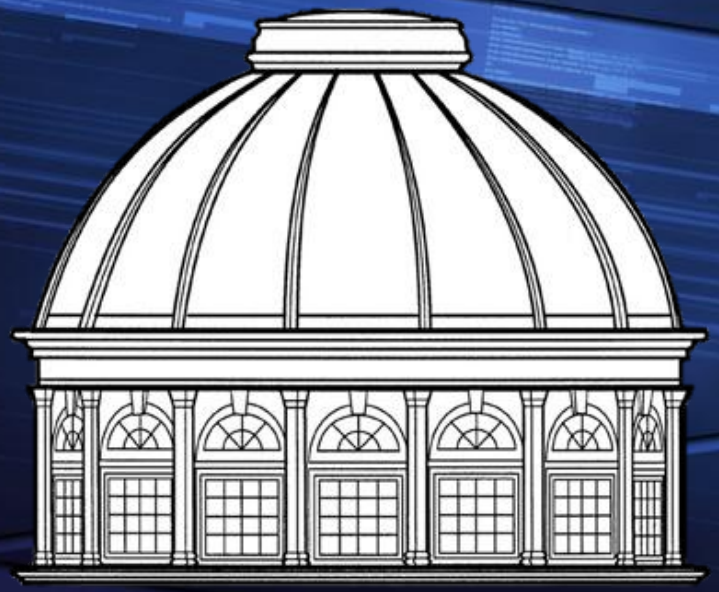
PPLD Public Computer Center



Poughkeepsie Public Library District

Résumé and Interviewing Resources

Instructors:
Stephanie Harrison
Debbie Minnerly

RESUME RESOURCES

Resume Resources Agenda

Stand out from the competition

- Research Your Ideal Job
- Create a Career Summary
- Formatting Your Resume
- Resources
- Cover Letters

Research your Ideal Job

- Your Local Library—Call number 331
- Career OneStop (www.careeronestop.org)
- Company Web Sites
  - Career OneStop Employer Locator (www.careerinfonet.org/employerlocator/employerlocator.asp?nodeid=18)
  - The Riley Guide (rileyguide.com/employer.html)
- JobZone (www.nycareerzone.org/jobseeker/portfolio/index.jsp)

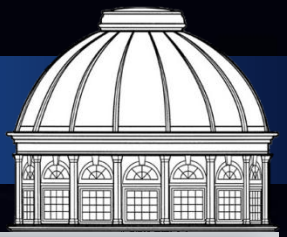
Research Your Ideal Job

- Occupational Outlook Handbook (www.bls.gov/oco)
- Informational Interviews
- Social Media
- In the news!
  - Business Trends

Resumes and Technology

- On Avg. 500+ applicants per job
- HR Understaffed & Overworked
- Utilize Resume Scanning
  - Keywords
  - Buzzwords
  - Match job description

15 Second Rule



Rebecca Laszlo
15 Main St • Sometown, NY 55555
Home: 718-555-5555 • Cell: 917-555-5556
someone@example.com

Entry-Level Administrative Assistant

Profile

Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

Education

ABC school — Sometown, NY

Relevant Courses:

- Project Management for Executive Assistants
- MS Office for Professional Staff
- Electronic Presentations for Business Professionals
- Keyboarding and Document Formatting
- Communication Skills for Executive Assistants
- Finance for the Non-Financial Manager
- Professional Office Procedures

Professional Development:

- Microsoft Office Specialist (MOS), 2007

Key Skills

Office Skills:	*Office Management*	*Spreadsheets/Reports*	*Front-Desk Reception*
	Records Management	*Event Management*	*Executive Support*
	Database Administration	*Calendaring*	*Travel Coordination*

Resume Scanning

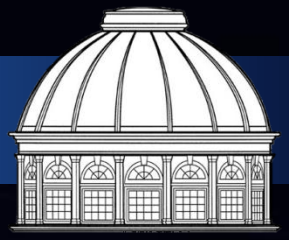
- Customize, Customize, Customize
- No Pics or Crazy Fonts
- Leave a lot of white space
- Achievements: What have you done?
- Spell Check! Then read OUT LOUD!
- Contact Info Correct – Clean up Voicemail

Paint a picture

- Action Verbs
- Buzz Words
- Quantifiable Results
- Mirror the company vision

Developing a Career Summary

Career Summary Worksheet



Career Summary Worksheet

Job History

Job_____
Address_____
Position / Title_____
Years at position_____
Manager/Contact Person_____

Job_____
Address_____
Position / Title_____
Years at position_____
Manager/Contact Person_____

Job_____
Address_____
Position / Title_____
Years at position_____
Manager/Contact Person_____

Knowledge Based Skills

High School _____
College / Degree Earned_____
Trade School _____

Certifications_____
Licenses_____

Computer Skills_____

Languages, Technical Ability, Additional Training

_____
_____
_____
_____

Transferrable Skills – Portable Skills

Communication Skills, Problem Solving, Project Management, etc.

_____
_____
_____

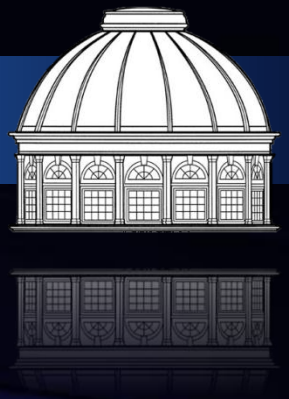
Skill Chart

Skills	Hospital	Retail	Volunteer			
Technical	Equip					
Planning		Merch				
Problem Solving						
Communication	Staff	Cust	Clients			
Creativity			Prog			
Team Work	4th Floor					
Motivation		Top #'s				
Flexibility		Shift				
Analytical		Sale Fig				
Achievement			Award			
Integrity	Leader					
Interpersonal						

To write or not to write

- Objectives:
  - “To pursue a challenging account executive position at <competitor’s name>” (The objective contained the name of the rival company)
  - “This position will look really neat on my resume”
- Job Skills and Qualifications:
  - You will discover my skills if you hire me (for a programmer position)
- Experience
  - “28 dog years of experience in sales (four human).”
  - Surfing the Internet
- Achievements:
  - I have never been fired from a job
  - Won a strawberry eating contest when I was 16
- Education:
  - Yes
  - I am bi-lingual in three languages

Resume Format



Resume Types

Chronological:
Resume designed to highlight your work history.

