

Veterans Work Readiness Packet

MLK Day of Service 2013



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

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Online Job Application Tips:

- Before you begin an online job application, be prepared with all the information you will need to apply. In order to apply for a job online, you will need an appropriate email address, Internet access, an electronic version of your resume and possible cover letter, and all other information you would need for a job application.
- Some job applications require you to take an online employment test.
- Remember that you are being timed!
- You must answer all questions or write "N/A".
- Follow up with the employer no later than seven days after submitting the application.

Creating an Appropriate Email Address:

- Make sure to save any passwords and usernames you have for emails and job websites.
- The best places to obtain a free email address are <https://www.accounts.google.com> or <https://login.yahoo.com/>.
- Go to either of these websites and follow the instructions. It is easy and only takes a few minutes!
- The benefit of using Gmail, Google's email service, is that you can create documents, calendars, access a free hard drive to store things on, etc. You can also share these with other Gmail users for free.
- A professional email address is your name or a variation of it. For example, if your name was John Smith, an appropriate email address would be *JSmith@gmail.com*.
- You can include numbers in your email address and may have to if the username you desire is already taken, but make sure it is only a few numbers and they are after your name. For example. *JSmith2012@gmail.com*.
- DO NOT use inappropriate language or nicknames, sexual innuendos, or anything that you would not want an employer to know about your personal life. For example, *HotKiss4U@gmail.com* is not appropriate.

Job Application Tips:

- Have all the information on hand that you might need to fill out an application, such as a sheet with the names and contact info of your references and past employers. Employment references are the best and most reliable.
- Apply for a specific position, rather than entering “anything” or “open” for the desired position.
- When asked when you are able to start work, write down the day you complete the application if you are able to start working immediately.
- Leave no blanks! Write “N/A” for Not Applicable in the space if the question does not apply to you.
- In the salary section, write “open” or “negotiable” rather than an amount that may be because you could enter something that is either too high or too low.
- When writing work experience, make sure that the dates of employment do not overlap or conflict.
- If asked for the reason you left a job, use positive phrases such as: “to take a job with more responsibility”, “moved”, “seasonal”, “business closed”, “temporary work”, “job or contract ended”, “laid off”, “returned to school”, or “career change”. *Be sure to avoid negative words such as “fired”, “quit”, “absenteeism”, or “tardiness”.*
- List any special skills, experience, activities, volunteer work, and/or training that relate to the position you desire. If you were serving in the military, emphasize the duties you performed that relate to the job to which you are applying. Have all appropriate documents available, such as certificates.
- Always speak to your references before beginning your application, to ask permission to use their names, addresses, and contact info on your application(s). Former employers, business acquaintances, teachers, and the clergy are all acceptable references. Be sure to keep your reference list updated and let them know when you find a job!
- Print in blue or black ink. Make sure the form is neat, legible, and accurate. Check the form for completeness before submitting it. Sign and date the application.

Searching for Jobs

General Online Websites:

- FutureWorks: <http://www.getajob.cc/>
- CareerPoint: <http://www.careerpointma.org/>
- <http://www.masslive.com/jobs/>
- <http://web.detma.org/jobquest/search.aspx>
- <http://www.workspringfield.com/>
- <http://www.rileyguide.com/>
- <http://www.monster.com>
- <http://www.indeed.com/>
- <http://www.military.com/veteran-jobs>
- <http://www.usajobs.gov/>

Job Websites For Veterans Specifically:

- My Next Move for Vets: <http://www.mynextmove.org/vets/>
- VA for Vets: <http://vaforvets.va.gov/careercentre/pages/default.aspx>
- VA Careers: <http://www.vacareers.va.gov/>
- Vet Success: <http://vetsuccess.gov>
- My Career at VA: <http://mycareeratva.va.gov/pages/default.aspx>
- Feds Hire Vets: <http://www.fedshirevets.gov/job/veterans.aspx>
- VA Internship Programs:
<http://mycareeratva.va.gov/careerpath/internships/pages/default.aspx>

Other Sources:

- Local newspaper
- If you went to college, the school you graduated from will most likely have a Career Center that often has their own list of jobs! For example, this is from Holyoke Community College: <http://www.hcc.edu/student-services/career-center/job-search/career-center-job-postings>

What You Should Know about Employment Tests:

A test compares you to the ideal employee. The principle behind this testing is that the employer has identified the qualities (often called “competencies”) it takes to do well at the job and wants to see to what extent you possess those qualities.

