

**ENGLISH ELECTIVE 3
(ENGLISH FOR FUTURE CAREERS)
Trimester 1/2003**

**SCHOOL OF ENGLISH
INSTITUTE OF SOCIAL TECHNOLOGY
SURANAREE UNIVERSITY OF TECHNOLOGY
NAKHON RATCHASIMA 30000
THAILAND**

THE CENTER FOR LIBRARY RESOURCES AND EDUCATIONAL MEDIA

 SURANAREE UNIVERSITY OF TECHNOLOGY

ENGLISH ELECTIVE 3 GUIDELINES

Trimester 1/2003

This course is mainly intended for the students who are interested in improving their English proficiency and preparing for their careers after graduation. Since Suranaree University of Technology follows a trimester system or 3 terms a year, the course was designed and developed for only 1 term or 12 weeks of class, that is 3 hours a week making a total of 36 hours. It consists of six units with an Appendix for both teachers and students, and three Assignments for students:

Unit One: You and Your Background

Unit Two: Understanding Job Ads

Unit Three: Writing a Resume

Unit Four: Writing a Cover Letter

Unit Five: Preparing for Job Interviews

Unit Six: Starting a Career

Appendix

Assignments

The marking schemes include:

1. Three Assignments(Samples of Resumes, Cover Letters, Interview Questions) : 15
2. Midterm Oral Interview : 10
3. VDO Session about Job Interview : 15
4. Final Exam : 60

Total: 100

Note: Students are required to observe 80 % of class attendance stipulated by the university or else they will be disqualified for the final exam.

Course Co-ordinator and Course Material Writer:

Dr. Dhirawit Pinyonattagarn

School of English (4368)

Mobile: 01 8770729

**UNIT ONE
YOU AND YOUR BACKGROUND**

OBJECTIVES

By the end of this unit, you should be able to:

- a) talk about your personal background, academic qualifications and work experience
- b) fill in the blanks through listening to samples
- c) answer questions related to your life, education, and experience.
- d) write out your qualifications and experience

ACTIVITY 1: Warming-up

a) Individually answer the following questions:

1) What is your name?

2) Where are you from?

3) What year are you in now?

4) What is your major?

5) Who is your most favorite teacher?

6) Who is your best friend?

7) When are you going to graduate?

8) What are you going to do after graduation?

9) Why did you choose to study at SUT?

b) Now take turns asking your partner these questions and write down the answers on the blanks provided below.

1) _____

2) _____

3) _____

4)

5)

6)

7)

8)

9)

ACTIVITY 2: Listening

Listen to this sample of personal background, academic qualifications, and work experience of an SUT students and fill in the blanks below.

1) What is the student's name?

2) Where does he come from?

3) How old is he?

4) When did he graduate? From where?

5) What is his major?

6) What degree did he receive from the university?

7) What are his special abilities?

8) Does he have any work experience yet?

9) What is he going to do after graduation?

ACTIVITY 3: Reading

Read the following resume of a former SUT student and answer the questions that follow.

Monthathip Thongthammachat
Suraniwet 2 Room 2228
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel.: 044-225100 ext. 5102#2228
Email: monthathip@hotmail.com

Objective:

To obtain a position in Civil Engineering where I can apply my knowledge and skills in field of my studied.

Education:

- 1996-1997 An AFS exchange student program in Australia
- 1997-1999 Phutthaisong School, Buriram, High School Diploma.
- 1999-Present Suranaree University of Technology, Nakhon Ratchasima, B. Eng. In Civil Engineering- expected graduation-August 2003.

Computer skills:

Operating systems: Window 95/95/2000/XP
Applications: Microsoft Word, Excel, & Power Point, Auto Cad V2002.

Work experience:

Extracurricular Activities:

- Member of Structure Club and Conservative Club at Suranaree University of Technology.
- Hobbies; reading, aerobics, and student activities.

Reference:

Assoc. Prof. Doc. Mongkol Jirawatcharadet
Advisor and Lecturer
School of Civil Engineering
Institute of Engineering
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel. 044-224327
Email: mongkol@ccs.sut.ac.th



UNIT THREE
WRITING A RESUME

OBJECTIVES:

By the end of this unit, you should be able to:

- a) understand different forms of a resume
- b) distinguish good resumes from bad resumes
- c) write your own resume
- d) post your resume online

ACTIVITY 1: Warming-up

Look up in your dictionary and write down the meanings or definitions of the following terms:

Resume*:

Curriculum Vitae:

Bio-data:

ACTIVITY 2: Listening

Listen to the ten characteristics of a good resume and write them down on the space provided below. You will hear it twice.

1 _____

2 _____

3 _____

4 _____

5 _____

*The term 'resume' is also called 'bio-data', and 'curriculum vitae(CV)'.

6 _____

7 _____

8 _____

9 _____

10 _____

ACTIVITY 3: Reading

Read the following top ten reasons why employers reject resumes/job applications and number them from the most important to the least important reasons. Compare it with your teacher.

Top ten reasons:

- _____ The presentation is of a low standard.
- _____ The content does not comply with requests.
- _____ The application is not tailored to the job in question.
- _____ The position is no longer available
- _____ The applicant does not have relevant qualifications or experience
- _____ The applicant does not have the right attitude.
- _____ The resume makes outrageous claims of success.
- _____ The resume is full of discrepancies.
- _____ There is no covering letter.
- _____ The application shows some form of prejudice.

(Adapted from Berry, 1999)

ACTIVITY 4: Writing

Study the following resumes written in different formats and answer the questions below.

SASIWAPORN KLUBPRASIT
Suraniwet 3, Room. 3229
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel: (044)2251005103 ext.3229
e-mail: leksasi@yahoo.com

OBJECTIVE

To obtain a position in Polymer Engineering where I can apply my knowledge and skill in process and equipment design in rubber industry

EDUCATION

- 1995-1997 Prachinkanlayanee School, Prachinburi, High School Diploma
- 1998-2002 Suranaree University of Technology, Nakhon Ratchasima, B.Eng. in Polymer Engineering-expected graduation - December 2002

WORK EXPERIENCE

- 2001 Suranaree University of Technology, Nakhon Ratchasima, greeting visitors and presenting polymer processing at the special event on SUTTECH
- 2002 Pacific Rubber Co., Ltd., Chonburi, a Oc-operative program

EXTRACURRICULAR ACTIVITIES

- 2000 Bangkok, crossword contestant, univesity representative, 28th Crossword Contest Thailand
- 1999 Member of Aids Club at Suranaree University of Technology
- 1998-2002 Vice-chairman of Crossword Club at Suranaree University of Technology

REFERENCES

Dr.Yupaporn Ruxsakulpiwut
Advisor and Lecture
School of Polymer Engineering
Institute of Engineering
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel: (044) 224433

Mr.Pairat Ritprasert
Co-op coordinator
The Office of Cooperative
Education and Career Development
Suranaree University of Technology
Nakhon Ratchasima 30000
Tel: (044) 224824

JIMI JAMES

123 Drive ♦ New York, New York 12345 ♦ (888) 277-5550

PROFESSIONAL SUMMARY

A seasoned professional with practical experience in and solid understanding of a diverse range of business management applications, including market analysis, sales and marketing, team-building, and quality assurance. Demonstrated ability to select, train and retain self-motivated, customer-oriented employees. High-caliber presentation, negotiation and closing skills.

