fix your radio but your bunkie knows a guy in \_\_\_\_\_ dorm. We network all the time in prison, in fact you have to be careful because sometimes networking can be linked to the news agency of inmates everywhere... (inmate.com)

Unlike inmate.com the real internet can be a great source of information but you have to come to the realization that the internet is a global network that is about reaching massive amounts of people. When it comes to job listings on the internet they can be great but also difficult to secure, why? Well think about the sheer number of people who might reply to a posting of a job on the internet. If everyone on the internet can see the job posting (a couple hundred million people) imagine if just a fraction of a percent reply to that posting. Just for examples sake lets look at it like this.

If there are 200 million people (200,000,000) on the internet and they see a job posting for Tahiti Surf Guide and only 0.25% apply for that job.

$$\begin{array}{r} 200,000,000' \\ \times \quad .0025 \\ \hline 500,000 \end{array}$$

That's half a million people applying for the job of Tahiti Surf Guide, That is crazy! So any job listings on the internet can have a ridiculous number of people applying for that job. Don't be dissuaded about using the internet to aid you in your job search but be aware of its scope and size. You can also use the internet to learn more about employers and develop contacts in the industry that can help you build a network. Take advantage of the internet as a resource utilize it for its maximum potential but **do not** consider it the only way to get a job.

## Website and Internet

The Internet has become one of the primary sources to find information and leads about potential job opportunities. There are two ways that you can use the Internet as a job search tool for your benefit. First, you can perform a job search on the Internet to seek out specific jobs. This search may assist you in finding specific job titles, duties, pay-scales, and preferences such as geographic distances and shift choices. Second, you can post your résumé on a job search bulletin board. Many potential employers view these electronic bulletin boards to find potential employees. By posting your résumé on the Internet you are literally telling hundreds of employers you are available for work. Note of caution – a résumé posted on the Internet becomes public information, so you must take precautions to safeguard your privacy. Omit information such as your home address and the address of your current employer. You can provide this information at an interview later. You should organize your search materials to prevent becoming overwhelmed with responses. Failure to do so will most likely result in countless job offers that do not interest you or that may not be legitimate job opportunities. Web sites such as Yahoo, Google, MonitorJobs, and Monster are web sites that offer classified style ads free to its browsers and can be a great source of finding out who is hiring locally and out of your area. You may do this type of research on the company web site or other public web sites that discuss the company or industry. These web sites may clarify what jobs are available by industry or by a specific job title.

## Job search/ posting web sites and resources

|                        |                           |                       |                          |
|------------------------|---------------------------|-----------------------|--------------------------|
| www.allbusiness.com    | www.dice.com              | www.jobs.net          | www.workministry.com     |
| www.bestjobsusa.com    | www.efinancialcareers.com | www.latpro.com        | www.worktree.com         |
| www.bizjournals.com    | www.employmentguide.com   | www.livecareer.com    | http://hotjobs.yahoo.com |
| www.careerbuilder.com  | www.fabjob.com            | www.marketingjobs.com | www.zoominfo.com         |
| www.careerexplorer.net | www.fastcompany.com       | www.mediabistro.com   | www.linkedin.com         |
| www.careerjournal.com  | www.healthcareers.com     | www.monster.com       | www.facebook.com         |
| www.careermomentum.com | www.healthehire.com       | www.nationjob.com     |                          |
| www.careeronestop.org  | www.hrjobs.com            | www.talentzoo.com     |                          |
| www.careers.org        | www.idealists.org         | www.topusajobs.com    |                          |
| www.challengergray.com | www.jobcentral.com        | www.truecareers.com   |                          |
| http://money.cnn.com   | www.jobhunt.org           | www.usajobs.com       |                          |
| www.computerwork.com   | www.jobsinlogistics.com   | www.valut.com         |                          |
| www.craigslist.com     |                           | www.vetjobs.com       |                          |

## One-Stop Career Centers

One-Stop Career Centers are a tremendous asset to anyone searching for a job or interested in furthering their career. Their offices are located all over Florida and will help you, the job seeker, with your job search. They may provide job referrals, counseling, and other services valuable in the job search. They may also be able to help you to further improve upon your résumé, cover letter, or speaking and writing skills. Some centers may also offer classes, workshops, or seminars on a number of skills for employability at a discounted rate, or even free of charge.

### (ASK THE CLASS)

Do you think a One-Stop Career Center might have a specialist who can help convicted felons? (Wait for responses)

Anyone have any experience with One-Stop Career Centers? [Wait for responses and hear their experience(s)]

Should we utilize a One-Stop Career Center as a Resource? (Wait for responses)

Should you have a resume when going to a One-Stop Career Center? (Wait for response)

(THE EMPLOYABILITY ANSWER: YES!) If you do not have a resume then you should develop one at the One-Stop and prepare yourself for a possible job. You never know if a temporary position with a company may eventually develop into a full time position, having a resume ready will show that you are committed to the idea of working there permanently. Go to a One-Stop just like you would go to a possible employer, remember you are looking for the best job that will lead you to your career goal. Yes, sometimes you have to take whatever comes your way but that should not be a permanent arrangement, eventually you want to have a job you enjoy.

### (ASK THE CLASS)

Has anyone ever used an Employment Agency before? (wait for responses) What was your experience? Did you have to pay? (Public agencies are free, private cost you some money)

Difference between public agencies and private are the fact that public employment agencies are run by the state or federal government and use taxpayer money to operate. Private employment agencies are run by companies that seek to make a profit they make money in several different ways.

1. They can charge the company to employ a person they recommend
2. They can charge a flat rate to the person looking for a job
3. They can charge a percentage of what the person looking for a job will make at a company

Employment agencies can find people permanent work or temporary work, the best thing to do when working anywhere is to work as though you belong there, nevermind if you will be working there tomorrow do your best and your efforts will follow you in the form of good reputation.

## Employment Agencies

There are two types of employment agencies. These two types are known as private and public. Private employment agencies are businesses that help people find jobs, where the employer or the applicant is responsible for the agency's fees. It is important that you find out the exact cost and who is responsible for paying that cost before contracting with a private employment agency. Private employment agency fees vary widely. It may be as little as what you will earn in one week on the job, but be aware that these fees can approach thousands of dollars.

## End of Page 28 and Start of Page 29 in book

In contrast to private employment agencies, public employment services receive no fees. Public employment services will assist you in finding jobs in a variety of industries including: construction, retail, hospitality, clerical, or temporary placement, as well as other areas. Most large metropolitan areas have at least one public employment service agency. To find the office nearest you perform a search online or look in the state government telephone listings under job service or employment.

### Employment Agency - Success Story (from College to Corporate America)

It is difficult to get a job sometimes, so hard that even college degrees do not guarantee a job. There (is/was) an instructor who had a cousin who graduated from a well known university in Chicago. His cousin wanted to stay in Chicago and to do so she needed a job. At the time the job market in Chicago was fierce so fierce that the number of opportunities for new college graduates was slim. Frustrated with her inability to find a suitable job the instructor's cousin went to an employment agency for help, they agreed to find her work that would match her

college education and pay a decent wage. In return the cousin would pay a percentage of each paycheck to the company. One of the first jobs she ended up temporarily working at was as an accountant at an alternative energy company. This company prided itself on work ethic and the ability to be creative in the working environment, something at which the cousin excelled. In the two weeks she spent working for the energy company they decided to offer her a full time job. The energy company bought out her contract with the employment agency and paid a fee for hiring her. After working for the energy company for two years in the Chicago office the cousin did such outstanding work that she was given a chance to work at the international headquarters in Germany. Now his cousin did not know German and though it would be difficult to transition to another country and speak another language. How was she going to pay for it all? Well the company she was now working for decided to pay for her to keep her apartment in Chicago and pay for a place in Germany, plus they paid for a personal tutor for her to learn German lessons. After two years in Germany his cousin is now fixing to move back to the U.S. and work for the same energy company from her new home in San Francisco (at a position they created just for her because they want to retain her as an asset). Sometimes an employment agency is worth the price.

## Classified Advertisements

Classified advertisements appear in the classified section of the newspaper. These advertisements are a common source of information about jobs available generally in the local area. Most classified 'ads' are easy to read and understand, although some ads contain abbreviations. We have provided you with a handy abbreviation key to assist you with the search.

| Common Abbreviation Key |                      |                     |
|-------------------------|----------------------|---------------------|
| Asst. – Assistant       | Eves. – Evenings     | Min. – Minimum      |
| Bet. – Between          | F/T – Full-Time      | Neg. – Negotiable   |
| Co. – Company           | Hrs. – Hours         | P/T – Part Time     |
| Comm. – Commission      | Mfr. – Manufacturing | Expd. – Experienced |
| Dept. – Department      | Mgr. – Manager       | Temp. – Temporary   |

There are two types of classified ads. The first type is a general ad, which will give you specific information about the job, pay range, and company. The second type of ad is a closed ad and will offer more generalized information about the job. This may include the name of the company, where to send your résumé, and quite possibly a fax number or e-mail address. While classified ads are an easy way to find job openings, they are sometimes competitive because, if you read the advertisement, many other job seekers did as well. Many people will be applying for this position, so it is important to be prepared, provide a solid résumé, and leave a great first impression.

## Commentary on Classified Ads

Classified advertisements are not bad, but they are similar to the internet in the fact that anyone and everyone can see them and apply for the job. If you respond to a classified ad keep in mind that there are probably numerous other people applying to that same classified ad. Applying for a job through a classified can be an uphill battle but it is an option that is available. Before applying gather more information by contacting the prospective employer and asking some questions. It is best to be prepared and knowledgeable when applying than to send in an application and resume that do not match what the employer is looking for. So how do you do it?

- Call the number provided at an appropriate time, do not call during rush time at a restaurant or during peak business hours.
- Be polite as always with whomever answers the phone.
- Ask to whom your are speaking with (worker, secretary, manager, owner).
- Inquire about the posting in the newspaper.
- Verify to whom you are sending your application and resume (write the name and address down and verify it with the person on the phone).
- Ask the person about the job (is it a new position? Are you replacing someone?)
- Ask what they are looking for in a potential hire.
- Ask the person on the phone how they like the company. Is there anything they dislike?
- Ask about the dress code at the work.
- Ask about an interview (time, date, place), and who will be giving the interviews (make sure you write the name down and know how to pronounce it).



Use your time on the phone with the person to give you a better picture of the job that you are applying for. It is perfectly acceptable to be inquisitive about the job just don't over do it, remember the person you have on the phone does not have all day to talk to you so be prepared with a written list of questions you want answered that way you do not waste your time or their time.

| Classified Section  |   |  |
|---|---|--|
| Employment Opportunities  |   |  |
| Help Wanted   | Help Wanted   | Help Wanted  |
| <b>BOOKKEEPER</b><br>Expd. Bookkeeper needed for expanding bus. Indep. worker with previous bookkeeping exp. a plus. Send résumés to: Les Irving, 55 Rose Dr., St. Pete, FL 33704 | <b>MANAGER</b><br>Legal Business. Seeking family oriented and loyal person. F/T. Contact Sandy, Donna or Helen at 555-5271                              | <b>EDITOR</b><br>Editor needed to review manuscripts for textbooks. Strong writing skills req. Teaching exp. a plus. Send résumé, recent writing samples, and salary requirements to: Selena Lynn, 1016 Roebling Ave. Brooklyn, NY 11317 |
| <b>HANDY PERSON</b><br>Position for expd. & friendly repair person. Opportunity for benefits & advancement. Seeking quality person. Sandy @ 555-8066                              | <b>HEAD CHEF</b><br>Seeking F/T Chef for O-né Cafe. Expd. with food prep & multicultural cuisine. Call Cathy or Rolando 555-1433 bet. 2-4pm.            |  |
| <b>BILINGUAL TEACHERS</b><br>Make \$\$\$\$. Flex time. Looking for instructors to help ESL students. Knowledge of other languages a plus. Call Christy or Marc. Ph# 555-1452      | <b>COMPUTER &amp; KEYBOARD REPAIR</b><br>Store expanding. Good pay and hours. Work on classic typewriters too. Pay. neg. Call Lee or Donovan @ 555-9187 | <b>PHYSICAL &amp; MASSAGE THERAPISTS NEEDED</b><br>Expd PTs & MTs needed to assist bus. with wellness program. Flex. hrs. Call David or Ali at (813) MAS-SAGE (517-7132)   |

Looking at the classified ads in the book on page 29, what classified ads are written with abbreviations? Why would they be written that way? Which classified ads require a resume? Which ads would you need to find more information before you apply?

(OPTIONAL ACTIVITY - READY! AIM! FIRE! copies needed of the next page)

Before going any further maybe we ought to take a short break and do a skills related activity to help everyone focus on the material we are about to cover. Stop and take out a pen or pencil, right now we are going to have a quick test that will be important when considering how well you can perform a job. In fact an employer might used something like this to see if they can trust you in fulfilling duties assigned to you.

## Written Application

Every company you come into contact with will require you to neatly and accurately fill out a form known as a job application. This form becomes absolutely necessary because it gives the company information about you and your background. It will help the potential employer to compare your job qualifications to those of other job candidates.

If the potential employer cannot quickly read and understand what you have written, it will be a strike against you. To fully complete the application, it is important to properly fill out each section of the application. Make sure to write and respond to every question on the

**End of Page 29 in book**



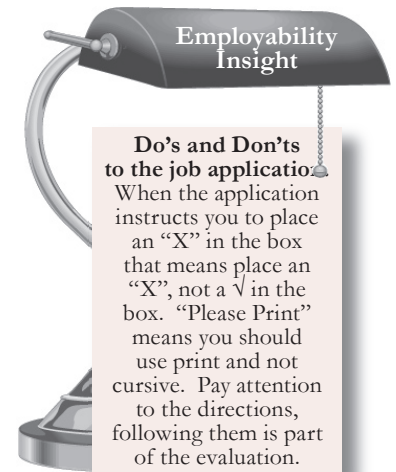
# READY! FIRE! AIM! (ACTIVITY)

This is a timed test - you have three minutes only!

1. Read everything carefully before doing anything
2. Put your name in the upper right hand corner of this paper.
3. List two references. \_\_\_\_\_, \_\_\_\_\_.
4. Write your current phone number. \_\_\_\_\_.
5. How many traffic tickets have you recieved? \_\_\_\_\_.
6. Write the names of your children \_\_\_\_\_.
7. If you think you have followed directions carefully to this point, call out "I HAVE"
8. On the reverse side of this paper, add your income minus your debts.
9. Put a circle around your answer; put a square around the circle.
10. In your normal speaking voice, announce your height and weight.
11. Punch three small holes in the top of this paper with your pencil.
12. If you are the first person to reach this point, loudly call out "I AM THE FIRST PERSON TO REACH THIS POINT. I AM THE LEADER IN FOLLOWING DIRECTIONS."
13. Underline all even numbers on the left side of your paper.
14. Loudly call out, "I am nearly finished, Ready! Fire! Aim!"
15. Now that you are finished reading everything, carefully, do only sentences one and two.

# Start of Page 30 in book

application, unless specifically told not to fill out that area. If a question does not apply to you draw a short line in the space or write N/A for Non-Applicable. If you leave a space empty the employer may think that you overlooked it or simply avoided answering the question. Before you put that pen on the application form, read the application thoroughly. If you do not understand something that is on the application form, ask someone to explain it to you. Always print on the application, never use cursive handwriting, except when signing the application. Never use a pencil! Always use a pen consisting of black ink. Make sure to sign your full name, and do not use a nickname or shorthand name. Remember the employer will form an opinion of you from your application. There are no second chances to make a first impression. If your application is sloppy, incomplete, or inaccurate, you may have just guaranteed yourself no chance of having an interview. There is a sample application in the Appendix for you to review.



## Suggestions for Applications

If you are filling out a paper application you might want to consider the following.

When going into a business/ potential employer to grab an application, remember that you are being evaluated the minute you .... Ask for an application? Walk through the door? Walk up to the door? Pull in to the parking lot? (Wait for feed back/comments) You are being assessed the moment you pull into the parking lot. If your car is dirty and full of junk and trash you look like a slob. If you pull into a reserved parking space you are inconsiderate and cannot follow the rules. If you pull into a handicap spot you are a scumbag. When going to a potential employer to pick up a resume clean up your car just like you should clean up yourself. Consider your car as part of your interview make sure it is presentable, you never know who may pull in next to you in the parking lot. When it comes to yourself you should be dressed as though you are going in for an interview.

When you ask for an application get two copies just in case you mess up one copy. Remember it is best to have a neatly filled out application that is legible and clean. What if you set your coffee cup down on the application and it leaves a ring, should you turn in that application? NO!!! Why not? (because it makes you look like a slob)

## Electronic Application

In today's society, where electronic information is plentiful and widely used, it is important for you to understand how to fill out an electronic application. Many companies now utilize this form of job application. Therefore a savvy job seeker needs to be equipped for such an experience. You may discover upon arrival at a large retailer that when you inquire for a potential job opening that you are directed to an electronic application kiosk. The kiosk usually encompasses a small screen and a keyboard. The actual screen will look somewhat like an ordinary paper job application, except it will be in electronic format. You will fill it out by utilizing the same information that you would have written on a paper application. The only difference is that you will now type in the information. Do not panic! You may not have a lot of experience with a computer, but if you will follow the step by step instructions on how to fill out the application and take your time, success is well within your reach. You will want to bring your fact sheets (with all of your information), any important documentation (licenses, certificates, or identification cards), and you may also want to bring along a pocket size dictionary.

## Kiosk Craziness

If you have limited experience with computers using one to fill out an application may seem scary but it is not as bad as you think. Computers are much more user friendly and they all have some sort of "help" built into the computer that can aid you in what ever you are doing. In order to speed up the process of entering in your information you should bring along your resume in along with all of your information and fact sheets. Why did the book recommend a pocket size dictionary? (Wait for responses from class) Should you spell check your electronic application? ABSOLUTELY!!!

## E-mail and Faxed Résumés

Every job search strategy will be different. In addition to filling out an electronic application or paper application you may also need to mail, fax, or e-mail an electronic résumé. An electronic résumé uses a simplified format because they must be readable to many different types of computers. This format is often called plain text only. By following a few simple rules you will ensure the successful delivery of

your electronic résumé. Electronic résumés do not contain columns, indents, bullets, or bold/italic type. Although electronic résumés eliminate normal formatting, some attention getting devices can be used. Utilize capitalization and asterisks wherever possible to bring attention to important information. Use twelve point courier font and make sure no line exceeds 65 characters, therefore hit the enter key to force additional words on to another line. Include strong keywords that apply to you and your qualifications. For example, do not simply write “word processing”, instead, list all of the specific computer work related programs that you have mastered. Never e-mail an attachment, send your cover letter and résumé as text in a single message. Close your e-mail message stating that a fully formatted hard copy is available upon request. Before you attempt to send these documents to the potential employer it would be prudent to send it to yourself and to a friend as a test. Check the document to be sure that it appears as planned, and if not, adjust the format appropriately.

If you are faxing your résumé it would be a good idea to call the employer to let them know in advance. Most, but not all, employers have dedicated fax lines. If the employer does not have a dedicated fax line the employer will need to make the appropriate adjustments to receive your fax. Be sure to include your cover letter as page one, followed by your résumé. It is also a good idea to call about five minutes after sending your fax to verify that your fax was successfully received. Be sure to use proper phone etiquette and to thank whomever you speak with for checking on your faxed résumé. If you do not have a fax machine your local library, career center, or office supply store will generally be able to help you to fax your résumé.

If you remember back in chapter 3 we covered electronic resumes. What are some ways to draw attention to your electronic resume? (ALL CAPS, ++, underline, \*\*, -)

## Follow-up

In today's ever changing job market, where the competition is usually rigid, you may want to set yourself apart from other applicants. One way you can set yourself apart from the competition is through proper planning and a well constructed follow-up plan consisting of a phone call, a letter, or a personal visit.

If you follow up on your resume and application what do you think it says about you? (Wait for response)  
Could it say that you are tenacious? Could it say that you are interested? Could it say that you really desire the job?

How many people here have made a follow up? (Wait for response) (If none ask, Why not?) Is there such a thing as too many follow-ups for a job? Should you prepare the potential employer for your follow up? YES! You should let the employer know that you will be (calling, stopping by) in your cover letter so that they can expect you.

## Telephone Calls

The follow-up plan should consist of a variety of steps. The first step is to follow-up the application by calling the business within one week of applying to check in with the hiring personnel, as well as to determine when they may be starting interviews. When you follow-up on the status of your application and résumé, you will more than likely do so by phone. If this is the case, proper phone etiquette is crucial to whether or not your application and résumé will be reviewed, and if so, if you will get an actual interview. Articulate yourself on the phone and say something to the effect that you are very interested in the job and available for an interview at anytime. Be polite and thank the employer for the time it takes to read and consider your résumé. You may even want to ask if there might be an appropriate time to follow-up again. This could lead to the employer requesting an interview with you at a convenient time.