Get An Edge on the Three Major Types of Tests:

Intelligence Tests: There are several types of tests you may encounter. Most assessments will include more than one type of test. Intelligence tests (also known as cognitive ability tests) are part of most pre-employment assessments. Intelligence tests may consist of: logic problems, word problems, pattern identification, etc.

Personality Tests: These are also very popular with employers, especially when applying to a big corporation. These tests can be very long, and will typically ask you to rate the extent to which a statement applies to you or to select your preference for pairs of options. Some of these questions may seem odd and unrelated to employment. They also may seem repetitive. If you aren’t confident that the test will make a good determination of your job fit, you can try to use logic and common sense to figure out what qualities are important in a job and keep this in mind as you answer the questions!

Remember:

- These tests are timed!
- Often, people try to select the answers that they think employers want to see and show them in the best light. Test writers have anticipated this and most personality tests will include some kind of ‘lie scale’ that will catch you if you try to make yourself seem too wonderful.

Translating Military Experience to Civilian Terms:

- Employers may overlook a military member because his/her resume is:
 - Filled with military job titles and military skills that are not understood by the general public
 - Written using military jargon, acronyms, and awards
 - Not targeted to the job you are applying for
- Remember that it doesn’t matter how qualified you are if the employer can’t understand your resume!

America's CareerInfoNet



Military to Civilian Occupation Translator

The Military to Civilian Occupation Translator helps service members match military skills and experience to civilian occupations.

Start the Military to Civilian Occupation Translator by selecting one of the options below:

MOC Code Search: Select a military occupation code.

Keyword Search: Enter a keyword to find a military occupation.

all words any word exact phrase

Menu Search: Find a military occupation by military branch.

Next >

- STEPS:** 1. Go to either <http://www.acinet.org/moc> or <http://www.taonline.com/jobsaurus>.
2. Enter MOC/MOS code or choose Keyword or Menu search.

The translator will convert your code to a civilian occupation(s) that match your skill set.

TAOnline

Apply today: [Vacareers.va.gov](http://vacareers.va.gov)



A Federal Agency / Employer

TAOnline.com



Careers for the Transitioning Military

TAOnline - Skills Translator

Log in / Join Us / Link Us

- Find Career Tools
- Find Jobs
- Military Family Companies
- SmallBiz Jobs
- Event & Job Fair
- Transition Guidance
- Resources
- Employers

MOS Code to Civilian Occupations Translator

Use the translator tool below to convert your MOS code to a civilian occupation. Upon searching, you will be presented with a list of civilian occupation titles that match your military skill set. From the results list, you can easily search in our abundant military friendly jobs database for jobs that match the civilian occupations that you desire. Good Luck in Your Search!

Enter MOS Code

Translate

O*NET/My Next Move for Veterans

Steps:

1. Go to:
<http://online.onetcenter.org>
2. Click on the third icon on the right that says "ATTN: VETERANS". This will take you to <http://www.mynextmove.org/vets/>. From here, choose from the options you see on the picture on the right.
3. Choose the option you that best serves your needs and continue from there. If you choose "Find careers like your military job", you will see a screen that looks like the bottom picture. Enter the name or code of your military classification and continue from there.

MY NEXT MOVE FOR VETERANS

A proud partner of the online.onetcenter.org network.

You've served your country. Now you're ready for a new challenge.

What do you want to do for a living?

- I want to be a ...
- I'll know it when I see it.
- I liked my last job.

Browse careers by industry.

There are over 900 career options for you to look at. Find yours in one of these industries:

Administration & Support Services

Examples: doctor, build houses

Search

Find careers like your military job.

Enter the name or code of your military classification. We'll suggest civilian careers with similar work.

Select a branch

Examples: D963, radio chief

Find

MY NEXT MOVE FOR VETERANS

Find careers like your military job

Enter the name or code of your military classification. We'll suggest civilian careers with similar work.

