



Career Services

Co-op/Internship Manual



DeVry Career Services strives to assist you in putting your education to work. Career Services provides the support and assistance you need to enable you to be successful in your job search. We offer career fairs, employer information sessions, mock interviews, resume critiques, internship postings and resume referrals through our web based Interfase system. We will teach you skills and strategies that will enable you to compete effectively in finding your ideal job. We will work with you throughout your academic career at DeVry and for up to six months after graduation.

Participation in programs and career events and using the career resources available to you early in your academic career will provide valuable information about a variety of career opportunities. Part-time jobs and internships will significantly increase your employability upon graduation. We encourage you to visit our office and to make an appointment with our Internship Coordinator early in your DeVry career. If you are approaching graduation, it is required that you meet with your career services advisor to insure the job search strategy you are using is effective and will allow you to put your education to work.

There is quite a bit of helpful information in this manual and I strongly encourage you to read it carefully. Use it as a reference guide before and during your job search. Your Career Services Advisor will be glad to discuss any questions you may have about your job search. We look forward to working with you and hope to see you in our office often.

Sincerely,

Tom E. Allen
Director, DeVry University Career Services
Decatur and Alpharetta Campus

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CAREER SERVICES OFFICES

The Alpharetta Career Services office is located across from room 251. The main phone number for Alpharetta is 770-521-4900 ext. 3104. The Decatur Career Services office is located next to room 136. The main number for Decatur is 404-292-7900 ext. 2374.

DeVry maintains very active career services centers to help students attain internships and permanent positions in their fields of academic specialization. These professionals keep in contact with local and national employers to keep abreast of employment needs and opportunities across the country. Visit our website at http://www.atl.devry.edu/career_services.html to learn more about our services.

The Career Services Team

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PROGRAM INFORMATION

The program is a “self-directed” job search program. Self-directed means any student can search for internships and respond to the leads. Follow-up through a second fax, email or phone call is advised.

DeVry works aggressively to secure co-op and internship positions and refer students to these leads. Because employment opportunities depend on local business conditions, DeVry cannot guarantee co-op or internship positions to students.

In order to be enrolled in the program, students must:

- Attend an orientation conducted by the internship coordinator
- Complete an enrollment form
- Have a GPA of 3.0 or higher for resume referrals and on campus interviews
- Provide an unofficial copy of transcript

SERVICES OFFERED BY CAREER SERVICES:

- Resume Critiques
- Mock Interviews
- Tips on Internship search
- Information Sessions with employers
- Career Fairs
- On-Campus Recruiting
- Career Advising
- Job postings on MonsterTrak and campus bulletin boards

Internship vs. Co-op

An internship is work experience related to a student's major and/or career interest that takes place during a semester or in the summer. It can be paid or unpaid.

Cooperative Education (Co-op) allows students to combine academic study with periods of career related paid work experience in business, industry, government or not-for-profit agencies under the supervision of the employer. Students earn experience through alternating co-op work semesters. Internships and co-ops can be part-time or full-time.

Advantages of Co-op/Internship

- Apply lab and theory to actual working conditions.
- Develop self-confidence, maturity, and professional skills.
- Establish professional network contacts and build an impressive resume.
- Observe potential employer and working environment before accepting a full-time position.
- Earn a salary to help financial expenses.
- Outshine the competition by showing what you can do.

SELLING YOURSELF

Your Internship Coordinator will assist you in developing or fine tuning the skills needed to market or sell your self to a potential employer. Before you begin your internship or co-op search you need to make sure that you are competitive and armed with an outstanding resume and cover letter as well as interviewing skills. The next few pages will help you with resume and correspondence writing and interview preparation skills.



- , e.g. Don't be afraid to customize your resume for a specific position.
-
-

WRITING AN OBJECTIVE OR PROFESSIONAL SUMMARY

Objective:

To develop a strong, targeted objective, think about the following questions:

- What type of position do you want?
- Where? (Type of organization or work environment)
- What level of responsibility?

What special circumstances, contributions, and skills are you offering?

Your objective should:

- Be a career statement that is realistic and objective.
- Focus on what you want to do for the employer rather than what you want the employer to do for you.
- Describe the skills you want to use on the job, the job function you seek or the environment/industry in which you want to work

When formulating your objective, avoid terms such as: growing, dynamic company, opportunity for advancement; challenging position, position dealing with people; a progressive company. These phrases have little meaning to the person who will make a decision for an interview invitation and in fact may indicate the candidate has no idea about his/her professional objectives.

