

## Preparing an Application Letter and Résumé

### **Course**

*Health Science*

### **Unit IV**

*Employability  
Skills and  
Professionalism*

### **Essential Question**

*What are  
employers  
looking for in a  
job applicant?*

### **TEKS**

*130.204 (c)  
6A, 6B*

### **Prior Student Learning**

*Personal traits  
of a health care  
professional*

### **Estimated time**

*4 – 8 hours*

### **Rationale**

In the health care industry, professionals face aggressive competition for the most desired positions.

### **Objectives**

Upon completion of this lesson, the student will be able to:

- Demonstrate procedures to gain employment
- Accurately complete a job application form using correct grammar, spelling and accurate information
- Write an appropriate cover letter
- Create a marketable resume
- Define appropriate interview and work attire
- Conduct practice interview
- Discuss the role of attitude in the workplace
- Develop list of jobs that are of interest to you based upon your personal skills and preferences
- Identify various workplace documents and explain their purpose

### **Engage**

Ask students how many know what a resume is and what it is used for.

### **Key Points**

- I. The application letter and résumé often are the first impression that a prospective employer will have of the applicant. They must be:
  - A. Visually appealing – typewritten on quality paper
  - B. Free of mistakes – spelling, punctuation, factual
- II. Application forms
  - A. Guidelines
    1. Print or type all items very neatly.
    2. Use black ink.
    3. All blanks must be completed.
  - B. Completing an application
    1. Read the instructions carefully.
    2. Answer the questions truthfully.
    3. Provide only positive information.
- III. Application letter - blocked business letter or a modified block business letter format may be used
  - A. Appearance
    1. Street Address, City, Province Postal Code at top left.
    2. Place date at top left under address.

3. Use professional language.
- B. Salutation
  1. Letter is addressed to an appropriate individual (if in doubt: Attention: Hiring Committee).
  2. Begins with appropriate prefix (i.e.: Mr., Mrs. Ms., Dr.).
- C. Opening paragraph
  1. Begins with an original opening line.
  2. Incorporates company-specific information on how the position fits student's career goals.
  3. Identifies desired position.
  4. Catches readers attention.
- D. Body
  1. Consists of one to three paragraphs.
  2. Highlights applicants most marketable attributes.
  3. Highlights qualifications and experiences as related to employer needs.
  4. Examples are used to demonstrate qualifications for the position.
- E. Closing Paragraph
  1. Begins with a summary statement – "Hire me – I would be good for the job because..."
  2. Indicates that the candidate is assertively seeking an interview; also indicates interview availability.
  3. Includes the student's contact information (phone number and email address).
  4. Email address is professional.
  5. Cover letter is closed with "Sincerely"; student's typed name is included below with signature.
- IV. Résumé format can vary but must contain a written summary of information in a concise, logical order.
  - A. A résumé should include:
    1. Personal identification
    2. Employment objective / career goal
    3. Educational background
    4. Skills
    5. Work experience
    6. Personal references
  - B. Types of resumes
    1. Functional résumé—focuses on what you know and what you can do rather than on your work history. Great for people just entering the job market.
    2. Chronological résumé—documents your work history with the most recent job listed first.
    3. Combined résumé—lists job skills first followed by employment history. Allows you to highlight skills needed for the type of job you are seeking.

## V. Interview process

### A. Preparing for interview

1. Maintain a positive attitude about qualifications
2. Prepare a list of all educational experience
3. Provide information concerning previous jobs
4. Provide three personal references

### B. Rehearse the interview

1. Role play in front of a mirror
2. Record an interview to critique

### C. Scheduling interview

1. Speak clearly
2. State the purpose of the call
3. Set an appointment

### D. Appropriate physical appearance

1. Be well groomed
2. Clothes must be clean, in good repair, and a step above the standard work attire for the organization
3. Clothes should be conservative, not loud and flashy
4. No flip-flops, shorts, tank tops, or jeans!
5. Take a portfolio or brief case with pad and pen

### E. Common interview questions

1. For what type of position are you applying?
2. What are your qualifications for this position?
3. What skills do you have that would help you in this position?
4. What motivates you?
5. How do you rate yourself as a leader?
6. What do you feel are your greatest strengths?
7. What do you feel are your greatest weaknesses?
8. What are your short term and long term goals?
9. Have you been dismissed from another job? Why?
10. Why did you leave your previous job?
11. How many days of school / work did you miss during the previous year?
12. What is your most important accomplishment to date?

