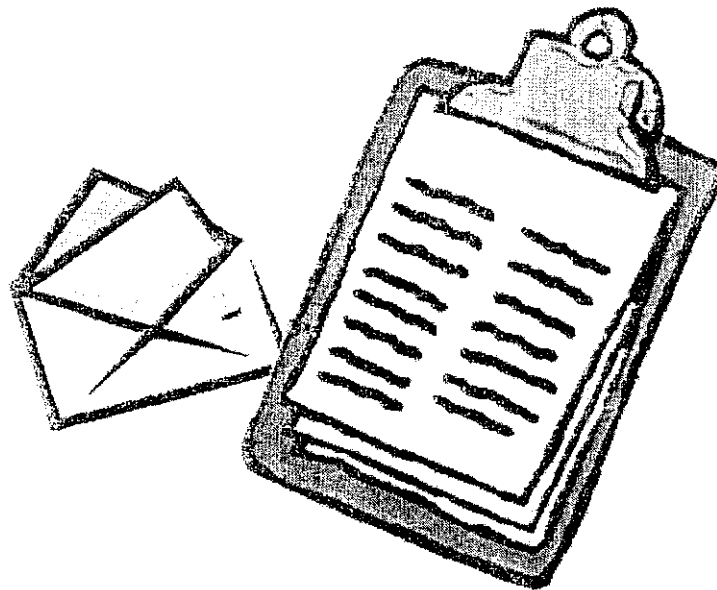


CONTRIBUTION

English V 203305

Resume & Letter of Application



School of English

Suranaree University of Technology

THE CENTER FOR LIBRARY RESOURCES AND EDUCATIONAL MEDIA
SURANAREE UNIVERSITY OF TECHNOLOGY

Objectives:

- Learn about parts and elements of a resume
- Identify experiences, qualifications, and skills
- Write a resume for jobs related to your study
- Explain components and formats of a letter of application
- Learn the function of each paragraph in a letter of application
- Write a cover letter that is based on and related to the resume
- Increase new vocabulary related to academic and personal development

RESUME

Pre –reading questions:

1. What is a resume?
2. What is the purpose of writing a resume?
3. Who will read a resume?

A resume is a summary of your education and past employment that you send to an employer when you apply for a job. A resume needs careful assembly and presentation. You need to impress your prospective employer by showing your strongest qualifications from his/her point of view. The resume for recent university graduates who have limited work experience is called a traditional resume which is usually one page long, and contains the following sections:

- Heading
- Objective
- Education
- Work Experience
- Extracurricular Activities
- References

1. **Heading:** Give your name, address, and telephone number. Make sure that your name is spelt consistently, and the address given is a place where an employer can contact you without any difficulty.

YINGYONG SUCHIWIT
Suraniwet 9, Room. 9999
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel: (044) 225109 ext.9999
Email: Suchiwit@hotmail.com

2. **Objective:** If you are applying for a specific position (marketing researcher, audit clerk, etc.) you may indicate that here. If you are applying to a company, but do not know exactly what position you want, you may indicate your general objective (to work in the marketing department, to work as a system analyst, etc.) The easiest way to write an objective is to start with an infinitive (i.e. to obtain, to apply, to work). The objective should be a concise statement and should not be longer than two lines.

For example:

To obtain a position in Chemical Engineering where I can apply my knowledge and skills in process and equipment design in petrochemical industry

Now write the objective for yourself:

3. Education: List the high school you attended and the university you are attending. Begin with high school by providing the name of school, location, degree received, year of graduation or expected graduation. Once you have your college degree, you can omit high school. List your grade point average if it is significantly high on the grade-point scale.

1994-1996	Khon Kaen Wittayayon High school, Khon Kaen, High School Diploma
-----------	---------------------------------------------------------------------

1996-2000	Suranaree University of Technology, Nakhon Ratchasima, B.Eng. in Chemical Engineering, expected graduation – May 2001
-----------	-----------------------------------------------------------------------------------------------------------------------------

4. Work Experience: Work experience is a very important part of employment applications. However, graduating students usually have little such experience. It is important to show any experience you have had that required responsibility or leadership. In this section you should include full-time employment, part-time employment, or voluntary work. List your most recent job first. Start with the name of the company or organization and underline it. Give the location of that company, i.e., province, city. Then describe the job and your responsibilities. Use action words that show strong images of self-reliance like coordinated, monitored, presented, planned, organized, supervised, developed, or directed.

1997	<u>Suranaree University of Technology</u> , Nakhon Ratchasima, greeting visitors and presenting facts about SUT at the special event on solar eclipse day
------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------

1996	<u>Khon Kaen Wittayayon High school</u> , Khon Kaen, Science Campus, organized a seminar for students on marine life conservation
------	-----------------------------------------------------------------------------------------------------------------------------------------

5. Extracurricular Activities: List recent activities, especially those in university. If your position shows leadership, such as president, vice president or a leader of group, make sure you include that information. If you have any special skills you may mention them here. Such skills may include: language ability, computer skills, or research in a specific field. If you want to include hobbies, they should show both group and individual interests. Scholarships, prizes, and awards received in college can be included here as well.

For example:

- Vice- chairman of Chemical Engineering students (class of 1996)
- Hobbies: reading, music, sports and student activities

6. References: Provide at least three names of important persons who know you well (not your family members). List person's full name, job position, business address and telephone number. The list should consist of names from a cross section of people such as your teachers, community member, or employers. You need to ask for permission before using their names as your referees. You can also choose to use "Available upon request" in case that you are not ready to provide references or need more time to ask for permission from your referees.

Assoc.Prof. Dr. Chaiyot
Tangsthitkulchal
Advisor and lecturer
School of Chemical Engineering
Institute of Engineering
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel.(044)224172
e-mail: Chaiyot@ccs.sut.ac.th

An example of a complete resume is given on the next page.

SORADA KAENGKARN
121 Jomsurangyat Road
Muang, Nakhon Ratchasima 30000
Tel. (044) 272130
E-mail: kkarn@yahoo.com

OBJECTIVE

To work in a position related to chemical engineering where I can apply my knowledge and skills in equipment design and evaluation.

EDUCATION

- 1995-2001 Suranaree Wittaya High School, Nakhon Ratchasima, High School Diploma
- 2001-present Suranaree University of Technology, Nakhon Ratchasima B.Eng. in Chemical Engineering, expected graduation – May 2006

WORK EXPERIENCE

- 2004 Middleburg Technology, Middleburg, South Africa, evaluating old and new methods of reducing carbon in alloy
- 2003 Suranaree University of Technology, Nakhon Ratchasima, organized an engineering camp for first year students.

EXTRACURRICULAR ACTIVITIES

- Vice-Chairman of Student Council of Suranaree University of Technology
- Chairperson of Student Group of Suranaree Wittaya School (1992).
- Hobbies: reading books and participating in student activities.

REFERENCES

Capt. Dr. Kontorn Chamniprasart
Advisor and Lecturer
Institute of Industrial Technology
Suranaree University of Technology
Nakhon Ratchasima 30000, Thailand
Tel: (66)(44) 216191 Ext. 3817

Dr. Jitpanat Suwanthep
Lecturer
School of English
Suranaree University of Technology
Nakhon Ratchasima 30000, Thailand
Tel: (66)(44) 216103

Task 1: Answer the following questions.

1. Who wrote the resume?

2. What is the objective (in your own words)?

3. Where is the writer studying now?

4. When will she receive her bachelor's degree?

5. Does she have any experience in working? If yes, what did she do?

Task 2: Read the following objectives and decide whether they are good. Put a ✓ in front of the good objective.