### Phone Etiquette

- Call from your own phone (not collect)
- Call at an appropriate time not too late or too early (8:00 A.M. -8:00 P.M.) DO NOT CALL: right at the opening of a business day or right at the end of the business day, or during peak business hours.
- Call from a landline or in a place where you get excellent reception on your cell phone.
- Call when YOU are not busy, do not multitask or text or be working on the computer when on the phone.
- Call from a quiet room where no noise pollution is present and the atmosphere is calm.
- Only have one person on the phone at a time, DO NOT put the employer on hold.
- Smile while speaking on the phone it has been shown that you project more confidence and a better tone while smiling and speaking, and yes it is detectable on the phone, it also helps to stand while speaking.

**End of Page 30 in book**



## Letters

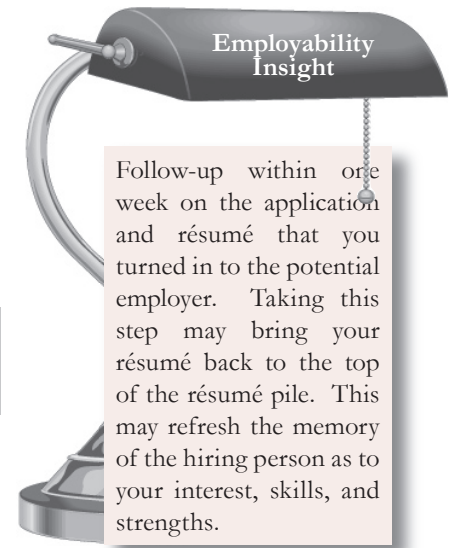
The second part of the follow-up plan is to send a follow-up letter. A follow-up letter is a brief letter that you will write to the employer in a business letter format. The purpose of the letter is to inquire as to the status of your application for employment. The letter should thank the human resource officer for accepting and reviewing your application and should also include a meaningful statement reiterating your interest in the position available. Be careful not to be overly aggressive and do not sound hopelessly desperate. This will not help you in achieving your goal of employment.

The format for a follow-up letter is the same as a thank-you letter, it is best to write one no matter the outcome. The goodwill that you leave at one potential employer can certainly follow you to the next potential employer.

## Direct Contact

Once you have made the follow-up phone call and written the follow-up letter, there are two important steps you can take to further improve the odds of your being interviewed. If by this time you have not been granted an interview, you may want to consider directly contacting the employer in person. You will want to pay close attention to your personal hygiene and wear the proper attire to make a good impression. If done well it could lead to an interview, if not, it could eliminate you from any future consideration.

By putting forth the effort to follow-up on your résumé you are actually giving the employer and yourself a second opportunity to think about the possibilities of employment. This also affords you an opportunity to sell yourself one more time. Your success depends on a good follow up plan, which will demonstrate thoroughness and show initiative to the interviewer. Be proactive in your follow-up plan, but not overly aggressive or pushy.



| Application Grading Rubric |   |        |
|----------------------------|---|--------|
| Graded Areas               | Criteria  | Points |
| Application                | All questions completed accurately.                     | 15     |
| Writing Style              | Correct grammar usage, spelling and sentence structure. | 5      |
| Legibility                 | Readable and professional handwriting.                  | 5      |
| Total Points               |   | 25     |

Remember the suggestions made in the book when it comes to filling out an application. Your applications that you fill out will be graded and the majority of the points will come from if you fill out all the questions completely. (MAKE SURE THE STUDENTS BOOK HAS THE CORRECT RUBRIC READ THE RUBRIC TO THEM)

## Page 31 in the book

### JOB SEARCH PLANNING (from LDS Employment Resource Services)

People spend the least amount of time during their job search contacting companies directly or talking to people about their job search, and they spend most of their time looking at ads in papers and online.

However, people find jobs from four major sources:

**Word-of-mouth referrals (35%)**

**Direct contact with companies (30%)**

**Advertisements and Internet listings (14%)**

**Employment agencies and recruiters (11%)**

of these four major sources, most people find jobs through word-of-mouth referrals and by contacting the companies directly. However, all of these sources produce results.

Successful job seekers spend some time using each source, and they spend the most time using the sources that produce the most success.

Weekly job search model:

- Contact at least 10 people or resources per day, 5 days per week.
- Get 2 new referrals from each contact
- Set up at least 2 face-to-face meetings or interviews each day.

**Word of Mouth Referrals** - make at least 18 networking contacts per week

**Contacting Companies Directly** - make at least 15 contacts with companies per week

**Advertisements and Internet listings** - limit your use of this source to 7 leads per week

**Employment Agencies and Recruiters** - Limit your use of this source to 5 leads per week

**Evaluate your job search** - record your daily activities, and compare your job search to the suggested model. Over time, you will see how well your search is progressing and how long the search might take. Evaluate your experiences to determine what works well and what you might do to improve.

**Remember** - Employers like a neat appearance, good hygiene, appropriate attire, complete honest information, a good attitude, and individuals who are prepared.

**Finding a new job is a full-time job** - Plan to work at it with the same discipline you would if you were working full-time. For example, keep regular working hours. It is important that family members and others support your efforts. Help them understand that if you work half-time on your job search, you will be unemployed twice as long. Your job search is expensive. Just to make the math easy, assume you will be making \$50,000 yearly at your next job. Since most people work 50 weeks per year, your job is costing you approximately \$1,000 per week, so try to make it as quick as possible.

## Chapter 5 Summary

I know it!

1. What is networking?

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2. How can networking help you to secure an interview?

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3. Other than networking, what methods can be useful for locating job opportunities?

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4. Companies offer various ways to complete an application for employment, provide the most common.

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5. What are the three parts of a good follow-up plan?

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## Chapter 6

## The Interview

### Start of Page 33 in the book

#### Learning Objectives

After completing this chapter, you will be able to:

- k Understand what an interview entails
- k Understand the three basic approaches to setting an interview
- k Explain how your attire, body language, and speaking skills can be a hindrance or an advantage
- k Proper interview documentation
- k Four characteristics every employer demands
- k Prepare to answer an employer's most likely questions
- k Prepare to ask an employer meaningful questions

Everything we have learned up to this point is in preparation for the most important step, the interview. An interview is a telephone or face-to-face conversation between the employer and the job applicant. The interview can be a good experience if the applicant is well organized and has taken the proper time to prepare for the opportunity.

An interview is generally the first chance to meet the employer. Remember that your first impression is extremely important, and that this interview is our chance to leave a great lasting impression on the interviewer. There are many things to consider in making a good first impression.

The interview is the most important part of obtaining a job, if you do not do well in the interview you have diminished your chances of getting the job. This chapter is about preparing you for the interview and will give you some times so that your first impression is the best. Remember back in chapter 5 when we talked about the application and when you are being evaluated. When did that start again? (As soon as you pull into the parking lot). The same evaluation begins with the interview, as soon as you pull into the parking lot. So what can you do to make sure that you are ready? (Wash the car, Clean out the car, Wax?) What can you do to make sure you are ready for an interview?

- **Shower** - So you took a shower, should you use cologne? NO, some scents are offensive to people or they might even be allergic to what you are wearing. A shower is sufficient with deoderant when going to an interview.
- **Brush your teeth** - Brush your teeth before you leave for an interview. However, you might not have a chance to brush again before you meet with the interviewer. So, should you chew gum during an interview? NO! Not during the interview but you can chew some gum before you enter the building, NOT even while you are waiting in the lobby.
- **Dress appropriately** - Before going to the interview you should have called and asked what the dress code is at the potential workplace. You should never dress under what is expected at a job and you should not overdress for a potential job. You should try to dress at the level of the person with whom you are interviewing.
- **Do research on the business** - When going in for an interview you should already know about the company/business that you are possibly going to work for. Look up the company on the internet and do some research. Talk to people at that business and find out more. Try the product that is made by the company to let them know you have interest in the company.
- **Prepare a folder** - have all the necessary documents you might need at the interview (cover-letter, resume, certifications, degrees, licenses, etc.) A folder is professional and it keeps everything neat and together.
- **Pinpoint the location and person for the interview** - Make sure you have the correct address where you will be interviewed (and directions to get there), make sure you have the correct name of the person interviewing you (and you know how to pronounce their name) Show up early.

In an interview you will be asked several questions and possibly asked to explain some things about yourself. It is always good to practice some answers before you actually go into an interview. Write down some potential questions you might be asked in the interview and think of good responses.

Possible Interview Questions:

- Anything written in the Resume
- Tell me a little bit about yourself?
- What puts you above our other applicants?
- If I were to speak to your last boss, how would he describe you?
- What is your biggest weakness?
- Describe your worst boss and how you dealt with it?
- I see you stated you have a felony, do you wish to discuss that with me at this time? Why should this not be a concern for our company?
- Do you have any questions for me?
- What do you know about our company?
- Where do you see yourself in the next 5 years?
- What is your greatest strength?
- What was your most important contribution at your last job?

When answering the interviewer take some time to answer truthfully and thoughtfully. A common mistake that is made is that people speak too much or too little good responses not only answer the question they also prove why you are the best candidate for the job.

Employers love to hear whether the applicant has actually used their products or services. If you have, in a positive way explain how their product or service has benefited you in the past. Never lie, always be truthful in what you say, yet say it with discretion. Be prepared to tell the interviewer about your specific skills, educational background, and job related history. This may even include skills, education and experience that you have acquired while incarcerated. Think about the questions that the interviewer may inquire of you and be prepared to answer them effectively, using concise and positive words. If the interviewer asks you if you can type, simply state, "Yes, I can type and I am able to type about 35 words per minute," or "No, I am not able to type, but I am willing to learn." Never answer a question by restating the question. This will tell the interviewer that you may have not been listening and may irritate the person. Your goal is to have a natural, yet professional conversation with the interviewer, clarifying all of your qualities and skills that promote you as a perfect candidate for the position.

You will want to be prepared to provide several reasons why you would be a dependable and highly valuable employee asset to the company. To become an asset to the company does not simply mean showing up for work. To turn yourself into an employee asset, you must be that person who is able to add value by bringing quality and positive growth to the company. Find ways to make yourself indispensable and become a necessary part of the company. For example, offer to work overtime or offer to take on the more difficult, less wanted projects. This will help to offset your wages, making you a valued asset to the company.

One of the very last things you can do to prepare for an interview is take note of what is in the lobby (types of magazines, art work, etc.) some of these things can be indicators of the interviewers hobbies or passions. You can use that knowledge to break the ice and begin a "normal" conversation with the interviewer that establishes you as a real person and not just another interview. You could also note what is in the interviewers office and converse about that as soon as you come in and get seated.

#### **Example:**

The interviewer has a lot of college football memorabilia in his office. You can make a comment about what team he may be a fan of and your favorite team (Well, I knew this would happen, I would get interviewed by a Gator. I hope you won't hold this against me but. Go Noles!)

### **Setting an Interview**

Now that we are adequately prepared for the interview, it is time to think about how we will communicate with the human resource officer when making an appointment. There are certain things that we may be able to control such as the date and time of the interview. This can be done by being proactive in scheduling the interview. The first step is to represent yourself as a respectful and well qualified candidate on the phone. If you are speaking with the human resource officer and you have answered any and all questions the person may have of you, initiate the conversation onto the next proactive step. At this point it would be a good idea to let the human resource officer know that you are available for an interview on Monday at 2:00 p.m. If the human resource officer replies to your response by saying that Monday at 2:00 p.m. is booked, suggest a block of hours that you would be available the same day, such as anytime between 2-5 p.m. If this should fail, ask the human resource officer what day would be the most convenient for him or her and try to negotiate the best possible time for both of you.



# Start of Page 34 in the book

Is it wise to suggest to the interviewer when you are available? (wait for a response) YES, it is important. Why would you agree to meet at a time and day that you could not make. Why do you suggest a chunk of time? (wait for a response) (if none given) Because you want to still give the person arranging the interview to have some flexibility in setting a time that will work for them. Also when setting the interview you should make sure you know the following information, if you don't have it then you should ask for the information.

- When and where the interview will be taking place and possibly any directions to get there
- Who will be conducting the interview, their name how to spell it, pronounce it the dress code in the business
- If there is any additional information that will be needed during the interview

The goal that you are trying to accomplish by taking this proactive stance is to:

- k Set up the interview as quickly as possible while your name and application are relatively fresh in the human resource officers' mind.
- k Avoid any possible conflicts that you may have with other already scheduled interviews.

There are a few other proactive activities that you can do to ensure that you are successful in your interview. Plan to go alone and make sure you have a pen, pencil and some paper to write down any notes the interviewer may give you. You will also want to bring a list of appropriate questions that you may want to ask the employer about the company or position and how you can combine your qualities with the needs of the company. Do not schedule anything else within one hour before or after the interview. The level to which you are prepared will directly impact your chance of being hired.

Should you really bring a pen, pencil and some paper to an interview? Is it appropriate for you to write down notes during an interview? Again, ABSOLUTELY. What do you think that will show the potential employer if you show up at the interview and you take notes? (Wait for responses) 1.) You're interested 2.) You are prepared 3.) You have a forward thinking mind 4.) You care about what is being said 5.) ..... 6.) .... Do you think an employer would appreciate an interviewee asking questions? YES! a resounding YES! They do appreciate interviewees asking questions because they have spent a lot of time preparing for the interview it is nice to know the other half has done the same.

## Three Basic Approaches to Setting an Interview:

- k Instant Interview: There is a good chance that when you turn in an application for employment the employer may want to interview you on the spot. You should always be prepared for this occasion. These interviews are generally brief and by design they are to gain a first impression of the potential employee. You may not be interviewed by the actual person with the power to hire you. You may be interviewed by a subordinate whose job it is to pre screen applicants to help narrow down the decision of who to hire.

Remember Kelvin Austin Foulger and when he walked into Subway to turn in his application? No? Well remember how he was prepared, was he well prepared? (YES) Do you think he was ready for an interview right then and there? (YES) Do you think that Dwight Haggard was utilizing his brief interaction with Kelvin to determine if he wanted to hire him? (YES) So when does the interview begin? (AS SOON AS YOU WALK/DRIVE/SKATE/BIKE ONTO THE PARKING LOT) If you are in a lobby when you turn in your application, who do you think is judging you? (Secretary, assistant, security, office workers) Always be ready for an interview as soon as you show up.

- k Telephone Inquiries: A telephone inquiry is an initial contact to determine if a company is hiring. You should approach this just like an initial interview. Proper phone etiquette should be followed. Your goal is to set up an immediate interview with the potential employer.

What are some ways to make sure you project a positive attitude and confidence over the phone? (SMILE, and STAND UP WHILE YOU ARE SPEAKING). What are some ways you can have good phone etiquette? (BE POLITE, WAIT FOR YOUR TURN TO SPEAK, GIVE GOOD RESPONSES NOT JUST SHORT ONE WORD ANSWERS). (Write the class responses on the board)

You may quickly discover that the classified ad that you are looking at only has a telephone number. If this is the case you will be required to participate in what is called a telephone interview. This will be a conversation between you and a human resource officer or representative of the company. This initial telephone interview is a determining factor in the human resource officer's decision as to whether or not you will receive a personal interview. If your telephone interview goes well, you will more than likely be invited to participate in a face-

to-face interview. Plan ahead and make sure the place you are calling from is quiet. Be sure that there is no background noise when you call the company. This means when you call do not have music playing, babies crying, or people talking in the background. Your telephone conversation should flow naturally and evenly, just as if you are meeting this person face-to-face. You should introduce yourself and state the purpose for your call. You always want to make sure to be courteous, to the point, and factual. When you call, be polite and end the conversation with a request for a definite appointment for an interview. Be ready to accept a specific day and time for the personal interview. When you are concluding the phone call make sure to end with a good impression and thank the phone interviewer for arranging the interview. You simply never know if the person you just spoke with is the actual decision maker.

What are some ways you can seal an interview? How can you say it over the phone with out actually saying, “can I have an interview?” How about: “What time should I show up for an interview?” “Where will the interviews be conducted?” “What days will you be conducting the interviews?” “What information should I bring to the interview?” (Asking the class: CAN YOU THINK OF ANY MORE?)

- k Mail Inquiries: You may actually make an initial inquiry for a potential job by mail or e-mail. When writing a letter of inquiry, address it to the specific person who is in charge of hiring. This may require some research, so be prepared to put forth some effort to find further information on the company and hiring manager. You may do so by calling the company on the phone or doing research on the internet. Write your letter in a business format (see the cover letter for business format of your letter). Your wording should reflect a person who is positively motivated in becoming employed by this particular company. Present yourself as an asset to this company. Ask for an interview so that you may further discuss your qualifications. Your letter should include your full address, telephone number and an e-mail address if applicable. You must make it as convenient as possible for the employer to make contact with you.

## Dressing for Success

How you dress may reflect specific qualities and perspectives to the employer. The first thirty seconds of an interview are very important for the applicant. In this amount of time the interviewer has already observed you and may have already heard you speak. From this, they may have drawn a conclusion based on how you dress, speak, and act. If your hair or facial hair is untidy, you are wearing a black leather jacket, jeans with holes, or worn-out leather shoes, what kind of impression do you think the employer has drawn about you? Now take the other candidate who is neatly groomed, wearing a dress shirt, black or khaki slacks, a belt, and dress shoes, and the potential employer will draw a completely different impression of you. The only thing that has changed is what you are wearing. Do not wear excessive amounts of cologne. Different colognes may be liked or disliked by potential employers. They can discriminate based on the cologne that you are wearing, but that thirty second impression that counts the most. Make sure your fingernails are trimmed and clean. If you wear a beard or mustache or any type of facial hair, groom it appropriately. Be careful not to consume food products before an interview that leave a bad odor on your breath. Before the interview use a breath strip, breath freshener or gum, but do not chew gum while speaking with the employer.

**Black Shirt, Black Shoes, Black Tie (every employer goes crazy for a sharp dressed man)**

The cliché goes: “You only have one chance to make a first impression”

Returning again to Kelvin Austin Foulder and Dwight Haggard at Subway. How well dressed was Mr. Foulder for the potential interview? (He was well prepared) Do you think he was appropriately dressed for an interview at Subway? (Yes, he was wearing a polo shirt, khaki’s, and decent shoes) Why again wouldn’t you wear cologne? Isn’t it good to wear a nice scent? (Because some people find some scents overpowering or offensive, think of some of the C.O.’s who walk past you and you nearly choke on their cologne, would employers like to feel the same way?)

Do we have a similar situation for dressing well here on the compound? (Think ICT, Classification, Classes)

What if you showed up to ICT with a ratty State T-shirt, Ugly stained blues (shirt untucked) (pant leg tucked into your socks, Holey socks, Shaggy hair, Unclipped finger nails and a Two-day beard? (Ask the class for what they think would happen)

If you were trying to get the V.P. canteen position, do you think they would give it to you looking like that? (Ask the class if you would get the job, a serious “chewing”? Confinement?)

**End of Page 34 in the book**



## BODY LANGUAGE SKIT

NARRATOR: Lets imagine the following you have two people who are going in for an interview, the first person is Mr.. Jeffery Eastman (Jeff). Jeff is looking to get a job and has just filled out his application and handed in his handwritten resume to the secretary. Jeff came directly from his house after eating a BLT sandwich with extra onions and some delicious homemade garlic sauce. Because Jeff is unemployed he literally rolled out of bed threw on a pair of jeans from the floor and a nice T-Shirt and ate some lunch. Jeff is so tired from staying up all night playing X-Box and drinking Red Bull, he feels totally weak. Jeff is the first one to be interviewed and man is he really ready to get this over with.

Interviewer: Umm.. Mr.. Eastman, Jeff Eastman?

**Jeff:** YEAH! WHATS UP!

Interviewer: We are ready for your interview Mr.. Eastman if you will come on in.

**Jeff:** (with a surfer accent) Hey! What is Happin'n dude! (gives the interviewer a complex handshake)

NARRATOR: Wait, Wait, Wait! Lets do that again, I can't see Jeff go down like that.

Interviewer: We are ready for your interview Mr.. Eastman if you will come on in.

**Jeff:** (with a street accent) Hey! Waz Hap'n Dawg! (gives the interviewer some dap)

NARRATOR: Again! It's not going down like this, lets give him another shot.

Interviewer: We are ready for your interview Mr.. Eastman if you will come on in.

**Jeff:** (sounding tired and uninterested) Huh? Oh, yeah. Comin' (gives interviewer a weak dead fish handshake).

NARRATOR: (sigh) Alright, one more shot.

Interviewer: We are ready for your interview Mr.. Eastman if you will come on in.