### F. During the interview

1. Display confidence, a positive attitude, and assertiveness
2. Shake hands and look the interviewer in the eye
3. Focus on accomplishments
4. Smile 😊
5. Answer questions completely and truthfully
6. Maintain a good posture
7. Speak clearly
8. Focus on the job opening
9. Do not chew gum

- 10. Be positive
- 11. Don't be a know-it-all
- 12. Remember your body language sends a strong message
- 13. Do not interrupt the interviewer
- 14. Answer thoughtfully
- 15. No slang or cursing
- 16. Make eye contact
- 17. Thank the interviewer before leaving
- G. Interview follow-up
  - 1. Send a thank you note within two days of the interview
  - 2. Make a phone call to secure information
  - 3. Self-evaluate performance during the interview
- VI. You got the job! Making the most of your first day
  - A. Listen and ask questions
  - B. Complete all forms accurately and legibly
  - C. Bring your identification (picture ID required)
  - D. Request copies of appropriate documents
  - E. Take notes
  - F. Learn where reference materials are kept such as work schedules, employee handbooks, How To manuals, safety information, emergency procedures, time reporting documents, phone numbers, and security procedures
  - G. Create a file of important documents.
  - H. Read employee handbook! This document will contain the company's Code of Ethics as well as general rules regarding attendance, employee behavior, benefits, emergency procedures, security procedures, dress code, and general information regarding operational procedures.
  - I. Every company is different. Learn the rules and what is expected of you. Don't be afraid to ask questions if you are uncertain about anything!

### Activity

- I. Research and choose a career of interest.
- II. Accurately complete the Application for Employment for chosen career of interest. A sample job listing is provided.
- III. Complete the Résumé Worksheet.
- IV. Create professional application letter and résumé.
- V. Complete the interview activity.
- VI. Complete the dress to impress activity.
- VII. Create an Employee Handbook – see the following website:  
<http://www.sba.gov/content/employee-handbooks>

**Assessment**

Application for Employment Rubric

Letter of Application Rubric

Résumé Rubric

Interview Rubric

**Materials**

Any source(s) of career exploration

Access to a computer, software, and printer

Sample Job Listing

Sample Block and Modified Block Business Letter

Sample Résumé

Résumé Worksheet

Application for Employment

**Accommodations for Learning Differences**

For reinforcement, students will list and define the components of a résumé.

For enrichment, students will interview a director of human resources and develop a synopsis/summary of additional strategies for successful interviews.

**National and State Education Standards**

National Health Science Clusters Standards

HLC05.01 Systems

Health care workers will understand how their role fits into their department, their organization and the overall health care environment. They will identify how key systems affect services they perform and quality of care.

HLC09.01 Employability and Career Development

Health care workers will understand how employability skills enhance their employment opportunities and job satisfaction. They will demonstrate key employability skills and will maintain and upgrade skills, as needed.

**TEKS**

130.204 (c)(6)(A) research specific health science careers; and

130.204 (c)(6)(B) review employment procedures for a specific health science career.

