

Banking & Finance

Chapter 1A:

Careers in the Digital Age; Applying and Interviewing

Cover Letter (Letter of Application)

- Parts & Guidelines
- Document Parts & Format
- Examples

Resume

- Introduction & Components
- Reasons Resumes Fail
- Action Words
- Format & Examples
- The Scannable Resume

Employment Applications

- How to Complete
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Job Interview

- Points to Remember & Checklist
- Interview Information
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Thank you Letter

- Format
- Example

Application/ Cover Letter

"In the workplace, you don't write for a grade, you write for a living."

Jim Franke, electrical contractor

People in the workplace write business letters and do many things—share ideas, promote products and ask for help. Putting a message in writing gives the writer time to think about, organize, and edit what he wants to say. In addition, a written message becomes a record of important details for both the sender and the recipient. In any profession, letters connect the writer with experts and organizations that offer information or provide internships, help solve problems, and much more.

Parts of a Business or Cover Letter

A business or cover letter presents complete information in the order below:

Heading

The heading gives the writer's complete address, either typed or in the letterhead, plus the date. If the address is part of the date, place only the date in the upper left-hand corner.

Inside Address

The Inside Address gives the reader's name and complete mailing address (including the company name). If you are not sure which person to address or how to spell his/her name, call the company and ask. If the person's title is a single word or very short, place it after the name, separated by a comma. Longer titles go on a separate line.

Salutation

The salutation personalizes the letter. Use "Dear" with people only, not department or company names. Place a colon after the name.

Body

The body contains your message in single-spaced paragraphs with double spacing between them. The body of your letter is organized in three parts: (1) the beginning states who you are and why you are writing, (2) the middle provides all the needed details, and (3) the ending focuses on what should happen next.

Complimentary Closing

The closing politely ends the message with a parting word or phrase—"Sincerely, Yours sincerely, Yours truly,"—followed by a comma. Capitalize only the first word of complimentary closings.

Signature

The signature makes the letter official. It includes the writer's handwritten name and corresponding typed name.

Initials, Enclosures, Copies

When someone types the letter for the writer, that person's lowercased initials appear after the writer's capitalized initials, separated by a colon. If a document (brochure, form, copy) is enclosed with the letter, the word "Enclosure or Encl." appears below the initials. If a copy of the letter is sent elsewhere, type "cc:" and follow with the name of the person or department receiving the copy.

Writing Guidelines

Prewriting

1. Considering your audience . . . Who is your reader and how will he or she feel about your message?
2. Determining your purpose . . . Jot down your reason for writing or what you want the reader to know.
3. Gathering details . . . Collect the information you will need for your letter. Think about the best way to organize and present it.

Writing and Revising

4. Organizing the Details . . . Organize your letter into the three previously mentioned parts.
5. Improving your Writing . . . Revise your first draft, checking for the following:
 - accurate, interesting details
 - paragraphs that develop the main ideas
 - a polite and respectful tone

Editing and Proofreading

6. Checking for Style and Accuracy . . . Check your letter for the following traits or qualities:
 - smooth-flowing sentences
 - clear, natural word choice
 - correct spelling, capitalization, punctuation, and usage
 - correct letter form

Preparing your Final Copy . . . Neatly type your letter. Center it on the page and keep the margins even on both sides.

Block Business Letter, with Mixed Punctuation

- 2" Top Margin
1) Format – pg settings
2) 6 enters (6 lines = 1")

Return Address
(from)
Dateline

Street
City, State Zip
Date

2" TM

Page Layout

- Spacing
- Set After to 0 pt

OS = 3 blank lines

Letter Address
(to)

Name
Company
Street
City, State Zip

DS = 1 blank line

Salutation

Dear ?:

DS

Body:

- SS ¶
- DS between ¶
- word wrap
- no tabs

DS

DS

Closing

Complimentary Close,

(Signature)

OS

Typed Name

DS

Enclosure/Attachment

Enclosure

9

Cover Letter

Return Address	67 Littleton Drive Greenville, ID 83626 May 1, 2012	Date
Inside Address	Ms. Barbara Plante Director of Human Resources South County Hospital 301 North Main Street Greenville, ID 83626	Salutation
Complimentary Closing	Sincerely,	Body
Attachment/Enclosure Notation	Enclosure	Signature Area
	Christine Jacobs	Sender's Name

Dear Ms. Plante:

Enclosed please find my resumé for your consideration. I am applying for the opening of an entry-level nurse that was advertised in the *Greenville Times* on April 30. I have been reading your mission statement and philosophy that South County Hospital is committed to staffing nurses with clinical expertise. I believe my qualifications and experience are what you are looking for.

I will be graduating this month from the College of Southern Idaho with a Bachelor's Degree in Nursing. As you can see from my resumé, I have been working as a Certified Nurse Assistant for the past two years. I have gained a tremendous understanding of the needs of patients, the pace of a health care provider, and the demands of a nurse. The education I have received has prepared me for the critical thinking skills necessary for this job. I believe this is evident in the two most recent awards I have received - Nursing Student of the Year in January 2012 and CNA A+ Award in September 2010.

I would appreciate an opportunity to discuss how I can contribute to the nursing staff at South County Hospital. Thank you for taking the time to review my resumé.

Parts

Description

Return Address	The address of the person sending the letter (sender). Includes the street address, city, state, and zip code. Note: The return address does not include the sender's name.
Date	The date the letter is written.
Inside Address	Includes the following information of the person receiving the letter: courtesy title (Mr., Mrs., or Ms.), first and last name and his/her job title (if applicable), company name (if applicable), street address, city, state, and zip code.
Salutation	Includes the greeting (opening) of the letter, followed by the receiver's courtesy title and last name.
Body	The introductory paragraph includes the title of the position you are applying for and how you learned of this position. The following paragraph(s) include reference to the enclosed resumé and emphasis on your personal qualifications which directly relate to the position you are applying for. The last paragraph thanks the employer for his/her time and for considering you for the position.
Complimentary Closing	Typically includes a closing phrase and is used to show respect and appreciation for the person reading the letter.
Signature Area	The space for the sender's signature.
Sender's Name	Includes the sender's first and last name, followed by his/her job title (if applicable).
Attachment/Enclosure Notation	Indicates another document is attached or enclosed with the letter.

Document 9: Cover Letter

LEFT 1"

TOP 2"

RIGHT 1"

67 Oaklawn Drive
Greenville, ID 83626
May 1, 2012

Ms. Barbara Plante
Director of Human Resources
South County Hospital
301 North Main Street
Greenville, ID 83626

Dear Ms. Plante:

Enclosed please find my resumé for your consideration. I am applying for the opening of an entry-level nurse that was advertised in the *Greenville Times* on April 30. I know from reading your mission statement and philosophy that South County Hospital is committed to staffing nurses with clinical expertise. I believe my qualifications and experience are what you are looking for.