**Easy to see job titles and responsibilities and duration at each position.

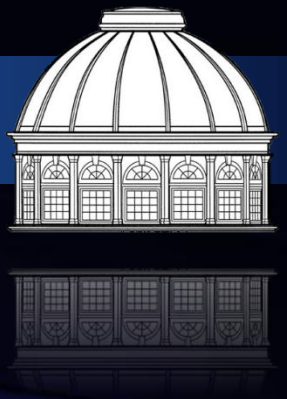
Combination:
Resume designed to highlight skills and experience first, then your employment history second.

**Used when skills and history are relevant to job position.

Functional:
Resume designed to highlight skills and experience.

**Used while changing careers or remove focus on employment gaps.

Chronological Example



[Street Address], [City, ST ZIP Code]*[phone]*[e-mail]

[Your Name]

Objective

[Describe your career goal or ideal job.]

Experience

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

[Dates of employment] [Company Name] [City, ST]

[Job Title]

- [Job responsibility/achievement]
- [Job responsibility/achievement]
- [Job responsibility/achievement]

Education

[Dates of attendance] [School Name] [City, ST]

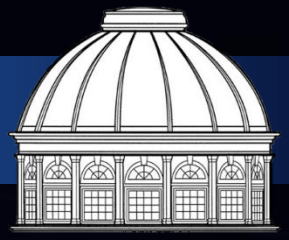
[Degree Obtained]

- [Special award/accomplishment or degree minor]

References

References are available on request.

Functional Example



Your Name

Address, City, State Zip
Phone Number
Email address@example.com

Professional Profile

Career Objective

Include a sentence or two with your career objectives here.

Personal Profile

Include a brief paragraph about yourself and career history including your professional and personal profile as it relates to the job you are seeking.

Skills Summary

- Career skills
- Career skills
- Career skills
- Career skills
- Career skills
- Career skills

Professional Experience

Primary Functional Expertise

- Describe functional expertise as it relates to your current or former job experiences.
  - Detail
  - Detail
- Describe functional expertise as it relates to your current or former job experiences.
  - Detail
  - Detail
- Describe functional expertise as it relates to your current or former job experiences.
  - Detail
  - Detail

Secondary Functional Expertise

- Describe functional expertise as it relates to your current or former job experiences.
  - Detail
- Describe functional expertise as it relates to your current or former job experiences.
  - Detail
- Describe functional expertise as it relates to your current or former job experiences.
  - Detail

Additional Functional Expertise

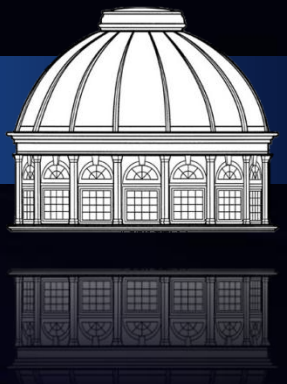
- Describe functional expertise as it relates to your current or former job experiences.
- Describe functional expertise as it relates to your current or former job experiences.
- Describe functional expertise as it relates to your current or former job experiences.

Education

SCHOOL NAME – City, State
Degree, year

SCHOOL NAME – City, State
Degree, year

Combination Example



JENNIFER RIVERS

1543 Central Park Drive ~ New York, New York 10001

212.555.1212 pro@news.net

MARKETING EXECUTIVE

Product Launches ~ Overseas Partnerships ~ Presentations

Accomplished, multilingual Professional consistently recognized for achievement and performance in the fuel industry. Innovative and successful in mining new sales territories and establishing business alliances, including the recent partnership with *MJM Oil* in Korea. Proven leader with special capabilities in building teams, strategizing, and implementing workable marketing plans employing television, radio, Internet, and print media. Fluent in English, Korean, Japanese, and French.

BUSINESS SKILLS

Marketing

- Launch gasoline exports in conjunction with new production plant start-up; target overseas markets.
- Initiate sales of ULS, an environmentally-friendly new product launched in the European market.
- Establish joint venture partnerships in Europe and Far East; implement marketing for aviation fuel and asphalt as a value-added commodity.

Market Planning

- Analyze regional import / export economics and the interregional oil markets.
- Participate in contract negotiations for strategic alliances with major European and Asian concerns.
- Achieved $25 million in revenue by developing offshore storage programs that fulfilled seasonal market trends in the region.

Product Planning

- Optimize production mode by selecting appropriate refinery; research product specification revisions by country.
- Propose and participate in the Plant Operation Committee, a team effort between production and sales.

PROFESSIONAL EXPERIENCE

TTR CORPORATION, New York, New York 1993 – Present
Vice President, Overseas Business Division
- Promoted to position in March 1996; selected as one of three employees to attend an MBA course in 2003.
- Named *Employee of the Year* in 1996 based on professional achievements.

