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**WRITE THE RIGHT RESUME**

**COMPILED BY:**

**CBC Student Employment and Tri-City Job Services Collocation  
Columbia Basin College**

**CBC Student Employment Office  
Hawk Union Building (HUB)  
2600 N. 20th Avenue  
Pasco, WA 99301  
(509)-547-0511 ext. 2275  
<http://jobs.columbiabasin.edu>**

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## **WHAT IS A RESUME?**

A resume is a one or two page summary of your skills, accomplishments, experiences, and education designed to capture a prospective employer's interest. The purpose of a resume is to secure an interview. It is the primary tool of your job search and may take several drafts to prepare effectively. This booklet is designed to assist you by offering suggestions and guidelines for you to use as you construct, write and print your resume.

## **BUILDING AN EFFECTIVE RESUME**

### **I. Self-Assessment**

Before you can write an effective resume, you must first be able to identify your skills and abilities as well as your special needs relating to the work environment, salary, geographic location, and people environment. This step will help you to develop a career objective. The following exercises will help you identify some things about yourself, which you may want to express in your resume.

#### Self-Assessment Exercise

- A. Circle at least 10 skills listed on pages 13-16 which you have developed in each of the following areas: Education/Work/Internships or Volunteer/Extracurricular. Use action words to develop one-liner summaries.
- B. Circle each of the skills noted that you would like to use in your employment. Are there other talents you possess that you would like to use on the job? If so, add them to the list of circled skills. Now rank these skills in order of those you most want to use.
- C. Make a list of what you consider to be great accomplishments in your life (refer to pages 17-23). What personal qualities helped you reach each goal?

### **II. Career Exploration**

Collecting information regarding the required skills and qualifications of occupations, which interest you, is an extremely important step. This information will help you decide if and how these requirements relate to your own skills and needs. Using the books available at Columbia Basin College Career Center or making an appointment with a counselor can be helpful in identifying and exploring careers and can also help you in developing a career objective.

### III. Writing The Resume

As you organize your resume, keep in mind the needs of the employer who will be reading it. Consider what he/she is looking for in a candidate and make it easy for the reader to pick out those skills by selecting appropriate categories, using underlining, boldfacing or capitalizing and presenting relevant experience and skill areas higher on the page.

Keep in mind the following suggestions as you begin developing your resume:

1. Sell yourself. Create a good first impression by highlighting skills and abilities appropriate to the position.
2. Use active language. Refer to our list of action words on pages 13-16 to spice up your resume. Articulate marketable skills acquired through your positions. Example: Salesperson, Smith Shoe Store, Portland, Maine. Assisted clients with selection of shoes, developed and promoted special marketing events, trained new employees, monitored cash, store increased in sales by 7 percent in six-month period.
3. Be consistent. Choose a pattern of spacing, an order of information presentation or a format of highlighting and be consistent throughout.
4. Use simple, clear language. Avoid long paragraphs, consider bullet statements. Omit all pronouns and unnecessary articles such as “a”, “an”, and “the”.
5. Make your resume graphically presentable. Headings, spacing, underlining, and bold type all add emphasis.
6. Present information in reverse chronological order within categories. List education and work experiences starting with the most recent first.
7. Check for grammar. Misspellings and poorly constructed sentences communicate negative impressions about a candidate. Be certain you have used consistent verb tense throughout the resume.
8. Ensure that your resume is neat and visually appealing. Choose high quality paper in off-white or other conservative colors. Have the final version professionally reproduced.

Employers only scan a resume, so organize your information effectively.

Impressions are made in the first five seconds.

## **MAKE YOUR RESUME UNIQUE**

Feel free to develop your own categories to highlight your special relevant experiences and skills. It is frequently useful to separate your related or professional experiences from your other work experience by creating separate categories for these content areas. In this way, you can call more attention to your relevant skills by putting them in categories closer to the top of the resume so they are read first.

Here Are Some Examples:

- Related Experience
- Student Teaching Experience
- Experience With Children
- Related Courses (school or college)
- Community Volunteer Work
- Workshops & Conferences Attended
- Technical Skills
- Special Skills
- Computer Skills
- Certificates
- Travel
- Leadership
- Accomplishments
- Professional Memberships
- Military Experience
- Language Proficiencies
- Additional Information
- Summary of Skills

In place of related experience you might wish to indicate your field of experience in the category heading.

Examples: Business Experience, Engineering Experience, Human Services Experience, Sales Experience, etc.

## **RESUME CONTENT AREA**

The following categories can be used as guidelines to assist you in organizing a resume. In constructing a rough draft, do not be concerned with length. Remember, categories may be omitted or added in later revisions. There is no absolute correct way to organize your resume. Creativity is encouraged. The following are descriptions of the basic categories of the standard resume:

### **Name, Address and Telephone:**

Present yourself with the name you use in your personal and business life (nicknames should be avoided). If you have a campus address that does not apply during vacations or after graduation, you should present both a college and permanent address. Use your parents' home address, a post office box, or someone who will know where to contact you at all times. Also, always include phone numbers with area codes. If you do not have an answering machine, leave a message number where you can be reached. If you have an email address, you might want to include that as well.