I will be graduating this month from the College of Southern Idaho with a Bachelor's Degree in Nursing. As you can see from my resumé, I have been working as a Certified Nurse Assistant for the past two years. I have gained a tremendous understanding of the needs of patients, the pace of a health care provider, and the demands of a nurse. The education I have received has prepared me for the critical thinking skills necessary for this job. I believe this is evident in the two most recent awards I have received – Nursing Student of the Year in January 2012 and CNA A+ Award in September 2010.

I would appreciate an opportunity to discuss how I can contribute to the nursing staff at South County Hospital. Thank you for taking the time to review my resumé.

Sincerely,

Christine Jacobs

Enclosure

BOTTOM 1"

HOW TO FORMAT A...

BUSINESS LETTER

ABOUT BUSINESS LETTERS:

What is a business letter?

A business letter is a formal way to communicate with a company or organization. You should not use the same style and tone that you would if you were writing or texting family or friends. Your tone should be formal and professional.

How is a business letter used?

There are many different types of business letters that a person can write to achieve different things. In order to know what type of business letter to write, it is important to know what you are trying to achieve. Some of the different types of letters are: acknowledgement, complaint, cover, and response letters.

PARTS OF A BUSINESS LETTER:

RETURN ADDRESS:

Is the address of the person writing the letter. It includes the sender's street address, city, state and zip code. On the third line of the return address is the date. The return address does not include the sender's name simply because it is typed and signed at the bottom of the letter itself.

INSIDE ADDRESS:

Is the address of the person receiving the letter. It includes the person's title and name on the first line, followed by the street address on the next line. The third line includes the city, state and zip code.

SALUTATION:

Is the greeting or opening of the letter. It is always followed by a colon (:). Some examples of salutations are:

- Dear Mr. Smith:
- To Whom It May Concern:
- (if you do not have name)

BODY:

The body of the letter is written using single spacing. The paragraphs are not indented and double spacing is used between them.

COMPLIMENTARY CLOSING:

The personal closing of a letter. It is always followed by a comma (,). Some examples of complimentary closings are:

- Sincerely,
- Yours truly,

TYPED NAME:

Includes the sender's first and last name.

SIGNATURE:

Signature of the author of the letter.

350 College Road
Anytown, MA 02134
Current Date

← RETURN ADDRESS & DATE

↓ QS

Ms. Cassie Stuart
Fashion Works, Inc.
240 Notastreet Avenue
Anyville, NY 05401

← INSIDE ADDRESS

↓ DS

Dear Ms. Stuart:

← SALUTATION

↓ DS

Enclosed is my resume for your review in response to your advertisement for employment in a recent issue of *The Daily Gazette*. I would be very interested to learn more about the position of fashion designer and how my qualifications may best fit your needs.

↓ DS

Recently, I graduated with a Bachelor of Fine Arts Degree in Fashion Design from the University of Fashion Technology in New York. I have also interned with several major department stores in the Boston area. Some of my responsibilities included assisting designers with style proposals and basic pattern making. My experience with textiles and accessories is solid since I have worked in the retail industry since high school.

↓ DS

I would welcome the opportunity to discuss my qualifications further with someone in your company. I can be contacted at 888.555.1234 or by e-mail at cstuart@sample.com.

Sincerely,

← COMPLIMENTARY CLOSING

Morgan Higgins ↓ QS

← SIGNATURE

Morgan Higgins

← TYPED NAME

Enclosure

← ATTACHMENTS (IF ANY)

BODY

SAMPLE APPLICATION/COVER LETTER

237 Woodlawn Ave.
Minot, North Dakota 58703
January 5, 2007

Mrs. Nancy Timms
Human Resource Director
St. Joseph's Hospital
407 3rd Street SE
Minot, ND 58701

Dear Mrs. Timms:

I am writing in response to the ad that you placed in the January 3rd edition of the Minot Daily News classified section. I am very excited about the position as a Pediatric Nurse in the children's ward at St. Joseph's Hospital.

I am a highly skilled Registered Nurse with 6 years experience looking after seriously ill babies. In addition, I am familiar with NICU standards and have a large medical vocabulary. I am able to present information accurately and remain calm in high stress and emergency situations. I have also been involved in assisting with the planning of patients' care programs.

If you would like more information, please let me know by calling (701) 555-5555 anytime during the day or by emailing me at [<ineedajob@minot.com>](mailto:ineedajob@minot.com). Thank you for considering my application. I look forward to hearing from you.

Sincerely,

Ineeda Job

Ineeda Job

Encl. resume

► FIGURE 1-3.4 Cover Letter

1274 Grant Avenue
Portland, OR 97224
becarter@internet.com
June 15, 20--

Mr. Jackson Phillips, Manager
Star Gaze Museum
4484 Grand Avenue
Portland, OR 97201

Dear Mr. Phillips

In response to the opening posted on your website, please consider me an applicant for the summer tour guide position at your downtown location.

As you can see from my resume, I have volunteered as a host or guide for several special events in the past. I enjoy learning new information, making presentations, interacting with people, and helping others learn new facts and ideas. Your posting indicates that you need someone to work on weekends and to be on call for extra duties. I am available and eager to work on weekends and have a flexible weekday schedule that will allow me to fit in extra duties as needs may arise.

I am available now and would love to begin work as soon as possible. You can reach me at (971) 555-3344 every day after 2 P.M. I look forward to hearing from you about an interview and discussing the tour guide position with you.

Sincerely

Brandon Carter

Brandon Carter

Enclosure: Resume

Job Winning-Resume Introduction

A resume is a personal marketing document that communicates your career objective and value to a hiring company. A strong resume is carefully planned and developed (not quickly typed up) in an appropriate format (style) designed to showcase your experience and accomplishments in direct relation to a specific position.

Before we begin, it is important to note the average employer will only spend 15-20 seconds reading your resume. To capture the reader's attention, you want to give them a glimpse of your skills and qualifications and a hook to win an interview by making yourself stand out above all others. Writing a job-winning resume can be challenging, even for the seasoned professional, but having some background knowledge on the different resume formats and the use of each will help you to find success. Bottom line, when writing a resume, anything less than perfect is unacceptable.