Select a branch

Examples: D963, radio chief

SAMPLE Employment Application Form

Applicant Information

Applicant Name _____

Home Phone _____

Other _____

Email Address _____

Current Address:

Number and street _____

City _____

State & Zip _____

How were you referred to Company?: _____

Employment Positions

Position(s) applying for: _____

Are you applying for: ___ Temporary work ___ Part-time work ___ Full-time work

What days and hours are you available for work? _____

If hired, on what date can you start working? ___ / ___ / ___

Can you work on the weekends? Y or N

Can you work evenings? Y or N

Are you available to work overtime? Y or N

Salary desired: \$ _____

Personal Information:

Have you ever applied to / worked for Company before? Y or N

If yes, please explain (include date): _____

Do you have any friends, relatives, or acquaintances working for Company? Y or N

If yes, state name & relationship: _____

If hired, would you have transportation to/from work? Y or N

Are you over the age of 18? (If under 18, hire is subject to verification of minimum legal age.) Y or N

If hired, would you be able to present evidence of your U.S. citizenship or proof of your legal right to work in the United States? Y or N

If hired, are you willing to submit to and pass a controlled substance test? Y or N

Are you able to perform the essential functions of the job for which you are applying, either with / without reasonable accommodation? Y or N

If no, describe the functions that cannot be performed

Have you ever been convicted of a criminal offense (felony or misdemeanor)? Y or N

If yes, please describe the crime - state nature of the crime(s), when and where convicted and disposition of the case.

Education, Training and Experience

High School:

School name: _____

School address: _____

School city, state, zip: _____

Number of years completed: _____ Did you graduate? Y or N

Degree / diploma earned: _____

College / University:

School name: _____

School address: _____

School city, state, zip: _____

Number of years completed: _____ Did you graduate? Y or N

Degree / diploma earned: _____

Vocational School:

Name: _____

Address: _____

City, state, zip: _____

Number of years completed: _____ Did you graduate? Y or N

Degree / diploma? : _____

Military:

Branch: _____

Rank in Military: _____

Total Years of Service: _____

Skills/duties: _____

Related details: _____

Additional Information

Do you speak, write or understand any foreign languages? Y or N

If yes, describe which language(s) and how fluent of a speaker you consider yourself to be. _____

Do you have any other experience, training, qualifications, or skills which you feel should be brought to our attention, in the case that they make you especially suited for working with us? Y or N

If yes, please explain _____

Employment History: *Even if you have attached a resume, this section must be completed.*

Are you currently employed? Y or N

If you are currently employed, may we contact your current employer? Y or N

Below, please describe past and present employment positions, dating back five years. Please account for all periods of unemployment.

Name of Employer: _____

Name of Supervisor: _____

Telephone Number: _____

Business Type: _____

Address: _____

City, state, zip: _____

Length of Employment (Include Dates): _____

Position & Duties: _____

Reason for Leaving: _____

May we contact this employer for references? Y or N

Name of Employer: _____

Name of Supervisor: _____

Telephone Number: _____

Business Type: _____

Address: _____

City, state, zip: _____

Length of Employment (Include Dates): _____

Position & Duties: _____

Reason for Leaving: _____

May we contact this employer for references? Y or N

Name of Employer: _____
Name of Supervisor: _____
Telephone Number: _____
Business Type: _____
Address: _____
City, state, zip: _____
Length of Employment (Include Dates): _____
Position & Duties: _____
Reason for Leaving: _____
May we contact this employer for references? Y or N

References: List below three persons who have knowledge of your work performance within the last four years. Please include professional references only.

