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**Community College**

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**Student Career & Employment Services**

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Or **Dena Smoot, Co-op Team Leader** [dsmoot@butlercc.edu](mailto:dsmoot@butlercc.edu)

5000 Building, Room 5118N 316.218.6125

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**A PROGRAM OFFERED BY BUTLER COMMUNITY COLLEGE**



## ***What is a Résumé?***

Webster's dictionary defines résumé as a summary or a short account of one's career and qualifications prepared typically by an applicant for a position.

## ***Why Use a Résumé?***

The primary purpose of a résumé is to introduce you to prospective employers. It should summarize and highlight your experience and qualifications on one or two pages. It is like your calling card.

Other purposes and uses for your résumé include:

- To prepare you before you begin your job search to recall all that you've accomplished thus far in your life.
- To present your unique package of skills, abilities and personal qualities in the most positive way.
- To get you invited in for an interview.
- To help the employer formulate questions for your job interview.
- To help the employer sell your qualifications to other people in the company.
- To speak for you in your absence.
- To make a case for your suitability for the specific job, particularly if you are changing careers or have little related experience.
- Résumés can be a memory jogger for the employer after the interview, or for a whole committee—if a group is involved in the hiring decision.

## ***Where Do I Begin?***

The most important thing to remember when creating your résumé is that it will reflect your personality. Therefore, it is very beneficial to conduct a rigorous self-assessment, identifying your interests, skills, aptitudes, values, motivation, present and past roles, preferred work environment, and developmental needs.

## ***Seven questions to ask yourself before you create your résumé:***

1. What kinds of work have I already done?
2. What skills have I acquired from this work?
3. What skills have I acquired from other experiences?
4. What skills have I learned from school?
5. What special talents do I have?
6. What achievements have I made thus far?
7. What general abilities do I have?

## ***Strategies for an Effective Résumé***

### ***How do You Want to be Viewed?***

The very first step for writing an effective résumé is to identify your career objective, your interests and goals. This is critical because it is the foundation for what you include in your résumé, how you include it, and where you include it. To write a powerful and effective résumé, you must know the type of position you will be seeking. Without identifying clearly what your objectives are and how you want to be perceived, your résumé will have no focus and no direction. You must identify your objective to know what to highlight in your résumé. Without the objective the document becomes a career overview and not the sales document it should be.

The two concepts to consider include:

- Who you are: What have you done professionally and/or academically? What is it that you have done for a living? Who are you?
- How do you want to be viewed? This relates to your current career objectives. Prepare a résumé that highlights all the relevant skills you bring to the position, along with relevant accomplishments.

### ***Your Marketing Strategy***

You are the product and you must create a document that communicates your value. An effective strategy is the “Sell it to me...Don’t Tell it to me” strategy. You are simply stating facts when you “tell it.” If you “sell it,” you advertise it, and draw attention to it.

- Provided administrative support in scheduling office staff (Tell-it)
- Increased daily productivity 20%, and reduced department costs 10%, while scheduling secretarial, clerical, and administrative functions. (Sell-it)

***Telling it*** describes features, tells what and how, details activities and focuses on what you did.

***Selling it*** describes benefits, includes results, and details how what you did benefited your employer, department, team members, students, etc.

### ***Use Keywords***

Keywords, or buzz words are words and phrases that are specific to a particular industry or profession. When you use these words and phrases, you are communicating a very specific message. People make inferences about your skills based on the use of these words. Keywords are used in the résumé-scanning process to electronically search résumés for specific skills, qualifications and credentials. Every job seeker must stay on top of the latest trends in

technology-based hiring to ensure that their résumés and other materials contain the “right” keywords to capture the interest of prospective employers. It is not necessary to include a separate “keyword summary”. A better strategy is to incorporate keywords naturally into the appropriate sections of your résumé. Include the keywords that reflect your current career goals. Review online or newspaper job postings for positions of interest, look at the precise terms used in the ads and include those keywords, as appropriate to your skills and qualifications, in your résumé.

### ***Focus on the “Big”***

Focus on the “Big” things, new programs, special projects, productivity, new products, cost savings, and more. Give a good, big-picture description of what you were responsible for and how well you did it. Save the “little” details for the interview. This will keep your résumé concise and readable. You will have new and interesting information to share during the interview. You could elaborate on your specific achievements.

### ***Make Your Résumé Flow in the Direction You Want to Go***

Once you have been scheduled for an interview, your résumé becomes important in leading and prompting your interviewer during your conversation. Make sure the résumé leads the reader where you want to go and presents your greatest “selling” points.

- Focus on the skills needed in the job you are applying for, not on the skills acquired in your past positions.
- Make your résumé readable, plenty of white space, adequate font size, and a logical flow from start to finish.

### ***Use Structure and Context***

Your résumé will be read very quickly. Try to make it as easy as possible for readers to grasp the essential facts.

- Be consistent. Put job titles, company names, and dates in the same place for each position.
- Make information easy to find by clearly defining different sections of your résumé with large, highly visible headings.
- Define the context in which you worked (organization, department, and the specific challenges you faced) before describing your activities and accomplishments.

### ***Demonstrate Achievement***

It is your job to show in your résumé not just the types of experience you have had, but how effectively you performed your duties, what benefits you brought to your employer, and how much more valuable you will be to your next employer. Think of your job functions in terms of results. Be short on description of duties and long on verifiable outcomes. Quantify your results with numbers wherever possible.

### ***Focus on Reality***

Résumé writing is sales. Do not stretch the truth. You must stay within the realm of reality. Do not push your skills and qualifications outside the bounds of what is truthful. You never want to be in a position where you have to defend something that you have written on your résumé. You will lose the job opportunity before you even get the offer.

### ***Be Confident***

To succeed, you must prepare a résumé that is written to sell you and highlight your qualifications and your successes as they relate to your current goals. There is only one individual with the specific combinations of employment experience, qualifications, achievements, educations and skills that you have. You can do this!

### ***Five Rules about Hiring/Firing***

1. No one owes you a job
2. You have to fight to get a job
3. You have to fight to keep a job
4. Employers may lay you off or fire you
5. You can quit at any time



## ***What is included in a Résumé?***

The following are key points to include in a résumé:

- Personal Information
- Career Objective Or Accomplishment/Overall Career Summary
- Educational Background
- Employment History
- Professional Training
- Technological Skills
- Professional Affiliations
- Community Activities
- Military Service
- Licenses And Accreditations
- Foreign Languages
- Professional Activities
- Honors, Awards And Extracurricular Activities

### ***Personal Information***

An employer might scan 400 to 1200 résumés for a single position. It is important, therefore, not to include any personal information that might prejudice the screener.

All words should be spelled out (such as “Street” and “Kansas”), and the zip code should be included. The telephone number should be one where you can be reached easily. (If you are attending college away from home, you may list both your home and school addresses and phone numbers.) If you are going to be away from this number for any length of time, include the interim number where you can be reached in the cover letter.

Include only:

- Name
- Address
- Telephone Number—don’t forget this, as this is the key point most people forget to include on the résumé
- Cell Phone
- Email Address

Don’t Include:

- References to height, weight, race, religious affiliation, health, or names and ages of children or marital status
- Salary desired or salary history
- Leisure time activities (golf, tennis, etc.)
- Reason for changing jobs

### ***Career Objective or Summary of Skills?***

Some résumés will have a Career Objective, or Objective Statement. Others will have a bulleted list that describes job skills and abilities. Before you even try to write an objective, you should first decide whether you really have an objective.

To have a true objective you should be able to answer two or three questions:

- 1) What kind of position am I looking for?
- 2) What kind of company or organization do I want to work for?
- 3) Where in the United States or in the world do I want to live?

