

# CAREER DEVELOPMENT CENTER ARTS & SCIENCES CAREER SERVICES

INDIANA UNIVERSITY

2004 -2005 Career Guide



# ATTENTION

*All Job Seekers*

Please take advantage of the employment opportunities that appear throughout your Career Guide! Help your career search by contacting the organizations listed below. These advertisers are actively recruiting college graduates like yourself and have made your Career Guide possible.

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# Meet the staff of the Career Development Center and Arts & Sciences Career Services



**The Career Development Center and Arts & Sciences Careers Services staff -**  
*Bottom row from the left: Jan Nickless, Pat Donahue, Lou Ann Hanson. Top row from the left: Karen Wright, Gayle Hartleroad, Daniel Pascoe, Jan Van Dyke, Jeremy Podany, Susi Miller, Loretta Saunders, and Amy Hume. Not pictured: Jen Cox, Arlene Hill, Lore Larson and Nichole Williams.*



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Join us as we inspire the community to **recognize, embrace and include** the contributions of **individuals with disabilities**.

## Noble of Indiana

A recognized local leader, Noble serves over 2,500 children and adults with developmental disabilities in Central Indiana. Through early intervention therapies for babies, career services for high school students with disabilities, and job and life skills training for adults with disabilities, Noble enables those we serve to achieve their goals and enrich the community we share.

For career and internship information, call  
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Indianapolis, IN 46219  
[www.nobleofindiana.org](http://www.nobleofindiana.org)



## OUR EMPLOYEES STAY HERE FOR GOOD REASON.

The South Bend Medical Foundation is a premier clinical laboratory recognized for our commitment to quality and service. Our commitment to delivering consistent, reliable, quality medical care has played an instrumental role in helping the Foundation achieve its position of leadership among the nation's diagnostic laboratories.

As one of the most advanced diagnostic laboratories in the nation, we continually explore new developments. This type of forward thinking has generated tremendous growth in our organization. The kind that creates remarkable career opportunities for individuals who combine talent with a desire for excellence.

As an equal opportunity employer, we offer a competitive salary and benefits package for all employees. Information about opportunities in the Indianapolis and South Bend areas as well as applications for employment can be accessed on our Web site at [www.sbmflab.org](http://www.sbmflab.org). Questions regarding available opportunities can be directed to the HR department at **800.544.0925**. Interested candidates should send completed applications along with resumes to:



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530 N. Lafayette Blvd. • South Bend, IN 46601  
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## Harman/Becker Automotive Systems, Inc.

Harman/Becker Automotive Systems, Inc. ("HBAS"), established in 1981, designs and manufactures branded audio and infotainment systems for the automotive original equipment manufacturers. **HBAS** has annual gross sales of approximately \$2.1 billion, and has approximately 5,000 employees worldwide. Our major customers include DaimlerChrysler, BMW and Toyota. We supply to over 50 body and assembly plants located throughout the world.

As designers, marketers and manufacturers of the legendary JBL, Infinity, Becker, Harman Kardon and Mark Levinson brands, **HBAS** is recognized as the driving force in automotive sound and infotainment. It has more than 2000 employees in the North America/Far East arm of the OEM division, with manufacturing facilities in Martinsville, Indiana; Northridge, California; Franklin, Kentucky; and Juarez, Mexico. The two satellite support offices are located in Japan & Korea and the group headquarters is located in Farmington Hills, Michigan (Engineering, Sales & Marketing, Quality, and Administration support.)

*Join the highly talented members of the Harman/Becker team, and become part of a very special business in which innovation, creativity and a willingness to effect change are all part of a day's work.*

# CAREER GUIDE 2004-2005



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# OVERVIEW OF PROGRAMS AND SERVICES

The Career Development Center and Arts & Sciences Career Services assists students with one-on-one career counseling, career planning and placement related decisions. Our office is located at 625 North Jordan Avenue.

## DROP-IN ADVISING HOURS

During specified hours, speak with a staff member about one or more of the following:

- Career counseling
- Choosing a major
- Creating and critiquing a resume, cover letter or personal statement
- Researching careers and employers
- Developing a job search strategy
- Practicing interviewing techniques
- Evaluating job offers
- Applying to graduate school



## Q398: INTERNSHIP OFF-CAMPUS: THEORY INTO PRACTICE

Q398 provides an opportunity to receive 1-3 academic credits for a part-time or full-time internship experience that applies classroom concepts to the real world.

- Gain valuable work experience in your field of interest
- Develop marketable skills
- Acquire important networking contacts
- Have a better understanding of your career goals

## Q400: JOB SEARCH STRATEGIES FOR LIBERAL ARTS STUDENTS

Q400 is a 2-credit, 8-week course designed to teach you how to execute a successful post-graduate plan and achieve your career goals. Q400 is open to all Indiana University students of junior or senior status, regardless of major.

- Analyze how your skills, interests and values affect your career search and development
- Identify marketable skills developed through an arts and sciences education and learn how to convey the value of those skills to employers
- Perfect a resume that clearly outlines your unique skills and qualifications
- Write an impressive cover letter
- Locate resources that will assist you in finding a professional position or choosing a graduate school
- Understand the dynamics of interviewing
- Prepare for a smooth transition from school to post-graduate endeavors

## CAREER FAIRS/JOB FAIRS

We sponsor or co-sponsor a number of career fairs throughout the academic year. By attending our career fairs, you can:

- Find jobs and internships in your area of interest
- Gain information about specific employers and available positions
- Practice interacting with employers

## eRECRUITING

Our office has a web-based interactive system called eRecruiting that is geared to deliver employer recruitment information and job and internship openings to registered students.

With eRecruiting, you can:

- View on-campus recruitment schedules
- Sign-up for on-campus interviews on-line
- Confirm dates for and RSVP to employer information sessions
- Post a resume to the Web Resume Book
- E-mail employers
- View job and internship openings from around the nation



## ON-CAMPUS RECRUITING

Hundreds of employers visit our office each year between October and April in search of bright liberal arts and sciences graduates to join their organizations. To participate in on-campus interviews, register with our office and have your resume uploaded into our online recruiting system. Interviews are typically held in the 3rd floor interview suites of the Career Development Center.

## CAREERWISE NEWSLETTER

This bi-monthly newsletter is designed to inform you of upcoming career events, important job search strategies, and other career-related issues. Jobs, internships and fellowships are also highlighted. *CareerWise* may be viewed from our web page, or picked up at the Career Development Center.

# ADDITIONAL PROGRAMS AND SERVICES

## WORLD WIDE WEB HOMEPAGE

[www.indiana.edu/~career/](http://www.indiana.edu/~career/)

Our website provides the latest information on our career resources and services. Links are provided to individual career fair sites, on-campus recruiting information, company home pages, job posting sites and other web resources available to assist in your job search.

## LISTSERV

Sign up to be on our career services listserv and you will receive by email job and internship postings and announcements on career events. The information is current and delivered throughout the academic year.

## OUTREACH PROGRAMS

Common workshop topics presented by our office include:

- Internship opportunities
- Job search strategies
- Resume and cover letter writing
- Interview preparation
- Graduate school application process

*Interested in scheduling an outreach program? Go to our website <http://www.indiana.edu/~career/features/outreachform.php> and fill out the request form.*



## WEB LINK LIBRARY

[http://www.indiana.edu/~career/features/link\\_library.html](http://www.indiana.edu/~career/features/link_library.html)

“Web Link Library” has a vast collection of career-related weblinks. Feel free to explore any or all of the topics, including career exploration, job listings and graduate school.



## The Children's Museum of Indianapolis

The Children's Museum of Indianapolis has a multitude of dynamic employment opportunities. Whenever possible the museum creates and seizes the opportunities to encourage diverse individuals to participate in its programs and seek employment.

The Children's Museum is currently looking for full time, part time and seasonal help in a variety of areas such as, Administration, Customer Service and Interpretation.