Name - First, Last: _____
Telephone Number: _____
Address: _____
City, state, zip: _____
Occupation: _____
Number of Years Acquainted: _____

Name - First, Last: _____
Telephone Number: _____
Address: _____
City, state, zip: _____
Occupation: _____
Number of Years Acquainted: _____

Name - First, Last: _____
Telephone Number: _____
Address: _____
City, state, zip: _____
Occupation: _____
Number of Years Acquainted: _____

Applicant's Signature: _____ **Date:** _____

Skills Identification

Communication Skills

- Reading and following directions
- Putting things in alphabetical order
- Comparing and cross-checking two lists
- Filling out forms
- Writing letters and memos correctly
- Reading and understanding policies and memos
- Writing reports
- Speaking to people you do not know
- Speaking English and another language
- Taking notes while someone speaks
- Finding information
- Using a map
- Reading bus, train and plane schedules
- Explaining things to other people
- Knowing when to ask for help or more explanation

Number Skills

- Doing arithmetic correctly
- Using percentages and decimals
- Using a calculator
- Rounding off numbers
- Typing/keyboarding
- Calculating house worked, money owed, etc.
- Estimating costs and or time needed to complete a job
- Using a database program on a computer

Technical Skills

- Making, fixing, and repairing things
- Operating machinery

- Installing things
- Building things
- Gardening, landscaping and farming

Business Skills

- Operating a computer
- Using a business telephone
- Filing, sorting, and classifying information
- Balancing checkbooks
- Working on budgets setting up and closing out a cash register

Management & Self-Management Skills

- Being patient with others
- Keeping a cheerful attitude
- Getting interested/excited about the task at hand
- Offering to help when it's needed
- Knowing how to take directions
- Motivating myself to do what needs to get done
- Helping motivate others to get the job done
- Prioritizing tasks so that the larger goal is met on time
- Following rules
- Presenting a neat and professional image
- Checking your own work
- Working hard without complaining
- Using courtesy when dealing with others
- Seeking help when needed
- Being eager to learn
- Speaking up for yourself
- Solving problems in a cooperative way



QUINTESSENTIAL CAREERS™
Your Job Search Starts Here



Transferable Skills Worksheet for Resumes and Cover Letters

Use this worksheet to capture skills you've attained from any aspect of your life that are transferable and applicable to the job you want next. See Chapter 4 of our book *Words to Get Hired By* (http://www.quintcareers.com/Quintessential_Careers_Press/Words_Hired_By/Chapter4/page152.html). Consider skills used in jobs, classes, extracurricular activities, internships, volunteer/community-service work, travel, work, projects, parenting, hobbies, sports, and more. Since relevant skills will vary from job to job, you may want to print out and complete a copy of this worksheet for each job you apply for.

Start with the 5 skills that almost all employers seek:

1. *Communication skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

2. *Interpersonal skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

3. *Teamwork skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

4. *Leadership skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

5. *Computer/Information technology skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Now, identify your skills in the second tier of most-in-demand skills:

6. *Adaptability/flexibility skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

7. *Problem-solving skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

8. *Organizational skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

9. *Analytical skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

10. *Quantitative skills*: Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Now, list skills specific to the job/type of job you're applying for. Get this information from the employment ad, job posting, or job description for the position.

Listed skill:

Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Listed skill:

Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Listed skill:

Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Listed skill:

Give examples of how you have used this skill, especially examples of how you've shined using this skill:

Now, one last group of skill sets. Review these lists and in the remaining spaces, give examples of how you have used the skills that apply to you (and are relevant to the job/type of job you seek), especially examples of how you've shined using these skills:

Research/Planning	Human Relations	Organization/ Management	Work Survival
<ul style="list-style-type: none">• Forecasting, predicting• Creating ideas• Identifying problems• Imagining alternatives• Identifying resources• Gathering information• Solving problems• Setting goals• Extracting important information• Defining needs• Analyzing• Developing evaluation strategies	<ul style="list-style-type: none">• Developing rapport• Being Sensitive• Listening• Conveying feelings• Providing support for others• Motivating• Sharing credit• Counseling• Cooperating• Delegating with respect• Representing others• Perceiving feelings, situations• Asserting	<ul style="list-style-type: none">• Initiating new ideas• Handling details• Coordinating tasks• Managing groups• Delegating responsibility• Teaching• Coaching• Counseling• Promoting change• Selling ideas or products• Decision making with others• Managing conflict	<ul style="list-style-type: none">• Implementing decisions• Cooperating• Enforcing policies• Being punctual• Managing time• Attending to detail• Meeting goals• Enlisting help• Accepting responsibility• Setting and meeting deadlines• Organizing• Making decisions