Professional Summaries:

Similar to when you start a new job, and sign up for the benefits program, you are typically, given a thick booklet detailing your benefits. In addition, you are usually given a couple of pages entitled "Benefits At a Glance." Well, a Professional Summary is you "at a glance."

The language employed in a Professional Summary is usually designed to capture large amounts of time and/or experience.

- _____ + years, demonstrated experience, in ...
- Highly proficient with...
- Broad background in...
- Knowledgeable in...
- Familiar with...
- Skilled in...

A Professional Summary can be done in bullet or paragraph format. When done in paragraph format, tell your story.

RESUME FORMATS

(Most widely used)

It is also the most widely used resource because it is easier to read.

It would be the least appropriate for new college graduates.

Other sections you may want to include are: Relevant Courses, Honors, Achievements, Computer Skills, Certifications, Professional Affiliations and Projects.

Action Verbs for Resumes

A

- Accelerated
- Accomplished
- Achieved
- Acted
- Activated
- Adapted
- Addressed
- Adjusted
- Administered
- Advanced
- Advertised
- Advised
- Advocated
- Aided
- Allocated
- Analyzed
- Answered
- Applied
- Appraised
- Approved
- Arbitrated
- Arranged
- Ascertained
- Assembled
- Assessed
- Assigned
- Assisted
- Attained
- Augmented
- Authorized
- Awarded

B

- Balanced
- Began
- Boosted
- Briefed
- Budgeted
- Built

C

- Calculated
- Captured
- Cataloged
- Centralized
- Chaired
- Charted
- Checked
- Clarified
- Classified
- Coached
- Collaborated
- Collected
- Combined
- Communicated
- Compared
- Compiled
- Completed
- Composed
- Computed
- Conceived
- Conceptualized
- Condensed
- Conducted
- Conferred
- Conserved
- Consolidated
- Constructed
- Consulted
- Contacted
- Continued
- Contributed
- Controlled
- Converted
- Conveyed
- Convinced
- Coordinated
- Corresponded
- Counseled
- Created
- Critiqued
- Cultivated
- Customized

D

- Debugged
- Decided
- Defined
- Delegated
- Delivered
- Demonstrated
- Designated
- Designed
- Detected
- Determined
- Developed
- Devised
- Diagnosed
- Directed
- Discovered
- Dispensed
- Displayed
- Dissected
- Distributed
- Diverted
- Documented
- Drafted

E

- Earned
- Edited
- Educated
- Effected
- Eliminated
- Emphasized
- Employed
- Encouraged
- Enforced
- Engineered
- Enhanced
- Enlarged
- Enlisted
- Ensured
- Entertained
- Established
- Estimated
- Evaluated

- Examined
- Executed
- Expanded
- Expedited
- Experimented
- Explained
- Explored
- Expressed
- Extended
- Extracted

F

- Fabricated
- Facilitated
- Fashioned
- Finalized
- Fixed
- Focused
- Forecasted
- Formed
- Formulated
- Fostered
- Found
- Fulfilled
- Furnished

G

- Gained
- Gathered
- Generated
- Governed
- Grossed
- Guided

H

- Handled
- Headed
- Heightened
- Helped
- Hired
- Honed
- Hosted
- Hypothesized

I

- Identified
- Illustrated
- Imagined
- Implemented
- Improved
- Improvised
- Incorporated
- Increased
- Indexed
- Influenced
- Informed
- Initiated
- Innovated
- Inspected
- Inspired
- Installed
- Instituted
- Integrated
- Interacted
- Interpreted
- Interviewed
- Introduced
- Invented
- Inventoried
- Investigated
- Involved
- Issued

J

- Joined
- Judged

K

- Kept

L

- Launched
- Learned
- Lectured
- Led
- Lifted
- Listened
- Located
- Logged

M

- Maintained
- Managed
- Manipulated
- Marketed
- Maximized
- Measured
- Mediated
- Merged
- Mobilized
- Modified
- Monitored
- Motivated

N

- Navigated
- Negotiated
- Netted

O

- Observed
- Obtained
- Opened
- Operated
- Ordered
- Orchestrated
- Organized
- Originated
- Outlined
- Overcame
- Overhauled
- Oversaw