Texas College and Career Readiness Standards

CROSS-DISCIPLINARY STANDARDS

I. Key Cognitive Skills

A. Intellectual curiosity

2. Accept constructive criticism and revise personal views when valid evidence warrants.

D. Academic behaviors

1. Self-monitor learning needs and seek assistance when needed.
  2. Use study habits necessary to manage academic pursuits and requirements.
  3. Strive for accuracy and precision.
  4. Persevere to complete and master tasks.
- E. Work habits
1. Work independently.
- F. Academic integrity
1. Attribute ideas and information to source materials and people.
  2. Evaluate sources for quality of content, validity, credibility, and relevance.
  4. Understand and adhere to ethical codes of conduct.
- II. Foundational Skills
- A. Reading across the curriculum
1. Use effective pre-reading strategies.
  2. Use a variety of strategies to understand the meanings of new words.
  3. Identify the intended purpose and audience of the text.
  4. Identify the key information and supporting details.
  5. Analyze textual information critically.
  6. Annotate, summarize, paraphrase, and outline texts when appropriate.
  7. Adapt reading strategies according to structure of texts.
  8. Connect reading to historical and current events and personal interest.
- B. Writing across the curriculum
1. Write clearly and coherently using standard writing conventions.
  2. Write in a variety of forms for various audiences and purposes.
  3. Compose and revise drafts.
- C. Research across the curriculum
1. Understand which topics or questions are to be investigated.
  5. Synthesize and organize information effectively.
  6. Design and present an effective product.
  7. Integrate source material.
  8. Present final product.
- E. Technology
1. Use technology to gather information.
  2. Use technology to organize, manage, and analyze information.
  3. Use technology to communicate and display findings in a clear and coherent manner.
  4. Use technology appropriately.

# **Anytown Medical Center Vacancy Announcement Immediate Openings**

## **Transport Aides Needed**

Anytown Medical Center Radiology Department  
Temporary Positions, Starting at \$10.50 per hour

### **POSITION REQUIREMENTS:**

High school diploma or GED preferred,  
High school students with clinical experience may apply.

People with positive attitudes and excellent  
organization skills with data entry and filing are needed.  
Applicants need to possess the ability to work well with others  
and exhibit excellent guest relations skills.

The ability to handle confidential information,  
maintain accurate record keeping, and  
have a working knowledge of medical terminology is required.

Second languages are preferred.  
Dependable workers are needed who can maintain a fast work pace and  
exhibit a knowledge of good body mechanics for client transportation.

Contact: Personnel Director  
Anytown Medical Center  
1 Hiring Lane  
Job City, Texas 27549

## **Anytown Medical Center Is The Place To Be!**

*An Equal Opportunity Employer*

# Employment Application

Print in black ink or type. Fill out application form completely.

APPLICANT INFORMATION			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
Date Available	Social Security No.	Desired Salary	
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/> NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/> NO <input type="checkbox"/>	If so, when?	
Have you ever been convicted of a felony?	YES <input type="checkbox"/> NO <input type="checkbox"/>	If yes, explain	

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references.</i>	
Full Name	Relationship
Company	Phone (     )
Address	
Full Name	Relationship
Company	Phone (     )
Address	
Full Name	Relationship
Company	Phone (     )
Address	



PREVIOUS EMPLOYMENT			
Company		Phone (      )	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference?      YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone (      )	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference?      YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone (      )	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference?      YES <input type="checkbox"/> NO <input type="checkbox"/>			

DISCLAIMER AND SIGNATURE	
<p>I certify that my answers are true and complete to the best of my knowledge.</p> <p>If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.</p>	
Signature	Date

FOR OFFICE USE ONLY

## Application for Employment Rubric

Student: \_\_\_\_\_

Course: \_\_\_\_\_

Date: \_\_\_\_\_

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
Types or prints in black or blue ink on application form.					
Completely follows all directions provided on form.					
Completes all the appropriate information on form.					
Spells all words correctly.					
Leaves "Office Space Only" and similar areas blank.					
Completes form neatly and thoroughly; places "none" or "NA" in spaces as necessary.					

Scale:

26-30 A Excellent

21-25 B Good

16-20 C Needs Some Improvement

11-15 D Needs Much Improvement

6-10 F Not Appropriate

TOTAL=

Comments:

SAMPLE FORMAT - BLOCK BUSINESS LETTER

Candidate Name  
Address  
City, State Zip Code  
Date

Name  
Title  
Employer Company  
Address  
City, State Zip Code

Salutation:

Paragraph 1 – Introduction: state the purpose for writing and express a desire for the position. Identify resources of information (responding to an advertisement; referral of another individual).

Paragraph 2 – Qualifications: state significant training / experience/qualifications for the vacancy. Information should be brief because a more detailed list may be found in a résumé. Explain reasons for a desire to be employed by this company.

Paragraph 3 – Enclosures / Attachments: make note of any enclosures (résumé, transcripts, and references). Draw attention to any important data that might be beneficial to hiring. List any material that can be made available upon request.