**Jeff:** (Randy Macho man savage accent) INTERVIEW! OH YEAH! (jumps up and gives the interviewer a death grip hand shake).

NARRATOR: Well, I guess that is as good as it gets.

(Jeff goes ahead and takes a seat and slouches in the seat)

Interviewer: Go ahead...and...take...a...seat.

**Jeff:** (gives a peace sign)

NARRATOR: Let's try that again.

Interviewer: Ok, go ahead and take a seat.

**Jeff:** Naw, that's a'iaght playa I'm good (Jeff posts up on the wall).

NARRATOR: We got to do that again.

Interviewer: Ok, go ahead and take a seat.

**Jeff:** Thanks bro! (sits down and and leans way back yawns, stretches and adjusts himself)

NARRATOR: (sigh) Alright, keep going.

Interviewer: So, did you have any trouble finding the place?

**Jeff:** (with arms crossed and a frown) No, no trouble at all.

Interviewer: What do you know about our business?

**Jeff:** (pounding his fist into another hand while giving a toothy grin) I know you handle alot of customers.

Interviewer: Tell me a little about yourself?

**Jeff:** (looking away from the interviewer around the room) I am a very trustworthy, honest person, I believe in hard work and taking my time on a job.

Interviewer: What would you say is your biggest weakness?

**Jeff:** (laughing and chuckling) My biggest weakness is that I care too much and I take my job seriously.

Interviewer: Where do you see yourself in 5 years?

**Jeff:** (rubbing his forehead and massaging his eyelids) I see myself working in a management position and supervising a group of workers as a leader in your company.

NARRATOR: Well I doubt that could have gone any worse, now lets see a good interview with exactly what you should do. (Interviewer and "Jeff" give a good interview.)

(Write on the board the answers for: **WHAT THINGS WERE DONE WRONG? SOME THINGS DONE RIGHT?**)

## Proper Body Language

Not all messages involve words. Body language, also known as non-verbal communication, is the sending and receiving of messages without the use of words. A single body movement or gesture may have several meanings. This is especially true if the gesture is not accompanied by spoken words. Your body language tells the interviewer a lot about you and a good interviewer will pay attention to eye contact, body movement, gestures, and expressions. After observing your body language, a good interviewer can determine many things about you. Body language will often tell the interviewer if you are lying or telling the truth, whether you are interested or disinterested in their question, and it may also communicate your work ethic. Just as important as the clothes you wear is the attitude you radiate. Smile, have a pleasant expression on your face. Be alert and look interested in the interview. Do not have your eyes wandering around the room or away from the interviewer. Look the interviewer in the eye when he or she is speaking. Sit up in the chair and keep your hands in your lap, on a pen and paper, or around the mid-section when speaking. Do not let your hands 'talk too much' during the interview. Do not fidget or play with your pen or any other object in your hands. This is important because some interviewers are experts in non-verbal communications.

**Body Language**  
The sending and receiving of messages without the use of words.

| Non-verbal Communication |   |
|--------------------------|---|
| Type                     | Possible Meaning  |
| Tears                    | Joy, sorrow, love, pain                                       |
| A Wink                   | A greeting, a shared secret, a signal, teasing                |
| A Fist                   | Power, defiance, a threat                                     |
| Crossed Fingers          | A wish or hope, good luck, a lie                              |
| Arms folded at chest     | Reservation, displeasure, disagreement, defiance, being cold  |
| Handshake                | A greeting, a farewell, an agreement, peace, sportsmanship    |
| Smile                    | Friendliness, humor, happiness, affection, approval, ridicule |

Slouching during an interview may suggest a lack of interest in the job. It also may present to the interviewer that you are sloppy and quite possibly lazy. Wandering eyes may give the impression that you are bored. You need to always be aware of the message you are sending through the way your body is moving. Proper use of body language can help you clearly communicate your intentions, so be sure that you are sending the signals and messages you want to send. Here are a few tips to help you use positive body language in an interview:

**Hands:** A firm handshake conveys confidence. Make sure your hands are clean and not sweaty. Do not use a bone-crushing grip. Try to match the pressure extended by the interviewer. Do not touch your face, hair, or clothing.

**Seating:** Do not take it upon yourself to sit down until the interviewer invites you to be seated. If you are in a conference room do not arbitrarily choose a chair to sit in, but instead wait for the interviewer to point out which chair is appropriate for you to be seated in. If the interviewer does not point out which chair, it is appropriate to ask: "Excuse me, sir, where is the best place for me to sit?"

**Eye Contact:** Look directly into the eyes of the interviewer but do not stare. Look down at your notes occasionally. This would be a good reason to take notes.

**Head Movement:** When the interviewer makes an interesting point such as describing the job tasks nod your head in agreement and slightly raise your eyebrows. This conveys that you are interested and the interviewer will receive this as a green light to continue.

**Arms:** Do not fold your arms, it is a negative communication. It sends the signal that you are closed or disinterested in what the interviewer is saying or presenting. Keep your hands and arms in a relaxed accommodating position. If you do tend to move your hands and arms, keep them in the mid-section range from your waist to your chest area.

**Glasses:** If you wear glasses, be sure to wear them to the interview. You may choose not to wear them thinking that it will enhance your appearance, but in reality this can cause you to squint your eyes when reading. It may also make it next to impossible to take notes or fill out any possible paperwork that the interviewer may present to you. If you wear lenses that darken in the sunlight and become clear once inside be sure to get to your destination in time for them to clear.

Above all else, keep your shoulders back and put on a smile, sit-up straight and walk tall. A relaxed and unforced smile will convey warmth and confidence. Keep your attention on the interviewer, not on your clothing or your hair. Keep in mind that 'your actions will speak louder than words' and that 'a picture is worth a thousand words'.



## STUDENT PRACTICE INTERVIEW

Now that we have seen what a bad and good interview are and read some more about body language who would like to give a practice interview a shot in front of everyone. This will be for you benefit because we will critique you on your interview so you can use it when you are graded. (ASK FOR VOLUNTEERS AND BE PATIENT ON WAITING FOR SOMEONE) (WHEN INTERVIEWING ASK THE STANDARD INTERVIEW QUESTIONS AND KEEP IT BRIEF TO ABOUT 5 MINUTES) (REMIND THE CLASS TO TAKE NOTES AND WRITE DOWN WHAT THEY SEE AS GOOD AND WHAT NEEDS WORK FOR THIS INTERVIEW)

- Tell me a little bit about yourself?
- What do you know about our company?
- What puts you above our other applicants?
- Where do you see yourself in the next 5 years?
- If I were to speak to your last boss, how would he describe you?
- What is your greatest strength?
- What is your biggest weakness?
- What was your most important contribution at your last job?
- Describe your worst boss and how you dealt with it?
- I see you stated you have a felony, do you wish to discuss that with me at this time? Why should this not be a concern for our company?
- Do you have any questions for me?

(ALLOW THE CLASS TO GIVE SOME FEEDBACK TO THE PERSON INTERVIEWED AND FOCUS ON POSITIVE THINGS THAT WILL ALLOW THE VOLUNTEER TO REFINE THEIR SKILLS)

## INTERVIEW TECHNIQUES

### Key to a successful interview

The key to a successful interview is adequate preparation. Most employers ask the same basic questions, so prepare answers before an interview. Below is a list of questions frequently asked by employers, with some ideas on how you might answer.

Avoid memorizing answers, but become confident about what you will say so that you can leave a positive first impression. Find someone to coach you through the questions - a friend, someone at the employment resource center, or your ward or stake employment specialist.

### Common Questions and Answers

#### **Tell me something about yourself?**

Develop a summary (two minutes or less) that includes positive work and volunteer habits. Use your introduction and power statements to answer this question.

#### **What are some of your strengths? or Why should they hire you?**

Know your strengths, have them written out and memorized, use power statements to prove them. Tell how you can add value to the company and how you can help make or save money.

#### **Why do you want to work for us? or What do you know about our company?**

Do research before the interview in order to give an appropriate answer. Discuss how your skills would fill the needs of that company. Use a power statement.

#### **What are some of your weaknesses?**

Explain how you have turned perceived weaknesses into strengths. For example: "Some people say that I am too nice. But I have found that by being nice I am able to serve 14 percent more customers per shift, and I have 40 percent fewer complaints than my average co-worker."

#### **What do you think of your present [or past] employer?**

Never criticize your last company or boss. Always use positive terms. Try using a power statement for your previous employer.

#### **What do you hope to be doing in five years?**

Indicate how you hope to make a positive contribution to the employer's company. For example: "I'd like to be working for you in a position of responsibility." Use a power statement to describe how you plan to benefit the company.

### **What do you expect as a salary or compensation?**

Avoid mentioning a specific salary. You may respond with:

- What do you normally pay someone with my experience?
- What does your budget allow for this type of position?
- I know that I have to make you more money than it costs to you to employ me. Let me first explain how I can do that.

Or you can ask to not discuss money until you find that you and the employer are a good match. Suggest that if you both find that you want to work together, then you can agree on a salary arrangement later.

### **Do you have any questions for me?**

Ask questions such as:

- Where do you see this company in five years?
- What have been your experiences with this company?
- Why is this position open?
- Do you have any concerns about my abilities to do this job? Would you share them with me?
- What is your time frame for making a decision?

### **Behavioral Questions**

Employers often ask questions to see how you react or behave in certain situations. Try to understand why the employer might be asking the question. As you give your answer, provide specific examples that show the employer your thought process.

The following is a list of typical behavioral questions and what an employer might be evaluating:

- Describe the most recent situation you faced under pressure. How did you react? (Did the candidate explode? Walk away? Give up? React in a mature way?)
- Describe your last major mistake. Why did it happen? What did you do about it? (Does the candidate understand the seriousness of the situation? Is the reason he gives for the mistake logical?)
- Tell me about a time when your ideas were rejected by your boss. How did you work through the situation? (Did the candidate bow down to management? Did he go back and do homework for another try? Is he persistent when right?)

When it comes to speaking for success you need to focus on highlighting your skills and the qualities that make you the best candidate for the job.

When presenting your skills to others, use concise statements that briefly describe the value you can bring to the organization. Highlight a strength you have, and show how you have used that strength to achieve results. Presenting facts about your skills and experience is not boasting; it allows others to understand how you can add your value to their organization. These statements strengthen interviews, resumes, and thank-you letters.

Use power words, which are positive words or short phrases that describe you, such as the following:

(WRITE ON THE BOARD)

|                |                  |           |             |             |
|----------------|------------------|-----------|-------------|-------------|
| Self-starter   | Results-oriented | Creative  | Productive  | Motivated   |
| Problem-solver | Decisive         | Teachable | Resourceful | Responsible |
| Persistent     | Adaptable        | Organized |             |             |

(ASKING THE CLASS, CAN YOU COME UP WITH ANY MORE POWER WORDS? WRITE EXAMPLES ON THE BOARD)

Achievements, when you describe an achievement, you may include:

|                       |   |                         |
|-----------------------|---|-------------------------|
| A challenge you faced | Actions you performed to overcome the challenge | Results of your actions |
|-----------------------|---|-------------------------|

Be sincere about your achievements, and do not explain every detail. Be very brief, but share enough so that the person you are talking to will be interested in hearing more. He or she will keep the conversation going by asking for more detail or calling you for an interview. Show how you have/can improve efficiency.

### **Examples:**

- Implemented a new statistical tracking method that reduced the average error rate by 14 percent.
- Introduced the design of a new product line that became a best seller in the marketplace.
- Successfully kept all delinquent accounts under 5 percent each week.

Talk about the value you have brought to your previous employers or would be able to bring to a potential employer.

### **Examples:**

- Developed a new employee training program that increased employee retention by more than 80 percent.
- Facilitated the reorganization of the inventory purchasing department. More than 90 percent of the employees identified the changes as improvements.
- Implemented product design changes that resulted in fewer rejects.

Give the potential employer the magnitude of your achievements.

**Examples:**

- Developed a training program that contributed to a 35-percent increase in customer participation.
- Implemented a marketing strategy that directly increased quarterly sales by 25 percent.
- Restructured the manufacturing department, increasing daily yield by 15 percent.

Show the potential employer how you affected cost and revenue or will be able to.

**Examples:**

- Designed a new product line that increased annual revenue by \$250,000.
- Negotiated a contract that increased annual revenue by over \$3 million.
- Reduced quarterly operating expenses by 35 percent.
- Facilitated the turnaround of a troubled organization from a negative \$150,000 to a positive \$1.5 million.

**Sample Power Statements**

- I can achieve results. For example, I started a new tracking method that reduced the errors by 14 percent.
- I make good decisions. For example, I applied product-design changes that resulted in fewer rejects.
- I am creative. For example, I designed a new product line that increased revenue by \$250,000.
- I have organization management skills. For example, I reorganized the company's manufacturing department, increasing yield by 15 percent.

(HAVE THE CLASS GIVE THEIR OWN VERSIONS OF SHOWING EFFICIENCY, VALUE, MAGNITUDE, COST AND REVENUE, AND THEIR OWN POWER STATEMENTS)

Making your own Power Statement:

I am [use a "Power Word" to describe a major strength]. For example, I [describe an achievement].

## OTHER TIPS FOR INTERVIEW DAY

Some other little tips to make sure you are ready on interview day:

- A day or two before the interview make sure to drive to the interview site at the same time of day to scope out the traffic on your route and the parking situation. Nothing causes stress like getting lost or stuck in gridlock on the way to the interview.
- If you arrive more than 30 minutes early to an interview, gather your thoughts in the car. You don't want the interviewer to feel guilty about you waiting. (Remember: If you are early, you're on time. If you're on time, you're late. If you're late, that is unacceptable) 15 minutes is acceptable for being early.
- It may seem against your nature to turn down a cup of coffee but it would be in your best interest to do so. Even if you don't spill it, it may cause some awkward moments during the interview when you are looking for an appropriate place to put it down.
- A briefcase is fine for documents and folders, but a nice padfolio with paper, pens, and a few pockets for your resume and other documents is enough and you don't have to rummage through it.
- Bring multiple copies of your resume and other documents. Make sure you print out your resume on nice paper and do not copy it. You should also bring a separate list of your references that you can use on applications or provide to the interviewer if they request them.
- Be prepared with questions but be careful how you record the answers, it does show you are interested but it can put a barrier between you and the interviewer. Ask the interviewer if it is ok that you write their answer down and don't open your notepad on the interviewer's desk.

## Speaking for Success

This type of communication requires the use of words, meanings and sounds. We use words to convey thoughts, opinions, facts, and even emotions to articulate ourselves. We also use words to express ideas, to give information, and to ask questions. Speaking clearly will help express your wants and needs to the interviewer. Failure to communicate clearly can lead to possible confusion between you and the interviewer. If you can speak well you may increase your chances of conducting a stronger interview, and in turn receiving a job offer. Not only are good communication skills required for a successful interview, but many employers require good communication skills as a requirement for employment. Your supervisors, co-workers, and customers must be able to understand what you say and are attempting to communicate. Your speech is part of the image you project and allows people to form an impression about you. If you speak clearly and use proper grammar, people are more likely to form a good impression of you. There are some simple guidelines that you can follow that will help you communicate successfully.

Do not talk too much. No one likes to listen to a person who continually talks without expressing a clear message. Use only enough words to convey your idea clearly. Always pronounce your words clearly and completely. Mispronouncing a word or using poor grammar is very distracting to the listener. Speak clearly and in a normal tone. Make sure not to mumble, which may be very difficult to understand. Poor grammar is often a sign of inadequate education and/or laziness. If you use poor grammar in the interview you may have a more difficult time receiving the job. Pause before answering questions or making statements. This gives you a chance to think about your answer, where you will be able to respond in the best possible way. Avoid using slang, which most employers view as unprofessional. They will be less likely to hire you as an employee. Use complete endings in all of your words and thoughts. For example, pronounce the entire word, such as, 'singing', and do not short the word by saying 'singin'.

The key to giving good answers is thinking before you speak. Take time to think about what the interviewer is asking and how you can use the question to prove that you are the best person for the job. Speak clearly, don't fill the space of silence with : Um's, Ah's, You Know's, Alright's, And's, etc. Enunciate, pronounce all the syllables in the word. If you really want to prepare before an interview to be sure that you can pronounce words correctly you could use the following exercises:

The big black bug bit the big black bear made the big black bear bleed blood (keep repeating but faster each time, making sure to enunciate each time)

I know New York I need New York I know I need unique New York (keep repeating but faster each time, making sure to enunciate each time)

Round and round the rugged rocks the rugged rascal ran. (keep repeating but faster each time, making sure to enunciate each time)

Sally sells seashells down by the sea shore. (keep repeating but faster each time, making sure to enunciate each time)

While incarcerated it would be a good idea, if available, to take a public speaking class. If this is not possible, you can practice good grammar all the time, whoever you are speaking with and wherever you are at any given time. You can also read books on grammar, learn new words, and study how to use them appropriately. Anything you do to improve your communication skills will not only improve your chances of being hired, but may also improve the compensation you will receive. The bottom line is that if your communication skills are unlimited, your chances for success are also going to be unlimited.

Are there options for improving your public speaking here in prison? Really? What are they? (GET THE CLASS TO GIVE EXAMPLES OF OPPORTUNITIES TO IMPROVE PUBLIC SPEAKING). Could you learn from watching other people speak? Where do you have opportunities to do that? (GET FEEDBACK FROM THE CLASS)

## Documentation

There are several documents that are required in order for you to be hired. It would be a good idea to begin the process of obtaining these documents at least six to nine months prior to your release. Most employers will require you to offer proof of your social security number and some form of identification that proves your age. When preparing for an interview you will need to gather all of the official papers the employer may require. Going to the interview prepared communicates to the employer that you are ready to be hired. You will want to create a folder that contains all of the necessary documentation that you may need when going to apply. **Bring this folder with you**

**to every place you go to apply for a position.** Make sure to also include your résumé, cover letter, and any certifications or licenses in this folder. Make copies of all of these documents so that you can leave a copy with the potential employer. Make sure all documents and copies are clean, neat and organized.

## List of Documents Needed to Prove Identity and Employment Eligibility

You need to provide a document from List A. If you cannot, you must provide one document from both List B and List C as a substitute.

| Documents You May Need During the Hiring Process |   |  |
|--|---|--|
| You May Need                                     | When Needed   | Where To Get It  |
| Social Security Card                             | Before you apply for a job.   | Social Security office.<br>Socialsecurity.gov/online   |
| Birth Certificate                                | If required by an employer to prove age or employment eligibility.  | Contact the health department of the country where you were born.  |
| Driver's License                                 | If your job includes driving.   | If you're 16 or over, apply at your local driver's license office.   |
| High School Diploma                              | If required by employer.  | Request a transcript from the school board office in the county where you graduated.                             |
| G.E.D.   | If required by employer.  | G.E.D. Client Services<br>325 West Gaines Street, Suite 634<br>Tallahassee, Florida 32399-0400<br>1-877-352-4331 |
| Training Certificate                             | If required for the job.  | Call your county school board office. Receive when you pass a training course.                                   |
| Union Card                                       | Depends on job; the employer will tell you. Needed to show proof of union membership, training, or payment of union dues. | Receive when you join a union.   |

## End of Page 36 in the book

When bringing the documents listed above should you have them copied? The originals? How many copies should you make? (GET ANSWERS FROM THE CLASS) Ideally you should have both the original and some copies of the documents for your interview. All copies should be clear and readable, organize your folder(s) to ensure you can readily access all the documents you need.

So what are some documents that you have from here (prison) that you might want to bring to an interview? What would those documents say about you as a potential employee?

Certificates:

Bookkeeping - You can manage books and accounts.

Credit and Debt Management - You can manage other peoples money and understand how to be responsible.

Developing a Business Concept - You understand the basics of small business operations.

Employability - (What would this class say about you?)

Life Mapping - Goal oriented and driven towards accomplishing tasks.

Personal Financial Management - Good money management and personal responsibility.

Personal Investment Management - Forward thinking and a good planner.

Small Business Concepts - You have taken the time to break down a business into a thought out business plan and understand what goes into the operation of that business.



## Page 37 in the book

What would some other certificates and documents say about you in an interview? (GET THE CLASS TO GIVE RESPONSES)

If you have certificates from any program/class/school you should be prepared to answer some questions from the interviewer about those certificates and programs. A good example is if you mention that you took a Bookkeeping class while you were incarcerated. You should be able to explain to the interviewer what you did in Bookkeeping and how it is relevant to you getting a job for that company.