Resume Worksheet

Name: _____

Address: _____

City/State/ ZIP: _____

Telephone: _____

Email Address: _____

Objective: _____

Education/Certification(s): _____

School Name: _____

Location: _____

Major/Degree: _____

Diploma/Certificate: _____

Work Experience: *(Put most recent first; include up to last five years)*

Name of Company: _____

Address: _____

Job Title: _____ Dates Employed: _____

Duties: _____

Name of Company: _____

Address: _____

Job Title: _____ Dates Employed: _____

Duties: _____

Community Service/ Charitable Activities:

Name of Location: _____ Dates of Activity: _____

Postion Held or Skills Required: _____

Name of Location: _____ Dates of Activity: _____

Postion Held or Skills Required: _____

Skills: (Include languages) _____

Interest and Activities: (Include groups you pertain to and awards)

Sample Resume 1

Name
Address
Phone/ Email

HIGHLIGHTS

- OSHA Safety Certified
- Fast learner & hard worker
- Highly motivated and team oriented
- Work well under pressure and able to meet quota/timeline

WORK EXPERIENCE

Stocking/Recovering

- Made sure merchandise was stocked in proper location
- Made sure all items that were needed were on shelves
- Operated pallet jack to and from shipping area
- Made sure all safety measures were applied
- Made sure no damage items were brought or left on shelves.

Truck Driver/Helper

- Responsible for loading trucks with company merchandise
- Operated hand truck to and from stock area to load the trucks

Woodwork/ Mounting furniture

- Sanding and shaping wood to fit specifications of the design
- Mounted and drilled furniture once details were applied
- Made sure safety equipment was up-to standards
- Cleaned work area before and after assignments

EMPLOYMENT HISTORY

BJ's Wholesale Club, Chicopee, MA 11/08 to 1/09
Stocking

Advantage Staffing, West Springfield, MA 6/06 to 8/06
Truck Driver/ Helper

New England Seating, New Haven, CT 3/06 to 5/06
Mounting Furniture

EDUCATION

S.T.C.C Springfield, MA 9/09
Enrolled in GED Program

MILITARY

U.S. Army National Guard, Springfield, MA 1/01 to 12/04
Squad Leader/ Sergeant Honorably Discharged

Sample Resume 2

Name
Address
Phone/ Email

SKILLS

- Excellent communication and presentation skills
- Highly organized
- Strong problem solving and decision making skills
- Computer literate

EXPERIENCE

U.S Army Northampton, MA
U.S. Army Recruiter, Honorably Discharged 2008-2012

- Provide information on employment opportunities to potential recruits.
- Interviewed college applicants to obtain, work history, education and job skills.
- Advised potential recruits of career benefits offered by the military.
- Presented formal and informal talks at civic and services organizations.
- Increased recruitment efforts using competitive marketing strategies and effective communication.

Mansfield Paper West Springfield, CT
Shipping and Receiving 2004-2007

- Operated Forklift and Power Ox
- Filled, selected, wrapped and shipped orders accordingly
- Managed invoices
- Organized trailers and diesel trucks.

Eagle Creek Waterbury, CT
Landscaper 1999-2003

- Leaves, tree and debris removal
- Mowed lawns using power equipment
- Snow removal
- Build retaining walls on resident and business properties
- Build man made pond for decorative and recreational purposes

EDUCATION

S.T.C.C Springfield, MA
Computer Technician Certificate 2002-2003

RESUME CHECKLIST

An employer-ready resume must be ok in every category.

CONTENT	OK
Order of information	
Does the most important category come first?	
Is the organization logical and clear?	
Completeness	
Are all major topics emphasized by the employer covered?	
Is each area concise yet complete?	
Are duties and achievements described in specific terms?	
Relevance	
Is there a clear reason for each piece of information?	
Has the information been tailored to a targeted field and job?	
LANGUAGE	OK
Work Choice	
Are action verbs or nouns (key words for scannable resumes) used?	
Are inappropriate jargon and military abbreviations avoided?	
Is language clear and straightforward?	
Mechanics	
Are there any errors in spelling, grammar or punctuation?	
Are there any typographical errors?	
APPEARANCE	OK
Layout	
Is the resume appealing and easy to read?	
Does it use headings effectively?	
Does it use white space, indentation, underlining, capitals effectively?	
Does it have a professional look?	
Consistency	
Are layout features- headings, spacing, font- consistent throughout?	
Is the wording consistent throughout?	