Many people include their Career Objective or Objective Statement in their résumé. This is fine if you have narrowed your choice to a specific job or industry and feel certain of your decision. State clearly and concisely the position, the functional areas or department (accounting, personnel, sales, etc.), and the type of company and industry you are seeking.

If you know your short-and long-range career goals indicate them. *However, be aware that by being so specific, you may also limit your job options and force yourself to keep several types of résumés on hand, to send as the occasion demands.* In the majority of cases, it is better to state your objective in the cover letter and present a strong overall bullet list of your job skills and abilities as a Skills Summary. See Student Writing Section for more information.

### ***Educational Credentials***

Where you place your degrees and training on the résumé depends largely on their importance and relevance to the position you are seeking and the strength of your credentials.

Place your education credentials immediately following the qualification summary if:

- You are graduating from college or completing a training program and your education or training relates directly to the jobs you are seeking
- You have a master's degree in management or an M.B.A. and you are applying for a management position
- You are a CPA seeking a top financial position
- You have a Ph.D. and seek a position requiring that degree

Place your education credentials after your work experience if:

- Your degree and undergraduate work do not relate to your career goal
- Your highest degree is a bachelor's degree and your work experience and work-related accomplishments will sell you better to prospective employers
- You have an Masters or higher, but the position you seek isn't related to your credentials

Begin with your highest level of educational achievement. In this way, a bachelor's degree would be followed, by an associate's, then a high school diploma. If you have not completed a

college degree, list what you can. For example, if you have completed 25 hours toward your associate of science degree, state it, followed by your anticipated graduation date.

### ***Employment History***

Starting with your most recent job, and moving back toward your first job, outline on a sheet of paper the names of each employer, the number of months or years spent in each position, your specific responsibilities, and what you accomplished in each job. If your employment history is progressive it should appear right after the qualification summary or early in the résumé.

If your work experience is limited, try to identify one or two significant accomplishments in each job. This section would then be placed toward the middle or end of the résumé.

### ***Professional Training***

It is generally better to separate education from training. Include this section when you want to focus on special courses, workshops, seminars or other forms of continuing education.

### ***Technological Skills***

List your technological skills near the top of your résumé. Include specific computer applications, programming languages, operating systems, and hardware, such as Java, UNIX, Macintosh OS, and Windows 98. Other technological skills include computer networking (local area networks and wide area networks), audio-video conferencing, video editing, Magnetic Resonance Imaging, and ultrasound technology.

### ***Professional Affiliations***

List only those memberships that relate directly to your career objective. By including association and memberships, you demonstrate that you are keeping up to date in your profession.

### ***Community Activities***

If the activity is related or appropriate to your career objective, include it. For example, if you seek a job in the field of gerontology and you have developed and implemented a program in your community nursing home, this activity would appropriately fit into your résumé.

### ***Military Experience***

If you are currently serving in the military or have served in the military, list your training and experience received there, in such a way that it relates to other occupations. Provide branch of

service, inclusive dates of service, and rank at time of discharge. Briefly state relevant duties and responsibilities. You do not have to indicate type of discharge.

### ***Licenses, Accreditations and Certificates***

List only those credentials that are pertinent to the career objective; examples include special teaching credentials or professional examinations that you have passed, such as computer tests, the bar exam, and CPA exams.

### ***Foreign Languages***

State any foreign languages you know, your level of proficiency, and any translating experience you may have had.

### ***Professional Activities***

These include research papers, presentations, organizations (as member, officer, etc.), publications, committees, conferences, or seminars that are relevant to the job you are seeking.

### ***Honors, Awards, and Extracurricular Activities***

If you are a recent college graduate, most of your accomplishments will probably be listed in this section. Include them if they are recent and/or appropriate. If however, you have been out of college for 20 years, in most instances your college awards would not be necessary to include. However, if the award is related specifically to your field of interest or your career objective, it should be included.

### ***References***

*Never use a person as a reference without first obtaining his or her permission to do so.* It is important that you speak to these people about whether or not they are willing to serve as your reference and how they would like to handle the reference. Suggested references might include those from:

- Internships or co-op experiences
- Past employers
- Professors or instructors
- Character references (older co-worker, coach or minister)
- Past co-workers who know your work and experience

**NOTE:** Family, friends, relatives and your pastor are generally not used as references.

After someone has agreed to act as your reference, send them a thank-you note.

References should be available but not listed on the résumé. References should be taken to an interview and provided at that time, not when you submit your résumé unless specifically requested in the job advertisement.

***The Most Desirable Attributes Employers Look for When Hiring Employees***

1. Flexibility
2. Interpersonal Skills
3. Self-Knowledge
4. Ability to Handle Conflict
5. Goal Achievement
6. Competitiveness
7. Vocational Skills
8. Direction
9. Willingness to Accept Responsibility
10. Imagination
11. Self-Confidence
12. Strong Work Ethic
13. Ability to Communicate
14. Intelligence
15. Initiative
16. Energy Level
17. Desire to Meet Employer's Expectations



## ***Printed, Scannable, Electronic, and Web Résumés***

In today's job market, job seekers use four types of résumé presentation:

- Printed
- Scannable
- Electronic (e-mail attachments and ASCII text files)
- Web

### ***The Printed Résumé***

This is the résumé that you mail or fax in response to an advertisement, take to an interview, the "traditional résumé." For a printed résumé, you want to create a sharp, professional and visually attractive presentation. That piece of paper conveys the very first impression of you to a potential employer. The visual presentation of your résumé does matter.

### ***The Scannable Résumé***

The scannable résumé removes all of the things that you would normally do to make your printed résumé look attractive: bold print, italics, multiple columns, sharp-looking typestyle. You want a document that can be easily read and interpreted by scanning technology.

To provide a concise electronic résumé, use these guidelines:

- + Limit your margins to 65 characters wide
- + Use an easy to read typeface such as Arial, Courier, or Helvetica, 12 point size
- + Put your name on the first line with nothing else before it
- + Avoid bold, italics, underlines, boxes, columns, shading and graphics
- + Use all uppercase letters for major sections, rather than bold formatting
- + Keep all text aligned to the left
- + Use standard keyboard characters for bullets, such as an asterisk or a hyphen
- + Instead of using the Tab key or paragraph indents, use the space key
- + Limit your résumé to two pages.

Optical scanners are picky readers. Colored paper, fancy graphics, and exotic typefaces do not impress them. In addition to the above guidelines, you should also follow these suggestions when printing a hard copy:

- \* Print on 8 ½ by 11-inch white copy grade (20-60 lb.) paper
- \* Never staple or fold an electronic résumé.

## ***The Electronic Résumé***

Your electronic résumé can take two forms: e-mail attachments and ASCII text files.

When including your résumé with an e-mail, simply attach the word-processing file of your printed résumé. Microsoft Word is the most acceptable format and will present the fewest difficulties when attached.

However, with the variety in versions of software, it's quite possible that your beautifully formatted résumé will look quite different when viewed and printed at the other end. To minimize these glitches, use margins of at least 0.75 inch all around. Don't use unusual typefaces, and minimize fancy formatting effects.

Test your résumé by e-mailing it to friends or colleagues, and have them view and print on their systems. Consider saving your résumé in a universal accepted format such as RTF or PDF.

### ***ASCII Text Files***

To avoid formatting problems, paste the text into the body of an e-mail message rather than sending it as an attachment. This eliminates the possibility of sending a virus in your attachment. You can easily copy and paste the text version into an online job application. Although it's unattractive, the text version is 100 percent scannable.

When using the electronic résumé it is appropriate to put a sentence at the end of your résumé such as: "An attractive and fully formatted hard copy version of this document is available upon request."

You can take your existing résumé and reformat it for electronic submission.

