

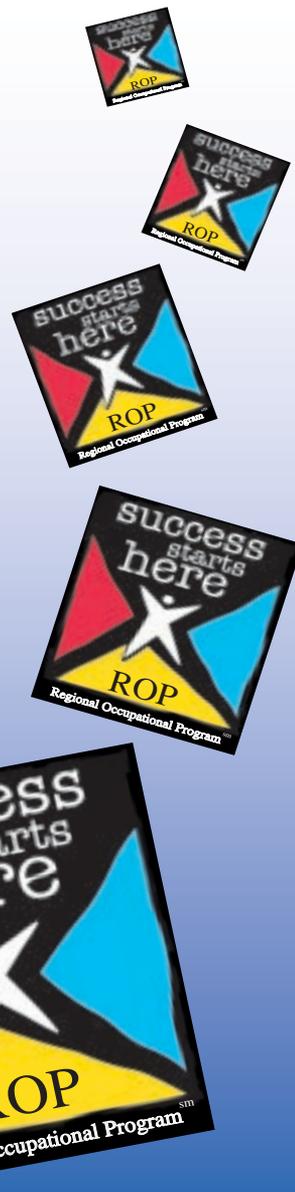


DR. DAVID LONG
Riverside County Superintendent of Schools

ROP

Regional Occupational Program

Job Search Handbook



All About ROP

The Riverside County Regional Occupational Program (**ROP**), offers career preparation training to high school and adult students who are residents of Riverside County.

ROP currently offers training in over 40 career areas based upon current and future labor market demands and availability of state funds. Programs are limited to training in those occupations where there is a reasonable expectation of employment and where there is sufficient student interest and need. ROP courses are listed on page 46.

Why take ROP?

Experience is the best teacher. ROP can help you get the experience needed to get a job of your choice, or help you upgrade your skills, or to train in a completely new field. You may have the opportunity to actually do your training in a community-based business.

Who can enroll?

ROP classes are open to all students 16 years of age or older, regardless of sex, race, creed, marital status, or physical handicap. **Priority** is given to high school seniors, then juniors, followed by persons 16 years of age or older, and adults. Some classes have special requirements and/or age prerequisites.

How much does the training cost?

There is **no tuition fee**. Unless exempt, adults pay a \$20.00 registration fee. Students may incur some costs for books, uniforms, protective equipment, supplies, medical/legal clearances, and state certification exams as required by the specific courses of study. (Fees for specific courses are shown on page 4; registration fees and exemption information are shown on pages 3 & 4).

What do I get when I finish my training?

Upon successful demonstration of competency, you will receive a Certificate of Training - your ROP diploma. The certificate and accompanying competency list will verify your employability in your area of training.

What career guidance services does ROP provide?

ROP Student Services Representatives (SSR) provide career guidance, aptitude and interests testing, and educational and occupational information. High school students may contact the SSR at the local high school campus. Adults should contact the ROP Assessment Center at (800) 606-4001, or (909) 826-6450 (Riverside), or (760) 863-3300 (Indio). Career assessments will be provided by appointment.

How are ROP classes taught?

ROP training is given in actual business/ industry locations or classrooms equipped to industry standards. Classes are a combination of classroom instruction and on-the-job training taught by professionals in the industry who are credentialed by the State of California to teach in their areas of expertise.

Can I get credits for taking ROP classes?

Credit is given to high school students through their home high school. Some ROP courses offer the opportunity for advance placement and/or credit at local community colleges. Please check individual course descriptions for details.

Will I get a job?

Your ROP instruction will include job search skills. While you are not assured of a job, our placement rate is generally very high.

Sound good?

If you've been looking for the right job, feel it's time for a change, or would like to improve your skills, ROP may be just what you are looking for.

FOR ADDITIONAL INFORMATION CALL
(800) 606-4001
(909) 826-6450 - RIVERSIDE
(760) 863-3300 - INDIO
T.D.D. Available (Hearing Impaired)

The Job Search

Introduction

The job market is one of the most exciting markets in America. It is the place where you sell your skills and talents to fulfill your dreams. This Job Search Handbook has been designed to help you secure a job by presenting yourself positively.

Knowing how to secure a job is a skill that **will serve you for a lifetime**. The number of occupations (not just jobs) one has in a lifetime averages between three and seven. Knowing how to do the job search will help you during your entire life, whether you stay with one career or have several.

A major job search goal is to get to an interview, for it is through the interview that the hiring decision is made. How do you get an interview? Through your **cover letter** (letter of application), **résumé**, and **application**.

Getting a job is a job! Be prepared to spend time at this—your job satisfaction and livelihood depend on it.

There may be others who applied there who could have done the job better than you could. But it is true today, and it will ever be true: the person who gets hired is not necessarily the one who can do that job best: but, the one who knows most about how to get hired.

Richard Nelson Bolles

The process involved in securing a job is called the **Job Search**. The steps involved often include:

1. Learning about yourself. (**Self Evaluation**)
2. Finding out what opportunities exist. (**Research**)
3. Creating a cover letter and résumé. (**Preparation**)
4. Contacting employers. (**The Job Search**)
 - Filling out applications
 - Going to interviews
5. Sending a thank-you letter. (**Follow-Up**)

This handbook will cover Steps 2-5.

It is important to make it as easy as possible for the prospective employer to notice your skills. To accomplish this, provide complete information on the application, make your cover letter and résumé easy to read. Include names, addresses and phone numbers of references on the résumé or on a separate references page.

Who am I?

California Occupational Guide Job Hunt Survival Kit (#600) says that the first thing to think about in your job hunt is to ask yourself the question: WHO AM I? First and foremost, you need to analyze who you are and what you want to do. There are many resource books available to help you if you go to your school or local library. There also are many self-assessment tools you can take. Talk with your school's career counselor or your teacher to get more information.

You can begin to learn more about yourself by answering the following questions. Completing these sentences won't tell you what you should or should not be. However, this activity will help you become more aware of what you like and don't like. More importantly, you will be taking another step on your career exploration journey.

In trying to determine the best job or career for you, there are several areas to consider. To respond to this broad question of "WHO AM I?", fill in the blanks to these questions:

Things that I really like to do are _____

Things that I am really good at are _____

Other people describe me as _____

I am skilled at _____

I am interested in _____

I enjoy such activities as _____

My job experiences, paid or volunteer, are _____

My interests and past jobs are similar in that they _____

(Contributed by Riverside County Economic Development Agency)

The Cover Letter

- **Cover Letter/Letter of Application**
- **Cover Letter Practice**
- **Sample Cover Letter**
- **Cover Letter Check List**

Cover Letter

(Letter of Application)

The purpose of the cover letter is to interest the prospective employer in reading your résumé, which should further interest that employer to give you an interview. The cover letter should not be a repeat of the résumé, but rather, it should highlight qualities that make me prospective employer want to invest the time to read your résumé.

There are three basic parts to a Cover Letter: The letter should...

1. **begin with an interesting first paragraph that gets attention** and tells why you are writing. **Identify the position for which you are applying and explain why you are interested in joining the company.** Also, you may mention how you learned about the position.
Example: *I am enthusiastic, hard working, thorough, a quick learner, and committed. These are words my teachers (or employers use to describe me. I would like the opportunity to use these qualities in the administrative assistant position at Community Hospital.*
2. briefly **summarize your qualifications** for the job, describing relevant training or experience you have had; refer them to your résumé.
Example: *I am skilled in Microsoft Word, Windows, Excel, and Access. My office skills are excellent, and I am familiar with the basic operation of a business office. I am eager to learn, enjoy a challenge, and continually strengthen my skills. The enclosed résumé gives more details about my background.*
3. **end with a closing paragraph that asks for an interview appointment.**
Example: *On Friday, January 15, I will call to see if an interview can be arranged at a time that is convenient for you.*

Guidelines: (Always spell check your document and proofread carefully!)