P

- Participated
- Performed
- Persuaded
- Photographed
- Pinpointed
- Piloted
- Pioneered
- Placed
- Planned
- Played
- Predicted
- Prepared
- Prescribed

- Presented
- Presided
- Prevented
- Printed
- Prioritized
- Processed
- Produced
- Programmed
- Projected
- Promoted
- Proofread
- Proposed
- Protected
- Proved
- Provided
- Publicized
- Purchased

Q

- Qualified
- Questioned

R

- Raised
- Ran
- Rated
- Reached
- Realized
- Reasoned
- Received
- Recommended
- Reconciled
- Recorded
- Recruited
- Reduced
- Referred
- Regulated
- Rehabilitated
- Related
- Remodeled
- Rendered
- Reorganized
- Repaired
- Replaced
- Reported
- Represented

S

- Researched
- Reshaped
- Resolved
- Responded
- Restored
- Retrieved
- Reviewed
- Revised
- Revitalized
- Routed

- Saved
- Scheduled
- Screened
- Searched
- Secured
- Selected
- Separated
- Served
- Shaped
- Shared
- Simplified
- Simulated
- Sketched
- Sold
- Solved
- Sorted
- Spearheaded
- Specialized
- Specified
- Spoke
- Sponsored
- Staffed
- Standardized
- Started
- Streamlined
- Strengthened
- Structured
- Studied
- Suggested
- Summarized
- Supervised
- Supplied
- Supported
- Surpassed
- Surveyed

T

- Sustained
- Synthesized
- Systematized
- Targeted
- Taught
- Terminated
- Tested
- Tightened
- Totaled
- Tracked
- Traded
- Trained
- Transcribed
- Transformed
- Transmitted
- Translated
- Traveled
- Tutored

U

- Uncovered
- Undertook
- Unified
- United
- Updated
- Upgraded
- Used
- Utilized

V

- Validated
- Verbalized
- Verified
- Vitalized
- Volunteered

W

- Weighed
- Widened
- Won
- Worked
- Wrote

Name
2508 Morningside Count Road
Decatur, GA 30032
(404) 555-7601
leonard.cates@juno.com

OBJECTIVE

To obtain an Electronics Engineering position which will allow me to utilize my technical and engineering skills to contribute to the success of the company

EDUCATION

DeVry University Atlanta, GA
Bachelor of Science in Electronics Engineering Technology October 2005
GPA: 3.25/4.0

Associate of Applied Science in Electronics & Computer Technology June 2003
GPA: 3.2/4.0

TECHNICAL QUALIFICATIONS

<u>Hardware</u>	Software
Digital Multimeter	C/C++
AC Function Generator	Visio Professional
Power Meter	Mat Lab/Simulink
AC/DC Power Supplies	Microsoft Office

PROJECTS

- **FIR/IIR Filters** – Implemented real time digital filters and digital signal processing algorithms using Motorola 68HC12 micro-controller.
 - **PCM/Delta Modulation** – Developed 2-way half duplex communication systems using CVSD codecs.
 - **A/D Converter** – Designed and constructed A/D converter using successive approximation.
-

INTERNSHIP EXPERIENCE

NETPOST Atlanta, GA
Field Engineer May 2004 – September 2004

- Designed and assembled 8088-based micro-controller
 - Installed, inspected, maintained, troubleshot, and repaired mailing and shipping equipment.
 - Complied with USPS regulations and company policies.
 - Trained customers in operation of equipment.
 - Analyzed malfunctions of equipment and determined corrective measures.
-

PROFESSIONAL AFFILIATIONS

Member, Toastmasters Atlanta	2003-2005
Student Member, American Associate of Engineering Societies	2001-2005
Treasurer, DeVry University Chapter of the National Society of Black Engineers	2001-2003

NAME

Current Address:
600 20th St., NW
Atlanta, GA 30303
(404) 222-5555
fwbrooks@devry.edu

Permanent Address:
241 Elm Avenue
Eagles Fall, PA 17011
(717) 333-6666

Objective:

To obtain a Manager position in a small Financial company.