- Open your file and select the Save As command. Select Text Only, Plain Text or ASCII as the type.
- Close the file and then reopen it to make sure that most of the graphic elements are eliminated. If not, delete them. Replace bullet points with plus symbols (+), asterisks (\*), or hyphens (-). To promote maximum readability when sending your résumé electronically, reset the margins to 2 inches left and right, so that you have a narrow column of text rather than a full-page width.
- Review the résumé and fix any "glitches" such as odd characters that may have been inserted to take the place of quotes, dashes, accents, or other nonstandard symbols.
- If necessary, add extra blank lines to improve readability.
- Consider adding horizontal dividers to break the résumé into sections for improved skim ability. Use any standard typewriter symbols such as \*, -, (,), =, +, ^ or #.

## ***The Web Résumé***

This newest evolution in résumés combines the visually pleasing quality of the printed résumé with the technological ease of the electronic résumé. Host your Web résumé on your own Web site (with your own URL), to which you refer prospective employers. Your attractive, nicely formatted résumé is just one click away for being viewed, downloaded and printed. Because the Web résumé is an efficient and easy-to-manage tool, you may choose to include more information than you would in a printed, scannable, or electronic résumé. Consider separate pages for achievements, honors and awards, management skills, etc. You can take it one step further and create a virtual multimedia presentation that visually and technologically demonstrates how talented you are. A simplified version of the Web résumé is your Microsoft Word résumé. Instead of attaching a file to an e-mail to an employer, you can include a link to the online version.

## ***Online Résumé Resources***

Many Résumé Wizards are available on the internet. Be aware that sites may charge a fee. Any wizard will allow you to create a résumé, but you must have the information necessary to complete it. Check out the website privacy information. Access to your personal information is a concern because of identity theft. Do not publish your social security number on your résumé. Another option is to skip the wizard and type everything in whatever software you choose. Select your own format options for more control and ease of final design.

<b>Online Résumé Resources</b>	
<a href="http://www.bestsampleresume.com/resume-templates/">www.bestsampleresume.com/resume-templates/</a>	Resume Examples
<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>	Career Builder, select résumé tab
<a href="http://www.collegegrad.com">www.collegegrad.com</a>	Job Search site, select résumé
<a href="http://www.creatingprints.com/CareerStop.html">www.creatingprints.com/CareerStop.html</a>	Free and For a Fee résumés
<a href="http://www.jobweb.com">www.jobweb.com</a>	National Assoc. of Colleges and Employers informational web site
<a href="http://www.kansasworks.com">www.kansasworks.com</a>	State of Kansas job search site, select résumé
<a href="http://www.landjob.com/Resume-Templates/">www.landjob.com/Resume-Templates/</a>	Professional Résumé Template Designs
<a href="http://www.Monster.com">www.Monster.com</a>	Monster web site, select résumé info
<a href="http://www.PongoResume.com">www.PongoResume.com</a>	Résumé Builder, Cover Letter Builder, Interview Tips
<a href="http://www.provenresumes.com">www.provenresumes.com</a>	Samples available from website
<a href="http://www.Resume-Templates.com">www.Resume-Templates.com</a>	Download Résumé Writing Package
<a href="http://www.resumetemplates.org/">www.resumetemplates.org/</a>	Free resume templates
<a href="http://www.theresumebuilder.com/resume-examples/">www.theresumebuilder.com/resume-examples/</a>	Using a Samples Resume to Revamp Your Own
<a href="http://www.totalresume.com">www.totalresume.com</a>	Professional Résumé Service

## ***Type of Résumé Formats***

There are as many different types of résumés as there are experts. However, for simplicity's sake, we suggest you use one of the following:

1. Entry-level
2. Chronological
3. Functional
4. Combination /Creative (Professional)

### ***Entry-level Résumé***

The entry-level résumé template is available on page 26 of this Résumé Guide. Basic education and employment information is presented in a chronological order, beginning with the most recent.

### ***The Chronological Résumé***

The chronological résumé focuses heavily on employment history, job responsibilities, accomplishments, and related experiences that support your career path. This format lists all work experience and education in chronological order, beginning with the most recent.

Do not list beginning jobs, which were insignificant. How far back you go depends on significant accomplishments from former jobs that relate to the position for which you are interviewing. The chronological résumé is the most common and easiest to read. It is most appropriate for people with two or more relevant job experiences. If your background is a less-than-perfect match, you may need to consider alternative styles that present your qualifications differently.

The Chronological Résumé is basically a record of work experiences, including job descriptions. It should include:

- Name, address, and telephone number
- Work experience, in chronological order (your present or last position first)
- Short description of each job and the dates of employment including month & year, and accomplishments on each job.
- Educational background

#### ***Advantages:***

- Is easy to write
- Emphasizes career longevity
- Emphasizes growth and continuity in specific job categories

*Disadvantages:*

- Can be boring
- Enables detection of gaps in employment
- Emphasizes your most recent employment even if it is not the most important
- Can put older workers and perhaps younger workers at a disadvantage because it emphasizes dates
- Can stereotype you, especially if you have had the same job title over the years

When advising traditional college students or those with a well-developed record of employment, they should be encouraged to use the chronological résumé. When advising those who've spent their time and energy with their children and their communities, they should be encouraged to use the functional résumé, or better, a combination résumé.

***The Functional Résumé***

The functional résumé is entirely different from the chronological résumé. After listing personal data and the qualification summary, this résumé then goes on to highlight major accomplishments. It concentrates on your qualifications, skills and accomplishments. Employment information is not placed chronologically. Instead, the most relevant experience to the job you're seeking is placed first. It de-emphasizes jobs, employment dates, and job titles by placing them inconspicuously at the end. It allows you to promote specific job skills without emphasizing where or when you developed those skills.

Many employers consider the functional résumé the most useful type. It may be useful if you have had limited work experience or if you have had a long break in your working experience, but you know the technical side of your field. Some employers are suspicious of this format because they suspect you may be trying to hide something from them.

It is also useful if you have been involved in volunteer work, allowing you to bring out useful skills in a variety of working situations. This résumé works best for individuals who have education and training, but limited experience. Individuals with unrelated work experience should follow this format.

*Advantages:*

- Provides flexibility to emphasize strengths and areas of accomplishment
- Enables a prospective employer to place you in a position where your greatest assets can be utilized
- Allows you to be selective in the capabilities you want to use in your new career direction
- Conceals gaps in your work history

*Disadvantages:*

- Takes time and effort and is more difficult to write
- Employers may view negatively the omission of history, and will ask about this first thing in an interview

### ***The Combination/Creative (Professional) Résumé***

This résumé is a mixture of both the chronological and the functional formats. It is similar to the functional résumé except that company names and dates are included. The format allows an applicant to emphasize the preferred and most relevant skills, while satisfying the employer's desire for names and dates. It lists functions and accomplishments first and reveals the employment history last.

In the "Experience" section give the name of the company, the location, and your position title. Describe in detail what your responsibilities were, and if possible, your accomplishments while you were there. Start each sentence with an action verb.

#### ***Advantages:***

- This is the most complete résumé
- Gives a positive picture of strengths and employment history
- Presents you as a versatile individual, able to fill a variety of positions
- You can arrange the content in a format that best sells you

#### ***Disadvantages:***

- Some employers might wish to read about what you did in each job, believing it provides them with a better picture of the scope of your responsibilities and achievements.