_____ 1. Position in administration with opportunity for advancement.

_____ 2. An interesting job with a challenging opportunity.

_____ 3. A job working with people.

_____ 4. An office position using my Secretarial Diploma and skill with the opportunity for advancement.

_____ 5. Chemist with responsibility in product development and production

_____ 6. I am looking for a challenging position where I can use my skills.

_____ 7. To obtain an entry level position in financial field which will challenge my skills and permit me to grow into mid-management.

Tips on resume writing:

1. If you hire an expert to help you, work closely with that person to be sure that your resume realistically reflects your abilities and your vocabulary.
2. Make a list of all the work or volunteer experiences you have had that support your candidacy for the job. Select the best ones and write them so that they show what Problems you've solved, Actions you've taken to do this, and the bottom line Results you've achieved.
3. Never use "I" to start out a sentence. The language of your resume should be specific, positive, and exciting. Make it easy for someone to contact you.
4. If you lie about your education, job experience or other element of your work history, you will probably live to regret it. *True stories abound of professionals receiving awards, only to have their careers ruined when research revealed that portions of their resumes were fabricated.*

5. Use action verbs liberally throughout your resume to communicate your accomplishments: developed, supervised, pioneered, operated, and produced. Use nouns that demonstrate essential skills: operations manager, project planning, data analysis, etc.
6. When most people write their resume, they are not thinking about what the manager is looking for, they're thinking about themselves. They write their autobiography. The manager is not interested in your life story. He or she is looking for someone who shows that they can do the job available. The resume has to focus on the part of your background that is relevant to what the manager is looking for.
7. While the content of your resume is the most important thing, the visual appearance can make a big difference. If your resume is packed with great information, but appear crowded and hard to read, a busy manager might not read it through. Unfair? Of course, but this is the real world. Use indentations, bullet points, and lots of white space.
8. Poorly written resumes usually lack internal integrity; yours should be consistent. Your "objective" will be supported by the accomplishments you list. For example, If you are interested in a senior position with an advertising firm, then you should emphasize your accomplishments in management, business development, and in creative programs you have developed. The bottom line here is that your resume provides separated – but interrelated – facts.

Information sources:

<http://www.sccent-resume-writing.com>

<http://www.resumeservice.net>

<http://careers.altavista.com>

Task 3: Read the sentences below and decide whether they are true (T) or false (F). Write T or F in front of each sentence.

- _____ 1. You should not hire an expert to write a resume for you.
- _____ 2. A resume should not be written in the paragraph format.
- _____ 3. You should include all your experiences and accomplishments.
- _____ 4. Visual appearance is an important factor for an effective resume.
- _____ 5. A resume is like an autobiography.
- _____ 6. Every part of a resume should be related and relevant to the job.

Task 4: These are some interesting words from the tips on resume writing. Match the meaning with the words on the left. Also write down the part of speech of each word.

Words**Part of speech**

- | | |
|-----------------------|-------|
| 1. poorly () | _____ |
| 2. regret () | _____ |
| 3. provide () | _____ |
| 4. specific () | _____ |
| 5. candidacy () | _____ |
| 6. relevant () | _____ |
| 7. essential () | _____ |
| 8. demonstrate () | _____ |
| 9. probably () | _____ |
| 10. consistent () | _____ |
| 11. available () | _____ |
| 12. reflect () | _____ |
| 13. fabricate () | _____ |
| 14. supervise () | _____ |
| 15. operate () | _____ |

Meanings:

- (a) give
- (b) feel sorry
- (c) to show clearly, to prove or make clear
- (d) exact, certain, fixed
- (e) give a mental picture of a situation
- (f) badly
- (g) make up untrue information
- (h) related to the issue
- (i) to use and control an equipment
- (j) done with the same look, features, or quality
- (k) able to be obtained by someone
- (l) necessary, most important
- (m) be in charge of a group of people to make sure they've done their job properly
- (n) an adverb used when you want to say that something is likely to happen or to be true
- (o) the position of being someone to be chosen

Task 5: Write a resume for yourself, using a complete resume on page 4 as an example.

Letter of Application

Warm up activity

- Think of situation when you might have to write a business letter.
1. *To apply for a job*
 - 2.
 - 3.
 - 4.
 - 5.

Part 1: Introduction to a business letter

Business letters are the means of sending and receiving written information within businesses and with other businesses and individuals. These letters include an application letter, a follow-up letter, a request letter, an inquiry letter, and etc. Good business letters must be focused, well planned, brief, clear, clean and neatly typed.

Letter format

The format of a business letter refers to *the position of the parts contained in the letter, namely, return address, date, inside address, salutation, body paragraphs, complimentary close and signature*. These parts are arranged into block or semi-block forms according to the preferred style of the writer. The appearance of the letter is the first impression the reader has of the writer and the organization he represents; therefore, using the correct format and style is a must. The appearance of the letter also includes how the whole letter is placed on paper, that is to say, the letter must look balanced from four sides—left and right margins as well as top and bottom margins.

Parts of a letter

1. Return Address

A return address is the writer's personal address written at the top of a plain paper when he/she doesn't use a letterhead paper. The return address is usually typed on the second line (if a top margin is set at 2.54 centimeters on a computer) or about 2 inches from the top of the paper. It includes only street address on the first line, and district, city, and zip code on the second line. Do not put the writer's name or organization in the return address. Study the two examples below:

41/1 Maligrong Road
Bankruad, Buriram 31180

111 University Anenue
Suranaree Subdistrict, Muang
Nakhon Ratchasima 30000

Your return address:

2. Date

The date line contains the name of the month (spelled in full), the day of the month, and the year. There are two ways to write a date.

Business style: March 1, 2000 Month Day, Year (requires comma)
 Military style: 1 March 2000 Day Month Year (no comma)

Today's date in business style:

3. Inside Address

An inside address includes the name of addressee, and his/her job title (if applicable), name of organization, street address or post office box number, city and zip code. If you know the title of the addressee, use it with the name, i.e. Dr., Mr., Mrs., Miss, or Ms. When you are ensure of a woman's marital status. If you don't know the name of a specific individual, you may use the job title, such as Personnel Manager, Sales Representative, or department name (Personnel Department, Sales Department) as the addressee. If you know the addressee's job title, type it on a separate line under the name. Capitalize the first letter of the title.

Ms. Somsak Yudee
 Meisei International Co., Ltd.
 75/64-65 Richmond Building
 Sukhumvit 26, Klongtoey
 Bangkok 10110

Personnel Manager
 Every Business on Earth Ltd.
 123 Mitapab Road
 Suranaree sub-district, Muang
 Nakhon Ratchasima 30000

Practice: Rearrange the inside address into the correct format

3A. Mr. Mongkol Chaiyaphum Thai Telephone & Telecommunication Public
 Company Limited 252/30-34 Muang Thai Pattahara Complex 1 Rachadapisek
 Road Huay Kwang Bangkok 10310

3B. Human Resource Department Star Petroleum Refining Company Ltd. P.O. Box
35 Rayong 21150

4. Salutation

A salutation is a formal greeting used to open a letter. It must agree with the addressee named in an inside address. If you know the name of the addressee, use “Dear” with the last name. If you use a job title as addressee, use the same title in salutation; for example, “Dear Personnel Manager”. If only an organization, or department appears in an inside address, the salutation should be “Dear Sir/Madam”. Punctuate the salutation with either a colon (:) or a comma (,). See the example below:

Dear Mr. Yudee:/Dear Mr. Yudee,
Dear Personnel Manager:/Dear Personnel Manager,
Dear Sir/Madam:/Dear Sir/Madam,

Write salutation for inside address 3A and 3B

3A _____
3B _____

5. Body Paragraph

There are usually three paragraphs in a letter of application or cover letter. The explanation is given on the next page.