1. **Address the letter to an individual** whenever possible. Be sure you have correct address information, names, titles, etc. If you are writing to a woman, it is safe to use Ms. if marital status is unknown.
2. **Use the “you” approach.** Tell them what you can do for their company, not what they can do for you!
3. **Be honest, confident, and enthusiastic.** Do not be boastful, negative, or too modest. Do not call attention to weaknesses. Be specific about what you can do.
4. **Be concise** - keep it short, one page maximum.
5. **Refer them to your résumé,** since it gives facts.
6. **Be professional.** Avoid appearing aggressive, overbearing, familiar, or cute. Remember, you are writing to a stranger about a subject that is serious to you both.
7. **Make action easy.** Instead of “may I hear from you,” say “I will call you Friday morning to arrange an appointment at your convenience.”
8. **Give the letter eye appeal.** Use business letter format and good quality stationery that matches your résumé—color could be white, cream, or gray, and avoid fluorescent colors. Print it on a laser printer. Hand deliver letter and résumé if possible. If you must mail them, use a large envelope to avoid folding them.
9. **Use proper English and action verbs.** Avoid abbreviations except for Mr./Miss/Mrs./Ms. and two-letter state abbreviations.
10. **Keep a copy** of each letter you write for future reference.

Cover Letter Practice

Return address may be typed here or at the bottom as shown.

Date (Full name and title) _____

(Mr./Miss/Ms./Mrs.) _____

(Company name) _____

(Company street address) _____

(City, state, zip code) _____

Dear Ms. _____

Paragraph One: (Write a statement that captures the reader's attention. State your reason for writing, identify the position for which you are applying, and explain why you are interested in joining the company. Also, you may mention how you learned about the position.)

Paragraph Two: (Briefly summarize your qualifications for the job, describing relevant training or experience you have had. Refer them to your enclosed résumé.)

Paragraph Three: (End with closing paragraph that asks for an interview appointment.)

Sincerely,

(your signature)

Your typed name

Your street address

City, state, zip code

Phone number

E-mail address (if you have one)

Enclosure

Formatted in block style with open punctuation

Sample Cover Letter

Return Address at Bottom

January 18, 20__

Ms. Kathy Taylor, Director
Human Resources
Community Hospital
234 Tenth Street
Riverside, CA 91720

Dear Ms. Taylor,

I am enthusiastic, hard working, thorough, a quick learner, and a committed individual. I would like the opportunity to use these qualities in the administrative assistant position at Community Hospital. Mrs. Sundeen, your accountant, told me about the opening and the qualifications needed for the job. I am interested in the medical field and would be pleased to be part of the Community Hospital team.

I am skilled in Microsoft Windows, Word, Excel, and Access and familiar with the basic operations of an office. Through the Regional Occupational Program, I have earned a Computer Information Systems Certificate. I am eager to learn, enjoy a challenge, and continually strengthen my skills. In addition, I am a team player with a strong work ethic. The enclosed résumé gives more details about my background.

I would like to work for Community Hospital and would welcome an opportunity to meet with you to discuss this further. On Friday, January 22, I will call to see if an interview can be arranged at a time that is convenient for you.

Sincerely,

Mary Ann Waiting
3879 South Fourth Street
Riverside, CA 92507
(909)785-3281
E-mail: mawaiting@yahoo.com

Enclosure

Formatted in block style with open punctuation

Sample Cover Letter

Return Address at Top

(Could be formatted with return address as your own letterhead or as shown below.)

3879 South Fourth Street
Riverside, CA 92507
January 18, 20__

Ms. Kathy Taylor, Director
Human Resources
Community Hospital
234 Tenth Street
Riverside, CA 91720

Dear Ms. Taylor:

I am enthusiastic, hard working, thorough, a quick learner, and a committed individual. I would like the opportunity to use these qualities in the administrative assistant position at Community Hospital. Mrs. Sundeen, SS your accountant, told me about the opening and the qualifications needed for the job. I have long been interested in the medical field and would be pleased to be part of the Community Hospital team.

I am skilled in Microsoft Windows, Word, Excel, and Access and familiar with the basic operation of an office. Through the Regional Occupational Program, I have earned a Computer Information Systems Certificate. I am eager to learn, enjoy a challenge, and continually strengthen my skills. In addition, I am a team player with a strong work ethic. The enclosed résumé gives more details about my background.

I would like to work for Community Hospital and would welcome an opportunity to meet with you to discuss this further. On Friday, January 22, I will call to see if an interview can be arranged at a time that is convenient for you.

Sincerely,

Mary Ann Waiting
(909)785-3281
Enclosure

*Formatted with return address above the date
Block style with mixed (standard) punctuation*

Sample Cover Letter

Response to a *Blind Ad in a Newspaper

January 18, 20__

Press Enterprise
P.O. Box 792
Riverside, CA 92503

To Whom It May Concern:

Ad Reply No. 3759

Your ad stated your need for an administrative assistant skilled in Microsoft Word, Excel and Windows. I have earned a Computer Information Systems Certificate through the Regional Occupational Program. I am skilled in Microsoft Windows, Word, Excel, and Access and am familiar with the basic office operations. Your job description in the *Press Enterprise* sounds like just the position I am interested in securing.

In addition to my computer skills, I am organized, possess a strong work ethic, and am a team person. I enjoy a challenge, am eager to learn, and continually strengthen my skills. The enclosed résumé gives more details about my background.

I welcome an opportunity to meet with you to discuss this further. Please phone me at (909) 785-3281 to arrange an interview at a time that is convenient for you.

Sincerely,

Mary Ann Waiting
3879 South Fourth Street
Riverside, CA 92507
E-mail: mawaiting@yahoo.com

Enclosure

**A blind ad is one that doesn't list the company name, address or phone number, but rather, an Ad Reply No. at the newspaper address.*

Formatted in block style with mixed (standard) punctuation.

Cover Letter Check List

- Is the letter dated?
- Is your letter addressed to an individual? (if possible)
- Do you have the correct spelling of the name?
- Do you know the person's correct title?
- Do you have the correct address?
- Does your letter include your skills and abilities as they apply to the job in question?
- Does the cover letter express an interest in the specific job and a desire to work for the particular company to which you are corresponding?
- Is the cover letter neatly and perfectly typed?
- Is the letter well-organized?
- Did you spell check and proofread thoroughly?
- Is the letter grammatically correct?
- Is your address included and accurate?
- Did you include your current phone number and area code?
- Did you print on a laser printer?
- Did you use good quality paper?
- Does the letter state how you will follow through for setting an appointment for an interview?
- Is the letter signed?

The Application

- **Application Process**

The Application Process

Most employers require a completed employment application. The employment application gives the employer facts about you that can be kept on file. The information you provide and how well you present the information indicates to an employer the following:

- Your ability to follow instructions
- Your character and professionalism
- Your thoroughness

Application Form

- Make a copy of the original application; use the copy as a rough draft. **
- Print neatly, use black ink, and maintain consistent style of writing.
- Don't leave a question blank. If you cannot respond, use a dash or N/A (not applicable). This lets the employer know that you read the question and did not skip over it.
- Check spelling.
- If possible, have someone proofread for accuracy and neatness before you transfer information onto the original application.
- **KEEP A COPY** of your original application for your personal file. You may need the information on this application at a later time (it may be years later).
- Make sure you follow instructions. If you have any questions regarding the application, it's best to call the employer to clarify.

- Know names and addresses of previous employers.
- Know the position you held at each job, dates, and salaries.
- Know the schools you attended, locations, and dates.
- List diplomas, degrees, and/or certificates earned.
- Know names, addresses, and telephone numbers of at least three personal references (other than former employers—use adults, avoid high school friends).
- Know the date of military services (if applicable).
- **READ** the fine print!
- Be sure to sign the application.

Materials Needed

- Two black pens
- Social Security Card
- Driver's License, Resident Card (some type of formal documentation)
- Résumé
- Information listed above (see **APPLICATION FORM** above).

**Be prepared to complete an application on the premises. Some employers may not allow you to take the application home.

The Résumé

- **The Résumé**
- **Résumé Headings**
- **Résumé Worksheet**
- **Contacting Employer by Phone**
- **Employer Contact Sheet**
- **Sample Résumés**
- **Scannable Résumés**
- **Résumé Check List**

The Résumé

Résumé: French word: means **summary**. (It is a short summary of important facts about you.) Plan to spend time on this. It is one of the most important documents you will ever create. Often it is the deciding factor in whether or not you get an interview. A résumé may be mailed, e-mailed, faxed, or hand-delivered to prospective employers.

Preparing a résumé will help you make an inventory of your experience and abilities. The résumé offers you the best opportunity to demonstrate that you are qualified for the position. Having all the facts about yourself at your fingertips will increase your self-assurance and confidence

for the make-or-break personal interview with an employer. You can discuss your qualifications with an employer without fumbling for dates and significant facts.