For information on our openings call: (317) 334-4000, then #6051 for full time, or #6052 for part time, or visit our web site: [www.childrensmuseum.org](http://www.childrensmuseum.org)

Resumes may also be submitted to: [HRWEB@childrensmuseum.org](mailto:HRWEB@childrensmuseum.org)

**EOE**



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hearts and skillful hands.*

At St. Elizabeth Hospitals we care for our patients and each other with compassionate hearts and skillful hands. Come and enhance your skills and take this opportunity to explore a dynamically growing healthcare network. Imagine the advantages of advanced technology, a range of choices from acute care to rehabilitation, and delightful state-of-the-art, homelike facilities.

You'll find the ideal setting to practice Nursing the way you always wanted...with the time and resources to build relationships with your patients and their families.

We welcome applicants who would be interested in any of our three sites:

- Indianapolis - 2001 W. 86th Street, 7th Floor
- Carmel - 13500 N. Meridian, 2nd Floor
- Kokomo - 1907 W. Sycamore Street, 4th Floor

We offer a generous compensation package and an opportunity to advance within our growing network. For consideration, please fax your resume to (317) 582.8565 or e-mail [cdlee@stvincent.org](mailto:cdlee@stvincent.org).  
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## METHODIST HOSPITALS

The Methodist Hospitals, Inc. is a recognized leader in Lake County for its specialized staff, comprehensive services and technically advanced equipment and facilities. This leadership is a reflection of our commitment to optimize the health and wellbeing of our communities by partnering with those we serve. In order to best serve the needs of our marketplace, we must continue to add dedicated, motivated and highly skilled professionals to our team, who are willing to bring their heart to work!

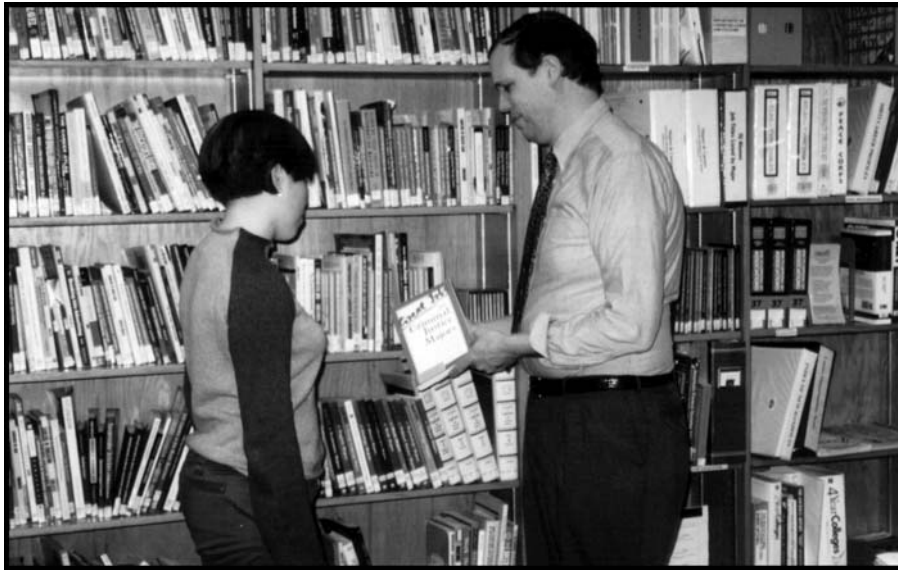
Additionally, we offer comprehensive compensation packages and benefits. Our benefits package includes medical, dental and vision insurance coverage. We also provide tuition reimbursement, life insurance and a thrift savings plan with 50% matching funds. Time away from the hospital is awarded through our Paid Time Off (PTO) benefit plan. Our Nurse Extern program allows nursing students in an accredited nursing course to gain experience while in school!

We are seeking nurses and allied health professionals!

Apply online at: [www.methodisthospitals.org](http://www.methodisthospitals.org)  
Or send your resume to:  
[sbunch@methodisthospitals.org](mailto:sbunch@methodisthospitals.org)



# THE CAREER RESOURCE LIBRARY



The Career Resource Library (CRL) and the Procter & Gamble Technology Center provide extensive services on all of your career-related needs. Visit the CRL Monday through Friday from 9:00 am – 4:30 pm in the Career Development Center. Below is a sample of resources available in the CRL:

## **CAREER EXPLORATION**

- *Great Jobs Series*
- *Careers for You Series*
- DISCOVER - a self-guided computer program

## **RESEARCHING SPECIFIC CAREERS**

- *Occupational Outlook Handbook*
- *Career Files*
- *Encyclopedia of Careers*
- *The Vocational Biography Series*

## **RESUMES AND COVER LETTERS**

- Sample binders
- *Adams* Cover Letters and Resumes
- Helpful handouts

## **INTERNSHIPS**

- *The National Directory of Internships*
- *Yale Guide to Internships*
- *America's Top Internships*
- *Peterson's Internships*
- *National Directory of Arts Internships*

## **RESEARCHING EMPLOYERS**

- *The Hoover's Series*
- *Company Literature*
- *JobBank Series*

## **APPLYING TO GRADUATE SCHOOL**

- *Peterson's Guide to Graduate/ Professional Programs*
- *The Gourman Report*
- GRE practice software
- *Financing Graduate School*
- *How to Write a Winning Personal Statement*

# HOW TO PREPARE FOR A CAREER EVENT



## **WHY SHOULD YOU ATTEND A CAREER FAIR?**

Regardless of your major or future goals, there are numerous benefits to attending career fairs.

- Investigate positions and career fields
- Meet representatives from organizations of interest
- Gain information about specific companies and organizations
- Investigate positions available with specific employers
- Gain valuable interview experience
- Increase your chances of securing an interview with an employer
- Receive sound job-search advice from seasoned company recruiters
- Develop your network of contacts

## **HOW DO YOU PREPARE FOR A CAREER FAIR?**

- Review & research the list of organizations (visit the CRL or our website)
- Prepare a 1-page resume & bring many copies
- Approach employers confidently and introduce yourself with a firm handshake
- Wear a visible nametag
- Dress appropriately in professional business attire and wear comfortable shoes
- Let the employers know that you researched their organization by mentioning what you have learned
- Stay focused on the conversation
- Request a business card from each representative you approach

## **WHAT DO YOU DO AFTER THE FAIR?**

- Send a thank you letter to the company representatives who talked to you
- Maintain association with professional contacts made at the fair

# 2004-2005 CAREER EVENTS

We sponsor a variety of career events for many different career interests. For information about each event, go to <http://www.indiana.edu/~career/> and click on "Career Events".

Date	Career Event	Time	Location
Fri., Aug. 27	Work Study Job Fair	9:00 am - 11:00 am	Alumni Hall - IMU
Fri., Aug. 27	Non-Work Study Job Fair	1:00 pm - 3:00 pm	Alumni Hall - IMU
Fri., Sept. 10	Career Fest	1:00 pm - 4:00 pm	CDC
Wed., Sept 29	IT Career Fair	10:00 am - 3:00 pm	Alumni Hall - IMU
Wed., Oct. 6	Biology/Chemistry Career Fair	10:00 am - 2:00 pm	Atrium - Jordan Hall
Fri., Oct. 29	Indiana Multicultural Job Fair	10:00 am - 3:00 pm	Indiana Convention Ctr.
Thur., Nov. 4	Government & Social Service Career Fair	10:00 am - 3:00 pm	Alumni Hall - IMU
Thur., Feb. 3	Internship Fair	10:00 am - 3:00 pm	Alumni Hall - IMU
Thur., Feb. 24	Camp Day	11:00 am - 4:00 pm	Alumni Hall - IMU
Fri., Feb. 25	Media & Communication Career Day	10:00 am - 2:00 pm	Tree Suites - IMU
Thur., March 3	Indiana Employer Fair	10:00 am - 3:00 pm	Alumni Hall - IMU
Thur., March 31	Indiana Collegiate Job Fair	10:00 am - 3:00 pm	Indiana Convention Ctr.
Wed., April 6	Summer Jobs Fair	1:00 pm - 4:00 pm	Alumni Hall - IMU
Fri., April 8	Hire Big 10 Career Fair	12:00 pm - 4:00 pm	University of Chicago