### **Objective or Profile:**

The objective is one of the most important parts of a resume and should not be overlooked. It informs potential employers that you are moving in a certain direction, relates your work preference(s), and serves as a focal point from which to review and analyze your resume. It should be brief, clearly stated, and consistent with the accomplishments and demonstrated skills as documented on your resume. If you are considering more than one professional goal, you should consider developing more than one resume, each presenting a different objective.

Example:

- Position utilizing my education and skills in computer science.
- Position within a financial institution requiring strong analytical and organizational skills.

The profile is an alternative to an objective statement. It gives you the opportunity to present your strengths at the very beginning of the resume.

Example:

Profile Marketing...Finance...Management

- Eager to contribute to the growth of a progressive company with quality products or services.
- Qualified by business education, customer service and administrative experience.
- Professional appearance and advanced interpersonal communication.
- Highly motivated, strong work ethic; available as needed for training, travel, overtime, etc.
- Financed 80% of college tuition and expenses; additional 20% through scholarships.

In writing the major areas of your resume, it is important to emphasize your abilities and accomplishments more than past duties. You may also want to indicate how well you performed. This will help infuse personal qualities such as character and personality into your resume.

### **Education:**

This category is particularly important if you have not had a great deal of work experience. Remember, your most recent educational experience should be listed first.

Include your degree (A.A.S, A.S., A.A., B.S., B.A., etc.), major, institution(s) attended, date of graduation, minors or concentrations, and any special workshops, seminars, related coursework or projects. A G.P.A. of higher than a 3.0 (either overall G.P.A. or G.P.A. in major) should also be noted here.

### **Work Experience:**

Many students have limited paid work experience, but have been involved in volunteer, internship, practicum or student teaching work experiences. The important point to the employer is what your skills are and what you can do on the job. Be sure to include all significant work experience in reverse chronological order.

- You should include: (1) the title of your position, (2) name of organization, (3) location of work (town, state), and (4) dates (ex. Summer 1994; 1994-95 academic year).
- You should describe your work responsibilities with an emphasis on achievements using action words to communicate your skills. List the most important and related responsibilities first.
- Identify the most relevant work experiences and describe them fully. Be brief with the irrelevant experiences or omit them. It is sometimes useful to divide your work experience into two categories: Relevant Experience and Other Experience.
- You may want to add that work was performed to earn a certain percent of college expenses. Example: Earned 75% of college expenses through the following part-time jobs.

### **Additional Information:**

This category is useful for displaying information that doesn't fit in any other category. Although Interests, Computer Knowledge, Activities, Qualifications, Skills and Abilities can be separate categories, especially if they are very strong, they can be listed here as well. Languages spoken, or any extra, relevant bit of information can be placed here as well.

- **Interests:** This is sometimes used to evaluate your suitability to a geographic area or to understand your "personality type". Include this section if you have available space. Include social or civic activities, health and fitness or sports activities, or hobbies which indicate how you spend your leisure time. Activities related to your employment goals are worth noting.

- **Computer Knowledge:** If using computers is a necessary skill for the job you are seeking, be sure to highlight your knowledge in this section. Example:
  - Software: Lotus, dBase III, WordPerfect 5.1, Microsoft Word, Excel, SAS, Real World Accounting
  - Hardware: IBM 3090 Mainframe, AT&T 386, IBM PC, Macintosh
- **Activities, Qualifications, Skills & Abilities:** These are also important categories to include. If the activities involved work responsibility, note it in some detail. The employer is interested in the skills you have developed whether through volunteer or paid experiences. If you were elected to offices or committees, mention it.

### **References:**

Be sure to ask individuals if they would be willing to be a reference for you prior to mentioning their names to prospective employers. Names of individuals are not usually listed on the resume (unless there is space available at the end), but you should prepare a typed list of three references to provide at the interview. This list should include name, title, employer, address, business and home telephone number. You may also state at the bottom of your resume "References furnished upon request." Be sure to include your name at the top of the page in case it becomes separated from your resume.

## RESUME WORKSHEET

Complete each section, as you want this information to appear on your resume. Be complete but brief. Do not use abbreviations unless necessary. Emphasize your accomplishments and skills that are directly related to the job you want. Use a pencil to allow for changes later. Use additional paper as needed.

### OBJECTIVE

Explain what job, position or career you want:

---

### IDENTIFICATION

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Alternate Phone Number: (\_\_\_\_\_) \_\_\_\_\_

### EDUCATION & TRAINING

Begin with your most recent education or training. Look for the best way to display your educational experiences; usually, that will be a listing of the one or two schools where you did the work, which led directly into the career you are in or the programs where you received your most important, or most impressive-sounding training.

School Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

List degree, certificate or diploma received: \_\_\_\_\_

Major(s): \_\_\_\_\_ Minor(s): \_\_\_\_\_

Grade point average if 3.0 or higher: \_\_\_\_\_

Related activities and accomplishments: \_\_\_\_\_

---

School Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

List degree, certificate or diploma received: \_\_\_\_\_

Major(s): \_\_\_\_\_ Minor(s): \_\_\_\_\_

Grade point average if 3.0 or higher: \_\_\_\_\_

Related activities and accomplishments: \_\_\_\_\_

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**PERSONAL INFORMATION**

Include any special skills, attributes, hobbies or other information that support your job objective but don't fit elsewhere.