CAREER EXPERIENCE

THE FURNITURE COMPANY, New York, New York 1995 - Present

V.P. Sales

Originated the company, transforming an idea into a successful import and sales company. Coordinate marketing, importing, warehousing and sales of futon frames and wood products from Indonesia to wholesale customers throughout the U.S.

- Created an innovative product design that allowed one customer to go from an average to major player in the industry.
- Through successfully marketing the products, both in person and over the phone, sold on average \$75,000 of products on monthly basis.
- With a history of production management took customer ideas and designed products that would meet the specifications for successful rollout with the factory in Indonesia.
- Starting with zero customers, built the customer base to 40 clients by developing a strong rapport with potential customers, finding their particular needs and matching their needs with specific products.

THE COMPANY, Detroit, Michigan 1993 - 1995

Sales Representative

Recruited specifically to help turnaround a beleaguered company. Successfully sold food-processing equipment, rack systems, and material handling equipment to production facilities throughout the Northwest.

- Served as a commissioned sales representative with weekly sales of \$7500 that was achieved by developing strong customer rapport, identifying opportunities and selling products from inventory.
- Researched market competition and their prices to stay ahead of the key players in the marketplace.
- Identified small companies that other competitors were overlooking; providing an increase in sales by servicing a previously under served market niche.

GOODFOODS, INCORPORATED, Portland, Oregon 1977 - 1993

V.P. Production Control

Hands-on business manager with experience in a full range of operations including strategic and tactical business planning, finance, human resources, customer service, purchasing and inventory management. Excellent financial skills for effective forecasting, budgeting and negotiations.

- Set up production daily for a 200-employee production, warehouse, and shipping facility that enabled all production targets to meet corporate standards.
- Coordinated purchase and receipt of raw materials and packaging materials for weekly production valued at over \$450,000.
- Biggest challenge was to meet orders when raw materials were bad
- Implemented procedures and controls to ensure products met United States Department of Commerce compliance - including the onsite inspector.
- Through changing and redesigning production equipment increased production 20% per year.
- Aggressively expanded production in the facility from one shift and 100,000 pounds of product to a 24-hour operation processing in excess of 300,000 pounds.

EDUCATION

BACHELOR OF ARTS IN SOCIAL SCIENCES

University of Nevada

Computer Skills: Excel, Lotus, Word Perfect, and Macintosh Software.

1977

Las Vegas, Nevada

REFERENCES PROVIDED UPON REQUEST

UNIT TWO
UNDERSTANDING JOB ADS

OBJECTIVES

By the end of this unit, you should be able to:

- a) search for needed jobs
- b) understand job ads
- c) choose appropriate job ads

ACTIVITY 1: Warming-up

Answer the following questions:

1) What is your highest qualification?

2) What type of jobs are you looking for?

3) What position are you expecting to get?

4) What salary do you want

5) What type of company do you want to work for

ACTIVITY 2: Listening

Listen to the following job ad of one company and answer the questions that follow.

1) What kind of job is being advertised?

2) What position is vacant?

3) What qualifications are the company looking for?

4) What is the required age range?

5) What sex is the company preferred?

6) Is previous experience preferable?

7) What salary is being offered?

8) What allowances are provided?

9) What is the deadline for the application submission?

ACTIVITY 3: Reading

Go through these job ads and choose the one which is most suitable to you.

a)

We are a leading Thai company that specializes in supply and service of raw materials and equipments in ferrous and non-ferrous industry. We are seeking individuals to take on the following positions:

Engineer 2 Positions
Technician 1 Position

- Thai male, Bachelor's degree in Mechanical Engineering or Production Engineering or Industrial Engineering or Electrical Engineering (Power) for Engineer position
- High vocational or higher in Mechanical Engineering for Technician position
- Experience in manufacturing background or foundry is an advantage

Sales Engineer

- Thai national, Bachelor's degree in Metallurgy
- Able to drive and own car will be an advantage
- Fluent in English/IT knowledge

Correspondent Officer

- To handle correspondence with our foreign customers/suppliers
- Fast learner and well-organized communicator
- Bachelor's degree in Business Administration or related field
- Fluent in English/IT knowledge is a must
- Overseas purchasing experience including import documentation is an advantage

Junior Officer

- Female, Thai national
- Bachelor's degree in Business Administration or related field
- Good command of English is a must
- Computer literate with excellent skills in Microsoft Office, Powerpoint

Please send resume with full details of education, work experience, photo, current and expected salary to:

Pine-Pacific Corporation Limited
150 Moo 6, Bangna-Trad k.m. 29, Bang Bo, Samut Prakarn 10560
or e-mail to pine@pinepacific.com

PINE-PACIFIC

b)

CHANEL

The world renowned house of fashion and beauty, established in Paris, is urgently seeking motivated and dynamic individual to assume responsibility for the following position in Thailand.

IT Coordinator

Responsibilities:

- Plan, assign and schedule the company IT operation with business departments and provide OA support services to end users including POS, Palm POS, ACCPAC systems
- Local administrator/coordinator for the LAN/WAN and Lotus Notes and Email system and providing day-to-day MAC services to all users. Act as local site contact with service providers and interface to Regional IT office for all end users
- Coordinate with Regional IT office and assist in the rollout and implementation of IT projects, upgrades and coordinate with all relevant parties

Qualifications:

- Diploma/Degree in Computer Science or related fields
- Minimum 5 years of IT experience preferred in retail sales operations
- Experiences with POS, Palm POS and ACCPAC systems together with experience in providing the office automation support services
- Able to work independently with analytical thinking, problem solving, and good interpersonal and communication skills
- Good command of both written and spoken English

Please send your application together with a resume of career to date, present and expected salary and a recent photograph to the address below. All applications will be treated in strict confidence.