6. Complimentary Close

A complimentary close is a phrase serving as the closing of a letter. “Sincerely yours”, “Cordially yours”, “Yours sincerely”, “Cordially” or “sincerely” are the most common expression used. Capitalize the closing and follow it by a comma.

7. Signature

Begin your signature four single-space lines below the complimentary close. Type your name with a title, if any, directly underneath the name. The written signature will appear between the complementary close and the typed name. Make sure your signature can not be easily copied.

Part 2: Letter of application (cover letter)

After writing a resume, you will need to write a cover letter to accompany your resume. That is to say, the resume is written before the cover letter. Your cover letter will compliment your resume because it is written based on the information contained in the resume. The cover letter should state the purpose you have in applying for a job and show that you have the appropriate qualifications for the advertised position. There are generally three main body paragraphs in a letter of application.

1. Opening paragraph

This contains an opening statement which attracts readers to your letter and resume. **This part shows that you would like to apply for a job and you are well qualified.** There are several ways to write an opening statement. One is to refer to an advertisement in a newspaper, the other is to refer to people who informed you about the job. Read the example:

- I would like to apply for the position of mechanical engineer advertised in the July 3, 1998 issue of The Bangkok Post. I will receive a degree in Mechanical Engineering soon.
- Mr. Ampol Yingsawat, Lecturer at Suranaree University of Technology, told me about an opening for an assistant operations manager in your company. Because of my work experience in a shipping company in Canada with a co-operative exchange program and my ability to communicate well in English, I feel I am well qualified and should be considered for this position.

Task 1: There are sentences you can use in your opening paragraph. Fill in the words or phrases that best complete each sentence.

1. I would like to _____ for the position of _____ advertised in the _____ issue of The Nation.
2. I am _____ for the _____ position which was advertised in The Bangkok Post of February 12.
3. I am _____ in response to your _____ in today's Nation.
4. I will _____ a degree in _____ soon.
5. With my degree in _____ and my ability to get along with people, I _____ that I am _____ for this job.

2. Evidence paragraph

Among the three main body paragraphs, this paragraph is the longest because **it contains your qualifications, and explain why you are qualified for the job.** You will show your understanding of the requirements of the job: educational

background, work experience, unique skills, and personnel data. You need to emphasize only important qualifications since the letter of application should not exceed one page. Read the following example:

- I am a fourth year student, majoring in Mechanical Engineering at Suranaree University of Technology in Nakhon Ratchasima. My grade point average is 3.50 on 4.00 scale. I am expecting a B.Eng. in May 1999. The attached transcript and resume provide further information on my educational background and work experience.
- As part of my university training, I worked as an office assistant at a shipping company in Canada. My duties included general clerical work, such as answering the telephone, filling, and word processing, as well as corresponding with foreign customers. This experience as well as a degree in Transportation Engineering would be valuable for an assistant operations manager in your company. I have enclosed my resume and transcript.

Task 2: These are sentences you can use in your evidence paragraph. Fill in the words or phrases that best complete each sentence.

1. Now I am a _____ student, majoring in _____ at _____ in _____.
2. I am expecting a _____ in _____.
3. My _____ point average is _____ on 4.00 _____.
4. My English is _____, and I have good _____ skills.
5. My area of interest is _____.
6. Last year, I spent _____ months in (company) _____, (doing something) _____.
7. I did a _____ project on _____ with my professor.
8. Through this _____, I learned how to _____.
9. In this experience, I have learned to _____. As a result, I have become more _____.
10. I think this experience/project/activity is important for _____.

3. Action paragraph

The paragraph includes a closing statement that the functions as a request to prospective employer to take action, that is, to invite you to an interview: therefore, you should state **when and where** you can be contacted.

- Please keep me informed of my application status. I would be glad to provide any further information needed. I am looking forward to having a personal interview with you. You can reach me at 272130 between 8 a.m. and 6 p.m. Monday through Saturday.
- I would appreciate the opportunity to discuss my qualifications for the position of mechanical engineer. I am available for an interview every weekday between 9:00 a.m. and 5:00 p.m. at (044) 216103. Thank you for your consideration.

Task 3: Fill in the blanks with the words that best complete these sentences in the action paragraph.

1. Please keep me _____ of my _____ status.
2. I am _____ forward to _____ a _____ interview with you.
3. I look forward to _____ you in an interview.
4. I can be _____ at 534-5657 Monday through Friday
5. Thank you for your _____.

Task 4: Write a letter of application for yourself, using a complete letter given on the last page of this unit as an example.

Top Ten Tips for Cover Letters

By *Melanie Keveles*

Whether you email, fax or mail your resume, you'll want to include a cover letter. This document can direct the reader to the meat of your resume and establish rapport between you and the potential employer. Here are some important ideas to keep in mind as you compose your letters:

1. **Purpose** – Not only does your letter serve as an ambassador for you, introducing your credentials, but an effective letter must also generate the reader's interest in you. Ultimately you want to prompt a favorable reply.
2. **Audience** – Keep in mind the perspective of the person who will be reading your letter. He/she is not interested in what YOU want, but what value you will bring to the organization. What you convey should prove of interest enough to lead an employer to want to interview you.
3. **Structure** – a letter should be composed of:
 - An introductory paragraph that
 - is interest generating
 - states or implies interest
 - A value-selling paragraph that
 - demonstrates your ability to add value
 - highlights your key strengths and abilities
 - briefly describes your relevant education and experience
 - A statement that either compels or ensures follow-up action
 - A statement of appreciation
4. **Point of View** – write your letters in the first person; yet vary your sentences with beginning phrases and clauses so that each line does not start with "I."
5. **Match Needs with Qualifications** – list the requirements of the job side-by-side with your qualifications for a response to a job ad. Doing so will show the reader you have the right stuff and will simplify the process of reading your letter.
6. **Good Writing Requires Rewriting** – Don't be satisfied with your first draft. Let your first draft be a stream of consciousness. After you let your ideas flow, go back and review your writing for glaring grammatical errors. Edit to remove unnecessary words and phrases. Limit your paragraphs to six or seven lines, not to overwhelm the reader.
7. **Appearance** – proof your letters carefully. Have someone else review them. Don't rely on a computer spell checker. A word may be correctly spelled, but inappropriate for the context.
8. **Networking** – a letter can be an entrée to a person who can lead you to job opportunity.
 - Start with a mention of the person who referred you to contact.
 - Provide a brief summary of your career background
 - Maintain the initiative by suggesting a meeting and that you will call for an appointment
9. **Follow Up Letters** – every meeting and interview should result in a follow up letter. Reiterate the high points of the meeting and include ideas that distinguish you from the pack.
10. **Stay in Touch** – maintain visibility by sending letters periodically to your key contacts. Look for articles of interest to include to "gift" the receiver with information they can use to better do their job.

Task 5: These are simplified statements from the reading ‘Top Ten Tips for Cover Letters’. Find out which tip each statement belongs to.