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**REFERENCES**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: (\_\_\_\_\_) \_\_\_\_\_

## **RESUME TUTORIAL**

- In today's competitive job market, companies are flooded with resumes and cover letters for a finite number of openings.
- Typically, employers will spend only 5 to 20 seconds on each resume.
- The resume is the employer's tool for eliminating candidates rather than the candidate's tool for gaining access to the company.

## **MARKETING YOUR SKILLS**

- Think of your resume as a sales tool.
  - Your resume should not summarize your job responsibilities
  - Focus on your accomplishments and contributions
- Recognize your competition may have a similar work history or education
- Emphasize your successes and unique strengths

## **WHAT EMPLOYERS LOOK FOR IN A RESUME**

- Employers prefer one-page resumes.
- Your resume should appear neat, organized, and error-free.
- Use a style that quickly conveys your past performance and future capabilities related to the job.

## **CHOOSING A FORMAT**

- Carefully select your resume format.
- The wrong format can greatly diminish your chances of landing an interview.
- There are three accepted resume formats:
  - Chronological
  - Functional
  - Chrono-functional

## **RESUME FORMATS**

- Chronological
  - Focuses on employment history and education.
  - Work experience and education are listed in reverse chronological order.
- Functional
  - Emphasizes skills and qualifications
  - Employment experience and education are downplayed, if not omitted.
- Chrono-functional
  - Emphasizes both skills and employment experience equally.

## GENERAL GUIDELINES FOR RESUME STYLE

	<u>Chronological</u>	<u>Functional</u>	<u>Chronofunctional</u>
Strong employment history	*		
Strong educational history	*		
Changing Industries		*	
Frequent job changes		*	
Strong skills & work history			*
Strong education & some work history	*		
Returning to the workforce (at-home parents)		*	
Moving up the career ladder	*		

### Chronological

see chart

- Most common resume format.
- Best for individuals with a solid work history.
- Effective for people staying within the same field.
- Appropriate for recent college graduates.
- Most preferred by employers.

### Chronological: Recent College Graduates

see chart

- Recent college graduates.
  - list education first.
  - follow education with relevant work experience.
  - include part-time and summer positions, volunteer work, and internships.

## **Functional**

- Least common resume format.
- Best for individuals with a weak employment history.
  - frequent job changes.
  - at-home parents returning to the work place.
- If included, employment and education are listed briefly.
- A good choice for career changers.
- Least preferred by employers.

## **Chrono-functional**

- An increasingly popular choice.
- Highlights marketable skills and abilities at the top of the resume.
- Allows for detailed descriptions of employment and educational background.
- Preferred by employers over the functional resume.

## **RESUME FORMATTING**

- Body text should be in standard font. (Example: Times New Roman 12 point).
- Use italics only to highlight a particular aspect of an accomplishment (i.e. sales, costs, etc). Headers should use a Sans Serif font (Example: Helvetica 12 point).
- Use bold or underline to emphasize a header; do not use them together on one word. Example: (Objective)

## **PAPER AND ENVELOPES**

- Standard office paper is acceptable for most positions. (Example: 20-pound bond).
- Color and texture should match.
- Color should be conservative such as off-white or other conservative colors.
- Never staple or fold your resume.
- Check out your local office supply store for paper, envelopes, and folders.

## **PRINTERS**

- Laser printers can provide high quality resumes.
- Inkjet is an inexpensive solution which provides near laser quality.
- Dot matrix is dated and does not provide adequate quality for a resume.

## **EDITING TIPS**

- When printing copies, check print quality for bleed, jagged or crooked edges and overall readability.
- After running a spell checker, visually edit the resume.
- Give it to three friends or family members to review and edit.
- If possible, have a hiring manager who works in your field of interest review the resume for content and structure.

## **SUMMARY**

- The resume is your sales tool.
- Stress your accomplishments.
- Proof! Proof! Proof!

## RESUME CRITIQUE

For your resume to be in perfect condition, you should be able to answer “yes” to all of the following questions.

1. Does the resume include name, address, and phone number?  
Yes\_\_\_\_\_ No\_\_\_\_\_
2. Is the style of resume the best choice possible for you and your skills?  
Yes\_\_\_\_\_ No\_\_\_\_\_
3. Is the resume attractive? Spacing, heading, bolding, margins, etc.?  
Yes\_\_\_\_\_ No\_\_\_\_\_
4. Is the resume suitable to the job applied for?  
Yes\_\_\_\_\_ No\_\_\_\_\_
5. Does the employer see applicant’s strengths immediately?  
Yes\_\_\_\_\_ No\_\_\_\_\_
6. Is the resume void of unnecessary pronouns and sentences?  
Yes\_\_\_\_\_ No\_\_\_\_\_
7. Does the resume use action verbs?  
Yes\_\_\_\_\_ No\_\_\_\_\_
8. Is the resume limited to one or two pages?  
Yes\_\_\_\_\_ No\_\_\_\_\_
9. Does the resume stick to the facts and detour from providing unnecessary information?  
Yes\_\_\_\_\_ No\_\_\_\_\_
10. Are the headings and margins consistent?  
Yes\_\_\_\_\_ No\_\_\_\_\_
11. Is the verb tense consistent throughout the resume?  
Yes\_\_\_\_\_ No\_\_\_\_\_
12. Is the resume error-free? Typing, spelling, punctuation, grammar, etc.?  
Yes\_\_\_\_\_ No\_\_\_\_\_
13. Is the resume free from unnecessary abbreviations or acronyms that should be written out?  
Yes\_\_\_\_\_ No\_\_\_\_\_