Components of an Effective Resume:

1. **Identification:** Include your full name, mailing address, and telephone number.
2. **Objective:** Describe the kind of job you are looking for; be specific.
3. **Skills & Qualifications:** List basic skills and abilities as well as any special skills you may have. CareerMag.com conducted a national survey of 600 hiring managers and the overwhelming majority said the most important part of the resume they read first is the summary of qualifications. Hiring managers also reported only about 5% of resumes received contained this key section.
4. **Education:** Provide your school's name, (expected) graduation date, GPA, and special recognition for projects or awards received.
5. **Organizations:** Include information about memberships and offices held in clubs because they show your ability to assume responsibility and work with other people.
6. **Experience:** Describe jobs by listing the name of the company, your job title, the dates employed, and the duties performed. List them beginning with the most recent.
7. **References:** Not necessary because the interviewer will request your references if he or she wants them. If you choose to add references anyway, you can either state that references are available upon request or list three or four responsible adults who would be glad to recommend you. Include their phone numbers or necessary contact information. Do not list anyone without first obtaining his or her permission. Do not include family members or friends your own age.
8. **Personal information:** Leave out your personal information, hobbies, or interests. Do not include your age, height, weight, status of health, or information about your family background.
9. **Appearance:** Type your resume. Make sure it is neat and free of errors.
10. **Length:** Limit your resume to one or two pages.

Reasons Resumes Fail

1. Objective omitted
2. Stating an objective for which you are unqualified
3. Failure to state your objective clearly
4. Failure to describe your accomplishments
5. Omitting a description of your responsibilities in positions you held
6. Wordiness, incorrect spelling, poor grammar
7. Incomplete job history
8. Too long; too short
9. Boastful
10. Dishonest
11. No white space
12. Everything emphasized, too many capitals, underlines, bold

Resume Fraud

Although current estimates vary considerably, it's likely that as many as 40 percent of resumes include inappropriate exaggerations and other misrepresentations. It's also likely that at least one out of 10 applicants claim a college degree they don't have. Almost 40 percent of human resource professionals surveyed last year by the Society for Human Resource Management reported they've increased the amount of time they spend checking references over the past three years and many companies are now requiring background checks for all applicants being considered.

Forbes Magazine has a list of the top lies people put on their resumes. They are as follows:

1. Lying about your college degree, bogus degrees are easy to check on
2. Playing with dates to hide employment gaps
3. Exaggerating numbers such as sales to make yourself look better
4. Increasing previous salary in an attempt to get more money
5. Inflating titles
6. Lying about technical abilities such as familiarity and proficiency when it comes to knowledge of software programs
7. Claiming language fluency
8. Providing fake address
9. Padding Grade Point Averages

Fabricating information on your resume isn't necessary. Most likely the experience you have garnered throughout your work history is impressive. The challenge, however, is expressing your accomplishments in a way that entices the hiring organization to give you a call.

Action Words -- By Skills Categories

Communication Skills	Creative Skills	Research Skills	Management Skills
Articulated	Adapted	Advised	Administered
Clarified	Composed	Analyzed	Analyzed
Collaborated	Conceptualized	Clarified	Assigned
Communicated	Created	Collected	Coordinated
Consulted	Customized	Conducted	Delegated
Conveyed	Designed	Critiqued	Developed
Convinced	Developed	Detected	Directed
Debated	Directed	Evaluated	Enforced
Directed	Established	Examined	Established
Discussed	Formulated	Explained	Executed
Explained	Founded	Explored	Improved
Influenced	Illustrated	Extracted	Incorporated
Interpreted	Initiated	Formulated	Initiated
Listened	Instituted	Gathered	Inspected
Marketed	Integrated	Inspected	Instituted
Mediated	Introduced	Interviewed	Managed
Moderated	Invented	Investigated	Motivated
Negotiated	Modified	Located	Organized
Persuaded	Originated	Measured	Planned
Presented	Performed	Researched	Produced
Proposed	Planned	Reviewed	Reorganized
Reported	Revised	Solved	Reviewed
Resolved	Revitalized	Summarized	Scheduled
Summarized	Shaped	Surveyed	Streamlined
Translated	Solved	Tested	Supervised

Action Words -- By Skills Categories (Continued)

Financial Skills	Helping Skills	Organizational Skills	Technical Skills
Administered	Advocated	Arranged	Assembled
Adjusted	Aided	Catalogued	Built
Allocated	Assessed	Categorized	Calculated
Analyzed	Assisted	Classified	Computed
Appraised	Collaborated	Coded	Constructed
Assessed	Contributed	Collected	Converted
Balanced	Cooperated	Compiled	Designed
Budgeted	Counseled	Distributed	Determined
Calculated	Demonstrated	Generated	Developed
Computed	Educated	Incorporated	Engineered
Corrected	Encouraged	Inspected	Fabricated
Determined	Ensured	Maintained	Installed
Developed	Guided	Monitored	Maintained
Estimated	Helped	Operated	Operated
Forecasted	Insured	Organized	Printed
Managed	Motivated	Prepared	Programmed
Marketed	Prevented	Processed	Rectified
Measured	Provided	Reviewed	Regulated
Planned	Referred	Routed	Remodeled
Prepared	Rehabilitated	Scheduled	Repaired
Projected	Resolved	Screened	Restored
Reconciled	Simplified	Supplied	Solved
Reduced	Supplied	Systematized	Standardized
Researched	Supported	Updated	Upgraded
Retrieved	Volunteered	Verified	Utilized

RESUME FORMAT

Name
Street
City, ST Zip
Phone Number
Email

OBJECTIVE Obtain a position as _____ or _____ in the DHS Student Bank

EDUCATION

20** - present	Dickinson High School, Dickinson, ND	*currently Gr ???*
20** - 20**	Hagen Junior High, Dickinson, ND	* Grades 7-8
20** - 20**	Berg Elementary School, Dickinson, ND	* Grades K-6

COURSE WORK

•	•
•	•
•	•

SKILLS/QUALIFICATIONS

•	•
•	•

EXTRA-CURRICULARS

20**	Track	Coach: ??*
20**- present	FBLA	Supervisor: ??*

EMPLOYMENT

Sept 20** - present	Where At, Dickinson, ND Supervisor: Duties:
Jan 20** - Aug 20**	Where At, Dickinson, ND Supervisor: Duties:

REFERENCES

Name Ref #1	Name Ref #2	Name Ref #3
Street	Street	Street
City, ST, Zip	City, ST, Zip	City, ST, Zip
Phone	Phone	Phone
Relationship	Relationship	Relationship

Ineeda Job

237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

OBJECTIVE

Pediatric nurse with specific experience in caring for premature babies. Developed excellent Child Care and planning skills through internships at the University of Minnesota Children's Hospital. Experienced in NICU standards.

EXPERIENCE

06/2000-11/2003

University of Minnesota Children's Hospital, Minneapolis, Minnesota
Registered Nurse

Worked as an RN in the pediatric section of a 60 Bed unit dedicated to looking after seriously ill babies.

Designated a special rotation involving the NICU and played a key role in the care of young children.

Played an active role in the execution of health plans for patients involving a range of medical issues including childbirth abnormalities, below average development and under achievement.

08/1999-04/2003

University of Minnesota Medical Center, Fairview, Minneapolis, Minnesota
Student Nurse

Worked under the direction of supervising RN in providing bedside care, documenting care treatments, admitting, discharging and transferring patients.