### ***Most Effective Ways to Conduct a Job Search***

1. Network – a deliberate process of connecting/interacting with others (friends, relatives, acquaintances) who can help you
2. Call Potential Employers
3. Visit Company website and Job Search sites
4. Use Placement Office at School
5. Respond to Newspaper ads
6. Attend Career & Employment Fairs



## ***Résumé Tips***

1. Much has been written concerning the length of résumé. Whether your résumé is one or two pages long depends upon your background and the position desired. Résumé for entry-level jobs are usually given less than sixty seconds of a reader's time. Therefore, you must present yourself and your accomplishments in a very succinct and organized manner with the most important information at the front of the résumé.
2. Do not put the word "Résumé" at the top of your résumé. Employers know what they are reading.
3. It is not necessary to use full sentences in a résumé. Phrases using *key action verbs* are the most effective when explanations are necessary. These key action verbs highlight your accomplishments (see the list of action verbs).
4. Single-space the information in your résumé, but skip a line between major headings. Your résumé will be more visually attractive with "white space" so leave ample spacing at margins.
5. Make good use of margins, underlining and capital letters. This will insure that important points "stand out" on the page.
6. Creativity of expression is advisable, but only within a *neat business format*. Gaudy letterheads are not recommended. Greater expressions of creativity are encouraged for positions of artistic nature.
7. Use standard-size, 8 ½ x 11 paper. White, ivory, gray and beige are all good color choices. *Be prepared to use your paper choice for your cover letters and envelopes.* Use good quality paper—the aesthetic feel of good paper says something about you.
8. Use strongest and most outstanding points first.
9. For most positions, you only need to include the past ten years work experience. Previous work experience prior to the ten years that directly relates to the position you are interested in should be included.
10. It is not necessary to include name of supervisors, company addresses, or phone numbers directly on the résumé. This information will be placed on an application, so use this space for more pertinent information.
11. Your résumé should not have any typos, misspellings or identifiable corrections. You should *proofread* your résumé at least three times and have at least two other people proofread it also.

12. The type should be *crisp* and *clean*.
13. Spell out nearly every word, including job titles. Words like “Incorporated” may also be shortened to “Inc.”, especially if the company uses the abbreviation. Do not use abbreviations, however, in the text.
14. Whenever possible, *quantify your explanations*; for example, use the exact number of times you had articles published or the number of people you supervised.
15. If you’re applying to an organization that asks you to fill out an application and you have a résumé, don’t put “See Résumé”. The application will be around long after your résumé has been discarded and for some organizations is a binding legal document. Also, the application process is one of the first tasks that your employer will ask you to do. If you don’t fill it out completely, how can the company expect you to complete the other tasks they ask you to do?
16. Bold the name of the company. You can also make it all caps and bold. Employers like to see where you have worked. You also need to bold or italicize your title or position. Titles are important. They help the employer know what you have been doing.
17. Sell yourself. No one else can write your résumé but you because no one else knows what all you have done. Now is not the time to be shy. Tell it like it is and be proud, ***you’ve earned it***. Grandma and Mom used to say “Don’t brag on yourself!” They’re wrong when it comes to writing a résumé and interviewing for a job.
18. Show what you can do for the employer.
19. Make sure your name and page 2 is on the second page at the top.
20. Always include a cover letter with your résumé unless otherwise directed.

**Résumés should offer an organized snapshot of your employment, educational history and job skills. A résumé will not get you the job, but a good résumé will get your foot in the door.  
The rest is up to you.**

**Always be completely factual and professional.**

# Resume Worksheet

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

e-mail \_\_\_\_\_

## Objective (complete sentence)

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### Suggestions:

- An entry-level position in the public relations and/or media field.
- A position in the ACCOUNTING department of a growing corporation.
- Management, marketing, or sales position in an organization valuing logical and imaginative thinking.
- Motivated welding technology graduate seeking position where I can contribute to the overall success of a business.
- To contribute acquired culinary skills to a restaurant position.
- To obtain a position in the finance industry.
- Career Target: Camp Counselor for the 2009 summer.
- An opportunity to contribute to the care and education of young children.
- Associates Degree graduate in Welding Technology seeking a position in the manufacturing industry that will facilitate growth and career development.
- Seeking a position as a customer service representative with a company that offers career advancement.

## Summary (short phrases with bullet points)

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### Examples:

- List any certifications
- Proficient in (list, examples: use of office machines, cash handling, training & supervising workers)
- Experience in blueprint reading and mechanical drawing
- Ability to work as productive team member, effective communicator
- Excellent customer service skills, enjoy working with the public, strong problem resolution skills
- Experience in handling all financial matters for a small business
- Strong background in mechanical and building maintenance
- Knowledge of building trades: carpentry, masonry, heating, plumbing and electrical
- Dependable, hardworking, efficient, and reliable
- Detail-oriented with a strong work ethic
- Dedicated to quality in service and product
- Learn new information and tasks quickly and easily
- Five years experience in repairing and diagnosing engine problems
- Proficient in using Microsoft Word and Excel, internet and e-mail

**Education**

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Butler Community College	El Dorado, KS	Dates attended
<ul style="list-style-type: none"> <li>• Degree or credit hours earned</li> <li>• List GPA if above 3.0</li> <li>• Relevant courses completed</li> </ul>		

List previous colleges attended in reverse chronological order, may also include high school info, if space allows and it is relevant

**Examples:**

Butler Community College	El Dorado, KS	August 10 – May 11
<ul style="list-style-type: none"> <li>- Welding Technology Certificate (35 credit hours)</li> <li>- Associate in Applied Science, Welding Technology</li> <li>- GPA 3.6 / 4.0</li> </ul>		

Andover Central High School	Andover, KS	August 07 – May 10
<ul style="list-style-type: none"> <li>- High School Diploma</li> <li>- 3.2 GPA</li> <li>- Youth Entrepreneurs of Kansas Award Winner</li> <li>- Class President, 2005 &amp; 2007</li> </ul>		

**Work History (job duties as bullet points, short phrases, and reverse order)**

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Title, Company	City, St	Dates worked
<ul style="list-style-type: none"> <li>• Explain one accomplishment, duty or task</li> <li>• Explain one accomplishment, duty or task</li> <li>• Explain one accomplishment, duty or task</li> </ul>		

Title, Company	City, St	Dates worked
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>		

**Examples:**

Sales Associate, Sears	Wichita, KS	November 10 – Present
<ul style="list-style-type: none"> <li>- Ensure quality customer service</li> <li>- Utilize effective communication skills to resolve customer complaints</li> <li>- Reorganize product displays</li> <li>- Experience in use of computerized cash registers and balancing cash drawers</li> <li>- Team player with the ability to work with diverse populations</li> </ul>		

Owner, Lawn Mowing Service	Andover, KS	April 07 – Present
<ul style="list-style-type: none"> <li>- Sole responsibility for recruiting and maintaining customer base</li> <li>- Ability to repair and maintain mowing equipment</li> <li>- Supervise two part-time employees</li> <li>- Skills include customer service, problem-solving and conflict resolution</li> <li>- Experience in all financial aspects of a small business including cash flow, budgeting and marketing</li> <li>- Develop and maintain a loyal customer base</li> </ul>		

- |   |             |                          |
|---|-------------|--------------------------|
| Lot Boy, Parks Motors of Augusta  | Augusta, KS | February 08 – October 10 |
| <ul style="list-style-type: none"> <li>- Maintained cleanliness of all vehicles on the lot</li> <li>- Prepped and completed final inspection for sold vehicles</li> <li>- Picked-up and delivered ordered parts, including sold vehicles</li> <li>- Worked as part of a team to provide excellent customer service</li> <li>- Maintained well-kept grounds by weeding and mowing as needed</li> </ul> |             |                          |
| Activity Coordinator, Boys & Girls Club   | Andover, KS | Summers 2005 – 2007      |
| <ul style="list-style-type: none"> <li>- Designed and implemented structured play activities and craft projects</li> <li>- Provided a nurturing and stimulating environment for children to thrive</li> <li>- Oversaw 12 – 18 children at play to ensure safety</li> </ul>  |             |                          |
| Crewperson, Mc Donalds Restaurant   | Augusta, KS | May 06 – February 07     |
| <ul style="list-style-type: none"> <li>- Provided efficient quality service to all customers</li> <li>- Dealt tactfully and professionally with demanding customers</li> </ul>  |             |                          |

**Extra Curricular Activities (list with location and dates)**

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- 
- 

**Examples:**

- |  |             |                       |
|--|-------------|-----------------------|
| BCC HALO Club President                | Andover, KS | October 08 – Present  |
| SkillsUSA Butler Auto-Tech team member | Andover, KS | October 07 - April 08 |
| Martial Arts Student                   | Wichita, KS | June 05 – November 07 |
| Earned Eagle Scout Rank                | Andover, KS | February 07           |
| Chess Club, North High School          | Wichita, KS | Sept. 06 – May 07     |

**Volunteer Experience (list with location and dates)**

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- 
- 

**Examples:**

- |  |                    |
|--|--------------------|
| School Mentor for Butler Co. Big Brother/Big Sister Program  | Sept. 08 - Present |
| Personal “Go-to Guy” for friends/family with computer issues | Jan. 05 - Present  |
| El Dorado YMCA Phone-a-thon caller                           | April 05, 06 & 07  |

# First and Last Name

Street Address  
City, State, Zip code

Phone Number  
Email address

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**OBJECTIVE:** Briefly explain your objective.