## TRANSFERABLE SKILLS – ACTION WORDS

accomplished	constructed	foresaw	monitored	screened
accounted for	continued	formulated	motivated	sent
achieved	continued	found	moved	showed
acquired	controlled	forwarded	negotiated	smoothed
adjusted	convinced	fostered	netted	spearheaded
administered	coordinated	gathered	observed	started
advised	corrected	gained	ordered	streamlined
aided	counseled	graded	organized	studied
analyzed	counted	greeted	opened	summarized
anticipated	created	grossed	operated	surmounted
applied	critiqued	guided	oversaw	scrutinized
appointed	decided	handled	paid	selected
appraised	defined	helped	participated	served
arranged	delegated	highlighted	perceived	shipped
assessed	delivered	housed	performed	sifted
assisted	demonstrated	hunted	persuaded	simplified
assumed	designed	identified	pioneer	solved
assured	determined	implemented	placed	sought
attended	developed	improved	planned	specified
authorized	devised	included	played	spoke
awarded	diminished	incorporated	prepared	stated
began	directed	increased	presented	stopped
boosted	discovered	indicated	processed	strengthened
bought	drafted	initiated	produced	stripped
briefed	dramatized	innovated	profited	submitted
brought	earned	inspected	programmed	suggested
budgeted	edited	instructed	projected	supervised
built	educated	interviewed	promoted	supported
calculated	elected	introduced	proved	surveyed
catalogued	employed	joined	purchased	targeted
caused	encouraged	kept	qualified	taught
changed	enjoyed	labored	ran	tested
checked	enlarged	launched	rated	toured
chose	ensured	lectured	realized	tracked
classified	entered	led	received	trained
closed	established	licensed	recognized	transformed
combined	evaluated	located	recommended	translated
communicated	executed	looked	reduced	traveled
compared	expanded	made	reported	tutored
completed	expedited	maintained	researched	typed
composed	explained	managed	returned	uncovered
conceived	familiarized	maximized	revealed	updated
concluded	filed	met	reviewed	won
conducted	financed	modified	revised	wrote

## FUNCTIONAL / TRANSFERABLE SKILLS

### COMMUNICATION & PERSUASION

*Exchange, transmission and expression of knowledge and ideas*

writing  
verbal communication  
listening  
training  
selling ability  
language  
interviewing  
asking questions  
making presentations  
negotiating  
thinking on one's feet  
conversational ability  
dealing with public  
public speaking  
teaching

### ORGANIZATION MANAGEMENT

*Direct and guide a group in completing tasks and attempting goals*

problem-solving  
time management  
decision-making  
leadership  
meet deadlines  
supervision  
ability to motivate  
organization  
coordination  
ability to put theory into practice  
ability to delegate  
apply policies  
give directions  
assume responsibility  
interpret policies  
set priorities  
administration

### INFORMATION MANAGEMENT

*Arrange and retrieve data, knowledge and ideas*

math skills  
organize information  
information management  
record-keeping  
attention to detail

### DESIGN & PLANNING

*Imagine the future & describe a process for creating it*

anticipate problems  
plan  
conceptualize  
design programs  
anticipated consequences  
recruit new ideas  
visual thinking

## FUNCTIONAL /TRANSFERABLE SKILLS

### SELF-MANAGEMENT

#### *Personal style & appearance*

assertive  
professional  
motivated  
energetic  
flexible  
adaptable  
articulate  
confidant  
creative  
dependable  
enthusiastic  
patient  
responsible  
ambitious  
independent  
persevering  
inquisitive  
sincere  
determined  
efficient  
alert  
clearheaded  
discipline  
neat  
sense of humor  
stable  
thick-skinned  
versatile

### ATTITUDE

*Towards self:  
characteristics of  
general outlook,  
personal values,  
goals, motivation*  
positive  
mature  
open minded  
realistic  
idealistic  
objective  
professional  
willing to learn

### WORK HABITS

*Characteristics of  
work performance,  
work orientation*  
understands teamwork  
precise  
handles pressure/stress  
handles conflict  
self-directed  
understands work  
environment  
accepts criticism  
adheres to schedule  
follows through  
handles setbacks well  
makes extra effort  
takes risks  
task oriented  
good judgement  
generates ideas  
gives others credit  
goals and result oriented  
  
productive  
punctual  
takes initiative

#### *Interpersonal style*

tactful           inspires participation  
outgoing       inspires confidence  
friendly        presence  
cooperative    understands people  
compatible  
responsive  
hospitable  
charismatic  
thoughtful  
even-tempered  
handles difficult situations  
helpful