08/1990-07/1995

Bethesda Hospital, Saint Paul, Minnesota
Admit Clerk

Greeted patients and family, helped patients with completing paperwork, explained admittance documents, obtained signatures.

EDUCATION

04/2000

University of Minnesota School of Nursing, Minneapolis, Minnesota
Bachelors Degree – Bachelor of Science in Nursing (BSN)

GPA – 3.8 Deans list every semester – Certification obtained.
11/99 – Registered Nurse.

ACTIVITIES & HONORS Hospital Volunteer 1988 – 1990

AFFILIATIONS National Council of State Boards of Nursing

CHRONOLOGICAL RESUME SAMPLE 2

Ineeda Job

237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

OBJECTIVE

Pediatric nurse with specific experience in caring for premature babies. Developed excellent Child Care and planning skills through internships at the University of Minnesota Children's Hospital. Experienced in NICU standards.

EXPERIENCE

Registered Nurse - University of Minnesota Children's Hospital, Minneapolis, Minnesota
June 2000 - November 2003

- Worked as an RN in the pediatric section of a 60 Bed unit dedicated to looking after seriously ill babies.
- Designated a special rotation involving the NICU and played a key role in the care of young children.
- Played an active role in the execution of health plans for patients involving a range of medical issues including childbirth abnormalities, below average development and under achievement.

Student Nurse - University of Minnesota Medical Center (Fairview), Minneapolis, Minnesota
August 1999 - April 2000

- Worked under the direction of supervising RN in providing bedside care, documenting care treatments, admitting, discharging and transferring patients.

Admit Clerk - Bethesda Hospital, Saint Paul, Minnesota
August 1990 - July 1995

- Greeted patients and family, helped patients complete paperwork, explained admittance documents, obtained signatures.

EDUCATION

Bachelors Degree - Bachelor of Science in Nursing (BSN) April 2000, University of Minnesota School of Nursing, Minneapolis, Minnesota

- GPA - 3.8 Deans list every semester - Certification obtained
- 11/99 - Registered Nurse

ACTIVITIES & HONORS

- Hospital Volunteer 1988 - 1990

AFFILIATIONS

- National Council of State Boards of Nursing

FUNCTIONAL RESUME SAMPLE 1

Ineeda Job

237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

OBJECTIVE

Pediatric nurse caring for premature or seriously ill babies in a hospital setting.

SKILLS & QUALIFICATIONS

Developed excellent Child Care and planning skills.

Worked as an RN in the pediatric section of a 60 Bed unit dedicated to looking after seriously ill or premature babies.

Experienced in NICU standards. Designated a special rotation involving the NICU and played a key role in the care of young children.

Played an active role in the execution of health plans for patients involving a range of medical issues including childbirth abnormalities, below average development, and under achievement.

Worked under the direction of supervising RN in providing bedside care, documenting care treatments, admitting, discharging and transferring patients.

WORK HISTORY

06/2000 – 11/2003

University of Minnesota Children's Hospital, Minneapolis,
Minnesota
Registered Nurse

08/1999 – 04/2000

University of Minnesota Medical Center, Fairview, Minneapolis,
Minnesota
Student Nurse

08/1990 – 07/1995

Bethesda Hospital, Saint Paul, Minnesota
Admit Clerk

EDUCATION

2000, Bachelor of Science (BSN), Nursing
(GPA – 3.8 Deans list every semester – Registered Nursing
Certification, November 1999).
University of Minnesota School of Nursing, Minneapolis,
Minnesota

ACTIVITIES & HONORS

Hospital Volunteer 1988 – 1990

AFFILIATIONS

National Council of State Boards of Nursing

FUNCTIONAL RESUME SAMPLE 2

Ineeda Job
237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

OBJECTIVE

Pediatric nurse caring for premature or seriously ill babies in a hospital setting.

SKILLS & QUALIFICATIONS

- Developed excellent planning skills and working with children.
- Worked as an RN in the pediatric section of a 60 Bed unit dedicated to looking after seriously ill or premature babies.
- Experienced in NICU standards. Designated a special rotation involving the NICU and played a key role in the care of young children.
- Played an active role in the execution of health plans for patients involving a range of medical issues including childbirth abnormalities, below average development, and under achievement.
- Worked under the direction of supervising RN in providing bedside care, documenting care treatments, admitting, discharging and transferring patients.

EMPLOYMENT HISTORY

06/2000 – 11/2003	Registered Nurse	University of Minnesota Children's Hospital, Minneapolis, Minnesota.
08/1999 – 04/2000	Student Nurse	University of Minnesota Medical Center, Fairview, Minneapolis, Minnesota.
08/1990 – 07/1995	Admit Clerk	Bethesda Hospital, Saint Paul, Minnesota.

EDUCATION

Bachelor of Science (BSN), Nursing - University of Minnesota School of Nursing, Minneapolis, Minnesota, 2000, (GPA – 3.8 Deans list every semester – Registered Nursing Certification, November 1999).

ACTIVITIES & HONORS

Hospital Volunteer 1988 – 1990

AFFILIATIONS

National Council of State Boards of Nursing

SAMPLE QUALIFICATIONS BRIEF

Qualifications Brief of Ineeda Job

2510 E. 8th Street
St. Paul, MN 55106
701-555-5555

ineedajob@hotmail.com

**A Record of
Success**

As a part-time volunteer at Bethesda Hospital in St. Paul, accomplished -

- Volunteer of the Month Award
- A perfect attendance record for the past two years
- A record of frequent compliments from patients who consistently praised my helpful and cheerful nature

**Educational
Accomplishments**

General Business Studies
Harding Senior High School

- Received A's in beginning and advanced word processing
- Received A's in General Business I & II
- Received A's in beginning, intermediate and advanced Accounting courses

**Extra-Curricular
Accomplishments**

Appointed head student office helper
Harding Senior High School

Awards

Student of the Month Award, Junior Year

Other Facts

- Keyboard at 70 words per minute
- Familiar with Microsoft Excel
- Familiar with Microsoft Word, Microsoft Works, AppleWorks and other word processing programs
- Worked in Windows and Mac Environments
- Completed a course in Medical/Legal Transcription

**Interests and
Hobbies**

Member of the Harding Senior High School Change of Pace Singers
Has participated in team sports for more than 10 years

- Member of Harding Senior High School girls' varsity basketball team, three years
- Team captain, Senior year, varsity soccer
- Member of Harding Senior High School Girls' volleyball team, 1 year
- Girls' little league baseball, five years

Ineeda Job
237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

OBJECTIVE

Pediatric nurse caring for premature or seriously ill babies in a hospital setting.