Most employers prefer one-page résumés. If a job objective is used, be as specific as possible. A résumé **should be** results-oriented, built on your strengths and accomplishments, clarify experience and progression, be concise, logical, and to the point. A résumé **should not** list your reasons for leaving previous employers, include personal information (marital status, number of children, religion, etc.), contain negative comments, or list lengthy job descriptions.

REMEMBER: Résumés often get less than one minute of an employer’s time—make that time count for you! Your goal is to get an interview. Ask yourself this question before presenting or mailing your résumé:

“Would I, if I were an employer, call me for an interview after looking at this résumé?”

CHRONOLOGICAL RÉSUMÉ—emphasizes dates

- ✓ lists positions you have held by dates, beginning with the most recent
- ✓ stresses organizations for which you’ve worked
- ✓ highlights strong steady work background

FUNCTIONAL RÉSUMÉ—emphasizes skills

- ✓ lists skills and abilities for those with limited work experience
- ✓ stresses professional or personal growth (e.g. volunteer experience or classes taken)
- ✓ lessens impact of weak job history (people who take time out of career to start family, etc.)

SCANNABLE RÉSUMÉ

- ✓ more businesses are requiring résumés to be formatted for scanning into their computer systems
- ✓ omits features that we use to make résumés more attractive such as graphics, lines, and symbols

Résumés must never have an error! Proofread carefully!

Print a résumé on good quality paper—preferably from a laser printer.

Résumé Headings

Topics or categories may vary according to your background. Your résumé may include some of the following categories.

- Awards
- Clubs
- Community Involvement
- Education
- Extracurricular Activities
- Familiar Tools/Machines
- Field Related Experience
- Memberships
- Publications
- Related Studies
- Special Certificates
- Special Interests
- Special Skills
- Special Studies
- Training
- Volunteer Work
- Work Experience
- Workshops and Seminars

Key Résumé Action Words

The following list of words will help you in describing your duties, skills, or abilities when writing your résumé.

ACCOUNTING

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecast
managed
marketed
planned
projected
researched

ARTISTIC

acted
conceptualized
created
developed
directed
established
fashioned
illustrated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized

OFFICE

approved
arranged
cataloged
classified
collected
compiled
dispatched
executed
generated
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
tabulated
validated

PEOPLE

adapted
advised
assessed assisted
clarified
coached
communicated
coordinated
counseled
demonstrated

developed
diagnosed
educated
enabled
encouraged
evaluated
expedited
explained
facilitated
familiarized
guided
informed
initiated
instructed
persuaded
referred
rehabilitated
represented
set goals
stimulated

RESEARCHED

clarified
collected
critiqued
developed
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
reviewed
summarized

SUPERVISORY

lectured
administered
analyzed
assigned
attained
chaired
contracted
consolidated
coordinated
delegated
developed
directed
executed
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
strengthened
supervised

VERBAL

addressed
arbitrated
arranged
authored
corresponded
directed
drafted
edited
enlisted
formulated

influenced
moderated
motivated
negotiated
persuaded
publicized
recruited
reconciled
spoke
translated
wrote

Miscellaneous

accelerated
accomplished
assembled
built
conceived
conducted
demonstrated
designed
eliminated
engineered
equipped
fabricated
founded
implemented
improved
motivated
organized
overhauled
recommended
remodeled
revamped
scheduled
upgraded

Sample Job Objectives

It is not necessary to use a job objective. However, if you use an objective, you will want to carefully write one that meets the employer's needs as well as outlines the job you are seeking.

Automotive

- Interested in a position with an auto body repair shop. Ability to perform auto body repair, sanding, and painting.
- Seeking an entry-level position as a mechanic's helper. Trained in repairing and replacing engine parts, tune-ups and basic automotive principles and applications.

Banking and Finance

- Seeking a position as a bank teller where I can utilize my skills in banking procedures for receiving and disbursing cash, performing customer services, and sales promotion.
- To obtain a position in a bank as a clerk-typist.
- Seeking a position as a new accounts clerk. Vocationally trained in customer service techniques, compiling, typing, and filing new accounts information.

Child Care

- Seeking an entry-level preschool aide position.
 - To obtain a position as a preschool teacher with the ultimate goal of becoming a preschool director.
- ## **Health Occupations**
- Seeking a position as a medical receptionist to utilize my excellent people and organizational skills.
 - To obtain a position in the health services field with the ultimate goal of being an emergency room registered nurse.

Office Occupations

- Seeking an entry-level clerical position in a business office.
- Seeking a position with an accounting firm as an office clerk.
- Interested in an office receptionist position where I can use my word processing skills. Long-range goal is to advance to a management position.
- Interested in a data entry position within a large company. A long-range goal is to earn a master's degree in Business Administration.
- Interested in applying my database, spreadsheet, and word processing skills to secure an entry-level position in a business office.

Restaurant

- Seeking a position as host/hostess and food server where I can utilize my experience in customer service and cashing.
- Seeking a position as an assistant manager. Qualified in kitchen management, inventory control, customer services and cooking methods.

Retail Sales and Marketing

- To secure an entry-level position in a major fashion outlet. Flexible and willing to take on a variety of tasks.
- Offering excellent communication, fashion, and marketing skills. Seeking to apply these skills as a sales associate in a retail store.
- To utilize my business, communication, and human relation skills to sell products/services for your organization.

Résumé Worksheet

NAME: _____

ADDRESS: _____

TELEPHONE: _____ E-MAIL _____

JOB OBJECTIVE: _____

EDUCATION

NAME AND ADDRESS OF HIGH SCHOOL: _____

LAST YEAR COMPLETED: _____ DID YOU GRADUATE? _____ YEAR GRADUATED: _____

NAME AND ADDRESS OF COLLEGE: _____

LAST YEAR COMPLETED: _____ DID YOU GRADUATE? _____ YEAR GRADUATED: _____

MAJOR: _____ MINOR: _____ DEGREE: _____

SKILLS

CHECK AREAS OF PROFICIENCY:

- | | | |
|---|--|--|
| <input type="checkbox"/> Typing _____ WPM
<input type="checkbox"/> Shorthand _____ WPM
<input type="checkbox"/> Word Processing
<input type="checkbox"/> Spreadsheets
<input type="checkbox"/> Database
<input type="checkbox"/> Windows _____
<input type="checkbox"/> Desktop Publishing
<input type="checkbox"/> Presentation Program
<input type="checkbox"/> Computers (Please indicate specific programs you have used) _____ | <input type="checkbox"/> Accounting
<input type="checkbox"/> 10-Key By Touch
<input type="checkbox"/> Filing
<input type="checkbox"/> Answering Phones
<input type="checkbox"/> Calligraphy
<input type="checkbox"/> Camera Ready Art
<input type="checkbox"/> Cashier
<input type="checkbox"/> Auto Technology | <input type="checkbox"/> Drafting (Auto-CAD)
<input type="checkbox"/> Offset Printing
<input type="checkbox"/> Digital Camera Scanner
<input type="checkbox"/> Insurance Billing
<input type="checkbox"/> Medical Terminology
<input type="checkbox"/> Marketing & Sales
<input type="checkbox"/> Public Relations
<input type="checkbox"/> Computer Networks |
|---|--|--|

Dental: _____

Medical: _____

Second Language: _____

Other (Be Specific): _____

WORK EXPERIENCE

(BEGIN WITH MOST CURRENT EMPLOYMENT. BE SPECIFIC. INCLUDE ALL PAID WORK SUCH AS CHILDCARE, LAWN SERVICES, PAPER ROUTE, ETC.)

Date Stated	Date Ended	Employer's Name, Address, and Phone Number	Supervisor's Name	Duties Performed and Skills Acquired

VOCATIONAL TRAINING

Course Name and Address	Skills Acquired	Certificate	Date

VOLUNTEER EXPERIENCE

Date Stated	Date Ended	Employer's Name, Address, and Phone Number	Supervisor's Name	Duties Performed and Skills Acquired

EXTRACURRICULAR ACTIVITIES/INTERESTS

(INCLUDE CLUBS, SPORTS, SCOUTS, ETC.)