Education:

DeVry University, Atlanta, GA
Bachelor of Science in Business Administration
Concentration: Small Business and Entrepreneurship, February 2006

Relevant Courses:

- Budgeting and Forecasting
- Small Business Management and Entrepreneurship
- E-Commerce for Small Business
- Operational Issues in Small Business Management
- Negotiation in the 21st Century
- Senior Project: Evaluated and marketed new produces for small telecommunications firm.

Relevant Work Experience:

Financial Intern, May 2005 – October 2005

Holt & Sams Financial Services, Washington, DC

- Researched financial resources for initial funding.
- Organized financial information packets.
- Established and maintained clients' files.
- Explore the potential of e-commerce

Owner, June 2001 – April 2005

ATL Concessions, Atlanta, GA

- Developed marketing plans.
- Created and implemented business plans.
- Improved sales by 10% through the distribution of specialized flyers to local hotels during the first year.
- Hired and trained more than 15 game attendants.
- Reorganized displays to improve image of concession.

Computer Skills:

Microsoft Word, Microsoft Excel Microsoft Access, Microsoft Money, Tax Cut, Peachtree Accounting, PeopleSoft, SAP, Quicken

Activities:

Volunteer, January 2004 – April 2004; January 2005 – April 2005

- Conducted oversight to verify that tax returns were transmitted in a timely manner
- Reviewed all acknowledgements; corrected rejected returns
- Exercised internal control and maintained safety/security standards in accordance with Federal requirements



LETTERS

Job search letters are used to communicate specific information to an employer. There are several types of job search letters.

Cover Letters

The cover letter is a standard business letter that accompanies a resume. There are two basic types of cover letters:

- A **letter of inquiry** is used to contact an employer where no known opening exists. It communicates an interest in the organization and requests an opportunity to interview for an appropriate position.
- A **letter of application** expresses your interest in a specific position known to be open in the organization. It includes pertinent details about your qualifications and requests an opportunity to interview for the position.

TIPS FOR COVER LETTERS

- Keep length to one page; type or word process your letter.
- Address the letter to a specific individual, using Mr., Ms., or Dr., and title. If name is unavailable, use “Dear Employer.”
- Target a specific job or organization; avoid an all-purpose letter.
- Keep the letter free of errors; correct spelling, punctuation, and grammar make a positive impression.

- An interview follow-up (thank you) letter **is used to thank the employer for the time spent with you and to reiterate your interest in and enthusiasm for the position.**
- A **letter of apology** is used to express your regret for a missed interview. It conveys your continued interest in the position and organization, and your desire to meet to explain the circumstances and discuss your qualifications. (Please note that interviews should not be missed. This would occur only in the most unavoidable, serious circumstances.)

TIPS FOR FOLLOW-UP LETTERS

- Write to the person or persons with whom you interviewed
- Express your appreciation for the interviewer’s time and consideration
- Indicate your interest in the position
- Reemphasize your strengths and qualifications
- Mention something that you didn’t have a chance to say during the interview
- Enclose a resume to refresh the interviewer’s memory
- Unless the recruiter has indicated otherwise, state that you will contact him/her on a specific date to follow-up
- Be proactive—call as you said you would!!

Your Address
City, State, Zip Code
Your Phone Number

Date

Employer's Name
Employer's Title
Name of Company/Organization
Address
City, State, Zip Code

Dear Mr./Ms. (Last name of employer):

First Paragraph – Indicate why you are writing and how you heard about the opening. Provide information showing your specific interest in the company/organization. (1) refer to a contact you made, (2) add some relevant information about the company, (3) state your qualifications, i.e. major, degree, area of concentration. Also, indicate how you became aware of the opening (i.e., a newspaper-include the name of the publication and date).

Second Paragraph-Highlight one or two qualifications you feel would be of greatest interest to the employer, addressing your remarks to his/her point of view. Provide details of your background that will show the reader why he/she should consider you as a candidate, (i.e., personal qualified skills, knowledge, training, experiences and achievements). If you have had related experience or specialized training, point it out as well. Expand on the information stated in your resume, don't simply restate resume details.

Third Paragraph (Optional)- You could go into more experience that will reinforce your qualifications. Emphasize your skills, abilities and personal traits that relate to the position for which you are applying. Remember the reader will view your letter as an example of your writing skills.

Fourth Paragraph – Take action! Indicate that your resume is enclosed. State that you will be contacting the employer within a specific time frame for an interview at his/her convenience. Take initiative, you are the person looking for a career opportunity!
Remember to thank the reader for his/her time and consideration.