Cover Letter Tips:

A cover letter is a typed letter of application that may be required in addition to your resume and/or application. It should be brief, professional, and if possible, addressed to a specific person.

Letters differ according to your purposes. For example, a letter could be:

- Letter of introduction (with resume attached) sent to a chosen organization or business
- Response to an advertisement
- Follow-up letter to someone you have already contacted by phone.

Suggestions:

- Include your purpose for writing
- Note when you will be available for employment
- Highlight one or two points from your resume
- Mention how you would contribute
- End with a request for an interview.
- If submitting a hard copy, type letter on good quality paper.

All cover letters should...

- Be a maximum of three paragraphs.
- Should be addressed to a specific person. No "Dear Sir or Madam" or "To Whom It May Concern"
- Explain why you are sending a resume.

- Be specific and explain what it is you specifically want.
- Note how you learned about the position or organization. If someone suggested it to you, note that as well.
- Convince the reader to look at your resume. The cover letter will be seen first. Therefore, it should be well-written and targeted specifically to that employer and job position if applicable.
- Call attention to elements of your background (education, leadership, experience) that are relevant to the position you are seeking. Be specific as possible and provide tangible examples.
- Reflect your attitude, personality, motivation, enthusiasm, and communication skills.
- Provide or refer to any information specifically requested in a job advertisement that may not be covered in your resume, such as availability date.
- Indicate what you will do to follow-up.
 - In a letter of application—applying for an advertised opening—, applicants often say something like “I look forward to hearing from you.” However, if you have further contact info (ex. A phone number) and the employer hasn’t said “No phone calls”, it is better to take the initiative to follow-up. Say something like “I will contact you within the next two weeks to see if you require any additional information regarding my qualifications.”
 - In a letter of inquiry—asking about the possibility of an opening—do not assume the employer will contact you. Say something such as “I will contact you in two weeks to learn more about upcoming employment opportunities with (name of organization)”. Then mark your calendar to make the call.

Sample Cover Letter Instruction

YOUR CONTACT INFORMATION

Your Name

Address

Phone

Email Address

Date

EMPLOYER CONTACT INFORMATION

Name

Title

Company

Address

Dear Mr./ Ms. Last Name:

FIRST PARAGRAPH

The first paragraph of your letter should include information on why you are writing. Mention the position you are applying for. Include the name of a mutual contact, if you have one. Be clear and concise regarding your request. Convince the reader that they should grant the interview or appointment you requested in the first paragraph.

MIDDLE PARAGRAPH

The next section of your cover letter should describe what you have to offer the employer. Make strong connections between your abilities and their needs. Mention specifically how your skills and experience match the job you are applying for. Remember, you are interpreting your resume, not repeating it. Try to support each statement you make with a piece of evidence. Use several short paragraphs or bullets rather than one large block of text.

FINAL PARAGRAPH

Conclude your cover letter by thanking the employer for considering you for the position. Include information on how you will follow-up. State that you will do so and indicate when (one week's time is typical). You may want to reduce the time between sending out your resume and follow-up if you fax or email it.

Respectfully yours.

Handwritten Signature (for a mailed letter)

Typed Signature

Sample Cover Letter

Mark Johnson

123 A Street, Alpha, MA 01234
413-567-8910 • mjohnson@email.com

January 1, 2013

John Clark, Manager
ABCD Company
456 Z Street, Beta, MA 04321

Dear Mr. Clark:

I am writing to express my interest in the administrative assistant position posted on monsterjobs.com. I have enclosed my resume to provide a summary of my qualifications and background. I believe that upon review, you will recognize that my experience and expertise are exactly what ABCD Company needs.

Throughout my career, I have maintained the highest performance standards within a diverse range of administrative functions, which is clearly illustrated in my past successes. As assistant to the Director at XYZ Company I reorganized the data systems and reduced cost for the company. Additionally, while in the service I was responsible for the implementation of new agency protocol.