Activity	Organization	Years Involved

AWARDS/CERTIFICATES

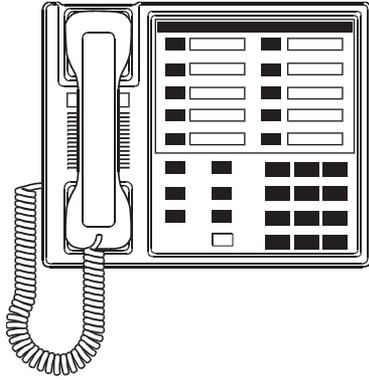
(INCLUDE SPORTS, ACADEMICS, EXTRACURRICULAR ACTIVITIES, ETC.)

Organization/Group	Awards/Certificates

REFERENCES

(DO NOT USE RELATIVES OR HIGH SCHOOL FRIENDS)

Name	Address, City, State, Zip Code	Phone Number



Contacting An Employer By Phone

Contacting an employer by phone requires preparation on your part. Expressing yourself clearly will impress the employer and give you a sense of confidence. Practice your speech. Write down some questions that you want to ask and some notes about what you want to say about yourself. Take notes during the conversation so you can remember what was said after you hang up.

Telephone Calling Script:

1. Speak clearly and loudly enough to be understood. Develop a friendly speaking voice. Use good grammar.
2. If you know a specific person at the company you are calling, have the name and telephone extension handy. Otherwise, ask to speak to the person in charge of hiring—or the person a *want ad* may have directed you to contact.
3. State the purpose of your call. Name the specific job opening if you know it.
4. Ask if the position has been filled yet. If not, describe your qualifications for the job and request an interview.
5. If the position has been filled, tell the individual you are talking to that you are interested in being considered for any future openings and offer to send a résumé. Ask when would be a good time to call back in case an opening occurs.
6. If you don't already know it, get the name and job title of the person with whom you are speaking.
7. Be pleasant and positive. Say “*thank you*” before hanging up. Remember, this is the employer's first impression of you. Make it good!

Remember, this is the employer's first impression of you. Make it good!

Employer Contact Sheet

Date	Phone #	Company Name and Address	Name and Title Of Contact	Job Title and Duties	Time and Date of Application or Interview	Result of Interview or Contact and Next Step
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	
					App: Interview:	

Ann L. Kessler

- Objective** To use my sales and fashion knowledge and positive communication skills in a retail sales position.
- Education** 6/99 San Simeon High School Oakridge, CA 92876
Diploma
• College Prep Courses
• Retail Sales and Marketing – Regional Occupational Program
- Experience** 2/99 to present Toys R Us Oakridge, CA 92876
Sales Associate
• Cashier, inventory, display design, sales promotion, pricing, stocking, customer service
- 11/98 to 2/99 Toys R Us Oakridge, CA 92876
Sales Associate - ROP Internship
• Cashier, customer service, stocking
- Skills**
- Microsoft Word
 - Computer Graphics
 - Trustworthy
 - Articulate
 - Microsoft Excel
 - Computer Scanning
 - Reliable
 - Efficient
- Awards** Outstanding Student of the Month (January 2000) – ROP
Varsity Basketball (1998/99) – Lettered
CIF League Champions (1998/99)
- References** Available upon request (or attached).

OBJECTIVE

Automotive Insurance — Claims Adjuster

QUALIFICATIONS

- Estimated parts-labor cost on 40 major auto collisions.
- Estimated parts-labor cost on 15 auto electrical fires.
- Estimated parts-labor cost on 8 auto theft recoveries.
- Negotiated settlement with insurance company on 35 collisions.
- Negotiated settlement with customers for insufficient coverage.
- Negotiated settlement with automakers for refinishing charges.
- Disassembled and repaired front/rear/side collision jobs.
- Repaired collision jobs with bent frames or cowls.
- Experienced with smog check evaluations, certifications, and repairs.
- Experienced with Tri-Acme Auto computer software.

WORK EXPERIENCE

Currently employed:

Auto body Technician

Crunch's Auto Repair
Riverside, CA 92504

70% of my repair estimates are not challenged by insurance companies.

20% of my estimates, employer agreed to reduce repair costs.

10% of my estimates, customer agreed to pay added costs.

EDUCATION

- Certificate of Training, *Automotive Technology Class*—Regional Occupational Program
- Certificate of Excellence, *Insurance-Claims Adjusting Certificate*—Auto body National Association
- Certificate, *Insurance Estimates, Frame Straightening, Refinishing*—Auto body National Association
- Diploma, Riverside Valley High School, Riverside, CA 92508

REFERENCES

Available upon request (or attached)

Functional Résumé Format

GILBERTO ESPINOZA

2876 Enchanted Way, Hemet, CA 92672 Telephone: (909) 767-2403

OBJECTIVE

To obtain a challenging position in an office that will utilize my skills with the long-range goal of being in a management level position.

EDUCATION

6/99

VALLEY WEST HIGH SCHOOL Hemet, CA 98732

Diploma

Courses: Computer Aided Drafting (CAD), Computer Graphics, English, Math, and Science

9/98 to 6/99

Word Processing REGIONAL OCCUPATIONAL PROGRAM
Certificate of Training

EXPERIENCE

1/99 to 6/99

VALLEY WEST HIGH SCHOOL

Guidance Office Receptionist/Clerk (ROP Internship)

Responsibilities: Answered multi-line phone, processed messages for counselors, answered questions from students and parents, filed student cum records, prepared student records for mailing, and other general clerical duties.

6/98 to 1/99

PARKVIEW HOSPITAL Hemet, CA 98732

Medical Records Clerk (Volunteer)

Responsibilities: Filed medical records, separated and alphabetized doctors' reports, entered data into the computer on medic 5551 information, prepared records for closing files, and other general clerical duties.

6/96 to 6/98

THE PRESS ENTERPRISE Hemet, CA 98732

Delivery Person

Responsibilities: Delivered the paper to subscribers and solicited new customers.

SKILLS

- Knowledgeable in Microsoft Word, Excel, and WordPerfect
- Skilled in AutoCAD and computer graphics
- Experienced in public relations and multi-line phone systems

REFERENCES

Available upon request (or attached).

Chronological Résumé Format

Scannable Résumés for Today's Job Search

Many organizations including IBM, MCI, Motorola, and UCLA, are beginning to incorporate applicant tracking computer systems into their human resource departments. With the applicant tracking systems, when a potential employee sends in a résumé for either a solicited or unsolicited position, the résumé is scanned and placed in an electronic employment folder. The résumé is then compared with the job opening possibilities and either a letter for an interview or a letter of rejection is generated depending on the final recommendation of the human resource personnel.

Résumés for individuals who are hired are stored in an electronic folder that is periodically updated with their job performance information. This database is used to locate candidates for job advancement. Therefore, if you are hired by a firm with this system, remember to update your résumé every six months and date your résumé! A word of caution—since the majority of these computer scanning systems are housed in the human resource department, be careful about sending duplicate résumés because it will appear that you don't know what position you want or what you want to do! Some companies that do not have their own computer systems for human resource are leasing the scanning services from providers.

Keywords. The scannable résumé follows the traditional style, but includes a section with a listing of the keywords. Keywords are placed at the top of the résumé because many programs will scan only the first 50 words of a résumé. Keywords are generally nouns that label you; it is best to have around 20-25 keywords for a scannable résumé. Since the keywords mark the electronic trail, you must learn the keywords that are used in the field for which you are applying to improve your chances for a job interview. Each time one of your keywords matches a keyword for the particular position, you have a "hit." The more "hits" you receive, the better your chance for a job interview! Include only keywords that correctly and honestly describe you and your qualifications. The keywords are generally nouns. Include job titles, department names, companies and organizations, degrees, skills or knowledge possessed by the applicant, class ranking, skills, and interpersonal traits. Example of keywords are as follows:

Examples of Keywords

ability to delegate	MBA
analytical ability	manager
communication skills	payroll
Fortune 500	SHRM
loyal	team player
organized	tenacious
student body president	willing to travel
2 years experience	Windows
accountant	adaptable
accurate	college graduate
assertive	fluent in Spanish
ethics	leadership
B.S.	marketing
flexible	salesperson
high energy	50 wpm
human resources	Word

Source: Joyce Lain Kennedy and Thomas J. Morrow, *Electronic Résumé Revolution* (John Wiley & Sons, NY, 1994).