# ON-CAMPUS RECRUITING

## WHAT IS IT?

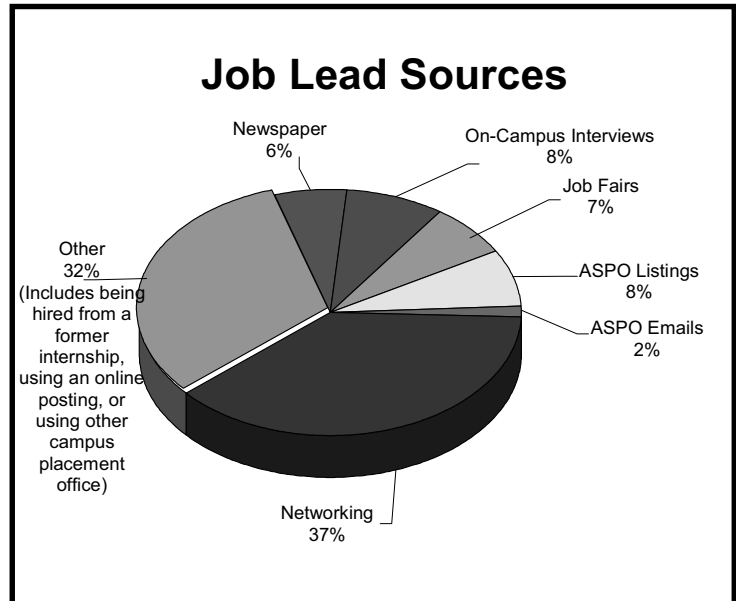
We provide on-campus interviews to students from the IU-Bloomington campus. Most employers have specific interests in hiring liberal arts and sciences students.

## HOW DO I BECOME ELIGIBLE?

To be eligible to sign up for interviews with employers, you must be registered with our office. In addition, you must meet the employer specifications, such as major and/or graduation date (see website for details).

## WHERE DO I FIND A SCHEDULE?

Through our web-based system, eRecruiting, you can view the most up-to-date recruiting schedule. Since the schedule changes often as additional employers arrange interviewing dates during the recruiting season, it is important to check the recruiting schedule continually.



## WHAT ARE INFORMATION SESSIONS?

Many employers hold information sessions prior to their scheduled on-campus interviews. Attendance at these sessions is imperative, allowing the opportunity to research the company further and become acquainted with company representatives in a less formal environment.

**Please keep all interview appointments. Failure to do so will prohibit you from participating further in the on-campus recruiting program.**

## 2003-2004 PARTICIPATING EMPLOYERS

Over 760 companies partnered with our office during the 2003-2004 school year. Whether through the on-campus recruiting program or one of the Career Events, these employers are in search of talented liberal arts students. Some of the companies include:

ACNielsen BASES	Green Corps
Abercrombie & Fitch	Hewlett-Packard
Acceleration Indiana	Hollister Co.
Aerotek Scientific	Humana
AFLAC	Hyatt Hotels Corporation
Alltrista Consumer Products Co.	Indiana Police Corps
American Management Systems	InterArt/Sunrise
Applied Laboratories, Inc.	J & L Marketing
Aroundcampus, Inc.	John Hancock Financial Services
ArvinMeritor, Inc.	Kelly, Scott & Madison
Baxter Pharmaceutical Solutions LLC	Land's End
Bloomington's Department Stores	Macy's East
Bloomington Police Department	Monarch Beverage
Blue Horseshoe Solutions, Inc.	Mutual of Omaha
Boston Scientific Corporation	National Security Agency
Britesource	Neiman Marcus/Dallas
The Bradford Group	Peace Corps of the United States
The Buckle	Philip Morris USA
Carson Pirie Scott & Co.	Procter & Gamble
Central Intelligence Agency	Quad/Graphics
C.H. Robinson Co.	Rich's, Lazarus, Goldsmith's
CDW	Roche Diagnostics
Children's Museum of Indianapolis	Sears Roebuck & Co.
CIA	Sherwin-Williams
Clear Channel Entertainment	Sigma Aldrich Corporation
COACH Leatherware	Social Security Administration
Community Health Network	St. Paul Travelers Insurance
Consolidated Graphics	Standard Textile
Cook, Inc.	Steak 'N Shake, Inc.
Drug Enforcement Administration	Stumps, Inc.
Eli Lilly & Co.	Target Corporation
Enterprise Rent-A-Car	Teach for America
ExxonMobil	U.S. Department of State
Family and Social Services Administration	Walker Information
Finish Line	WFHB Community Radio
Fund for Public Interest Research (INPIRG)	Wishard Health Services
Gap, Inc.	Woodbury Financial Services

# JUNIOR YEAR CHECKLIST

## WITHIN THE CAREER DEVELOPMENT CENTER

- Register to become eligible for on-campus interviews and resume referrals and to find dozens of internship openings. Upload your resume to eRecruiting and check listings frequently.
- Be sure to participate in an internship this year if you have not done so yet. Talk to an advisor to find out how you can locate an internship in your area of interest.
- **Attend the Internship Fair** to investigate ways to build your resume and increase your post-graduate earning potential.
- **Compose a resume** using resources in the Career Resource Library. Have an advisor critique your resume during daily drop-in advising hours.
- Enroll in COAS **Q400** – *Job Search Strategies for Liberal Arts Students*.
- **Research careers** of interest to you by visiting the Career Resource Library to find out about job markets, salary ranges, skills and educational requirements, and geographic information.
- **Attend Career Events** of interest to you and become comfortable interacting with employers.
- Continue informational interviews and job shadowing with people employed in career fields that you are considering. Keep expanding your network. Consult the Career Resource Library for more information on informational interviews and job shadowing.

## CAMPUS AND COMMUNITY ACTIVITIES

- If considering health, medicine, or law as a possible career path, schedule an appointment with an advisor in the Health Professions, Pre-Law Information Center (HPPLIC) in Maxwell Hall.
- Practice the GRE, MCAT, GMAT, LSAT or other admissions tests required for graduate or professional school using software available in the Career Resource Library.
- Meet with your advisor to ensure you are on track for graduation. Apply for graduation at least two semesters before expected graduation date.

# SENIOR YEAR CHECKLIST

## WITHIN THE CAREER DEVELOPMENT CENTER

- If not completed during your junior year, enroll in COAS **Q400** – *Job Search Strategies for Liberal Arts Students*.
- Develop an **effective job search strategy** with the assistance of an advisor. You will want to apply for jobs 3-6 months before graduation.
- **Register with our office** to be eligible for on-campus interviews and to have your resume sent to employers.
- **Update your resume** to include internship and leadership experiences. Have it critiqued by an advisor during drop-in hours.
- **Attend Career Events related** to your career goals.
- Purchase or locate a professional suit for interviews. Consult the resources in the Career Resource Library to ensure you have appropriate interview attire.
- **Field and evaluate offers** of employment or graduate school admission. Consult with an advisor as you sort through the offers and finalize your decision.

## CAMPUS AND COMMUNITY ACTIVITIES

- Contact professors, current and former employers, and advisors to serve as your references for the job search or graduate school process.
- Apply to graduate and/or professional schools, if applicable.

# THE VALUE OF A LIBERAL ARTS EDUCATION

As a liberal arts student, you possess the qualifications that are most important to employers. While technical skills may become obsolete over time, the characteristics you have developed through your liberal arts education are valuable in any position and in all career fields.

A liberal arts degree enhances the development of the following skills, transferable to any profession:

- **Adaptability**
- **Communication skills**
- **Critical thinking skills**
- **Problem-solving skills**
- **Interpersonal skills**
- **Analytical skills**

The challenge is in successfully marketing these skills to employers. Regardless of your major, if you are able to communicate and prove the relevance of these *transferable* skills, the job market provides you with endless opportunities.