SKILLS & QUALIFICATIONS

- Developed excellent Child Care and planning skills.
- Worked as an RN in the pediatric section of a 60 Bed unit dedicated to looking after seriously ill or premature babies.
- Experienced in NICU standards. Designated a special rotation involving the NICU and played a key role in the care of young children.
- Played an active role in the execution of health plans for patients involving a range of medical issues including childbirth abnormalities, below average development and under achievement.
- Worked under the direction of supervising RN in providing bedside care, documenting care treatments, admitting, discharging and transferring patients.

EMPLOYMENT HISTORY

Registered Nurse: University of Minnesota Children's Hospital
Minneapolis, Minnesota. June 2000 to November 2003

Student Nurse: University of Minnesota Medical Center, Fairview
Minneapolis, Minnesota. August 1999 to April 2000

Admit Clerk: Bethesda Hospital
Saint Paul, Minnesota. August 1990 to July 1995

EDUCATION

Bachelor of Science (BSN), Nursing
University of Minnesota School of Nursing, Minneapolis, Minnesota, 2000.
(GPA – 3.8 Deans list every semester – Registered Nursing Certification, November 1999).

ACTIVITIES & HONORS

Hospital Volunteer 1988 to 1990

AFFILIATIONS

National Council of State Boards of Nursing

The Scannable Resume

- ☑ **The Scannable Resume** is simply the "scanner friendly" version of your paper resume, and it is designed to be read by a computer rather than a person. It can be emailed or provided on hard copy to employers whose companies look for key words and phrases that have been preprogrammed by the human resources department. The Scannable Resume is usually "tailor made" for a specific job. *Hint: make sure you get a copy of the job opening or speak with a hiring official before preparing your resume. This will enable you to use the words that will match your resume to the employer's desired qualifications.*
- ☑ **Submit a Scannable Resume** only if a potential employer tells you to. Use these formatting methods:
 - Don't use italics, underlining, shading, or other unusual enhancements.
 - Don't bold or use ALL CAPS. It's unnecessary; the scanner does not differentiate between this and other font styles.
 - Use one font style throughout the document.
 - Use a sans serif font, like Arial or Tahoma. These are fonts that do not have the small markings on the edge of each letter (serifs). Don't use serif fonts, like Times New Roman or Book Antiqua.
 - Use 10, 11, or 12 font size. Be aware that font sizes are not created equal. A 10-point Arial is not the same as a 10-point Century Gothic.
 - Don't use vertical or horizontal lines, graphics, or boxes.
 - Don't use bullets. You may use asterisks (*) or hyphens (-).
 - Don't use parentheses or brackets.
 - Use even spacing throughout the document. No tabs.
 - Don't condense spacing between letters.
 - Use left justification only. No centering or right margin justification.
 - Avoid two-column format or resumes that look like newspapers or newsletters.
 - Type your name on each page if you go beyond one page. Going beyond one page is acceptable.
 - Type your address below your name on the first page.
 - List each phone number on a separate line if you are including two phone numbers.
 - Print your resume with a laser printer. Provide the employer with an original or high quality photocopy on white paper. No texture or watermark on the paper. Avoid paper with heavy texture that could interfere with the clarity of the print.
 - Don't print on two sides of one page.
 - Put resume and cover letter in a 9 x 12 Envelope and paper clip them together when mailing your information. Don't fold or staple. Insert blank sheets (or cardstock or cardboard) surrounding your documents to reduce wrinkling.



When to USE: Use when requested by a potential employer.

The Scannable Resume (continued)

☒ **Scannable resume content:**

- Research your industry and/or the requirements of the jobs you are seeking to make sure you've included appropriate information since scanned resumes are typically retrieved using keyword searches. Each time you apply for a job, review the position description. Make sure key terms that are included in the position description are also included in your resume where appropriate. You may revise your resume slightly for different positions or keep several versions of your resume if you are applying for different types of jobs.
- Don't include a section entitled "keywords." A search will locate words in any part of your resume.
- Some keyword examples are:
Accounting, chemical engineer, manager, BS or BA (to identify individuals with a bachelor's degree), MS, MA, PhD, process modeling, trainer, Spanish, C++, co-op, PowerPoint, etc.
- Be specific. For example, list the names of software you use such as Microsoft Word or Excel, instead of listing software packages.
- Use terms and acronyms specific to the industry.
- Spell out the full name when you list acronyms; i.e., IEEE, Institute of Electrical and Electronic Engineers. Either way the employer chooses to search for this information, your text will be found.
- Be concise, but use more than one page if necessary to include all relevant information. Going beyond one page is okay for resumes used strictly for scanning.
- Don't misspell words. If you misspell a critical word, it will not be found in a keyword search.
- Proofread. As with any resume, typos are unacceptable.

Source: Career Services at Virginia Tech: <http://www.career.vt.edu/JOBSEARC/Resumes/scannable.htm>



When to USE: Use when requested by a potential employer.

SAMPLE SCANNABLE RESUME

Ineeda Job
237 Woodlawn Ave.
Minot, North Dakota 58703
701-555-5555
ineedajob@minot.com

Objective

Pediatric nurse caring for premature or seriously ill babies in a hospital setting

Education

Bachelor of Science (BSN), Nursing, May 2000
University of Minnesota School of Nursing, Minneapolis, Minnesota
Overall GPA – 3.8 Deans list every semester
Registered Nursing Certification, November 1999

Knowledge gained through pediatric nursing:

- *NICU Standards
- *Childcare
- *Caring for Seriously ill or premature babies
- *Planning
- *Health plans
- *Childbirth abnormalities
- *Below average development and under achievement
- *Bedside Care
- *Documenting care treatments
- *Admitting
- *Discharging and transferring patients

Computer Skills:

- *Keyboarding
- *Microsoft Excel
- *Microsoft Word
- *Microsoft Works
- *AppleWorks
- *Windows and Mac Environments

Employment

Registered Nurse

Saint Jude Children's Research Hospital, Memphis, Tennessee
December 2003 – December 2006

Served in pediatrics looking after seriously ill babies. Familiar with NICU standards. Ordered laboratory and diagnostic tests and evaluated results. Monitored, recorded and reported symptoms and changes in patients' condition. Maintained accurate, detailed reports and records.

Registered Nurse

University of Minnesota Children's Hospital, Minneapolis, Minnesota
June 2000 – November 2003

Played an active role in the execution of health plans for babies with childbirth abnormalities, below average development, and under achievement. Familiar with NICU standards. Monitored all aspects of patient care, including symptoms and changes in patients' condition, diet and physical activity, ordered laboratory and diagnostic tests and evaluated results, and maintained accurate, detailed reports and records.

Continued

SAMPLE SCANNABLE RESUME (continued)

Ineeda Job

Page 2

Student Nurse

Minnesota Medical Center, Fairview, Minneapolis, Minnesota

August 1999 – April 2000

Worked under the direction of supervising RN with experience serving in ER, Urgent Care, Pediatrics, and a Stab-Room Trauma Unit. Involved in admitting, discharging, transferring patients and documenting care treatments.