Paragraph 4 – Closing Paragraph: last chance for a final reminder. Thank the employer for considering the application for this opening. Be sure to include vital information.

Closing,  
**Your Signature**  
Typed Name  
Title

SAMPLE FORMAT – MODIFIED BLOCK BUSINESS LETTER

Candidate Name  
Address  
City, State Zip Code  
Date

Name  
Title  
Employer Company  
Address  
City, State Zip Code

Salutation:

Paragraph 1 – Introduction: state the purpose for writing and express a desire for the position. Identify resources of information (responding to an advertisement; referral of another individual).

Paragraph 2 – Qualifications: state significant training / experience/qualifications for the vacancy. Information should be brief because a more detailed list may be found in a résumé. Explain reasons for a desire to be employed by this company.

Paragraph 3 – Enclosures / Attachments: make note of any enclosures (résumé, transcripts, and references). Draw attention to any important data that might be beneficial to hiring. List any material that can be made available upon request.

Paragraph 4 – Closing Paragraph: last chance for a final reminder. Thank the employer for considering the application for this opening. Be sure to include vital information.

Closing,  
**Your Signature**  
Typed Name  
Title

# Application Letter Rubric

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
Salutation and closing have no errors in capitalization and/or punctuation.					
Ideas were expressed in a clear and organized fashion. It was easy to see what made this candidate qualified for the job.					
The writer uses the correct and complete form for a business letter.					
Letter is typed, clean, and is easy to read with no distracting errors.					
Sentences and paragraphs are complete and well-constructed.					
No spelling, grammar, or word usage errors.					
The letter is 3 or more paragraphs					

Scale:

30-35 A Excellent

25-29 B Good

20-24 C Needs Some Improvement

15-19 D Needs Much Improvement

10-14 F Not Appropriate

TOTAL=

Comments:

# Résumé Worksheet

## **Heading**

First Name:

Middle Initial:

Last Name:

Street Address, Apt. Number:

City, State Zip Code:

Area Code, Telephone Number:

Email:

## **Objective**

Name the position you are seeking:

## **Education**

## **Courses**

Name the most important skill needed for your occupation and give an example of how you have learned/used it:

Name the second most important skill needed for your occupation and give an example of how you have learned/used it:

## **Work History**

Date(s) of employment, duration, title, employer, and job description listing three or four responsibilities:

### **Honors & Awards**

### **Clubs & Organizations**

### **Hobbies / Special Interests**

### **Three personal references:**

List name, title, employer, address, city, state, zip code, phone number, and how long this individual has known you.

# Elayne Brown

8345 Stonebrook Ave, Austin, TX 78701 • 512.555.5555 • [name@texas.com](mailto:name@texas.com)

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## Objective

To obtain knowledge of the day-to-day work of a business through a part time job.

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## Experience

June 2010 – Present	The Retail Store	Austin, TX
Sales Associate		

- Maintain and restock inventory
- Provide customer service
- Operate computerized cash register system

2008 – Present	Austin, TX
Child Care	

- Provide child care for several families after school, weekends and during school vacations
- Provide tutoring services during childcare

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## Education

Austin High School, Austin, TX 2008 – 2012

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## Courses

Principles of Health Science, Medical Terminology, Health Science, Anatomy and Physiology of Human Systems, Pharmacology

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## Achievements

National Honor Society 2010 - 2012  
Academic Honor Roll 2008 - 2012

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## Volunteer Experience

Big Brother / Big Sisters  
Autism Speaks  
Literacy Program

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## Interests / Activities

Member of High School Tennis Team  
Health Occupation Students of America  
Gymnastics

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## Computer Skills

Proficient with Microsoft Word, Excel, PowerPoint, and Internet



# Jane Morten

1021 1<sup>st</sup> Street ♦ Austin, TX 78701 ♦ (512) 555-1212 ♦ name@mail.com

## Objective

To obtain knowledge of the day-to-day work of a business through a part time job.