Sincerely,

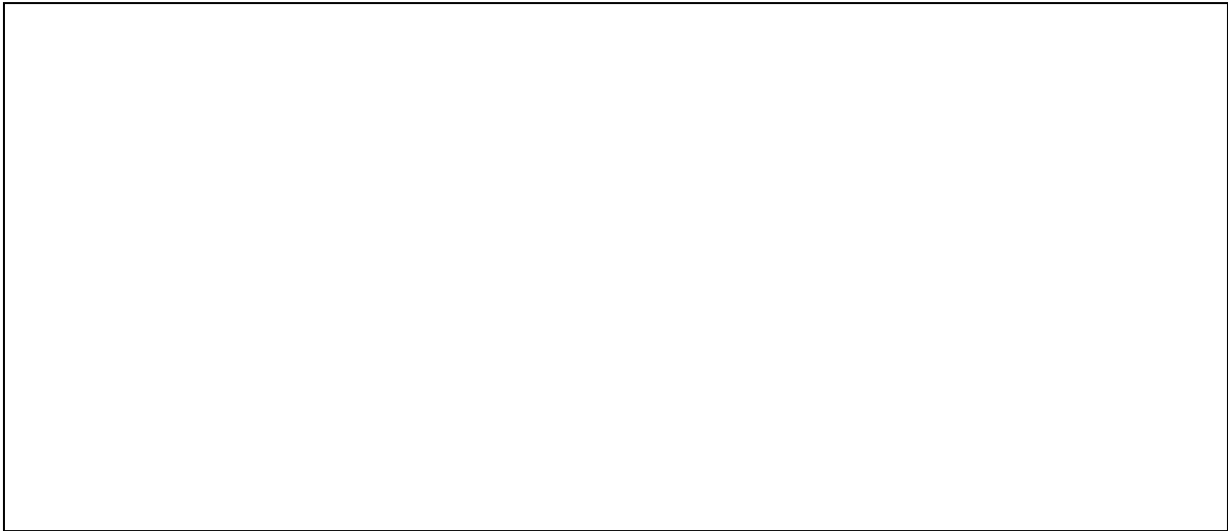
<sign your name in black ink>

Your name (typed)
Enclosure

JOB SEARCH TIPS

Researching Companies and Industries

A successful job search requires that you research companies and industries in order to target the companies to which you wish to apply, and to present yourself as a knowledgeable, interested candidate.



Since most job openings are not advertised, you need to apply to targeted companies, regardless of whether the firms are advertising open positions. In addition, you need to learn enough about the companies to ask informed questions at the interview and relate your qualifications to the needs of the organization.

SOURCES OF JOB LEADS

Job Hunting Using Traditional Sources:

People go about their job search in many different ways-some more successfully than others. The traditional approaches include:

- Responding to ads in the employment sections of newspapers, trade journals, and other published or online employment bulletins
- Participating in on-campus interviews and information sessions
- Attending job fairs
- Mailing out resumes to organizations you hope might be hiring

Each approach requires not only an initial contact, but a follow-up contact as well. Most job hunters will use a combination of written, telephone, and in-person communication.

Make sure that provide the company with a way to get in touch with you easily. Have a professional greeting on your home and cell phone voicemail. Please **DO NOT** have music playing when recording your voicemail greeting. Sample voicemail greeting: “You have reached Samantha Johnson. Sorry I missed your call, please leave a detailed message after the tone and I will contact you at my earliest convenience. Have a great day.”

NETWORKING

Informal networking is a great way to find out about internship positions. You have to make sure that you have many people in your network that knows about your career interest. Here is a list of potential candidates for your network:

1. Family members
2. Classmates
3. Professors and deans
4. Alumni
5. Professional Association
6. Friends

EMAIL ETIQUETTE

- Always think before you send a message. How you communicate using e-mail is just as important as how you communicate face to face. Think about the impression you are making.
- Never write messages that you would not want to become public knowledge. Completely refrain from sending abusive, harassing, or bigoted messages.
- Remember that electronic job search correspondence requires the same level of professionalism as traditional methods. Avoid being too casual when online.
- Keep the length of your e-mail messages reasonable.
- Always use correct grammar and spelling.
- Never use all uppercase letters in your messages as it is interpreted as shouting at a person.