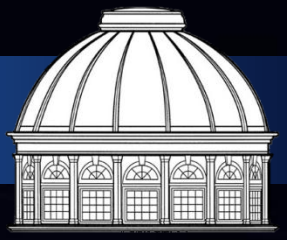
FUEL INDUSTRY OF AMERICA, New York, New York 1989 – 1992
Manager of Marketing
- Provided analysis on fuel industry, drafting report for the White House.
- Awarded the *Honor Prize* in 1992 based on performance evaluations of oil producers.

EDUCATION

UNIVERSITY OF NEW YORK, New York, New York
Bachelor of Arts in Communications, 1988

From Resumeedge.com

Converting to Plain Text



LynchHardcopy

Joseph W. Lynch

123 Hawthorne Street, Apt. 1 ▪ Cicero, Illinois 12345 ▪ (123) 555-1234 ▪ jlynch@bamboo.com

Freelance Writer, Editor and Communications Manager

Summary of Qualifications

- 10 years as a professional communications specialist, writer and editor for high-profile organizations and individuals.
- Experience in front-line positions requiring maturity and sound judgment to handle sensitive and volatile communications.
- Skilled at becoming an "expert" in complicated subjects and translating them into lay terms for the media, government bodies and the public.
- Proficient at:

Press releases	News reporting	Column writing
PR material	Speeches	Letters to the editor
Op-ed pieces	Legislation	Humor pieces
Editorials	Sports reporting	Reviews

Professional Experience

1994-present **Media Specialist/Senior Account Executive**
KING & KIRBY COMMUNICATIONS, Chicago, IL
Assist clients in developing their messages and presenting them effectively to the media.

- Managed a Chicago department store campaign that won "Best Communications Package," an annual public relations award presented by the Chicago Publicity Club.
- Instigated a public demand for local representation on a regional governmental body. Wrote press releases that led to newspaper coverage and supporting editorials. Authored resolutions passed by three city councils.
- Played a significant role in managing a unique public relations program that saved the jobs of 600 workers facing termination. Wrote releases, arranged press conferences and served as media spokesperson.
- Edited material for Chicago's only successful pro-development election campaign in 1995.
- Help clients prepare for press conferences, governmental hearings, council meetings and other forums where effective presentation is crucial.

- Continued -

Page 1 Sec 1 1/13 At 0.5" Ln 1 Col 1 0/3760 REC TRK

From Susan Ireland's Resume Site

Converting to Plain Text

ResTextBreak.txt

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JOSEPH W. LYNCH
123 Hawthorne Street, Apt. 1
Cicero, Illinois 12345
123-123-1234
jlynch@bamboo.com

FREELANCE WRITER, EDITOR AND COMMUNICATIONS MANAGER

SUMMARY OF QUALIFICATIONS
** 10 years as a professional communications specialist,
writer and editor for high-profile organizations and
individuals.
** Experience in front-line positions requiring maturity and
sound judgment to handle sensitive and volatile
communications.
** Skilled at becoming an "expert" in complicated subjects
and translating them into lay terms for the media, government
bodies and the public.
** Proficient at: press releases, news reporting, column
writing, PR material, speeches, letters to the editor, op-ed
pieces, legislation, humor pieces, editorials, sports
reporting, reviews.

PROFESSIONAL EXPERIENCE
1994-present, Media Specialist/Senior Account Executive, KING
& KIRBY COMMUNICATIONS, Chicago, IL
Assist clients in developing their messages and presenting
them effectively to the media.
** Managed a Chicago department store campaign that won "Best
Communications Package," an annual public relations award
presented by the Chicago Publicity Club.
** Instigated a public demand for local representation on a
regional governmental body. Wrote press releases that led to
newspaper coverage and supporting editorials. Authored
resolutions passed by three city councils.
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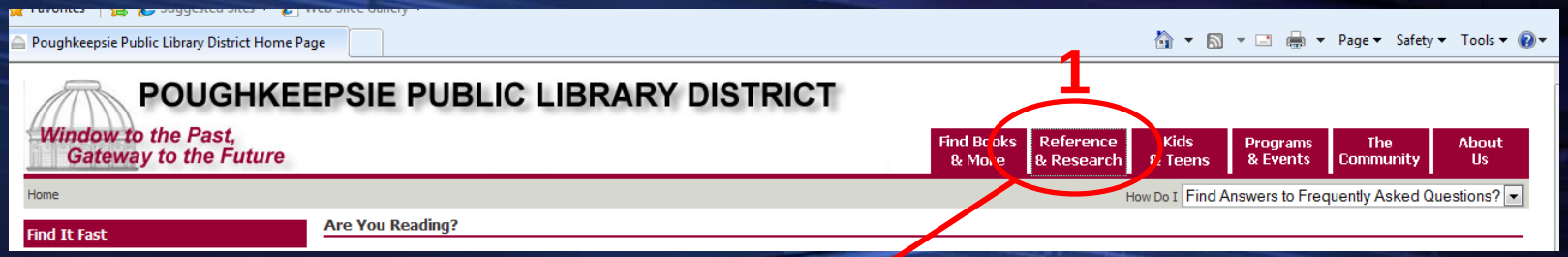
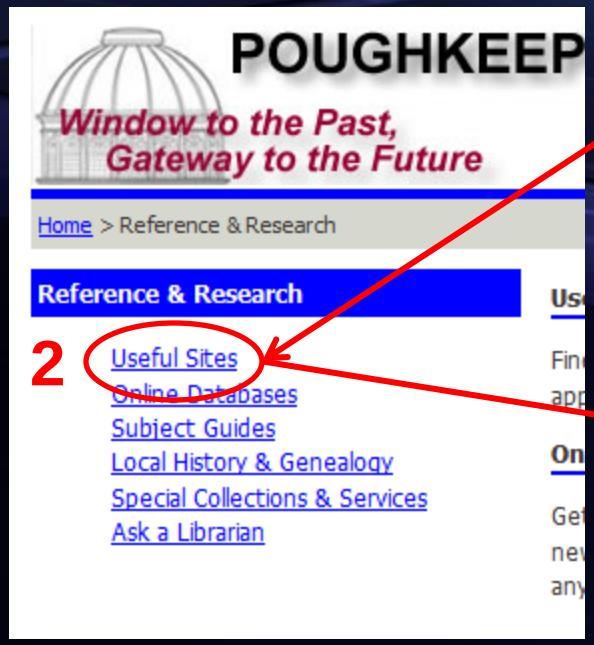
Page 1 Sec 1 1/1 At 0.5" Ln 1 Col 1 0/189 REC TR