Preparing a Scannable Résumé. Organization and appearance of the scannable résumé are essential to the success of your job search. The applicant's name and address should be centered and be the first lines of the résumé because the scanned résumé must conform to the client's standardized profile sheet. The type font should be sans serif and the font size between 10-14 points—12 is the preferred font size. Boldface is acceptable, but the résumé should not have any italic, script, or underlined text. The computer will read these styles as blurs. Your goal is to have a plain vanilla styled résumé. Use high quality, clean, 8 1/2 by 11 inch white bond paper. The résumé should be printed on a laser printer. Remember to send your résumé to the company in a 9" by 12" mailing envelope to avoid folding the résumé; otherwise, the fold may cause the scanner to skip words.

To have your résumé selected for human review in this computerized process, you must learn how the computer programming works. If you know your résumé will be scanned by a computer, find out—from the company or another source—the nature of the computer program so you know what content to include. This computer-friendly résumé can be read easily and accurately by scanners as well as human eyes.

*Copied with permission by Carol Larson Jones,
Professor, Cal Poly Pomona*

Sally Kwan
186 Durango Circle
Livermore, CA 94550
Home: (510) 555-1751
Email: skwan1@net.com

KEYWORDS

Human Resources, Management, Organizational Skills, Project Coordinator, Supervisor, 4+ years experience, Team Player, 401K, Service Award, B.S., IBM, Macintosh. MS Word, PowerPoint, GroupWare, Outlook 98, Resumix, communication, President's List. SAM, SHRM, willing to relocate, willing to train, Spanish Fluency

OBJECTIVE

Seeking a Human Resources position, which will utilize my management and organizational skills and lead to increased responsibility and advancement.

EDUCATION

Cal State Hayward, Hayward, California
Bachelor of Science, Business Administration Degree, 1998
Management and Human Resources Major, 3.33/4.0 (Overall) GPA

Chabot College, Livermore, California
Associate in Arts Degree, 1995
Liberal Arts Major. 3.25/4.0 (Overall) GPA

Computer Experience and Training. Hardware: IBM PC, Macintosh, VAX VT120 (UNIX); software: MS Word 7.0, MS Excel 7.0. MS PowerPoint 7.0, MS Access 7.0, MS Schedule+, Outlook 98, NetMeeting, email, Synchronics, GroupWare.

Relevant Coursework. Human Resources Principles, Staff Development, Training and Development, Compensation and Benefits Planning, HR Computer Applications, communications for Management.

EXPERIENCE

Tools-R-Us, Livermore, CA 94550
September 1995 to present
Human Resources Specialist and Supervisor

Manage 15 employees in human resources department, coordinate medical, 401K, and pension plans, train employees in human resources hiring procedures, ensure compliance with affirmative action programs.

ACHIEVEMENTS/ACTIVITIES

President's Honors List; Community and High School Tennis Coach; BSA Den leader; Member of Society for the Advancement of Management and Society for Human Resource Managers.

Copied with permission by Carol Larson Jones, Professor, Cal Poly Pomona

Résumé Check List

- Is the résumé neatly typed?
- Is it free of spelling errors?
- Is it grammatically correct?
- Is it presented in a well-organized format?
- Is the information provided job related?
- Is the résumé limited to one page?
- Does the result highlight your strengths?

Is the following information included?

- Name
- Address
- Telephone number E-mail address if available.
- Work and/or voluntary experience
- Educational background
- Skills and abilities related to the target job
- Outstanding accomplishments and awards if applicable
- References on a separate sheet if not on the résumé
- Is it PERFECT?

The Interview

- **Interview Process**
- **Tips on Interview Questions**
- **Dress for Success**

The Interview Process

The primary idea of the interview is to share information. It is your goal to sell the employer on the concept that you are the best person for the job. To be prepared, here are some tips to remember before, during, and after the interview.

Before the Interview

- Research the company, the job, the salary range, and the interview process.
- Do your homework, practice answers to questions that might be asked. (Practice, Practice, Practice)
- Prepare questions to ask the interviewer.
- Have a copy of your résumé ready.
- Develop and prepare your career portfolio to take with you.
- Take time for good grooming and hygiene.
- Go alone and plan to arrive at least 15 minutes early.
- Visit the site prior to the interview to determine location, parking, and travel time.

During the Interview

- Do not chew gum or smoke.
- Relax, be yourself, and demonstrate self-confidence.
- Don't tell hard luck stories or appear desperate.
- Maintain eye contact with the interviewer.
- Don't interrupt the interviewer.
- Demonstrate good posture and mannerisms.
- Be enthusiastic. Don't be negative, impatient or hostile.
- Stress your qualities and skills.
- Don't speak unkindly of former employers or teachers.
- Keep a businesslike attitude.
- Ask questions about the job or company.
- Do not ask about salary, unless the interviewer brings it up or you are offered the job.
- Once you have been offered the job, you can negotiate salary.

After the Interview

Thank the interviewer(s) for their time; smile and shake hands.

- Thank the receptionist for his/her courtesy, and ask for the interviewer's business card for the thank-you card or letter.
- Send a thank-you card or letter within 24 hours of the interview.

Tips On Answering Interview Questions

Tell me something about yourself.

The interviewer does not want to know your life story. He or she wants to know how your skills and background are good for the job. For example, you might say:

“I always knew I wanted to work in a business environment. Over the past ten years I’ve worked in a variety of businesses and have learned how various businesses run. For example, I was given complete responsibility for daily operations of a clothing retail outlet. There I learned to supervise other people and to solve problems under pressure. I really enjoyed working with the public so I went to work for ABC Airlines. After working as a Reservation Agent for two years I was promoted to Customer Service Manager....”

Remember, a different job would require you to stress different skills.

Why do you think you would like to work for our company?

The usual answer to the questions is “I am looking for a job,” which is saying that your only interest in the company is that the company has something that **YOU** want - a job opportunity. **One of the most important things you should do before you go to an interview is to find out all you can about the company.** This information is available in the business section of any library. People who have a good reason to seek work in a particular organization will be seen as more organized and more committed. Here is an example:

“This particular organization seems to be the type that would let me develop my problem-solving skills. It is well run, rapidly growing, and open to new ideas. If I work hard and prove my value here, I feel I would have the opportunity to stay with the business as it grows, and grow with it.”

What would your former employer say about you?

The interviewer really wants to know if you will be easy to get along with and if you can be depended on. Be sure to emphasize your good worker traits and work habits. Then give an example to prove it! For example, you might say:

“He would tell you I can always be counted on to get the job done. I even took work home a few times to help him meet an important deadline. He would also tell you that I’ve only missed two days of work over the last five years.”

If you have a personal letter of recommendation from your last supervisor this would be a good time to share it. You could also let the interviewer know you’re quite comfortable with having your former supervisor contacted.

Almost everyone has had some type of problem with an employer. If the interviewer is likely to find out about your problem by checking with previous employers, honesty could be the best policy. Tell it like it was and accept responsibility for being part of the problem. If you learned something from the experience, say so. Here is an example:

“My three former employers will all tell you I worked very hard and always got the job done. The reason I left my previous job, however, is the result of what I can only call a personality conflict. I was deeply upset but we both agreed it was time I moved on. They would give me a positive reference, but they may also tell you there were conflicts. I had no idea the problem was so serious because I was so involved in my work. That was my error and I have since learned to pay more attention to interpersonal matters.”

Note: Often previous employers will only disclose information about your start and end date of employment and possibly whether you are eligible for rehire.

Why should we hire you instead of someone else?

When answering this question, quickly inform the interviewer of your skills and positive characteristics as they relate to the job for which you are seeking. Be specific with your response. For instance, if the job requires meeting deadlines, tell the interviewer how often in the past you have worked evenings and weekends to make sure an assignment or project was completed on time. Remember, know what the job calls for, then take time to prepare a response.

Here is an example from a person who has recent training but little work experience:

“I have recently completed vocational training in this field and know about all the latest equipment and methods. That means I can get to work and be productive almost right away. And, as you know, I have five years experience in a variety of jobs. While this job is in a different industry, it requires similar skills such as managing people and meeting the public. I am also willing to work hard to learn new things. I am willing to invest extra time after regular hours to learn anything this job requires.”

Where do you want to be one (three/five/ten) years from now?