Further qualifications I offer include the following;

- Successful Track record of supporting the efforts of senior management
- Strong background in all aspects of office management from scheduling meetings to coordinating programs.
- Demonstrated capacity to develop and maintain administrative processes that improve efficiency.

With excellent organizational and communication skills, and an outstanding work ethic, and the ability to work well in both a team oriented and self directed environment, I am positioned to exceed your expectations. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Respectfully yours,

Mark Johnson

Enclosure

How to Dress for an Interview-Women:

Women's Business Professional Attire:

- Suit (Navy, black, or dark gray)
- Suit skirt should be long enough so you can sit down comfortably
- Coordinated blouse
- Conservative shoes
- Limited jewelry (No dangling earrings or arms full of bracelets)
- Professional hairstyle
- Neatly manicured, clean finger nails
- Neutral pantyhose
- Light make-up and perfume
- Portfolio or briefcase

Women's Business Casual Attire:

- Khaki, corduroy, twill, or cotton pants or skirts
- Sweaters, twinsets, cardigans
- Polo/knit shirts
- Hosiery with closed toe shoes
- Solid colors work better than bright patterns

Casual



Business Casual



Business



How to Dress for an Interview-Men:

If you are in doubt about how to dress for an interview, it is best to err on the side of conservatism. It is much better to be over-dressed than under-dressed. If you are unsure, ask the person who scheduled the interview.

Business Professional Attire:

- Suit (A solid, dark color)
- Long sleeve shirt (White or coordinated with the suit)
- Belt
- Tie
- Dark socks
- Conservative leather shoes
- Neat and clean hairstyle
- Clean shaven with limited after-shave or cologne
- Trimmed finger nails
- Portfolio or briefcase
- Little or no jewelry

Business Casual Attire:

- Khaki or cotton pants, neatly pressed
- Cotton long-sleeved button-down shirts or Polo/Knit shirts with a collar, Pressed
- Sweaters
- Leather shoes and belt
- Tie Optional
- Avoid wearing polo shirts to your interview, even if they are acceptable for work!



Where to find affordable interview outfits.

Holyoke Career Closet (for men and women)

<http://www.holyokecareer Closet.com/>
Contact info: holyokecareer Closet@gmail.com
Holyoke Community College/ Kittredge Center RM 207
330 Homestead Ave, Holyoke, MA 01040
(413)536-9109 ext.11
(413) 552- 2564

Dress for Success Western Massachusetts (for women only)

Located in The MCDI Building
140 Wilbraham Avenue
Springfield, MA 01109
Phone: 413.732.8179
westernmass@dressforsuccess.org

Hampden County Employable Garments (for men only)

P.O. Box 80915
Springfield, MA 01138
(413)-322-7177

For Veterans Specifically:

Vouchers for Salvation Army and Goodwill from Soldier On

Salvation Army locations:

840 Boston Road, Springfield, MA 01119
(413) 782-3012

223 East Main Street, Westfield, MA 01085
(413) 562-0905

310 Russell Street, Hadley, MA 01035
(413) 528-0403

Rescue Mission

19 Bliss Street, Springfield, MA 01102
(413) 732-0808

Goodwill Locations:

1604 Memorial Drive, Chicopee, MA 01020
(413) 315-8170

355 Front Street, Chicopee, MA 01013
(413) 594-5354

81 Bridge Street, Northampton, MA 01060
(413) 320-4911

51 Franklin Street, Westfield, MA 01085
(413) 572-6917

1201 Parker Street, Springfield, MA 01129
(413) 796-7150

Other Places to Get Clothes:

Hospice Shop
18 Bridge St., Northampton, MA 01060
(413)586-0193

Hospice Shop of the Fisher Home
55 University Dr., Amherst, MA 01002
(413)549-8800