## WHAT OTHERS ARE SAYING ABOUT A LIBERAL ARTS EDUCATION:

*“As I go around the country talking to alumni and business leaders, I always hear them emphasize the need for a broad-based undergraduate education. Specialization, as learnt at the undergraduate level, is seldom enough and employers expect to have to provide training. However, fundamental skills, such as written and oral communication, critical thinking, problem solving, and working effectively with people from diverse backgrounds, are what they look for in their potential recruits. Thus, a liberal education, regardless of the selected major, is the best preparation for the job market of today.”*

**Kumble Subbaswamy, Dean, College of Arts and Sciences**

*“The time I spent at IU and the experiences I had there gave me much of the knowledge I needed to land my current job - a job which, I must say, is perfect for me. My degree has proven itself to be invaluable time and time again.”*

**Michael Horlick, Linguist, Double Major in Slavic Languages and Literatures and East Asian Languages and Culture, McNeil Technologies**

# DEVELOPING AN EFFECTIVE JOB SEARCH STRATEGY

## UTILIZE CAREER SERVICES

- Register with our office to activate your eRecruiting account and gain access to job listings and on-campus interview schedules.
- Become familiar with our career programs, services and resources
- Enroll in Q400: *Job Search Strategies for Liberal Arts Students*
- Read the *CareerWise* newsletter
- Visit the our website for up-to-date information

## FIND A CAREER GOAL

- Identify your interests, skills and values
- Research potential career fields
- Explore a variety of positions and employers that are of interest

## CREATE RESUMES AND OTHER EMPLOYER CORRESPONDENCE

- Create a resume and have it critiqued by a career services staff member
- Develop a basic cover letter that may be tailored to specific job openings
- Prepare a professional reference sheet of 3-5 individuals
- Upload your resume to eRecruiting, and publish your resume in the eRecruiting Web Book

## MAKE CONTACT WITH EMPLOYERS

- Conduct informational interviews with those in related career fields or with employers of interest
- Attend informational sessions held by companies of interest
- Attend career fairs
- Identify prospective employers, conduct research and contact them to inquire about opportunities
- Network! Share career goals and ask for suggestions
- Check eRecruiting weekly for new opportunities and schedule interviews

## PREPARE FOR THE INTERVIEWS

- Review effective interviewing techniques
- Practice answering common interview questions
- Research each company
- Send a thank-you letter within 24 hours of each interview

**Career advisors are available to help with every step of the job search. Take advantage of drop-in hours or call 855-5234 to make an appointment. And don't forget - the Career Resource Library has a wide variety of resources to assist you as well.**

# RESUME WRITING

## WHY DO YOU NEED A RESUME?

A resume provides an employer with a synopsis of who you are, what you have learned, the skills and experiences you possess, and your career interests. Since your resume is often the first contact you have with an employer, it is *one of the most important components of your job search*. Because of this, quality time should be spent ensuring that your resume is perfect. Remember your resume is your marketing tool to win you an interview.

## COMPONENTS OF A RESUME

### CONTACT INFORMATION

This section should include full name, address (present and permanent), and corresponding phone numbers. Include email address or Internet home page, if applicable. Arrange information clearly at the top of the page.

### OBJECTIVE

This is a brief statement describing short or long-range goals, in such a way as to focus on what you will provide the company, not what you are seeking from the employer. The objective may answer one or a combination of the following questions:

- What type of position, occupation, or career field are you pursuing?
- In what type of organization, department, or industry do you wish to work?
- What skills can you offer an employer?

### EDUCATION

This section begins with the most recently attended institution and works backwards, citing entries in *reverse chronological order*. It should include the following information:

- Name, city and state of college or university (not high school)
- Degree pursued (e.g., Bachelor of Arts)
- Complete title of major(s), minor(s) or concentration(s)
- Month and year of graduation
- GPA (optional)
- Academic honors
- Relevant course work
- Study Abroad experiences

### EXPERIENCE

This section displays present and past work experiences, including full-time, part-time, internship, and volunteer positions. Start with the most recent position and work backwards, citing entries in *reverse chronological order*. This section should include the following information:

- Name of organization
- City and state of organization
- Starting and ending months and years of experience
- Title of position
- Specific organizational department, if relevant
- Accomplishments
- Responsibilities
- Skills gained or enhanced on the job

### ADDITIONAL SECTIONS

Customize your resume by adding a section or sections of information unique to you. This section would include items not elsewhere on the resume and may be titled:

- *Extracurricular Activities*
- *Honors and Awards*
- *Special Qualifications*
- *Military Experience*
- *Special Skills*  
(e.g., languages, computer skills)

### REFERENCES

References should be typed on a separate sheet of paper. If you wish, you may state "References Available Upon Request" at the bottom of your resume. *Additional information on reference pages can be found on page 19.*

# KEY POINTS TO CREATING A RESUME

## ORDER

- Display the most important information first
- List dated entries in *reverse chronological order*

## CONTENT

- No personal data (birth date, marital status, nationality, race, etc.)
- Use action verbs (see chart on right)
- Always quantify and qualify  
(e.g., *Supervised and instructed 20 children aged 3–5 years; Waited on 200+ patrons daily; Served as liaison between 120 collegiate members and 2,000+ alumni*)
- No personal pronouns (I, me, my)
- No slang, jargon, or abbreviations
- Use present tense for current activities; past tense for past activities
- Exclude high school information

## FORMAT

- Maintain consistency throughout the resume (e.g., if you put your graduation date in parentheses, make sure that all of your dates are in parentheses)
- **Bold**, *italicize*, CAPITALIZE, or underline critical points
- Use font size of 10-12 points
- Use laser printer and resume quality paper
- Limit resume to one page unless you have enough *relevant* experience to fill two pages

## FINISHING TOUCHES

- Proof for misspellings and grammatical errors
- Proof again

## ACTION WORDS

The following list of action words can assist in developing powerful entries.

accomplished	eliminated	originated
accurately	enforced	oversaw
achieved	established	participated
acted	evaluated	performed
adapted	examined	planned
adjusted	exhibited	prepared
administered	expanded	presented
analyzed	expedited	processed
approved	facilitated	produced
arranged	formed	programmed
assembled	founded	promoted
assigned	gained	proposed
attended	generated	published
authorized	guided	purchased
awarded	hired	qualified
balanced	implemented	received
briefed	improved	recommended
catalogued	influenced	recruited
clarified	initiated	reduced
coached	innovated	regulated
communicated	instructed	reinforced
compiled	interpreted	reorganized
completed	introduced	researched
composed	investigated	reviewed
conducted	involved	revised
coordinated	judged	scheduled
created	led	screened
decreased	maintained	selected
delegated	managed	served
delivered	marketed	simplified
demonstrated	mediated	skilled
detected	negotiated	staffed
developed	observed	started
distributed	obtained	streamlined
documented	operated	strengthened
edited	organized	structured

**Most importantly, visit drop-in hours to have an advisor to critique your resume!**

Notice that Barrett has his relevant experiences first and then he lists his work experiences. He also provides a brief description of his study abroad opportunity.

## Barrett Newkirk

bnewkir@indiana.edu

### Current Address

3065 East Amy Lane  
Bloomington, Indiana 47406  
812.555-5555

### Permanent Address

18000 South 400  
Seymour, Indiana 47274  
812.555-1234

---

### Objective

Seeking placement with a public relations department within a diverse organization.

---

### Education

**Indiana University**, Bloomington, Indiana

*Bachelor of Arts, Double Major in Sociology and Anthropology, Minor in Art History, May 2005*

**University of Wollongong**, Wollongong, New South Wales, Australia (February 2004- June 2004)

Completed 12 credit hours of university work while learning about cultural differences and traveling abroad.

---

### Activities

#### **Indiana University Union Board**

*Public Relations Committee* (Spring 2004-present)

Write event press releases. Promote programs through print and personal contact. Oversee media coverage at large events. Aid in creating and compiling a large survey project to gain knowledge of student body's interests and habits.

*Major Attractions Committee* (Fall 2003)

Coordinated various campus events for students. Semester events included movie screenings, a cook-off, and guest speakers. Promoted these events on campus through printed flyers and personal contact.

#### **Collins Living-Learning Center**

*Chair, Board of Educational Programming* (Fall 2002- Fall 2003)

Served on student board in charge of all educational planning for residential center. Delegated funds to student and faculty programs. Chose courses to be taught at center each semester. Interviewed potential instructors and narrowed large candidate pool based on instructor credentials, course syllabus and academic merit. Promoted chosen courses and other programs within the center and throughout the university.