This is not the time to talk about your dream of opening your own business. An employer wants to know how much “staying power” you have when they ask this question. If they believe you will simply move on to another position at your first opportunity, you probably will not be hired. On the other hand, if the interviewer feels threatened by you (that you may take his/her job), you may not be hired. The best response is one where you indicate your sincere desire to get into a company willing to utilize your skills and talents, and where you can make a contribution to assisting the company in meeting its goals.

What are your biggest strengths?

The employer is concerned with both skills and personal qualities. Mention two or three strengths that will make you successful in the position you are interviewing for. Be sure to tell the interviewer that you are a good worker who can be counted on. Emphasize qualities such as determination, cooperation, reliability, etc. Then follow it up by giving a specific example to demonstrate you are what you say you are.

What is your biggest weakness?

This is a question most job seekers don't handle well. If you tell what you do poorly, you may not get the job. If you say you have no weakness, the interviewer won't believe you. Ask yourself what the interviewer really wants to know. She wants to know that you are aware of your weaknesses, and that you have learned to overcome them so they don't affect your work. Whatever weakness

you choose, your answer should emphasize “the fix” not the weakness. One approach to use is to constructively criticize yourself. A secretary might say, “Although I've had excellent training in word processing, I need to become familiar with your computer system. Another approach would be to state a “weakness” that could actually be construed as a strength. For example, you could say, “I tend to be impatient. I'm accustomed to working quickly and efficiently, so I become frustrated with myself when a project is not done on time.”

What did you like most about your last job?

Be very positive and enthusiastic when answering this question. This would be a good time to compliment your former supervisor and/or company. The compliment is a nice touch, especially if you were laid off from your last job. It'll show the interviewer you handle adverse situations in a mature and professional manner. In addition, the interviewer will regard you as appreciative and pleasant if you speak in a positive way about the job you just left.

What did you like least about your last job?

Don't criticize the company or the supervisor when answering this question. State something relating to the job itself or to your abilities. If you make negative comments about the company or supervisor, the interviewer will believe you'd do the same to him/her if you were hired. Whatever situation you focus on, make certain the same negative situation isn't part of the job for which you are interviewing.

What problems did you have on your last job?

This question can be difficult. You don't want to complain or make it seem as if all the problems you had with your last job were caused by those with whom you worked. At the same time, you don't want to respond with statements making you look inefficient. The best response is demonstrating disappointment in yourself as a result of desperately wanting to do well for the department/company. For instance, you could state you were disappointed at being unable to expand your department due to budget cuts. Or, you could state that you believed you could have done a better job on a specific project had you had more time to work on it.

Why did you leave your last job?

The interviewer wants to know if you had difficulties with your last company that may be problematic with his/her company. Many employers will check references. So if you are not honest you could get caught. Employees usually quit a job for numerous reasons. You should mention only those reasons that are favorable for you. If you were laid off, you might mention other factors that contributed to your readiness to move on. For example, you might explain how the job didn't sufficiently use your skills, training, or abilities. Many people have been terminated at sometime in their careers: It's no sin and often has little to do with being a good worker. If you learned something from the experience, say so. The right answer to this question could get you the job, even if you reveal some negative information.

What salary would you expect if you were offered this job?

The real point of this question is to help the employer either eliminate you from consideration or save money at your expense. If you've done your homework, you should know what similar positions pay. However, never mention a salary figure unless you're absolutely certain there is a set figure, with no room for negotiation, already established for the position. Your objective in an initial interview is to create a positive impression. It is unlikely you would get a firm job offer in a first interview, so if salary comes up, avoid getting nailed down. Here are some things you could say:

- "Are you offering me the position?"
- "Can you discuss your salary range with me?"
- "What would you pay someone with my skills?"
- "I'm very interested in the position and my salary is negotiable."

(Contributed by Riverside County Economic Development Agency)

Dress For Success

1. Choose your clothing based on your body type, age, work function, seasons, and skin tone.
2. Plan your wardrobe the day/night before.
3. Have a core wardrobe you can build around. You can create dozens of looks with just a few pieces.
4. Type of styles: soft, flowing - sleek, tailored - casual, simple lines - bold, trendy, traditional, conservative.
5. Choose appropriate footwear.
6. Casual doesn't mean you can't be dressy. The right accessories can extend your wardrobe (belt, jewelry, vest, scarf).
7. Sports pride is a wonderful thing, but it doesn't belong on clothes worn in the workplace. Team sports apparel can often excite passions between fans of rival teams.

What NOT TO DO:

1. Don't wear floppy, slipper type shoes.
2. Don't wear well-worn pants or jeans.
3. Don't wear spandex, Lycra or other body-hugging fabrics.
4. Don't wear anything that bares too much skin (halter-tops or muscle shirts); cover any tattoos.
5. Don't wear anything ripped or tattered.
6. Don't wear mini skirts; skirts should be of an appropriate length.
7. Don't wear excessive jewelry (gaudy, nose rings, 10 rings in your ear).
8. Don't wear loud expressive artistic nail polish.
9. Don't wear decorated designer hosiery.
10. Don't wear clothes that are too tight or too short; don't wear baggy clothes.
11. Don't wear see-through fabrics.
12. Don't wear ties that are too loud, cartoonish, too busy in design.

What TO DO:

1. Wear neat, ironed clothing.
2. Wear items that match (look in the mirror before you leave home) (ask for a second opinion).
3. Keep accessories and jewelry comfortable and moderate.
4. Keep a blazer or jacket at the office in case of an important meeting gets scheduled or visitors arrive.
5. Wear socks.
6. Keep nails clean and manicured.
7. Keep cosmetics/makeup applied moderately and appropriate for daywear.
8. If new shoes aren't in your budget, keep your shoes polished and get old run over heels redone at a shoe repair shop.
9. If you're not sure what is "too casual"...ask management.
10. Think quality, comfort and a successful-image when shopping,
11. Your smile and positive attitude are part of your wardrobe, don't forget to put them on each day.
12. Keep safety pins (or pocket-sized sewing kit) in your desk, purse or pocket in case of unexpected lost button, broken zipper, bra strap showing, a hem that becomes unraveled.
13. Remember to get dressed to go to work, not a fashion show or a backyard barbecue.

*(by Jewel Diamond Taylor,
Motivational Speaker/Consultant/Author 213-964-1736)*

The Follow-Up

- **Follow-Up Skills**
- **Follow-Up Letter Practice**
- **Sample Follow-Up Letter**

Follow-Up Skills

(After the Interview)

WHEW! It's over and time to relax, right? WRONG!

After leaving the interview:

- record the names and titles of the people you met
- list the key points about the job
- list questions you did not answer very well

After the interview, it is good manners to **write a follow-up letter**, thanking the person for the interview. Fewer than half the people follow up an interview with a thank-you letter. A simple thank-you letter helps you stand out from the competition (which could get you the job.) It keeps your name in the manager's mind and lets him/her know you want the job enough to take the time to write.

Within 24 hours create and mail the follow-up letter, thanking the interviewer for the interview. Indicate your understanding of what the job entails and how your skills qualify you for the job. Make sure the letter is perfect. Print the letter on a laser printer on good quality stationery.

After one week, phone the company to find out their hiring decision. If you were told a date to call back, be sure you do so on the given day. You could say something like this:

"This is Mary Ann Waiting. I interviewed for the administrative assistant position last Thursday. Ms. Taylor said the decision would be made by Wednesday. I wonder if that decision has been made."
(Be sure to thank the person for the information.)

If you are talking to the interviewer, review the points you made in your letter and find out when the company intends to make its selection. Keep notes on this call. If you didn't get the job, say you would be happy to be considered for future opportunities.

When you least expect it, you may get a call offering you the job. Keep a list of questions handy in case you need more information to evaluate the offer.

Follow-Up Letter Practice

Return address may be typed here or at the bottom as shown.

Date _____

(Full name and title) _____
(Mr./Miss/Ms./Mrs.)

(Company name) _____

(Company street address) _____

(City, state, zip code) _____

Dear Ms. _____ :

Paragraph One: (Write a thank-you statement)

Paragraph Two: (Express appreciation for meeting with interviewer(s) and tell why you feel your qualifications match the job requirements.)

Paragraph Three: (End with closing paragraph, restating your desire to work for their company and that you are looking forward to hearing from them or that you will phone them.)