Admit Clerk

Bethesda Hospital, St. Paul, Minnesota

August 1990 – July 1995

Greeted patients and family. Completed paperwork, reviewed admittance documents, obtained signatures. Extensive computer experience with attention to detail.

Activities and Honors

Hospital Volunteer 1988 – 1990

Affiliations

National Council of State Boards of Nursing

The Employment Application

How to Complete an Employment Application Form:

FACT: Research shows that 75% of the applications most companies receive are messy, incomplete, completed incorrectly, or all of these. Those who fall into this category significantly lower their chances of getting a job.

- Read carefully, follow directions, and write neatly. Each application you complete is the first sample of your work that employers will see.
- Use black ink (unless otherwise indicated).
- Do a rough copy first and correct all the errors before completing the actual copy.
- Answer all questions and write in every space provided: If a question does not apply to you, write "N/A" (not applicable).
- Be as specific as possible in identifying the "position desired."
- Write in "scale" where you are asked for "salary desired;" this means that you expect to be paid what other workers in similar positions earn. You can discuss the specifics of the compensation package later.
- **DO NOT WRITE** your social security number on your application. This is something you will give a potential employer upon being hired.
- Be positive; do not volunteer negative experiences.
- Be honest.

What Information is Required on the Employment Application?

Gather the information and materials needed to complete your employment application. Much of the information you need is on your resume. Make sure you have the following when completing an employment application:

1. Writing utensils, paper clip
2. Current and previous addresses
3. Educational information—grade school to present, names and addresses, diplomas earned, dates you attended institutions, subjects in which you excelled
4. Work experience—past jobs and responsibilities; names, addresses, and phone numbers of past employers; dates of employment; job responsibilities; wages earned; names of supervisors; reasons for leaving each job; military experience and volunteer work
5. Business and machine operation skills
6. Special certificates, licenses, professional organizations and other business-related documents, honors, and achievements that could give you an advantage
7. A list of references—include names, job titles, company names, addresses, and telephone numbers
8. Copies of your resume—attach your resume to any completed employment application with a paper clip

Avoid These Common Mistakes on an Employment Application

1. Misspelled words
2. "Crossed-out" writing
3. Folded or wrinkled form
4. Incomplete or unanswered items
5. Failure to print
6. Incomplete work history
7. Submitted after deadline
8. No signature

What do Employers Look for in an Employment Application?

Most employers require applicants to complete an employment application. The employment application gives the employer facts about you that can be kept on file. The information you provide and how well you present the information indicates to an employer the following:

1. Your ability to follow instructions
2. Your character
3. Your achievements
4. Your ability to hold a job
5. Your thoroughness

After completing an employment application, you may or may not get an interview. The outcome could depend on how well you completed the form. Remember to always include a copy of your resume with your employment application.

EMPLOYMENT APPLICATION SAMPLE 1

Employment Application

Name: _____ Street Address _____
 First Middle Last

Apt. No _____ City _____ State _____ Zip _____ Phone _____
 or Box _____

Are you 18 _____ Ever worked for this company before?
 or older? _____ If not, age? _____ If yes, Dates & Location _____

AVAILABILITY

Total Hours _____ Hours Available: _____
 Available Per Week _____

	M	T	W	T	F	S	S
FROM							
TO							

Are you legally able to be employed in the us ☐ Yes ☐ No How did you hear of job? _____ How far do you live from this location? _____ Do you have transportation to work? _____

SCHOOL MOST RECENTLY ATTENDED

Name _____ Location _____ Phone _____

Teacher or Counselor _____ Last grade completed _____ Graduated? ☐ Yes ☐ No
 Now enrolled? ☐ Yes ☐ No

Sports or Activities _____

EMPLOYMENT HISTORY (If not applicable, list U.S. Military, work performed on a voluntary basis or personal references)

Company _____ Address _____

Phone _____ Job _____

Supervisor _____ Dates worked: From _____ to _____

Salary _____ Reason for Leaving _____

EMPLOYMENT HISTORY (If not applicable, list U.S. Military, work performed on a voluntary basis or personal references)

Company _____ Address _____

Phone _____ Job _____

Supervisor _____ Dates worked: From _____ to _____

Salary _____ Reason for Leaving _____

EMPLOYMENT HISTORY (If not applicable, list U.S. Military, work performed on a voluntary basis or personal references)

Company _____ Address _____

Phone _____ Job _____

Supervisor _____ Dates worked: From _____ to _____

Salary _____ Reason for Leaving _____

Are you capable of performing the duties of the job for which you have applied, with/without a reasonable accommodation? ☐ Yes ☐ No

HAVE YOU EVER BEEN CONVICTED OF VIOLATING ANY LAW (EXCEPT MINOR TRAFFIC VIOLATIONS)? ☐ Yes ☐ No

If yes, please attach a summary of details. Disclosure of a criminal record does not automatically disqualify you from employment consideration. You case will be judged on its own merits.

Person to contact in case of emergency:

Name _____ Address _____

Phone: (Home) _____ (Work) _____

1. I certify that the information contained in this application is correct to the best of my knowledge and understand that any omission or erroneous information is grounds for dismissal. 2. I authorize the references listed above to give you any and all information concerning my previous employment and pertinent information that may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing same to you. 3. I acknowledge that, if I become employed, I will be free to terminate my employment at any time for any reason and my employer retains the same rights. This application does not establish an employment contract.

Signature: _____ Date: _____

EMPLOYMENT APPLICATION SAMPLE 2

APPLICATION FOR EMPLOYMENT
An Equal Opportunity Employer

PERSONAL INFORMATION

DATE _____

NAME				
LAST	FIRST	MIDDLE	SS#	
PRESENT ADDRESS				
STREET		CITY	STATE	ZIP
PERMANENT ADDRESS				
STREET		CITY	STATE	ZIP
PHONE NUMBER		ARE YOU 18 YEARS OR OLDER	YES	NO
ARE YOU PREVENTED FROM LAWFULLY BECOMING EMPLOYED IN THIS COUNTRY BECAUSE OF A VISA OR IMMIGRATION STATUS? YES NO				

EMPLOYMENT DESIRED

POSITION	DATE YOU CAN START	SALARY DESIRED
ARE YOU EMPLOYED NOW?		IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER?
HAVE YOU EVER APPLIED TO THIS COMPANY BEFORE	WHERE?	WHEN
REFERRED BY		

EDUCATION

HIGH SCHOOL			YES	NO
NAME	LOCATION	YEARS	GRADUATE	
COLLEGE			YES	NO
NAME	LOCATION	YEARS	GRADUATE	

GENERAL

SUBJECTS OF SPECIAL STUDY OR RESEARCH WORK	
SPECIAL SKILLS	
ACTIVITIES (CIVIC, ATHLETIC, ETC.)	
U.S. MILITARY OR NAVAL SERVICE	RANK
PRESENT MEMBERSHIP IN NATIONAL GUARD OR RESERVES	

*This form has been revised to comply with the provisions of the Americans with Disabilities Act and the final regulations and interpretative guidance promulgated by the EEOC on July 25, 1991.