HR & Adm Manager
Chanel (Thailand) Limited
Level 34 Abdulrahim Place, 990 Rama IV Road,
Sliom, Bangkok, 10500 Tel: 02-636-2300
E-mail: yprasitit@chanel-corp.com

c)



Neuman & Esser South East Asia Co., Ltd.
 NEA Group - German company which is promoted by BOI for engineering, manufacturing & service of compressor plants for gas and process application with a strong presence in the Asia-Pacific region. Now we are looking for high caliber persons to join with us

Engineering Manager

Purchasing & BOI Handling

Responsibilities:

- Project management & contract handling of engineered compressor plants
- Managing and supervising the overall engineering activities
- Calculation of pressure vessels, heat exchangers and gas piping systems
- Preparing of specification for procurement of main items
- Responsible for project schedule and cost performance

Qualifications:

- Graduated in Mechanical Engineering
- Experience in piping, pressure vessels and plant layout

Report to: MD

Instrumentation Engineer

Responsibilities:

- Instrumentation engineering, development of control philosophy and instrument design basis
- Establish control panel and PLC system specifications and requirements
- Preparing project documentation such as instrument lists, logic diagrams
- Budget and cost controlling
- Experience in rotating electrical machines is desirable

Qualifications:

- Graduated in Electrical Engineering
- A minimum of three years experience

Report to: Engineering Manager

Service Engineer

The position will be based in Rayong and would be responsible for South East Asia.

Responsibilities:

- Service reciprocating compressors and pumps
- Commissioning and start up

Qualifications:

- Diploma or Bachelor/Master's Degree in Mechanical Engineering
- Age 30 to 40 years
- Good command of written and spoken English
- Good presentation and communication skills
- Initiative, pro-active and flexible

We are pleased to offer an attractive salary remuneration package and other fringe benefits commensurate with qualifications and work experiences to the successful candidate. Interested persons, please send your application together with resume, expected salary and current photo to:


Neuman & Esser South East Asia Ltd.
 178/1 Moo 7, Tambol Phe, Amphur Muang, Rayong 21160 or E-mail: controlling@nea-asia.net
 Tel. (038) 652-538-9 www.neuman-esser.de


d)


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คุณมี **RESUME** แล้วหรือยัง?
 เครื่องมือสมัครงานที่บอกความเป็นตัวคุณได้ดีที่สุด


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New bachelor's and master's graduated in all fields

Qualified applicants should possess a minimum bachelor's degree, age of 21-28, a few years of experience in specialty functions as advertised

English literacy, well-groomed and outgoing personality

salary ranged from BAHT 15,000-35,000.-

Place
Time
Valid
Call

Qualifiles 7th Floor, President Tower Ploenchit Road, Bangkok
 Mon - Fri 08.30a.m. - 05.30p.m.
 through 30th April 2003
 Qualifiles 0-2656-0890 for more details and information
 e-mail address: career@qualifiles.com

WALK-IN สมัครงานให้ทีมงานที่ Qualifiles วันนี้ ทำ VCD RESUME ฟรี !!! โดยไม่ต้องเสียค่าใช้จ่าย

(7)

Barbara Johnson

213 Juniper Boulevard • Montgomery, AL 36107 • (205) 521-0154 • barbiej@aol.com

A highly talented and accomplished Construction Management professional with skills and experience in Project Management and Site Development

SUMMARY OF QUALIFICATIONS

- Over 13 years' Project and Team Management experience in Construction industry.
- Highly adept at directing multiple construction and site development projects.
- Able to work well with clients, to resolve issues, perform planning, and ensure satisfaction.
- Knowledgeable in working with, and managing, teams and sub-contractors.
- Familiar with budget management, all phases of construction, cost monitoring, and scheduling.
- Excellent communication and motivation skills. Strong management and interpersonal skills.

PROFESSIONAL EXPERIENCE

M.N. Lionel Ltd., Richmond, OR

1997 - 2001

Project Manager

- Directed all phases of home construction for production luxury home building company.
- Oversaw plan selection, site development, home placement, and scheduling.
- Managed individual budgets as high as \$300 thousand, and community budgets up to \$6 million.
- Monitored construction sites, ensuring compliance with specifications, codes, and laws.
- Reviewed costs and purchases to maintain constant cost control.
- Hired and supervised contractors and vendors. Carried out purchasing.
- Worked closely with customers and home owners regarding specifications and issues.
- Directed work on custom home for placement in local 2000 Parade of Homes.

Joseph Brothers Contracting, Vancouver, WA

1996 - 1997

General Manager

- Spearheaded daily operations of high volume commercial and residential new floor coverings company.
- Increased sales volume by 70% during one-year period.
- Carried out all project and team scheduling.
- Conducted client site inspections and prepared estimates.
- Supervised installation technicians and administrative staff.
- Managed all product and supply purchasing activities.

M and O, Inc., Vancouver, WA

1992 - 1996

New Construction Superintendent

- Oversaw all phases of construction, from groundbreaking to completion.
- Managed construction of multiple subdivisions and light commercial buildings.
- Coordinated all project activities, including sub-contractors and vendors.
- Monitored work at over 20 units simultaneously to ensure highest quality standards met at all times, as well as all pertinent codes and regulations.

ADDITIONAL EXPERIENCE

Production Manager, Aqua Gem Farms, Corralitos, CA, 1988 - 1992

General Carpenter, Carpenters Union Local 1280, Mountain View, CA, 1982 - 1988

Operations Specialist, United States Navy, 1979 - 1982

EDUCATION AND TRAINING

CUPERTINO COLLEGE, Cupertino, CA
Coursework in General Business

1st Aid Certificate

COMPUTER SKILLS

Windows 95/98, Word, Excel, Internet

References available upon request

Questions:

1. What are the main components of each resume?
2. Which one is most suitable to you? Why?
3. Write up your resume using the type that is most appropriate to you.
4. Go and search www.nationmultimedia.com, www.bangkokpost.com, or other international websites, then post your resume online to advertise yourself for job applications.

Suggested readings:

Berry, Sarah. 1999. Write a perfect CV finding a job in a weekend. London: Ward Lock.

www.resumes.com

CHAPTER FOUR

WRITING A COVER LETTER

OBJECTIVES

By the end of this unit, you should be able to:

- 1) Understand different types of a cover letter
- 2) Know how to avoid pitfalls in writing a cover letter
- 3) Write an impressive cover letter

ACTIVITY 1: Warming-up

With your partner, discuss the following questions.

1. What is a cover letter?
2. What are the major parts of a cover letter?
3. What information should be included in a cover letter?
4. Why is a cover letter important in applying for a job?
5. What are the purposes of a cover letter?

ACTIVITY 2: Listening

Listen to the following passage and fill in the blank below.

Most cover letters fail because they don't empower the employer. In other words, they don't add anything more to the application-and sometimes they even destroy the message of a resume itself. This may be because the letter is:

A weak letter, which states only that _____ is enclosed, rather than reconfirming your area of expertise. This type of letter gives the power back to the employer: the power to say yes or no to your _____. Unfortunately, most cover letters fall into the weak category.

An arrogant letter, which will put off employers. Perhaps, it _____ or even states why the employer should take on the applicant, or explain how the company should run its business. Try to avoid this _____, as it normally makes the employer aggressive towards you.