From Susan Ireland's Resume Site

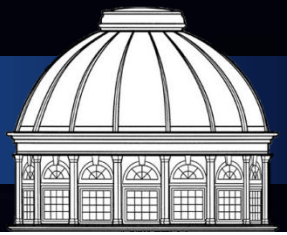
Online Resources

- poklib.org web page





Resources



POUGHKEEPSIE PUBLIC LIBRARY DISTRICT

Window to the Past, Gateway to the Future

Find Books & More | Ref & Re

Home > Reference & Research > Useful Sites > Careers

Reference & Research

- Useful Sites
- Online Databases
- Subject Guides
- Local History & Genealogy
- Special Collections & Services
- Ask a Librarian

Careers

- Career Exploration and Assessment Tools--O*NET
- CareerBuilder
- CareerOneStop
- Careers In Government
- Careers.org
- CareerZone-from the NYS Dept. of Labor
- Civil Service Examinations--NYS
- Civil Service Test Booklets
- Dutchess County Personnel Job Lists
- Dutchess Works
- Employment Laws/Labor Standards--NYSDOL
- Find How
- Hudson Valley Firm Expansions/Contractions (NYSDOL)
- Hudson Valley Help Wanted
- Indeed
- JobHunt: On-Line JobMeta-List
- JobHuntersBible
- Jobstar Resume Tools
- Labor Unions in New York State
- Law Jobs
- Manpower
- Mid-Hudson Library System-"Get Help Finding a Job"
- Monster
- National Compensation Survey (NCS)
- Net-Temps-- The Job Seeker's Home On The Internet!
- Newspapers online (Select city/state)
- New York State Job Exchange (NYSJE)
- NYS Dept.of Labor-Workforce New York
- NYS Unemployment Online
- Occupational Outlook Handbook (USA)
- 150 Best Recession-Proof Jobs Overall (Time)
- Projected Job Growth- New York
- PutnamCountyJobs.com
- Resumes & Cover Letters: The Riley Guide
- Riley Guide: Employment on the Internet
- Salary Calculator
- Salary Surveys--JobStar
- Simply Hired
- USAJOBS main page --U.S.Government Jobs

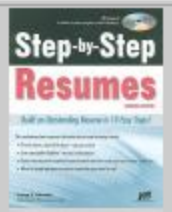
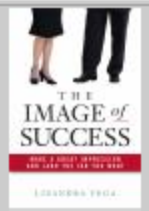
Online Resume Resources

- NYPL's Job Search Central Blog (www.nypl.org/voices/blogs/blog-channels/job-search-central)
- JobStar Resume Tools (jobstar.org/tools/resume/index.php)
- Quintessential Careers (www.quintcareers.com/resres.html)
- The Riley Guide (www.rileyguide.com/letters.html)
- Susan Ireland's Resume Site (susanireland.com)