## SELF MANAGEMENT

*Self-Management skills are consistent and characteristic ways you have adapted to demands made upon you. They are acquired through early learning and reinforced through your experience.*

adventures	emotional stability	potential for growth
alertness	enthusiasm	punctuality
assertiveness	firmness	reliability
astuteness	flexibility	dependability
attention to detail	friendliness	resourcefulness
awareness	generosity	reverence
authenticity	good judgement	self-control
bravery	helpfulness	self-confidence
calmness	honesty	self-reliance
candor	initiative	self-expression
cheerfulness	kindness	sense of humor
concern for others	loyalty	sincerity
cooperation	open-minded	spontaneity
courage	optimism	tactfulness
concentration	orderliness	thrift
curiosity	patient	thoroughness
decisiveness	persistence	tolerance
dynamism	performing well under pressure	trustworthiness
eagerness	poise	versatility
easygoing	politeness	

## ACCOUNTING / BOOKKEEPING SAMPLE SENTENCES

### Bookkeeping

- Managed general office, reception and bookkeeping functions to support staff of \_\_\_\_.
- Managed general ledger and subsidiary journals for firm with sales of \$ \_\_\_\_ annually.
- Oversaw all bookkeeping functions through financial statement.
- Tracked cash receipts and disbursements for corporation with sales of \$ \_\_\_\_ annually.
- Maintained A/R, A/P, and billing for over \_\_\_\_ accounts.
- Processed biweekly payroll and calculated salesmen's commissions for staff of \_\_\_\_.
- Consulted management in budgeting, forecasting, portfolio and fixed asset analysis.
- Prepared and filed quarterly reports, state, and federal taxes.
- Oversaw personnel administration, benefits and union contracts for \_\_\_\_ employees.
- Worked with auditors verifying all accounting records.

### Purchasing

- Purchased \$ \_\_\_\_ annually in capital equipment and inventory.
- Negotiated and managed purchase agreements valued up to \$ \_\_\_\_ per contract.
- Developed and maintained database for over \_\_\_\_ vendors.
- Tracked purchase orders for department with sales of \$ \_\_\_\_ annually.
- Approved invoicing for \_\_\_\_ departments with sales in excess of \$ \_\_\_\_ monthly.

### Credit Management

- Managed credit application and approval for client base for over \_\_\_\_ customers.
- Authorized to set up new accountants or extend credit to \$ \_\_\_\_.
- Increased bad debt collections by \$ \_\_\_\_ annually.
- Oversaw billing for \_\_\_\_ accounts with sales in excess of \$ \_\_\_\_ annually.

### Supervision

- Supervised and trained staff of \_\_\_\_ accounting and clerical personnel.
- Coordinated workflow for \_\_\_\_ departments comprised of \_\_\_\_ employees.

### Computer Conversion

- Implemented conversion of manual system to \_\_\_\_ automated system.
- Utilized Lotus and Excel to prepare financial and forecasting reports.

## ADMINISTRATIVE ASSISTANT SAMPLE SENTENCES

### Bookkeeping

- Managed office, reception and bookkeeping functions to support staff of \_\_\_\_\_.
- Coordinated order administration for department with sales of \$ \_\_\_\_\_ annually.
- Managed marketing and administrative projects to support President and sales staff.
- Oversaw administration of department producing \_\_\_\_\_ documents annually.
- Developed forecasts and expense reports to track annual budget of \$ \_\_\_\_\_.
- Oversaw personnel administration benefits and contracts for \_\_\_\_\_ employees.

### Secretarial

- Provided administrative support to executive staff, for this \$ \_\_\_\_\_ corporation.
- Prepared proposals and contracts for projects valued on excess of \$ \_\_\_\_\_.
- Coordinated conferences, reservations, and luncheons for up to \_\_\_\_\_ attendees.
- Purchased \$ \_\_\_\_\_ annually in capital equipment and inventory.
- Recorded confidential meeting minutes for the president and board members.

### Reception/Customer Service

- Managed front office administration to support \_\_\_\_\_ departments.
- Processed over \_\_\_\_\_ calls daily, while managing \_\_\_\_\_ incoming lines.
- Handled \_\_\_\_\_ line phone system, transferring calls to \_\_\_\_\_ extensions.
- Processed work orders for department with sales of \$ \_\_\_\_\_ annually.
- Utilized computerized system to maintain database of \_\_\_\_\_ customer accounts.
- Dealt with \_\_\_\_\_ customers daily, resolving problems and promoting public relations.

### Computer

- Utilize MS Word and Lotus to process correspondence, reports and spreadsheets.
- Processed computerized billing for \_\_\_\_\_ customers.

### Supervision/Training

- Trained clerical and temporary staff in office procedures and computer applications.
- Supervised and delegated workflow to staff of \_\_\_\_\_ office and accounting clerks.

## CASHIERING/CUSTOMER SERVICE/RETAIL SALES SENTENCES

### Cashiering

- Over \_\_\_ years experience utilizing manual and computerize systems.
- Handled up to \$\_\_\_ monthly, consistently balancing till to the penny.
- Dealt with up \_\_\_ customers daily, handling over \$\_\_\_per month.
- Accounted for up to \$\_\_\_\_\_ per day, making all safe drops and bank deposits.
- Approved checks and charges for up to \_\_\_ accounts daily.
- Managed front counter sales generating revenues in excess of \$\_\_\_ annually.
- Handled multi-line phones, taking and processing \_\_\_\_\_ orders daily.