A humorous letter, which will normally misfire. The joke will _____ certainly be on you, and your letter may be passed around the company as a source of amusement. Save you _____ for the times when you are face to face with the recipient. You can then judge the response and modify your approach accordingly.

A creative letter, which has its place only in the PR, advertising and marketing _____. Here almost anything goes and a letter of this kind will be appreciated, _____ going over the top of the employer's head.

(Adapted from Berry, 1999)

ACTIVITY 3: Reading

Study these 3 samples of a cover letter written by the former SUT students, Class 3/2002, plus 2 samples taken from www.resumes.com, and then answer the questions that follow.

a.

YUPARAT LIMMONGKON

Cellular phone: 01-0448307
E-mail: yusut16@hotmail.com

100 Moo 1, Wangsaipoon
Sub-District, Pichit Province 66180
THAILAND

July 15, 2002

Human Resources Manager
Seiko P&C (THAILAND) Co., Ltd.
104 Moo 18 Nava Nakorn Industrial Esta
Ayuthaya 13000 -

Dear Sir/Madam,

With my degree in Occupational Health and Safety and my ability to get along with people, I am confident, that I am suitable for this job.

Now I am a fourth student, majoring in Occupational Health and Safety at Suranaree University of Technology in Nakhon Ratchasima. I am expecting a degree in May 2003. My grade point average is 3.57 on a 4.00 scale. My English is quite good and I have good computer skills. My area of interest is administration and management safety. I have taken Windows 95 course, so I believe I can use Microsoft office very well. During my studies at Suranaree University of Technology, I have many extracurricular activities. For examples, I was a dormitory committee in Suraniwet 3 and I was lecturer assistant in " Training Study Skills in University ". I think this experience is important for me to work better in the position.

I would appreciate the opportunity to further explore opportunities with Seiko P&C (THAILAND) Co., Ltd. I am looking forward to having a personal interview with you. I can be contacted at 01-0448307 at all time. Thank you for your consideration.

Yours faithfully,

(Miss Yuparat Limmongkon)

b.

Suraniwet 2 Dormitory Room 2228
Suranaree University of Technology
111 University Avenue
Suranaree Sub district, Muang
Nakhon Ratchasima 30000

July 14, 2002

The Personnel Manager
PTC Phutthaisong Co., Ltd.
184 Moo 1 Ban Mafuang
Phuttahisong Sub district
Buriram 31120

Dear Sir or Madam:

I wish to apply for the position of Civil Engineer advertised in the July 8, 2002 issue of the Nation. I will receive a degree in Civil Engineering soon.

I am a fourth year student, majoring in Civil Engineering at Suranaree University of Technology in Nakhon Ratchasima. I am expecting a B. Eng. in August 2003. My ability to communicate well in English, I am confident I am well qualified and should be considered for this position. The attached transcript and resume provide further information on my education background.

You will understand that I have no experience of working as a Civil Engineer representative, but I would like to work with an established firm like yours. Should I be given this opportunity I am confident of being to turn my knowledge and skills for good use.

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 reach me at 044-225100 Room 2228 between 8 a.m. and 6 p.m. Monday through Friday.

Yours Sincerely,



(Miss Monthathip Thongthammachat)

c.

111 University Avenue
Suranaree Sub district, Muang
Nakhon Ratchasima 30000

July 13, 2002

Personal Manager
Unocal Thailand, Ltd.
Tower III East, SCB Park Plaza
19 Ratchadapisek Road
Chatuchak, Bangkok 10900
Tel: 0-2545-5287

Re: Assistant Engineer position

Dear Personal Manager:

I would like to apply for the position of assistant engineer advertised on board of Cooperative Education & Career Development Project on trimester 2/2002. Thus, I would like to take this opportunity to present my qualifications to you.

Currently, I am a fourth year student in Suranaree University of Technology in Nakhon Ratchasima, majoring in Chemical Engineering. I am expecting a B.Eng. in May 2003. My grade point average is 2.86 on a 4.00 scale. I have learned the chemical engineering subjects such as Chem.Eng. Reaction, Transport Phenomena, Unit Operations and Chem.Eng. Laboratory. Further, in this term (1/2002), I am studying Business Laws and Industrial Laws. My English is quite good, and I have good computer skills. Further, I am motivated, personable, and energetic, and I am confident that my abilities could be of benefit to your company. The attached transcript and resume provide further information on my educational background and my personal background.

I would appreciate the opportunity to discuss my qualifications for the position of chemical engineer. I am looking forward to having a personal interview with you. Thank you for your time and consideration.

Sincerely yours,

Methee Nimpanomprasert

Enclosure: Resume

Amy Schoenfeld

15 Avalon Drive ■ Brooklyn, NY 55555 ■ 555-555-5555 ■ amyschoenf@somedomain.com

August 17, 1999

David Campbell
Group Director
Telcom Action Co.
1515 Main Street,
San Jose, CA 22222

Dear Mr. Campbell:

Are you searching for a telecommunications manager with expertise in project management and team leadership? I specialize in creating and implementing high-performance strategies that directly impact growth and profitability of large telecommunications companies. In addition to my knowledge of business processes, I also offer proficiency in telecom software development and cutting-edge technologies. Although I enjoy a successful career with A Major Consulting Company, I am relocating to the San Jose area and would be interested in opportunities with your firm.

My background includes extensive experience with the local exchange market in the northeast U.S., one of the most advanced regulatory regions in the country. Currently, I serve as manager for A Major Consulting Company's Telecommunications Industry Division. Briefly, some of my accomplishments include:

- Prepared a regional bell operating company for entry into the state's long distance market by instituting rigorous testing system that identified/repaired over 250 system defects.
- Implemented a customized end-to-end testing process and Access database that will be adopted across a number of localities.
- Developed a tool to track and forecast price, quantity, and revenue, which enables client to monitor business performance and decrease time dedicated to tracking activities.
- Contributed to the successful completion of all assignments on time and within budget.

My business acumen, technical expertise, and leadership capabilities have contributed to a number of successful telecom projects. The enclosed resume outlines my credentials and accomplishments in greater detail.

Please note that I will be in the San Jose area Monday, September 20 through Friday, September 24, and hope that we can meet during that week. I will try to reach you in the next couple of days to arrange a mutually convenient meeting.

Sincerely,

Amy Schoenfeld

Enclosure

(20)

4(b)

Letter6.gif (715x921x64 gif)

JOSEPH R. CONRAD

Phone: (555) 555-5555
E-mail: fhertzberg@msn.com

555 Westminster Road
Brooklyn, New York 55555

May 29, XXXX

Anne Sunners
Director/Counselor for Students with Disabilities
Office of Academic Advising and Student Services
5555 University of Omaha
Omaha, NE 55555

Dear Ms. Sunners:

It was a pleasure speaking with you regarding employment opportunities at the University of Omaha. As we discussed, I am interested in providing Orientation and Mobility (O&M) or liaison services to students with disabilities. Please consider my qualifications if a suitable opening becomes available. I have enclosed several copies of my résumé, so feel free to give them to colleagues who may be interested.