---

### Employment

#### **Target Store, Bloomington, Indiana**

*Sales Floor Team Member* (May 2003- June 2004)

Gained knowledge of electronic merchandise in order to independently assist customers in purchases. Created eye-catching product displays. Managed cash drawer.

#### **T.I.S. College Bookstore, Bloomington, Indiana**

*Front End Cashier* (December 2002- August 2003)

Oversaw a high number of monetary transactions during busiest seasons. Greeted customers and resolved concerns. Stocked merchandise and set product displays. Trained new part-time employees.

#### **Collins Living-Learning Center, Indiana University, Bloomington, Indiana**

*Residential Workshop Instructor* (August 2002- December 2002)

Taught credited course to 18 new center residents. Planned and facilitated weekly class discussions. Organized group outings. Assisted each student in the completion of a final project. Assigned final course grades based on written work, participation, and final project.

Elaine is a member of the LAMP program; however, she knows that employers probably will not know what that is. So she provides a description of the program in her resume.

## Elaine M. Chen

### Campus Address:

1442 North Jordan Avenue Court  
Bloomington, IN 47406  
812.331.5555  
email: [echen@indiana.edu](mailto:echen@indiana.edu)

### Permanent Address

11600 Armada  
Fishers, IN 46038  
317.888.1234

### OBJECTIVE

Seek an internship within a structured training program which will utilize strong problem solving, communicative and writing skills in a human resources department.

### EDUCATION

#### INDIANA UNIVERSITY Bloomington, Indiana

Bachelor of Arts in Economics and Honors History, Certificate in Business Management  
May 2005\* Overall GPA 3.4/4.0

Accepted to the **Liberal Arts Management Program** conducted through the Honors Division.

LAMP is an interdisciplinary offering of College of Arts and Sciences and the School of Business designed for honor students who want to combine the study of the liberal arts and sciences with courses in business management. LAMP is highly selective, at present only accepting 25 students per year.

Participated in the **2000 Overseas Chinese Youth Language Training And Study Tour in the Republic of China**. Over 1000 students accepted to this program, sponsored by the Taiwanese Government to travel overseas during the summer to study the Chinese language and culture.

### HONORS

\* I.U. Honors Division \* Golden Key National Honors Society \* Phi Eta Sigma Honors Society

### ACTIVITIES & LEADERSHIP

#### Phi Mu Women's Fraternity at Indiana University

2004– present *Rush Assistant and Alumnae Chairperson*, Organize and prepare weekly formal Rush dinners, ensuring all guests and legacies are invited. Plan and implement a program to foster and develop collegiate-alumnae relations. Cooperate with executive office in keeping up membership records. Seek and work with alumnae members willing to work with the chapter. Prepare bi-annual newsletter to inform alumnae of events in the chapter and awards chapter receives.

#### Asian American Association at Indiana University

2003-present *Programming Chair*, Prepare an activity agenda for upcoming school year and implement functions such as semi-formal dances and the Asian American Heritage Month in March. Coordinate AAA philanthropy project once a semester.

2002-2003 *Secretary*, Prepared minutes of all Executive meetings and published them over email. Coordinated the 2001-2002 Executive Retreat.

### EMPLOYMENT HISTORY

#### Indiana University School of Business

August 2004 – present *Business Teacher Assistant*, Introduction to Business with Professor T. Heslin  
Work in a team environment to facilitate the lecture of over 200 students. Tutor students who need assistance, hold office hours, provide review sessions, grade term projects, proctor exams, and encourage class discussion.

#### Ann Taylor, Co. Indianapolis, Indiana

August 2003 – July 2004 *Stock Associate*, Keystone Mall

Prepared new stock for the sales floor by unpacking, steaming, re-hanging, and placing on sales floor. Organized the stock room and kept it clean. Shipped stock UPS. Learned time management skills.

### VOLUNTEER EXPERIENCE

#### St. Vincent's Hospital Academy Plus, Indianapolis, Indiana

Tutored disabled and mentally challenged students studying for their High School Diploma.

### ADDITIONAL INFORMATION

\*Well versed in English, French and Chinese (Mandarin)

\*Familiar with WordPerfect, Microsoft Word, and Excel Spreadsheets

\*Dedicated to professionalism, highly motivated towards goal achievement

Jack states on his resume that he earned 90% of his college expenses. By mentioning this, he is telling employers that he has a strong work ethic and manages his time well. Jack also attended two colleges so he made sure he included both colleges on his resume. He will want to provide this information in case an employer asks for his transcripts.

## Jack Y. Duan

### **Current Address:**

2307 E 2<sup>nd</sup> Street #20  
Bloomington, IN 47401  
812-330-4444

E-mail: [jduan@indiana.edu](mailto:jduan@indiana.edu)

### **Permanent Address:**

333 Kensington Court  
Columbus, IN 47203  
812-379-1234

**Objective:** Seeking a position in companies or institutions focusing on computer system integration, networking, or World Wide Web developing.

**Education:** *Indiana University*, Bloomington, Indiana (Spring 2002 to present)  
Degree: Bachelor of Science (May 2005)  
Major: Computer Science; Minors: Math, Physics, and Business. GPA: 3.4/4.0  
Earned 90% of college expenses

*University of Oklahoma*, Norman, Oklahoma (Fall 2001)  
General Coursework GPA: 3.8/4.0

### **Career-Related**

**Experience:** *System/Network Administrator* (07/2003 to present)  
*Biotech Project and Chemistry Department, Indiana University*  
Handle UNIX server/workstation, Internet/Web, and LAN networking administration, equipment purchasing, and user management. Work full time during summer breaks.

*Associate Instructor* (02/2003 to present)  
*Computer Science Department, Indiana University*  
Teach and grade for the *Introduction to Microcomputers* course. Prepare course materials covering Microsoft WindowsNT, Office Applications, and Internet software packages.

*Database Manager* (05/2002 to 08/2003)  
*BioTech Project Funded by the US Department of Education*  
Designed and maintained a standard SQL based database system running on Sun Solaris UNIX system. Built a complete set of web interface applications to interact with the database server.

### **Software and Hardware**

**Knowledge:**

•SunOS/Solaris	•SGI Irix	•DEC OSF/1
•Linux	•Windows95/NT	•Novell Netware
•Macintosh/MacOS	•SQL database systems	•LAN/Ethernet networking

### **Honors and**

**Scholarships:** National Collegiate Computer Science Award (2003)  
National Dean's List (both 2003 - 2004)  
Founder's Honor List from Indiana University (2002)  
Generation Scholarship from the University of Oklahoma (2001)

**Availability:** May, 2005

# THE REFERENCE PAGE

Since your resume is devoted to your skills and qualifications, you don't want to include references on your resume. Instead, have a separate piece of paper with your name that lists all of your references. Provide at least 3 professional references (professors, employers, supervisors) and if you have their permission, include the following: their first and last name, job title, place of employment, address, phone number and email address. Below is an example of a reference sheet.