CONTINUED ON OTHER SIDE

FORMER EMPLOYERS: LIST LAST THREE EMPLOYERS STARTING WITH THE MOST RECENT

DATE MONTH/YEAR	NAME AND ADDRESS OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
--------------------	------------------------------	--------	----------	-----------------------

FROM

TO

FROM

TO

FROM

TO

WHICH OF THESE DID YOU LIKE BEST

WHAT DID YOU MOST LIKE ABOUT THE JOB

REFERENCES: GIVE THE NAMES OF THREE PERSONS NOT RELATED TO YOU WHOM YOU HAVE KNOWN AT LEAST ONE YEAR

NAME	ADDRESS	BUSINESS	YEARS ACQUAINTED
------	---------	----------	---------------------

1

2

3

IN CASE
EMERGENCY NOTIFY

NAME	ADDRESS	PHONE NUMBER
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I CERTIFY THAT ALL INFORMATION SUBMITTED BY ME ON THIS APPLICATION IS TRUE AND COMPLETE, AND I UNDERSTAND THAT IF ANY FALSE INFORMATION, OMMISIONS, OR MISREPRESENTATIONS ARE DISCOVERED, MY EMPLOYMENT MAY BE TERMINATED AT ANY TIME. IN CONSIDERATION OF MY EMPLOYMENT, I AGREE TO CONFORM TO THE COMPANY'S RULES AND REGULATIONS, AND I AGREE THAT MY EMPLOYMENT AND COMPENSATION CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE AT ANY TIME AT EITHER MY OR THE COMPANY'S OPTION. I ALSO UNDERSTAND AND AGREE THAT THE TERMS AND CONDITIONS OF MY EMPLOYMENT MAY BE CHANGED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE.

DATE SIGNATURE

DO NOT WRITE BELOW THIS LINE

INTERVIEWED BY

DATE

REMARKS

APPROVED YES NO

POSITION

DEPARTMENT

SALARY

DATE TO REPORT TO WORK

APPROVED

EMPLOYMENT MANAGER

DEPARTMENT HEAD

GENERAL MANAGER

Job Interview, Points to Remember

1. An interview is simply an opportunity for two people to meet and determine whether an employer-employee relationship will prove beneficial to both parties.
 2. Interviewing is a two-way street. You are not begging for a job, are you equal.
 3. The employer is on your side. He or she has a need and has every reason to hope you are the right person to meet it. Keep the employer on your side through attentive listening, and by detecting the employer's real needs.
 4. Dress properly. The rule of thumb is to dress a little better than the average employee that works for the company you are interviewing with.
 5. Be on time, listen intently, demonstrate your potential and enthusiasm, and provide brief, well thought-out responses to the questions.
 6. Concentrate on giving examples of your accomplishments. Accomplishments demonstrate your potential.
 7. Be yourself, but also be your best. Leave any personal concerns at home. Showing confidence in your self will create a favorable impression.
 8. The employer will expect for you to be a little nervous. Don't worry about it. Relax and enjoy your interviews.
-

Your Interview Checklist

- Know the time and place and arrive early
- Dress appropriately – dress a little better than the average employee
- Bring a copy of your resume to hand to the interviewer and bring a pen and pad
- Wait before you sit
- Remember the interviewer's name
- Shake hands firmly
- Go with an agenda
- Keep the interview interesting
- Leave the interview on a positive note
- Send a thank you note
- Follow-up with a phone call

The Interview

The Information Interview

Usually an information interview is conducted with someone who is currently working in a job in which you have interest, not necessarily someone who does the hiring. Though the purpose of the information interview is to learn more about an industry, a particular company or organization, or about the skills needed to be successful, there is nothing to prevent you from returning for a job interview at a later date.

Here are some questions you might ask in an information interview:

1. What is your specific job title?
2. How long have you worked in this particular position?
3. What type of education and training was required to obtain this position?
4. Are there on-the-job training opportunities?
5. What professional associations or trade journals might be helpful for me?
6. What other jobs has been a part of your career ladder?
7. With my present skill level, for what position could I qualify?
8. What do you think was the deciding factor in you being hired in this job?
9. Which of your skills do you think are the most important to your success?
10. Describe a typical work day.
11. What do you like most about your work day? What is the least enjoyable?
12. What kinds of compensation packages are usual for people working in this field?
13. How is the hiring done?
14. What advice would you give to someone interested in this field?
15. Could you refer me to other (people, organizations, resources) that would help me learn more?

Be sure to thank your contact for his/her time, and request to keep in touch as you progress toward your career goals. You might also ask for your contact to let you know about any job openings, training opportunities, etc. for which you qualify.

Typical Interview Questions

1. Tell me about yourself.

Most people hate this question. It is the most frequently asked question in interviewing. It usually serves as a bridge to go from small talk to the real interview. Briefly describing your education or work history are appropriate responses to this question. Expand briefly on some of your results. This will likely cause the interviewer to select an accomplishment and ask you to tell more about it. This is exactly what you want; you score points every time you discuss results.

2. What is your greatest strength?

The question asks for your number one strength, skill, or asset and requires you to analyze yourself. Going into the interview you should have several strengths in mind. Begin with a brief statement and provide a clear example.

3. What are your three most important career accomplishments?

Choose accomplishments that are related to the job you are interviewing for and ones to which the interviewer can relate. Avoid unnecessary detail.

4. Why should I hire you?

This question is often asked at the end of an interview and allows you to summarize your strengths. Since this is a summary, you can discuss points that you have already covered and mention new points as well. Sell yourself. This may be one of your best opportunities. Try to focus on everything you learned about the job, your future boss, and the needs of the company.

5. How would your supervisor describe you?

This is an opportunity to mention positive qualities that you know or assume would be said about you. Discuss the qualities that you received high ratings on during reviews. Also give quick examples that demonstrate why your boss would see such qualities in you.

6. What is the most difficult situation you have ever faced?

Select an example that will demonstrate your positive qualities and one in which you ultimately came out on top. Tell it concisely to reveal as many qualities as possible. This is an opportunity to sell qualities such as maturity, perseverance, emotional stability, effectiveness under stress, and sound judgment.

7. What would you like to improve about yourself?

This is one of the most asked questions. When asked this question, it is best to state a weakness that you are improving. You do not need to demonstrate that you have

totally dealt with it, but you should indicate that you have made major progress with it. The goal is to provide a short answer which satisfies the interviewer.