## SKILLS AND ACCOMPLISHMENTS

- List special skills or talents that you have that relate to the position you are applying for
- List special skills or talents that you have that relate to the position you are applying for
- List special skills or talents that you have that relate to the position you are applying for
- List special skills or talents that you have that relate to the position you are applying for
- List special skills or talents that you have that relate to the position you are applying for

## EDUCATION

Indicate how many credits you have completed or your major Dates attended  
Name of School, City, State

- Related course work includes:
- GPA: 0.0/4.0 (If your résumé is a 3.0 or above, you may want to include it)

## EXPERIENCE

**Job Title**, Company Name City, State Dates employed  

- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task

**Job Title**, Company Name City, State Dates employed  

- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task

**Job Title**, Company Name City, State Dates employed  

- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task
- Explain one accomplishment, duty or task

## ACTIVITIES

- List activities, community service, volunteer, memberships or athletics
- List activities, community service, volunteer, memberships or athletics
- List activities, community service, volunteer, memberships or athletics
- List activities, community service, volunteer, memberships or athletics

# Jaycie D. Smith

1555 S. Seneca Wichita, KS 67212

(316)555-5555

[jsmith9@butlercc.edu](mailto:jsmith9@butlercc.edu)

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## OBJECTIVE

To obtain a position as a youth counselor.

## EDUCATION

**Social Work Major, Child and Family Studies Minor** September 2010-present  
Completed 16 general education credits  
Wichita State University Wichita, KS

**High School Diploma** August 2007 - June 2010  
Andover Central High School Andover, KS

## RELATED EXPERIENCE

**Childcare Worker** September 2010-present  
Butler Community College Educare El Dorado, KS

- Cared for children from age's birth to 6 years.
- Documented children's progress and daily activities.
- Planned and organized field trips.

**Activity Coordinator** Summers 2009 and 2010  
Boys and Girls Club Wichita, KS

- Designed and implemented structured play activities and craft projects.
- Provided a nurturing and stimulating environment for children to thrive.
- Oversaw children at play to ensure safety.

**Babysitter** (as needed) 2008-2010  
Private homes Andover, KS

- Provided care to children from birth to age 10.
- Assisted children with social and daily life skills.

## EXTRA CURRICULAR ACTIVITIES

**Volunteer** (20 hours per month) March 2009-present  
Sharing and Caring Hands Wichita, KS

- Worked with homeless children and adults to ensure basic needs were met.
- Supported and visited with participants.
- Organized and inventoried clothing and food donations.

**Soccer Player** 2008-2009  
Andover Central High School Andover, KS

- Worked as part of team to obtain common goal.
- Exhibited creative problem-solving skills.
- Anticipated and planned strategies.

# Justin Smith

Home address:  
105 5<sup>th</sup> Street  
Augusta, KS 67010  
(316)775-5555

jsmith14@butlercc.edu

School address:  
555 Shoemaker Hall  
El Dorado, KS 67042  
(316)332-5555

## OBJECTIVE

To obtain an entry-level management position in retail.

## SUMMARY

- Experience in retail sales, resolved customer problems.
- Ability to relate well to people of all ages and backgrounds.
- Assisted in buying merchandise, arranged floor displays.
- Enjoy working with others one-on-one and as part of a team.
- Trained new employees.

## EDUCATION

Currently enrolled in general education courses August 2010-present  
Major: **Marketing & Management**  
Butler Community College El Dorado, KS

**High School Diploma** June 2010  
Augusta High School Augusta, KS

## WORK HISTORY

**Customer Service**, The Pink Boa Andover, KS May 2009-present

- Utilized customer service skills to sell merchandise.
- Worked with minimal supervision and helped train new employees.
- Arranged displays, assisted in buying merchandise.

**Crewperson**, McDonald's Restaurant Augusta, KS May 2007-May 2009

- Provided efficient quality service to customers.
- Dealt tactfully and professionally with demanding customers.

**Lawn Care Specialist**, Owner Augusta, KS Summers 2005-2008

- Managed all aspects of business, from planning to accounting.
- Developed and maintained a loyal customer base.

## EXTRA CURRICULAR ACTIVITIES

- Intercollegiate Basketball Player for BCC 2010 - present
- Martial Arts Student (Ninpo Taijutsu) 2005 - present
- Earned Eagle Scout Rank 2009
- Softball Team Member, American Legion Team 2008-2009
- Varsity Basketball Team Member, Augusta High School 2008-2010

# JASMINE SMITH

555 35<sup>th</sup> Street North  
Wichita, KS 67277

(316)555-5555  
jsmith22@butlercc.edu

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## OBJECTIVE

To secure a management position in the finance industry.

## HIGHLIGHTS OF QUALIFICATIONS

- Experienced in banking, credit and collection operations
- Represented company to clients and retailers
- Detail oriented, well organized and a team player
- Excellent customer service skills

## EMPLOYMENT

**Accounts Receivable**, JR Supply                      Wichita, KS                      Nov. 2009 – Present

- Maintained hundreds of accounts, responsible for collections, credit policies and customer service
- Compiled and presented monthly status reports
- Worked directly with branch office managers to resolve accounting issues and problems

**Teller**, First Federal Bank                      Wichita, KS                      Summers 2007 and 2008

Updated, maintained and distributed customer accounts on a daily basis

- Accurately and efficiently assisted clients with monetary transactions
- Authorized tracing of overdue drafts and updated client accounts on computer systems
- Promoted to this position from Administrative Assistant

## EDUCATION

**Completed 32 credits.** Intended major: **Finance**

Wichita State University                      Wichita, KS                      Sept. 2008-present

- Received scholarship from Augusta Optimist Club
- GPA: 3.0/4.0

## High School Diploma

North High                      Wichita, KS                      August 2006-June 2008

- Youth Entrepreneurs of Kansas Award Winner
- GPA: 3.3/4.0

## ACTIVITIES

**Chess Club**, North High                      Wichita, KS                      2006-present

**Yearbook Committee**, North High                      Wichita, KS                      2007-2008

# Jewell Smith

901 South Haverhill Road

☐☐ El Dorado, Kans

(316) 322-5555 Home

[jsmith@uknow.com](mailto:jsmith@uknow.com)

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## PROFILE

- ✓ More than 10 years experience as a technical trainer/instructor with strong knowledge in software and technical training.
- ✓ Dynamic presentation skills.
- ✓ Strong ability to translate technical information making it more easily understood by nontechnical audiences.