## REFERENCES FOR ANNA AGUILAR

Mr. Pat Porter  
Managing Editor  
Mesa Times  
123 S. Trail Ridge Road  
Glendale, AZ 85306  
(602) 555-1234  
pporter@mtimes.org

Dr. Francis Stephanovich  
Associate Professor  
Indiana University, Department of English  
Ballantine Hall #12  
Bloomington, IN 47405  
(812) 855-5555  
stephan@indiana.edu

Mr. Edward Nguyen  
Manager  
Hoosier Hotel  
333 S. Smith Valley Road  
Greenwood, IN 46142  
(317) 555-4321  
nguyen@hhotel.org

# ELECTRONIC RESUMES



## EMAILING RESUMES/ POSTING THEM ON THE WEB

An increasing number of employers are posting their job vacancies on the web. There are a few general guidelines to follow when preparing your resume to be sent via email or to be posted on the web:

- Use a word processing program
- Limit text to 80 characters per line
- Use space bar instead of tabs to indent
- Use a hard carriage return at the end of each line
- Save resume as an ASCII text file
- Email the resume to yourself before sending it to employers
- Forward a hard copy of your resume and cover letter as follow-up

## SCANNABLE RESUMES

Some companies receive so many resumes that they don't have the time to sort through each one of them. In order to save time and labor, they request scannable resumes. Scanning is the process by which your resume is transformed into electronic data and entered into an automated resume tracking system. Following are some guidelines on how to produce an effective scannable resume:

- Use light colored paper and print on one side only
- Use non-decorative fonts such as Helvetica, Arial and Times New Roman
- Avoid graphics, shading, italics, underlining and boldface text
- Avoid using horizontal and vertical lines
- To emphasize words, use all upper-case letters
- Include a "Key Word" section and list words that the scanner may be seeking (e.g., *web development, administration, negotiation, html*)

# EMPLOYER CORRESPONDENCE

**Remember that employers evaluate you during each step of the hiring process, from your initial letter to the final interview. Demonstrate consistent professionalism in letters, email and telephone conversations. Give an employer your best impression every time you communicate with them.**

- Send letters that are specific to each organization; do not have generic correspondence
- Use business format: block or modified block format
- Use professional wording
- Send each letter to a specific person
- Sign each letter
- Print letters on high-quality bond paper that matches your resume

## THE COVER LETTER

### WHY DO YOU NEED A COVER LETTER?

While a resume highlights your skills and qualifications, it doesn't really tell an employer *why* you're interested in their position and it doesn't give you the opportunity to elaborate on some of your qualifications. A cover letter can be a powerful marketing tool. Your cover letter can also demonstrate your writing skills and entice the employer to read your resume. **A cover letter should be limited to one page and should accompany the resume (no staples or paper clips).**

### OPENING PARAGRAPH:

**Purpose:** *Why I'm sending these materials*

The first paragraph should grab the employer's attention. Include the reason for the letter, the name of the specific position, and a statement about how you learned about the opening. If you are writing to inquire about possible openings, state your interest in working for the employer and indicate what type of position you are seeking. Show the employer that you have researched them.

### BODY PARAGRAPH(S)

**Purpose:** *How I meet your needs*

The body of the letter should show how your skills and experiences provide a well-suited match for the position. Use brief examples to prove your points. Avoid simply repeating all pertinent information from your resume. Instead, choose to expand on a few specific experiences or skills, *especially the skills mentioned in the position announcement.*

### CLOSING PARAGRAPH

**Purpose:** *Identifying the next step*

The closing paragraph should refer the reader to your resume and indicate what actions you would like to see happen next. In most cases, you will indicate an interest in interviewing for the position and/or meeting with the employer to further discuss your qualifications. You may also wish to state that you will follow-up on a specific future date. Whether you state it on your cover letter or not, always contact the employer 1-2 weeks after sending your cover letter and resume and reiterate your interest in the position.

### MAILING, FAXING & EMAILING

When mailing cover letters and resumes to employers it is preferable to not fold or staple your materials and to send them in a 9"x12" envelope. When faxing your cover letter and resume to employers, use white paper. Fill out the fax cover sheet neatly and accurately. Follow up by mailing hard copies.

## **SALARY HISTORY OR EXPECTATIONS**

Some job vacancy announcements request salary history or expectations. It is important to handle this request professionally in your cover letter. You could simply state that you are willing to negotiate a compensation package at the time a position has been offered. Or, you may choose to research the position, organization, and industry carefully to get an idea of the typical starting salary. In this case, you should include a range falling within their expectations. If you choose to state a range, it is crucial that you have researched the amount extensively. For example, your letter should state that based on your research, you understand the average starting salary to fall between \$28,000-\$32,000 and that your expectations exist within that range. You should also include a statement expressing your confidence that a mutually agreeable compensation package can be negotiated at the time of the job offer.

Since you probably lack full-time work experience in your chosen profession, the question of salary history may seem irrelevant. Address this issue by stating in your cover letter that the majority of your experience comes from your educational background, temporary positions and internships, so your salary history does not provide an accurate representation of the current market rate for the position.

## **THANK YOU LETTERS**

Send a thank you letter within 24-48 hours of your interview. Such letters allow you to reaffirm your interest in the position, restate skills and experiences that relate to the position, and acknowledge important points you may have overlooked in the interview. Indicate the date of the interview and position for which you interviewed. Convey a sincere appreciation for the interviewer's time and consideration. Also, state that you are looking forward to learning the results of the selection process. Different formats can be used for a thank you letter, ranging from a formal business letter to a personal hand-written note. Select a letter format based on what you deem most appropriate for each particular situation. *An example of a thank you letter can be found on page 29.*



## **LETTER OF ACCEPTANCE**

Always send a letter of acceptance when you accept a position with an employer. Such letters need to only include a paragraph summarizing your understanding of the terms of employment, specifically the title of your position, salary, responsibilities, benefits, and starting date. *An example of a letter of acceptance can be found on page 32.*

## **LETTER OF WITHDRAWAL**

At some point you may have to decline a job offer for personal or professional reasons. Always send a letter of withdrawal, even if you have declined the offer verbally. When writing such a letter, thank the employer for their offer, briefly explain the reasons for your decision, and express appreciation for the time they took to consider your candidacy.

## **PORTFOLIOS**

You may choose to include samples of your work in a portfolio to showcase your creative abilities to an employer, especially for positions in fine arts, graphic design, or writing. A portfolio typically contains 5 - 15 samples of your best work. Rough drafts and sketches could also be included so the employer can see how you formulate and develop ideas. Bring your portfolio to an interview and be prepared to explain your projects. You can indicate in your cover letter or on your resume that you have a portfolio available upon request. Or, if applicable, you could also refer employers to your personal web site to view your on-line portfolio. Be sure all material on your personal website is professional and appropriate for employers.

**LETTER OF INQUIRY:**

**Colleen is requesting an interview from a company even though there are no job openings posted. In her letter she expresses interest in the company and she provides an overview of the skills that she can bring to them.**

777 East Second Street  
Bloomington, IN 47401  
October 1, 2004

Ms. Tamika Johnson  
Employment Manager  
Smith-Kline Beecham Corporation  
1 Franklin Plaza  
Philadelphia, PA 19102-1225

Dear Ms. Johnson:

I am currently a senior at Indiana University pursuing a Bachelor of Science degree in Biology. I am writing to inquire if there are any opportunities at Smith-Kline Beecham for a pharmaceutical sales representative. Mr. Michael Pline, Pharmacist at St. Louis Children's Hospital, recently discussed with me the importance of pharmaceutical companies to hospitals and physician offices in the distribution, selection, and exploitation of antibiotics and chemical compounds. Therefore, I am very much aware that in the healthcare system, it is extremely important to sell the right medications and chemical compounds.

The art of sales requires a diligent, hard-working, and extroverted individual with a solid foundation in the biological and chemical sciences. As a graduating senior in the biology department at Indiana University, I have the functional background needed to excel in promoting new medical antibiotics, due to my extensive knowledge of medical microbiology, fungi, and genetics. In addition, I have been employed for the past three years as a Unit Secretary at two major St. Louis hospitals. This experience has further exposed me to the diagnosis and treatment of medical disease, as well as to the criteria that goes into dispensing and deciding which medication is effective. My commitment to responsible and conscientious study is directly indicated by my honors, including Dean's List, G.P.A. of 3.94 in Biology, and a request by a renowned professor of physics to volunteer time to help in the Indiana University Science Olympiad.

My enclosed resume is a reflection of my experiences and accomplishments in the health care field. Also outlined are my strong leadership, communication, and time management skills that are in activities independent of the world of science. I am enthusiastic in learning more about the opportunities available in pharmaceutical sales and am eager to commit myself to this challenge. I will contact you during the week of October 10-15 to arrange a mutually convenient time for us to meet and discuss employment possibilities with Smith-Kline Beecham Corporation. Thank you for your time and consideration.