(ASK THE CLASS TO DESCRIBE A CLASS OTHER THAN EMPLOYABILITY THAT COULD BENEFIT A COMPANY)

| List A  | List B  | List C   |
|---|---|--|
| Documents that Establish Identity and Employment Eligibility  | Documents that Establish Identity   | Documents that Establish Employment Eligibility  |
| U.S. Passport (unexpired or expired)  | Driver's License or ID card issued by a state or outlying possession  | U.S. Social Security Card issued by the Social Security Administration (other than a card stating it is not valid for employment)                                      |
| An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I-94, bearing the same name as the passport and containing an endorsement of the alien's non immigrant status, if that status authorizes the alien to work for the employer. | ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address. | Original or certified copy of a Birth Certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal. |
| An unexpired foreign passport with a temporary I-551 stamp.   | U.S. Military Card or draft record or military dependant's ID card.   | ID Card for use as Resident Citizen in the United States (Form I-179)  |
| An unexpired Employment Authorization Document that Contains a photograph. (Form I-766, I-688, I-688A, I-688B)  | U.S. Coast Guard Merchant Mariner Card  | Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)  |
| Permanent Resident Card or Alien Registration Receipt Card (Form I-551)   | School ID card with a photograph  | U.S. Citizen ID Card (Form I-197)  |
|   | Voter registration card   | Native American tribal document  |

Now that all the necessary information has been gathered for the interview, it is finally time to prepare for the interview. You should always prepare for an interview by organizing relevant paperwork needed, also by researching the company or business. It is best if you have a mock interview before to prepare you for questions, it is easy to know in your head what you want to say but completely different when conversing with another individual. REMEMBER YOUR INTERVIEW IS THE BEST SHOT AT GETTING THE JOB!

### The Interview

The interview is an opportunity for you to learn more about the company and further promote yourself. If you tend to get nervous during an interview, it is best to practice and be prepared as much as possible. Being prepared will help you to better handle any situation that may come along. Practice answering questions with a friend or family member before the interview. Do your best to relax and breathe normal during the interview. Remember that the interviewer already has an additional interest in you or you would not have gotten to the point of an interview in the first place. Answer all of the questions the interviewer asks honestly. Failure to do so may create problems with your credentials and experience at the present time or in the future.

The interview is also a chance for the company to further get to know you and your capabilities. An experienced interviewer will come to know who you are and your positive attributes when he or she has completed the interview. The interviewer has many different criteria in mind when searching for the ideal candidate such as: competence, reliability, integrity, and a positive attitude.



## The Four Characteristics Every Employer Demands

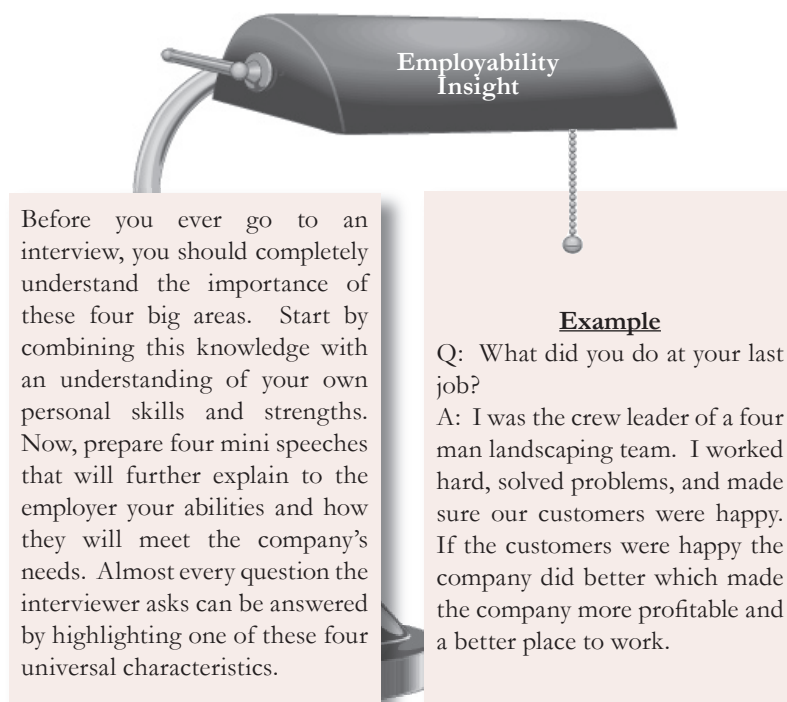
There are certain universal characteristics that virtually every employer is seeking:

**Competence.** Employers are looking to see if you have the ability to do the job. Do you already possess the requisite skills or do you have the ability to learn and master the job?

**Reliability.** Once you have demonstrated that you have the required skills, the employer wants to know if you will be dependable and report to work day after day, month after month, and year after year. Your interviewer is looking for clues that may cast light on your dependability.

**Integrity.** No matter what other great traits you may have to offer, if they can not trust you, they will not hire you.

**Attitude.** The boss wants you to follow instructions to get the job done well. If you got along well with past bosses, and past co-workers, you will probably do well at your next job. The reverse is also true, if you did not get along with past bosses and co-workers, you may very well have problems with your next company. Attitude goes a long way, especially when working with others. If you are able to maintain a good attitude during the smooth times, and more importantly during the difficult and stressful situations, your possibilities will begin to open further.



## What Questions To Expect During an Interview

A proficient interviewer will get to know you by listening to how you answer their specific questions. When an interviewer asks you a question, they do not want to hear a simple yes or no answer. They are trying to discover who you really are; therefore, you will want to answer the questions completely. The following questions may be asked of you and you will want to formulate answers for each if of these questions in advance:

As a class lets go through the next couple of interview questions and try to answer them using: Competence, Reliability, Integrity, and Attitude.

What are your goals for the future?

How could you answer this question? Maybe: **(examples)** “I intend to work diligently for a company and utilize my skills to seek advancement and growth” “I plan on being apart of a workplace environment as a team player and eventually a leader” “In the next five years I will be working for a company where I can demonstrate my skills as a worker, show my loyalty as an employee and serve as an asset.”

Why should we hire you?

A great question that gives you the opportunity to showcase your best attributes. **(examples)** “I believe you should hire the best possible person for the job and considering my working experience (give examples), my education (give examples), my excitement for working in a place like this where (give examples), I believe I am that candidate.”

Are you dependable?

How can you define dependable without just saying yes or no? **(examples)** “Over the past (number of years) working for (give business name) I have had consistently proven myself to respond when needed to whatever situation was going on at work.” “When tasked with a difficult assignment or duty I have no problem fulfilling it even if I have to be creative or think outside of what is normally expected.”

Tell me about your biggest weakness.

If asked about your biggest weakness don't give an answer that makes you seem weak, give an answer that is actually a strength. **(examples)** “My biggest weakness is that I work too much” “My biggest weakness is that sometimes I can be really passionate about my work” “My biggest weakness is that I always want my work to be perfect” “My biggest weakness is that I take my work home with me.”

Why do you want to work for our company?

You should answer this question by giving some highlights about the company that make it appealing to you and also demonstrate your knowledge of the company. **(examples)** “I want to work for your company because you have a long standing reputation of excellent service and quality and I want to contribute to that.” “I have always enjoyed the products that your company produces and look forward to helping share that joy with others.”

What kind of work do you eventually hope to do?

Be careful when answering this question, do not say anything or you will be stuck with some horrible job that you never really wanted, so if you hate filing don't say that you can file. This is your chance to tell the potential employer what you really want to do. **(examples)** “I hope that I can utilize my previous experience (give example) to guide others in a management position at your company.” “I hope my education/knowledge in (give example) will give some fresh perspective to your company while working as a (give job title desired).”

What did you do at your last job?

Similar to the previous question, do not give examples from your last job that you did not enjoy. This is the opportunity for you to explain to your employer the areas of your job that you would like to continue. **(examples)** “I was a cook at a high capacity kitchen and some of my duties included preparing the entrees and the side dishes during the rush hours.” “While working as a lawn care professional I routinely had to utilize gas mowers to clear large amounts of green space, and also do some preventative weeding.”

Do you work better alone or in a team environment?

The best answer here is actually both, but you don't say both you emphasize one over the other while telling the employer that you can handle any situation. **(examples)** “I have plenty of experience working by myself but I have collaborated with several different teams throughout my work history” “I enjoy the team environment the most, but I have no problems with getting a job done by myself.”

Tell me about your biggest accomplishment at your last job.

You should try to highlight something that is appropriate to the current job and proves you are a valuable employee. **(examples)** “While working for (give company name) I had (give accomplishment) that (give example of how it benefited the company).” “As an employee for (give company name) I worked on (give project example) that allowed/enabled/benefitted/enhanced/improved/increased/reduced (give positive change).”

Tell me about a situation at work where you failed, and what you did about it.

Even though they ask for an example where you failed it should be more positive than negative, always stress that something good came out of it whether it was knowledge or growth, try to find examples where you fixed the problem as well. **(examples)** “As a (give job title) I had (give accident or failure) that ended up caused (give results of problem) I then had to (give examples of efforts you took to correct the problem).”

**End of Page 38 in the book**

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One question the interviewer may ask is, “Will you tell me about yourself?” This is your golden opportunity to summarize your best attributes and emphasize their benefits to the specific job and company. You should already have formulated this answer and be ready to give a brief reply, again concentrating on those four universal characteristics all employers desire.

The interviewer is not the only one who should ask questions. You may also ask questions at the appropriate time(s). Your questions should help you to learn more about the company and the position available. Furthermore, your questions should focus on the company specifically and show the interviewer that you are interested in the job. You will want to ask questions that show the interviewer you are willing to go above and beyond, and will excel at the position, always benefiting the company (e.g. “Do you allow overtime work?”, “Do you offer any training or further educational opportunities?”). Be careful not to ask questions that the interviewer has already answered earlier in the interview.

The following is a list of common questions that job applicants (you) ask:

- k Will I have the opportunity to volunteer for overtime hours?
- k Does the company look first to promote from within?
- k Was the last person in this job that I am applying for promoted?
- k What are the job duties?
- k What are the usual work hours?
- k What can I expect a typical day to be like?
- k To be successful, are there any special types of skills or training I will need?
- k Will the company provide me with special training and education opportunities?

Good questions let the interviewer know that you are interested in the job and also help you to decide whether the job opening actually fits your wants and needs. It is important for you to inform the interviewer of your special skills or achievements, your work experience, how you may be contacted, your personal references, and any educational or training plans that you may have in the future.

It is a good idea to keep a copy of your résumé in front of you. This will help you to keep your pertinent information and thoughts organized. Remember that no two interviews are ever alike. Do not be surprised if an interviewer asks you a few unexpected questions. Such as, “What can the company do for you?” Look at the following list of common questions and review the positive and negative answers given for each question. This may help prepare you for your interview:

| Questions and Answer Examples                                     |  |   |
|---|--|---|
| Interview Questions   | Positive Applicant Answers   | Negative Applicant Answers  |
| What job do you want to apply for?                                | I would like to apply for the shipping clerk position.   | Well, I don't know. I guess I'll take anything you have open.   |
| Why did you leave your last job?                                  | I felt I would be better suited working in a smaller company.  | I had a terrible boss. She couldn't get along with anybody, especially me, so I decided to quit.                        |
| Have you had any courses or training to prepare you for this job? | Yes. Here is a list of the courses I have taken. I would be glad to explain what each one was about.                                   | I had some night courses. I can't remember the names or exactly what they were about.                                   |
| Do you have any work experience?                                  | Yes. Here is a copy of my résumé. As you can see, I have had experience in shipping and receiving goods with a large department store. | I've done just about every kind of work you can mention. I was a top-notch shipping and receiving clerk on my last job. |
| Why did you choose this company to apply for a job?               | I am interested in the work you do here, and the working environment seem very satisfying.   | It is a paycheck, and I hear it is easy to work here.   |
| Are you satisfied with the salary for this job?                   | I think the salary will be enough to support me. I would like to find out about company benefits and possibilities for advancement.    | Well, it isn't much. How about benefits? Do the employees get a lot of sick leave and holidays?                         |

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| Information the Employer Uses To Hire or Not To Hire |   |
|--|---|
| Some People Are Hired Because They:                  | Some People Are Not Hired Because They:           |
| Show interest in the company and the job             | Show no interest in the company or the job        |
| Know about the company's products or services        | Know nothing about the company                    |
| Have clearly defined career goals                    | Have no career goals                              |
| Are qualified for the job                            | Do not have the knowledge or skills to do the job |
| Express themselves clearly                           | Communicate poorly                                |
| Have a record of past accomplishments                | Appear lazy                                       |
| Get along well with others                           | Do not get along with others                      |
| Have a positive attitude toward life and work        | Have a bad attitude                               |
| Are well groomed                                     | Are poorly groomed                                |
| Have good manners                                    | Have poor manners                                 |

### Give it Your All as an Employee

At the end of the day it all comes down to your attitude. A very successful business owner that actually prefers to hire ex-felons gave this recommendation. "Above all else, bring with you a positive, can do attitude. I want an employee that is fired up to get the job done, not some one playing the charity card or expecting me to say no or not interested."

| Give It Your All   |  |
|--|--|
| Do's:  | Don'ts:  |
| Be polite to the secretary or receptionist who greets you.   | Walk into an office if the door is closed.   |
| Wait for your interviewer to invite you to sit.  | Do not answer questions with lies.   |
| Be confident; show your potential.   | Slouch or sprawl in your chair or fidget restlessly.   |
| Sit back and look attentive, but try to be relaxed.  | Do not argue or display a negative attitude.   |
| Know the interviewer's name and refer to the interviewer by his or her surname.  | Smoke during the interview – or before; your clothes will carry the smell.                   |
| Look at your interviewer when either of you is speaking.   | Worry about being nervous. Nervousness is natural.   |
| Be polite and respectful.  | Chew gum or scratch you head.  |
| Listen carefully to the interviewer's questions and answer all aspects of the interviewer's question.                        | Stare at the floor or ceiling when speaking with the interviewer.                            |
| Speak clearly; answer "yes" or "no" and expand on your answers for clear understanding.                                      | Interrupt the interviewer to answer a question or answer before you have had time to think.  |
| Smile and relax. Thank the interviewer.  | Whisper or mumble or nod in response to a question.  |
| Have a specific job or type of job in mind.  | Say you will take any job.   |
| Be prepared with your résumé and references.   | Give false information about yourself, your school record, job record, skills, or abilities. |
| Be honest about your application; your interviewer can check on your answers.  | Do not be late.  |
| Be positive about your past work experience; emphasize the good aspects of the job, and what you were able to learn from it. | Give negative opinions of your previous supervisor or company.                               |

## Figuring It Out For Yourself

Figure it out for yourself, my lad,  
You have all that the greatest of people have had;  
Two arms, two hands, two legs, two eyes,  
And a brain to use if you would be wise,  
With this equipment they all began,  
So start from the top and say, "I Can!"

Look them over, the wise and the great,  
They take their food from a common plate,  
And similar knives and forks they use,  
With similar laces they tie their shoes,  
The world considers them brave and smart,  
But you have all they had when they made their start.

You can triumph and come to skill,  
You can be great if you only will.  
You're well equipped for what fight you choose;  
You have arms and legs and a brain to use,  
And the person who has risen great deeds to do,  
Began life with no more than you.

You are the handicap you must face,  
You are the one who must choose your place.  
You must say where you want to go,  
How much you will study the truth to know;  
You have been equipped for life, you see  
But you must decide what you want to be.

Courage must come from the soul within,  
The person must furnish the will to win.  
So figure it out for yourself,  
You were born with all that great have had,  
With your equipment they all began,  
Get hold of yourself and say: "I Can!"

## Chapter 6 Summary

I know it!

1. What is a job interview and what does it entail?

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2. Name the three basic approaches to setting an interview.

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3. What are three important things that will help you in an interview?

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4. What are the four characteristics every employer demands, and briefly explain each?

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5. What additional deductions may be taken out of your paycheck?

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## Chapter 7

# The Ex-Felon Question

### Learning Objectives

After completing this chapter, you will be able to:

- k Learn how to handle being an ex-felon while searching for a job.
- k Have a specific plan to help answer the ex-felon question.
- k Understand how to conduct an interview using these proper techniques and answers to the ex-felon question in a positive manner.
- k Understand what federal bonding is and how it can help an ex-felon.
- k Be able to explain what federal bonding is to the interviewer in a way that will help make you more marketable.

Before we even begin this chapter, let's just go ahead and ask: Should you lie on your resume? (wait for responses) Should you lie on your application? (wait for responses) So should you lie in the interview? (wait for responses) **YOU SHOULD NOT LIE, PERIOD!!!** If you want the job you should be able to explain your criminal record without lying to your potential employer, so let's take a look at how you can best explain your past.

### How to Explain Your Criminal Record

At some point in time we will all have to deal with answering the question about being sentenced to prison. The way this situation is handled will be extremely important and may actually make yourself more marketable to a company. There are ways to actually turn this answer into a positive situation, and in fact, it may help to make you a much better prospect to the company.

The best suggestion we can offer you during an interview is to be up-front and honest about your conviction. Many work places will run a background check on you, which is easier to do with current technology, so do not try to hide the fact that you spent time in a state facility. Once you are honest about the situation, move on to how you bettered yourself during that time and how you continue to do so presently. Explain what you have done to overcome any issues. There is nothing wrong with doing this in the interview. Everyone makes mistakes; it is what makes us human. Those that learn from it, and move on with life in a positive way, stand the best chance of success. The key here is to be open and honest, but you do not need to say more than is necessary or asked.

Although we say that you should never give more than is asked you should still tell your employer that you are an ex-felon eventually. So if you are not asked about your record, you should thoughtfully explain to your employer that you have done some time in prison but again making it positive by emphasizing what you did that was positive, what you learned about yourself, and how you are moving forward. If you do not tell a potential employer about your record you may be viewed in the same light as a person who lies. By telling a potential employer that you have done time up front you are saying to them that you wish to be totally honest with them and desire to be trustworthy.

### How Does a Person with a Felony Find a Job?

There are three articles we would like to share with you that directly address the question of finding employment as an ex-felon. The first article appeared on the web site [washingtonpost.com](http://www.washingtonpost.com).

**Where You're At:** If you are still under a supervised release program, then following the direction and assistance given by a parole officer is most prudent. At this stage, your primary goal is to complete your probation or parole, after which you may begin your new life. If you absolutely need cash, and cannot market your previous skills, then strongly consider a temp agency that will hire you out, and pay you, on a daily basis as a manual laborer. If you are already past the supervised release stage, then it's time to rebuild.

**Where You're Not:** Although it's disheartening, there are jobs you can't have pretty much without exception, exclude anything and everything that involves firearms, and explosives. Bonded positions, highly regulated and licensed positions, and most government jobs are off the prospective list as well. Positions working around minors are probably out too.



**Where You Can Go:** You will most likely find your new career home in a small to very small company, where you will work closely with the owner. Most small companies struggle to survive, and rely heavily on each employee they have. You will probably be working with or near the owner, because they are down working in the trenches to keep their company afloat on a daily basis.

**Where You Can't Go:** Most medium to large companies don't want to be involved with any real or perceived liability in hiring you. If this is the route you really want to pursue, than plan on adding a lot of positive factors to your résumé between the time of your conviction and the time you apply. Do not lie on the application since you will be fired if they discover the lie.

**What You Can Do:** Unskilled and semi-skilled labor positions are high on a convict's new job list, as most employers need to keep these revolving door type jobs filled. Residential construction labor is a good starter job. You can build your skill level, increase your wages, and maybe find a long-term home with a contractor.

## End of Page 42 and Start of 43 in the book

Assume that you will have to discuss your conviction, and that a background investigation will be done. Employers want to know that you have moved on from your experience. **A simple statement is all that's needed!**

**“I was convicted of \_\_\_\_\_, and have fulfilled my obligations to the Court and Society. I know that crime is wrong, and I also know that I have to try harder, and be better than the average person. I am ready to do this.”**

The above statement is clear, concise, and accurate. Do not go in to a tirade about how life has done you wrong, or that you are a victim of the system!

**What Else Can You Do:** You will now need to prove that you are in fact growing and implementing a plan to make yourself a better person.

- k Education is a must: If you need a G.E.D., get it. Enroll in Community College classes (instruction) and courses (skills). If you have a skill or specific education, consider teaching adult education classes. Use counselors at your local one stop career center to help develop a new career path.
- k Volunteer for community service. This looks good on a résumé, it puts you in a networking position, it exposes you to potential employers, it keeps you away from an unsavory crowd, and it should make you feel better about yourself. Two full days (or the equivalent) per month is the norm. Use peer support to explore new career options.
- k Consider church. It has the same exposure as volunteering, and can be a source of support for some. Ask church leaders for career guidance and support.
- k Try to expunge your conviction, or apply for a Certificate of Rehabilitation. All felony convictions can be made to go away; some are just harder than others (such as federal convictions requiring a pardon or clemency, or registrant crimes which may require continued registration.)
- k Prevent future convictions. This is a no-brainer, but still needs to be said.

The second article appeared on the web site [eHow.com](http://eHow.com).