Throughout my professional career, I have learned that the availability of Orientation and Mobility services can mean the difference between success or failure for students with disabilities. It often determines whether a student travels safely to and from school or work. I have dedicated my career to giving students the opportunity for success through Orientation and Mobility and Gross Motor training. Consider the following:

- 20 years of progressive experience in the field of Orientation and Mobility.
- Published writer and speaker on Orientation and Mobility topics.
- Lifelong commitment to helping individuals with physical challenges and multiple disabilities.
- Rapid and thorough assessment of Orientation and Mobility needs and development of plans to help students achieve their goals.

At this point in my career, I am exploring new professional challenges at college campuses. I am eager to relocate for the right opportunity. Since the University of Omaha has approximately 500 registered students with disabilities, I am confident that my professional services would be beneficial to the students.

If you are interested in a results-oriented and dedicated professional with strong credentials, please call me at (555) 555-5555. I am available for a telephone interview or an in-person meeting at your convenience. Thanks again for your time and assistance.

Sincerely yours,

Joseph R. Conrad

Enclosures

(19)

4(a)

Questions:

1 What are the main components of each cover letter?

2 Are they different? In what way?

3 Which one is most suitable to you? Why?

ACTIVITY 4: Writing your own cover letter.

Now, write up your own cover letter in response to one of the following job ads.

a.

MLE META LANGUAGE ENGINEERING LTD.
Opportunities exist to join a world leading multilingual documentation solution provider in our Bangkok office. For more information about our company, please refer to our web site www.metalang.com

TRANSLATORS

- ▷ Full time / part-time / casual
- ▷ Excellent English translation skills / Detail orientation
- ▷ Engineering / Technical translation background preferable
- ▷ Computer and Internet literate / Good typing skill
- ▷ Willing to learn computerized translation technique
- ▷ Excellent Working Conditions

Submit your application with a resume, salary required and a recent photo to:
META LANGUAGE ENGINEERING (THAILAND) LTD.
889 Thai CC Tower, 32rd Floor, Room No. 320, South Sathorn Road, Yannawa,
Sathorn, Bangkok 10120. Tel. 026739646-8 Fax. 026739649

The Nation
March 10, 2003

UGENTLY REQUIRED

Marketing Executive

- Male / Female age 25 year over
- Bachelor or Master degree in Business Administration or related field
- Having at least 3 years experience , IT business would be an advantage
- Analytical skill and Interpersonal skill is a must
- Ability in English language communication & computer literate

Creative Designer

- Male / Female age 25 year over
- Bachelor degree in Graphic Design or related field
- Having at least 2 years experience
- Having creative thinking and good responsibility
- Proficiency in Photoshop, Illustrator, Page Maker, HTML

Network Engineer

- Male / Female age 25 year over
- Bachelor or Master degree in Computer Engineering or related field
- Having at least 2 year experience in Management and Designing Network System
- Proficiency in English language communication & computer literate

Accounting Executive

- Male / Female age 25-35 year
- Bachelor or Master degree in Accounting or related field
- Experienced in accounting at least for 3 - 5 year
- Proficiency in Accounting program
- Available to make accounting report to executive
- Understand and familiar with budgeting system.
- Able to set up / maintain controlling systems related to accounting synergy
- Organized , energetic , initiative , independent and hard working

Sales Executive

- Male / Female age 25 year over
- Bachelor degree in Business Administration, Engineering or related field
- At least 2 year of working experience in sales
- Ability in English language communication & computer literate
- Target-oriented with strong interpersonal and communication skills.

Excellent salary level and benefits will be offered, depending on qualifications and experience. All applications and resumes (in written English) will be treated in strictest confidence. Please send to:

CLASSIFIED NO. 4802
P.O. BOX. 57 BANGNA BANGKOK 10260

b.

c.

↑ The Nation ↓
April 30, 2003



MPO ASIA Co., Ltd., a BOI-promoted company, is the Asian subsidiary of the MPO Group, the leading independent CD and DVD manufacturing group of the world. MPO ASIA Co., Ltd. is ISO 9001:2000 Certified and has offices in Bangkok, Singapore, Japan, Sydney and its factory in Chachoengsao, (2 Kms. from Motor Way) Thailand. To continue our impressive growth, we are seeking to recruit high caliber individual for the following positions:

- 1. Engineer** **2 positions**
 - Male, Bachelor's degree in IE, ME or EE
 - Experience at least 2 years
- 2. Production Supervisor** **2 positions**
 - Male or Female, Bachelor's degree in ME. or IE
 - Experience at least 2 years in assembly line and packaging business
 - Can work on Day/Night shift
- 3. Packaging Leader** **2 positions**
 - Female, age not over 30 years, Bachelor's degree in any field
 - Experience at least 5 years in stock control or store
- 4. Customer Service Officer** **1 position**
 - Male or Female, experience at least 3 years
 - Most be excellent in spoken and written Japanese language

All Positions: - Good command of English language is a must.
- Good knowledge of Word, Excel, Outlook

All Positions are based at our factory in Chachoengsao. Attractive salary and benefit will be offered to the selected candidates. Please send full resume, photo, expected salary and indicating the job title on the envelope to:

Personnel & Admin. Section: **MPO ASIA Co., Ltd.**
231/9 Bangkok Cable Bldg. 2, Salasin Rd., Lumpinee, Pathumwan, Bangkok 10330
Tel: (02) 6519155-8, (038) 577134, 577340 ext. 177, 179
Fax: (038) 577421 Internet: <http://www.mposala.com> E-mail: umporn@mposasia.com

We are The High Tech Company with A Human Touch!

Foster Wheeler is one of the world's largest International Contractors working in the Refinery, Petrochemical, Process industries and Power sectors. We are very active in the Asia-Pacific region from our state-of-the-art operations in Sriracha, Thailand. Foster Wheeler is continuing to expand its operations in Thailand and the region. To assist us in this growth, we wish to recruit **Thai Nationals** who are enthusiastic, self-motivated individuals interested in a long-term career with **Foster Wheeler** as:

d.

**THERMAL DESIGN ENGINEERS
GRADUATE CHEMICAL ENGINEERS**

Experience in:

- Calculation of shell & tube and air cooler thermal designs,
- Preparation of Requisitions for heat exchangers,
- Use of HTRI or HTFS software would be an advantage.

Qualifications Required:

- > Thai Nationality
- > Bachelor's and /or Master's Degree in Chemical Engineering
- > Excellent command of Thai and English, both spoken and written
- > Good interpersonal, communications and organisational skills
- > Computer literate.