## Profile

A highly talented student skilled in mathematics and research with exceptional problem solving skills. Bilingual fluency of Spanish and English. Strong computer background. Committed to teamwork and personal training/development

## Skills Summary

- |                      |                  |                        |
|----------------------|------------------|------------------------|
| ♦Organizing Skills   | ♦Communication   | ♦General Office Skills |
| ♦Customer Service    | ♦Problem Solving | ♦Telephone Reception   |
| ♦Presentation Skills | ♦Team building   | ♦Bilingual             |

## Professional Experience

### ADMINISTRATIVE TASKS

- ♦Learned typing and basic office practices.
- ♦Helped to organize chapter records for Health Occupations Students of America.
- ♦Proficient with Microsoft Office products.

### LEADERSHIP

- ♦Served as chapter Health Occupations Students of America Vice-President.
- ♦Taught leadership and teambuilding to middle school students at summer camp.
- ♦Assisted with organization of school-wide blood drive.

### CUSTOMER SERVICE

- ♦Strong communication skills to understand customer needs.
- ♦Demonstrates outstanding problem solving and excellent listening skills

## Employment History

10/11 – 8/12 Customer Service Associate, The Book Store, Austin, TX

6/11 – 8/11 Camp Counselor, Camp Pointe, Austin, TX

7/08 - present Babysitting, Austin, TX

## Education

Texas High School Class of 2012 3.8 GPA

## Recognition and Involvement

National Honor Society: 2011 – 2012

Academic Honor Roll: 2008 – 2012

Health Occupations Students of America

Autism Speaks

# Résumé Rubric

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
All and only important résumé parts are included.					
Order of résumé parts fit the applicant's skills.					
Résumé items highlight strengths of applicant.					
White space, margins, and tabs used effectively and attractively.					
Strong action verbs are used.					
Information clearly provided.					
Effective use of fonts, bolding, and special effects; printed on bond paper with letter quality printer.					
No spelling, grammar, or word usage errors.					

Scale:

35-40 A Excellent

29-34 B Good

22-28 C Needs Some Improvement

15-21 D Needs Much Improvement

8-14 F Not Appropriate

TOTAL=

Comments:

## Interview Activity

1. Prepare an answer for the following interview questions.
  - A. What in your past experience has prepared you for this job?
  - B. What makes you qualified for this job?
  - C. How would you handle a difficult customer?
  - D. Share an experience where you were able to turn a negative situation into a positive outcome?
  - E. What is your least favorite thing to do?
2. Prepare 3 questions you would ask at an interview at the company you hope to be working at in the next 5 years. Examples might include:
  - A. What opportunities are there for professional development?
  - B. What is the on-boarding process for new employees?
  - C. How does the organization engage with the local community to promote their community support activities?
3. Practice the interview
  - A. Students will form 2-person teams and conduct interview practice sessions. Each student will take turns as the interviewer and interviewee.
  - B. Use the responses and questions created as part of this assignment

## **Common Interview Questions**

1. For what type of position are you applying?
2. What are your qualifications for this position?
3. What skills do you have that would help you in this position?
4. What motivates you?
5. How do you rate yourself as a leader?
6. What do you feel are your greatest strengths?
7. What do you feel are your greatest weaknesses?
8. What are your short term and long term goals?
9. Have you been dismissed from another job? Why?
10. Why did you leave your previous job?
11. How many days of school / work did you miss during the previous year?
12. What is your most important accomplishment to date?

# Interview Rubric

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
On time or 5 to 10 minutes early.					
Displays confidence with body language and eye contact, smiles, introduces self.					
Firm, dry hand extended willingly.					
Dressed appropriately for interview.					
Responds in a clear, concise, grammatical, and appropriate manner to all questions.					
Prepared to ask questions; demonstrates awareness of background of company to which applying.					
Picks up interviewer's closure cues and responds appropriately.					

Scale:

31-35 A Excellent

25-30 B Good

19-24 C Needs Some Improvement

13-18 D Needs Much Improvement

7-12 F Not Appropriate

TOTAL=

Comments:

## **Dress to Impress Assignment**

1. Create a collage with one of the following themes:
  - A. What not to wear to an interview
  - B. What to wear to an interview
2. You will present your collage to the class and share why you chose the examples that represent your theme.

## Employee Handbook

You are a new employee at XYZ Company. They have never created an employee handbook. Use the following website to help you create a basic employee handbook for them that will help other new employees such as yourself.

<http://www.sba.gov/content/employee-handbooks>