- A. It is important to remember that the company is interested in knowing what you can contribute to them. **Tip No. 2**
- B. You should not start each sentence with “I” but should start your sentences with an appropriate word or group of words. _____
- C. The purpose of the initial draft of your letter is to put your thoughts down on the paper. _____
- D. Do not disappear. Occasionally contact the people you have talked to or met either on paper or by phone or e-mail. _____
- E. The letter represents you and your qualifications.
- F. It is not good to depend on a machine to check your spelling because you may be using the wrong word. _____
- G. Comparing your education, experience and skills with those on the job ad will help an employer see that you are suitable for the job. _____
- H. Your letter may be a step to help you to get a job so you should put the name of the person who told you whom to send the letter to. _____
- I. In the letter you should remind that person of the best part of the meeting and tell them why you are different (better) than the other applicants. _____
- J. Editing your letter includes correcting mistakes in grammar and taking out words or phrases that are not necessary. _____
- K. It is important to carefully check your letter and ask a friend to read it as well.
- L. This paragraph proves your worth to the company as well as giving your main strong points and skills. _____
- M. You should show that you are thankful to your reader for taking time to read your letter. _____

Task 6: Match the meanings with the words from the reading

Words	Part of speech	Meaning:
1. convey _____	_____	a) occasionally from time to time
2. rely _____	_____	b) things that show that you have the right qualities
3. credentials _____	_____	c) a way of thinking about something
4. overwhelm _____	_____	d) make sure that something will happen
5. value _____	_____	e) give too much of something (“information” in this context)
6. imply _____	_____	f) tell the difference between two things
7. generate _____	_____	g) regularly change what you do
8. ensure _____	_____	h) trust someone to do something
9. appreciation _____	_____	i) the feeling of gratefulness when someone does something for you
10. perspective _____	_____	j) express your ideas or feelings
11. vary _____	_____	k) suggest something indirectly
12. proof _____	_____	l) produce or create something
13. distinguish _____	_____	m) read a written document to find and correct errors in it
14. periodically _____	_____	n) the importance or usefulness of something

56/75 Moo 2
Wichit Sub-district
Muang, Phuket 83000

November 15, 2001

Mr. Alex Ferguson
Personnel Manager
Johnson Trans Consulting Co., Ltd.
151/2 Vipavadee Rangsit Road
Sikan sub-district, Donmuang
Bangkok 10210

Dear Mr. Ferguson:

I would like to apply for the position of Transportation Engineer advertised in the November 11, 2001 issue of The Bangkok Post. I am confident that I can do excellent work due to my skills and work experience.

I graduated from Suranaree University of Technology in Nakhon Ratchasima. I received a B.Eng. in Transportation Engineering in April this year. Last year during my co-operative training, I worked at GMT Corporation Limited for four months. My responsibilities included instrument installation and monitoring of soil behavior for Metropolitan Rapid Transit Authority. Through this co-op, I have learned how to work in a team. I also learned more about soil behavior in Bangkok. Moreover, since 1998 I have been the vice-chairman of Phuket Provincial Club at Suranaree University of Technology. As a result, I have become more responsible and have improved my leadership skills. Beside, I am computer literate and type well in English. The attached transcript and resume provide further information on my education background and work experience.

I am looking forward to having a personal interview with you. You can reach me at (076) 212136 Monday to Friday from 8:00 a.m. to 4:00 p.m. Thank you for your consideration.

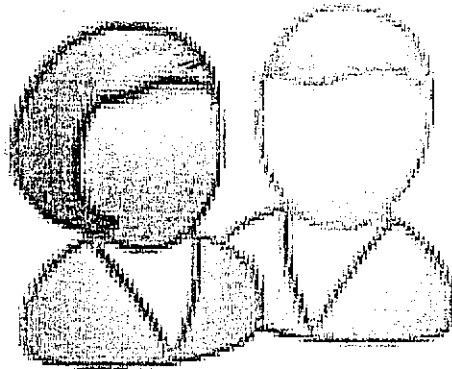
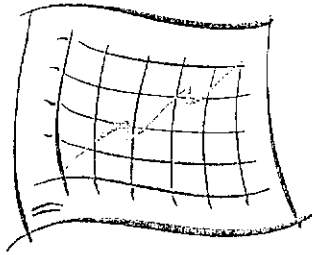
Sincerely,

(Chalad Changkid)

Enc. (2)

English V 203305

Job application form & Job interview



School of English

Suranaree University of Technology

Job application form & Job interview

Objectives

- classify types of information in a job application form
- practice filling out a real job application form
- recognize questions and possible answers in a job interview
- participate in a mock job interview in pairs or groups
- learn vocabulary related to job application form and job interview

Job application form

Warm-up activity

What types of information do you think will be found in a job application form?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

List some words that you think will be useful for filling out a job application form

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

When applying for a job, in addition to preparing a resume and a cover letter, an applicant is also required to fill out an application form. This task may seem easy to many people because most questions require just short answers (usually in words or phrases). However, an applicant must be well prepared to complete an application form. Even though each company uses its own application form, it usually requests the same basic information; for example, personal details, educational background, experience, language ability, and names of references.

Common Terms that Appear on Application Forms:

Personal Details/Data

Name:	(first name/Given name, last name/family name/surname)
Date of birth:	the date, month and year that you were born
Place of birth:	the province that you were born
ID no.:	the number on your identification card
Place issued:	the place (usually Amphur) that gave your identification card
Nationality:	specify whether you are Thai/American/Canadian
Country of birth:	country where you were born
Religion:	Buddhist/Christian/Islamic
Age:	how old you are
Weight:	how much you weigh (usually specified in kilograms)
Height:	how tall you are (usually specified in centimeters)
Sex/Gender:	Male/Female
Marital status:	single/married/divorced/widowed (husband/wife has died)/separated (living apart from husband/wife officially)
Spouse's name:	name of husband/wife
Military status:	This applies to a male applicant. A company would like to know whether you have served in the army.
Permanent address:	the address recorded in a house registration paper (usually your parents' address)
Tel./Fax/	
E-mail/Pager:	the best way for the employer to contact you

1. Personal Information

Name	_____	_____
Date of Birth	_____	Place of Birth _____
Age	_____	Weight _____ Height _____
Nationality	_____	Country of Birth _____
Religion	_____	Marital Status _____
Military Status	_____	
Permanent address	_____	
Home phone	_____	Fax _____

2. Education

Degree: name of your degree e.g. B.Eng., B.Sc., High School Diploma
 Period (from-to): years that you start and finish school
 Year graduated: year that you complete your degree
 Major: your field of study
 Name of institute: name of university, college, or school
 location: the province that the institute is located
 GPA: Grade Point Average

Education (Most recent degree is listed first.)

Level	Institute & location	Major	Year Graduated	Degree	GPA

3. Work Experience

Company: name of company (sometimes you also need to give location)
 Position:
 Responsibility: what you did at that company
 Years: how long you worked in that particular company.
 Salary: how much you got paid when you worked.

Work Experience

Company	Position	Responsibility	Years	Salary

4. Skills

Language ability: a second or foreign language that you can communicate in
 Typing: how fast you can type in English and Thai (specify as words typed per minute)
 Computer: computer programs (not computer games) you can use
 Others: other skills that you can do e.g. driving, operating some office machines, etc.

Special Skills

Language	Please specify as: excellent/good/fair/poor			
	Listening	Speaking	Reading	Writing
Typing (WPM) English _____ WPM Thai _____ WPM Computer _____ Others _____				



APPLICATION FORM

PLANT Chokchai Teparuk Ladkabang Wellgrow Rangsit Korat

Special interest in _____

Position _____ Expected Salary _____ Date Available _____

HOW CAN YOU REACH THIS APPLICATION?