**SENIOR PROCESS ENGINEER
PROCESS DESIGN ENGINEERS
GRADUATE CHEMICAL ENGINEERS**

Experience in:

- Preparation of PFD's and P&ID's,
- Process calculations/specifications for pumps, heat exchangers, instruments, relief systems, etc.
- Participation in HAZOP and other engineering review,
- Process design experience ideally gained at an engineering contractor or refinery of petrochemical company,
- Use of process simulation software would be an advantage.

Foster Wheeler offers an attractive salary, fringe benefits, including a yearly bonus, life & medical insurance and provident fund. Assignments to other Foster Wheeler office worldwide are a possibility.

Interested candidates should send their recent photograph, resume of qualifications, experience and expected salary to:



The Human Resources Manager
FOSTER WHEELER INTERNATIONAL CORPORATION (THAILAND BRANCH)
 217 Moo 12, Sukhapiban 8 Road, Tungsookhla, Sriracha, Chonburi 20230
 Tel: 0-3835 2200, 0-3876 8400, Fax 0-3835 2226, 0-3835 2444
 E-mail: Supsomboon_P@fwuk.fwc.com Website: www.fwc.com

The Nation April 30, 2003

ACTIVITY 5: Sending out your resume and cover letter.

Finally, put your resume and cover letter in the envelope that is properly addressed to the company you want to work for. Give it to your teacher for evaluation first.

Suggested Readings:

Beatty, Richard H. 1996. *175 High-Impact Cover Letters*. Pennsylvania: John Wiley & Sons.

www.careers.com

CHAPTER FIVE

PREPARING FOR JOB INTERVIEWS

OBJECTIVES

By the end of this unit, you should be able to:

- 1) understand different types of job interviews
- 2) learn about questions often asked in the interviews
- 3) prepare answers for the anticipated questions
- 4) appear for the interview with full confidence

ACTIVITY 1: Warming-up

Try to brainstorm the answers and briefly discuss with your partner about these questions:

- a) What is the interview?
- b) How is it being conducted?
- c) Who is the interviewer?
- d) What will be interviewed?
- e) How can I prepare for the interview?
- f) What are some of the questions often asked by the interviewer?

ACTIVITY 2: Listening

Listen to these common aspects of interviewing and answer questions that follow.

Script provided at the end of the Chapter. You can look at it after you have answered these questions.

Questions:

- a) What are job interviews all about?
- b) Why are job interviews so important?
- c) What are the common aspects of job interviews?

ACTIVITY 3: Reading

Read this article and answer questions that follow.

Types of Job Interviews

By Randall S. Hansen, Ph.D.

Types of Interviewing:

The two styles of interviewing used by companies today are *the traditional job interview* and *the behavioral interview*.

1. *The traditional job interview* uses broad-based questions such as, "why do you want to work for this company," and "tell me about your strengths and weaknesses." Interviewing

success or failure are more often based on the ability of the job-seeker to communicate than on the truthfulness or content of their answers. Employers are looking for the answer to three questions: does the job-seeker have the skills and abilities to perform the job; does the job-seeker possess the enthusiasm and work ethic that the employer expects; and will the job-seeker be a team player and fit into the organization.

2. ***The behavioral job interview*** is based on the theory that past performance is the best indicator of future behavior, and uses questions that probe specific past behaviors, such as: "tell me about a time where you confronted an unexpected problem," "tell me about an experience when you failed to achieve a goal," and "give me a specific example of a time when you managed several projects at once." Job-seekers need to prepare for these interviews by recalling scenarios that fit the various types of behavioral interviewing questions. Expect interviewers to have several follow-up questions and probe for details that explore all aspects of a given situation or experience. Recent college grads with little work experience should focus on class projects and group situations that might lend themselves to these types of questions. Hobbies and volunteer work also might provide examples you could use. Job-seekers should frame their answers based on a four-part outline: (1) describe the situation, (2) discuss the actions you took, (3) relate the outcomes, and (4) specify what you learned from it. Read more in these related sections:
 - a. *Behavioral Interviewing Strategies*
 - b. *Sample Behavioral Interview Questions*
 - c. *STAR Interviewing Technique for Behavioral Interviews*

Don't forget to check out our [*Interviewing Do's and Don'ts*](#) -- or for even more tips and suggestions about interviewing, go to our [*Job Interviewing Tutorial*](#).

Finally, test your knowledge by taking our [*Job Interviewing Quiz*](#).

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our [*Job-Seeker's Glossary of Job-Hunting Terms*](#).

*Dr. Randall Hansen is currently Webmaster of [*Quintessential Careers*](#), as well as publisher of its electronic newsletter, [*QuintZine*](#). He writes a biweekly career advice column under the name, [*The Career Doctor*](#). He is also a tenured, associate professor of marketing in the School of Business Administration at Stetson University in DeLand, Florida. He is a published career expert -- and has been for the last ten years. He is co-author, with Katharine Hansen, of [*Dynamic Cover Letters*](#). And he has been an employer and consultant dealing with hiring and firing decisions for the past fifteen years. He can be reached at [*randall@quintcareers.com*](mailto:randall@quintcareers.com).*

Questions:

- a) How many types of job interviews are there?
- b) What do they do in the traditional job interview?
- c) What do they do in the behavioral job interview?
- d) Describe the four-part outline that job seekers should follow when they frame their answers for the behavioral job interview.
- e) According to the author, how can you test your knowledge?

UNIT 6 STARTING A CAREER

OBJECTIVES

By the end of this unit, students should be able to:

- a) understand the world of work
- b) understand the organizational structure of the company
- c) introduce himself/herself to other colleagues in the office
- d) learn how to adjust himself/herself and work in the new office
- e) talk and write about daily matters in the office

Activity 1: Warming –up

a) Individually answer the following questions.

- 1) What does “work” mean to you?
- 1) What kind of company do you want to work for?
- 2) What do you want to know about your new company?
- 3) What working conditions do you expect to have in your prospective company?
- 4) What kind of colleagues do you want to have?
- 5) What kind of boss do you want to work with?

b) In pair or in group, study this poem by Kahlil Gibran and explain in verse what you understand by it.

*Work is love made visible
And if you cannot work with love but only
with distastes, it is better than you should leave
your work and sit at the gate of the temple and
take arms of those who work with joy.
For if you bake bread with indifference, you
Bake a bitter bread that feeds but half man’s hunger.*

(Taken from Bruce Shertzer, 1976, p. 169)

Activity 2: Listening

Listen to the tape about the meaning of work and answer the questions that follow.

Questions:

- 1) What is one dictionary definition of work?

ACTIVITY 4: Writing

a) Read the following questions and try to answer them in writing as much as you can.