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## QUALIFICATIONS

### *Technical Training Overview*

- Excellent oral communication and presentation skills
- Experienced with accelerated learning techniques
- Development of courses based on needs analysis
- Preparation of lesson plans and other course documents
- Strong technical writing skills

### *Software Training Capabilities*

- Ability to learn new software applications quickly through self-study of documentation
- Working knowledge of computer hardware architecture and peripheral interfacing
- Provide training on-site or off-site
- Currently capable of teaching the following courses:

#### Word Processing

Microsoft Word - Introduction, Intermediate, and Advanced

#### Databases

Microsoft Access- Introduction, Intermediate, and Advanced.

#### Spreadsheets

Microsoft Excel- Introduction, Intermediate, and Advanced

#### Other Courses

Microsoft PowerPoint

Quark Express

Freelance

Internet Explorer

DreamWeaver

Quicken

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## Work Experience

### **Butler Community College**

#### **Business Performance Group**

Andover, KS

2006 – Present

Corporate Software Trainer

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## Education

### **Butler Community College**

Andover, KS

August 2002 – July 2004

AA General Studies

# JOSEPH SMITH

1234 Circle Drive  
Minneapolis, Minnesota 55404  
(612) 555-5555

## OBJECTIVE

Dependable, enthusiastic worker with more than 10 years of experience seeking a Welding or Building Maintenance position. Self-starter, dedicated to achieving high-quality results.

## SUMMARY OF QUALIFICATIONS

### Welding—

Developed extensive experience in a wide variety of welding styles and positions including:

MIG	TIG	ARC	Heliarc
Oxyacetylene	Air ARC	Cutting and Gouging	Automatic Seam
Plasma Cutting	Underwater	Water Cooled Spot Welding	

### Fabrication—

Skilled in layout and design of sheet metal and pipe. Developed extensive knowledge of sheet rollers and brakes. Followed Manufacturer's Operating Processes (MOP) to detail.

### Equipment Operator—

Experienced forklift operator on various sized and styles of forklifts. Skilled in the use of a variety of power tools and metal fabrication equipment including: drills, drill press, edge planer, end mill, benders, power saws, sanders, and grinders.

### Equipment Maintenance—

Performed general maintenance on welding equipment and production machinery. Maintained high production levels through onsite machine repairs and preventive maintenance.

### Building Maintenance—

Acquired experience in general construction including basic electrical repairs, carpentry, concrete, glass, spray and roller painting, plumbing, patching and sheetrock.

## SUMMARY OF EXPERIENCE

Tank Car Company	Minneapolis, MN	May 2000 - Present
<b>Lead Welder</b>		December 2006 - Present
<b>Production Welder</b>		May 2000 – December 2006

- Maintained strict performance, quality and production standards
- Trained new employees and monitored their performance during probationary period.

## EDUCATION

<b>Certificate: Welding and Blueprint Reading</b>		May 2000
Minneapolis Community and Technical College	Minneapolis, MN	August 1999 – May 2000
<b>Diploma:</b> Central High School	Saint Paul, MN	May 1999



# Jason Smith

901 South Haverhill Road El Dorado, Kansas 67042 Cell (316) 322-0000 jsmith@uknown.com

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## Objective

A responsible position that will utilize my expertise in customer service and management.

## Summary of Qualifications

- Demonstrated ability to provide significant contribution to bottom line results. Noted for streamlining operations and increasing profits.
- A strategic planner who is able to creatively anticipate the needs of the future.
- Skilled in directing, coordinating, and motivating staff to successfully complete business objectives.
- Computer Skills include: Microsoft Office, Internet Explorer, Microsoft Outlook and Vendor Specific Software

## Relevant Experience

APPLETON'S RESTAURANT                      Hardin, Kansas    November 2009 - Present  
**Manager**

- *Directly responsible for cost reduction and improved efficiency by significantly reducing labor and food costs.* Effectively controlled cost in order to successfully operate within monthly budget. Successfully fulfilled profit and loss projections based upon last year's performance.
- Facilitated and coordinated marketing and advertising strategy. *Raised delivery sales by 20% due to excellent sales strategy and superior marketing skills.*
- Hired, trained, developed, supervised, scheduled, promoted, terminated, and evaluated staff. Managed and controlled all payroll functions including maintenance of records and payroll adjustments. Monitored all payroll taxes, filings, journal entries, and accounts payable. Ordered and purchased supplies and monitored inventory.
- Exhibited excellent customer service, liaison, and follow-through skills.

COSTELLO'S    Hardin, Kansas    August 2005 - November 2009  
**Manager**

- Full P&L responsibility. Conducted study of operations methods and costs. Pinpointed key cost improvement opportunities. Reorganized, trained, and motivated staff to higher levels of productivity. Significantly improved customer service, product, store maintenance, and expanded delivery area. *Result: Successfully directed profit improvement program which increased net sales and profits by 25% over previous year.*
- Hired, trained, supervised, scheduled, terminated, and evaluated staff. Maintained records of hours, worked for payroll.
- Successfully utilized skills in diplomacy tact and problem-solving to effectively handle irate customers and defuse potentially explosive situations. Provided weekly reports on sales, labor, food costs, and inventory. Utilized Lotus 1-2-3 for payroll and inventory. Further utilized computer programs to track figures which were used as guidelines for making the P&L.

COMPUTER CENTER

Radcliff, Kansas

July 2000 - August 2005

**Assistant Store Manager**

- Developed and instituted the “Department Manager” system. *Took the nominally profitable department, expanded it, revamped the operating procedures, and increased sales by 50% in less than one year.*
- Oversaw full range of management responsibilities. Purchased and ordered for all departments. Met with sales representatives and fostered accounts with new vendors to better serve the store’s needs.
- Coordinated special promotions and events. Prepared sales reports. Directed sales floor activities. Delegated responsibilities, monitored work done, and gave final approval upon completion. Hired, trained, and supervised employees. Utilized skills in diplomacy and tact to handle irate customer situations.

**Education**

Butler Community College • El Dorado, Kansas

Associate in Science

Major: Business Administration • 2000

**Professional Memberships**

Martin County Chamber of Commerce

Martin County Small Business Association



# Jennifer Smith

901 South Haverhill Road  
El Dorado, Kansas 67042  
Home (316) 322-0000  
Email: jsmith@unknown.com

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## SUMMARY OF QUALIFICATIONS

- Excellent management and leadership skills. Able to develop and lead a team of employees who perform to the best of their ability with a very low turnover rate.
- Enjoy working with the public and do so successfully. Interact successfully with people from a variety of backgrounds. Strong problem resolution skills.
- Experienced in handling all financial matters for a small business including accounts receivable and payable, sales tax and withholding filing and deposits, preparing payroll, managing a budget, and making daily deposits.
- Learn new information and tasks quickly and easily.

## EXPERIENCE

*Sunspot Tanning*

Wilmington, Kansas

**Owner and Manager  
Manager**

September 2004 - present  
June 1997 - September 2004

### Achievements:

- Successfully turned around a store that was losing money and unable to cover expenses.
- After less than three years, annual revenue has increased more than 300%.
- Remodeled, expanded, and added additional product lines to the business.

### Responsibilities:

- Select all advertising and marketing activities. Monitored effectiveness of each source of advertising, and used this information when organizing future campaigns.
- Train all new employees in proper sales techniques and customer service procedures.
- Successful in building a team of employees that has very little turnover.
- Total financial responsibility for the store. Prepare all financial documents, sales tax reports, withholding reports, and make all related deposits and payments.
- Handled all accounts payable and receivable.

*Smithson Family*

Wilmington, Kansas

**Nanny**

1995-1997

## EDUCATION

Wichita State University

Wichita, KS

2000 - 2004

**Bachelor of Science in Business**

Major in Management and Accounting, degree received May 2004

Butler County Community College

El Dorado, Kansas

1997 - 1999

**Associate of Science in Business**, received May 1999

# Jaquee Smith

901 South Haverhill Road  
El Dorado, Kansas 67042

Home (316)322-0000  
Email: jsmith@unknown.com

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**Objective:** Assistant or Sous Chef

**Summary of Qualifications:**

- Associate's Degree in Culinary Arts with training in American and International Cuisines.
- Restaurant experience has included broiler, grill, sauté, fryer, expo, breakfast, and salads.
- Able to handle a multitude of tasks at once, meeting deadlines under pressure.
- Demonstrates ability to respond with speed and accuracy in a highly productive setting.
- Works cooperatively and harmoniously with coworkers and supervisors.
- Dedicated to quality in service and product.