USING TECHNOLOGY IN YOUR JOB SEARCH

Computer technology provides many ways to enhance the job and career search process. It allows you to access information about careers, job openings, and potential employers. With computers, you can even send your resume electronically to an employer. All of this can be done from home, school, or office using the Internet.

You can find information on the Internet related to all aspects of the career-planning and job-hunting processed-from information about specific careers to listing of job openings

While electronic job-search strategies should not replace other methods of job hunting, they can provide additional ways to gain advantage in a competitive job market.

CO-OP AND INTERNSHIP SEARCH

DeVry University is now using MonsterTRAK to post internships and Co-Ops. MonsterTRAK, is the #1 college recruitment solution for colleges, employers and students.

Please log into MonsterTRAK to create a profile and upload your resume by following the below instructions:

1. Visit http://www.atl.devry.edu/Career_Services/DeVry_MonsterTrak.htm
or <http://www.monstertrak.monster.com/>
2. Click the link to enter Student/Alum
3. Click on the state of GA
4. Select DeVry University
5. Enter password **careerservices**
6. Click on My Profile in the upper right hand corner to create your profile

In addition to MonsterTrak, positions will be sent via email and posted on the campus bulletin boards.

OTHER SOURCES:

Internship Websites for All fields

- About.com – <http://www.internjobs.com>
- 4 Internship – <http://www.4internships.com>
- After College.com – <http://www.aftercollege.com>
- Campus Career Center – <http://www.campuscareercenter.com>
- College Grad Job Hunter – <http://www.collegegrad.com>
- CollegeRecruiter.com - <http://www.collegerecruiter.com>
- Cool Works – <http://www.coolworks.com>
- Inroads Inc - <http://www.inroads.org>
- Internship 4 America – <http://www.internship4america.com>
- Internships.com – <http://www.internships.com>
- Internship Programs - <http://www.internshipprograms.com>
- Internships-USA - <http://www.internships-USA.com>
- Intern Web – <http://www.internweb.com>
- Job Resource - <http://www.jobresource.com>
- Rising Star Internships - <http://www.rsinternships.com>
- The Princeton Review - <http://www.princetonreview.com/cte/>
- Wet Feet - <http://www.wetfeet.com/advice/internships.asp>

Environmental Internships

- Environmental Careers Organization - <http://www.eco.org/>

Government/DC Area Internships

Carter Center Internships - <http://www.cartercenter.org>
Georgia Governors Intern Program - <http://www.ganet.org/governor/intern/>
Institute for Experiential Learning - <http://www.ielnet.org>
Job Market in DC - <http://www.eih.com/dc.jobs/>
The Washington Center - <http://www.twc.edu>
Washington Internships - <http://www.dcinternships.org>
Office of Personnel Management – <http://www.studentjobs.gov>
First Gov - <http://www.firstgov.gov> (search for “internships”)

International Internships

Cross Cultural Solutions – <http://www.crossculturalsolutions.com>
European Internships – <http://www.europeaninternships.com>
Intern Abroad - <http://www.internabroad.com>
Institute of International Education - <http://www.iiepassport.org>

Media/Entertainment Internships

Academy of Television - <http://www.emmys.com/foundation/internships.htm>
Entertainment Careers - <http://www.entertainmentcareers.net>
Entertainment Employment Journal - <http://www.eej.com>
Entertainment Jobs - <http://www.4entertainmentjobs.com>
Get Gigs - http://www.getgigs.com/MW_GigofMONTH.html
Magazine Publishers of America - <http://www.magazine.org>
Showbizjobs - http://www.showbizjobs.com/dsp_jobsearch.cfm
TV Jobs Internships - <http://www.tvjobs.com/intern>

Public/Human Service Internships

AmeriCorps - <http://www.americorps.gov>
Volunteer Match – <http://www.volunteermatch.org>
Everett Public Service - <http://www.everettinternships.org>
Habitat for Humanity - <http://www.habitat.org>
Idealist - <http://www.idealist.org>
International Service for Human Rights - <http://www.ishr.ch>
Internships in Youth Development - <http://www.nassembly.org>
Volunteers for Peace - <http://www.vfp.org>