Savers Thrift Store
125 Memorial Ave., West Springfield, MA 01089
(413)732-1077

Savers Thrift Store
1277 Liberty St.
Springfield, MA 01104
(413)746-2242

Mother Mary's
364 High Street, Holyoke, MA 01040
(413) 536-5200

Steps to a Good Interview

- **HAND SHAKE:** Always give a firm handshake “ not too hard/not too soft”
- **EYE CONTACT:** Maintain good eye contact throughout the interview
- **SMILE:** No one is offered a job with a frown
- **GROOM/DRESS:** Always dress one level above the job you are going for. Hair neat.
- **BE ON TIME:** Always be at least 5-10 minutes early for interview.
- **KNOW THE COMPANY/JOB:** Learn as much as you can about the company/job.
- **SPEAK CLEARLY:** Speak clearly and enthusiastically during interview.
- **ASK QUESTIONS:** Asking questions shows that you are interested.
- **PRACTICE:** Practice answering questions that you find difficult to answer so that you are prepared. This helps with addressing “weaknesses and negative experiences” and making them positive.

Top Ten Tips for Working a Job Fair

1. **RESEARCH** the employer that will be attending the job fair.
2. Have **QUESTIONS** prepared in advance to ask employers.
3. Bring several copies of your **RESUME** ready to handout.
4. **APPEARANCE COUNTS:** Dress as if you are going to a job interview.
5. **DO NOT** chew gum, candy or smell of cigarette smoke.
6. Wear **MINIMAL** makeup, perfume or cologne.
7. **PRACTICE** with friends or relatives a 30-second infomercial. (30 seconds to introduce yourself, your goals and job qualifications)
8. Please make every attempt to **LEAVE CHILDREN** at home.
9. Bring **TWO FORMS OF ID**, driver’s license/ state ID and social security card.
10. **BRING** a pen, folder for resumes, business cards if appropriate.

Building Skills & Experience through Service and Networking

The following is a list of websites where you can find volunteer opportunities to build on your skills and experience while searching for a job.

www.craigslist.org -Use to find general and varied jobs & volunteer opportunities.

www.idealist.org -Use to find nonprofit jobs or volunteer opportunities.

www.volunteermatch.org -Find volunteer opportunities in the US.

www.unitedway.org/take-action/volunteer -Find local volunteer opportunities.

www.americorps.gov -Find national volunteer opportunities.

www.mass-service.org -Find volunteer opportunities throughout Massachusetts.

Ten Basic Work Habits for Success

1. Be on time
2. Dress appropriately
3. Get along with others (co-workers & supervisors)
4. Good Attitude
5. Follow directions and listen carefully
6. Be dependable and trustworthy
7. Take the job seriously
8. Keep busy on the job
9. Be able to take criticism
10. Maintain a professional demeanor

SAMPLE INTERVIEW QUESTIONS

1. Can you tell me a little about yourself?
2. Do you have any training or skills that would help you in this job?
3. What do you feel is your best asset?
4. Do you prefer working with others or by yourself?
5. What are your interest and hobbies?
6. Describe a stressful situation at work and how you coped?
7. What do you plan on doing five years from now?
8. What can you contribute to our company?
9. What jobs have you enjoyed the most? The least? Why?
10. Describe a situation in which you experienced conflict? How did you handle this experience?
11. Do you take instruction well?
12. Describe a successful project that you lead or participated. What made it successful?
13. How do you handle criticism?
14. Describe a project in which you were not successful. What did you learn from the experience?
15. What are your strengths?
16. What are your weaknesses?

Mock Interviews

Name of Applicant: _____

Last position held & date: _____

What field of work are you looking to enter? _____

Are there questions that you would like assistance? _____

Mock Interview Questions

1. Can you tell me a little about yourself?

Comments/ notes/ observations/suggestions:

2. What can you contribute to our company?

Comments/ notes/ observations/suggestions:

3. Where do you see yourself in five years?

Comments/ notes/ observations/suggestions:

4. What is your greatest strength? What is your greatest weakness?

Comments/ notes/ observations/suggestions:

Mock Interview Review

Introduction: Did the applicant introduce themselves appropriately and effectively (Good eye contact, hand shake, smile, greeting)?

Information Sharing: Did the applicant state skills and experience clearly? Avoided giving inappropriate information (personal problems, negative feelings)? Appear interested? Was to answer questions? Asked at least one question?

Closing: Did the applicant thank the employer for the interview? Offer to follow up? Offer a final handshake?

Please use this page to take additional notes or list any contacts your have made throughout your day.

NOTES:

CONTACTS: