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FREQUENTLY ASKED QUESTIONS

Q: How do I write a resume with no experience?

A: Include academic coursework, volunteer experience and activity involvement. Make 1-2 bullet points about significant projects or research in your coursework. Also use 1-2 bullet points to describe volunteer experience and activity involvement and specifically highlight any leadership roles.

Q: If I transferred, should I put my past schools on my resume?

A: You only need to list schools you received a degree from.

Q: Should I put High School stuff on my resume?

A: Freshmen students may include high school experience and accomplishments. Generally, you do not need to list the high school you attended under "Education". There are some exceptions. If you attended a prestigious high school and you know the employers have connections to that high school or if you apply to jobs in communities that like to see you attended a local high school.

Q: Should I include my permanent address or my local address on my resume?

A: It depends on where you are applying for jobs. List the address nearest the location of the jobs you are applying to. If you are applying for jobs in both your home city/state and your local city/state list both addresses. Also, if you plan on moving soon you may want to only list your permanent address.

Q: Should I list my GPA on my resume?

A: Yes, if it is above a 3.5. If not, try to make it look better by highlighting your major GPA.

Q: Do I have to list all the activities I have been involved in?

A: You should select the activities that best exemplify your skills and interests that the potential employer will find useful. Ask yourself these questions: Which activities were most important to you? Which activities took up most of your times? Which activities are most relevant? Narrow your list of activities by selecting only one from each similar category. For example, if you sang in three different choirs, don't list all three just pick one.

Q: What about my awards and honors?

A: A need based scholarship does not qualify as an honor. When describing awards and honors, it does help the employer if you describe why you won it. After listing the award title give a brief description.

Q: Should the Education Section go at the Beginning or End?

A: In most cases it makes sense to put the Education section at the beginning of your resume, since you are a college student or recent graduate. However, if you have a lot of great internship or work experience closely related to your chosen field, position your Experience section ahead of Education.

Q: How long should my cover letter be?

A: For a recent undergrad no more than one page. For graduate students or individuals with significant work experience, two pages are acceptable.

Q: Can I email a thank you note?

A: Preferably thank you letters should be mailed. A handwritten thank you is best, but typed thank you letters are acceptable. Only send an email thank-you note when you know the employer is rushed to make a decision soon, but follow up with a letter in the mail.

GENERAL RESUME WRITING GUIDELINES

Perhaps one of the most important tools you will use in searching for a job is your resume. The primary purpose of your resume is to interest an employer enough to contact you for an interview. If you are sending out your resume and not getting calls for interviews, the resume is not working. The information you include and the way you arrange it will determine whether or not you get your foot in the door.

An employer typically spends less than 20 seconds reviewing your resume. Therefore, it must be:

- ♦ Easy to read
- ♦ Highlight your strengths
- ♦ Be customized to match the job you want!

WHAT ARE RESUMES FOR?

- ♦ Job applications
- ♦ To accompany a letter of interest to an organization that interests you
- ♦ Graduate school applications
- ♦ Career Fairs and job interviews
- ♦ For persons writing your letter of recommendation

RESUME ASSISTANCE:

- ♦ **Career Counselors.** Come for a 15 minute drop-in appointment or schedule an individual appointment for help in creating a resume or for a resume critique. Ph: (415) 422-6216

Fall/Spring Hours:

Monday, Thursday, Friday, 9-5pm*

Tuesday & Wednesday, 9-7pm*

Summer Hours:

Monday-Friday, 9-5pm*

**Hours subject to change without notice*

- ♦ **Resume and Cover Letter Workshop.** Check the Career Services webpage calendar for a listing of workshops to be held throughout the year. These are primarily helpful for those new to writing resumes.
- ♦ **Resume Critiques from employers.** Bring your resume with you to a mock interview with one of Career Services sponsoring employers for a critique by a company representative.
- ♦ **Curriculum Vitae (CV) Information.** See the Career Services handbook on Teaching and Education for a detailed explanation of drafting a CV.

STEPS TO CREATING A RESUME:

1. Review job announcements. Highlight, circle, underline, star, etc. required and preferred skills and experience. Next create a list of your related qualifications.

2. Gather content information. See page 3 for a list of the types of information to include.

3. Decide on a resume format. Chronological or Functional (see p. 9 for further information).
*****Avoid using resume templates included with word-processing software***.** Hiring managers can easily recognize templates and do not regard them as highly as a resume designed from scratch. Also, templates do not allow much control over design and will be more difficult to customize to your own needs.

** The sample resumes in this handbook are based on resumes of real USF students, alumni, and friends of USF, and are used with the permission of the resume-writers. All the identifying information, including name, address, telephone and e-mail contact information is fictitious, as are the names of most of the non-USF employers. Sample resumes and cover letters are for example only and are not intended for direct reproduction. Be sure to personalize your resumes and cover letters to avoid plagiarism and the appearance of a reproduced template.*

RESUME CONTENT

FEATURE	DESCRIPTION	COMMENTS
Personal Data	Name, address, email, and telephone. Include web page if you intend on employers viewing it.	If you use a nickname, include it with your full name. For example: Edward (Eddie) Williams, or Yi-Ling "Susan" Huang. Make sure that your voicemail, email and web site content is appropriate for a potential employer. Cell phones are acceptable. Be sure to include zip codes and area codes.
Education	Name of school, major degree received, graduation date or expected date	If you attended more than one school, list the most recent school first. Do not list high school. You only need to include schools where you received a degree or expect a degree (i.e. AA, BA, BS, MA, MS, PhD, etc). Include any relevant coursework applicable to desired position. Include GPA if above 3.0.
Experience	Paid work, volunteer work, internships and military work. List the employer name and job location, your job title, and dates of employment.	Start with most recent job first. Highlight skills and accomplishments relevant to desired position See page 5, "How to Write An Accomplishment Statement"
**** OPTIONAL FEATURES ARE LISTED BELOW ****		
Job Objective	One sentence that includes the position desired and industry title.	This should be listed under your personal data and above your education. In the objective, you may also refer to your skills that are relevant to the position.
Skills & Abilities or Summary of Qualifications	Transferable skills, foreign languages, computer skills, office skills, lab techniques not referred to somewhere else in the resume.	This can go above experience or below experience. List whether your proficiency in the language: i.e. fluent in Mandarin, conversational Spanish, or read and write French.
Activities	List any collegiate athletics, campus activities, student organizations, professional associations and committees that you are associated with. Include dates of affiliation and list in reverse chronological order.	Highlight activities that are relevant to your desired career and demonstrate leadership involvement.
Volunteer or Community Engagement	List volunteer projects.	You may not want to list specific political or religious organizations names. Instead use broad phrases like church organization or county/city/state officials.
Honors	Deans list, honor societies, scholarships, magna cum laude	Do not include high school honors. This can be listed as its own section or under Education.
International Experience	Include Study Abroad, or if an international student college education outside the United States.	This can be included under Education as well or its own separate section.

RESUME DOS AND DON'TS

DO

- ◆ **Limit resume to one page.** For a recent college graduate with limited work experience, list 2-3 jobs. If you have extensive work experience (ten years or more), one-and-a-half to two pages should be the limit.
- ◆ **Avoid overcrowding.** Make your resume well spaced and organized so that it can be easily screened by the reader. Leave at least one-inch margins on the top, bottom and sides.
- ◆ **Use readable font.** Use size 11-12 point and common fonts such as Sans Serif, Arial, Times New Roman.
- ◆ **Emphasize headings** with **bold print**, CAPITAL LETTERS and/or underlining.
- ◆ **Use “bullet” statements** to highlight your accomplishments.
- ◆ **Quantify** results (i.e. use numbers) whenever possible
- ◆ **Be honest** about your accomplishments.
- ◆ **Proofread carefully.** Double-check spelling and make sure grammar and punctuation are correct.
- ◆ **Use high quality paper** - Your cover letter stationery and envelope should match the color and weight of your resume paper. Your bookstore and most copy services will sell matching blank paper and envelopes.
- ◆ **Give your references a current copy of your resume.**

DON'T

- ◆ **Include references on your resume or end your resume with “References Available upon Request”.**
- ◆ **Use resume templates that come with word processing software.**
- ◆ **Include personal information such as marital status, social security number, age, or national origin**
- ◆ **Use flashy graphics or colored paper**
- ◆ **Mention controversial activities or associations**
- ◆ **List unrelated, minor duties, such as “opened mail” or “filed documents”**
- ◆ **Use acronyms or abbreviations.**
- ◆ **Staple resume pages together or copy a two-page resume on both sides of one page.**

HOW TO WRITE AN OBJECTIVE

Writing an objective is **optional** and you should consult with a counselor if you are unsure if you should include one on your resume. A career objective at the top of the resume lets the reader know what type of position you are seeking. It is a statement of the kinds of **skills** you want to use and the kind of **department or organization** you want to work in. The objective should be short and clear and focused.

FOCUSED EXAMPLES:

- ◆ To obtain a writing, sales promotion and department management position for a medium-sized high technology firm in Silicon Valley
- ◆ Trainer with heavy emphasis on new program development for management personnel for a Fortune 500 consumer products company in the San Francisco Bay Area.
- ◆ Auditing, tax planning, and data management for a public accounting firm in the Los Angeles metropolitan area.
- ◆ An internship position with a focus on counseling issues related to older adults, their adult children, and their families.
- ◆ An entry-level position in the field of biological research utilizing my analytical and research skills.

UNFOCUSED EXAMPLE:

- ◆ To obtain an entry level position with a progressive company that will allow me to develop my skills.

HOW TO WRITE ACCOMPLISHMENT STATEMENTS:

Accomplishment statements are the bullet points you list under each job, internship or volunteer experience to describe what you accomplished for the company or how you made a difference in your position. This is your opportunity to answer the reader's mental question "what can you do for me?" Avoid writing "**duties included**" or "**responsible for.**" Instead, write active-voice statements, using the formula below:

Formula for Writing Accomplishment Statements: Action Verb + Object + Context + Results

- ◆ **Action verb:** *planned, initiated, coordinated*, etc. (see list on following page). For current positions the action verb should be in the present tense, i.e. *analyze*. For past positions the active verb should be in the past tense, i.e. *analyzed*.
- ◆ **Object:** *planned a meeting; initiated a program*, etc.
- ◆ **Context:** interesting detail—who you did it for; time frame; number of people; size of budget; size of caseload; type of issues/population, etc.
- ◆ **Results:** the bottom-line effect of your effort . **Quantify** results whenever possible.
 - Special projects/assignments
 - Unique contributions
 - Big and small challenges
 - Bringing projects in on time
 - Bringing in projects under budget
 - Saving time or money
 - Increasing productivity, customer satisfaction
 - Reducing costs, complaints
 - Streamlining procedures
 - Eliminating nagging problems

EXAMPLES:

- ◆ "Coordinated guest appearances and logistical arrangements during four-month period to raise over \$5,000 during the First Annual Outdoor Festival in March 2001."
- ◆ Managed \$3,500 budget for Associated Students group for 2000-2001 academic year, resulting in 20% increase in events offered to students."
- ◆ "Recruited 50 volunteers for Fall 2001 Outreach to Community, including training of volunteers and assignments to various local non-profit organizations."

ACTION VERBS

Action verbs can help you transform your resume from a simple list of job duties to a dynamic picture of your achievements and abilities. The list of suggested action verbs below may help you identify your skills and accomplishments. Since all job tasks involve some combination of people, ideas, information, things and procedures, we have arranged the words in those categories.

PEOPLE

Accomplished	Chaired	Enabled	Led	Referred
Achieved	Coached	Encouraged	Managed	Rehabilitated
Activated	Collaborated	Explained	Mediated	Screened
Adapted	Conducted	Governed	Motivated	Stimulated
Addressed	Consulted	Guided	Negotiated	Supervised
Administered	Coordinated	Hired	Organized	Surveyed
Advised	Counseled	Identified	Persuaded	Taught
Affected	Delegated	Influenced	Presided	Trained
Analyzed	Diagnosed	Inspired	Promoted	
Arranged	Directed	Interviewed	Recommended	
Assisted	Educated	Introduced	Recruited	

IDEAS AND INFORMATION

Adapted	Coordinated	Forecasted	Marketed	Recommended
Advertised	Created	Illustrated	Modified	Recorded
Analyzed	Defined	Implemented	Monitored	Rectified
Applied	Demonstrated	Initiated	Negotiated	Related
Assessed	Devised	Innovated	Obtained	Researched
Authored	Edited	Instituted	Presented	Solved
Balanced	Established	Integrated	Processed	Standardized
Budgeted	Evaluated	Interpreted	Promoted	Surveyed
Clarified	Exchanged	Launched	Proposed	Synthesized
Communicated	Executed	Maintained	Publicized	Translated
Conceived	Explained	Manipulated	Published	Wrote

THINGS AND PROCEDURES

Built	Diversified	Expedited	Indexed	Repaired
Calculated	Drafted	Fabricated	Innovated	Revised
Compiled	Eliminated	Facilitated	Installed	Scheduled
Completed	Engineered	Formulated	Invented	Specified
Constructed	Established	Generated	Operated	Streamlined
Created	Evaluated	Identified	Programmed	Systematized
Decreased	Examined	Improved	Purchased	Upgraded
Designed	Expanded	Increased	Reduced	

SENDING RESUMES

There are three different ways to deliver your resume:

1) U.S. Mail; 2) Email Attachment; 3) in the text of an email.

Some hiring managers allow you to send email attachments, others want you to send the resume in the text of the email message. Try to find out which method the hiring manager prefers. If you are unable to find out their preference, send your resume both ways.

TO SEND YOUR RESUME AS AN ATTACHMENT:

- ◆ Create your resume in Microsoft Word or another commonly used word processing program. Unless the employer specifies not to, **convert the word document into a pdf file.**
- ◆ Save the resume document under a distinguishable name such as "JoeSmithresume.doc". This way the employer can readily identify your document and find it once saved to a computer. Avoid being too general and saving your document as "Resume.doc".
- ◆ Make sure your document is free of viruses
- ◆ Send a copy to someone you know first to ensure that it is easy to download, the formatting remains secure, and it is free of viruses.

TO SEND YOUR RESUME IN THE TEXT OF THE EMAIL MESSAGE:

- ◆ You can create your resume in a word processing program and then cut and paste the documents into the body of the email. Make sure you save your cover letter and resume as "text only" or "plain text".

- ◆ Choose a common, non-decorative sans serif font such as Arial or Optima; use size 10-14 points (avoid Times 10 point). Do not use *Italics*, underlining, **graphics** or **shading**, or **BOLD**. Use UPPERCASE type for section headings and asterisks (*) for bullets.
- ◆ Do not use tabs; instead align all of the text along the left-hand side margin.
- ◆ The cover letter should come before the resume in the body of the message.
- ◆ Send the email text to yourself and a friend first to view the appearance in different email systems.
- ◆ The text resume may look simple, but it is what the employer expects. Their main focus is the content of your resume.

TO MAKE YOUR RESUME SCANNABLE:

Large corporations, which receive hundreds of resumes daily, use resume-scanning software. Scanning software is typically part of a sophisticated "applicant tracking system" which stores your information in a candidate database. Put simply, the computer "reads" your resume and extracts important information about you, including your education, work history, and skills. An employer can then search electronically stored resumes according to specific job criteria.

If you are not certain whether an employer is using an applicant tracking system, contact the human resources department and ask whether they routinely scan resumes. The following tips on preparing resumes for optical scanners

- ◆ Use keywords that state specific skills (e.g., Excel, Leadership, Bilingual) and from the job description including buzzwords (e.g., Total Quality Management, Accounts Receivable/Accounts Payable, Product Management).

SAMPLE RESUME AS EMAIL TEXT

Dear Ms. Jenkins,

It was a pleasure meeting you at the Non-Profit Expo at the University of San Francisco. I am writing to express my interest in the Academic Coach position that we discussed. Please find a copy of my resume below.

I believe my academic training and experience working with youth make me an excellent candidate for this position. As the first member in my family to attend college, I would enjoy the opportunity to work for an organization like Bay Fund that seeks to help first generation students graduate from high school and attend college.

For an interview, I can be reached at (415) 230-9999.

Sincerely,

Christina Hernandez

RESUME

Christina Hernandez
543 Post Street, San Francisco, CA 94117
(415) 230-9999
cguiterez@usfca.edu

OBJECTIVE

A tutoring position with a non-profit organization

EDUCATION

University of San Francisco, San Francisco, CA
BA in Sociology, Minor: English
GPA 3.75

RELATED COURSEWORK

Sociology of Education, Sociology of Teenagers, Inequalities and Social Justice, Diversity of American Families, English Writing & Composition, American Literature, Creative Writing

EXPERIENCE

Boys & Girls Club, San Francisco, CA, Tutor May 2005 – present

- *Tutored middle school boys on essay writing , grammar and punctuation
- *Taught fundamentals of reading and included stories written by people of color
- *Met with teachers to collaborate on tutoring lessons

Decathlon Sports Club, Redwood City CA, Camp Counselor Summer 2004 & 2005

- *Supervised, planned and led 15 children in various camping activities
- *Created teamwork building activities
- *Encouraged children to do well academically and pursue their dreams

RESUME FORMATS

The examples we have provided in this handbook illustrate two basic resume formats: chronological and functional. A **chronological** resume lists your experience in reverse chronological order (i.e., your most current job first). A **functional** resume is organized according to your skills. Each format has unique advantages—the chronological resume is most commonly used and widely accepted; the functional style offers more flexibility.

Reverse Chronological Resume (see page 11 for example)

You may want to use a chronological style when:

- ◆ You want to emphasize advancement to progressive levels of responsibility (e.g., sales clerk...department manager...store manager...regional manager...).
- ◆ You want to illustrate a stable work history.
- ◆ Your current job is in the same field as the position for which you are applying.
- ◆ You are applying for a job in a conservative field or industry (i.e., banking, accounting).
- ◆ A potential employer is likely to prefer a more traditional looking resume.

Functional Resume (see page 25 for example)

You may want to use a functional format when:

- ◆ Your recent work experience is unrelated to your current job objective.
- ◆ You want to illustrate skills and accomplishments related to volunteer work, student activities, or academic experiences.
- ◆ Your job titles don't reflect your true level of responsibility or accomplishments.
- ◆ Your work history is complicated or includes stretches of unemployment (other than when you were a full-time student).
- ◆ You want to emphasize specific skills that are closely related to your objective.
- ◆ You are making a career change and you want to illustrate how skills acquired in one setting can be transferred to a new field.

A functional resume can be organized according to:

Specific Skills

Planning and Coordinating
Financial Analysis
Research and Writing
Sales and Marketing

Broad Functional Areas

Work with Children
Office Administration
Customer Service
Real Estate Experience

The skills or functional areas you choose to include will be determined by your job objective and the aspects of your experience that you want to highlight. For additional ideas, refer to the list of action words on page 7, and review the functional resume samples.

BASIC CHRONOLOGICAL RESUME

YOUR NAME

Your street address

City, State, and Zip

(415) xxx-xxxx

Email

OBJECTIVE

A _____ position in the field of _____ utilizing my _____ and _____ skills.

EDUCATION

Institutions, Degrees and Dates

expected May 2016

Credentials (if appropriate)

Relevant Coursework (related to job objective)

EXPERIENCE

COMPANY NAME, City, State

Month 200x-present

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the new job.
- Another activity from this job, illustrating a skill needed in the new job.

COMPANY NAME, City, State

Month 200x- Month 200x

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the new job.
- Another activity from this job, illustrating a skill needed in the new job.

COMPANY NAME, City, State

Month 200x-Month 200x

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job:
 - A sub statement that elaborates on one step in the process of the accomplishment above.
 - A sub statement elaborating on another step in the process of the accomplishment above.

AWARDS/HONORS

Scholarships, Academic honors programs and/or Special recognition in employment or volunteer activities

ACTIVITIES

Active membership in campus organizations/committees/government/athletics

Community service activities; volunteer work

SKILLS

Computer skills

Language skills (Bilingual, Fluent, Proficient)

CHRONOLOGICAL RESUME

BEST FRESHMAN RESUME CONTEST WINNER

Donna Healy
2325 Golden Gate Ave #123
San Francisco, CA 94118
(123) 456-7899
resumewinner@dons.usfca.edu

EDUCATION	University of San Francisco, San Francisco, CA B.S. Nursing	expected May 2015
EXPERIENCE	Ocean Blue Sushi Club, Sunnyvale, CA Hostess/Busser <ul style="list-style-type: none">• Greeted and welcomed roughly 140 guests at the door and directed them to tables• Responded to phone inquiries and documented reservations• Maintained cleanliness and order of restaurant by clearing and wiping tables, as well as carefully handling food plates to tables	April 2011 – August 2012
	Honeyberry, Santa Clara, CA Sales Clerk <ul style="list-style-type: none">• Managed a balance of \$500 in the cashier drawer and handled monetary exchanges• Welcomed customers and served yogurt and gelato ice cream• Assisted in the making of authentic drinks, desserts, and baked goods	July 2011 – August 2012
	YMCA Northwest Branch, Saratoga, CA Day Care Assistant <ul style="list-style-type: none">• Provided teacher assistance in afterschool daycare by guiding 30 elementary school children with homework, setting up snacks, and overseeing playground area• Promoted development of social skills between classmates	March 2012 – June 2012
	Organization of Special Needs Families, Cupertino, CA Autistic Child Caretaker <ul style="list-style-type: none">• Cared for 10 to 15 autistic children of all ages for 3- 4 hours afterschool• Aided children in developing behavior, mechanical and social skills through reading, playing games, arts and crafts, and exercise• Organized educational activities to engage children in practicing aptitude skills	June 2010 – January 2011
	Castro Elementary School, Mountain View, CA Reading Mentor <ul style="list-style-type: none">• Guided underprivileged elementary students in building stronger comprehension, grammar, and critical thinking abilities through assisted reading• Directed 50 minute reading lessons through read- aloud sessions	October 2010 – May 2011
	El Camino Hospital Volunteer, Mountain View, CA Escort Staff <ul style="list-style-type: none">• Volunteered in Escort Department of hospital every other Saturday for 4 hours• Discharged patients by providing wheelchair assistance from bed to car• Delivered specimen/blood samples to the lab, as well as various documents and gifts to patients	August 2008 – February 2011
SKILLS	Languages: Fluent in Korean and Spanish Computer: Microsoft Word, Microsoft PowerPoint, Adobe Photoshop	

CHRONOLOGICAL RESUME

BACHELORS OF ARTS MAJOR

Katherine Clark

555 14th Avenue, Apartment 213 · San Francisco, CA 94117 · (415) 524-4444
kdclark@usfca.edu

OBJECTIVE: To obtain a position as an Artist Advocate with Fuzz.

EDUCATION:

UNIVERSITY OF SAN FRANCISCO, San Francisco, CA

May 2014

B.A. Media Studies

- Finance education through loans and financial aid provided by the university and part-time employment.
- Relevant coursework includes Media Institutions, Journalism I: Reporting, Written & Oral Communication, Media, Audience & Research.

EXPERIENCE:

KUSF 90.3 FM, San Francisco, CA

Sept. 2012 – May 2012

Radio DJ/Volunteer

- DJ on highly regarded campus radio station, playing music from independent artists/labels.
- Gather and organize information for promotional campaigns.
- Write up tickets from venues to give away on the air.
- Contact venues regarding ticket winners.
- Performed clerical duties such as making phone calls to club owners, filing, and faxing.

USF CAREER SERVICES CENTER, San Francisco, CA

Sept. 2012 – Present

Student Assistant

- Set appointments, assist in scheduling of workshops.
- Utilize excellent customer service skills to answer questions and advise students, employers and other visitors regarding questions about the career center.
- Perform clerical duties including: data entry using Microsoft Word, Microsoft Excel and FileMaker Pro, filing, faxing and answering calls.
- Interact directly with employers via phone and email regarding internship postings.
- Input and maintain various internship listings on Internship Exchange database.
- Act as internship liaison between Bay Area organizations and USF student body.

VOLUNTEER

ACTIVITIES:

- Habitat for Humanity – Helped build houses. Non Profit organization devoted to providing affordable housing for underprivileged.
- Erasmus Project – On campus community devoted to social justice.

SKILLS:

- Conversational Spanish.
- Proficient with computer programs such as Microsoft Office (Word, PowerPoint, Excel), Filemaker Pro, and Meeting Maker.
- Proficient typist (70 WPM).
- Excellent customer service background.

CHRONOLOGICAL RESUME

GRAPHIC DESIGN MAJOR

LEN CURTIS

450 Turk Street, San Francisco, CA 94117, (415) 422-2400, lcurtis@usfca.edu

EDUCATION

University of San Francisco, San Francisco, CA Expected Degree, May 2014
BA, Visual Arts with an Emphasis in Graphic Design, Minor: General Business

EXPERIENCE

Priscilla A. Scotlan Career Services Center, San Francisco, CA August 2011 - Present
Graphic Designer/Student Assistant

Served as lead graphic designer in all department marketing and promotional materials including posters, flyers, pamphlets and website.

*Collaborated diligently with five staff members to create memorable advertising campaigns for monthly events and programs.

*Maintained official website; updated important web forms, uploaded advertisements for career-related events, designed additional web pages.

*Mentored web design student for graphic design training and development.

Innate Design, San Francisco, CA December 2010 – May 2011
Freelance Graphic Designer

Served as founder of free-lance design firm in San Francisco Bay Area.

*Created unique brand identity and logo for a start-up design firm.

*Managed publicity, financing and outreach projects.

University of San Francisco Audio Visual Department August 2009- May 2012
Video/Student Technician

Performed hands-on work with professional audio and visual filming equipment.

*Edited and filmed digital video for important on-campus events.

*Worked diligently with the university's Center for Instructional Technology (CIT) to upload videos to exclusive online servers.

*Performed clerical duties such as answering phones, replying to e-mails, scheduling important appointments, and working closely with manager.

PROGRAMS

*Adobe Photoshop * Adobe Illustrator * Adobe In Design * Macromedia Flash * Macromedia Dreamweaver * Serena Collage * Apple iMovie * Final Cut Pro

AWARDS/HONORS

University of San Francisco's Dean's List 2010-2011
United Airlines District 141 Academic Scholarship 2008

ACTIVITIES

Designer, Native American Health Center Aids Awareness Campaign 2011
Member, University of San Francisco, Freshman Leadership Institute 2010

CHRONOLOGICAL RESUME

BACHELOR OF SCIENCE MAJOR

Alex Delrosario

6575 Newbury Street
Daly City, CA 94567
delrosario@gmail.com
(650) 555-1212

OBJECTIVE An entry level position in the field of biological research

EDUCATION

University of San Francisco (USF), San Francisco, CA

B.S. BIOLOGY (GPA 3.3 overall) expected May 2013

LAB TECHNIQUES

DNA transformation, mini/maxi prep, cloning

- bacterial growth/ sterile technique, tissue culture
- agarose and SDS-PAGE gel electrophoresis
- immuno precipitation, western blot
- thin layer chromatography
- radioisotope use/ scintillation reading
- RNA work, PCR
- electron microscopy

ACADEMIC RESEARCH EXPERIENCE

Immunology Research, Department of Biology, USF (August 2011- May 2012)

- Initiate research project in molecular immunology under advising professor
- Analyze the expression of the enzyme terminal deoxynucleotidyl transferase in certain B cell lines, utilizing techniques in molecular biology, such as PCR and gel electrophoresis

WORK EXPERIENCE

UNIVERSITY OF SAN FRANCISCO, San Francisco, CA

Reader, Department of Biology (January 2010-May 2010)

- Read and corrected students' papers for general education Natural Science course

CELLGEN, Inc., Palo Alto, CA

Research Intern, Department of Cellular Oncology (June 2009-August 2009)

- Assisted Senior Scientist in lab research projects
- Performed on-going project screening various cell lines for specific proteins, using immunoprecipitation and western blot
- Isolated DNA using mini/maxi prep; analyzed using restriction digest
- Regularly passed cells in tissue culture, also performed transfection, extraction, and cell freezing
- Observed and supported others in the department with individual projects, using/learning different techniques in the process

ACTIVITIES AND LEADERSHIP

Treasurer, Tri-Beta Biological Honor Society of USF (2009-present)

CHRONOLOGICAL RESUME

COMPUTER SCIENCE MAJOR

Andrew Yee

1234 Fulton Street #5A
San Francisco, CA 94115

415-555-1212
yeean00@usfca.edu

OBJECTIVE

To obtain a network consulting internship position with a major telecommunications company, using my programming skills, Internet experience, and creative talent.

EDUCATION

B.S., Computer Science, Minor: Mathematics

Expected May 2013

University of San Francisco (USF), San Francisco, CA

COMPUTER SKILLS

- | | |
|---------------------|--|
| • Networking | LAN Manager, Netware, BSD, MacTCP |
| • Internet | WWW, HTML, PERL, SLIP/PPP, POP Mail, Gopher, News, Ftp, Telnet |
| • Operating Systems | DOS, AIX Unix, Solaris, Windows 95, System 7 |
| • Languages | JAVA, Pascal, SQL, Intel Assembly, C, C++, X-Windows, Motif |
| • Graphics | Adobe Photoshop 3, Kai's Power Tools, TrueSpace v1.0 |

EXPERIENCE

Computer Lab Assistant

McLaren School of Business, University of San Francisco, San Francisco, CA

9/11 - Present

- Maintain a network of 16 PC computers running Novell Netware 4.0.
- Supervise a 14 Macintosh network environment under TCP/IP and AppleTalk over Ethernet.
- Assist students and McLaren faculty with computing-related questions.
- Write programs for server security.

Assistant Systems Administrator (Summer Internship)

Engineering Department, Multimedia Studios, San Francisco, CA

5/11-8/11

- Maintained a network of 20 Macintoshes running under TCP/IP and AppleTalk over Ethernet.
- Supported engineers with setting up and troubleshooting computer systems and networks.
- Performed weekly backup of 4 gigabytes of company data.
- Devised, coded, and maintained numerous Quality Assurance databases.
- Implemented HTML code on various projects, including Mastercard Launch Site.

Computer Consultant

Information Technology Services, University of San Francisco, San Francisco, CA

5/10 - 1/11

- Maintained an IBM-compatible computer AT&T StarGROUP network using LAN Manager.
- Assisted students and faculty with computing-related questions.
- Conducted training of SLIP/PPP support, Microsoft Office, and peripherals such as Apple's QuickTake.
- Wrote and maintained documentation on SLIP/PPP access, troubleshooting hardware, and HTML.
- Created and maintained a student server FAQ as a guide for general assistance.

LANGUAGES

Fluent in Cantonese and Mandarin. Also familiar with Spanish.

CHRONOLOGICAL RESUME

NURSING MAJOR

Natasha Houston

555 Duboce Ave
San Francisco, CA 94105
(415) 333-3333

3747 Clarington Ave
Sacramento, CA 92586
(916) 316-4242

OBJECTIVE: To obtain a position in a Registered Nurse New Grad Training Program in Pediatrics.

EDUCATION

University of San Francisco, San Francisco, CA

Bachelor of Science in Nursing and NCLEX, State Board Exam

May 2012

CLINICAL EXPERIENCE

- Pediatric Surgical Unit UCSF Children's Hospital, San Francisco Jan - May, 2012
Preceptorship
 - Provided total care to 1-2 patients with guidance from preceptor.
 - Mastered multiple nursing procedures including IV therapy, blood transfusions, NG feeding, catheter insertion and removal and wound care.
 - Researched, wrote and presented in-service training on stress reduction for nurses
- Psychiatric Mills Peninsula Aug - Dec, 2011
- Surgical Stanford Medical Center, Palo Alto Sep - Dec, 2010
- Geriatrics California Pacific Medical Center, San Francisco Jan - May, 2009

RELEVANT EXPERIENCE

- UCSF Medical Center Nursing Assistant July 2010 - Present**
- Performed tasks on the Medical/Surgical, Cardiovascular and Thoracic unit
 - Administered to patient's hygiene needs and everyday living functions
 - Implemented nursing knowledge while assisting nursing staff
- St. Mary's Medical Center, Emergency Room Volunteer Aug. 2009 - Sept. 2009**
- Assisted nursing staff with preparation of rooms for patient admission
- Verified function of emergency equipment
 - Prepared beds and ensured all patient's needs were attended in a timely manner

- Stanford Medical Center Externship Jan. 2008**
- Chosen from a total of 700 applicants to participate in the winter externship program of USF
 - Observed Nurse Practitioner perform patient examination
 - Assisted with sterile tray set up

ADDITIONAL INFORMATION

- **University of San Francisco Orientation Team Leader August 2008 - May 2009**
 - Attended leadership training to serve as a mentor to incoming students
 - Served as resource for families and helped resolve student issues.
 - Provided special assistance to displaced students of Hurricane Katrina.
- **Nursing Student Association, Member September 2009 - May 2012**
- **CPR Certified August 2007 - Present**

CHRONOLOGICAL RESUME

B.S., BUSINESS ADMINISTRATION, MAJOR: FINANCE

Omar Zamir

725 Geary Street, San Francisco, California 94118 (916) 925-4552 omar.zamir@gmail.com

Education

UNIVERSITY OF SAN FRANCISCO, San Francisco, CA

B.S., Business Administration, Major: Finance

GPA: 3.87, Dean's Honor Roll

Financial Management Association Honor Society

Expected Graduation: December 2013

Relevant Work Experience

SMITH BARNEY, San Francisco, CA

Summer 2012

Finance Intern

- Compiled client portfolio reports of holdings and their up to date value.
- Obtained in-depth information of funds and portfolio managers for clients and prospects.
- Generated multiple reports from the Smith Barney system regarding client portfolios, their performance and their holdings for any given moment in time.
- Attended various lectures by fund managers and Citi executives.

PRESIDIO PAY ADVISORS, San Francisco, CA

Summer 2011

Intern

- Assembled a survey of 112 companies' current executive compensation.
- Analyzed companies' SEC filings in order to obtain the data.
- Created a full analysis of my data, including current trends and ranking of companies by performance and executive compensation.

MERRILL LYNCH, Pleasanton, CA

Summer 2010

Finance Intern

- Performed research on the Merrill Lynch system and analysis of funds, stocks and bonds.
- Collaborated and presented a research project in regards to the well being of a portfolio's Large Cap International Investments.

Other Work Experience

HELP-U-SELL ALLEN REALTY, Livermore, CA

September 2006 to June 2010

Realtor Associate

- 3+ Million Dollars in sales per year. Average of 10 transactions per year.
- Provided hands-on customer service involving multi-tasking, extensive market analysis, loan qualification and transaction coordination.

SH & CO. CAR POINT, La Paz, Bolivia

June 2008 to July 2009

Parts / Assistant Manager

- Provided basic accounting of individual client accounts.
- Acted as a liaison between customers and vendors.
- Administered all aspects of the business when the owner was unavailable.

Skills

- Fluent in written and spoken Spanish.
- Advanced knowledge of Microsoft Office Word, Excel, Outlook, Access and Power Point.
- Basic Training of the Bloomberg System.

Affiliations

- Vice President, Financial Management Association International Honors Society USF Chapter.
- Latin American Student Organization.
- National Association of Realtors & California Association of Realtors.

CHRONOLOGICAL RESUME

BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION MAJOR: ACCOUNTING

Robin Williams

835 18th Street San Francisco, CA 94117 (323)-712-1455
rwilliams12@usfca.edu

OBJECTIVE: To obtain a full time position with an accounting firm.

EDUCATION:

University of San Francisco (USF), San Francisco, CA
Bachelor's of Science Business Administration, Major: Accounting
Cumulative G.P.A. 3.76 Major G.P.A. 3.76

May, 2012

Finance education through loans, grants, scholarships and part-time employment.

Related Coursework: Financial & Managerial Accounting, Intermediate Accounting I & II, Economics (Micro & Macro), Business Statistics, Quantitative Business Analysis, Systems in Organizations.

EXPERIENCE:

University of San Francisco (USF), San Francisco, CA
Teacher's Assistant (Quantitative Business Analysis)

August, 2011-Present

- Tutor students in an assortment of academic challenges.
- Oversee and manage numerous group sessions of students in a learning environment.
- Establish goals with students to help track his/her progression based on help received.

Grant Thornton (GT), San Francisco, CA
Audit Intern

Summer 2011

- Maintained and updated various client files.
- Contributed to an end-of-the-year audit (10-K).
- Developed and presented a learning tutorial to other business associates.
- Learned and applied internal control and conflict-resolution trainings.
- Became familiar with the use of an assortment of software programs (i.e. Explorer and CBEAM).

Orchard Supply Hardware (OSH), Moraga, CA

June, 2010-July, 2011

Pick-up Associate

- Produced inventory reports daily, including markdowns.
- Provided superior customer service.
- Organized and managed a warehouse full of goods.
- Performed multi-task shipments, incoming & outgoing.
- Communicated & Interacted with different departments and people to synchronize stock rotation.

Saint Mary's College of California (SMC), Moraga, CA
Purchasing Department

August, 2008-August, 2010

- Prepared hundreds of purchase orders for school records.
- Organized orders, purchase slips, department budgets and various other financial forms.
- Input information into databases quickly & efficiently.
- Filed several confidential documents for further review accurately.

CHRONOLOGICAL RESUME

HOSPITALITY INDUSTRY MANAGEMENT MAJOR

MARTIN SANCHEZ

2222 Fulton St. Apt. 22 · San Francisco, CA 94117 · (415) 421-2222 · mosanchez@usfca.edu

EDUCATION

University of San Francisco, San Francisco, CA

B.S., Business Administration, Hospitality Industry Management

expected May 2013

Financed 100% of College Education through full-time and part-time
Employment while full-time student

EXPERIENCE

Four Seasons Hotel, San Francisco, CA

September 2011 – Present

Event Planning Intern

- Meet with customers to discuss objectives and requirements for events such as meetings, conferences and conventions.
- Coordinate services for events including parking accommodations, catering, signage, and special needs requirements.
- Distribute and collect post-event evaluations to determine how future events can be improved.

The Fairmont Hotel, San Francisco, CA

Management Trainee

June 2010 – August 2011

- Managed day-to-day operations of hotel.
- Supervised approximately 40 housekeeping, room service, concierge, and reservations staff.
- Oversaw the supply of purchasing and inventory control.
- Alternated on-call responsibility with other managers to handle hotel emergencies.

The Fairmont Hotel, San Francisco, CA

Front Desk Clerk

September 2009 – June 2010

- Recommended for hotel management after two years of excellent front desk service.
- Greeted, registered, and assigned rooms to guests.
- Transferred telephone messages to guests.
- Contacted housekeeping or maintenance staff when guests reported problems.

Cheesecake Factory, Palo Alto, CA

Food server

Summer, 2007 and 2008

- Took orders and served food and drinks to customers in a fast paced restaurant.
- Answered questions and made recommendations upon request.
- Kept tables and dining areas clean and set for new diners.
- Maintained friendly attitude and worked as a part of a team, helping co-workers to improve workflow and customer service.

STUDENT ACTIVITIES

Member, Hospitality Management Association (HMA)

January 2009 – present

- Helped coordinate HMA fundraiser for women's cancer research.

Member, Latin American Student Organization (LASO)

September 2009 – present

Get Oriented Ambassador, USF Ambassador Program

August 2009 and August 2010

CHRONOLOGICAL RESUME

DOUBLE MAJOR WITH STUDY ABROAD

TERESA HOWARD

1510 Sullivan Avenue, Daly City, CA 94015 (415) 234-1410, thoward@usfca.edu

EDUCATION

University of San Francisco – San Francisco, CA

May, 2012

B.A. (Cum Laude), Double Major: Media Studies, Spanish

Dean's Honor Roll: Fall 2005, Spring 2004, Fall 2003, Spring 2003

- Published four articles in the San Francisco Foghorn campus newspaper.
- Member of Sigma Delta Pi honorary society which recognizes students for scholarly excellence in Spanish.

Semester Study Abroad program

Spring, 2011

International Education of Students – Madrid, Spain

RELEVANT EXPERIENCE

San Francisco General Hospital – San Francisco, CA

June 2011 to May 2012

Emergency Department Volunteer

- Attend to trauma patients by listening to concerns and providing care and comfort.
- Serve as Spanish translator for Spanish speaking patients and their family members.
- Perform the chest compressions part of CPR on trauma patients.
- Assist emergency department medical staff with non-invasive patient procedures.
- Transported prescription drugs, medical records, specimens, and patients to their designated destinations in the hospital.
- Maintain an adequate supply of clean gurneys for incoming trauma patients.

California Pacific Medical Center – San Francisco, CA

April 2010 to May 2011

Cardiology Department Volunteer

- Cater to the needs of pre and post procedure patients. Maximized patient comfort and quick recovery, by providing warm blankets, water, and food.
- Provide hospital staff and patient family members with updates concerning patient procedures conducted in the Cardiac Catheterization lab.
- Maintain cabinets and carts properly stocked with prescription and non-prescription supplies.
- Assist nurses with the preparation of supplies such as Intravenous fluid containers for future use on patients.

OTHER EXPERIENCE

Clear Channel Communications, Inc. – San Francisco, CA

December 2010 to Present

Call Screener

- Answer listener phone calls and broadcasting calls live during the radio show.
- Work in conjunction with board operator and show host to produce live show.
- Contact show guests before each show and put guests on the air during the show.

Promotion Intern

September 2010 to December 2010

- Assisted the Promotion Director and Event Coordinator with the execution of station events and promotions.
- Completed database entries of KNEW and KQKE station listener e-mails.
- Helped with the distribution of prizes to station listeners.
- Informed the public about future station events and programming.

CHRONOLOGICAL RESUME

MASTER OF ARTS, INTERNATIONAL DEVELOPMENT ECONOMICS

Jonathan Pham Van Duc

500 Golden Gate Avenue, San Francisco, CA 94117 (408) 829-7234 jonduc@yahoo.com

EDUCATION

University of San Francisco, San Francisco, CA
2013

expected May

M.A., International Development Economics

Thesis: Household Expenditure and Internal Remittances in Viet Nam

University of California, Santa Cruz, Santa Cruz, CA

June 2009

B.A., Global Economics

RELATED EXPERIENCE

University of San Francisco, Office of Residence Life, CA

July 2012- August 2013

Graduate Assistant for Operations, Facilities, & Off Campus Housing

- Serve as primary contact for maintenance work orders of 7 residence halls with 3,500 on campus residents
- Collaborate closely with construction vendors to ensure all contract agreements are being accomplished
- Manage, market, and perform detailed comparative analysis to improve off-campus rental listing and roommate-networking database for all enrolled students
- Coordinate campus wide sustainable programs such as donations and composting for students and live-in staff

15May School, Ho Chi Minh City, Vietnam

March - August 2011

Volunteer

- Organized a fundraising effort that reached \$12,000 in order to continue children's services at the school for street children
- Established and maintained relationships with numerous companies such as Coca-Cola, restaurants, and other community organizations throughout Ho Chi Minh City
- Main Master of Ceremonies for all fundraising events that included beginning & closing speeches, and live auctioneer segments

Solelectron Corporation, San Jose, California

October - February 2010

Product Sourcing Specialist Buyer

- Purchased commodities at a fast paced and high execution contract manufacturing company
- Retained excellent rapport with customers and vendors of commodities
- Consolidated and organized large databases of hundreds of purchases in Excel to execute and expedite purchase orders
- Solicited new valuable vendors to supply more economic products for company

Morgan Stanley, Santa Cruz, CA

March 2010 - June 2010

Marketing Intern

- Collaborated and supported various financial advisors marketing strategies
- Engaged in research analysis and management of client's confidential asset report
- Communicated with clients to ensure excellent customer service

Fundacion Miguel Kast, Santiago, Chile

September – December 2008

Intern

- Conducted research field study analysis of organization's effectiveness through marketing studies and strategic objectives
- Taught English to grade school students at organization's after school program
- Defined the integration and economic development of the non-profit mission in Chile
- Wrote a white paper about the Chilean economy and education situation

CHRONOLOGICAL RESUME

TEACHER EDUCATION STUDENT

Chris Anderson-Reed
1234 - 4th Avenue
San Francisco, CA 94118
415-555-1212
chrisar@jkl.net

OBJECTIVE

Elementary School Classroom Teacher: Prefer grades K-4, willing to teach other levels

EDUCATION

M.A., Teaching, University of San Francisco, CA May 2012
Multiple Subject 2042 Credential, University of San Francisco, CA

B.A. History, Mills College, Oakland, CA 2010

TEACHING EXPERIENCE

Student Teacher, Fourth Grade
BALBOA ELEMENTARY, San Francisco, CA March-May 2011

- Teach math, reading, English and social studies in a class of thirty-one multicultural students, including seven students with special learning needs.
- Design units in children's literature incorporating multi-ethnic themes.
- Develop lessons in critical thinking skills using math games.

Student Teacher, Kindergarten
GARDEN GROVE ELEMENTARY, San Francisco, CA January-March 2010

- Taught math and whole language instruction to a class of thirty-five multicultural students.
- Developed and presented lesson unit on Chinese New Year which included construction of Chinese Dragon and presentation to two other classes.
- Prepared and presented an African History unit in celebration of Black History Month.

Instructional Assistant, First Grade
VISTA ELEMENTARY, South San Francisco, CA September 2009-December 2009

- Directed groups in various developmental and educational activities.

OTHER WORK EXPERIENCE

Office Manager
OFFICE SERVICES, INC., San Francisco, CA July 2008-August 2009

- Managed administrative functions for twenty-five person consulting firm.

ADDITIONAL SKILLS

Conversational Spanish
Play piano and guitar

CHRONOLOGICAL RESUME

ORGANIZATIONAL BEHAVIOR AND LEADERSHIP STUDENT

Mei "Christine" Zhao
825 Prince Street, Oakland, CA 95106
(510) 567-9505
christy4@yahoo.com

OBJECTIVE: A position as Program Manager in health care utilizing my management and leadership skills.

EDUCATION

1/11-7/13 **University of San Francisco, San Francisco, CA**
B.S., Organizational Behavior & Leadership

5/06-6/07 **Peralta District Colleges, Oakland, CA**
A.A., Science and A.A., Social Science

1/02-3/04 **Chabot College, Hayward, CA**
R.N Program, approx. 60 units completed

EXPERIENCE

11/07-present **APA Family Support Services**
Program Manager

- Promoted to Program Manager from Project Coordinator to supervise 15 health and mental health projects in center based program.
- Supervise 10 employees on the parent/caregiver support services to educate on prevention of child abuse and domestic violence.
- Oversee financial plan of agency's program to ensure available resources and meet program guidelines and expectations.
- Maintain ongoing relationships with community services, providers, funders, and other agencies.
- Monitor partner agencies to ensure service delivery and project quality of care.

7/06-10/07 **Asian Perinatal Advocates**
Project/Volunteer/Outreach Coordinator

- Promoted from Family Visitor to Project Coordinator to coordinate parenting and support group projects, and to manage volunteer and outreach activities
- Devised financial budgetary plan for program
- Coached facilitators for various parenting and health-related support groups, parent-child activities and parenting classes
- Developed training curriculum and taught for local community service providers to educate families on positive parenting, healthy eating and lifestyles
- Designed bilingual and bicultural curricular activities for families

SKILLS

- Licensed psychiatric nurse, Hong Kong for 15 years
- Computer Proficient in Microsoft, Word, Excel and Chinese typesetting
- Over 15 years work experience in Asian Pacific Islander communities of the Bay Area
- Expertise in developing promotional brochures, health disparity education, resource guide and service directory
- Multilingual in Chinese dialects: Cantonese, Mandarin and Shanghainese

BASIC FUNCTIONAL RESUME

YOUR NAME
Street Address
City, State, and Zip
(415) xxx-xxx
Email

OBJECTIVE: A position as _____, focusing on _____.

EDUCATION & TRAINING
Degrees and relevant coursework

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

ONE RELEVANT SKILL (essential to the objective named above)

- An accomplishment/one-liner that illustrates this skill (including where this occurred).
- An accomplishment that illustrates this skill (including where this occurred).
 - A sub statement that elaborates on one step in the process of the accomplishment above.
 - A sub statement that elaborates on another step in the process of the accomplishment above.
 - A sub statement that elaborates on another step in the process of the accomplishment above.

ANOTHER RELEVANT SKILL (essential to the objective named above)

- An accomplishment that illustrates this skill (including where this occurred).
 - A sub statement that elaborates on one step in the process of the accomplishment above.
 - A sub statement that elaborates on another step in the process of the accomplishment above.
- An accomplishment that illustrates this skill (including where this occurred).
 - A sub statement that elaborates on one step in the process of the accomplishment above.
 - A sub statement that elaborates on another step in the process of the accomplishment above.
- An accomplishment that illustrates this skill (linking it to the work history below).

A SPECIAL KNOWLEDGE-AREA (essential to the objective named above)

- An accomplishment that illustrates or documents this special knowledge (including where).
- A list of equipment or processes you are familiar with, consistent with expertise in this area.
- A list of courses or training you took, that shows your expertise in this area.

EMPLOYMENT HISTORY

200x-present	Job Title	COMPANY NAME, City, State (+another line of explanation if needed)
200x-0x	Job Title	COMPANY NAME, City, State
200x-0x	Job Title	COMPANY NAME, City, State

STUDENT ACTIVITIES

PROFESSIONAL AFFILIATIONS

FUNCTIONAL RESUME EXAMPLE #1

PAT VICCOLO

222 Edwards Lane Los Gatos, CA 95030 (408) 555-1212 viccolop@bgm.net

OBJECTIVE: Entry-level Organization Development position with an emphasis in training and management.

HIGHLIGHTS OF QUALIFICATIONS

Training and Group Development

- Design job search course curriculum, train students, and create tools to measure progress.
- Implement classic consulting model with disabled client population to accomplish 130% of government mandated job placement goal.
- Facilitate diverse employer panels to ensure a balanced interaction between speakers and students; tactfully assist in clarifying unanswered or misdirected questions.
- Use formal training on conflict resolution and group dynamics to communicate and uncover motivations of clients from diverse backgrounds that result in successful negotiation.

Administration

- Market job placement services by recruiting professional speakers, creating promotional brochures, and meeting community employers.
- Interview and assess applicants for internal hire and suitability for job placement program.
- Supervise clerical support staff to promote system wide organizational effectiveness.
- Proficient in IBM/ Macintosh computer operations and Internet resources.

International Experience

- Received 1995 Japanese Cultural Scholarship from Saratoga Sister City, which funded the first U.S. cultural exchange with Chugoku University in Okayama, Japan.
- Worked as a conversation partner and tour leader for visiting Japanese exchange students.
- Spent 6 months in Europe as an au pair and university student studying culture and French language.
- Volunteered time in Jamaica rebuilding shelters, caring for the underprivileged, and participating in a KQED documentary on Third World life.

EDUCATION

MS, Organizational Development, University of San Francisco	expected 2013
BA, Social Sciences, University of California, Irvine	2008

EMPLOYMENT HISTORY

Employment Trainer, Adult Education Program, Santa Clara, CA	2010 - present
Employment Trainer, Occupational Training Institute, San Jose, CA	2009
Computer Specialist, Onyx Systems-contract, Palo Alto, CA	2008-2009
Career Resource Coordinator, Apple Computer-contract, Cupertino, CA	2007

AFFILIATIONS

American Society for Training and Development	
• Officially commended for ASTD service	2009
• Scholarship awarded to attend the annual national conference in Hawaii	2008

FUNCTIONAL RESUME EXAMPLE #2

Brian Phuong 415 Del Amo Way, Marin, CA 94135. 415-343-7737. phuongb14@sbcglobal.net

PROFESSIONAL SUMMARY

A dynamic writer with an outstanding 10-year track record managing projects in communications, client service, education, and campaign finance. Decisive professional and creative thinker who brings a strong combination of vision, strategic planning, task orientation, and interpersonal skills to a leadership role.

HIGHLIGHTS OF QUALIFICATIONS

Writing

- Wrote 225-page memoir to complete major project requirement for M.F.A. degree in Writing at University of San Francisco.
- Wrote comprehensive business plan for apparel sourcing company's second stage financing.
- Wrote two annual reports for public biotech company that were distributed to over 75,000 people each year.
- Wrote press releases, shareholder letters, executive correspondence, and marketing collateral for public and private companies.

Strategic Communications

- Developed and built proactive shareholder communications program for public company that contributed to tripling shareholder value despite company's continued financial losses.
- Advised CEO on communications strategy based on company position, shareholder sentiment, and public perception.
- Collaborated with executive management to write scripts for media conference calls.
- Performed identity consulting and developed position statements for public and private companies.

Public Relations/Client Service

- Served as company spokesperson at public corporation.
- Established and supervised materials request fulfillment process for company's investor relations program.
- Hosted investor visits and led company tours.
- Pitched news stories and managed their dissemination to media outlets.

International Expertise

- Culturally sophisticated independent traveler who has lived in Europe and Asia. Extensive international knowledge and experience in over 20 countries on five continents.
- Consulted on cultural and economic issues related to Southeast Asia for non-profit organization.

Additional Skill Sets in Event Planning and Teaching Available Upon Request

EMPLOYMENT HISTORY

Analyst	UCSF Institute for Global Health, San Francisco, CA	2009-present
Special Ed English Instructor	Thanh Xuan Peace Village, Hanoi, Vietnam	2008
Communications Consultant	Globe-Tex Apparel, New York, NY	2007-2008
Manager - Investor Relations	Imatron Inc. (NASDAQ: IMAT), So. San Francisco, CA	2005-2007

EDUCATION

M.F.A., Writing	University of San Francisco	2012
M.A., Writing	University of San Francisco	2008
B.A., Political Science	University of Georgia	2004

COVER LETTERS

Always send a cover letter along with your resume unless the employer specifically asks you not to. The cover letter acts as a letter of introduction and serves to supplement and clarify your resume. You can use a cover letter for the following:

- Show how your background fits a particular job
- Describe your interest in a particular firm or type of company/employer
- Expand on statements from your resume that are especially significant or relevant
- Demonstrate that you have done your homework on the organization and you can be an asset

Direct your letter to a specific person whenever possible by calling the company and asking for the name and title of the hiring manager. Otherwise, use "Dear Hiring Manager" or for a group use, "Dear Selection Committee".

DO NOT send a form letter to each job that you apply for. Instead try to create a "Targeted Letter" for each job.

WRITING A TARGETED LETTER

A "targeted" letter is written to a specific employer in response to a particular job opening. Targeted letters are personalized and emphasize your skills and experience that are most relevant to the position. To write a targeted letter, first carefully analyze the job announcement and highlight the specific skills and experience requested by the employer. Next, make a list of your skills and experience which most closely reflect what the employer is seeking. Choose two or three of the strongest examples of your related accomplishments and describe them in the body of the letter.

POSITION DESCRIPTION

Public Information Rep. Staff public info center; respond to public questions and issues via telephone, written correspondence, and in person; provide info to the public and media; develop materials and weekly press releases for project; deliver presentations; coordinate with transit agencies. BA in Comm., PR, Lib. Arts, Pub. Adm., or related, 1-3 yrs. related exp. Strong verbal and written communication skills; public speaking; ability to work independently; Microsoft Word, Excel and Access. Send or fax resumes to...

YOUR RELATED ACCOMPLISHMENTS

Responded to inquiries from students, alumni and general public regarding program and services offered by University office

Wrote public service announcements regarding community events for Bay Area radio station

18 months' office experience with major Bay Area transportation agency

4 years' work experience, 2 internships related to public affairs and promotions

Public speaking coursework at USF

Computer Skills listed on resume

COVER LETTER CHECKLIST

BE SURE TO ...

- ☐ Write the letter yourself *and* have someone else proofread it for grammar, syntax, and spelling.
- ☐ Keep the letter to one page, three to four paragraphs (shorter for email).
- ☐ Address the letter to a specific individual with his or her correct title and business address.
- ☐ Tailor your letter for each situation.
- ☐ In the opening paragraph, mention the name of the person who referred you, if applicable.
- ☐ Write a letter that is work-centered and employer-centered, not self-centered.
- ☐ Mention something you know about the company that is related to the position for which you are applying.
- ☐ Tell the reader why you are qualified for the position.
- ☐ Mention a personal interest you have in the company, its location, service, or product.
- ☐ Make it attractive and easy to read.
- ☐ Use high quality, matching stationery and envelopes (16-25 pound weight).
- ☐ Produce error-free, laser-printed, clean copy.
- ☐ Refer the reader to your resume.
- ☐ Be honest. Be positive. Be direct.
- ☐ Write clearly and simply; use industry-specific keywords.
- ☐ Use the active voice and action verbs.
- ☐ Be sure your phone number, email and home address are included.
- ☐ Sign your cover letter in blue or black ink (or type your name if you are sending it electronically).
- ☐ Keep your letter personal, warm and professional.

NEVER...

- ☐ Give a summary of your life, values, goals, etc. longer than 50 words.
- ☐ Describe, at length, your admiration for the company's history.
- ☐ Overuse the pronoun "I."
- ☐ Explain why you left your last job or want to leave your present one.
- ☐ Use a form letter and just change the company name.
- ☐ Begin the letter with "To Whom It May Concern," or "Gentlemen."
- ☐ Repeat verbatim the information in your resume.
- ☐ Include your salary history or current salary requirements (unless specifically required to do so, and even then it may not be advisable).
- ☐ Inflate or exaggerate your experience and qualifications.
- ☐ Hint that you are interested in virtually any job with that organization.
- ☐ Say anything negative about your previous employer(s).
- ☐ Expect the reader to figure out what job you are best qualified for.
- ☐ Use copier paper and/or a dot-matrix printer.

BASIC SAMPLE COVER LETTER

Your Street Address
Your City, State Zip

BLOCK STYLE- all sections
left-aligned

Date

Name of Recipient
Title
Company
Address

NOTE: *formal business letters should have margins of at least one inch around the entire page. These reduced-size examples do not necessarily illustrate that practice.*

Dear Name of Recipient:

INITIAL PARAGRAPH: State the reason for the letter, the specific position or type of work for which you are applying, and indicate from which resource (i.e., Career Services Center, news media, friend, employment service) you learned of the opening. Some examples include:

I am writing to express my interest in the position of _____.

Your advertisement in the _____ for a _____ seems to perfectly match my background and experience.

I am writing to you at the recommendation of _____.

In response to your job posting for a _____ on your company's website, I have attached my resume for your consideration.

If you are seeking a talented, motivated salesperson for your outside sales team, I believe my skills and background are a good match for your organization.

SECOND PARAGRAPH: Indicate **why you are interested** in the position, the company, its products or services. Demonstrate that you have researched the organization by stating something about their mission, latest products, business ventures, etc. State clearly **what you can do for the employer**. If you are a recent graduate, **explain how your academic background makes you a well-qualified candidate**. If you have some practical work experience, **point out your specific achievements or unique qualifications**. Try not to repeat the same information the reader will find in your resume. Refer the reader to the enclosed resume or application form which summarizes your qualifications, training and experience. **Sell yourself! Convey enthusiasm!** Some examples include:

My qualifications for the position include . . .

I believe my background in . . .

I have experience/education in the field of . . .

THIRD PARAGRAPH: In the closing paragraph, **indicate your desire for a personal interview** and your flexibility as to the time and place. Repeat your telephone number in the letter and offer any assistance to help in a speedy response. Finally, **close your letter with a statement or question which will encourage a response**. For example, state that you will be in the city where the company is located on a certain date and would like to set up an interview. Some examples include:

I look forward to discussing my qualifications with you further in person . . .

Should you be interested in my qualifications . . .

For an interview, I can be reached at . . .

Sincerely,

Your Signature

Your Name

The sample cover letters included in this guide illustrate a variety of styles and formats. All of the identifying information on the letters is fictitious.

SAMPLE COVER LETTER ASSISTANT POSITION

STUDENT

415 California Avenue
San Francisco, CA 94122

August 20, 2012

Ms. Peterson
Senior Development Associate
ACLU of Northern California
39 Drumm Street
San Francisco, CA 94111

Dear Ms. Peterson:

I am writing to express my interest in the Student Assistant position for ACLU. I found the job posting listed on the University of San Francisco (USF) Student Employment website. I am a senior, majoring in Psychology and minoring in Spanish at the University of San Francisco. I am very excited about the job opening and I believe I am well-qualified for the position.

I am anxious to work for ACLU because I am very compassionate about public service. In the future, I would like to obtain a career that will allow me to work closely with the community in assisting others with the resources they need. If given the chance to work for ACLU, I know I will become more knowledgeable about the field of public service while providing the organization with quality work.

Throughout my work experience, I have served many jobs that involved administrative responsibilities. For example, I have four years of experience working as a front desk manager for the tutoring department at USF. As a front desk manager, I performed many administrative tasks which include some of the following: database entries, Microsoft programs, reviewing confidential information of students, filing, booking appointments, answering phone calls, assisting in various projects, and using basic office equipment. In addition to this position, I also have experience in administrative work in serving as a Research Assistant for UCSF/San Francisco General Hospital. As a Research Assistant, my job requires that I pay close attention to detail. I am responsible for entering information into a nation-wide database network and also assisting clinicians in streamlining the network system. From the knowledge and skills I have gained from previous work experiences, I believe I am the perfect candidate for ACLU.

I am very eager to perform work that benefits the greater public. If I am chosen for the job, I will work hard in any tasks I am assigned. I believe I can contribute largely to ACLU by offering my leadership skills and professionalism. I am confident that I can meet the expectations required for the position. I have attached my resume for your review.

The possibility of working for ACLU is very exciting and I look forward to hearing from you soon. Thank you for your time and consideration.

Sincerely,
Eric Jones

Eric Jones
916.425-5454
ejones@dons.usfca.edu

SAMPLE COVER LETTER FOR INTERNSHIP

Job Sought:
Youth Counselor

Degree:
B.A. Psychology, in Progress

Experience:
3 months, plus coursework

562 Arguello Street #3
San Francisco, CA 94117

August 22, 2012

Mr. Joseph Bowman
Youth Services Director
Harper Street Youth Services
1155 Harper Street
San Francisco, CA 94109

***Block Style – all sections
left-aligned.***

Dear Mr. Bowman:

I was intrigued by the position description for the **Youth Counselor Intern** position I found on your website a few days ago. As a junior Psychology major with a minor in Sociology at the University of San Francisco, I am very interested in developing skills to work effectively with high-risk adolescents and young adults. After graduation, I wish to pursue a career in social services working with a similar population.

Both my educational background and summer work experience have prepared me for this internship opportunity. As a Psychology major, I have taken several courses with regard to child and adolescent development and issues related to counseling in multicultural environments. In addition, my coursework in sociology has exposed me to societal issues regarding poverty, homelessness, and factors that contribute to at-risk situations among youth. This past summer, I worked with the C.A.R.E. Camp program at USF, a camp designed to expose underrepresented youth, ages 10-15, to a college environment. As the Lead Camp Counselor, I motivated children to learn teamwork concepts, leadership skills, and organized a field trip for 48 campers to the San Francisco Zoo.

Growing up in a bi-lingual/bi-cultural Spanish-speaking household has been both a challenging yet rewarding experience. I speak, read, and write Spanish fluently and would like to use my language skills to assist your clients. Currently, as the Vice President of External Relations for my student club, I have taken on responsibilities that require me to be flexible, motivated, and responsible; I believe these skills would be very valuable to your organization.

I have enclosed my resume for further review and would like to discuss my qualifications with you at an interview. The possibility of participating in this internship opportunity is very exciting and I look forward to hearing from you soon! Thank you for your time and consideration.

Respectfully,

Mark Chavez

Mark Chavez
415.555.5763
chavezmark@usfca.edu

SAMPLE LETTER IN RESPONSE TO POSTED VACANCY

Job Sought:
Accountant Executive

Degree:
B.A. Communications

Experience:
3 ½ years, Public Relations

Linda Pacheco

1876 Wildwood Avenue, San Francisco, CA 94333

July 2, 2012

Ms. Katherine Gorman
Director of Human Resources
Fleishman-Hillard Inc.
595 Market Street, Suite 2600
San Francisco, CA 94105-2839

**BLOCK “QUALIFACTIONS” STYLE –
“Q LETTER”:** Uses “Qualifications” section
with bullet point comparison of employer’s
needs with your qualifications. Best used with
at least a few years of work experience.

Dear Ms. Gorman:

I am excited to apply for the position of Account Executive with your agency. Fleishman-Hillard Inc.’s dedication to consistent, top-quality, and results-oriented work is congruent with my personal values and appreciation for excellent service to the customer. This position is one I would relish taking on. Please consider the excellent match between your requirements and my experience:

Your Needs	My Qualifications
2 + years agency and/or Corporate PR experience	Over 2 years PR agency experience with Graham and Associates and Wunderman San Francisco
B.A. in Public Relations or Communications	B.A., Communications May 2010
Strong research and writing skills	Researched and composed 25+ press releases and 6 byline articles per year
Relevant media knowledge	Created and maintained highly successful media relationships (print, web, radio, TV): Fast Company, Red Herring, MIT, Technology Review, NPR, KGO, KFOG, Yahoo.com

In short, I am confident that my varied successes in the P.R. realm would allow me to creatively contribute to the continued vision of Fleishman-Hillard as the national leader in quality reputation.

I look forward to meeting with you personally so that we may discuss in greater detail how my expertise would best meet the needs of your organization. In the interim, thank you for your consideration.

Best regards,
Linda Pacheco
Linda Pacheco

SAMPLE REFERENCES SHEET

REFERENCES FOR SUZETTE RAMOS

Dr. Jorge Espinoza
Department of History
University of San Francisco
2130 Fulton Street
San Francisco, CA 94117
415-422-1111

je@usfca.edu

* Faculty advisor and professor

Ms. Elsa Biersmith
North American International, Inc.
345 W. 46th Street
New York, NY 10016
202-981-5326

ebiersmeith@nai.com

* Former employer

Mr. Martin Garringer
Habitat for Humanity
2100 Mission Street
San Francisco, CA 94112
415-864-3333

mgarringer@habitatforhumanity.org

* Former volunteer supervisor

QUICK TIP!

Get your references ready before interviewing. Let them know what you are doing and alert them that they may be contacted by an employer. Give your references a copy of your resume.

Employers will sometimes phone or email your references after they have interviewed you, so bring your list of references with contact information with you to your interviews.

SAMPLE LETTER OF INQUIRY

2345 Golden Gate Ave
San Francisco, CA 94118
dfran@usfca.edu
(123) 345-6780

April 3, 2012

Mr. James Catiggay
Career Services Center
2130 Fulton Street
San Francisco, CA 94118

Dear Mr. Catiggay:

I learned about the Career Services Center after attending the Career Fair in March and attending drop in hours, and would like to inquire about internship opportunities as a career counselor in your office. I am interested to work for an organization such as the Career Services Center whose mission promotes knowledge, learning, and professional growth among the university students. More specifically I would really enjoy working within a department that provides the accessible and up to date resources for career planning and job search that aid in the professional development of your clients and go beyond the online resources and personal counseling.

I will receive my Bachelor of Arts in Psychology from the University of San Francisco in May 2011 and have a passion for counseling. I have numerous experiences in counseling since my sophomore year with wide age groups, but in my most recent internship I worked directly counseling teenagers at a public high school in the bay area motivating them to go to college. It was a truly rewarding experience working with children from diverse backgrounds and I was able to learn a great deal about what inspires young people. I would enjoy the opportunity to further develop my counseling skills while making a positive contribution at the Career Services Center.

I would like to meet with you to discuss my qualifications further and how I might contribute to the Career Services Team. I will follow up on this letter in a week to see if we can set up a time. Thank you very much for your time and consideration. I look forward to talking with you soon.

Sincerely,

(Your signature)

Donna Francisco

LETTER OF RECOMMENDATION WORKSHEET

***** It is not always necessary to get letters of recommendation, but certain companies/industries do request them. *****

(You can create a similar version of this worksheet and give it to the people who will write letters of recommendation for you.)

TO: _____ (Name of person who will write the letter)

FROM: _____ (Name of student/alumnus)

RE: Letter of Recommendation for: ☐ Employment ☐ Graduate School

DATE NEEDED: _____

PLEASE ADDRESS LETTER TO: ☐ To Whom It May Concern ☐ The name and address below:

FIRST PARAGRAPH: state that the letter of recommendation is for me, and that I am applying for the following type of work/graduate program: _____

SECOND PARAGRAPH: state the nature of our relationship, the length of time you have known me, and the types of assignments, projects, work, or other experience we shared.

Relationship: _____ **Length of time:** _____

Type of work/projects: _____

THIRD PARAGRAPH: please give some detail about my *skills, talents, abilities, or personal qualities*. In addition, please describe one or two *accomplishments* that would be of interest to the potential employer or graduate program listed above. **Here are some skills, talents, abilities you may want to cover:** _____

Here are some accomplishments you may want to refer to (please see my attached resume for additional information):

FINAL PARAGRAPH: please state how you can be reached for more information if you are willing to be contacted.

Please give me a call at (_____) _____ **when the letter is ready to be picked up.**

Please email me at _____ **when the letter is ready to be picked up.**

Please mail the letter directly to the address above.

PREPARING FOR INTERVIEWS

Preparing for interviews is similar to studying for an exam. You must review and prepare! Assess your current knowledge, study the employer and anticipate difficult questions. Following are things you should do to prepare for a successful interview.

STEP 1: Analyze the Position

- Review the Job Description
- Highlight the duties and qualifications of the position
- For short or vague job descriptions, review occupational information and/or conduct informational interviews on the position. (Visit the Career Center website and look at O*Net, WetFeet, or OOH for occupational information and utilize the Career Advisor Network for informational interviews)
- Do not get discouraged if you do not meet all qualifications, employers with lengthy qualifications statements rarely find applicants strong in all areas.
- Use the space below to list 2 or 3 points about the position in the interview.

STEP 2: Know the Employer

- Learn about the employer's mission, services and/or products, organizational structure, training program, and future prospects.
- Know the employer's competitors
- Obtain research from the following sources:
 - Employers website
 - Article searches (check out Google news)
 - Annual Reports (visit Gleeson library for databases)
 - Attend company presentations (InterviewTrak has a list of companies presenting at USF)
 - Network with USF alumni working at the firm

Use the space below to list 2 or 3 reasons why you want to work for this employer.

STEP 3: Review your Qualifications

Know your experience: (Work, Internships, Volunteer, Class projects, Coursework, Student Activities, Interests & Hobbies). Identify the skills and areas of knowledge developed in these areas and be prepared to say how this experience prepared you to contribute to an organization.

What 2 or 3 functional skills do you have to offer (e.g. organization, leadership, communication)

What specific content skills do you have to offer (e.g. bookkeeping, financial planning, computer hardware and software).

PREPARING FOR INTERVIEWS CONT'D

What 2 or 3 adaptive skills do you have which will increase your value as an employee? (e.g., dependability, flexibility, creativity, sense of humor.

STEP 4: Prepare Questions

Ask employers questions to demonstrate your interest in working for the employer's organization and help you become more informed about whether or not to accept an offer. Typically the employer will ask you if you have questions at the end of the interview. **As a general rule, questions about salary and benefits are best left until a job offer has been extended. Be sure your questions are not answered in job description or company literature.** Possible questions to ask:

- When and how are employees evaluated?
- What are the best and worst aspects of working in this group/organization?
- What's the biggest challenge facing this group/organization right now?
- How would you compare your organization right now?
- How would you compare your organization with your major competitors? What are your plans in terms of product lines, services, new branches, etc.?
- How would you describe this organization's management style? How are decisions made?
- What are some typical first year assignments? What is the career path for my position? How does this position fit into the overall organizational structure?
- Exactly what kind of background are you looking for?
- What kind of training is given to new employees?
- Do you have any concerns about my background that I can answer now?

List four questions you would ask in an interview:

STEP 5: Practice, Practice, Practice

Practice your responses to interview questions to make you feel more at ease and confident. Following is a list of Career Center resources to assist you:

- See the following page for practice questions
- Sign up for a Mock Interview with employers. Call 415-422-6216 for an appointment
- Sign up to practice interview with a Career counselor. Call the same number above and request to have it videotaped.
- Utilize InterviewStream a virtual interview tool accessible on the Career Services website
- Attend a Career Services workshop on interview skills
- Ask a friend or family member to help you practice and give you feedback

SAMPLE INTERVIEW QUESTIONS

The list below includes examples of the kinds of questions interviewers are most likely to ask you. While interviewers have varying opinions about which questions are the most important, they offer the following advice about how to best handle an interview:

- *Be prepared—do your homework on the company.*
- *Communicate excitement about your career field.*
- *Have a well-defined career objective.*
- *Be confident selling yourself, but not overconfident or pushy.*
- *Be prepared to speak knowledgeably about your academic discipline, your chosen profession and the company with which you are interviewing.*
- *Prepare appropriate questions in advance (not about benefits or training!).*
- *Take time to think before you answer questions.*
- *Relax and be yourself.*

We have organized the following questions into subject categories to help you prepare your answers. We suggest that you take time to write down brief answers to familiarize yourself with the questions and your responses.

Personal and Motivational Factors

Please tell me about yourself. How would you describe yourself?
Who or what had the greatest influence on your life?
What are some of the greatest personal challenges you have faced during your lifetime?
How do you handle rejection?
What motivates you to put forward your greatest effort?
How do you define success and failure?



Skills and Abilities

What skills and abilities do you possess that will help make you successful in today's job market?
Why should our organization hire you?
For you, what are some of the pros and cons of working on a team project?
What kind of relationship should exist between a supervisor and those reporting to him or her?
Who was the most difficult person you have ever dealt with, and how did you respond?
How did you organize your time in school/work/play?
What are your major strengths and weaknesses?
Do you prefer to work on a team or on your own?
Please tell me about your communication skills (or, problem solving skills, leadership style).
What do you see as your greatest challenge when starting a new career?
If you could create the perfect job for yourself, what would you be doing?

Knowledge of the Organization

Why did you select XYZ company? What do you expect of the XYZ company?
What attracts you to this industry?
What do you know about our company? Why do you want our training programs over others?
In what ways do you think you can make a contribution to our company?

Career Goals and Objectives

What are your goals and aspirations for the next three years? Five years? How are you preparing to achieve them?
Why do you think you would be good at this profession?

SAMPLE INTERVIEW QUESTIONS CONT'D

Work Experiences

What were your accomplishments? What were your most significant achievements?
What would your last two employers say about you as an employee, either good or bad?
What projects were accomplished during your time on the job, and how?
Can you describe a time in which you worked under deadline pressure?
What did you enjoy most about your previous job experiences? Least?
Can you tell me about your toughest job assignment?
What kind of supervisor do you prefer?
Please tell me about a conflict situation and how you resolved it.

Extracurricular Activities and College Experiences

Please tell me about your accomplishments in extracurricular activities.
Please describe your most rewarding college experiences.
If you could relive your college experiences, what would you do differently?
What changes would you make in your overall campus life?
What were your major responsibilities in campus organizations or activities?

Academic Programs and Achievements

Why did you choose this major field of study? Why did you choose to attend USF?
What were your favorite college courses? Least favorite? Why?
How would you relate your academic accomplishments to future career aspirations?
What electives did you take outside of your major? Why?
What are your academic strengths? What courses gave you the most difficulty?
What is your grade point average? How do you feel about this?
Do you think your grades are a good indicator of your future career potential?

Hypothetical Questions

What could you see as the major objective of this job?
If we hired you, how would you identify the major roles and responsibilities of your new position?

Accomplishments and Achievements

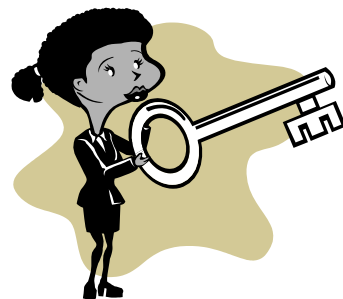
In addition to your educational and professional experiences, what else would you like us to know about you in order to make an appropriate decision?

Geographic Preferences

What geographical location interests you most when working?
Are you willing to relocate? Do you mind traveling?

Salary and Benefits

What starting salary do you expect as an employee?
How do you feel about an income made up totally of commissions?
When comparing one company offer to another, what factors will be important to you besides salary?



INTERVIEW FORMATS

Each interviewer you meet with may have a different interviewing style. No matter what the interviewing style, it is important to be prepared, self-confident, and flexible. However, you are likely to encounter three basic types of interviews—structured, unstructured, and behavioral.



Structured interview - The recruiter asks each applicant a specific set of questions. In some cases he or she may write down your responses. A very structured interview may feel rather rigid and formal. A typical question in a structured interview might be “What are your career goals and objectives?”

Unstructured interview - This style is more conversational. The recruiter has some general questions in mind, but there is more give and take of information. In an extremely unstructured interview the recruiter may ask very few questions and leave it up to you to initiate a discussion of your qualifications. An unstructured interview might open with the statement, “Tell me something about yourself.”

Behavioral interview - The recruiter asks very pointed questions regarding how you have handled specific kinds of situations, or how you would anticipate dealing with the kinds of challenges presented on the job. A typical question in a behavioral interview might be, “Tell me how you handled a recent conflict situation.” This style of interview is gaining popularity, therefore we will elaborate more on Behavioral Interviewing.

Behavioral questions are based on the idea that **past behavior predicts future behavior**. Based on the position the employer will assess certain skills and qualities that relate to performing the job successfully. Thus the employer will ask questions to determine if you have demonstrated these qualities and skills in your past behavior.

You should respond to behavioral questions by giving a concrete example where you have already demonstrated the particular skill the interviewer is seeking. It is often helpful to remember the acronym **CAR** in responding to these types of questions.

Context: Give some background of event. Think to yourself answer the questions, What? When? Where? and for Who? Include obstacles that you had to overcome.

Action: Explain the action you took. This does not mean what the group did, but what you did. Practice “I” instead of “We” statements; assume ownership of your accomplishments.

Results: Describe the positive benefits that you achieved. Quantify the results and relate your skills, actions, and results to employer’s need when possible.

How do you know what skills the employer is looking for so you can generate targeted examples?

- Read the job description
- View prospective employer’s website
- Read occupational information that describes which skills are used in different functional areas.
- Ask the question at on-campus Employer Information Sessions
- Ask alumni working in the same area.

SAMPLE BEHAVIORAL INTERVIEWING QUESTIONS

Planning and organization

Give an example of how you prioritize and organize your schedule?

Tell me about a time you successfully met an important goal.

Describe a situation when you had many projects or assignments due at the same time. What steps did you take to get them all done?

Communication Skills

Give me an example of how you have used active listening skills to help a situation.

Tell me about a time when you had to explain complicated material. How did you clarify if the other person made sense of your explanation?

Describe a situation where you persuaded others.

Tell me about a time in which you had to use your written communication skills in order to get across an important point.

Initiative

Give an example when you went above and beyond expectations.

Tell me about project you have initiated. What influenced you to begin the project?

Interpersonal skills

When working on a team for a class project have you ever had an experience where one person was not doing their share of the work? What did you do?

Tell me about the most challenging person you have ever dealt with.

Give me an example where you resolved a conflict.

Describe a situation when you had to be assertive.

Describe a situation that was successful because of your participation.

Decision Making

Give an example of a time you had to make a difficult decision.

Describe a time you had to defend your decision.

Summarize a situation where you had to seek out relevant information, define key issues, and determine steps to get a desired result.

Flexibility

Describe a situation in which you were able to overcome a "personality conflict" in order to get results.

Give an example of a stressful situation in which you used coping skills to manage.

Leadership

Tell me about a time when you took charge of a project in order and achieved successful results.

Discuss situation where you have turned ideas into action.

Tell me about a time you had to lead people who did not want to be led.

Creativity/Innovation

Give an example of a time you provided an innovative solution?

What is the most creative thing you have done?

INTERVIEW QUESTIONS YOU NEED NOT ANSWER

(adapted from Career Opportunities News)

In addition to anticipating questions you may be asked about your qualifications and past experiences, you should also be aware of certain questions which, by law, you are not required to answer. Most deal with personal information that is not related to the job or your ability to perform it. Below are some examples of such illegal questions. Should an employer ask you any of these, rather than create an embarrassing moment in the interview, try to respond by saying something positive about your qualifications.



What is your marital status?

Whether you are married, single, or engaged has no relation to your ability to perform your job.

What is your sexual orientation?

Your sexual orientation (homosexual, heterosexual, bisexual), and gender identity (cis-gender or transgender), have no relation to your ability to perform your job.

When were you born?

This is technically illegal, except to probe that you are not a minor or otherwise don't fit the age restrictions posted for the job. In actuality, however, most candidates assume they will record their date of birth on a formal employment application and make no particular attempt to hide it. Older workers, however, often leave dates off resumes and may not wish to disclose their age until actually hired.

How would you get to work?

Your ease or problems associated with getting to work should be of no concern to the employer. If you are hired, presumably you can get to work. The employer might, however, ask the question with the positive intention of helping you identify a car pool from near where you live.

What are your disabilities?

Once again, the only concern the employer can legally express deals with your inability to perform the duties of the job. If you are in a wheelchair, you could be eliminated from some jobs requiring standing and frequent movement, but persons in wheelchairs can perform most of the jobs in many organizations.

Please submit a picture.

Almost no one does it these days, but the employer can't ask for a photograph before hiring.

What is your racial/ethnic group?

Thanks to discrimination laws, employers may not ask for your racial/ethnic, religious, or other categorical background. An applicant may choose to provide this information voluntarily, if it proves beneficial in an affirmative action hiring situation. Later, once you are hired, employers may legally ask for your racial/ethnic group.

INTERVIEW ADVICE

Present Yourself Professionally

- ❖ Dress appropriately for the organization you are interviewing with (call employer or other employees to find out if you're not sure).
- ❖ Arrive early (5 to 10 minutes).
- ❖ Offer a firm handshake at the beginning and the end of the interview.
- ❖ Maintain eye contact throughout the interview (it is natural to look away briefly while you are speaking).
- ❖ Do remember to smile and be friendly. Employers appreciate enthusiasm.
- ❖ Sit comfortably (back straight, leaning slightly forward) don't fidget, squirm or wring your hands.
- ❖ Do not chew gum.
- ❖ Carry a briefcase or portfolio if you like. Do not bring a backpack to the interview.
- ❖ Leave your cell phones out of the interview room or turn them off before you enter.

WHEN ANSWERING QUESTIONS REMEMBER THESE TIPS!

Allow yourself time to think before you answer questions. It is appropriate to ask the interviewer to repeat a question that is unclear.

Be specific and give examples when answering questions. This adds credibility to statements you make about your qualifications. It is better to make a few strong points than many brief, unrelated points.

Do not diminish your past experiences; don't say, "I was just a front desk assistant."

Try to avoid saying "uh", "like", and "you know!"

What to Wear?

- ❖ Unless otherwise directed by the employer, dress conservatively for interviews. Men should wear a dark suit and conservative tie. Women should wear a dark colored pant or skirt suit. Avoid miniskirts, bow-ties, trendy outfits, or loud colors.
- ❖ Wear dark, polished conservative shoes with closed toe and heel. Men should wear long, dark socks and women should wear dark or nude colored nylons.
- ❖ Minimize jewelry. Women should wear no more than one pair of small earrings. No additional body piercings and cover tattoos.
- ❖ Style hair neatly and conservatively. Keep nails groomed and use conservative nail polish.
- ❖ If the employer indicates that business casual attire is appropriate to wear or if you are **absolutely** positive the company culture is casual and wearing a suit to the interview would be overkill, you may wear business casual in the interview. Here are some tips:
- ❖ Business casual can range from slacks or skirts to khakis.
- ❖ It includes a collared shirt and trousers, a shirt or sweater with a skirt, or coordinated separates.
- ❖ Low heeled shoes and loafers are acceptable.
- ❖ Jean, tennis shoes, T-shirts, sweatshirts, shorts and miniskirts do not qualify as business casual.

TYPES OF INTERVIEWS

Most interviews are one-on-one with applicant and interviewer. However there are other types of interviews, including:

Panel: The applicant is interviewed by a group of interviewers at the same time.

Group: There is more than one applicant in the room. Typically a group of candidates is interviewed by a panel.

Meal: The interview takes place over a meal, typically lunch.

Working: The applicant is put to work and observed.

Interviews usually consist of a combination of questions, interview style and sometimes interview type. For instance, you may at first meet with someone one-on-one and then meet with a panel. You may be asked some general questions, some behavioral and then asked to work and be observed. It just depends on the position and organization.

Telephone Interview

Telephone interviews may be used when the applicant does not reside in close proximity to the hiring manager's office. Employers may use the telephone interview as the first screening before deciding to invite the applicant for an on-site interview. Sometimes, the telephone interview will just be with one interviewer. Other times the applicant may be interviewed by a panel on a conference call. Expect the questions to be very similar to an in person interview. Don't underestimate the importance of making a positive impression during the phone interview. A few tips:

- Schedule a time where you can give your complete attention
- Take the phone call in a quiet place.
- Write down a few key points you want to mention and the questions you want to ask.
- Keep a copy of the resume and job description near the phone
- Smile and stay enthusiastic!

Etiquette Tips for Meal Interviews

Dining with a potential employer may seem more relaxed than an actual interview, but you want to continue to present yourself professionally because the employer is still evaluating your behavior.

- This interview may be geared more towards casual conversation. Relax, the employer usually drives the conversation, but if it is your turn to talk, try to find easy topics to discuss of mutual interest (movies, sports, etc.). Avoid controversial topics or careless banter.
- Turn off your cell phone. Although this is a more relaxed environment, answering calls or text messages is not polite to your host.
- The employer will be paying for the meal so follow their meal recommendation(s) or order a mid priced meal.
- Order a meal that is easy to eat. Take small bites, and do not talk with your mouth full, and do not gesture with your utensils.
- We recommend you do not order alcohol. You want to stay alert during the entire interview. It is always acceptable to substitute mineral water for wine.
- Understand the table setting. Your bread plate is on the left of your place setting and your water glass is on the right. Use your utensils from outside in. If you are ever in doubt, follow the example of your host or other guests.
- Place your napkin on your lap as soon as you sit down. Should you leave the table before the meal is over, place the napkin on the chair. At the end of the meal, leave the napkin to the left of your plate.
- Be sure to talk with other guests at the table.
- Thank your host for the interview and meal. Be sure to know what the next interview step will be for you.

THANK YOU LETTERS

Sending “thank you” letters is an essential part of any job search. Send letters to anyone you meet who gives you information, advice or referrals. You can also send a thank you to someone who gave you help during a telephone conversation. Of course, a letter should be sent after each job interview. **A simple thank you letter can often be the deciding factor in whether or not you receive a job offer.**

The follow-up letter is best sent immediately, but should be no later than a week following the interview. Remind the reader of what was discussed, and comment on how you plan to act on the information, advice or referral you received. If you are writing a letter after a job interview, you might include something relevant about your qualifications that you neglected to mention in the interview.

Managers who have to choose between two good candidates have been known to make the decision based on which candidate sent a thank you letter.

1234 Golden Gate Avenue #1
San Francisco, CA 94117

April 5, 2006

Ms. Jane Baxter
Vice President
Bank of the Bay Area
25 South Street
San Francisco, CA 94111

Dear Ms. Baxter:

It was a pleasure meeting with you yesterday to discuss opportunities in commercial banking. Your planned expansion is most interesting, especially your ideas concerning outreach to small businesses.

My experience working for a number of small service businesses in San Francisco while completing my degree has made me particularly sensitive to the unique needs of small business owners. As you learned from our conversation, I have also worked as a bank teller, and understand the bank's commitment to high quality customer service.

I remain very interested in the commercial banking representative position. I am confident that my skills and experience would be a valuable addition to your team. I look forward to hearing from you soon.

Sincerely,
Chris Williams
Chris Williams

BLOCK STYLE – all sections left-aligned.

Write the letter very soon after the interview!

Refer to something you learned about the company or position

Reinforce the most important aspects of your qualifications

Restate your interest in the position

Show confidence and enthusiasm!!

Include something you forgot to mention in the interview, or expand on your relevant qualifications

DID YOU KNOW ? -- You can improve your chances of standing out from the crowd? It is estimated that only 50% of job candidates send a thank you letter after an interview!

THE SECOND INTERVIEW

Candidates who are being seriously considered are frequently invited for a second interview in the home office or plant. If a company representative considers you to be a qualified candidate for employment, an invitation to continue with the process will be extended. You should acknowledge this invitation with minimum delay. In many cases, the invitation letter includes a number of alternative dates for your visit, with the selection left up to you. You may also receive a telephone call inviting you to a second interview.



What to Expect

The Opportunity - You should accept an invitation for an office visit only if you are seriously interested in the employer. Some candidates have commented on the difficulty of “staying fresh” for a series of interviews comprised of the same questions. Keep in mind that the information you provide is new to each person you meet, and be patient with repeat questions. Avoid the inclination to give new and different answers or examples in each interview. When the interviewers compare notes at the end of the day they should share a consistent picture of your strengths and accomplishments.

In order to make the interview more dynamic and interesting, we recommend that you ask questions to the department or individual with whom you are speaking. This not only gives you a broader range of topics to discuss, but provides you with valuable information about the organization which you will need in order to make a wise employment decision. Since the call-back interview is used to measure mutual fit, you should prepare yourself to become more integrally involved in the interview process.

Expenses - If the invitation does not mention expenses, contact the employer for clarification. Most employers pay all reasonable expenses incurred on visits, yet the company will expect you to use discretion in reporting your expenses. Keep records for transportation, food and lodging. If you are planning to visit more than one employer on the same trip, inform each of them and they will assist you in prorating your expenses. The following items are not considered to be normal expenses: entertainment, tours, cigarettes, alcoholic beverages, magazines, personal calls, valet expenses, flight insurance and excessive tips.

The Interview – The employer conducts office or plant visits in much the same way as your initial interview. It is appropriate to ask in advance for the names and titles of the all people who will be interviewing you during the office visit, and how you will be interviewed. The visit may include a panel interview in which a group of people asks you questions. You may also be expected to interview with several people individually. Second interviews can vary in length from half an hour to a full day of interviews, tours and meals with a variety of company employees. For most candidates, talking to all of these people can be draining. Therefore, strategies such as taking notes when appropriate and timing your responses delaying your questions and reaction may help you to remember names as well as intelligent questions to ask later. During the interview, candidates may expect to discuss job responsibilities, personal qualifications, observe company operations, visit facilities where they might work, meet other personnel, and perhaps tour the community.

Business Etiquette - It is not unusual to be taken out to lunch or dinner as part of your second interview. At such events it is essential to remember and practice everything you ever learned about table manners.

EVALUATING JOB OPPORTUNITIES

If a job offer is extended consider the offer thoroughly before giving a hasty response. In order to evaluate a job opportunity, you must first determine your needs, wants and desires. Do not feel pressured to make a quick decision. Instead, imagine yourself going to work each day for that employer and prioritize your work values. Use the table below to help you prioritize.

Your Priorities

3=Must have (most important)
2=Really want (important)
1=Nice to have (least important)
0=Not Important

Degree to which job meet priorities

3=Better than expected
2=Meets my needs
1=Less than expected
0=Does not meet my needs /NA



Work Values	Your Priority	Job #1	Job #2	Job #3	Job #4
Fulfilling Work					
Variety of Work					
Responsibility					
Recognition					
Autonomy					
Challenge					
Advancement Opportunity					
Flexible Schedule					
Working Conditions					
Salary					
Fringe benefits					
Training Program					
Location of Job					
Commuting distance					
Size of Company					
Reputation of Company					
Friendly Co-workers					
Stability of industry					
Type of Business					

NEGOTIATING SALARY & BENEFITS

Most job seekers feel anxious, embarrassed and uncomfortable when the time comes to discuss salaries. Advice such as “Never bring up the issue of salary; let the interviewer say it first,” rarely helps if you don’t have any idea of how to respond when the topic does come up. This handout gives you some basic information about negotiating salaries and benefits as part of your job search.

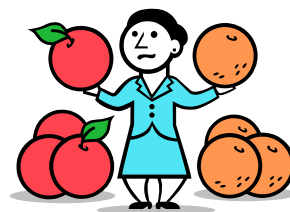
The Fundamentals of Salary Negotiation

1. Determine the market rate salary range for this type of position in this particular Industry.
2. Prepare a budget to determine your financial needs.
3. Decide, before you go into an interview, what salary you want to earn, what you need to live on, and what you will be willing to settle for.
4. Be realistic: entry-level salaries are less negotiable than salaries for mid-level or executive positions.
5. Practice your salary negotiation skills with a friend, or during a CSC videotaped mock interview session.
6. Document your skills and accomplishments, and be prepared to talk about them. Know why you’re worth whatever you expect to be paid !
7. Don’t be the first to mention salary during the interview, and use the negotiating tips listed below when the topic does come up.
8. Never say, “I need at least ____ dollars.”
9. Don’t worry about what your friends are making, the employer certainly isn’t.
10. Never lie about your salary history.
11. Relax, it’s natural to feel embarrassed or uncomfortable discussing salary.
12. Once you have accepted a job offer and salary level, be sure to get it in writing.

How can I find out the market rate salary range?

Uncovering salary information is not as difficult as it may seem. Try the following resources:

1. Visit the Career Services Center website (<http://www.usfca.edu/career/>), click on “Students,” then “Career & Major Exploration” and click on the “Salary Information Section” to view the NaceLink Salary Survey and links to Salary.com
2. Research additional salary related websites:
 - www.jobsmart.org
 - www.wageweb.com
 - www.salaryexpert.com
 - www.college.wsj.com
3. Use job listings which indicate salaries for related positions
4. Ask your friends, networking contacts, and other job seekers
5. Contact professional associations in your field of interest
6. Explore salary resources of the chamber of commerce in your region
7. Call employment agencies or executive search firms
8. Review business and trade publications (i.e. *US News & Working Woman* publishes annual salary surveys)



Are salaries really negotiable?

Yes, and no. The degree to which a salary is negotiable depends on the position, the manager, the organization, your perceived value, and the state of the job market. Most entry-level positions have set salaries that are subject to very little if any negotiation, perhaps a few hundred dollars of negotiating room. Mid-level positions typically have salary ranges of between 10 and 20 percent (i.e., a job paying \$35,000 a year may have a salary range between \$31,500 and \$38,500). Employers will negotiate within the range, but will rarely exceed it unless you are an exceptional candidate. Most state and federal government jobs have rigid, non-negotiable salary scales based on education and experience. In general, higher-level management and executive positions offer the greatest opportunities for negotiation. In any case, never accept an offer in the interview. Express your strong interest, but state that you always think over decisions of this magnitude. Tell your interviewer when you’ll contact him or her

with your decision.

NEGOTIATING SALARY & BENEFITS CONT'D

How can I handle questions about salary during an interview?

1. If asked, "What are your salary requirements?" summarize the requirements of the position as you understand them, and then ask the interviewer for the normal salary range in his/her company for that type of position. On the job application, respond to this question with "negotiable."
2. If asked, "How much did you earn on your last job?" tell the interviewer that you would prefer learning more about the current position before you discuss compensation, and that you are confident you will be able to reach a mutual agreement about salary at that time. Then use examples of your accomplishments that prove your value, don't just refer to your experience in a general way. Comparisons to your current or past salary are irrelevant and should be avoided. Your focus should be on the benefits you'll bring in the future, rather than on your past salary, which may not have reflected your true market value. Also remember that cost of living differentials affect what you can expect to earn in a new location.
3. If told, "The salary range for this position is \$30,000 to \$34,000, is that what you were expecting?" Tell the interviewer that it does come near what you were expecting, and then offer a range which places the top of the employer's range into the bottom of your range (i.e., I was thinking in terms of \$34,000 to \$38,000). Remember: be sure that the range you were thinking about is consistent with what you learned about market rate for that position.
4. If told, "The salary is \$2500 per month," try not to look excited or disappointed. Simply repeat the salary, look up as though you were thinking about it, and pause. Don't worry about the silence; give the employer an opportunity to increase the offer. If the interviewer does not change the offer, try the response suggested in #3 above.

Introduction to Benefits

In addition to salary, take into consideration the employee benefit plan when evaluating an offer made by a company. In today's job market many employee benefits are considered standard they come with the job and are not subject to negotiation. However, an increasing number of employers are offering flexible benefit packages, which allow employees a variety of choices regarding their benefits. Most entry-level employees can expect a basic benefit package consisting of:

Health insurance
Life insurance

Dental insurance
Paid vacation time

Disability insurance
Paid sick leave

Paid holidays

A more comprehensive benefit package might include some or all of the following:

Bonuses
Company car
Desirable office
Expense accounts
Parental leave
Professional membership dues
Relocation payments
Savings plans
Stock Options
Termination agreement (severance pay)

Child and day-care services
Cost-of-living adjustments
Education and training programs
Flexible work schedule
Parking
Profit sharing plans
Retirement plans
Special equipment (i.e. laptop computer)
Supplementary pay plans
Unpaid leave time



DECISION TIME

It is not considered professional to accept a job offer and later renege on that offer. Once you have said, “yes”, you have made a professional commitment. Failing to honor that commitment could start your career under a cloud that might follow you for a long time.

ACCEPTING AN OFFER

Call the employer to accept the offer and then follow-up with a confirmation email or letter. Make sure you include the position, start date, rate of pay, and any recently negotiated items in your confirmation letter. Maintain a copy of the letter for future reference. If you have applications out with other companies, let those employers know that you have received an offer and wish to have your name withdrawn from further consideration. It is unethical to continue interviewing once you have accepted an offer. It is a nice gesture to thank your references and they will most likely appreciate this and remember this if you need to contact them for a future job search. See an example of an “Acceptance Letter” on the following page.

DECLINING AN OFFER

To decline the offer, send the employer an official notice via email or letter. State that you are declining their offer, but appreciate their interest in you and opportunity to interview. You can mention why you are not accepting the offer, however this is not a requirement. Notify employers that you are declining their offer as soon as you accept another offer or are no longer interested in the opportunity. See an example of a “Declining An Offer” letter on the following page.

CAN I ASK FOR MORE TIME?

Yes, however be prepared with an explanation of why you need more time. Employers tend to give more time in the fall semester than spring when they are feeling more pressure to finalize their hiring. It is possible to receive an offer from your second and third choice before your first choice has extended an offer or had the opportunity to interview you. In this case, you may want to notify your first choice that you have received another offer, but that you prefer their opportunity. If your first choice company is truly interested in you, they will speed up their process if possible. If your first choice company is unable to speed up their process, or if the company who made the offer is unwilling to extend your deadline, you need to make a thoughtful decision about what to do. If you feel unsure, schedule an appointment with a career counselor.

HOW DO I ASK FOR MORE TIME?

Thank the employer and tell them you are excited about the opportunity to work at ABC Corporation, and then say something like:

- This is a major decision; therefore, I would like more time to consider this offer.”
- “I would like to have time to discuss this offer with my family.”
- “I have a previously scheduled interview, and it is important to me to honor this commitment. In order for me to make the best decision, I am requesting more time.

SAMPLE ACCEPTANCE AND DECLINE LETTERS

LETTER ACCEPTING AN OFFER

To: <EvelynChoung@banking.com>
From: <chris@usfca.edu>
Subject: Financial Analyst offer

Date: April 10, 2008

Dear Ms. Choung:

I am delighted to accept the offer to join Bank One as a Financial Analyst. I look forward to working directly with you and Mr. Sanchez on the upcoming internal audit for Sandstone Properties. As per our telephone conversation on April 5, 2008, I understand the monthly salary will be \$_____ and the organization will pay for my relocation expenses, inclusive of moving costs and assistance locating new housing.

Thank you for sending the employment forms. I will bring the completed forms when I report to work on July 6, 2008.

Sincerely,
Chris Peterson

LETTER DECLINING AN OFFER

To: Mark Kline <m.kline@synergy.com>
From: Melanie Thomas <mthomas@usfca.edu>
Subject: Information Technician

Date: April 19, 2008

Dear Mr. Kline:

Thank you very much for offering me the position of Information Technician with your organization. After careful consideration, I have decided that this position is not an optimal match for my career goals, and so I respectfully decline the offer.

I appreciated the opportunity to interview with you, and was especially pleased with the discussion we had about the direction you are taking Synergy Information Systems. I wish you success with your new ventures.

Thank you again for considering me for the position.

Sincerely,

Melanie Thomas
423 Fulton Avenue
San Francisco, CA 94117
(415) 433-2443, mthomas@usfca.edu