**Experience:**

Broiler/ Prep Cook	Jacques Restaurant - 200-seat Four Diamond restaurant featuring an extensive menu of French and American cuisine.	West Cove, Kansas	2009 to Present
Fry Cook	The Lobster Net - Indoor and outdoor dining, specializing in fresh lobsters and seafood; take-out and banquet service.	Port Hancock, Maine	2005 - 2009
Fry/Prep Cook	The Weathervane - Traditional New England seafood served in a casual setting	Rocky Coast, Maine	Summer 2005

**Education:**

Associate's Degree in Culinary Arts-  
Newbury College  
Curriculum and Training included:

- |                          |                              |
|--------------------------|------------------------------|
| • Soup, Stock and Sauces | • American Cuisine           |
| • Breads and Rolls       | • International Cuisine      |
| • Desserts               | • Yarde Manager              |
| • Classical Bakeshop     | • Sanitation and Dining Room |

## ***The Cover Letter***

### ***What Purpose Does the Cover Letter Serve?***

The cover letter is your personal introduction to a potential employer. It must sell your experiences and skills, and generate enough excitement to get the employer to read the résumé.

### ***What are the Types of Cover Letters?***

Specific Letter: in response to an advertised position

Search-Firm Letter: targeted to a number of selected search firms, or “headhunters.”

### ***What General Rules Govern Cover Letters?***

A cover letter should:

1. Always accompany the résumé.
2. Be addressed to a specific individual, unless it is in response to a blind ad.
3. Be typed on paper the same size and color as your résumé.
4. Be specific and get to the point/ be efficient.
5. Identify the area or specific position you are applying for.
6. Explain how you learned about the position (if applicable).
7. Indicate why you are applying for the position.
8. Specifically articulate your career direction.
9. Highlight your major qualifications that relate to the position.
10. Describe how the stated job specifications relate to your skills and abilities -do not rewrite your résumé.
11. Direct the reader to specific contents in your résumé, if appropriate.
12. Be positive.
13. Be confident, not arrogant (try not to use too many “I” statements).
14. Be polite and professional.
15. Control the exchange of further communication (“I will be calling you in a few days”).
16. Request a reply and the opportunity for a personal interview.
17. Be signed in blue or black ink.
18. Be proofed for grammar, punctuation, typos, and spelling errors.
19. Be followed up with a phone call.

Remember to keep a copy of your cover letters and résumés, so you can follow-up by telephoning for an interview in a few days. You’ll also want to have the copies for a reference to send thank you notes.

### ***How is a Specific Cover Letter Written?***

The specific cover letter is usually four paragraphs long. *The opening paragraph should be designed to create attention.* It states the reason for the letter and the specific position or types of work for which you are applying; and if applicable, it indicates how you learned of the job opening (placement center, newspaper advertisement, friend, or employment agency).

The second paragraph indicates why you are interested in the position, the company, or its products or services – why you want to work for this organization (talk about them, not about you).

The third paragraph highlights your skills and qualifications that are relevant to this particular organization –*tell what you can do for the employer*–it should create desire. If you are a recent graduate, explain how your academic background qualifies you for the position. If you have some practical experience, point out the specific achievements or your unique qualifications. You can also mention specific traits you have, like the ability to work with others, interest in the company, or responsibilities on previous assignments. Choose your strongest traits, and expand on them. Try not to repeat the same information found in the résumé. It is essential however, to direct the reader to the important parts in your résumé.

In the closing paragraph, request a personal interview and suggest how you will follow up. *This paragraph calls for action.* Repeat your phone number in the letter and offer any assistance to help in a speedy response. Finally, close your letter with a statement or question that will encourage a response. For example, state that you will call on a certain date to set up an interview. Or ask if the company will be recruiting in your area, or if it desires additional information or references. Your own personality, as well as the position for which you are applying should dictate the strength of the closing paragraph.

### ***How is a Search-Firm Letter Written?***

The search-firm letter is very consistent with the structure and style of a specific cover letter. Basically it targets the search firm, or “headhunter” who places individuals as candidates for jobs. The first paragraph would say something like “enclosed is my résumé for consideration of your assignment.” The rest of the letter would summarize your background and achievements to give the headhunter an idea of your candidacy. The closing paragraph would resemble the closing paragraph in a specific cover letter.

Search firms are an excellent job source, if they accept you. They can also give you good practice for the interview. Remember however, that search firms generally deal only with higher-level executives. If you qualify, attempt to include one individual from a good search firm in your personal network. Ideally, target a firm that specializes in your career area. An experienced search firm consultant is very knowledgeable of the job market.

August 25, 2011

Biomedical Research Company  
Attn: Mary Poppins  
P.O. Box 0000  
0000 E. 37<sup>th</sup> North  
Wichita, KS 67201

Dear Ms. Poppins,

I am interested in the position of Office Assistant, Patient Billing Department advertised by your company. An exciting opportunity such as this provides an excellent match between my qualifications and your requirements. I am very enthused about becoming part of a leading edge biomedical research facility.

Of particular note for you and the members of your team as you consider this position, are my strong accomplishments in leadership, organization, computer skills and ability to communicate with diverse populations. My enclosed résumé also provides further information of my skills and accomplishments.

<b>Your Requirements</b>	<b>My Qualifications</b>
Previous training experience in customer service field	Taught and trained students and secretaries on college customer service
Ability to multi task	Effectively handle multiple tasks simultaneously
Excellent skills in MS Word, Excel and PowerPoint	Proficient Microsoft products including Access
Excellent organizational skills	Strong organizational and detail - oriented skills
Medical insurance billing a plus	Experience in billing Medicare and other insurance claims
Associate's or BS/BA in a business related field	Associate of Science Degree Major: Business

If you are seeking an individual who stays current in her field, who understands technology, who works well in a team setting, and is as career-committed as it takes to achieve total success, then please consider what I have to offer. I look forward to exploring this further with you in a personal interview. I may be reached at 316.000.9999 or emailed at [jsmith66@butlercc.edu](mailto:jsmith66@butlercc.edu). Thank you for your consideration.

Sincerely,

Jill Smith  
Enclosure

September 9, 2011

Service Hospital  
Attn: Mary Poppins, Human Resources  
P. O. Box 255  
Wichita, Kansas 67202

Re: Certified Nurse Assistant

Dear Ms. Poppins:

I was very interested to see your advertisement for a Certified Nurse Assistant in the Wichita Eagle (07-30-11). I have been seeking just such an opportunity as this, and I think my background and your requirements may be a good match. My résumé is enclosed for your review.

Of particular note for you and the members of your team as you consider this nursing placement are my strong accomplishments in patient care and safety to improve patient and family satisfaction and lessen opportunities for injuries to staff and patients.

Consider the following:

- Employee of the month.
- Provided suggestions to administration to improve safety which led to a reduced number of workman compensation claims.
- Reduced patient complaints with increased patient care.

Additionally, my contributions have been mainly achieved by improving information flow within the facility with administration and coworkers.

After three years in patient service, I have a thorough understanding of every aspect of this function in a medical center setting. My current employer is very happy with my performance, but I view myself as somewhat of a troubleshooter, and so I am eager to consider new challenges.

If you are seeking a Nurse Assistant who stays abreast of her field, who understands technology, who earns 100% staff support, and who is as career-committed as it takes to achieve total success, then please consider what I have to offer. I would be happy to have a preliminary discussion with you or members of your committee to see if we can establish a mutual interest.