Finding a suitable position of employment in the best of circumstances is a challenging task. If you have a felony conviction on your record, obtaining gainful employment is an even more daunting task. While there are challenges associated with finding a job with a felony on your record, there nevertheless are strategies and tactics that you can employ to better your odds of obtaining a suitable position of employment. Indeed, by taking advantage of all resources available to you, finding a job becomes a manageable endeavor.

1. Schedule an appointment at the job or workforce center in your community. In most communities in the country a resident can find a job center operated by a local employment services agency or by the state department of labor. These centers typically maintain specific programs designed to assist an individual with a felony record in finding suitable employment.
2. Meet with your probation or parole officer (if you are on some type of supervised release) to obtain information

and access to additional resources to assist you in your job search. Keep in mind that the probation or parole office serves multiple purposes. In addition to supervising your conduct, these offices also exist to maintain resources to assist you in integrating into the community. One of the primary objectives of integration is obtaining gainful employment.

3. Prepare a résumé. Keep in mind that if you were incarcerated for any period of time, you need to work around the gaps in your résumé. Because your résumé will set the initial impression a potential employer will have of you, it is important that there be no red flags in the document.
4. Submit your résumé to prospective employers. If you are required to complete a job application as well, and if it asks whether you have a felony conviction, do not provide false information. In this day and age it is not only relatively easy but also likely that a prospective employer will undertake some sort of background check. Make a notation next to the question that you desire to discuss your legal status during an interview.
5. Respond to questions about your criminal history during the course of an interview in an honest and straightforward manner. Do not volunteer unnecessary information. Explain to the interviewer what you learned from your experiences.

## **End of Page 43 and Start of 44 in the book**

### **Felony on Your Record? 10 Job Hunting Tips**

The following article appeared on the web site [careerbuilders.com](http://careerbuilders.com):

If you have a criminal record in your past, are you forever barred from rejoining corporate America and taking advantage of professional opportunities? Not necessarily. It is achievable, but definitely an uphill battle, says Pat Kendall, career coach and author of “Jumpstart Your Online Job Search and eResumes: Everything You Need To Know”.

According to Kendall, an estimated 80 percent of companies perform background checks on job applicants. Today’s terror-aware atmosphere and litigious society makes employers responsible to a greater degree for checking out candidates they hire.

It can be very difficult for most employers to get past a conviction on an applicant’s record, so be prepared for rejection. You also have to realize you are starting over fresh after a conviction and must begin the laborious process of gathering experience and gaining society’s trust. Here are some suggestions for getting back to employment:

First, consult legal council about the possibility of getting your record expunged, sealed or the conviction reduced. These actions may not be available for every case, but it is definitely worth looking into.

Contact local human services organizations in your area to see if they offer programs and support for ex-felons.

“Take whatever job you can to start rebuilding your experience and credibility”, says Quincy Roseborough, case manager for Metropolitan’s Young Fathers Initiative in Chicago, Illinois. Now is not the time to be picky. “Many of our clients start with jobs in manufacturing and fast food. The pay is mostly minimum wage and often the hours are long. But, some have opportunities to go to warehouse jobs where they can learn to drive a fork lift and gain other skills.” Take the job and use it as an opportunity to showcase good job performance and to rebuild your experience and others’ trust in you.

Look to personal contacts and friends to help you get a job.

1. Seek employment with small and local companies. “We promote looking for jobs with small companies and independent businesses and employers, instead of major chains,” Roseborough divulges. Local businesses may have less stringent hiring requirements and are more willing to give you a chance.
2. Consider self-employment. Walt was convicted at age nineteen of drug possession and intent to sell. After serving time in prison, he took odd jobs in various auto shops and car dealerships to learn about car repair. He now works as an independent contractor and operates his own auto repair business.
3. “Don’t put the conviction on your résumé,” Kendall declares. “Consider putting it in your cover letter and enclosing letters of recommendation. Be honest and up-front.” Most applications will require you to indicate if you’ve ever been convicted of a felony. If the question is not on the application, you don’t want to let the process go too long without coming clean. You should let them know early on that you have a past record because it will show up in the background check.
4. Be professional and confident. “Many young men we see lack people skills. We tell them that when they go to an employment office or are in an interview if they are dressed appropriately, speak well, and have confidence it will show,” Roseborough says. “We explain that their résumé is like an ad in the newspaper, but they are

the ‘product’; and they have to go in and ‘sell’ themselves. Some employers will take a chance if there is a nice presentation.”

5. Don’t harbor false hope. “It’s going to be hard. Having a felony on your record is a real obstacle, and it is only getting harder,” Roseborough warns. You will be rejected. Just don’t give up.
6. Seek emotional support. Whether it’s family, close friends or a professional counselor, you will need to talk to someone for encouragement. Many ex-convicts experience depression when they meet repeated resistance in trying to once again find employment. Having that support system will help you stay focused and motivated when you feel discouraged.

## Three Basic Steps to Cover the Ex-Felon Question

There are three basic steps to help you answer the ex-felon question in a full and positive light:

1. Honesty – Be honest about your conviction. You do not need to give specific details or what you were convicted of doing. Be brief and concise about the situation. “Yes, I was convicted of a felony and paid my debt to society.”

What are some other things you could say to show honesty? (Get the class to respond) What could you say about your time usage that also displays honesty? (Get responses from the class)

## End of Page 44 and Start of 45 in the book

2. Make Use of Time – Explain that during your incarceration you worked hard to grow and better yourself. Show that you spent your time wisely and found a way to use the time in a beneficial manner. “I was able to use the time wisely. I earned my G.E.D. I was enrolled in classes that helped me with my finances, employment ability, and life skills. I found my sense of spirituality. I become closer to my higher being, my family, and got to know myself in a deeper manner. The time was very beneficial for me and I grew to be a better man everyday.”

What are some effective uses of time while you are in prison? (Get responses from the class) What classes would highlight your change in prison? (Make sure you say it is an individual experience and everyone’s answer will be different.) What classes help you prepare for the workplace? What classes are personal development? (get responses)

3. Felony Bonding – As an ex-felon you are bonded by the federal government in case any irresponsible actions or accidents happen. This means that the company will be covered by the government if the employee damages property or if equipment goes missing under the employee’s watch. “Mr. Richards, have you heard about the federal bonding program?”

Felony Bonding is the same as Federal Bonding and is available to all ex-felons to help them qualify for a job. Make sure you mention the bonding program at the interview, it is a selling point of being employed by the company. If you do mention Federal Bonding be sure you know about it. The following information tells you almost everything you need to know about Federal Bonding.

## Federal Bonding

There are many ways to present yourself as the best candidate for the position available. You always want to be an asset after you have achieved employment, but you also want to be able to present yourself as an asset prior to becoming employed. The federal bonding program is a unique job placement tool that will help make you that valued asset the company is seeking. The federal bonding program is a vital resource in the provision of offender job placement. Your criminal past may make your transition from release to work difficult, but an employer may be more willing to hire you if you are federally bonded. Below you will find a series of detailed questions and answers about the federal bonding program to assist you with most of your inquiries. It also includes applicable phone numbers and web sites that you and your employer will need to use to obtain a successful bonding. Do not neglect this opportunity to set yourself apart from other possible applicants. It is important to study and understand the questions and also be able to justify the program in detail, explaining how it can benefit the company. Your understanding and explanation of this opportunity can be the difference between your being hired, or simply being passed over.

### What is Federal Bonding?

**Q:** What is the Federal Bonding Program?

**A:** It is a unique tool to help a job applicant get and keep a job. The program issues Fidelity Bonds, and is sponsored by the U.S. Department of Labor.

**Q:** What is a Fidelity Bond?

**A:** It is a business insurance policy that protects the employer in case of loss of money or property due to employee

dishonesty. It is like a “guarantee” to the employer that the person hired will be an honest worker. The Fidelity Bonds issued under the Federal Bonding Program are insurance policies issued by the Travelers Casualty and Surety Company of America. The McLaughlin Company in Washington, DC, is the agent for Travelers in managing the program nationwide.

**Q:** How does the bond help someone get a job?

**A:** The bond is given to the employer free-of-charge, and serves as an incentive to the company to hire a job applicant who is an ex-offender or has some other “risk” factor in their personal background. The employer is then able to get the worker’s skills without taking any risk of worker dishonesty on the job.

**Q:** What exactly does the bond insurance cover?

**A:** It insures the employer for any type of stealing by theft, forgery, larceny or embezzlement. It does not cover liability due to poor workmanship, job injuries or work accidents. It is not a bail bond or court bond for the legal system. It is not a contract bond, performance bond or license bond sometimes needed to be self-employed.

**Q:** What restrictions exist in the program’s bond coverage?

**A:** The worker must meet the state’s legal age for working. Workers must be paid wages with Federal taxes automatically deducted from pay; self-employed persons cannot be covered.

**Q:** Who does the program help?

**A:** Bond coverage is provided for a person whose background usually leads employers to question his honesty and thus deny him a job. The program will cover a person who is a “risk” due to his being in one or more of the following groups:

- k Ex-offender with a record of arrest, conviction or imprisonment; anyone who has ever been on parole or probation, or has any police record;
- k Recovering substance abusers; persons rehabilitating through treatments for alcohol or drug abuse;
- k Poor credit record or have declared bankruptcy;
- k Dishonorably discharged from the military; and
- k Persons lacking a work history who are from families with low income

## **End of Page 45 and Start of 46 in the book**

### **Why is Federal Bonding Needed?**

**Q:** Since employers can purchase a normal Fidelity Bond to protect against employee dishonesty, why is the Federal bonding program needed?

**A:** Fidelity Bonds that employers purchase commercially do not cover persons that have committed “a fraudulent or dishonest act.” Ex-offenders are not bondable in the commercial market because they are deemed as too risky to insure for job honesty. Only the Federal Bonding Program will issue bonds to employers to cover ex-felons. As a result, bonding is eliminated as a barrier to employment and the program serves as a unique job placement tool.

**Q:** Is it legal for employers to deny employment to applicants who are not bondable under commercially purchased bonds?

**A:** Employers fear that applicants who are not bondable will be untrustworthy employees, and companies can require bonding and deny employment on that basis. The Federal Bonding Program can help overcome that employer fear by making the applicant bondable. The program’s bond is like a guarantee of employee job honesty for the hardest-to-place job applicants.

**Q:** Can the Federal Bonding coverage exist forever?

**A:** The key purpose of the program’s bond is to help an at-risk applicant get a job. The bond insurance is issued free-of-charge to the employer for a period of six months. If the worker demonstrates job honesty during the six months of Federal Bonding Program coverage, that worker can become bondable for life under commercial bonding made available to the employer for purchase from the Travelers Property Casualty insurance company.

### **Who is Eligible?**

**Q:** Do you qualify for obtaining bonding services?

**A:** Anyone who cannot get a job without bonding is eligible for help by the Federal Bonding Program. All individuals who have, in the past, committed a fraudulent or dishonest act, are eligible for bonding services.

**Q:** What if you have already been told by a company that you are “Not Bondable”?

**A:** The main reason that the Federal Bonding Program exists is to help get a job for any person who experiences bonding as a barrier to getting a job. The program will bond anyone who has a risk factor in their personal background.

**Q:** Can the program bond persons who are self-employed?

**A:** No, the program’s fidelity bond is issued to an employer to cover only a worker who earns wages with federal taxes automatically withheld from the worker’s paycheck.

**Q:** If an applicant is to be placed in a job where bonding was not previously required, can a bond be issued?

**A:** Yes, bonding can be provided for any job, if issuance of the bond makes the difference in getting the job. Job placement often occurs simply due to the fact that the bond overcomes an employer’s fear that the job applicant may be dishonest worker.

**Q:** Can bonding be issued to cover an already employed worker?

**A:** The main purpose of the Federal Bonding Program is to help secure employment for applicants who are having a hard time getting a job due to their questionable backgrounds. However, a bond can be issued to cover a current employee who is not bondable under the employer’s insurance, and needs the program’s bonding in order to secure a promotion to a new job requiring bonding or to prevent being laid off.

## **How is a Federal Bond Issued?**

**Q:** Who must request issuance of a Fidelity Bond?

**A:** Issuance of the bond, for job placement to occur, can be requested by either the employer or the job applicant. This request is to be made to the local agency certified by the Federal Bonding Program. In many cities, agencies are certified to issue bonds to encourage employers to hire. These agencies are “State Job Service” or “One-Stop Career Center”. For further help, call the appropriate phone number shown on the last page.

**Q:** Can the bond be issued at any time?

**A:** For the bond to be issued, the employer must make the applicant a job offer and set a date for the individual to start work. The job start date will be the effective date of the bond insurance which will terminate six months later. After the six months, continued coverage will be made available for purchase if the worker has exhibited job honesty under the program’s bond.

## **End of Page 46 and Start of 47 in the book**

**Q:** How much bond insurance coverage will be issued?

**A:** A total of \$5,000 bond coverage is usually issued, with no deductible amount of liability for the employer. Larger bond amounts can be issued if the certified agency issuing the bonds has acquired a special bond package and has determined that larger bond amounts are appropriate.

**Q:** What papers must the employer sign and what other actions must the employer take in order to get the bond?

**A:** None, once the date is set for the applicant to start work, the bond can be issued instantly. The employer signs no papers, and keeps no special records since the bond is self-terminating. The bond is mailed directly to the employer by The McLaughlin Company in Washington, DC as agent for Travelers.

## **Does Federal Bonding Work?**

**Q:** How many people have been helped by the program?

**A:** Many applicants have obtained jobs due to being bonded, and 99% have proven to be honest employees.

**Q:** What do employers think about bonding as a job-hire incentive?

**A:** A research study published by a university in Texas surveyed employer attitudes toward hiring ex-offenders. Only 12% said that they were willing to hire these applicants. However, 51% said that they would hire ex-offenders if they were bonded.

**Q:** Are there other benefits to using bonding services?

**A:** Yes, a greater variety of jobs can be obtained by applicants, and higher wage jobs can be obtained.

## **Where Do You Get a Federal Bond?**

**Q:** What do you have to do to get bonding services?

**A:** The employer or job applicant should contact the nearest State Job Service office or One-Stop Career Center (call 1-877-US2-JOBS). It is necessary for the applicant to first visit and register with one of these offices (sometimes called a

Workforce Office). There are no papers to be completed by the job applicant or the employer in order for the bond to be issued to the employer to cover the job honesty of the worker. Before a bond can be issued, the applicant must receive a job offer and the employer must schedule a date to start.

The McLaughlin Company in Washington, DC will then issue, to the employer, a Fidelity Bond insurance policy covering the worker. This policy is underwritten through the Travelers Insurance Company.

**Q:** How does the employer learn that bonding is available?

**A:** Workforce Office representatives usually inform employers about the availability of bonding services. Job applicants should also inform employers about bonding in their job search interviews.

**Q:** Is there a specific phone number to call to get further information on bonding services?

**A:** Yes, individuals seeking bonding services and a job call toll free: 1-877-US2-JOBS for the location of the Workforce Office/One-Stop Center nearest to your home. Any agency/organization wishing to learn about acquiring bonds to be issued to employers to facilitate job placement call toll free: 1-800-233-2258 ex. 246 or visit The Federal Bonding Program web site [bonds4jobs.com](http://bonds4jobs.com)

Remember to study this information before you show up to an interview, it could be one of the factors that makes the difference between getting the job and not getting the job. As always utilize every advantage you can get to make sure that you are the ideal candidate and one of those advantages is the Federal Bonding Program.

**End of Page 47 in the book**



## Chapter 7 Summary

I know it!

1. What are the three basic steps to help you explain the ex-felon question?

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2. Write out your own personal ex-felon explanation using the three basic steps.

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3. Explain what federal bonding is, as if you were explaining it to an interviewer.

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## Chapter 8

## Tests & Taxes

### Learning Objectives

After completing this chapter, you will be able to:

- k Describe the three pre-employment test types most commonly used by employers.
- k Understand how background checks are conducted.
- k Understand the taxes that may be deducted from your gross pay
- k Complete the necessary paperwork required of all new applicants

Some companies may require you to complete a pre-employment test. These tests may vary from measuring the applicant's aptitude, personality, and/or technical skills. There are several things that you can do to help yourself understand what to expect. Get plenty of rest the night before and eat a good breakfast. Before you begin to take a pre-employment test, read and understand the directions thoroughly. Sometimes the person who gives the test may explain the directions verbally. In any case, ask questions if you do not know how to complete the test properly.

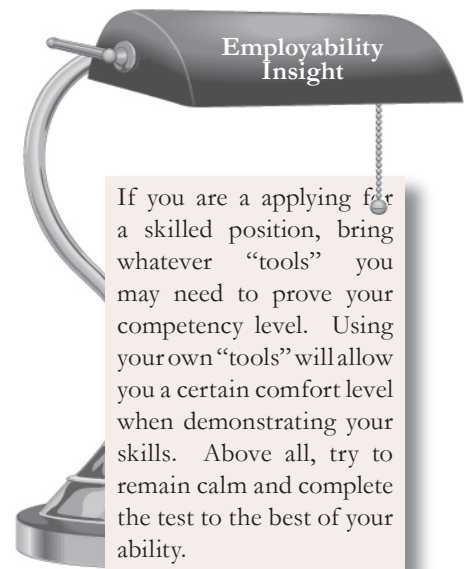
On some tests, sample questions and answers are included with the directions. If so, work through them carefully so you will understand how to better complete the test. Certain tests may be timed or have a minimum passing requirement. For written tests, make sure that you bring the necessary supplies such as: a pen, some sharpened No. 2 pencils, an eraser, a watch, and a note pad. You may also be required to take a computer based test. Before you answer any questions, quickly look over the entire test. Some tests may include multiple choice and/or fill-in-the-bank questions. If you have a watch, estimate half of the total time, and mark the approximate halfway point of the test. This will help you pace yourself throughout the test and not waste time on hard questions. Some tests are made so that you can never finish all the items, so do not feel bad if you do not answer every question. If you get stuck on an item, skip it and go on to the next question. You can always go back to any unanswered questions if you finish early.

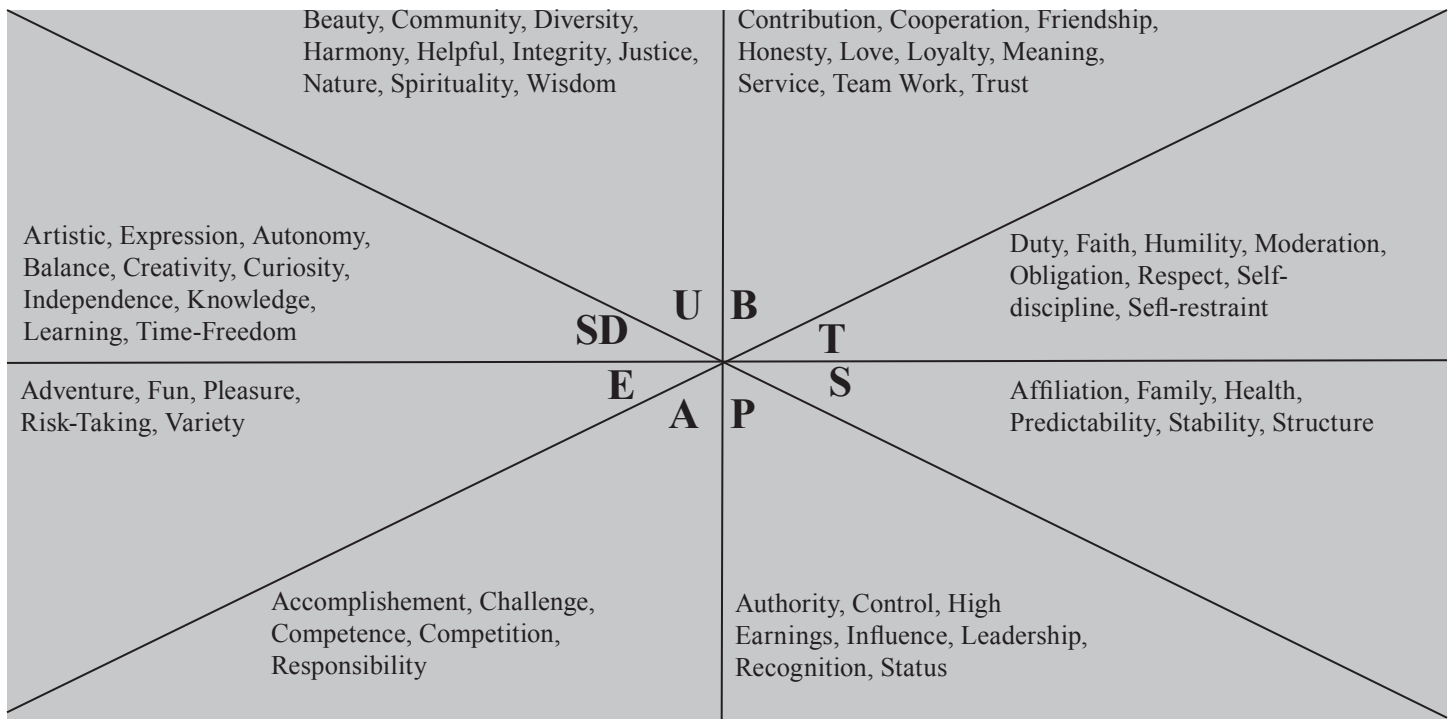
There are several tests that can be utilized to determine various things about you to the employer. Just for fun lets take a values test to see what values are more important to you.