Resume and Interviewing Books

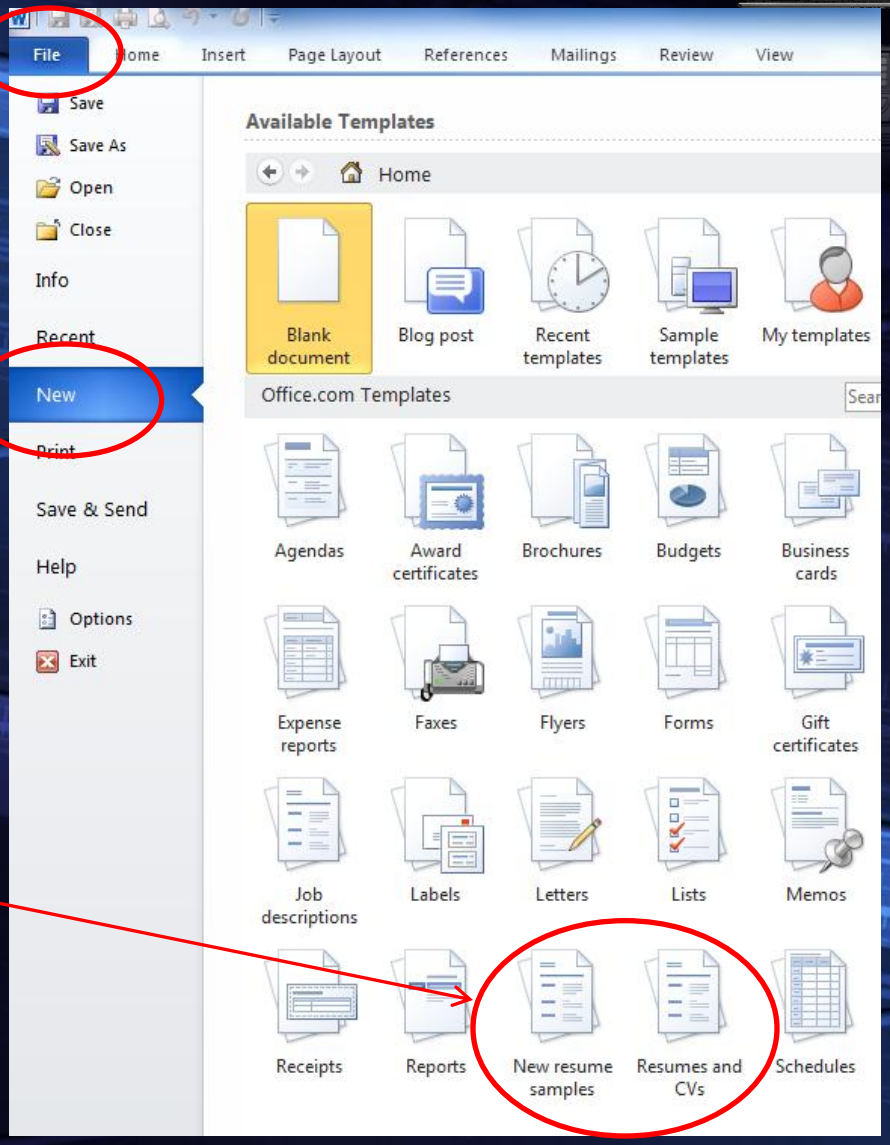
- PPLD Call number 650.14

CALL NOS (1-50 of 1423)

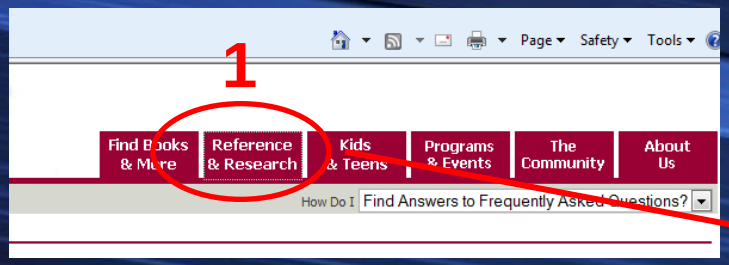
1	 More Info.	**Step-by-step resumes : build an outstanding resume in 10** Salvador, Evelyn U., 1952- Indianapolis, IN : JIST Works, c2011. xvi, 295 p. : ill. : 28 cm. + CD-ROM. 2nd ed.
2	 More Info.	**The image of success : make a great impression and land t** Vega, Lizandra. New York : American Management Association, c2010. 264 p. : ill. ; 23 cm.
3	More Info.	**101 best ways to land a job in troubled times / Jay A. Bloc** Block, Jay A. New York : McGraw-Hill, c2010. xix, 194 p. : ill. ; 24 cm.

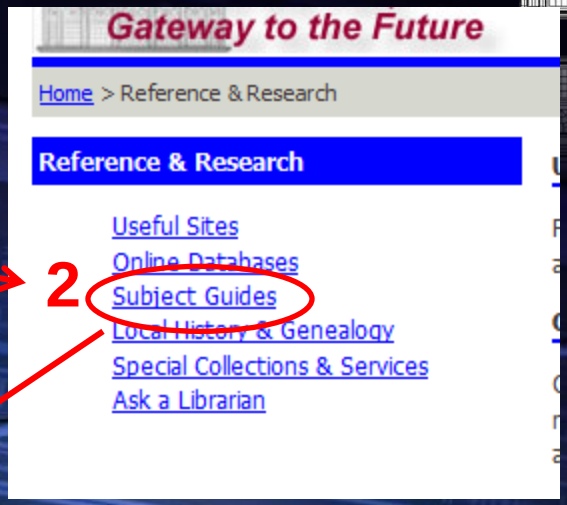
MS Office Resume Wizard

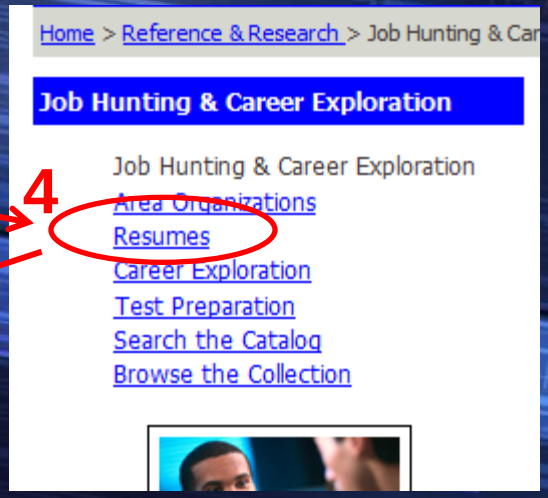
1. File
2. New
3. Resumes and CV's or New resume samples

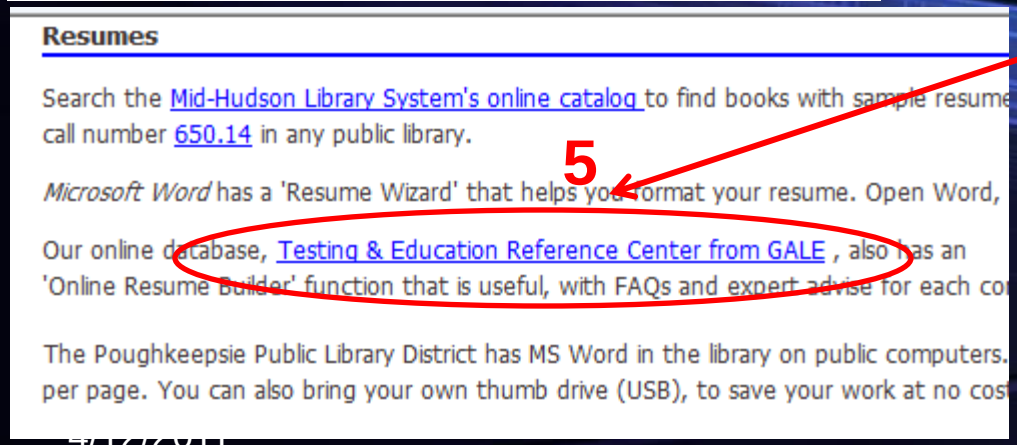


Online Resume Builder









Online Resume Builder

Home - Windows Internet Explorer

http://www.nelnetsolutions.com/terc/

combination resumes

File Edit View Favorites Tools Help

Favorites | Suggested Sites | Web Slice Gallery

Home | What Resume Format is Be...