Advertising Walk-In Job Fair Campus Referral Network

1. PERSONAL DATA

Name _____ Date of Birth _____ Nickname _____

ID no. _____ Nationality _____ Age _____ Sex _____ Height(cm) _____

Address _____

Tel _____ Fax _____

2. EDUCATION (Top for the latest degree)

Level	Instituton	Faculty	Major	Years	GPA

LANGUAGE Please rate each skill 1 = Very Good, 2 = Good, 3 = Fair, or 4 = Weak

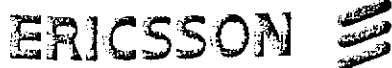
Language	Listening	Speaking	Reading	Writing
English				

3. WORKING EXPERIENCE & SKILL

Company	Position	Responsibility	Years	Tel

PROFESSIONAL SKILLS

APPLICANT _____ RECRUITER _____ DATE _____



APPLICATION FORM

5

Position Requested : _____

Salary Expected : _____ Baht

Weight	kgs.
Height	cm.

PERSONAL

Name (Mr./Mrs./Miss) : _____ Age : _____ Years.
 ชื่อ (นาย/นาง/นางสาว) : _____
 Home Address : _____
 _____ Tel : _____ Fax : _____
 Office Address : _____
 _____ Tel : _____ Fax : _____
 Date of Birth : _____ Place of Birth : _____ Nationality : _____
 Religion : _____ ID Card No : _____ Place of Issue : _____
 Marital Status : _____ Spouse's name : _____
 In case of emergency, please contact : _____ Relationship : _____
 Home Address : _____ Tel : _____

EDUCATION

Year	Name of Institution	Level	Degree	Major Subject

EMPLOYMENT

Year From/To	Company	Position	Responsibilities	Salary

SKILLS

Office Machine Abilities : _____ Typing : Thai _____ wpm English _____ wpm
 Computer : State programs used _____
 Driving Ability : Car Motorcycle Other _____ Driving Licence No.: _____
 Hobbies/Other Abilities : _____

LANGUAGES (Good/Fair/Slight)

MILITARY STATUS

	English	Chinese	Japanese	Other	
Reading					<input type="checkbox"/> Completed Territorial Defence Course <input type="checkbox"/> Exempted <input type="checkbox"/> Other _____
Speaking					
Writing					

Signature : _____ Date : _____

Effem Foods Thailand

6

a Mars, Incorporated company

Bol's Promoted Manufacturing Plant, Pakchong, Nakhon Ratchasima

1 **Position Apply For** 1
2
3

2 **Personal Details :**
Name/Surname : _____
Date of Birth : _____ Marital Status : _____
Permanent Address : _____

Contact Address : _____ Telephone : _____

Telephone : _____

3 **Education :**
Highest Degree Obtained : _____ Year Graduated : _____
Major Subject : _____
Name of Institute : _____

Degree Obtained : _____ Year Graduated : _____
Major Subject : _____
Name of Institute : _____

4 **Career History :**
Company :
Position Title : _____ Year _____ to _____
Responsibility : _____

Company :
Position Title _____ Year _____ to _____
Responsibility : _____

Company :
Position Title _____ Year _____ to _____
Responsibility : _____

5 **Other Skills / Training & Development :**
Computer : _____
Language : _____

Training & Development : _____

6 **Others about yourself the Company should know more :**

Signature : _____

Date : _____

Note : - Please use the other side if needed.
- If return by mail, send this form to :
: Personnel & Organization, Effem Foods (Thailand) 2535 Sukhumvit Road, Bangchak, BKK 10250

Note that question 6 in the application form of 'Effem Foods' on page 6 is the type of question that will allow you to present yourself effectively to the potential employer. You can tell what kind of person you are, what you did, or what you can do for the company. Anyway, choose only the best qualities, experiences, or accomplishments. Now practice answering that question below.

Q: Others about yourself the company should know more.

In filling out a job application form and in the actual job interview, it is important that you know how to describe yourself. Study and choose the words below to answer the question 'How would you describe yourself?'

Adjectives to describe personality

confident	sensitive	motivated	punctual
ambitious	honest	competent	sociable
energetic	flexible	creative	generous
friendly	aggressive	enthusiastic	considerate
responsible	mature	patient	straightforward
polite	hard-working	open-minded	cheerful

Q: How would you describe yourself?

Next page is the last page of the application form of Jong Stit Co., Ltd. In Bangkok. Try to fill it out using vocabulary given on page 9.

Area of work you would prefer.

.....
.....
.....
.....

Your special skills and knowledge that excel over others and would help you in your work.

.....
.....
.....
.....

Area of work you are not specialized and not as efficient as others.

.....
.....
.....
.....

Activities / Achievements in life you can be proud of.

.....
.....
.....
.....

Expected Salary Baht

Person to contact in case of emergency

Name Relationship

Address

Telephone

Signature Application

..... / /

For Officer Use Only

.....
.....
.....
.....

Vocabulary list of various skills for job application form and job interview

Management Skills	Part of speech	Meaning
administered coordinated supervised managed monitored organized		
Creative Skills	Part of speech	Meaning
created designed developed established introduced invented		
Research Skills	Part of speech	Meaning
evaluated examined identified inspected investigated surveyed		
Technical Skills	Part of speech	Meaning
assembled engineered maintained operated overhauled designed		

Reading



The Job Interview Process - 5 Stages

While many of us may not think of job interviews as a presentation, it may be the first presentation we ever make. It may also be the most critical. With a job interview we are there to "sell ourselves" not just ideas. First impressions are extremely important and like presentations we should properly prepare ourselves for the interview.

Below are the 5 stages I recommend you use when preparing for your interview.

1. **Preparation** - Learn as much about the company as you can before your interview. Find out what they do, what they make, what kind of services they provide and determine if your skills can fit with what they do. Determine what you can offer the company. Arrange and confirm the time for your interview. Make sure you arrive early. Don't be late. Ask for directions when you confirm your appointment, if needed. Make a list of what questions you may want to ask them. More importantly, make a list of those questions you anticipate they might ask you and decide how you will answer these questions. You then are prepared how to answer them.
2. **Introduction** - Make sure your initial non-verbal contact is positive. For example, smile when you first see the person interviewing you. Have a firm handshake and establish good eye contact when talking. Be the one to start off the conversation. Go prepared with your list of specific questions to ask them about the job and the company. Don't forget to bring the questions with you.
3. **Presentation** - When asked questions always listen to their questions carefully. If you don't understand any question, ask them to clarify the question. If you do not know the answer to the question be honest and say so but do offer to get back to them with the answer later and DO GET back to them.
4. **Obtain Information for Yourself** - Remember, this job interview is for your benefit also. Ask questions about the actual job requirements, benefits and type of work that you will be expected to do. Determine if the job will fit in with your educational background and career goals. (Have you written down your career goals?). Be prepared to take notes during the interview. This "shows" you came prepared. Write down all the names of the people you meet and their position. Be active in the interview process. Don't just sit there and not ask any questions.
5. **The Final Stage** - Write down all the reasons for the company to hire you. Ask if your background matches what the company is looking for. Ask if they are interviewing other people for the same position and when can you expect a decision. Ask if the interviewer wants you can call later for an update. Also, ask how long it will take before they will make a decision. Don't forget to follow up with a phone call or a thank you note. Clearly tell them you are interested if you are BEFORE you leave the interview.

Comprehension check

There are 5 stages of the job interview process. Read sentences below and determine which stages they belong to. Write a stage number under each sentence.