Values Test from "The Everything Career Tests Book" (page 17)

**Directions: (write down the words that are some of your most important values as I read them, at the end if you have more than ten, circle you top ten)**

|                     |              |                 |              |            |              |
|---------------------|--------------|-----------------|--------------|------------|--------------|
| Accomplishment      | Family       | Nature          | Competence   | Influence  | Service      |
| Adventure           | Friendship   | Obligation      | Competition  | Integrity  | Spirituality |
| Affiliation         | Fun          | Pleasure        | Contribution | Justice    | Stability    |
| Artistic Expression | Harmony      | Predictability  | Control      | Knowledge  | Structure    |
| Authority           | Health       | Recognition     | Cooperation  | Leadership | Status       |
| Autonomy            | Helpfulness  | High Earnings   | Creativity   | Learning   | Team Work    |
| Beauty              | Honesty      | Risk-Taking     | Curiosity    | Love       | Time-Freedom |
| Challenge           | Humility     | Self-Discipline | Diversity    | Loyalty    | Trust        |
| Community           | Independence | Self-Restraint  | Duty         | Meaning    | Variety      |
|                     |              |                 | Faith        | Moderation | Wisdom       |





- Universality (U):** Understanding, appreciation, tolerance, and protection for the welfare of people and nature.
- Benevolence (B):** Concern for the protection and enhancement of the welfare of people with whom one is in frequent contact.
- Tradition (T):** Respect, commitment, and acceptance of the customs and ideas that one's culture or region expects of individuals.
- Security (S):** Desire for safety, harmony, and stability of society, relationships, and self.
- Power (P):** Attainment of social status, prestige, influence, authority, or leadership of people and resources.
- Excitement (E):** Seeks pleasure or sensuous gratification. Enjoys unpredictability and variety in life.
- Achievement (A):** Desire for personal success or accomplishments; need to demonstrate competence in everyday life.
- Self-Direction (SD):** Pursues independent thought or action. Enjoys the ability to choose, create, and explore.

(Drawing the diagram on the board and then asking the class to find what area has most of the words that they have chosen, then explain what each area means)

You might take several different tests that measure all types of things for an employer, a values test might not be a priority, but tests like aptitude tests, drug tests, dexterity tests, or intelligence tests might come into use by an employer to find if you are suitable for a job, just remember to be prepared and get plenty of rest the night before.

## Aptitude Tests

Many employers use pre-employment tests to find out more about an applicant's ability to perform on the job. For example, an applicant for an equipment assembly job might be asked to take a dexterity test. A dexterity test requires that you show how well you work with your hands. For example, you may be asked to assemble or disassemble different parts of a small engine in an aptitude test. These tests are usually timed and graded for accuracy. If the job is for an administrative assistant, an applicant may be asked to take a typing test. Some of these tests are also timed, and the person giving the test is usually not allowed to give you any assistance. A paper and pencil test is often a standardized test that must be given and taken in a specific manner. Often, answers must be placed on a separate sheet that can be scored by a machine. These two types of tests may be combined into a general skills test which will result in a profile of aptitudes such as general learning, numerical, or verbal aptitude.

There is a test that some of us in here are quite familiar with and that is a drug test or a urinalysis which is used to measure any drugs that might be in a person's system. There is a very simple way to be sure that you will have no problem with a urinalysis and that is to simply NOT USE DRUGS! Yes as crazy as that sounds the best way to beat a drug test is to simply not use any illegal substances... or legal substances that you don't have a prescription for.

## Drug Tests

Today's employers are serious about maintaining a drug-free workplace. Although the Drug-Free Work Place Act of 1988 was originally geared toward federal employees, many employers are implementing a workplace substance abuse program. Employers have every right to expect workers to be sober on the job, especially when security and safety are a concern. What types of employment might require a drug test? The answer is: any and all potential employers might request that you take a drug test.

If you are asked to take a drug test, you will be referred to a drug testing center. You will be asked to show identification, fill out a consent form, sign it, and pay a fee (usually around \$25). For employment purposes, the standard procedure will test for alcohol, marijuana, cocaine, opiates, PCP, and amphetamines. In most centers, you may be observed while washing your hands or you may be instructed to not flush the toilet until the test is complete. Normal use of cold medicines that contain alcohol will not affect your results. You should, however, bring in any prescription medications you may be taking. The testing center will keep this information on file.

Could a test return a positive result for someone who has NOT used drugs? The likelihood of this is extremely small. Today's labs are very accurate and many tests are performed on the sample before a final result is determined. You can forget that old anecdote about the airplane pilot who ate a poppy seed muffin for breakfast and tested positive for opium. This is an urban legend. A person would have to consume ten pounds of poppy seeds every day for a year before a drug test would return a positive result. Ever heard of the effects of second hand cigarette smoke? This goes for marijuana as well. Even if you did not "personally inhale," if you were around when it was being used, you may have breathed it into your system. With most people, traces of marijuana can stay in your body for three weeks. Remember, your personal reputation, and quite possibly your job opportunity, is on the line.

## End of Page 49 and Start of Page 50 in the book

Personality Test from "The Everything Career Tests Book" (page 77)

**Directions: HAVE THE CLASS MAKE FOUR COLUMNS ON THEIR PAPER AND PUT A TICK MARK ON A COLUMN IF A WORD YOU READ OUT OF THAT COLUMN DESCRIBES THEM. AT THE END OF EACH COLUMN YOU READ GET THE CLASS TO TOTAL THEIR POINTS FOR THAT COLUMN AND MOVE TO THE NEXT COLUMN.**

This test draws on Jung's personality and psychological types theory as well as Keirsey's work in temperament theory. The personality theme descriptions will help you understand how you communicate and how your "Most Like Me" theme and secondary theme work together.

Read through the following traits and check those that you feel strongly describe you. Assign one point to each trait and total your scores in each of the following four categories.

|               |                  |               |            |
|---------------|------------------|---------------|------------|
| Orderly       | Action-Oriented  | Interpersonal | Analytical |
| Punctual      | Seek Adventures  | Team-Oriented | Systematic |
| Responsible   | Enjoy Challenges | Authentic     | Logical    |
| Goal-Oriented | Enjoy Excitement | Motivational  | Objective  |
| Reliable      | Resourceful      | Empathetic    | Visionary  |
| Productive    | Spontaneous      | Imaginative   | Informed   |
| Efficient     | Observant        | Intuitive     | Complex    |
| Persistent    | Impulsive        | Helpful       | Inventive  |
| Structured    | Easygoing        | Romantic      | Calm       |
| Traditional   | Tolerant         | Idealistic    | Precise    |
| Sensible      | Playful          | Enthusiastic  | Innovative |
| Detailed      | Exploratory      | Introspective | Analytical |
| Practical     | Adaptive         | Open-Minded   | Skeptical  |
| Realistic     | Flexible         | Caring        | Demanding  |

Total

Organizer \_\_\_\_\_

Liberator \_\_\_\_\_

Facilitator \_\_\_\_\_

Innovator \_\_\_\_\_

## Personality Tests

Personality tests are sometimes used by a company in the hiring process. These tests are used for a variety of reasons including identifying interpersonal traits that may be needed for certain jobs, estimating the likelihood of job success, and determining how the employee will handle stress. They may also measure characteristics including agreeableness and conscientiousness.

There are many types of personality tests. Some questionnaires use a rating scale such as, Never, Seldom, Sometimes, Often, and Always. Respondents may be asked to respond to statements like: “I consider myself more of a doer than a thinker.” Or “I like to follow schedules.” Other personality inventories request that you finish a sentence such as: “When I am at work, I...” Or you may be shown a photograph and asked to describe what you believe is happening in the picture.

Many employers realize that your experience and attitude toward work will most likely have a greater impact on your ability to do a job than your personality, although, you still want to exemplify yourself as a competent and reliable applicant while answering each question from a professional point of view. Think of your strengths and most outstanding qualities as related to the company and open position.

## Background Checks

Surveys have shown that approximately 30% of business failures are related to employee theft and that businesses lose approximately 6% of revenue (nearly \$600 billion globally) annually due to corporate fraud. In Florida, all employers have the legal right to contact the Florida Department of Law Enforcement and request a criminal history check of a job applicant without giving notice to the candidate. For some occupations (for example, day care workers, teachers, doctors) a background check is a standard procedure. For other jobs, it is up to the employer if they want to request a background check. Today’s businesses want to make sure they have adequate controls in place to prevent crime in the workplace. Many companies will contract with outside investigative consultants who will prevent and investigate workplace crime.

Although there has been a nation wide movement to “Ban The Box” or get rid of the box that you check to indicate you are a felon, it still does not mean that employers won’t check to see if you have a criminal record. If have done your research you will know what jobs are available to a felon and which ones aren’t. The jobs that you qualify for you should be honest about your record because it is so easy to check a person’s criminal history now. In addition to background checks you should be aware of what you are posting online either through Facebook, Twitter, Snapchat, LinkedIn, etc. Employers do check social media sites to see what you have posted about yourself and your life and it will follow you to an interview. Today’s society is more interconnected and information is Ubiquitous (everywhere) so make sure that you think before you put something on the internet and know that you may get questions related to what is posted on social media at an interview or at work.

## Paychecks and Taxes

Congratulations, you got the job! You may now ask yourself what is next. One thing you will need to do is prepare to receive your first paycheck. There are several different forms that the employer will require you to fill out to ensure that the company will properly deduct applicable federal, state and local income taxes. We will help you understand your paycheck and standard payroll deductions (what comes out of your paycheck before you even receive it).

Companies pay their employees based on pay periods. These pay periods can be either weekly, bi-weekly, semi-monthly (twice a month) or monthly. Many companies will delay pay day for a full week or a full pay period. For instance, a company pays its employees every Friday, each paycheck covers the pay period that ends the previous Saturday. This delay allows the company to accurately calculate the exact amount of time worked and pay earned by the employee.

A typical paycheck has a stub attached to it. This stub has detailed information about your earnings and deductions. It will show your gross pay (i.e. the total amount of money earned in the pay period) and will list all of your deductions taken from your gross pay. The amount of your paycheck is the amount left over after all deductions have been deducted from your gross pay, this amount is called your net pay.

| Mon.  | Tue | Wed | Thur | Fri        | Sat    | Sun |
|-------|-----|-----|------|------------|--------|-----|
|       |     |     |      |            | 1      | 2   |
|       |     |     |      |            | •————→ |     |
| 3     | 4   | 5   | 6    | 7          | 8      | 9   |
| ————→ |     |     |      |            |        |     |
| 10    | 11  | 12  | 13   | 14         | 15     | 16  |
|       |     |     |      | Pay<br>Day |        |     |
| 17    | 18  | 19  | 20   | 21         | 22     | 23  |
| 24    | 25  | 26  | 27   | 28         | 29     | 30  |

**End of Page 50 in the book**

## **Kelvin Austin Foulder - Paycheck Predicament**

Before Kelvin worked for Subway and before he did his bid in prison he held several jobs, one of which was for McDonalds. While working at McDonalds Kelvin had some shocking surprises about his paycheck. The first week of work was actually training where Kelvin was taught to: grill, clean, customer service, and how to work the cash register. That week Kelvin was stoked, man was he ready to get paid. At the end of the week Kelvin found out that his pay would not start until after his first week and then he found out that the pay schedule is every two weeks. Kelvin was slightly ticked off about this but came back to work the second week. Kelvin worked hard his second week raking in 36 hours of time on the job. His third week Kelvin busted his rear end working 39 hours realizing that he would be paid at the end of the week. Man was Kelvin excited to get paid that Friday. When Friday arrived Kelvin worked all day with a smile knowing that at the end of it a nice fat paycheck was waiting for him. At the end of his shift at 11:00 P.M. Kelvin went to the manager looking for his paycheck. When Kelvin entered the managers office and proudly asked for his paycheck the manager, Mr.. Brooklyn P. Tulip told Kelvin that the policy for McDonalds is that they hold on to an employees first paycheck and would pay him two weeks later. Mr.. Tulip also told Kelvin that his uniform would also be deducted from his pay. Kelvin was livid. Upset and feeling betrayed Kelvin stormed out to the managers office and went to the back grabbed a clean trash bag and started to fill it with all the burgers, fries, and apple pies he could grab. Mr.. Tulip hearing the commotion in the store came out and asked what was going on. Kelvin responded with a quick, "Hey go ahead and take this out of my pay too." Kelvin hopped over the counter and ran out of the store never to return again.

Don't get upset and do what Kelvin did years ago. Make sure you understand the pay policies of your employer. It can be tough if you expect to get paid on Friday but learn you have to wait another two weeks before you get your money, especially when you have bills due and nothing in the house to eat.

## **Direct Deposit**

If you are thinking that you don't need direct deposit or a bank account for that matter, you might want to think again. Some employers require that you have direct deposit. But also think about this, anyone have to wait around for the paychecks to be delivered? Man isn't that irritating? There you are all dressed up on Friday because you are getting ready to go out and you need your paycheck, but the big boss hasn't stopped by the job yet. So you have to keep waiting around until he/she shows up. So you wait....and wait....and wait....and.....wait. Until finally you get your paycheck, then you have to go by the bank and cash it or deposit it, and on Friday everyone is trying to do the same exact thing so there is a horrible line and the tellers are moving about as fast as a glacier downhill in the iceage. You are of course probably running later than you want because of the wait at work for you check now you have to wait at the bank for your turn to actually get your money. We think lines around here are bad but on Friday when your girlfriend is waiting for you to take her out, wow how quickly lines get old.

But some of you might be saying that's if you have a bank account. If you don't have a bank account you have to go to the check cashing store. Anyone use a check cashing store? Do they charge for you to cash your check? Wait Wait Wait. You get charged to cash your check? Do they do that at the bank? (NOPE) So why the heck are you going to pay extra to get to your money? Don't use a check cashing store.

Use direct deposit, get a bank account it costs nothing extra and you get access to your money at 12:01 A.M. that Friday no more waiting, no more lines just you taking your time and enjoying the fruits of your labor. Get direct deposit.

## **Start of Page 51 in the book**

Some companies offer their employees the ability to receive their wages by direct deposit rather than a hard copy check. Advantages of direct deposit include:

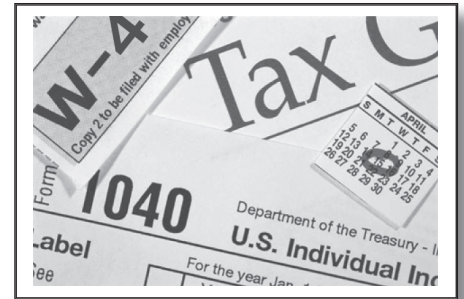
- k Your paycheck is generally in the bank available for withdraw at 12:01am on payday
- k You cannot lose your paycheck before you get it deposited
- k You will not have to spend time in a bank line waiting to deposit your check



## W-4 Form

The most important form that your employer will have you fill out after being hired is the W-4 Form (Employee Withholding Allowance Certificate). This form determines how much federal income tax will be deducted from your paycheck. The Federal Government allows you to claim certain exemptions for Federal Income Tax purposes. Every legal exemption that you take decreases the amount of Federal Income Tax that you pay. The W-4 is a two-part form. To fill it out follow these simple steps:

- k Print or type your name in block one with your address directly below.
- k Write your Social Security Number in block two.
- k Check your appropriate marital status in block three.
- k In block five indicate the number of allowances you are legally claiming.
- k Sign your name and write the date on the appropriate spaces.



Before you get overexcited and start claiming everything you can as an exemption, you need to first look into if you qualify to claim that as an exemption. Yes getting taxed less is great only when it is legal, if you miss represent you exemptions and get audited by the IRS there are stiff penalties.

### Double the Deductions Story

I once took a class in high school that dealt with finance. My teacher told us about when her husband and herself filled out their W-4 form and made a mistake as to the number of exemptions they were to receive. When they both got jobs they claimed each other on their W-4 form as exemptions/dependents. When they did their taxes at the end of the year they found they had a lot of money coming back to them. That's good right? No it isn't because if they were audited they would have committed fraud even if they didn't willingly do it. So what did they do? They went to the IRS and explained their situation, they then had to go before a judge and explain their mistake. The judge made them give the money back plus a small fine for their mistake. They didn't receive any charges but they learned their lesson, if in doubt DO NOT CLAIM AN EXEMPTION! Now you might be thinking: "Well that's stupid they should have never have admitted what they did." But wait a minute, if they did that and they got audited years later while still claiming those exemptions the consequences would have been much worse. Again you might be thinking that "Well that only happens to a couple people, a lot of people get away with something like that." When it comes to the government and money you better make sure you are correct because they are serious about what you owe, and no matter the time frame they will pursue you for what they view as theirs. Anyone ever owed money to the government before? (wait for response) How tenacious/relentless were they in obtaining their money? (wait for response) Do you seriously want to take the chance?

W-4, W-2, 1040-EZ....? Can someone help me I'm lost in government designations.

The W-4 form is when you start working on a job and lets the Federal Government know how much income tax to take out of your check.

The W-2 form is provided to you from your employer and states how much taxes total were deducted from your check, your total income for the year.

The 1040-EZ is the tax form that you can fill out yourself at the end of the year and file with the IRS to determine if you have any money coming back to you or if you have to pay taxes.

Why explain these? Because most people start to get confused around the W-\_\_\_\_. Just know that your W-4 is what you fill out when you start working and your W-2 is given to you at the end of the year by your employer.

## Paycheck Deductions

Your employer will deduct certain items from your paycheck. These deductions will appear on your paycheck stub.

Income taxes are calculated on all form of earnings. The federal government, as well as, some state and local governments may tax your income. Your employer will withhold these taxes from your paycheck based on the allowances you chose on your W-4 form.

Another type of tax is Social Security Taxes. Social Security taxes are calculated as a percentage of your income. You will pay Social Security taxes in order to receive a monthly payment after you retire from working. As you work throughout your adult life and make contributions you will earn work credits. Later if you should become disabled or retire you will receive benefits in the form of monthly payments. Medicare is another form of Social Security benefits. It is a government form of hospital and medical insurance.

There are many other types of deductions that may be withheld from your gross pay. Your employer will have you complete forms authorizing them to withhold these deductions on your behalf.

## End of Page 51 in the book

### Paycheck Deductions Example:

Kelvin Austin Foulder gets paid \$10.<sup>00</sup>/hr. he works 40 hrs./week. His Gross pay is then \$400.<sup>00</sup> (# of hrs. x \$/hr.). Is this how much pay he takes home? (Wait for responses) NO!!! Why? Because the government wants their cut thats why! Lets look at an example of a paycheck stub. Mr.. Foulder's paycheck stub has a listing of all his deductions and will show him exactly how much money

| Designation          | Deduction Name   | Percentage of Paycheck | Amount               |
|----------------------|--|------------------------|----------------------|
| REQUIRED             | Federal Income Tax                                       | 12.5%                  | \$50. <sup>00</sup>  |
|                      | Social Security  | 6.2%                   | \$24. <sup>80</sup>  |
|                      | Medicare   | 1.45%                  | \$5. <sup>80</sup>   |
| OPTIONAL/SITUATIONAL | Health Insurance   | 15%                    | \$60. <sup>00</sup>  |
|                      | 401K Plan  | 5%                     | \$20. <sup>00</sup>  |
|                      | Company Loan (borrowed \$100.00 advance on his paycheck) | 6.25%                  | \$25. <sup>00</sup>  |
|                      | Child Support  | N/A                    | \$40. <sup>00</sup>  |
|                      |  |                        |                      |
| PAYCHECK REALITY     | Total Pay  |                        | \$400. <sup>00</sup> |
|                      | Total Deductions   | 56.2%                  | \$224. <sup>80</sup> |
|                      | Net Pay  | 43.8%                  | \$175. <sup>20</sup> |

he will make in just one week of work. There are three required deductions that he has to pay and those are Federal Income Tax, Social Security, and Medicare. Now because Mr.. Foulder is in Florida he does not have to worry about State Income Tax. Then Mr.. Foulder has some Optional/ Situational deductions. First is the Health Insurance Plan that he has through work, then he also has a 401K plan. But Mr.. Foulder had a tough time that week and borrowed \$100 on his next paycheck. Finally Mr.. foulder has to worry about Child Support and that is automatically deducted from his paycheck. At the end of the week Mr.. Foulder worked 40 hours and earned \$400 but he will not be receiving \$400, he will be getting only \$175.<sup>20</sup> So be aware that although you may work like a maniac raking in monstrous amounts of hours, it does not mean you check will be as large as what you think it is.