Science & Engineering Internships

Students of Engineering - <http://www.wise-intern.org>
American Institute of Physics - <http://www.aip.org/careersvc>
National Academies - <http://www.nationalacademies.org/subjectindex/interns.html>
National Science Foundation - <http://www.nsf.gov/home/crssprgm/reu/reulist.htm>

INTERVIEWING: STRATEGIES FOR SUCCESS

Get Ready: Before the Interview

- Research company and job description of the position that you are interviewing for.
- Get your written materials together, including copies of your resume and a list of references. You may wish to bring writing or work sample, if appropriate, and a copy of your transcripts.
- Dress to project an image of confidence and success.
- Know how to get to the interview and leave plenty of time to get there. Arrive early but don't check in with the employer more than 10 minutes before your scheduled appointment. Be prepared to stay late.
- Use strategies to get “psyched” for the interview by:
 - Practicing relaxation techniques
 - Fantasizing about successful scenarios in which you answer questions with ease and certainty;
 - Identifying irrational thoughts and replacing them with healthy, rational messages.
 - Remind yourself that you are a person with skills and knowledge to offer.

Go: Presenting Yourself Effectively During the Interview

Successful interviewing involves making a positive first impression and building rapport with the interviewer, answering and asking questions confidently and thoughtfully, closing the interview positively, and learning how and when to follow up after the interview. The following sections expand on the facets of successful interviewing.

First Impressions

First impressions are important and often lasting. Stand, smile, look the person in the eye, and shake hands firmly.

To build a good rapport with the interviewer:

- Smile and have a firm handshake
- Make eye contact immediately and continue to do so throughout the interview
- Have a relaxed but erect posture
- Speak clearly with good volume
- Control nervous habits (such as tapping your foot) and use natural hand movement for emphasis
- Make courteous observations and initiate discussion appropriately
- Be a good listener

Answering Questions

As you move from the rapport-building stage to the content stage of the interview, your nonverbal communication of confidence, enthusiasm, and sincerity remain highly important. But what you say must be impressive also. While there is no “right” answer to any question, some guidelines can help you formulate strong responses.

- Be concise. Give answers that are clear and direct. Avoid rambling.
- Be specific and provide examples that demonstrate your skills and qualifications. One excellent technique is to tell a “story” that (1) describes a specific situation in which you were

involved, (2) explains your role and what action you took, and (3) illustrates the results you achieved.

- Be positive and highlight your strengths. Help the employer understand your qualifications in order to conclude that you are the right person for the job.

Closing the Interview

As the interview closes, express interest in the position and briefly summarize why you are well qualified. Then ask what the next step will be or when you can expect to hear from the interviewer. This inquiry demonstrates your confidence and gives you important information. Make sure to ask for business cards or contact information so that you can follow-up with a Thank You letter.

After the Interview

Use the interview as a learning experience. Think about what you said and how you said it. Make note of areas you wish to improve and practice them. In addition to evaluating your own performance, consider again all aspects of the job so that if you receive an offer, you are prepared to make a decision.

Send a Thank You letter to everyone you meet with during your interview. A sample of the Thank You letter is on the next page.

Street Address
City, State, Zip
Date of writing

Name
Title
Company
Street Address
City, State, Zip

Dear Mr./Ms.:

It was a pleasure to visit you and to meet the members of your staff. I was pleased with the opportunity to get a closer look at (name of organization) and to hear of the many ventures being undertaken.

2nd paragraph (See suggestions below for possible applicable paragraphs.)

I was most impressed with your organization, especially in the area of quality control. As I understand, you will contact me within a month regarding further consideration. I look forward to hearing from you soon. Thank you again for the interview.

Sincerely,
(Handwritten sig.)
Your name (typed)

1. Paragraph to add information not covered in the interview: In reviewing the interview, I was aware that we did not discuss the area of _____. I would like to add that my summer employment provided an opportunity for development of some expertise in the ___ aspect of ___.

2. Paragraph to cover information unsatisfactorily presented in the interview: In reviewing the interview, I feel that I did not accurately answer your question about travel, schedule requirements, etc. I may have conveyed hesitancy about travel, or extra working hours or other special considerations. Your subsequent explanations and descriptions of the job helped me realize that I would find the situations mentioned to be acceptable.