Traditional Employment Interview Questions

Here is a list of sample interview questions job-seekers can expect, especially at first, more traditional interviews. Prepare answers to these questions, but don't memorize your answers so that you come off sounding like a robot; in other words, be prepared for these questions and have an outline or script ready, but don't worry about remembering your answers word-for-word.

Looking for some sample excellent answers to traditional interview questions? Then go to our [Job Interview Questions Database](#), where we have traditional, behavioral, and mixed interview questions for both experienced job-seekers and college students and recent grads.

Traditional Job Interview Questions

- 1 ● How would you describe yourself?
- 2 ● Why did you leave your last job?
- 3 ● What are your long range and short range goals and objectives?
- 4 ● What specific goals other than those related to your occupation, have you established for yourself for the next ten years?
- 5 ● What do you see yourself doing five years from now? Ten years from now?
- 6 ● What do you really want to do in life?
- 7 ● What are your long range career objectives?
- 8 ● How do you plan to achieve your career goals?
- 9 ● What are the most important rewards you expect in your career?
- 10 ● What do you expect to be earning in five years?
- 11 ● Why did you choose this career?
- 12 ● Can you explain this gap in your employment history?
- 13 ● How well do you work with people? Do you prefer working alone or in teams?
- 14 ● How would you evaluate your ability to deal with conflict?
- 15 ● Have you ever had difficulty with a supervisor? How did you resolve the conflict?
- 16 ● What's more important to you -- the work itself or how much you're paid for doing it.
- 17 ● What do you consider to be your greatest strengths and weaknesses?
- 18 ● How would a good friend describe you?
- 19 ● Describe the best job you've ever had.
- 20 ● Describe the best supervisor you've ever had.
- 21 ● What would your last boss say about your work performance?
- 22 ● What motivates you to go the extra mile on a project or job?
- 23 ● Why should I hire you?
- 24 ● What makes you qualified for this position?
- 25 ● What qualifications do you have that make you successful in this career?
- 26 ● How do you determine or evaluate success?
- 27 ● What do you think it takes to be successful in a company like ours?
- 28 ● In what ways do you think you can make a contribution to our company?
- 29 ● Do you have any hobbies? What do you do in your spare time?

- 30 ● Have you ever been fired or forced to resign?
- 31 ● What qualities should a successful manager possess?
- 32 ● Do you consider yourself a leader?
- 33 ● What are the attributes of a good leader?
- 34 ● Describe the workload in your current (or most recent) job.
- 35 ● Which is more important: creativity or efficiency? Why?
- 36 ● What's the most recent book you've read?
- 37 ● Describe the relationship that should exist between the supervisor and those reporting to him or her?
- 38 ● What two or three accomplishments have given you the most satisfaction? Why?
- 39 ● Describe the most rewarding experience of your career thus far.
- 40 ● If you were hiring a job-seeker for this position, what qualities would you look for?
- 41 ● Do you have plans for continued study? An advanced degree?
- 42 ● In what kind of work environment are you most comfortable?
- 43 ● How do you work under pressure?
- 44 ● Are you good at delegating tasks?
- 45 ● What's one of the hardest decisions you've ever had to make?
- 46 ● How well do you adapt to new situations?
- 47 ● Why did you decide to seek a position in this company?
- 48 ● ^{How} What can you tell us about our company?
- 49 ● What interests you about our products?
- 50 ● What do you know about our competitors?
- 51 ● What two or three things are most important to you in your job?
- 52 ● Are you seeking employment in a company of a certain size? Why?
- 53 ● What are your expectations regarding promotions and salary increases?
- 54 ● What criteria are you using to evaluate the company for which you hope to work?
- 55 ● Do you have a geographic preference? Why?
- 56 ● Are you willing to relocate?
- 57 ● Are you willing to travel for the job?
- 58 ● Why do you think you might like to live in the community in which our company is located?
- 59 ● What major problem have you encountered and how did you deal with it?
- 60 ● What have you learned from your mistakes?
- 61 ● What have you accomplished that shows your initiative and willingness to work?

(Source: www.quintcareers.com)

Sample Behavioral Interview Questions

We've pulled together a list of common behavioral-interview questions. One of the keys to success in interviewing is practice, so we encourage you to take the time to work out answers to these questions using one of the suggested methods, such as the STAR approach. Be sure not to memorize answers; the key to interviewing success is simply being prepared for the questions and having a mental outline to follow in responding to each question. For more tips, read our article, Behavioral Interviewing Strategies.

Looking for some sample excellent answers to behavioral interview questions? Then go to our [Job Interview Questions Database](#), where we have traditional, behavioral, and mixed interview questions for both experienced job-seekers and college students and recent grads.

Here is one list of sample behavioral-based interview questions:

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Please discuss an important written document you were required to complete.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult decision you've made in the last year.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when you missed an obvious solution to a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- Tell me about a time when you were forced to make an unpopular decision.
- Please tell me about a time you had to fire a friend.
- Describe a time when you set your sights too high (or too low).

(Source: www.quintcareers.com)

Activity 5: Dialogue

- a) Fill in the following dialogue about a job interview using the words given. Then take turns practicing it:

any, interested, raised, playing, utilize, daily, under, impressed, sure, workflow

Interviewer: Tell me about yourself.

Candidate: My name is Yongyut Yongdee. I was born and _____ in Korat, Thailand. I attended Suranaree University of Technology and received my Bachelor's Degree in Civil Engineering in 2002. I have had some work experience during my co-operative education program at the work place in Chon Buri. I enjoy _____ tennis in my free time and learning languages. My future plan is to work for the company of my choice and do the best I can.

Interviewer: What kind of position are you looking for?

Candidate: I'm looking for a position in which I can _____ my knowledge, skills, and experience. In other words, I would like _____ position for which I qualify.

Interviewer: Are you _____ in a full-time or part-time position?

Candidate: I am more interested in a full-time position. However, I would also consider a part-time position.

Interviewer: Can you tell me about your co-operative education experience?

Candidate: Certainly, I worked as an assistant engineer, helping my supervisor in the factory. My main job was to do a _____ report of software production and distribution and make _____ things were going right at every step of the _____.

Interviewer: What is your greatest strength?

Candidate: Well, I can work well _____ pressure. When there is a deadline, I can focus on the task at hand and structure my work schedule well. Besides, I am a trouble shooter. When there is a problem, I can solve it.

Interviewer: Good, and what is your greatest weakness?

Candidate: I am overzealous and become nervous when my co-workers are not pulling their weight. However, I am aware of this problem, and before I say anything to anyone, I ask myself why the colleague is having difficulties.

Interviewer: Why do you want to work for Seagates?

Candidate: I am _____ by the quality of Seagates products and popularity. I am sure that I will be a good staff that helps the company grows and prospers.

Interviewer: When can you begin?