### Merchandising

- Managed inventory for\_\_\_\_\_ square foot department.
- Stocked and priced merchandise for \_\_\_\_\_ department.
- Verified and approved invoicing; and signed for orders.
- Purchased up to \$\_\_\_\_\_ in merchandise on a monthly basis.
- Increased sales approximately \$\_\_\_\_\_ by setting up innovative displays.
- Developed good rapport with approximately\_\_\_ vendors.
- Analyzed sales and marketing trends to purchase seasonal merchandise.

### Facility Management

- Opened and closed facility with sales in excess of \$\_\_\_\_\_.
- Authorized to carry all keys with access to safes and personnel records.
- Maintained building security and implemented safety procedures.
- Managed set-up of equipment and inventory for each shift.
- Reduced losses by \_\_\_\_\_ % through implementation of theft control measures.

### Supervision

- Hired and supervised staff of up to \_\_\_\_\_.
- Trained employees in cashiering, customer service, and inventory procedures.
- Served as Lead Trainer to crew of \_\_\_\_\_.
- Conducted performance evaluations and recommended salary levels.
- Coordinated workflow for \_\_\_\_\_ departments.
- Scheduled \_\_\_\_\_ rotating shifts and hours for \_\_\_ employees.

## CLERICAL/GENERAL OFFICE/RECEPTION/SECRETARIAL SENTENCES

### Administration

- Managed front office and bookkeeping functions to support staff of \_\_\_\_\_.
- Coordinated order administration for department with sales of \$ \_\_\_\_\_ annually.
- Managed marketing and administrative projects to support president and sales staff.
- Oversaw administration of department producing \_\_\_\_\_ documents.
- Developed forecasts and expense reports to track budget in excess of \$ \_\_\_\_\_.
- Oversaw personnel administration benefits and contracts for \_\_\_\_\_ employees.

### Secretarial

- Provided administrative support to executive staff, for this \$ \_\_\_\_\_ corporation.
- Prepared proposals and contracts for projects valued in excess of \_\_\_\_\_.
- Coordinated conferences and luncheons for up to \_\_\_\_\_ attendees.
- Purchased \$ \_\_\_\_\_ annually in capital equipment and inventory.
- Recorded confidential meeting minutes for the president and board members.

### Clerical / General Office

- Maintained files and documents to support \_\_\_\_\_ departments.
- Opened and distributed mail to support staff of \_\_\_\_\_ employees.

### Reception/Customer Service

- Managed front office administration to support \_\_\_\_\_ departments.
- Processed over \_\_\_\_\_ calls daily, while managing \_\_\_\_\_ incoming lines.
- Handled \_\_\_\_\_ line phone system, transferring calls to \_\_\_\_\_ extensions.
- Processed work orders for department with sales of \$ \_\_\_\_\_ annually.
- Utilized computerized system to maintain database of \_\_\_\_\_ customer accounts.
- Dealt with \_\_\_\_\_ customers daily, resolving problems and promoting public relations.

### Computer

- Utilized MS Word and Lotus to process correspondence, reports and spreadsheets.
- Processed computerized billing for \_\_\_\_\_ customers.

### Supervision/Training

- Trained clerical and temporary staff in office procedures and computer applications.
- Supervised and delegated workflow to staff of \_\_\_\_\_ office and accounting clerks.

## INSIDE/OUTSIDE SALES SAMPLE SENTENCES

### Inside Sales

- Handled up to \_\_\_\_\_ calls daily, generating sales in excess of \$\_\_\_\_\_ monthly.
- Managed/developed key accounts including: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- Negotiated individual sales in excess of \$ \_\_\_\_\_.
- Calculated material requirements and verified delivery dates.
- Expedited orders with manufacturers and production department.
- Developed proposals for projects in excess of \$ \_\_\_\_\_.
- Processed orders for over \_\_\_\_\_ monthly sales transactions.
- Position required strong mathematical, problem solving and negotiation skills.
- Possessed extensive knowledge of freight forwarding methods and pricing.
- Increased sales by \_\_\_\_\_ % by maintaining projected profit margins.
- Coordinated order requirements with \_\_\_\_\_ departments.
- Maintained current catalog and pricing information from over \_\_\_\_\_ vendors.
- Increased repeat sales through creative design and scheduling solutions.
- Managed projects in excess of \$ \_\_\_\_\_ annually.
- Utilized computerized parts tracking systems to schedule and coordinate work orders.