Sincerely,



Colleen Reis

Enclosure

**LETTER OF INTENT:**

**This letter is written in response to a job posting. Since Leonard was unable to find the name of the person who will receive this letter, he simply addressed it to "Human Resources Representative". This is acceptable only if, despite all attempts, a name can not be found.**

Teter Hall 100  
Bloomington, Indiana 47406  
April 12, 2005

Human Resources Representative  
PricewaterhouseCoopers  
203 North La Salle Street  
Chicago, Illinois 60601

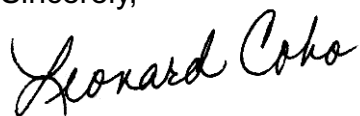
Dear Human Resources Representative:

This letter is in response to the Management Consulting position listed on your career internet site. I have long admired your company's growth and success, especially in the global market as the largest accountancy in the world. Therefore, I would be honored to contribute my enthusiasm and motivation to your organization.

I have many skills to bring to PricewaterhouseCoopers. As part of an internship with the Central Advocacy group located in Indianapolis, I participated in the advising of over 60 different clients including SBC and the Indiana State Chiropractic Association. As an intern, I researched legislation that affected client concern, proposed client legislation to members of the House and Senate, suggested strategic approaches to solving problems, and collaborated with another intern to restructure the organization's monitoring system.

My educational background in economics, combined with my intern experience, provide a sound foundation for me as an employee for PricewaterhouseCoopers. My resume is enclosed for your reference. I can be reached at (812) 857-5555 or via e-mail at lcoho@indiana.edu. Thank you for your time reviewing my materials. I look forward to hearing from you soon.

Sincerely,



Leonard Coho

Enclosure

# INTERVIEWING GUIDELINES

## THE PURPOSE OF AN INTERVIEW

Interviews allow you the opportunity to meet an employer so you can better understand specific responsibilities required of a position. They also assist you in determining if you would enjoy working for an organization. Interviews allow employers to determine whether you have the skills they need and whether you will “fit” into their organization. Employers consider an interview to be the most important part of their hiring process.

### TYPES OF INTERVIEWS

#### GROUP:

Group interviews consist of one candidate being interviewed by multiple interviewers. For a group interview, you will want to direct your responses to all interviewers present.

#### BEHAVIORAL:

Behavioral interviews examine your responses to specific situations. To prepare for a behavioral interview, think of past experiences that demonstrate your initiative, leadership, time management and ability to problem solve. Experiences can include volunteer work, course projects and extracurricular activities.

#### PHONE:

Your first interview may be a phone interview if the interviewer is at a location far from where you live. Treat a phone interview as a face-to-face interview; speak clearly and enthusiastically and be prepared. Eliminate distractions and have your resume and any other helpful materials in front of you so that you can refer to them during the interview.

#### SCREENING INTERVIEW:

Screening interviews are typically 30 minutes or less and conducted on college campuses, via the telephone, at job fairs, or through employment firms. They are designed to eliminate less suitable applicants from the interview pool.

#### ON-SITE:

Some companies invite candidates to their home office. Be prepared for a dinner the night before and lunch the next day. Before traveling to an on-site interview, request an agenda from the employer.

### KEY POINTS TO REMEMBER

- Maintain eye contact
- Use a firm, professional hand shake
- Listen carefully to the interviewer’s questions
- Find a balance between overly brief answers and rambling responses
- Maintain good posture
- Be aware of your non-verbal communication (hand movements, fidgeting)
- Show enthusiasm
- Avoid using non-words (um, like, uh)
- Do not fear periods of silence throughout the interview
- Maintain a positive attitude about former employers, supervisors, and co-workers

## RESEARCH THE ORGANIZATION

It is *critical* to research the employer prior to your interview. You become more familiar with an employer’s products and/or services, history, and challenges they have faced or are currently experiencing. Such information can also assist you in knowing how to answer potential interview questions, or in formulating questions of your own for the interviewer. Aside from these obvious benefits, you will be grateful for having researched the employer when the interviewer asks, “*What do you know about us?*”

## WHAT TO BRING

Anticipate what you might need before, during and after an interview. Below are some suggestions of items to consider taking along with you to each interview:

- Directions to the interview site
- Name(s) and title(s) of interviewer(s)
- Extra copies of your resume
- Reference sheets
- Portfolio of work samples, if applicable
- Good quality pen and pencil
- Leather folder (black or dark color) or briefcase

## PRACTICE ANSWERING QUESTIONS

It is imperative that you formulate and practice your answers to potential interview questions before the day of your interview. Although it is difficult to know which questions you will be asked, you can formulate general responses that can be adapted to most questions.

## PRACTICE ASKING QUESTIONS

At the end of the interview, employers expect you to ask questions that will assist you in making an educated decision about the position. Avoid questions that are readily answered in recruiting brochures, web sites, or job vacancy listings. In addition, avoid questions about salary, benefits and vacation time. Discuss salary only after a job offer has been made.

### COMMON INTERVIEW QUESTIONS

- Tell me about yourself.
- Why did you select this major?
- Why are you interested in this position?
- What do you consider to be your greatest strengths? Weaknesses?
- What motivates you?
- How do you work under pressure?
- Where do you see yourself in five years?

### BEHAVIORAL-BASED QUESTIONS

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing.

### QUESTIONS TO ASK THE INTERVIEWER

- What do you like best about this company, and why?
- Who would I be reporting to? How would you describe his/her management style?
- Do you provide opportunities for professional development?
- When do you expect to make a hiring decision?

## DRESS APPROPRIATELY

Interviewers notice your appearance before they learn anything else about you. The key is to dress in something that is appropriate for the interview. Each organization may differ slightly on what is considered to be appropriate or inappropriate interview attire. Researching an organization's environment and dress policies will assist you in identifying such standards. If you are unsure of the organization's views on interviewing attire, you should err on the side of conservatism.

### DRESS TIPS FOR WOMEN

**SUITS:** Classic styles in solid shades of navy, gray or black with skirts hemmed above the knee. May also wear pant suit.

**BLOUSES:** White or pastel colors made of silk, cotton, or polyester with long sleeves and a conservative neckline.

**SHOES:** Classic, closed toe, low heels

**ACCESSORIES:** Simple jewelry, subtle makeup. Clear, neutral or no fingernail polish. Avoid carrying a purse if holding a briefcase or portfolio.

### DRESS TIPS FOR MEN

**SUITS:** Single or double breasted with small pinstripe or solid shades of navy or charcoal gray.

**SHIRTS:** Light colors made of starched cotton with non-button down collar and long sleeves.

**SHOES:** Well-polished, black or brown leather lace-up wingtip or slip-on dress shoes.

**TIES:** Solid, thin striped or small geometric print. Knot should be tied so that the bottom of the tie meets the belt line.

**ACCESSORIES:** Long socks in solid, dark color to compliment suit. Avoid jewelry other than wedding band and watch.

## AFTER THE INTERVIEW

Following the interview, you will want to send a thank you letter within 24-48 hours. You will also want to call the interviewer within 2 weeks to inquire about the status of the search.

# BUSINESS ETIQUETTE

## ETIQUETTE ESSENTIALS

For most people etiquette is a matter of common sense. If someone walks through a door directly behind you, you hold it open for him or her. Likewise, you know that chewing a large piece of gum in a committee meeting would not be appropriate. But the informal setting of your educational experience has likely not provided you with an abundance of opportunities to hone your etiquette skills. Below you will find some helpful hints. Remember, the skills you bring to the interview provide the employer with a glimpse of what to expect in the workplace. These pointers are just the tip of the iceberg, however, so be sure to look at the resources at the Career Resource Library, the Main Library, and the internet.

## PHONE

For all telephone correspondence with an employer:

- Call during reasonable work hours
- Have all information in front of you
- Eliminate excessive background noise
- Let people know if they are on a speakerphone
- Keep answering machine messages simple and brief. Consider who may be listening. Clearly state your full name, phone number and reason for calling
- Acknowledge job offers immediately, whether you take the job or not

## EMAIL

Although email is commonly used as an informal means of communication, set yourself apart by using professional demeanor within email correspondence. Some tips:

- Specify your purpose in the subject line (not “hi”)
- When replying or forwarding, delete old strings of messages
- Never use blunt replies (e.g. only “yes” or “no”)
- Include salutations and closings as you would with any business letter

## ATTITUDE

- Treat everyone you meet on the day of your interview as if she or he is a CEO
- An overly casual attitude can be off-putting, but do make sure you are calm
- Take your cue from the interviewer
- Be proactive in the interview experience

## **ADDRESSING POTENTIAL EMPLOYERS**

All rules pertaining to cover letters should also be used when you're communicating with employers in person. If you don't know the title of your interviewer or other business contact, ask an administrative assistant.