Sincerely,

(your signature)

Your typed name

Your street address

City, state, zip code

Phone number

E-mail address (if you have one)

Formatted in block style with mixed (standard) punctuation

Sample Follow-Up Letter

(Thank You Letter)

January 18, 20__

Ms. Kathy Taylor, Director
Human Resources
Community Hospital
234 Tenth Street
Riverside, CA 91720

Dear Ms. Taylor:

Thank you for giving me the opportunity on Thursday, January 18, to interview for the administrative assistant position at Community Hospital.

I really enjoyed meeting you and learning more about the position. After talking with you, I am even more excited about working for Community Hospital. The requirements for the position and my qualifications are a match! I enjoy using my office skills and take pride in doing excellent work. I hope you will give me the opportunity to demonstrate these skills.

I am very interested in being part of the Community Hospital team and hope to hear from you soon.

Sincerely,

Mary Ann Waiting
3879 South Fourth Street
Riverside, CA 29507
(909)785-3281
E-mail: mawaiting@yahoo.com

Keeping A Job

- **Twenty Tips to Keep a Job**

Twenty Tips On How To Keep A Job

Number 1 - Get off to a good start

When you get a job, you win an important opportunity. It is an opportunity to be successful and prove your value to yourself, your family, your friends and those who hired you. Getting off to a good start is really vital. Do some advance planning so that you are sure to **REPORT ON TIME**. Check distances, locations, traveling times and arrange the details of your transportation beforehand. Remember that the first few days will be hectic and energy draining. Get some extra rest so that you can **REPORT FEELING FIT and ALERT**. **BUCKLE DOWN to BUSINESS** immediately and learn to do your job as quickly as possible. Remember that you are of little value to your employer until you learn how to handle all of your responsibilities on your own.

Number 2 - Follow the rules

Most employers know that people who are new to a company really feel lost. For that reason, these employers often go to a lot of trouble to provide special directions for their employees. A Company Handbook is one such direction-giving tool. Read and study it carefully. It is a good way to learn the policies of your company and avoid asking unnecessary questions. Following directions also includes using the time clock properly. People, who continually forget, force their supervisors to sign their time cards. This creates poor impressions. Remember tardiness: and unreasonable absences are cause for dismissal. Don't abuse sick time or other employee benefits.

Number 3 - Keep a learning attitude

A learning attitude means staying alert for any new knowledge or training. That means observing where supplies are kept and how various tools, machinery, and work areas are used, as well as how your particular responsibilities are completed. Be sure you understand all: instructions thoroughly and correctly. It's a good idea to carry a notebook with you at all times, jot things down as you notice them, take notes and make diagrams during all training sessions. Pay attention. If you are not clear about something, ask about it. Use common sense and demonstrate your maturity by handling simple problems yourself. Spare co-workers unnecessary interruptions.

Number 4 - Find out where you fit

You should know how what you do fits into the bigger picture, In other words, learn how the work that you are doing is processed before it gets to you and what happens after you have finished with it. This will help you to understand your part in the flow of work and to solve some of your own problems on the spot. Do the job as instructed. Remember that you were hired for a specific job. Follow your supervisor's instructions and do the job as well as you know how. Later, when your experience and skills are established, your ideas and suggestions will be welcomed, but not at the beginning.

Number 5 - Work smoothly with others

People who work together in a particular department or on a certain project can be compared to the gears of a machine. If each gear does its job smoothly and in cooperation with the others, the machine runs smoothly and efficiently. The success of your job assignments could depend on cooperation with your co-workers. Expect to cooperate with others and help them cheerfully. Be friendly and give others a chance to get to know you. Be willing to meet others halfway. A give-and-take attitude is a mark of a mature person who understands that two heads are better than one.

Number 6 - Beware of the grapevine

Don't become part of the grapevine. Many an unthinking employee has fallen into that trap. Yet it's an easy one to avoid. Simply refuse to pass on the rumor—no matter how strongly you might believe that it is true. There are three important things to remember about a grapevine:

1. Usually, whatever is being passed around through the grapevine is inaccurate.
2. More often than not, grapevine rumors will interrupt a smooth workflow, hurt people's feelings, and may result in dismissal.
3. Just one person who refuses to pass on the rumor can break a grapevine circuit.

Number 7 - Respect others

You will be more comfortable and more productive in an atmosphere where fellow employees like and respect each other. You do your part when you:

1. Respect the importance of others. We all like to feel needed and important. We all like to be complimented for a job well done, so make it a point to compliment others
2. Respect the ideas of others. Listen to the plans and ideas of your co-workers. Be a good listener.
3. Respect the ambitions of others. Usually there are many opportunities for advancement. Be fair. Don't take credit for the work of a fellow employee.

Number 8 - Be loyal - but be true to yourself

Most people like feeling and behaving loyally toward the company that employs them. That is why it is important to consider a position carefully before accepting it. How you perform on your job and the possibility for future advancement will depend on how you feel about your company. Don't take the job if you can't honestly have faith and confidence in the firm's products and policies. Once a job is accepted, loyalty to the company usually does not become a problem unless there is some question of honesty and ethics. In those situations, employees must decide for themselves. Usually it is not an easy choice because it may mean being significantly different and standing up for what you believe.

Number 9 - Show strength of character

It is no accident that Americans chose an eagle as one of their national symbols. The eagle has long stood for strength and courage - two characteristics most of us admire and that are important to the way in which we do our jobs. People develop and show strength and courage when they: don't always take the easy way; stand up for what is right; admit mistakes and take responsibility for errors; master their problems by seeking help; work with poise, dignity and patience; assume all of their responsibilities and offer to help others. Remember that "passing the buck" may be an easy way out, but it will reap loss of respect.

Number 10 - Develop positive traits

Usually, whatever we practice becomes a natural and automatic part of us if we do it often enough. That is one reason why actors work from a script and rehearse and practice so much. They want their performances - or whatever goes on that reel - to be believable by being natural-looking. You can write your own script for developing positive work traits. Simply decide what you want those traits to be and begin practicing them. Three traits worth developing are: **Enthusiasm** - the magic ingredient that makes tasks lighter; **Responsibility** - the characteristic that makes an employee someone the employer can depend on and trust; **Good judgment** - the ability that makes a worker reliable.

Number 11 - Eliminate negative traits

None of us are perfect, but we can all work at eliminating our negative traits. By doing so, you can become a more productive, pleasant and enjoyable in the workplace. Remember: Don't be a know-it-all. Such people discourage the friendly help and cooperation of others and often create discord. Don't indulge in self-pity. People who feel sorry for themselves waste valuable energy that can be put to better use. Don't be lazy and indifferent. People who have an I-don't-care-about-anyone-but-myself attitude are soon left to their own misery. Don't be argumentative. People who continually argue show a severe lack of respect for the opinions of others. Don't flaunt your knowledge. People who do, usually create resentment.

Number 12 - Communicate

In order for any business to succeed, the staff involved must communicate with one another. In fact, poor communication can be the reason an employee is not promoted, or the reason a project, department or entire company fails. Most companies go to a great deal of trouble and expense to set up various communications systems. Learn as much as you can about the purpose and mechanics of the systems available to you and use them properly. But remember that the system you use is just that - a system - and each time you use it you are really communicating with a person. Remember also that communicating means listening to or receiving information as well as talking or giving information.

Number 13 - Use the telephone properly

Always use the telephone properly at work:

1. Identify yourself when you answer by giving your company or department name followed by your own.
2. Respond warmly.

Your voice reflects the pleasure you find in your position and it can affect the mood of a customer or co-worker. Make it a rule to smile when you talk on the phone. It will automatically help you use a pleasant voice. Be attentive and listen carefully and patiently. Sometimes people have trouble expressing their needs so give them a chance. Take time to be helpful. If you personally cannot help, try to find someone who can. Watch your manners and your language. There is no room for rudeness, vulgarity or slang at the work place. If a person has waited to speak with you, thank them for their patience; this will set a better tone for the conversation.

Number 14 - Create a businesslike image

Every company and every department within that company has a business image. It can be one of success and productivity or one of shoddiness. You are an important part of the business image at the place you work. Make sure that your business image is professional. Pay attention to your personal appearance; dress appropriately and use good grooming. Remember most people consider smoking unhealthy, discourteous, unbusinesslike and often a safety hazard. If you smoke, do so only in designated smoking areas. Do not chew gum or eat while on the job.