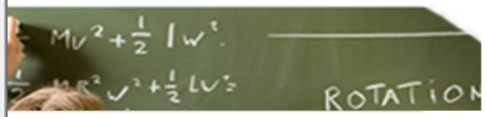
Page | Safety | Tools

High School | College | Career | Grad School | International

Education Reference Center is a start-to-finish resource with all the information and
aterials needed to make informed, confident decisions to shape the rest of your life.

- Over 100 practice tests and courses
- Information on over 4,000 accredited

ol Tools



ep - including GED Spanish.
ms prep
prep - prepare for the military.
hic Skills Question Banks - build your skills
ctice tests for math, reading, science, and writing.
hool Placement Test (HSPT)
ia High School Exit Exam (CAHSEE)
zed High Schools Admission Test (SHSAT)
ndent School Entrance Exam (ISEE)
ary School Admission Test (SSAT)
ative Entrance Examination (COOP)

for college application

College Prep Tools

Test Prep

- CLEP prep - earn college credit (includes 28 tests).
- DSST prep - get college credit for what you know!
- TAKS
- FCAT
- ACT
- SAT
- SAT Subject Tests
- PSAT

Other

- Find and pay for college
- Resume for college application

Career Tools

Test Prep

- NCLEX - your gateway to a career in nursing.
- ASVAB prep - prepare for the military.
- PRAXIS - your gateway to a career in teaching
- Civil service and licensure exams - includir
  Postal, Firefighter, and Police Officer exams.
- Air Force Officer Qualifying Test prep (AF
- Military Flight Aptitude prep
- Officer Candidate prep

Other

- Virtual Career Library
- Online Resume Builder
- Research careers
- Career colleges search

Internet | Protected Mode: Off | 125%

Cover Letter Format

- Address your audience
  - Use a name if you have it….no name use “Dear Sir or Madam”
- Be Clear
  - “I’m writing in response to your ad in….”
- Communicate Value
  - You are the solution to their problem…why?
  - Repeat the qualifications
- Keep it short and simple
  - Tease the reader into wanting to learn more about you.
- Exit on a high note
  - “I look forward to discussing…..”

Cover Letter

Name

Address Phone: home (xxx) xxx-xxxx, work (xxx) xxx-xxxx

(Date)

Human Resources
(Address)

Re: Registration Specialist (Position Title)

Dear Human Resource Specialist (Title or name of contact person):

I am very interested in the Registration Specialist part time position. For the last 6 years, I have worked at "x" Hospital and gained knowledge and experience there that would be applicable to this position. (Get their attention! Basically, this paragraph briefly summarizes why they should keep reading. It answers, "You want to know more about me because…)

Example: Amazeyourself.net

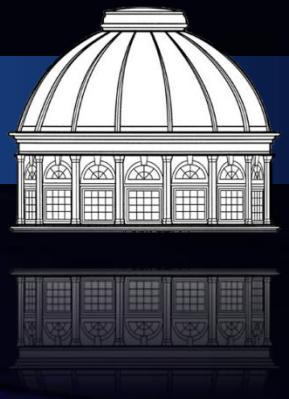
Cover Letter Continued

My work with "X's" Human Resource Department has provided me with inside knowledge of the unique business needs and culture of the healthcare industry. Working as a recruiter, I became familiar not only with the various positions and duties within the hospital but also with the various departments and their reliance on one another to create satisfactory patient outcomes. (Let them know you understand how the job duties relate to the big picture and that you share their enthusiasm to achieve the desired results. While the immediate job duty of this position is to register patients, this paragraph acknowledges the applicant's understanding of how strong interdepartmental communication is essential to patient satisfaction – the desired result of this job function. Without saying "I'm good at" or "I have experience doing x-y-z" take something you know is important to this position and explain that you understand and agree this IS important. Describe how you know this through your own experience.)

As a Guest Services Secretary, I've worked directly with patients and family members, striving to support their various needs in a way that would enhance their hospital stay experience. Cash handling, responding to a multiple phone lines, and completing project work were other ongoing demands of the job that were balanced with immediate patient needs. (SHOW that you have the skills! By describing a typical scenario, notice how this paragraph in effect shows that the applicant is used to handling the myriad of duties that this job will entail and can still produce the desired outcome – patient satisfaction!)

Example: Amazeyourself.net

Cover Letter Continued



I know my competence and dedication to patient satisfaction would allow me to transition into the Registration Specialist position easily and successfully. I would love the opportunity to further share with you what I have to offer. Please call or email (email address) to arrange an interview.