### Outside Sales

- Developed \_\_\_\_\_ territory covering \_\_\_\_\_ states and generating \$ \_\_\_\_\_ annually.
- Managed key accounts including \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- Developed corporate proposals for individual contracts in excess of \$ \_\_\_\_\_.
- Increased sales by \_\_\_\_\_ % through cold calling, networking and lead development.
- Increased sales of major accounts up to \_\_\_\_\_% through add-on sales.
- Developed client list and direct marketing literature which increased leads by \_\_\_\_\_%.
- Provided technical training to groups of up to \_\_\_\_\_ customers and vendors.
- Awarded for highest closing ratio competing with \_\_\_\_\_ sales representatives.
- Selected as Sales Trainer for staff of \_\_\_\_\_ sales representatives.
- Recognized as “Corporate Sales Leader” for winning company’s largest account.
- Achieved highest percentage in increased sales by utilizing “Value Added Selling.”
- Exceeded and consistently met all sales quotas.
- Recognized for excellent territory and time management skills.
- Increased sales by monitoring and improving quality of finished products.

## SHIPPING/RECEIVING/DRIVING/WAREHOUSE SAMPLE SENTENCES

### Shipping & Receiving

- Processed up to \_\_\_\_\_ orders for department with sales of \$\_\_\_\_\_ annually.
- Prepared all invoicing, freight forwarding and packing slips.
- Utilized computerized system to verify and pull inventory.
- Pulled parts and prepare parts kits to support\_\_\_\_\_ departments.
- Coordinated with\_\_\_\_\_ departments to expedite and prioritize orders.
- Verified invoicing for \$\_\_\_\_\_ worth of products shipped on a monthly basis.
- Controlled and tracked an in-house inventory of \$\_\_\_\_\_.

### Truck Driving/Equipment Operation

- Forklift Certified - 3 years with excellent safety record.
- Extensive experience operating forklifts, pallet jacks and pneumatic ladders.
- Over \_\_\_\_\_ years experience as a commercial driver with \_\_\_\_\_ ratings.
- Heavy equipment operation includes \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.
- Delivered up to \_\_\_\_\_ loads daily throughout the \_\_\_\_\_ area.
- Experienced delivering loads in excess of \$\_\_\_\_\_, in high-value products.
- Proven history of accuracy and detail in completion of paperwork.
- Coordinated with in-house departments and customers to meet delivery deadlines.

### Warehouse

- Purchased up to \$\_\_\_\_\_ in annual inventory and supplies.
- Maintained contact with approximately \_\_\_\_\_ vendors.
- Controlled quality of \$\_\_\_\_\_ in monthly shipments.
- Managed \_\_\_\_\_ square foot warehouse and control \$\_\_\_\_\_ of inventory.
- Coordinated with \_\_\_\_\_ departments to maintain inventories and process orders.
- Prepared over \_\_\_\_\_ customer orders on a daily basis.

### Assembly /Fabrication

- Fabrication experience includes tooling, die cutting, and vacuum forming methods.
- Performed light machining to trim metal products.
- Read blueprints and drawings to meet product specifications.
- Controlled approximately \_\_\_\_\_ documents on a monthly basis.
- Produced blueprints and schematics to support \_\_\_\_\_ departments.

## **SAMPLE SENTENCES FOR ANY POSITION**

### **Communication/Interpersonal Skills**

- Background demonstrates proven organizational and communication skills.
- Proven history as a team-player, motivating others to meet corporate objectives.
- Excellent interpersonal, verbal and written skills.
- Able to manage projects and support top executive staff.
- Prepared and edited company newsletters and promotional materials.
- Strong mathematical, spelling, and grammatical skills.
- Learned technical information quickly – strong self-learner.
- Able to teach myself by reading manuals and performing “hands-on” work.
- Served as liaison between management, customers and staff.

### **Organizational and Problem Solving Skills**

- Able to handle challenges – with proven history of increased productivity.
- Coordinated a variety of tasks in stressful, and fast-paced environments.
- History of flexibility – being able to handle constant change and interruptions.
- Able to prioritize and operate proactively.
- Self-starter, who learns quickly and applies individual initiative to get the job done.
- Very detail oriented with excellent analytical and project tracking skills.
- Recognized for ability to juggle multiple tasks and meet deadlines.
- Strong problem solver who is resourceful to work independently.

### **Customer Service**

- Dealt effectively with a diverse clientele while solving problems.
- Able to promote public relations while dealing with irate or difficult customers.
- Dynamic, outgoing individual able to develop strong rapport with customers.
- Customer service skills have resulted in increased sales and referrals.

### **Supervision & Training**

- Hired, trained and supervised administrative staff.
- Cross-trained clerical staff in reception and general office procedures.
- Conducted performance evaluations and made salary recommendations.

## **EMPLOYMENT LETTERS**

During a job search you will need to use employment letters. Listed below are the main types of letters and their purpose.

### **Cover Letter**

Always accompanies your resume. It is sent to prospective employers as a letter of application or a letter of inquiry.

- A) Letter of Application – used when you are applying for a specifically advertised employment position which is currently available.
- B) Letter of Inquiry – used when you are inquiring whether or not an employer has a job opening which would utilize your skills.

### **Follow-up/Thank you Letter**

Should be sent as a follow-up to thank the person(s) who interviewed you. This letter is used to include any additional, relevant information forgotten in the interview. This is a good business courtesy practice and helps the interviewer(s) remember you for that particular position.

### **Acceptance Letter**

Should be sent when you are offered a position and you accept it. This lets the employer know when you can begin working and that you are looking forward to joining the company.