Number 15 - Plan your work

Efficiency and productivity hinge on planning. Planning ahead may seem like a waste of time, but, in reality, good planning is a time saver. People who begin the workweek by listing their tasks and mentally reviewing the steps necessary to complete them usually avoid making false steps or repeating work that has already been done. Efficient workers always plan their work to meet deadlines. They schedule appointments appropriately and are careful about keeping them. They eliminate wasted time, such as arriving late, leaving early, needless conversations or phone calls, and personal visitors at the work place. Remember overtime is only for work that could not be completed within normal working hours.

Number 16 - Increase your efficiency

You can increase your value and importance to your employer and your feelings or self-worth by increasing your efficiency. You can do this by:

1. Being neat and orderly. A well-organized workstation and key planning produces better results.
2. Concentrate. Pay attention to details as well as the overall picture.
3. Showing initiative. Take the initiative. Become a self-starter.
4. Being punctual and developing a consciousness of time.
5. Avoiding carelessness. Carelessness can be costly to people's safety, your career and your employer's property.
6. Treat others with respect.
7. Exercise self-control.
8. Always cooperate, but especially when the pressure is on.

Number 17- Don't be a troublemaker

In the long run, most troublemakers make more trouble for themselves than they do for anyone else. Most people do not like working with troublemakers. And, given enough time, every troublemaker usually loses any support or friends he or she may have. Then too, once a person has established her/himself as a troublemaker it is almost impossible to change that perception. The best policy is to avoid establishing such a reputation in the first place. Follow the simple rules of courtesy. Be mindful that something is not funny or a joke if it hurts someone. Use sympathy, warmth, tact and understanding. Lean to discuss and present a point of view without , arguing. Don't speak negatively about others.

Number 18 - Take advantage of in-service training

If your company has training or education programs, it expects you to take advantage of them. You owe it to yourself and to your employer to increase your value by increasing your knowledge. Don't be afraid to learn something new. The best way to cope with change is to learn all you can and begin using the new procedure, tool, or machine just as soon as possible. Welcome the opportunity to learn something new and increase your efficiency. This alone will set you apart from other employees who resist change. Learning and change are parts of a lifetime process or self-improvement and growth. Don't stunt your growth by refusing to learn.

Number 19 - Challenge yourself

When it comes to challenge, we can all learn from the lowly ant that will not hesitate attempting to move something hundreds of times its own weight. What's more, it is often successful in doing so. To a great extent the ant's success is due to the fact that it never considers failure. The ant automatically assumes that if it tries it will succeed and therefore does. You will never know what you can do, unless you try. Don't let fear of failure keep you from trying. Remember that not succeeding is different from failing. People who never attempt are failures. Those who try may not be successful at that time, but they are not failures.

Number 20 - Think about your management potential

It is never too soon to begin thinking about your potential for a management position. Begin developing these skills: Oral Communication; Written Communication; Flexibility (changing one's approach to better accomplish a task); Performance Stability (maintaining a consistent level of performance) Decision-Making; Leadership; Organizing and Planning; Inner Work Standards (one's capability, potential and willingness for challenge). Discuss your future and plans for self-improvement with your supervisor. Show an active and acute interest in any training and education programs. Take responsibility for your own continued education.

Sources of Employment

Sources of Employment

There are many avenues to use when looking for a job. Use as many as fit your search and use them at the same time! This is called marketing yourself. Temporary agencies and volunteer organizations are excellent places to gain experience. Often a temporary worker is hired as a permanent employee. Seventy-five percent of job openings are filled through networking, and 5-10% are filled through answering ads. Here are the approaches:

Resources

Networking: In this method, you tell people you know that you are looking for a job. Tell them what type of job you are seeking and ask if they know of openings. Ask:

- friends
- relatives
- neighbors
- parents of friends
- friends of parents
- teachers

Broadcasting: This is the method that utilizes a mass mailing to companies that interest you. Mail each company a letter, asking for a job interview. Since it takes about 50 contacts to get one interview, to triple your return, identify the person in each company who has the power to hire you and send your letter to him or her. A few days later, phone each person and ask for an interview. This increases your chances of getting an interview to 1 out of 17 contacts. This approach permits you to zero in on those specific companies that interest you.

Sources of places to send letters:

- Chambers of Commerce
- Community Agencies
- Computerized Job Banks
- Employment Development Department (EDD)
- Job Fairs
- Library
- Newspapers Ads
- Referrals (from people you know)
- State Indexes
- Trade Directories
- Trade Journals
- Yellow Pages
- Local Businesses

Advertisements:

- Newspapers
- Trade Journals and Magazines
- Professional Journals
- Yellow Pages

Placement Services: Private Employment Agencies—for permanent and temporary jobs (check for phone numbers under “Employment Agencies” in your *Yellow Pages*.)

- Accountants Overload
- Apple One
- Kelly Temporary Services
- Manpower
- Public Employment Agencies
- School and College Placement Offices

Internet

- Job opportunities, volunteer positions, internships, high school student jobs and more: www.4work.com
- Access to over 55,000 jobs worldwide, all levels, all fields: www.monster.com
- Federal Government job openings: www.usajobs.opm.gov
- America's Job Bank, (pathway to state job openings): www.ajb.dni.us
- Job openings in America: www.hotjobs.com
- Résumé helps: www.edd.ca.gov/eddjs.htm
- Two good search engines: www.yahoo.com and www.altavista.com
(Just enter your search word like . . . résumés, job search, etc., and it will find sites containing that information.)

Miscellaneous

County Agencies

- School Districts
- U.S. Office of Personnel Management (202) 606-1800
(202) 202-6459. Web Address — www.usajobs.opm.gov
- Job postings on the Internet — www.ajb.dni.us
- County Personnel Department (909) 955-3500, Recorded Job Information (909) 955-3550
- City Human Resources Department (909) 826-5808, Recorded Job Information (909) 782-5492
- Professional Associations

Volunteer Services

Volunteer Center of Riverside
2060 University Avenue
Room 212
Riverside, CA
(909) 686-4402

City of Riverside
3900 Main Street
6th Floor
Riverside, CA
(909) 826-5709

(Similar agencies will be available in your area. The possibilities are endless!)

RIVERSIDE COUNTY OFFICE OF EDUCATION Regional Occupational Program

Riverside County Regional Occupational Program (ROP) offers career preparation training to high school and adult students. ROP currently offers training in over 40 career areas based upon current and future labor market demands.

INDUSTRY COURSES INCLUDE:

- ◆ Acute Hospital/Community Health Services*
- ◆ Agricultural Mechanics
- ◆ Auto Collision and Refinishing
- ◆ Automotive Technology
- ◆ Banking and Financial Services
- ◆ Certified Computer Specialist
- ◆ Child Care Occupations
- ◆ Cisco Network Training
- ◆ Computer Aided Drafting
- ◆ Computer Repair
- ◆ Construction/Cabinet Making
- ◆ Construction Technology
- ◆ Cosmetology
- ◆ Dental Assisting*
- ◆ Dental X-Ray Technician*
- ◆ Registered Dental Assisting*
- ◆ Digital Imaging
- ◆ Electronics Occupations
- ◆ Emergency Medical Technician*
- ◆ Floral Design
- ◆ Graphics Technology - Printing Occupations
- ◆ Hospitality/Hotel Services

- ◆ Landscape Design and Construction
- ◆ Landscape Management and Maintenance
- ◆ Law Enforcement
- ◆ Manufacturing Technology/Machine Shop
- ◆ Masonry Occupations
- ◆ Medical Assisting - Clinical*
- ◆ Medical Assisting - Front Office*
- ◆ Nursery Greenhouse Practices
- ◆ Nurse Assistant*
- ◆ Restaurant Occupations
- ◆ Retail Fashion Merchandising
- ◆ Retail Sales and Marketing
- ◆ Small Business Management
- ◆ Sports Therapy and Fitness
- ◆ Television/Video Production
- ◆ Welding Occupations and Certification

Upon successful completion of course you will receive a Certificate of Training. The certificate and accompanying competency list will verify your employability in your area of training.

*Health courses require adults to take an assessment test prior to enrollment.

Please call to schedule an appointment. Additional support services provided for CalWORKs participants. If you've been looking for the right job, feel it's time for a change or would like to improve your skills, ROP may be just what you're looking for.

For Additional Information
(909) 826-6450 or (760) 863-3300

“Success Starts Here!” SM