Thank you for the opportunity to apply for this position. I will call you within the week to answer any initial questions you may have, and to hear about your hiring process.

Sincerely,

Jill Smith  
Enclosure

# Jennifer Smith

901 South Haverhill Road  
El Dorado, Kansas 67042  
Home (316) 322-0000  
Email: jsmith@unknown.com

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August 23, 2011

Mickey Mouse, Owner  
Morris Construction  
101 S. Haverhill Road  
El Dorado, Kansas 67042

Dear Mr. Mouse,

Loretta Patterson, with Butler Community College Career Services, advised me of a clerical position that's available at your company. From my enclosed résumé, you will find that my experience meets the requirements you've outlined for the position.

As the former office assistant for a small business, I appreciate the importance of a following that comes from the recommendations of satisfied clients. I am considered a customer service assistant, which enables me to get along well with clients, supervisors, and co workers. My ability to work together in a team environment and maintain high morale among those I work with is a crucial factor in the success of the company.

On Monday, I'll call you to see when we can meet for an interview.

Sincerely,

Jennifer Smith  
Enclosure

# Jason Smith

901 South Haverhill Road El Dorado, Kansas 67042 Cell (316) 322-0000 jsmith@unknown.com

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August 2, 2011

Al Jones, Director of Human Resources  
Blank Management Services  
555 N. Tyler  
Dallas, Texas 78787

Dear Mr. Jones,

In response to the job posting for an accountant, on Butler Community College's Online Career Center, I am enclosing my resume. I have worked in a variety of business settings and was fortunate to have completed a summer management training internship at Acme, Inc. in the summer of 2011. My accounting degree has prepared me well for the specific tasks outlined in your job description. I believe I will make a positive contribution to your company.

Being from the Dallas area, I am familiar with your company's fine reputation and I am aware of the emphasis your firm places on strong managers and on hiring people with leadership skills. Currently I am a student at Butler Community College in El Dorado, Kansas; I will complete my associates degree in accounting, with an emphasis in business administration in the fall of 2011. I'm a member of the business honor society at Butler Community College and have participated in business skills competitions where I received two First Place, and three Second Place awards.

Becoming a part of your accounting department would be an excellent opportunity for me. I will be in the Dallas area during the middle of August. I will contact you early next week to see if we can schedule an appointment to discuss what I can offer you.

Sincerely,

Jason Smith  
Enclosure

## ***Action Verbs to Highlight Your Accomplishments***

accelerated	authored	computed	designated
accessed	authorized	conceived	designed
accommodated	automated	concentrated	detected
accompanied	awarded	conceptualized	determined
accomplished		concluded	developed
accounted for	balanced	condensed	devised
accumulated	began	conditioned	devoted
achieved	bid	conducted	diagnosed
acknowledged	blended	confirmed	did
acquired	bolstered	conserved	differentiated
acted as	boosted	consolidated	digested
active in	bought	constructed	diminished
adapted	briefed	consulted	directed
added	broadened	contacted	disbursed
addressed	brought	contained	discovered
adhered	budgeted	continued	dispensed
adjusted	built	contracted	displayed
administered		contracted	disproved
advanced	calculated	contributed	dissected
advised	calibrated	controlled	distinguished
aided	catalogued	convened	distributed
allocated	categorized	converted	diverted
alphabetized	caught	convinced	documented
altered	caused	cooperated	doubled
analyzed	chaired	coordinated	drafted
answered to	changed	copied	dramatized
anticipated	charted	corrected	drew up
applied	checked	correlated	dropped
appointed	chopped	corresponded	
appraised	chose	corroborated	earned
approved	clarified	counseled	edited
arbitrated	classified	counted	educated
argued	cleared up	crafted	effected
arranged	closed	created	elaborated
articulated	coached	criticized	elected
ascertained	collaborated	culminated	eliminated
assembled	collected	cultivated	employed
assessed	combined	cut	enabled
assigned	commanded		enacted
assimilated	commended	dealt	encouraged
assisted	commissioned	debated	enforced
assumed	communicated	decided	engineered
assured	compared	decreased	enhanced
attained	compiled	defined	enjoyed
attended	completed	delegated	enlarged
audited	composed	delivered	enlightened
augmented	compounded	demonstrated	enlisted

ensured	guaranteed	judged	observed
entered	guided	justified	obtained
entertained			offered
equipped	handled	kept	opened
established	hastened	kindled	operated
estimated	headed	labored	optimized
evaluated	heightened	launched	orchestrated
examined	helped	lectured	ordered
excelled	highlighted	led	organized
executed	hiked	lessened	originated
exercised	hired	licensed	outlined
exhibited	housed	lifted	overcame
expanded	hunted	limited	overhauled
expedited		listened	oversaw
experimented	identified	litigated	owned
explained	illustrated	located	
explored	imagined	logged	paid
expressed	implemented	looked	painted
extended	impressed		participated
extracted	improved	made	perceived
fabricated	improvised	maintained	perfected
facilitated	included	managed	performed
familiarized	incorporated	manipulated	persuaded
fashioned	increased	manufactured	piloted
featured	indicated	mapped out	pin-pointed
filed	influenced	marketed	pioneered
financed	informed	mastered	placed
fixed	initiated	maximized	planned
focused	innovated	measured	played
followed	inspected	mediated	policed
followed up	inspired	memorized	predicted
forecasted	installed	merchandised	prepared
foresaw	instigated	met	prescribed
forged	instilled	minimized	presented
formulated	instituted	moderated	prevailed
forwarded	instructed	modified	prevented
fostered	insured	molded	printed
founded	integrated	monitored	processed
functioned as	interacted	motivated	procured
furnished	interfaced	moved	produced
	interpreted		proficient in
gained	intervened	named	profited
gathered	interviewed	narrated	programmed
gave	introduced	navigated	progressed
generated	invented	negotiated	prohibited
governed	invested	netted	projected
grabbed	investigated	neutralized	promoted
graded	isolated	nominated	prompted
graduated	itemized	normalized	proofed
greeted		notified	proposed
grossed	joined	nurtured	prospected

protected	reproduced	sorted	toured
proved	rescued	sought	traced
provided	researched	sparked	tracked
publicized	resolved	spearheaded	traded
published	responded	specified	trained
purchased	restored	speculated	transferred
put	restructured	spoke	transformed
	resulted in	sponsored	translated
qualified	retrieved	staffed	traveled
quantified	returned	started	treated
questioned	revamped	stated	trimmed
quickened	revealed	stimulated	tripled
quoted	reversed	stopped	troubleshoot
	reviewed	straightened	tutored
raised	revised	streamlined	typed
ramrod	revitalized	strengthened	
ran		stressed	uncovered
rated	said	stretched	underlined
realized	saved	stripped	underscored
rearranged	saw	structured	understood
received	scheduled	studied	undertook
recognized	scouted	submitted	underwrote
recommended	screened	substituted	unearthed
reconciled	scrutinized	succeeded	unfurled
recorded	searched	suggested	unified
recruited	secured	summarized	united
rectified	selected	supervised	unraveled
redesigned	sent	supplied	updated
reduced	separated	supported	upgraded
reevaluated	served	surmounted	used
referred	serviced	surveyed	utilized
refined	set up	synthesized	
reformed	shaped	systemized	vacated
regulated	shifted		validated
rehabilitated	shipped	tabulated	vaulted
reinforced	shored up	tallied	verbalized
reinstated	shortened	targeted	verified
related	showed	taught	volunteered
rendered	sifted	tempered	
renovated	signed	terminated	welcomed
reorganized	simplified	tested	widened
repaired	sketched	testified	withdrew
replaced	smoothed	thrived	won
replicated	sold	tightened	worked
reported	solidified	took	wrote
represented	solved	took over	

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