## **THE DINING EXPERIENCE**

Most of the advice on this topic follows common sense, such as don't chew noisily (or with your mouth open) and keep your napkin in your lap for the duration of the meal. Here are some pointers that might not seem as obvious:

### **TABLE MANNERS**

- Keep your elbows off the table.
- Utensils work from the outermost to innermost (i.e., appetizer utensil outermost, dessert inner)

### **MENU ORDERING**

- Once again, take your cue from the employer. If he or she encourages you to try a certain dish that may be expensive, go ahead and order it. If not, don't choose the priciest thing on the menu
- Feel free to ask the server questions
- Stay clear from foods that may be difficult or messy to eat (e.g., pasta, crab legs)

### **AWKWARD SITUATIONS**

- If you drop a fork, pick it up if reachable, or wait for the server (and, of course, don't use it!)
- When food/beverage is spilled, wipe it up or dab it without making a great deal about the accident

### **TABLE CONVERSATION**

- Consider your audience
- Be well-informed for small talk
- Be careful with jokes
- You don't have to respond or acknowledge rudeness from others

*These tip and others can be found in Betty Craig's Don't Slurp Your Soup (New Brighton, MN: Brighton Publishers Inc., 1991).*

# SAMPLE OF A THANK YOU LETTER

433 S. Smith Rd. #7  
Bloomington, IN 47405

October 21, 2004

Mr. Edward Nguyen  
Director of Sales  
Emmis Communications  
40 Monument Circle, Suite 400  
Indianapolis, IN 46204

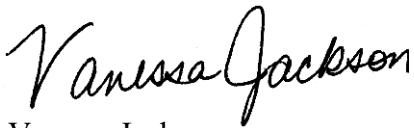
Dear Mr. Nguyen:

Thank you very much for the opportunity to interview with you yesterday for the sales position. I enjoyed meeting you and the rest of the staff and learning more about your department. After talking to you and taking a tour of the facilities, I am now more certain that I want to be a member of your team.

With my experiences in sales, I feel that I would be able to make a strong contribution to the company. My skills in public speaking and fundraising, developed from my involvement in many campus clubs and organizations, will enable me to be a very productive member of your sales team.

Thank you again for your consideration. Please let me know if you need any additional information that will help you with your hiring decision.

Sincerely,

A handwritten signature in black ink that reads "Vanessa Jackson". The signature is written in a cursive, flowing style.

Vanessa Jackson

# RATING YOUR JOB OFFER

Rate your job offer by choosing 1-4 for each factor of the offer. At the bottom of the grid, add the scores for each column, then combine your subtotals for a total job offer score.

(4 = Excellent    3 = Good    2 = Average    1 = Poor)

JOB FACTOR	EXCELLENT	GOOD	AVERAGE	POOR
Job Responsibilities	4	3	2	1
Salary and Benefits	4	3	2	1
On-the-Job Training	4	3	2	1
Supervisor	4	3	2	1
Co-Workers	4	3	2	1
Working Conditions	4	3	2	1
Level of Responsibility	4	3	2	1
Evaluation of Your Work	4	3	2	1
Advancement Potential	4	3	2	1
Reputation of Employer	4	3	2	1
Commuting Distance	4	3	2	1
Geographic Location	4	3	2	1
<b>Subtotals</b>	_____	_____	_____	_____
<b>Total</b>				_____

**Scoring:**

- 48 - 42      Excellent Job Offer
- 41 - 35      Good Job Offer
- 34 - 29      Average Job Offer
- 28 - 20      Poor Job Offer (accept only if you do not receive other offers)
- 20 - 0       Dismal Job Offer

Some job factors have higher priority than others. For instance, you might consider a position's level of responsibility as more important than its geographic location. Someone else might feel the opposite about such factors. Since each job factor is weighted equally, you may also want to weigh these factors in terms of their importance to you.

# ACCEPTING A JOB OFFER

Although a momentous occasion, do not be overcome by the excitement surrounding a job offer. Consult with an ASPO staff member, as well as with trusted family and friends, about the pros and cons of accepting a particular offer.

## IMPORTANT FACTORS

There are a number of factors to consider when weighing a job offer. Some of the more common factors include:

- Job responsibilities
- Salary and benefits
- On-the-job training
- Working conditions
- Advancement potential
- Employer reputation
- Commuting distance
- Geographic location

## NEGOTIATION

When an employer calls with a job offer, you are in a position to negotiate your compensation package.

**According to the Society for Human Resource Management poll of 1,000 HR professionals, 82% expect candidates to counter a salary offer, and 92% said that salaries are negotiable.** There will be instances when a compensation package is not negotiable, but a savvy job seeker will always ask if there is room for negotiation. If this is a concept you are not comfortable with, don't feel forced to enter negotiations.

In order to begin negotiations, you need to have researched extensively the average starting salaries for recent graduates in your area, along with industry averages. Areas that might be negotiated include:

- Salary
- Start Date
- Stock Options
- Company Car
- Vacation
- Geographic Location
- Performance Bonuses
- Moving Expenses
- Parking
- Benefits Plan

## SPECIFIC GUIDELINES

Consider the following advice when reviewing a particular job offer:

- Request all offers in writing with the terms of your employment clearly stated.
- Acknowledge the job offer immediately, either verbally or in writing. Ask the employer how much time you have to consider your decision.
- Accept a job offer in writing, restating the title of the position, responsibilities, salary, benefits package, starting date, and any other important information. If you have decided to reject a job offer, inform the employer of your decision immediately.
- Inform ASPO and other employers who have interviewed you that you have accepted a position. You will want to remain on friendly terms with these organizations as you never know when you may have an occasion to interact with them again in the future.
- Write thank you letters to those who served as references or assisted with your job search.
- Report your job offer to ASPO through [http://www.indiana.edu/~career/fulltime/senior\\_survey.html](http://www.indiana.edu/~career/fulltime/senior_survey.html).

# SAMPLE OF AN ACCEPTANCE LETTER

5431 S. Trail Ridge Way  
Bloomington, IN 47408

April 30, 2005

Ms. Alana Kamalei  
Principal  
Tempo Design  
44255 Fremont Blvd.  
Fremont, CA 94538

Dear Ms. Kamalei:

I am very pleased to accept the position as Graphic Designer in your firm and I look forward to working with you and your staff in the next several weeks. The position sounds challenging and interesting and I will do my very best to be a valuable staff member.

As you mentioned, I will begin work on May 10th and will bring all of the necessary documents in order to complete the paperwork. We agreed that my starting salary will be \$35,000 which includes the company's benefits package. If there is anything else that you need from me, you may contact me at 812-555-8877.

Thank you for this wonderful opportunity, and I will see you soon.

Sincerely,



David Greenberg

# Respect for my professional and my personal goals? *Works for me!*



As a healthcare professional, you've dedicated your life to the well-being of others. And knowing this, we at **Cardinal Health System, Inc.** believe it's only fitting that that kind of selfless commitment to others should be rewarded with an environment that accounts for both the personal and professional priorities of our talented associates. You see, by attending to the needs of our employees, we help them give of themselves more freely – and in the end, isn't that what healthcare is TRULY all about?

Learn more about East Central Indiana's premier Health System and discover what we mean when we say: *The System Works. For You.*

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- Physical Therapists
- LPNs
- Speech/Language Therapists
- Radiology Professionals
- Pharmacists
- Respiratory Professionals
- Medical Assistants
- Occupational Therapists
- Administrative Support

As an employer committed to the welfare of our Team Members, we offer competitive salaries and comprehensive benefits in an environment that fosters personal & professional growth.

## Interested?

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**[www.cardinalhealthsystem.org](http://www.cardinalhealthsystem.org)**

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Midwest HealthStrategies • CHS Healthcare Pharmacies • Primary Care Physician Network

# Need A Job?

**[www.career-guides.net](http://www.career-guides.net)**