1. Make a list of questions and possible answers.
1
2. Listen to the questions very attentively.
3. Ask when you will know the result of an interview.
4. Have a positive attitude and behavior.
5. You can ask about salary and benefits.
6. Make sure you know the location of the company.
7. Find out if you can call later.
8. It is OK to ask for clarifications.

Parts of an interview

An interview normally consists of three parts.

1. The first part of the interview is spent by **exchanging greetings** between interviewer (employer) and interviewee (applicant). An interviewee should be able to greet an interview in both Thai and western ways. Whether to wai or shake hands depends on the interview's nationality. If in doubt, just wait for the interviewer to initiate the greetings. The purpose of this part is **for the interviewer and interviewee to introduce themselves, and to make the interviewee feel at ease.**
2. The second part of the interview or the main part is long and detail-oriented. The interviewer will ask **general questions** which are based on the information stated in the resume. He/She may also ask questions that require the interviewee to give **his/her opinion of the job or the company.** When the interviewer finishes asking questions, he will ask the interviewee to **ask questions about the company or position.**
3. Finally, the interviewer will close the interview by saying that they will inform the interviewee about the company's decision.

Match the answers in Column B with the questions in Column A. Some questions have more than one answer. Write the letters (a,b,c,...) under each questions.

Column A	Column B
1) What's your nationality? a	a) I'm Thai.
2) What do you study?	b) Yes, I have been on a co-operative program. I worked at ABC Entertainment for 4 months in the accounting department.
3) Do you have any work experience?	c) I major in civil Engineering.
4) How would you describe yourself?	d) I speak English and Mandarin. I can handle correspondence in English.
5) Are you computer literate? / How are your computer skills?	e) I want to find a job in my hometown.
6) How many languages do you speak? / How is your English?	f) I want to get a job with a mobile phone company.
7) Where do you want to work?	g) I study information technology.
8) What kind of company do you want to work in?	h) I want to work in the production department.
9) What kind of job do you want to have?	i) I'd like to get more experience in resource management.
10) What is your area of interest?	j) Yes, I have done some work while I was studying. I maintained computer servers in student's computer lab.
11) How much salary do you expect to get?	k) I'm interested in product design.
12) What benefits would you like to get from a company?	l) I would really like it if the company would pay for my medical expenses.
	m) Yes, I am. I'm familiar with engineering programs such as MATLAB and AutoCAD.
	n) I'd like to maintain computer networks for the company.
	o) I'm hard working, patient, and I can handle stress very well.
	p) I want to work in the entertainment business.
	q) Around 13,000 to 17,000 baht.
	r) I want to get a job outside Bangkok.

Guidelines for Successful Interview Dress

General

- Conservative two-piece business suit (solid dark blue or grey is best)
- Conservative long-sleeved shirt/blouse (white is best, pastel is next best)
- Clean, polished conservative shoes
- Well-groomed hairstyle
- Clean, trimmed fingernails
- Minimal cologne or perfume
- Empty pockets--no bulges or tinkling coins
- No gum, candy or cigarettes
- Light briefcase or portfolio case
- No visible body piercing (nose rings, eyebrow rings, etc.)

Non verbal language

There are other things that are as important as what you say. Think about the following factors in face-to-face communication.

- Eye contact
- Facial expression
- Posture (the way you walk/stand/sit)
- Gesture (the use of your hands while you talk)

Men	Women
<ul style="list-style-type: none"> • Necktie should be silk with a conservative pattern • Dark shoes (black lace-ups are best) • Dark socks (black is best) • Get a haircut; short hair always fares best in interviews • No beards • No rings other than wedding ring or college ring • No earrings (if you normally wear one, take it out) 	<ul style="list-style-type: none"> • Always wear a suit with a jacket; no dresses • No high heels • Conservative hosiery at or near skin color (and no runs!) • No purses, small or large; carry a briefcase instead • Minimal use of makeup (it should not be too noticeable) • No more than one ring on each hand • One set of earrings only

From: <http://www.collegegrad.com>

Some useful tips that you should follow during a job interview

- Walk into the interview room with confidence and energy.
- Wait or give a firm handshake, according to the interviewer's culture.
- Repeat the interviewer's name and look him/her in the eyes when you are introduced.
- Wait until you are invited to take a seat. Make yourself comfortable and sit straight with your hands folded on your lap.
- Respond with a reasonably loud voice so everyone in the interview can hear you. A really loud voice might be interpreted as being aggressive¹. A soft voice might show lack of confidence.
- In case there is more than one interviewer, direct your responses to the chairperson, and occasionally talk to other committee members.
- If you don't know the answer to a question, just simply say, "I don't know". Do not bluff² your way through it.
- Bring demonstration materials, e.g. a portfolio³ of your previous work, just in case you have a chance to show it. However, do not force an interviewer to look at it.
- Never show that you are bored or annoyed by questions asked by an interviewer (even though some questions might sound like non-sense to you). Keep yourself composed⁴.

¹aggressive: bold and active; pushing

²bluff: to mislead someone by making a pretense

³portfolio: a selection of your best work (e.g. programs you wrote if you are a computer programmer)

⁴composed: calm, with one's feeling under control

The following questions are difficult but very important. They may appear in a job application form and job interview. Answer these questions, using information, examples, exercises, and vocabulary you have learned from Units 1, 2, and 3.

Suggested activity

Every student should answer all the questions. But in class, only one question may be assigned to a pair or a group of students to work on, followed by a short presentation in front of the class.

1. What is your career goal?
2. What have you done to achieve your career goal?
3. What are your strengths?
4. What are your weaknesses?
5. Why do you want to work for our company?
6. Why should our company hire you?
7. What are your most significant achievements/accomplishments?

English V

203305

Supplementary Sheets

บริษัท เทจิน (ประเทศไทย) จำกัด
 นิคมอุตสาหกรรมบางปะอิน
 549 หมู่ 2 ต.คลองจิก อ.บางปะอิน
 จ.พระนครศรีอยุธยา 13166

10,000/Mo
 Bonus 3x5

NO.

TEIJIN (THAILAND) LTD.

EMPLOYMENT APPLICATION

NOTES : 1. ALL REQUESTED INFORMATION MUST BE FINISHED 2. APPLICANTS THAT ARE ABLE TO WRITE ENGLISH SHOULD COMPLETE THE APPLICATION IN ENGLISH.		RECENT PHOTO OF APPLICANT 2"
APPLICATION DATE	POSITION APPLIED	
AVAILABLE DATE	EXPECTED SALARY	

PERSONAL DATA

NAME & SURNAME (ENGLISH)				NICK NAME	
NAME & SURNAME (THAI)					
DATE OF BIRTH	AGE	SEX <input type="radio"/> MALE <input type="radio"/> FEMALE	NATIONALITY	RELIGION	
IDENTIFICATION CARD NO.		HOME PHONE		HEIGHT	WEIGHT
ISSUED DATE	ISSUED AT	OFFICE PHONE		CMS.	KGS.
PRESENT ADDRESS ENGLISH					
PRESENT ADDRESS THAI					
MARRITAL STATUS : <input type="radio"/> SINGLE <input type="radio"/> DIVORCED <input type="radio"/> ENGAGED <input type="radio"/> WIDOWED <input type="radio"/> MARRIED <input type="radio"/> SEPARATED			RESIDENCE : <input type="radio"/> PARENT'S HOUSE <input type="radio"/> BOARDING HOUSE <input type="radio"/> OWN HOUSE <input type="radio"/> OTHERS <input type="radio"/> RENTED HOUSE		