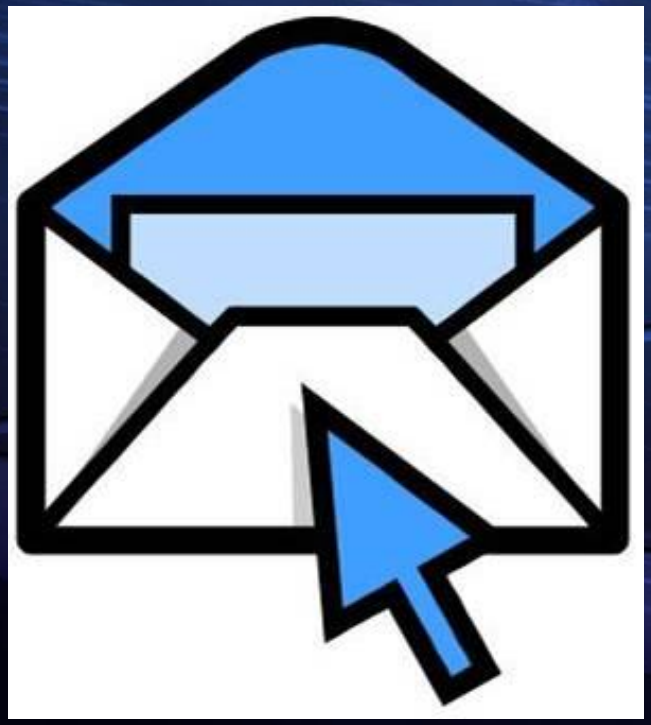
(Leave them wanting more! This ending paragraph briefly and confidently says, "Trust me there's more than I can share with you in this short letter. If you like what you've heard so far, ask me to an interview and I'll tell you more!")

Thank you for your consideration!

Sincerely,

Example: Amazeyourself.net

Proper Follow Up Etiquette



- E-mail in 2 Weeks
- What are the next steps in the recruiting process?
- Will all candidates be contacted?
- Do you need any additional information?

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INTERVIEWING RESOURCES

Agenda

Impress For Success

- What to Prepare
- What to Wear
- What to Do
- What to Say
- Follow Up!

Survey Says…

Q: “What is your company's policy on Monday absences?"

Q: “When you do background checks on candidates, do things like public drunkenness arrests come up?"

Q: “Why did you leave your last job?

A: “I have a problem with authority”

Q: ”Why do you want to work for us?”

A: "Just for the benefits."

Q: ”Tell of a time you made a mistake and how you dealt with it.”

A: "I stole some equipment from my old job, and I had to pay for its replacement."

Q: “Have you submitted your two weeks' notice to your current employer?”

A: "What is two weeks' notice? I've never quit a job before, I've always been fired."

What to Prepare

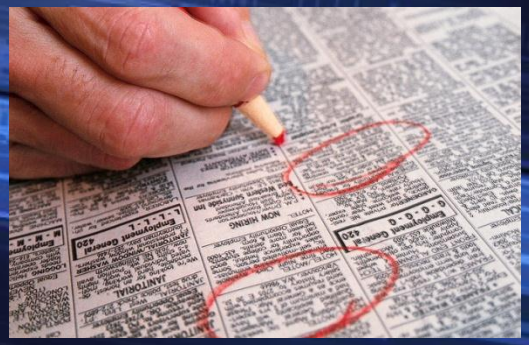
- Do your homework on the company
  - Newspapers
  - Press Releases
  - Company profile
- Do your home work on the <u>culture</u>
- Prep your answers for common questions

Research

- Newspapers

- Press Releases

- Company Profiles

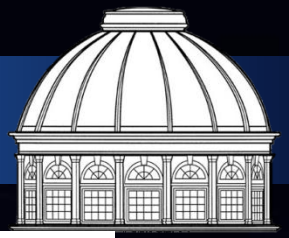


- Colleagues

Question prep

- Elevator Speech: 30 second summary (200-300 words)
  1. My name is….and I work as (title or current situation)…
  2. Where I work with…(customers, clients)…
  3. Who experience…(the problem)…
  4. Which means that…(the outcome of the problem)…
  5. So what I do is…(your product or service)…
  6. Which means that….(benefit/outcome of the solution)
  7. Call to action (what you plan to do now/future)

Interview Cheat Sheet



The Interview Cheat Sheet

In the Days Before the Interview

- Create a two column list.
  What is the employer looking for? What skills do I have that fit?
- Research the company, the industry and the competition.
- Write your elevator speech to answer the "tell me about yourself question"
- Write at least five success stories to answer behavioral interview questions ("Tell me about a time when..." or "Give me an example of a time...").
- List five questions to ask the interviewer about the job, the company and the industry.
- Research salary data to determine your worth.
- Determine your salary needs based on your living expenses.
- Get permission from your references to use their names.

Before You Go to the Interview

Do you look professional? Check yourself in the mirror; part of your confidence will come from looking good.

Carry these items to the interview:

- Several copies of your resume on quality paper.
- A copy of your references.
- A pad of paper on which to take notes, though notes are optional.
- Directions to the interview site.

Prepare Answers to Common Interview Questions

- Tell me about yourself.
- Why did you leave your last position, or why are you leaving your current position?
- What do you know about this company?
- What are your goals?
- What are your strengths and weaknesses?
- Why do you want to work for this company?
- What has been your most significant achievement?
- How would your last boss and colleagues describe you?
- Why should we hire you?
- What are your salary expectations?

Upon Arrival

- Arrive early -- enter the building 10 minutes before your appointment.
- Review your prepared stories and answers.
- Go to the restroom and check your appearance one last time.
- Announce yourself to the receptionist in a professional manner.
- Stand and greet your interviewer with a hearty -- not bone-crushing -- handshake.
- Smile and maintain eye contact.

List by Carole Martin of Monster.com Page 1

The Interview Cheat Sheet

During the Interview

- Try to focus on the points you have prepared without sounding rehearsed or stiff.
- Relax and enjoy the conversation.
- Learn what you can about the company.
- Ask questions and listen; read between the lines.
- At the conclusion, thank the interviewer, and determine the next steps.
- Ask for the interviewer's business card so you can send a follow-up letter.