### **Declining/Rejection Letter**

This is written when you are offered a position and you do not want to accept it. You thank the employer for the offer. You do not need to go into detail as to why you are declining the position.

## **THE COVER LETTER**

An important tool in your job search is the cover letter that accompanies your resume. A cover letter is a way of introducing yourself and your resume in order to get an interview. This may be the first contact you have with the potential employer, so the selling of YOU begins in this letter. The purpose of a cover letter is to establish a personal introduction to the person who can make the hiring decision, conveying your ability to be of value to his/her organization in specific areas.

This requires you to:

- 1) Obtain the name and title of the individual in charge of the department or function in which you want to work. You can usually accomplish this by simply calling the company and asking for such information (along with the correct spelling). Express that you have some information to send and you want to make sure it gets in the right hands.
- 2) Know something about the organization. You may need to do some research. The internet is a great place to find information on companies.

The emphasis of your cover letter should be centered on how your skills can be value to the potential employer NOT on what you are asking from them.

In closing your cover letter, be sure to ask for an interview. This will make it easier and natural to follow-up with a telephone call.

## **WRITING THE COVER LETTER**

*Creating a positive impression takes care and research. Here are some guidelines for writing your cover letter.*

- 1) The first 20 words are important and should focus the reader's attention.
- 2) Use simple language grammar and spelling, and correct business format. Avoid over-used phrases. Be correct and natural.
- 3) Keep it short. Your resume is the primary introduction tool.
- 4) Describe yourself in terms of the contributions you can make to the employer, not what you can get. Give it a personal touch by pointing out some aspect of your background or resume relates to the organization concerns, or include some comments that show you are knowledgeable about the organization and its product or service.
- 5) Do NOT reproduce cover letters. A complete original should be sent to each individual.

## **ADDITIONAL GUIDELINES FOR THE COVER LETTER**

### **First Paragraph**

In your initial paragraph, state the reason for the letter, name the specific position or type of work for which you are applying, and indicate from which resource (placement center, news, media, friend, employment service) you learned of the opening.

### **Second Paragraph**

Indicate why you are interested in the position, the company, its products or services – above all, what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have some practical work experience, point out your specific achievements or unique qualifications. Try not to repeat the same information the reader will find in the resume.

### **Third Paragraph**

In the closing paragraph, indicate your desire for a personal interview and your flexibility as to the time and place. Repeat your phone number in the letter and offer any assistance to help in a speedy response. Make sure to include a short concise statement expressing your appreciation for the consideration of your job inquiry.

## Example of Cover Letter

May 20, 1998

Ms. Judy Smithfield  
Human Resources Department  
Excel Products, Inc.  
3234 Noon Boulevard  
Washington, D.C. 23343

Dear Ms. Smithfield:

I am responding to the Associate Manager Trainee position that was advertised in the Washington Daily newspaper on May 19, 1998.

Presently, I am completing an Associate of Arts Degree in Business Management at Tosome Community College. Through my studies, I have gained a broad knowledge of business, accounting, sales, and personnel relations. I have also successfully worked in several part-time customer service positions. I believe my education and experience make me highly qualified to assist your company in reaching its objectives now and in the future.

The enclosed resume will tell you more about my qualifications. I would like the opportunity to meet with you to discuss how I can help meet your company's needs. I will contact your office on May 30, 2006 to see if we can arrange an interview at your convenience. If you need to reach me before then, my home number is (301) 555-4356.

Thank you for your time and consideration, and I look forward to meeting with you.

Sincerely,

(Written Signature)

Samuel U. Rightone  
321 Write Street  
Vancouver, WA 98902

Enclosure

**(DON'T FORGET TO ENCLOSE YOUR RESUME)**

## Thank You for Interview

Date

Your name  
Your address  
Your phone number

Person who interviewed you  
Company Name  
Address

Dear Mr./Mrs./Ms. (person who interviewed you):

I appreciate the opportunity to talk with you on (Date). The information you shared with me about (Company Name) was excellent and I am excited about the possibility of applying my education and experience to the position we discussed.

Thank you again for your time and consideration. I look forward to hearing from you soon.

Sincerely,

(Written Signature)

Your name typed

## Letter of Acceptance

Date

Your name  
Your address  
Your phone number

Name of person who assisted you  
Company Name  
Address

Dear Mr./Mrs./Ms. (name of person who assisted you):

I am very pleased to accept your offer (State offer) as outlined in your letter of (Date). (Include all details of offer-location, starting salary, starting date, etc/)

(Mention enclosures, applications, resume, employee forms, or other information, and any related commentary).

I look forward to meeting the challenges of the job and becoming a part of the team.

Sincerely,

(Written Signature)

Your name typed

## Letter of Rejection

Date

Your name  
Your address  
Your phone number

Name of person who assisted you  
Company Name  
Address

Dear Mr./Mrs./Ms. (name of person who assisted you):

After considerable thought, I have decided not to accept your offer of employment as outlined in your (date) letter. This has been a very difficult decision for me. However, I feel I have made the correct one for this point in my career.

Thank you again for your time. Wishing you continued success in the future.

Sincerely,

(Written Signature)

Your name typed