FAMILY DETAILS

FAMILY	NAME	AGE	OCCUPATION	POSITION	ADDRESS
FATHER					
MOTHER					
BROTHER (S)					
SISTER (S)					
SPOUSE					
SON (S)					
DAUGHTER (S)					

OTHER SKILLS

TYPING SPEED : ENGLISH WPM
 THAI WPM

COMPUTERRIZED ABILITY

- WORD PROCESSOR SPREAD SHEET DATABASE
 LANGUAGE WINDOWS OTHERS

SPORTS :

HOBBIES :

SPECIAL SKILLS :

EMPLOYMENT HISTORY

EMPLOYER :		START	END
ADDRESS :	EMPLOYMENT PERIOD		
TEL :	JOB TITLE		
JOB DUTIES	BASIC SALARY		
	OTHER BENEFITS		
REASON OF LEAVING			
EMPLOYER :		START	END
ADDRESS :	EMPLOYMENT PERIOD		
TEL :	JOB TITLE		
JOB DUTIES	BASIC SALARY		
	OTHER BENEFITS		
REASON OF LEAVING			
EMPLOYER :		START	END
ADDRESS :	EMPLOYMENT PERIOD		
TEL :	JOB TITLE		
JOB DUTIES	BASIC SALARY		
	OTHER BENEFITS		
REASON OF LEAVING			

MILITARY SERVICE

- COMPLETE TERRITORIAL DEFENCE COURSE CLASS
 IN MILITARY SERVICE : DATE ENLISTED ./...../..... DATE DEMOBILIZED/...../.....
 BE EXEMPTED DUE TO :

MEDICAL RECORD

PHYSICAL DISABILITIES OR HANDICAP OR CHRONIC DISEASE

MAJOR ILLNESS OR ACCIDENT SUFFERED BY :

APPROXIMATE DATES.....IN THE YEAR OF.....

LEGAL RECORD

If you have police record or have been sued in law court, give detail :

LICENCE HOLDING

TYPE OF LICENCE	ISSUED BY	ISSUED DATE	EXPIRES DATE

PERSONAL REFERENCE

Name persons to whom reference may be made, leaving out your relatives and our employees.

NAME	ADDRESS & TELEPHONE NO.	OCCUPATION/POSITION

FURTHER INFORMATION

If you have relatives working for our company, give their name and state the relationship

Other information which is important to you and helpful to us.

I certify that all information given by me is true and correct. I realize the any mis-statement made herein could any contract of employment null and void

.....
SIGNATURE OF APPLICANT

DATE...../...../.....



JONG STIT CO., LTD.

34 moo 1 , Bangkuntien Rd., Samaedum ,

Bangkuntien , Bangkok 10150

Tel. (662) 416-0112-8 Fax. (662) 416-6400

Photograph	
Height	Weight

Personal Data

Frist name (Mr./Mrs./Miss) Last name

Age Date of birth Place of birth

Nationality Race Religion

Present address

.....Telephone

Father 's name Age Occupation

Mother 's name Age Occupation

Brother and Sister total prs. , Male prs. , Female prs.

Military Service

Have you completed military service ?

Yes Not Seleted

Exempted (reason) Completed Territorial Defense Course

.....

Marital Status

Single Married Spouse 's name

Divorced Widowed

Health

Do you have any chronic illness ?

No Yes, please specify

Are you physical disability or handicap ?

No Yes, please specify

Have you undergone a major operation ?

No Yes, please specify

Education

Level	Name of Institution	Degree-Major Subject	Year-passed	G.P.A.
Secondary				
High School				
Vocational				
High Vocational/Diploma				
Bachelor 's Degree				
Master 's Degree				
Others				

Working Experience or On The Job Training (from past to present)

Employer 's name	Position / type of work	Period	Salary	Reason for Leaving

Language Ability

Languages	Understanding			Speaking			Writing		
	Well	Good	Fair	Well	Good	Fair	Well	Good	Fair

Activities

	Activities / Sports Games / Hobbies	Membership of Club , Society , Association ect.	Position and Responsibility held
At school			
At college/University			
At present			

Area of work you would prefer.

Your special skills and knowledge that excel over others and would help you in your work.

Area of work you are not specialized and not as efficient as others.

Activities / Achievements in life you can be proud of.

Expected Salary Baht

Person to contact in case of emergency

Name Relationship

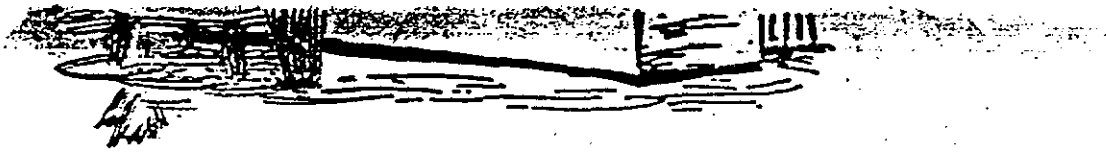
Address

Telephone

Signature Application

..... / /

For Officer Use Only



“I see in your resume that you have a black belt in accounting.”

From the *Wall Street Journal*—permission. Cartoon Features Syndicate.

Capabilities and Skills. Recruiters want to know specifically what you can do for their companies. Therefore, list your special skills, such as *Proficient in preparing correspondence and reports using WordPerfect*. Include your ability to use computer programs, office equipment, foreign languages, or sign language. Describe proficiencies you have acquired through training and experience, such as *Trained in computer accounting, including general ledger, accounts receivable, accounts payable, and payroll*. Use expressions like *competent in, skilled in, proficient with, experienced in, and ability to*; for example, *Competent in typing, editing, and/or proofreading reports, tables, letters, memos, manuscripts, and business forms*. If you are current with today's technology, you might say, *Experienced in Internet navigation, including World Wide Web search skills*. Be sure to incorporate nouns such as those used in a job description for the position you want.

You'll also want to highlight exceptional aptitudes, such as working well under stress and learning computer programs quickly. If possible, provide details and evidence that back up your assertions—for example, *Mastered the Barrister computer program in 25 hours with little instruction*. Search for examples of your writing, speaking, management, organizational, and interpersonal skills—particularly those talents that are relevant to your targeted job.

For recent graduates this section can be used to give recruiters evidence of your potential. Instead of *Capabilities*, the section might be called *Skills and Abilities*, *Highlights of Skills*, or *Skills Summary*.

Awards, Honors, and Activities. If you have three or more awards or honors, highlight them by listing them under a separate heading. If not, put them with activities. Include awards, scholarships (financial and other), fellowships, honors, recognition, commendations, and certificates. Be sure to identify items clearly. Your reader may be unfamiliar, for example, with Greek organizations, honoraries, and awards; tell what they mean. Instead of saying *Recipient of Star award*, give more details: *Recipient of Star award given by Red River College to outstanding graduates who combine academic excellence and extracurricular achievement*.

THE INTERVIEW

What do I do well?	School activities?
What are my good points?	School subjects?
Why would I like this job?	Previous job?
Hobbies? Interests?	Part-time work?

What do I like doing and why?
What do I not like doing and why?

You will want to ask questions too:

The job itself?	Can I see where I would be working?
Training?	Hours?
Prospects for advancement?	Money?
Educational opportunities?	Conditions?

Write down your answers and go over them just before you go into the interview.

BEFORE THE INTERVIEW

1. Find out all you can about the company.
2. Find out the interviewer's name and office phone number.
3. Find out where the interview is.
4. Find out how to get there and how long it will take you to get there.
5. Make sure you know what the job involves.
6. Dress to look clean and neat.