TWENTY FREQUENTLY ASKED INTERVIEW QUESTIONS

1. Tell me about yourself. Expand on your resume.
2. For what position are you applying?
3. What are your long-term career goals? Where in ten years?
4. Why do you feel that you will be successful in...?
5. What supervisory or leadership roles have you held?
6. How do you spend your spare time?
7. What have been your most satisfying and most disappointing experiences?
8. What are your strongest (weakest) personal qualities?
9. Give me some examples that support your stated interest in...
10. Why did you elect to interview with us?
11. What courses did you like best? Least? Why?
12. What did you learn or gain from your part-time and summer job experiences?
13. Which geographic location do you prefer? Why?
14. Would you prefer on-the-job training or a formal program?
15. What can you do for us now? What can I do for you?
16. What are your plans for graduate study?
17. Why did you choose your major?
18. Why are your grades low?
19. Tell me about your extracurricular activities and interests.
20. Why did you quit your various jobs?

QUESTIONS FOR THE INTERVIEWER

1. How much travel is normally expected?
2. Do employees normally work many hours of overtime?
3. Can I progress at my own pace or is it structured?
4. How frequently do you relocate professional employees?
5. What is the average age of your first level supervisors?
6. Is the sales growth in the new product line sustainable?
7. How much contact and exposure to management is there?
8. At what level is an employee placed in the "exempt" status?
9. Is it possible to move through the training program faster?
10. When does the training program begin?
11. About how many individuals go through your program each year?
12. How much freedom is given and discipline required of the new people?
13. Does the firm recommend any night courses the first year?
14. How often are performance reviews given?
15. Is it possible to transfer from one division to another?
16. Does the firm provide employee discounts?
17. What is the normal routine of a...(insert position)?
18. How much independence is allowed in dress and appearance?
19. Is public transportation adequate?
20. How soon after graduation would I expect to report for work?

It is extremely important that you wear appropriate clothes for an interview. First impressions count. In addition to being appropriately dressed, personal hygiene should be taken seriously. Be cautious of using a fragrance, the interviewer may have allergies. Make sure that you are well groomed, showered, deodorant applied, and look professional and neat.

Clothing Tips

WOMEN:

- Wear dark suits with a knee length or longer skirt. Pantsuits are acceptable as well.
- Hair should be out of face (preferably pulled back)
- Carry a portfolio or a purse
- Shoes with conservative heels
- Conservative hosiery and nail polish
- Minimal use of makeup
- No more than one ring on each hand and one set of earrings
- Jewelry/watch should be simple



MEN:

- Wear dark suits (solid colors/pinstripes)
- Long-sleeved shirts with cuffs
- Tie & socks should compliment/add color to suit
- Shoes and socks should be dark
- Belt should be leather and match suit
- Jewelry/watch should be simple
- No earrings
- Hair cut and neat



OFFERS

If you should get an offer from an employer, please respond to the employer in a timely fashion. If you have more than one offer to consider, please ask for an extension so that you can make the best decision. Once you make a decision, accept or decline with a phone call then follow up with a letter.

SAMPLE CORRESPONDENCE

Street Address
City, State, Zip
Date of writing

Name
Title
Company
Street Address
City, State, Zip

Dear Mr./Ms.:

I am pleased to accept your invitation to become an engineer for the Arthur Manufacturing Company at the monthly salary of \$xxx. I am certain that the duties assigned to me will be interesting and challenging.

Thank you for your offer of assistance in finding housing in Pittsburgh. This will make my relocation much easier.

I look forward to my future association with Arthur Manufacturing. As advised in your letter, I will report to your office at 8:30 a.m. on (date).

Sincerely,
(Handwritten sig.)
Your name, typed

← Accepting Offer

Street Address
City, State, Zip
Date of writing

Name
Title
Company
Street Address
City, State, Zip

Dear Mr./Ms.:

Thank you for your employment offer for the position of Sales Manager with Arthur Manufacturing Company. I am unable to accept the offer since I have accepted a similar position with another company.

Thank you for providing the opportunity to interview with you, to discuss career possibilities, and to learn about the work of your organization. Best wishes for your company's continued success.

Yours truly,
(Handwritten sig.)
Your name, typed

Note: You may want to use the following language in the event you no longer wish to be considered in the applicant pool:

I want to express my sincerest appreciation for the opportunity to interview with (company). I valued our discussion about the position responsibilities, as well as the career possibilities within the firm, but find that they do not closely match my goals. I am therefore respectfully withdrawing from consideration.

Declining Offer →