8. What are your career goals?

This question tests whether you have established career goals, and whether your goals match what the organization has to offer. Mention goals that you feel the organization can help you attain. Express them in terms of experience you hope to receive and the expertise you hope to develop. You want to leave the impression that you are a growth-oriented person with realistic expectations regarding promotion opportunities.

9. What have you learned from your past mistakes? What were some of them?

Everybody makes mistakes. Often there are lessons to be learned from these mistakes. The best mistakes to share are those from which you were able to recover. In any event, use your mistakes to show how you have matured and grown from these experiences.

10. Can you work well under stress?

You do not have to say that you like stress, but you need to demonstrate that you can work effectively under stress. Give examples where you have coped well with stress. Most stress comes from deadlines and long hours. You should know in advance if this organization or company typically requires long hours or faces a lot of deadlines.

11. Are you a team player?

This question indicates that the organization is looking for a team-oriented person. Describe how you are committed to working in a team. You need to show that you are flexible and cooperative and when the group makes a decision, you willingly go along with it. Provide examples demonstrating that people enjoy having you on their team and that teamwork was essential to the success of a project on which you worked.

12. What are the things that motivate you?

Challenge, creativity, success, opportunity, and personal growth are most frequently mentioned. You can also mention specific skills that you are motivated to use. These might include problem solving, decision making, listening, writing, speaking, planning, or counseling people.

13. What is the most important thing to you in a job?

What do you value in a job: challenge, good working conditions, friendly coworkers, traveling? Mention one or two items and explain why they are important.

14. Tell me about your duties at your present job?

This question provides an opportunity to really sell your self. As you describe your major duties, describe an associated accomplishment as well. Be concise. People know their own duties so well that many go on and on adding unnecessary details that bore the interviewer.

15. What is the most important aspect of your job?

This question tests your judgment. Although you may have numerous responsibilities, the interviewer wants to have your view on what you can do to contribute the most to the organization. For each responsibility you need to show that you have been very effective in that area.

16. What duties have you enjoyed most? Least? Why?

Select you favorite and least favorite duties based on what you have learned about the job for which you are interviewing. In general, you should mention major duties to like and minor duties to dislike.

17. What frustrates you about your job?

If you feel strongly about a particular frustration, give concrete examples when answering this question. Describe the situation causing the frustration, and how you deal with it.

18. Why would you like to work for us?

This is your opportunity to describe what you know about the organization. You should mention positive points that you have discovered on your own, as well as some mentioned by the interviewer. You might mention that the job is a factor in your wanting to work for the company.

19. What are some of the characteristics you like or dislike about a supervisor?

List all the qualities you truly like and dislike in a supervisor and then select those that are the most appropriate. Concentrate on strengths rather than weaknesses. You might answer by saying you prefer a supervisor who is fair, open-minded and has high integrity.

20. Tell me about your experience in school.

Be prepared to talk about the courses you liked most (and least), how your schooling prepared you for this job, what kind of grades you had, and your major. It is important to describe how your overall high school/college experience has prepared you for work. You can also describe the skills and experience that you have gained in extracurricular activities and internships.

HANDLING ILLEGAL QUESTIONS

Various federal, state, and local laws regulate the questions a prospective employer can ask you, the job candidate. An employer's questions, whether on the job application, in the interview, or during the testing process, must be related to the job you are seeking.

INQUIRY AREA	ILLEGAL QUESTIONS	LEGAL QUESTIONS
National Origin/Citizenship	Are you a U.S. Citizen? Where were you/your parents born? What is your native tongue?	Are you authorized to work in the United States? What languages do you read/speak/write fluently?
Age	How old are you? When did you graduate? What's your birth date?	Are you over the age of 18?
Marital/Family Status	What's your marital status? With whom do you live? Do you plan to have a family? When? How many kids do you have? What are your child care arrangements?	Would you be willing to relocate if necessary? Would you be able and willing to travel as needed for the job? Would you be willing and able to work on evenings, weekends, or overtime?
Affiliations	What clubs or social organizations do you belong to? What religion are you?	List any professional or trade groups or other organizations you belong to that you consider relevant to your ability to perform this job.
Personal	How tall are you? How much do you weigh?	Are you able to lift a 50 pound weight and carry it 100 yards, as that is a part of your job?
Disabilities	Do you have any disabilities? Please complete the following medical history. Have you had any recent or past illnesses or operations? If yes, list them and give dates when they occurred. What was the date of your last physical exam? How's your family's health?	Are you able to perform the essential functions of this job? Can you demonstrate how you would perform the following job-related functions? As a part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam.
Arrest Record	Have you ever been arrested?	Have you ever been convicted of _____? (The crime name should be reasonably related to the performance of the job in question.)
Military	If you were in the military, were you honorably discharged?	In what branch of the Armed Forces did you serve? What type of training or education did you receive in the military?

Letters

Thank You Letter

Please use the following format to write a successful Thank You Letter to thank your interviewer for a job interview.

Address
City, State, Zip Code
Date

Interviewer's Name
Title
Company
Street Address
City, State, Zip Code

Greeting,

First paragraph -- Express your appreciation for the opportunity to be interviewed, referring back to the position for which you applied.

Second paragraph -- Indicate one or two areas discussed in the interview that were of particular interest to you. Mention your skills and further describe how your skills could be beneficial to the position. An interviewer likes to hear what you can do for their business, not what they can do for you. Add any relevant experience that you forgot to mention at the interview.

Third paragraph -- State your interest in the position and thank the interviewer again for taking time out of his/her busy schedule to interview you. Let the interviewer know that he or she may call you any time if they have additional questions about your qualifications.

Sincerely,
(signature)
Type your name

For further assistance, review the information on writing a successful business letter at the beginning of this booklet and apply the same strategies to write a successful thank you letter for your job interview.

SAMPLE THANK YOU LETTER

237 Woodlawn Ave.
Minot, North Dakota 58703
(701) 555-5555
ineedajob@minot.com

January 20, 2007

Mrs. Nancy Timms
Human Resource Director
St. Joseph's Hospital
407 3rd Street SE
Minot, ND 58701

Dear Mrs. Timms:

I would like to thank you very much for interviewing me today for the pediatric nursing position. It was a pleasure to meet you and have a tour of your fine facility.

My enthusiasm for the position and interest in working for St. Joseph's Hospital were strengthened as a result of the interview. I believe my education and my experience at St. Jude Children's Research Hospital and the University of Minnesota Children's Hospital fit nicely with the job requirements, and I'm certain my skills would be an asset to this position.

I want to reiterate my strong interest in the position and in working with you and your staff. Please feel free to contact me with any additional questions or concerns about my qualifications. Again, it was a pleasure to meet you and learn more about St. Joseph's Hospital. Thank you for your time and consideration.

Sincerely,

Ineeda Job

Ineeda Job