## Chapter 8 Summary

I know it!

1. Explain the three types of tests an employer may administer to potential job candidates.

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2. List the companies that have a legal right to administer drug tests.

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3. What is the purpose of a W-4 form?

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4. List some of the main deductions most likely to be subtracted from your gross pay.

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## Chapter 9

## Employability Skills

## Learning Objectives

After completing this chapter, you will be able to:

- k Define the term work ethic
- k Understand the expectations of the employer
- k Describe what doing your best really means to the employer

## Employer Expectations

There is an old adage that claims that you should give “an honest day’s work for an honest days pay”. Your employer will expect good work ethics. To add value to the company you go to work for, you will need to do several things that demonstrate a good work ethic. By you meeting their expectations you will become a productive asset for the company. By being a productive asset to your company, your employer will surely recognize your work ethic and you may be rewarded with job security, raises, and promotion. This is a win-win for both you and your employer. Put yourself in the place of your employer. What would you expect of an employee? How would you expect them to behave? What criteria would you expect an employee to fulfill in order to receive a reward or a promotion? If you will take the time to think about these questions and the answers to them, this will help you to understand how employers think and act. Look at the following list of employer expectations and apply them to your work ethic.

**Work Ethic**

A standard of conduct and values for job performance

What would be your expectations as an employer? Write out your expectations and think about what those mean to you. (Allow the class time to write out their expectations) Alright now give some examples of what you wrote down (Write the examples on the board).

## Compliance

Your new employer will expect you to observe the company rules and policies. Many companies will explain their guidelines to you at the beginning of your employment. It is your responsibility to make sure you understand the rules and

**Rules...Rules are meant to be broken? The rules of your new employer are there for a specific reason. You should follow them because they will prevent you from losing your job. Although some rules are controversial your adherence and understanding of those rules is crucial to success in the workplace.**

policies of the company. If you do not understand certain rules or policies, be sure to ask your supervisor for clarification.

## Punctuality

More than likely one of the foremost company’s policies will involve your working hours. You will be expected to put in a full days work. In order for you to be obedient to this policy you will need to be punctual. This means being on time. Be at work at least five to ten minutes early. You should not leave before the official quitting time. Employers have many ways of checking on the starting and quitting time of employees. No matter what type of system is used to verify your start and stop time you should always be honest about the hours you have worked. Be on time? Really? How hard is it to show up first wave here in prison? Now you have to show up on time to work? That is crazy. But by being on time you are proving to your employer that you are sincere about your job and can be trusted to show up when needed. There is a little saying that goes: “If your 15 minutes early your on-time, if your on-time your late, if your late that is unacceptable, you’re fired.” Show up to work early no more than 30 minutes you don’t want to seem obsessive or overworked. By showing up early and not clocking in you should be preparing yourself for work, get coffee, socialize with

**Good Work Ethic**

Employers expect employees to:

- k Comply with company rules and policies
- k Come to work every day on time
- k Lend a helping hand whenever asked
- k Appreciate privileges without abusing them
- k Be honest
- k Show loyalty
- k Get along with coworkers
- k Do your best
- k Have a good attitude
- k Accept responsibility for their work
- k Work hard
- k Complete work correctly and on time
- k Take pride in their work
- k Make an effort to improve

co-workers, arrange your workspace, set up the materials needed for the day, by getting to work early you prepare yourself to be more productive and have a better day at work. Leave the stress of the commute behind when you walk in the door, meditate, breathe, pray, but use your extra time to set yourself up for success. Even though you show up early that is no excuse to leave early, work until your day officially ends.

## **Dependability**

Dependable means to be reliable. Being reliable is best described by doing what you say you going to do and by being where you are supposed to be when you are required to be there. There are many people who depend on you everyday. Employers, co-workers, family and friends expect you to be dependable.

You are expected to be a man of your word; not only must you be punctual; you must also stay busy at doing your assignment. To be dependable is not taking time off for non-essential purposes. Your employer will depend on you to do the job you were hired to do. You must complete the tasks as outlined in your job description. You must also complete any task that your supervisor may direct you to do. If you are dependable you will be appreciated. Being appreciated by your employer and co-workers will more than likely lead to job advancement and raises. While you are incarcerated it is a good time to work on being dependable. Learning to be dependable in this environment can translate to being dependable in any environment.

Integrity is a hard commodity to earn it takes time and hard work, not to mention making tough decisions. If you value trust and honesty you should make sure that you can deliver what you say you will. Integrity is doing the right thing even when no one is looking and to goes so much farther than just promises it is fulfilling your duties to the upmost of your abilities and staying true. With honesty and trust comes responsibility and the more responsibilities you have in the workplace the more you typically get paid.

## **End of Page 53 in the book and Start of Page 54**

Every job has some “perks”, what are perks? (Get responses from the class and write them on the board) What jobs on the compound have some “perks?” What happens to some of the people who work those jobs where the perks are great but so is the responsibility? (Wait for response) some of them succumb to temptation don’t they? And then what happens? THEY GET FIRED! LOCKED UP! If you are trusted to be responsible with perks and privileges you should take care to do so because if you don’t there are consequences when you abuse privileges/perks.

## **Do Not Abuse Privileges**

Your employer may have certain policies that give certain privileges to specific employees. A privilege is a right that is given as a benefit or a favor. You will generally not receive privileges when you first start working for a company. As time goes on and you prove to be a valuable asset to that company your employer may give you specific privilege. Do not take advantage of any privileges that may be given you. Your employer may give you an additional fifteen minute break during your work day. Your employer may allow you to be paid during this break. Do not take advantage by extending your break to twenty minutes. By doing this you are discrediting yourself to your co-workers and your employer which could lead to a loss of privilege or quite possibly termination.

Your employer may allow some personal phone calls. You should keep these calls to a minimum. Do not allow your friends or family to call you just to chat. This will significantly decrease your productivity and cause you to become a liability to the company. Remember you want to be an asset because an asset is a person who is productive and is needed within the framework of the company to be a profitable and thriving company.

We now live in a technologically advanced society. Many companies will allow you to use certain technologies such as computers, fax machines, copy equipment, etc. These technologies can cost a company large sums of money. Ongoing use usually incurs substantial costs. For company e-mail accounts, faxes and Internet connections are not free and are generally substantially more costly than your personal accounts at home. Therefore you do not want to take advantage of an employers fax machine, e-mail, or Internet connection to benefit you personally. To prevent this many companies have strict rules regarding the use of office equipment. When you abuse these privileges you are robbing the company. More importantly your activities may tie up vital communication channels and prevent a paying customer from easily reaching the company. The result of which may be lost sales and reduced customer satisfaction.

When in doubt tell the truth. WHAT!!! TELL THE TRUTH!!! ARE YOU NUTS!!! Yep. Tell the truth. Here is a little story.

## **Dirk Angerman Loses His Job**

There is a guy named Dirk Angerman, a smart guy graduated college with a degree in Hydrogeology. He ended up working for a large chemical company, it was a sweet job. But Dirk as always had some problems, even though Dirk was making good money, hand an expense account and was given a rental car everytime he travelled on business he had a difficult time with controlling his drug habit. One business trip Dirk met up with some old college buddies who got Dirk to indulge in his favorite illicit substance, cocaine. When Dirk got back from his business trip he went to the office on Monday. Sure enough



between the hangover and coming down he got a call from the H.R. Department asking him to report for drug testing. In a panic Dirk drank his concoction that he used to cover his weed habit, drank tons of water and went in to take his urinalysis. What Dirk didn't know is that his special concoction only covered him from marijuana not cocaine. Dirk tested positive for cocaine and was immediately escorted out of the building and his desk was cleaned out and boxed up and given to Dirk on the curb. The problem with Dirk is that he is so caught up in the moment and dealing with just whatever comes his way, he is always reactionary.

If Dirk had recognized his problem and admitted it to the H.R. Department that he had a cocaine and marijuana addiction, the company he worked for would have given him substance abuse help. But Dirk believed he didn't have a problem, nor did he need any help. Now Dirk is without a job and looking for someone to hire a hydrogeologist who has a cocaine addiction....It's a tough job market.

Be honest, admit your problems, ask for help, tell the truth because the odds are the truth will eventually come out.

## Loyalty

Depending on how old you are, you or your parents may have been part of a workforce where loyalty between employer and employee was paramount to company stability. In today's society both employer and employee have kicked loyalty to the curb. This essentially is a bad model for company and employee success. There are many different forms of loyalty. One form of loyalty is staying true to the company by not disclosing vital company information or business practices to your friends who may be employed by a direct competitor. Another form of loyalty by an employee is maintaining extended periods of employment with the same employer. This is definitely a lost practice in today's working world. But if employers and employees both would realize the benefits of a long-term relationship they would see the benefits for both equally. The employer would benefit by reduced costs in training and would increase custom satisfaction due to an employee who understands company policy and is loyal to that policy. The employee would benefit through more stable employment, promotions from within the company, privileges not given to newer employees, seniority and incremental wage increases.

Company loyalties on both sides of the bench are a win-win for both parties. Being a loyal employee means always working to make the company better.

Loyalty may be rare but it takes two to make it happen, if you demonstrate your loyalty to the employer it says that you are willing to commit to the progress of the company for a long-term period of time. Loyalty is an investment that can pay huge rewards for both the employee and the employer, anyone can look for another job and anyone can be fired. But when a person stays on the job for a longer period of time they understand the business and the operation better allowing for a mutually beneficial relationship to be formed. Loyalty may be uncommon but when it is demonstrated it is an uncommon attribute that is rewarded highly.

### Ways of Getting Along with Others

- k Listen to others' suggestions.
- k Avoid making excuses for mistakes or blaming others for them.
- k Live up to supervisors' and co-workers' expectations.
- k Try to see things from the other persons' point of view.
- k Respect the opinions of others.

## Getting Along With Others

You will be expected to not only get along with your employer but also with any other employees of the company. If you cannot get along with others you will not get promoted and you will more than likely be fixed within a short time span. All employers are difficult and their personalities differ. How they manage people will be vastly different from one employer to another. The best way to get along with your employer is to do your job well. As a new employee do not try to change the way your employer does things. You need to get to know your employer and the operation before you make suggestions of how things could change to increase better productivity and profitability. Be willing to learn and be sure to ask questions. This will let your employer know that you want to do the job well.

Your employer will expect you to get along with your co-workers. Getting along with co-workers is crucial to increasing productivity. If you interfere with the companies ability to get the job done because you do not work well with others you will be fired. You will also be expected to get along with customers and business contacts. You will need to deal with people outside the company in a friendly and professional way. If you do not treat the customer with the respect he or she deserves, the customer will form a bad impression of the company and will more than likely tell many other potential customers resulting in a significant loss of potential income.

It is not easy to get along with everyone, in fact it is probably impossible; however you can be professional with your employer and other employees. Realize that at work you have to be a member of a team and everyone has some important job to do even if they aren't doing it.

## End of Page 54 and Start of Page 55 in the book

### Do Your Best as an Employee

To be a winner at work you must do your best as an employee. You must give a 120% effort in every activity that relates to work. You must find ways to improve how your work. This may include learning new skills, attending technical schools or even attending a college that offers a 2-, 4-, or 6-year degree program. Doing your best also means to accept responsibility for your work. Being the best is an attitude.



The challenge to be the best never ends! If you make every effort to be the best, you cannot lose. Your self esteem will grow experientially when you know that you are doing the job to the best of your ability.

Your attitude towards your job will affect whether or not you are truly the best. You need to develop a can do attitude. This attitude suggests not only that you are willing, but also able to learn and grow. Attitude is a skill set that will put you head and shoulders above the next employee. Having a good attitude is a trait highly sought after by employers everywhere. Many employers prefer employees with positive attitudes, over an employee with a negative attitude with perfect skills. An employee can teach a person the skills needed to do any job but you on the other hand must develop a positive attitude. How will you maintain a positive attitude? Reflect on this question. Remember, people will not forget a person with a positive attitude.

Remember your expectations that you wrote down at the beginning of the chapter. Was the best effort one of them? If you're worried about 120% don't worry just remember all employers want is just your best nothing more.

## End of Page 55 in the book

### Chapter 9 Summary

I know it!

1. What are three types of tests that an employer may give an employee or potential employee?

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2. What companies have the right to give drug tests?

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3. For what reason is a W-4 Form used?

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4. What main deductions will be taken out of your paycheck?

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5. What additional deductions may be taken out of your paycheck?

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## Appendix

## Mock Interview



The mock interviews are an opportunity for you to practice your interviewing skills. You can choose one of the following three jobs to interview for, choose the one that interests you most. Make sure you are fully prepared for your interviews.

### Job Opportunity #1: B & G Subs, Inc.

Today you will be applying for a position with B & G Subs (B&G). B & G is a fast food company that was founded in 1989. B & G opened for business with one location and has seen steady growth in sales and profits and has expanded to six locations. B & G is an equal opportunity employer (EOE) whose hiring practices have been consistent with industry standards and a company who shows a propensity to promote from within. When applying for a position with B & G you will be applying with a fast paced, fast growing, well-known sub shop in the Tallahassee area.

Some of the duties you will be performing as a B & G employee will include the following:

- k Food preparation
- k Cleaning work area
- k Greeting customers
- k Restocking of sub preparation area
- k Cleaning dining area
- k Cash-in and cash-out of register paperwork

A B & G employee must be able to work independently and must have excellent customer service skills. At B & G you will have the opportunity to become a valued asset through hard work, a sincere and honest attitude and an aggressive work ethic.

B & G has average daily sales of \$4,000 and serves more than 500 customers per day. In the past three years B & G has expanded its product line to include serving breakfast. This expansion has led to rapid sales growth and has affected hiring practices whereas B & G needs more employees to cover new shifts. Crew chief and management positions are likely to become available in the near future. It seems likely that B & G will further expand its product line that could include a pizza and party catering division.

### Job Opportunity #2: Tallahassee Auto Mart

Today you are applying for a sales position with Tallahassee Auto Mart (TAM). Over the past two years TAM has experienced phenomenal growth due to the recent economic downturn. TAM specializes in low cost quality vehicles. These vehicles have undergone a rigorous 98 point inspection process. TAM was founded in 2002 after America had sustained its first significant terrorist attack. Its founder Charles Winchester saw the need for an honest, quality, low-end used car dealership in the Tallahassee area. TAM was opened on January 8, 2002 with 15 quality used vehicles on its lot and has now expanded to three locations with more than 1,000 vehicles available for purchase on any given day. TAM has many positions available at this time; they include lot clean-up, detailing, sales, sales management, general management, and store management.

TAM over its history has been very successful in retaining its valued employees. TAM has an aggressive policy of promoting from within that has seen lot attendants become store managers in less than three years. As you become a valued employee asset through hard work, a sincere and honest attitude and an aggressive work ethic you will begin to experience the same opportunities that have become available to all TAM employees.

TAM's business has proved to be one of the most aggressive plans in the Tallahassee area and there is no signs of change. In the near future TAM is currently looking to expand its dealerships by adding a low cost new car option to its selection. By doing this TAM becomes the largest auto dealership in the local Tallahassee area. This will create an opportunity for you to grow and expand your career with one of the best auto dealerships in the area.

### Job Opportunity #3: Green Clean, Inc.

Today you are applying for an environmental specialist position with Green Clean, Inc. (GCI). GCI is a company founded in 1999 by George Benson. Mr. Benson saw the need to establish an office an industrial cleaning service whose quality, integrity and ethics would exceed industry standards. Over the last eleven years GCI has experienced explosive growth in the Tallahassee metropolitan area. GCI over the last year has revised its short term business plan to include a major expansion into several surrounding communities. This has

## Page 57 in the book

opened up the possibility for several new technicians, entry level management and foreman positions. GCI is an Equal Opportunity Employer (EOE) who aggressively promotes from within. Due to the nature of GCI's business, extensive training may be required but candidates with past experience or certification are given preferential treatment. Each candidate must be honest, hardworking, a good communicator and able to work closely with the public. GCI requires its employees to be able to be bonded. GCI also requires intermittent drug and alcohol testing and a psychological evaluation is also likely. A criminal background check is guaranteed. GCI offers a benefit and wage package that exceeds industry standards. Only serious individuals need to apply.

### Mock Interview Evaluation Sheet

The following evaluation sheet will be used by the interviewers during your mock interview. Make sure you review the evaluation sheet in advance of your interview, practice answering the related questions and have fine tuned your interview skills. There are 100 points possible on each interview. You will have two mock interviews, the first will be with a REEFS instructor, the second and final interview will be with a member of the Wakulla Faith and Character administration team.

| Mock Interview Grading Rubric   | Name: _____          | Total Score _____ |
|---|----------------------|-------------------|
| Evaluation  | Interviewer Comments | Score             |
| Did the candidate create a positive initial impression?<br>✓Appearance, handshake, eye contact, smile<br>✓Did the candidate wait to be asked to be seated?<br>✓Positive seating posture   |                      | (Up to 10 pts)    |
| Did the candidate fully engage in the interview?<br>✓Appropriately talkative<br>✓Eye contact<br>✓Positive attitude<br>✓Demonstrate interest in the company  |                      | (Up to 15 pts)    |
| Did the candidate demonstrate good language skills?<br>✓Slang usage<br>✓Sentence structure<br>✓Double clutch<br>✓Use of language distracters, "Uh...Um..."  |                      | (Up to 10 pts)    |
| Did the candidate know and show interest in the history of the company?   |                      | (Up to 5 pts)     |
| Did the candidate respond well to questions?<br>✓Use of "Yes" or "No" answers<br>✓Use of the Four Characteristics every employer looks for: integrity, responsibility, competence, and attitude.  |                      | (Up to 15 pts)    |
| Did the candidate properly address his felony record?<br>✓Explanation of felony conviction<br>✓Felony bonding program   |                      | (Up to 15 pts)    |
| Did the candidate demonstrate knowledge of his résumé?  |                      | (Up to 5 pts)     |
| Did the candidate demonstrate good listening skills?<br>✓Asked questions that had already been asked?<br>✓Ask to have a question repeated?<br>✓Asked for clarification of questions?  |                      | (Up to 10 pts)    |
| Did the candidate ask questions of the interviewer?<br>✓How are evaluations conducted?<br>✓Does the company offer benefits?<br>✓Does the company use a probationary period?<br>✓Does the company offer continuing education?<br>✓Does the company promote from within?<br>✓What hours are required by the company?<br>✓Is this a new position with the company?<br>✓If not, was the person being replaced promoted? |                      | (Up to 10 pts)    |
| Did the candidate ask for the job?  |                      | (Up to 5 pts)     |

# Appendix

# Résumé's & Job Application



## Functional Résumé

### John Jacobs

110 Melaleuca Drive, Crawfordville, Florida 32327  
(H)850-456-4567 (C)850-456-4568

#### Objective

To obtain a managerial position with Burger King where I can use my skills, knowledge, and experience to help increase the profitability and customer service of the restaurant.

#### Skills

Highly competent in all areas of a kitchen environment.  
Utilized critical thinking and problem resolution skills in order to overcome all challenges.  
Worked well as a team player and independently with very little supervision.

#### Education

##### 100 Hour Culinary Arts Certificate

2005 State of Florida Crawfordville, Florida

##### High School Diploma

2005 State of Florida Crawfordville, Florida

#### Work Experience

##### Kitchen Worker

2004 – present State of Florida Crawfordville, Florida

- Cleaned the grill, food preparation surfaces, counters, and floors.
- Prepared meals including entrees, vegetables, and desserts.
- Met high quality standards for all food preparation.

##### Line Cook

2002 – 2004 State of Florida Crawfordville, Florida

- Contributed valuable skills to most profitable Applebee's in the state of Florida.
- Trained in all areas of kitchen including prep, grill, sauté, fryer, and window.
- Skilled in putting together high-quality, appealing food in a high-volume kitchen.

##### Sauté Cook

1998 – 2002 State of Florida Crawfordville, Florida

- Managed eight burner sauté station while ensuring corporate quality standards.
- Trained new hires on all sauté station operations.