AT THE INTERVIEW

DOs

1. Arrive early. Call ahead if you're delayed.
2. Shake hand firmly.
3. Try to smile and show confidence.
4. Ask questions and show interest in the job.
5. Be polite, listen carefully, and speak clearly.

DON'Ts

1. Don't panic. (Breathe deeply and remember your good points.)
2. Don't slouch or look bored.
(Stand and sit straight; make eye contact.)
3. Don't smoke or chew gum.
4. Don't give one-word answers or say you don't care what you do.

Dealing with correspondence

Look at these letters. Which one is:

a thanking b arranging c confirming d inviting e accepting f cancelling

1

February 2, 199-

Dear Mr Oliver Schmutz:

I am pleased to be able to invite you to the Annual Conference of Packagers, which will take place in Los Angeles 4 - 7 July.

I enclose a program with details of the speakers and the various topics that have been proposed, together with a registration form. On receipt of your form we will send you details of accommodation in Los Angeles, together with a booking form. Any further enquiries should be sent to me at the above address.

I look forward to seeing you in Los Angeles in July.

Sincerely,

Sheila Legl

2

February 5, 199-

Dear Oliver

Thank you very much for your hospitality while I was in Portland.

It was very useful to see the new warehouse and I hope to be able to implement some of your suggestions here in Germany.

I look forward to seeing you when you come to Frankfurt in the fall.

Best regards

Dieter

4

February 11, 199-

Dear Mr Schmutz:

We are pleased to confirm your reservation for one single room with bath from February 22 to 24.

Please let us know your time of arrival and departure.

Sincerely yours,

3

February 9, 199-

Dear Mr Schmutz:

Unfortunately Ms Gilbertson is not able to keep the appointment with you on Wednesday, February 11 at 2.20 as an urgent matter will prevent her from travelling to Portland.

Please accept her apologies. She will contact you as soon as she returns to HQ.

6

February 8, 199-

Dear Mr Riddlestone:

Thank you for your invitation to attend the opening of your new training center.

I would be most pleased to attend and look forward to seeing you there.

Best regards,

Oliver Schmutz

5

February 9, 199-

Dear Sir/Madam:

Please reserve a single room with bath for the nights of February 22, 23, 24.

I would be grateful if you could confirm my reservation.

Sincerely,

Oliver Schmutz

Reread the letters and underline the words and expressions that helped you get the answers.



Industries

28 Devon Road,
Plymouth
PL1 1HZ

Fax: +44 (0)1752 328821
Tel: +44 (0)1752 328822

Attention :
Company :
Country :
From : Brian Davison
Date :

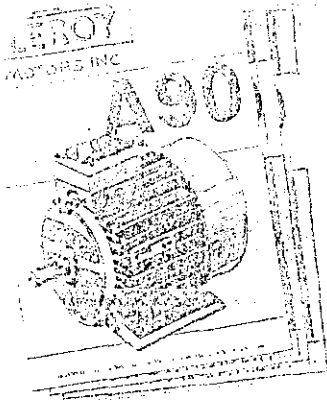
dear ms sanchez

thank you for your order of 23 august we are pleased to confirm your order of 20 units of model 1203 payment by letter of credit we will deliver the goods by 20 september by ship to billbao i will send you shipping details on Monday

i look forward to hearing from you soon

yours sincerely

brian davison
marketing manager



LEROY
MOTORS INC

199 Heidelberg Rd,
Ivanhoe,
Victoria 3177

Ho Industries
Attn: Mr Peter Wong
Shoei Yuan Road
Taipei
Taiwan, ROC

April 27, 199-

Dear Mr Wong

I apologize for the delay in sending you information on our complete range of industrial motors. This was because some of the brochures were still at the printers.

Please find enclosed the missing brochures on our models in the A90 range.

I hope this did not cause any inconvenience. Please accept my apologies again.

Best regards

Jennifer Austin

Jennifer Austin

Financial Skills	Creative Skills	Helping Skills	Clerical or Detail Skills	More Verbs for Accomplishments
administered	acted	assessed	approved	<u>achieved</u>
allocated	conceptualized	assisted	catalogued	<u>expanded</u>
analyzed	created	clarified	classified	<u>improved</u>
appraised	customized	coached	collected	<u>pioneered</u>
audited	designed	counseled	compiled	<u>reduced</u> (losses)
balanced	developed	demonstrated	generated	<u>resolved</u> (problems)
budgeted	directed	diagnosed	inspected	<u>restored</u>
calculated	established	educated	monitored	<u>spearheaded</u>
computed	<u>founded</u>	<u>expedited</u>	operated	<u>transformed</u>
developed	illustrated	facilitated	organized	
forecasted	<u>initiated</u>	familiarized	prepared	
managed	instituted	guided	processed	
marketed	<u>introduced</u>	motivated	purchased	
planned	<u>invented</u>	referred	recorded	
projected	<u>originated</u>	represented	screened	
researched	performed		specified	

Source: Adapted from Yana Parker, *The Damn Good Résumé Guide* (Berkeley, CA: Ten Speed Press, 1996), p. 62.

Management Skills	Communication Skills	Research Skills	Technical Skills	Teaching Skills
administered	addressed	clarified	assembled	adapted
analyzed	arbitrated	collected	built	advised
consolidated	arranged	critiqued	calculated	clarified
coordinated	collaborated	diagnosed	computed	coached
delegated	<u>convinced</u>	evaluated	designed	communicated
developed	developed	examined	devised	coordinated
directed	drafted	extracted	engineered	developed
evaluated	edited	identified	executed	enabled
<u>improved</u>	explained	inspected	fabricated	encouraged
<u>increased</u>	formulated	interpreted	maintained	evaluated
organized	interpreted	interviewed	operated	explained
oversaw	negotiated	investigated	<u>overhauled</u>	facilitated
planned	persuaded	organized	programmed	guided
prioritized	promoted	summarized	remodeled	informed
recommended	publicized	surveyed	repaired	instructed
scheduled	recruited	systematized	solved	persuaded

The underlined words are especially good for pointing out accomplishments.

Figure 13.6 Action Verbs for Persuasive Résumés

Connectors

1. Connectors showing example.

For example
For instance
Like
Such as

2. Connectors showing addition of idea.

Also
But also
Furthermore
In addition
Moreover
Not only

3. Connectors showing condition.

If
Unless
When

4. Connectors showing contrast.

But While However Whereas
In contrast On the other hand

5. Connectors showing cause and effect or reason.

As Since For this reason
Due to Because As a result
Therefore Consequently

Instructions: Review the use of connectors
connector from the list.

Then fill in each blank with a

consequently	on the other hand
for example	since
furthermore	such as
however	whereas
moreover	

1. The multimedia revolution led by the Internet is likely to wreck your life; _____, it could one day drag the world into total confusion.
2. Academics and researchers think that the Internet is a great tool _____ it provides all types of information immediately.
3. Laser printers are very fast and quiet. _____, they are preferable to other types of printing devices.
4. Computers have had a tremendous impact on libraries. Special searching techniques help us find material on specific topics quickly. _____, the contents of a small reference library or a series of journals or books can be stored in a CD-ROM that can be borrowed.
5. The computer is a machine much like many other machines. There is, _____, one basic difference. A computer is a multi-purpose machine. _____ most machines are designed for one specific task. _____, a typewriter can only create printed documents. A computer, _____ lets you analyze data, play games, and so on.