After the Interview

- As soon as possible, write down what you are thinking and feeling.
- Later in the day, review what you wrote, and assess how you did.
- Write a follow-up thank-you letter, reminding the interviewer of your qualities.

List by Carole Martin of Monster.com Page 2

What to Wear: Dress to Impress!

- First Impressions Still Count!
- Important to look professional
- Learn their dress code
- Dress for the type of job
- Not Sure ASK!
  - What not to wear / Safety Restrictions

What to do the day of the interview

- Bring several copies of your resume
- Be sure you know where you are to meet the interviewer – arrive to the area early – check in with the receptionist 5-10 minutes early
  - Keep this in mind – arriving too early means that someone may feel they have to “entertain” you
- Use some of the extra time to prepare yourself – visit the restroom and turn off your cell phone!!
- Be sure to greet everyone you see with a smile – you never know who has influence in the hiring decision

Body Language

- No Fidgeting
- Don’t bounce the leg
- Relax but don't slouch – “unfold”
- Lean in and engage – Mind Your Posture
- Good eye contact
- Smile, Nod, Show Interest
- Listen
- Mirroring
- Be Confident
- Take notes

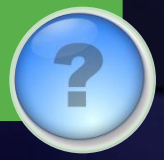
What to Say

- Don’t talk too much: Don’t Ramble
- Establish Rapport – Take Cues
- Professional Language, no slang
- Ask Questions
- How can you plug into their mission?
- Script your answers
  - Strengths and Weaknesses

STAR Technique

- Situation

S



- Task

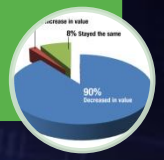
T

- Actions

A

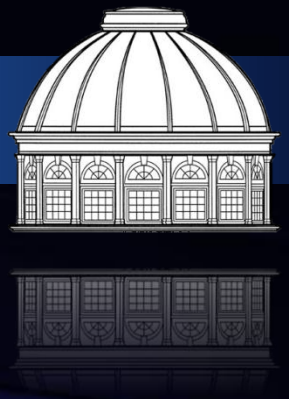
- Results

R



For more information on the STAR Interviewing method, go to:
http://www.quintcareers.com/STAR_interviewing.html

Top 5 interview questions



1. Why are you here?
2. What can you do for us?
3. Are you easy to work with? Hard to work with? Do you know?
4. Why is it better to hire you than one of the other candidates?
5. Will your salary expectations fit within our budget?

Do <u>you</u> have any questions?

Don't ask for the sake of asking – have some questions you would like to ask about the job, department or duties.

- Would you describe a typical day on the job?
- How would you describe your organization's management style?
- What do you like most about your organization?
- How are employees evaluated and promoted?

Questions an interviewer can't ask

- Copied from NY State Department of Labor (http://www.labor.ny.gov/careerservices/findajob/intview.shtm):
  - It is illegal for an interviewer to ask you questions related to sex, age, race, religion, national origin or marital status, or to delve into your personal life for information that is not job related.

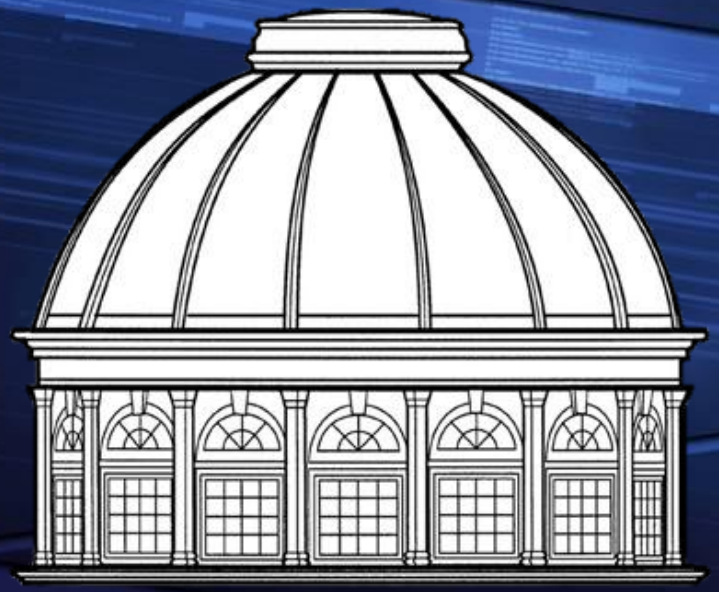
If you decide to answer the question, be succinct and try to move the conversation back to an examination of your skills and abilities as quickly as possible. For example, if asked about your age, you might reply, "I'm in my forties, and I have a wealth of experience that would be an asset to your company." If you are not sure whether you want to answer the question, first ask for a clarification of how this question relates to your qualifications for the job. You may decide to answer if there is a reasonable explanation. If you feel there is no justification for the question, you might say that you do not see the relationship between the question and your qualifications for the job and you prefer not to answer it.

The Fortune is in the Follow Up!

- Thank you is a *MUST*
  - Hand written, go the extra mile
- Phone call
  - 2 Weeks
- Etiquette
  - Thank interviewer
  - Thank referral

Online Interview Resources

- NY State Department of Labor (http://www.labor.ny.gov/careerservices/findajob/intview.shtm)
- Five Questions to Get You Through Any Interview (http://www.nypl.org/blog/2010/05/24/five-questions-get-you-through-any-interview?sms_ss=email&at_xt=4d276b336f853c67%2C0)
- Quintessential Guide to Job Interview Preparation – free online book http://www.quintcareers.com/Quintessential_Careers_Press/Job-Interview-Preparation/



Poughkeepsie Public Library District

Thank You !

Please complete the
Workshop Evaluation

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