#### Military Experience

##### Mess Specialist

1994 – 1998 United States Navy

- Integral part of team responsible for preparation and service of meals for 6,000 crew members.
- Graduated in top five of class for mess specialist "A" school.
- Promoted to Petty Officer Third Class

## Chronological Résumé

### John Jacobs

110 Melaleuca Drive, Crawfordville, Florida 32327  
(H)850-456-4567 (C)850-456-4568

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- Prepared meals including entrees, vegetables, and desserts.
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#### Education

##### 100 Hour Culinary Arts Certificate

2005                      State of Florida                      Crawfordville, Florida

##### High School Diploma

2005                      State of Florida                      Crawfordville, Florida

#### Military Experience

##### Mess Specialist

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- Integral part of team responsible for preparation and service of meals for 6,000 crew members.
- Graduated in top five of class for mess specialist "A" school.
- Promoted to Petty Officer Third Class

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## APPLICATION FOR EMPLOYMENT - AN EQUAL OPPORTUNITY EMPLOYER M/F/H/V

TO APPLICANT: You must personally complete the application for it to be considered. Applications are considered active for only 60 days. If you wish to be considered for employment after that time, you must submit a new application. Any omissions or falsifications will result in ineligibility for employment or immediate dismissal if employed. All applicants for employment are given a urinalysis drug screening test as part of the pre-employment requirements. Any applicant found to have identifiable traces of narcotics or other prohibited drugs or substances in his or her system would no longer be a candidate for hire. INCOMPLETE APPLICATION FORMS WILL NOT BE CONSIDERED.

PERSONAL INFORMATION: Date: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Name: \_\_\_\_\_  
(Last) (First) (Middle)

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

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

How long at current address? \_\_\_\_\_ How long at previous address? \_\_\_\_\_

Are you 18 or older? \_\_\_\_\_ Yes \_\_\_\_\_ No

Have you ever been convicted of a felony? \_\_\_\_\_ Yes \_\_\_\_\_ No If yes, give details: \_\_\_\_\_

(Conviction of a crime is not an automatic disqualification for employment. All relevant facts will be considered.)

EDUCATION: (Circle the highest grade completed.)

|              |                    | Name of School | City, State | Graduate |
|--------------|--------------------|----------------|-------------|----------|
| Grade School | 1 2 3 4<br>5 6 7 8 |                |             | Yes No   |
| High School  | 9 10 11 12         |                |             | Yes No   |
| College      | 1 2 3 4            |                |             | Yes No   |
| Trade School | 1 2 3 4            |                |             | Yes No   |

MILITARY SERVICE: Branch of Service: \_\_\_\_\_ Rank: \_\_\_\_\_

Date of Entry: \_\_\_\_\_ Date of Discharge: \_\_\_\_\_

POSITION APPLYING FOR: \_\_\_\_\_ Wage/Salary Desired: \_\_\_\_\_

Date You Can Start: \_\_\_\_\_ Are You Employed Now? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, where? \_\_\_\_\_ May We Inquire? \_\_\_\_\_ Yes \_\_\_\_\_ No

PERSONAL REFERENCES:

|    | Name | Address | Phone | Years Known |
|----|------|---------|-------|-------------|
| 1. |      |         |       |             |
| 2. |      |         |       |             |
| 3. |      |         |       |             |



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## EMPLOYMENT HISTORY:

Please list below your previous employment. Account for all your time including periods of unemployment. Begin with your current or most recent job and work back.

1.) Company \_\_\_\_\_ Date Started \_\_\_\_\_ Date Left \_\_\_\_\_ Pay Rate \_\_\_\_\_

Position Held \_\_\_\_\_ Supervisor's Name \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

Describe your duties in as much detail as possible: \_\_\_\_\_

\_\_\_\_\_

2.) Company \_\_\_\_\_ Date Started \_\_\_\_\_ Date Left \_\_\_\_\_ Pay Rate \_\_\_\_\_

Position Held \_\_\_\_\_ Supervisor's Name \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

Describe your duties in as much detail as possible: \_\_\_\_\_

\_\_\_\_\_

3.) Company \_\_\_\_\_ Date Started \_\_\_\_\_ Date Left \_\_\_\_\_ Pay Rate \_\_\_\_\_

Position Held \_\_\_\_\_ Supervisor's Name \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

Describe your duties in as much detail as possible: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## IMPORTANT: READ THIS CAREFULLY BEFORE SIGNING & DATING APPLICATION

I certify that the answers given by me on this application are true and correct, and complete. I agree that any misstatements or pertinent omission made by me in this application may be cause for my rejection, or if hired, may subsequently subject me to dismissal. Moreover, I understand that all offers of employment are conditioned upon passing the company's prescribed physical medical examination and drug test. I authorize any company, school, police or security personnel, or other person to give any information regarding my employment, habits, ability, or any other characteristics whatsoever, together with any information they may have regarding me whether or not it is in their records. I hereby release all persons from liability and agree to hold harmless any person(s) for such testing, or issuing this information.

If employed, I agree, as conditions of my continued employment, to submit to a urinalysis test as requested and paid for by the company. I further agree to the search or examination of any personal property I may have on myself while on the company's premises or while conducting business elsewhere. It is agreed and understood that completion of this application does not mean a job opening exists and in no way obligates the company to employ me.

In the event of employment, I will comply with all company rules, regulations, and directives as may be established or given from time to time. I am willing and agree to work all assigned overtime or other special work assignments as requested by the company. I understand the company does not offer contracts of employment (unless signed by the President). I also understand that nothing contained in this application form or any other company document or statement is intended to create a contract for employment, nor does it create a contract between the company and me for either employment or the provisions of any compensation or benefits. I understand that, if employed, I have the right to terminate my employment at any time, for any reason or no reason, and likewise the company has the same right.

I assign all my rights in and to any invention of patents which, during my employment I may make or conceive. Regardless of whether these were made alone or with others, in the course of employment or with the use of the time, material, or facilities and relating to the company's operations, processes, services, or business.

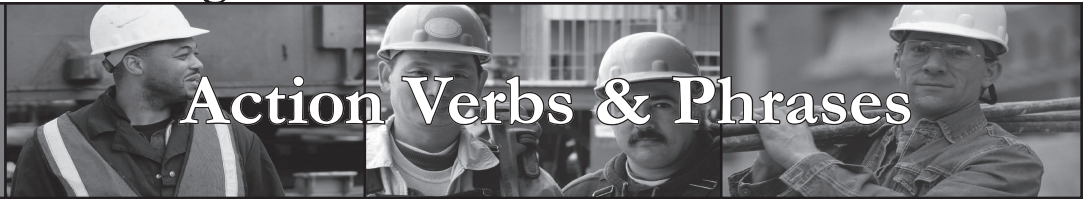
\_\_\_\_\_, 20\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant

WE ARE AN EQUAL OPPORTUNITY EMPLOYER. All applicants are considered for employment without regard to race, color, sex, age (40 and over), religion, national origin, qualified handicap or disability, veteran, or other protected status where otherwise qualified.

# Appendix

# Action Verbs & Phrases



## Action Verbs

|              |               |             |              |                |              |
|--------------|---------------|-------------|--------------|----------------|--------------|
| Accelerated  | Coached       | Distributed | Hired        | Perpetuated    | Saved        |
| Accepted     | Collaborated  | Documented  | Identified   | Pinpointed     | Scheduled    |
| Accomplished | Collected     | Doubled     | Implemented  | Pioneered      | Secured      |
| Achieved     | Combined      | Drafted     | Impressed    | Planned        | Served       |
| Acquired     | Commanded     | Earned      | Improved     | Possessed      | Settled      |
| Acted        | Communicated  | Edited      | Improvised   | Practiced      | Shared       |
| Activated    | Compiled      | Effected    | Increased    | Prepared       | Showed       |
| Actuated     | Completed     | Elicited    | Influenced   | Prevented      | Simplified   |
| Adapted      | Complied      | Eliminated  | Informed     | Processed      | Solved       |
| Adhered      | Composed      | Emphasized  | Initiated    | Procured       | Sorted       |
| Adjusted     | Comprehended  | Employed    | Inspected    | Produced       | Sought       |
| Administered | Computed      | Encompasses | Inspired     | Programmed     | Sparked      |
| Adopted      | Conceived     | Encouraged  | Installed    | Projected      | Specified    |
| Advanced     | Concentrated  | Enforced    | Instigated   | Promoted       | Sponsored    |
| Advised      | Concluded     | Engineered  | Instituted   | Proposed       | Staffed      |
| Allocated    | Condensed     | Enhanced    | Instructed   | Proved         | Standardized |
| Analyzed     | Conducted     | Enlightened | Integrated   | Provided       | Started      |
| Anticipated  | Conformed     | Enriched    | Interpreted  | Published      | Stimulated   |
| Applied      | Considered    | Ensured     | Interviewed  | Purchased      | Streamlined  |
| Appointed    | Consolidated  | Established | Introduced   | Pursued        | Strengthened |
| Appraised    | Consulted     | Estimated   | Invested     | Realized       | Stretched    |
| Appropriated | Consummated   | Evaluated   | Investigated | Received       | Structured   |
| Approved     | Contemplated  | Evoked      | Issued       | Recognized     | Studied      |
| Arranged     | Continued     | Examined    | Launched     | Recommended    | Submitted    |
| Articulated  | Contributed   | Exceeded    | Lectured     | Reconciled     | Suggested    |
| Ascended     | Controlled    | Excelled    | Located      | Recorded       | Summarized   |
| Ascertained  | Converted     | Executed    | Maintained   | Recruited      | Supervised   |
| Assembled    | Conveyed      | Exercised   | Managed      | Redesigned     | Supported    |
| Asserted     | Cooperated    | Exhibited   | Marketed     | Reduced        | Surpassed    |
| Assessed     | Coordinated   | Expanded    | Mediated     | Re-established | Surveyed     |
| Assigned     | Corrected     | Expected    | Minimized    | Reflected      | Sustained    |
| Assimilated  | Crated        | Expedited   | Mobilized    | Regulated      | Tailored     |
| Assisted     | Cultivated    | Explored    | Modernized   | Reinforced     | Taught       |
| Assumed      | Decentralized | Expressed   | Modified     | Rejected       | Terminated   |
| Assured      | Decreased     | Extended    | Monitored    | Related        | Tested       |
| Attained     | Dedicated     | Extracted   | Motivated    | Released       | Tightened    |
| Attended     | Defined       | Facilitated | Necessitated | Re-negotiated  | Traded       |
| Audited      | Delegated     | Financed    | Negotiated   | Reorganized    | Trained      |
| Augmented    | Delivered     | Focused     | Notified     | Reported       | Transacted   |
| Authorized   | Demonstrated  | Forecasted  | Observed     | Represented    | Transferred  |
| Averted      | Designated    | Formed      | Obtained     | Required       | Transformed  |
| Avoided      | Designed      | Formulated  | Operated     | Researched     | Translated   |
| Broadened    | Determined    | Fostered    | Optimized    | Reshaped       | Treated      |
| Built        | Developed     | Founded     | Orchestrated | Resolved       | Trimmed      |
| Capitalized  | Devised       | Fulfilled   | Ordered      | Respected      | Tripled      |
| Centralized  | Devoted       | Furnished   | Organized    | Responded      | Uncovered    |
| Challenged   | Directed      | Gained      | Originated   | Restored       | Undertook    |
| Checked      | Discharged    | Generated   | Overcame     | Revamped       | Unified      |
| Circulated   | Discovered    | Guided      | Overhauled   | Reviewed       | Used         |
| Clarified    | Displayed     | Handled     | Oversaw      | Revised        | Utilized     |
| Cleared      | Disseminated  | Headed      | Participated | Revitalized    | Verified     |
|              | Distinguished | Helped      | Performed    | Revived        | Wrote        |

## Two Word Phrases

|                           |                          |                              |                            |
|---------------------------|--------------------------|------------------------------|----------------------------|
| Accelerating changes      | Efficient Manner         | Meeting Deadlines            | Professional Effectiveness |
| Accepting responsibility  | Eliminated Waste         | Multiple Superiors           | Professional Excellence    |
| Accomplishing results     | Emerging Trends          | Negotiating Skills           | Professional Expertise     |
| Achieving results         | Energy Drive             | New Approaches               | Professional Ethics        |
| Action plans              | Effective Systems        | New Concepts                 | Professional Horizons      |
| Administrative efficiency | Enthusiastic Spirit      | New Customers                | Professional Participation |
| Administrative strategies | Exciting Challenge       | New Perspectives             | Professional Skills        |
| Analytical qualities      | Extremely Industrious    | New Strategies               | Professional Trends        |
| Analytical reasoning      | Extremely Resourceful    | New Technologies             | Profit Oriented            |
| Analytical techniques     | Favorable Impression     | Operating Knowledge          | Promoting Teamwork         |
| Anticipating Needs        | Fresh Enthusiasm         | Operating Skills             | Proper Perspective         |
| Audit Controls            | Fresh Ideas              | Optional Solutions           | Quality Enhancement        |
| Available Resources       | Fresh Insights           | Organizational Effectiveness | Realistic Objectives       |
| Basic Strengths           | Fresh Perspective        | Organizational Expectations  | Resourceful Solutions      |
| Broadest Discretion       | Fresh Thinking           | Organizational Goals         | Safety Conscious           |
| Effective Systems         | Fully Prepared           | Organizational Resources     | Sales Opportunities        |
| Career Development        | Genuine Interest         | Peak Efficiency              | Sales Producer             |
| Changing Assignments      | Goal Achiever            | Peak Performance             | Satisfying Solutions       |
| Changing Conditions       | Goal Seeker              | Peak Times                   | Secretarial Support        |
| Changing Priorities       | Greater Contribution     | Performance Conscious        | Self Starter               |
| Changing Situations       | Greatest Return          | Personal Accountability      | Selling Skills             |
| Communicative Skills      | Hands-on                 | Personal Commitment          | Simplifying Systems        |
| Competent Communication   | High Achiever            | Personal Effectiveness       | Solution Seeker            |
| Competent Performer       | High Output              | Personal Integrity           | Sound Controls             |
| Competitive Edge          | High Payoff              | Specialized Skills           | Sound Decisions            |
| Computer Application      | High Potential           | Strategic Aims               | Special Assignments        |
| Computer Technologies     | High Profile             | Strategic Plans              | Speech Proficiency         |
| Concentrated Effort       | High Quality             | Strategic Vision             | Supportive Skills          |
| Concurrent Assignments    | Highly Articulate        | Stressful Solutions          | Systematic Results         |
| Confident Speaker         | Highly Committed         | Strong Effort                | Team Effort                |
| Considerable Flexibility  | Highly Competent         | Strong Impact                | Team Motivator             |
| Consistently High         | Imaginative Thinking     | Strong Performer             | Team Performance           |
| Constructive Actions      | Important Contributor    | Strong Perseverance          | Team Spirit                |
| Constructive Ideas        | Improving Quality        | Strong Potential             | Technical Competence       |
| Contemporary Management   | Improving Techniques     | Strongly Qualified           | Thinks Futuristically      |
| Contingency Plans         | Increasing Efficiency    | Success-oriented             | Total Involvement          |
| Controlling Expenses      | Independent Decisions    | Support Services             | Trouble- Shooting          |
| Conveying Professionalism | Information Source       | Supportive Relationships     | Ultimate Responsibility    |
| Corrective Actions        | Initiating Solutions     | Personal Traits              | Well-Informed              |
| Cost Control              | Inner Drive              | Persuasive Ability           | Works Effectively          |
| Cost Effectiveness        | Innovative Insight       | Planning Solutions           |                            |
| Cost Priorities           | Innovative Planning      | Planning Techniques          |                            |
| Cost Reductions           | Innovative Possibilities | Planning Approaches          |                            |
| Creative Alternatives     | Inspiring Subordinates   | Pleasing Personality         |                            |
| Creative Excellence       | Intense Desire           | Positive Attitude            |                            |
| Creative Solutions        | Learning Opportunities   | Positive Expectations        |                            |
| Creative Strategies       | Leadership Qualities     | Positive Image               |                            |
| Creative Strengths        | Leadership Role          | Practical Applications       |                            |
| Crisis Situations         | Maintaining Momentum     | Practical Solutions          |                            |
| Customer Demands          | Maintaining Control      | Presentation Skills          |                            |
| Customer Needs            | Management Effectiveness | Prime Mover                  |                            |
| Customer Satisfaction     | Management Principles    | Priority Determinations      |                            |
| Developing Solutions      | Management Support       | Problem Solving              |                            |
| Diversified Skills        | Maximum Effort           | Productive Impact            |                            |
| Driving Force             | Maximum Efficiency       | Professional Competence      |                            |
| Effective Presentations   | Maximum Return           | Personal Strengths           |                            |

## Personality Descriptors

|                      |                    |                  |
|----------------------|--------------------|------------------|
| Abstract             | Helpful            | Practical        |
| Accurate             | Heroic             | Pragmatic        |
| Action-Driven        | High-Impact        | Precise          |
| Adaptable            | High-Potential     | Prepared         |
| Adventuresome        | Honest             | Proactive        |
| Aggressive           | Honorable          | Problem-Solver   |
| Amenable             | Humanistic         | Productive       |
| Analytical           | Humanitarian       | Professional     |
| Assertive            | Humorous           | Proficient       |
| Believable           | Immediate          | Progressive      |
| Bilingual            | Impactful          | Prominent        |
| Bold                 | Important          | Prudent          |
| Brave                | Impressive         | Punctual         |
| Communicate          | Incomparable       | Quality-Driven   |
| Competent            | Independent        | Reactive         |
| Competitive          | Individualistic    | Reliable         |
| Conceptual           | Industrious        | Reputable        |
| Confident            | Ingenious          | Resilient        |
| Conscientious        | Innovative         | Resourceful      |
| Conservative         | Insightful         | Results-Driven   |
| Cooperative          | Intelligent        | Results-Oriented |
| Courageous           | Intense            | Savvy            |
| Creative             | Intuitive          | Sensitive        |
| Credible             | Judicious          | Sharp            |
| Cross-Cultural       | Keen               | Skilled          |
| Culturally Sensitive | Leader             | Skillful         |
| Customer Driven      | Loyal              | Sophisticated    |
| Decisive             | Managerial         | Spirited         |
| Dedicated            | Market-Driven      | Strategic        |
| Dependable           | Mature             | Strong           |
| Determined           | Mechanical         | Subjective       |
| Devoted              | Methodical         | Successful       |
| Diligent             | Modern             | Tactful          |
| Diplomatic           | Moral              | Talented         |
| Direct               | Motivated          | Team Builder     |
| Driven               | Motivational       | Team Leader      |
| Dynamic              | Multilingual       | Team Player      |
| Eager                | Notable            | Technical        |
| Earnest              | Noteworthy         | Tenacious        |
| Effective            | Objective          | Thorough         |
| Efficient            | Observant          | Tolerant         |
| Eloquent             | Opportunistic      | Traditional      |
| Employee-Driven      | Orderly            | Trouble Shooter  |
| Empowered            | Organized          | Trustworthy      |
| Encouraging          | Outstanding        | Truthful         |
| Energetic            | Perfectionist      | Understanding    |
| Energized            | Performance-Driven | Unrelenting      |
| Enterprising         | Persevering        | Upbeat           |
| Enthusiastic         | Persistent         | Valuable         |
| Entrepreneurial      | Personable         | Verbal           |
| Ethical              | Persuasive         | Virtuous         |
| Experienced          | Philosophical      | Visionary        |
| Expert               | Photogenic         | Vital            |
| Expressive           | Pioneering         | Well-Balanced    |
| Forward-Thinking     | Poised             |                  |
| Global               | Polished           |                  |
| Hardworking          | Popular            |                  |
| Healthy              | Positive           |                  |

There are many types of educational opportunities that we can acquire. Let's talk about a few of them for a minute.

#### Career and Technical Training

In these programs you learn and develop the skills necessary for entry-level employment. These programs are offered in the areas of health, business, agricultural, skilled trades and marketing.

#### Cooperative Education

Cooperative education is an arrangement between schools and companies. The program allows students to receive on-the-job training through part-time work, while the students continue to attend classes.

#### Apprenticeships

Apprenticeships involve learning a trade by working under the direction and guidance of a skilled worker. In an apprenticeship, beginning workers can learn a trade or skill by working closely with a master craftsman.

What type of jobs normally has apprenticeships?

What are the advantages and disadvantages of apprenticeships?

Should more careers offer this type of training?

#### Company Training Programs

Once you get your foot in the door of a company, they may offer their own training programs. These types of programs train employees on either specific equipment or to teach them specific jobs that will benefit the company.

#### Colleges and Universities

This will be a structured form of study in a specific field. If you have the time and resources this is probably your best way to increase your earnings capability.

#### Internships

This is usually an unpaid period when a college student or graduate gains practical experience under supervision.

Before you ever go to an interview, you should completely understand the importance of these four big areas. Start by combining this knowledge with an understanding of your own personal skills and strengths. Now, prepare four mini speeches that will further explain to the employer your abilities and how they will meet the company's needs. Almost every question the interviewer asks can be answered by highlighting one of these four universal characteristics.