Candidate: As soon as you would like me to begin.

Interviewer: OK, we will let you know the result by the end of next month. Thank you and good luck.

Candidate: Thank you. I look forward to working with you. Goodbye.

b) Briefly answer these anticipated interview questions.

a) Tell us about yourself.

b) Why are you interested in working for this company?

c) How do others, such as your friends, describe you?

d) Tell us your weakness and strength (one each).

e) What are your career goals?

Suggested readings:

www.ivillage.com

www.careers.com

ACTIVITY 5: Mock Interview

Watch the VDO to see how the interview is being conducted, then pair up and do the mock interview based on your own information (your background, education, work experience, career plan, etc.)

Script (Activity 2: Listening)

Job interviews are all about making the best matches. Both the company and the job-seeker want to determine if there is a correct fit between them. Job-seekers going on job interviews can basically expect one of two styles of interviewing. While the styles differ, there are some basic activities job-seekers need to do both before and after the interview in order to succeed.

Common Aspects of Interviewing:

1. **Preparing and Researching:** Job-seekers must spend time before the interview conducting research on the type of job, company, and industry they are interviewing. Your knowledge of these factors is critical to your success. You can find some great sources of information by visiting the relevant web sites.
2. **Anticipating Questions (and Preparing Answers):** While the types of questions differ depending on the interviewing style, job-seekers must plan and be prepared for the typical types of questions. You should not memorize answers, but script specific responses so that you will be able to remember more details when asked the question in the interview. You should also have several questions ready to ask the interviewer.
3. **Follow-Up:** It is amazing how many job-seekers skip this crucial step. You must immediately write a thank you note to each person who interviewed you. Not only is this letter part of professional etiquette, but it is often time to reinforce a concept or skill that you have and that the employer desires in the person they will be hiring.

(Adapted from Randall S. Hansen, 2002)

2) What brought change in the meanings given to work?

3) Do meanings associated with work differ widely today?

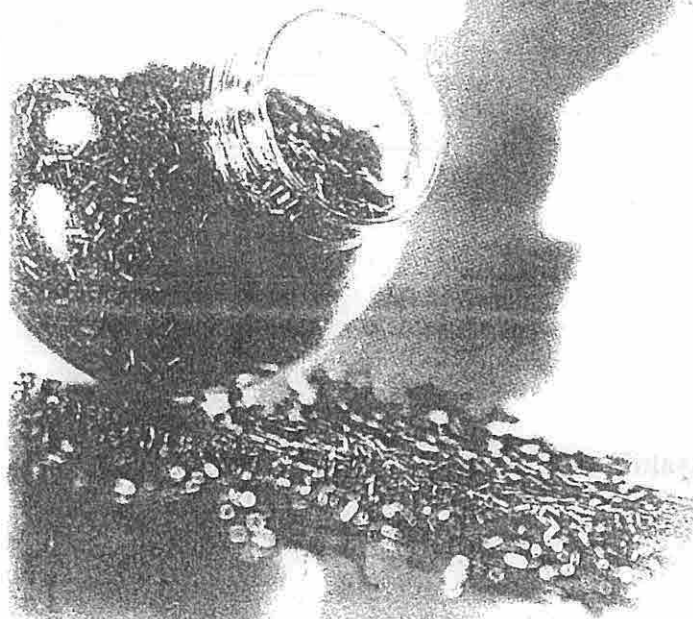
4) What is one of the viewpoints you have heard?

5) What is your definition of work?

Activity 3: Reading

a) Study the following information about AsahiKASEI Company and answer the questions that follow.

An ISO 14001 Certified



Asahikasei

Manufacturer of
Compounding and coloring of plastics

Asahikasei Plastics (Thailand) Co., Ltd.

ASAHIKASEI Company Profile

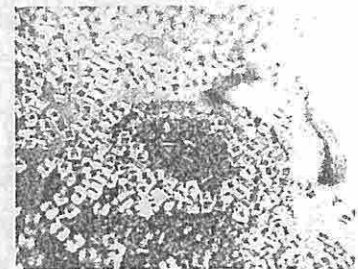
Name:	Asahikasei Plastics (Thailand) Co., Ltd (APT)
Address:	77 Moo 2, Hi-Tech Industrial Estate, Banlain, Bangpa-in, Pranakornsiyayuthaya 13160, Thailand Tel. 035-350-720 Fax. 035-350-716
Established:	February 16, 1999
BOI Approval:	March 31, 1999
Shareholders:	Asahi Kasei Corporation (100%)
Registered Capital:	Bt140 million
Plant Area:	29,500 sq. m.
Factory Area:	5,490 sq. m.
Warehouse Area:	4,285 sq. m.
Main Products:	Compounds and coloring pellets
Production Capacity:	24,000 tons/year
Employees:	140 persons

Company Policy

- To be the best compounding company with the best technology and quality
- To assure customer satisfaction
- To have a successful company and successful lives

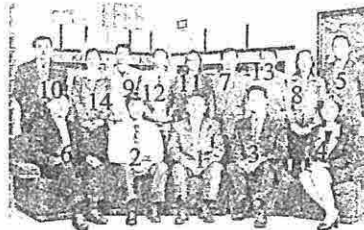
Quality Policy

1. To get customer reliability by quality
2. To continue the improvement through the better quality

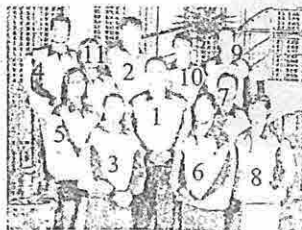


ASAHIKASEI Management Team

1. Mr Nobukata Ochiai
Managing Director
2. Mr Koji Miyamoto
Director/Marketing Department
3. Mr Yoshitaka Hori
Director/General Manager
4. Ms Yordying Doompetch
Deputy General Manager
5. Mr Norio Matsumoto
Sales Manager
6. Mr Preecha Nakakositsakul
Plant Manager
7. Mr Worawit Ongkanchana
QC & Development Manager
8. Ms Thaveeporn Saengsirikul
Accounts Manager
9. Mr Auttakarn Siaymul
Assistant Production Manager
10. Mr Awut Nittayasomboon
Assistant Sales Manager
11. Ms Nuanta Wattanakul
Assistant Sales Manager
12. Mr Waiphot Lammadate
Assistant QC & Development Manager
13. Mr Popon Rojanuwong
Assistant Maintenance & Engineering Manager
14. Ms Chotika Wichienkuar
Assistant Accounts Manager



ASAHIKASEI ISO 14001/ Steering Committee



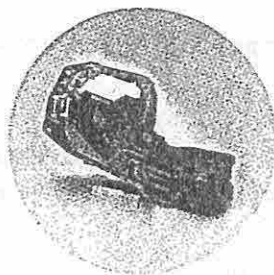
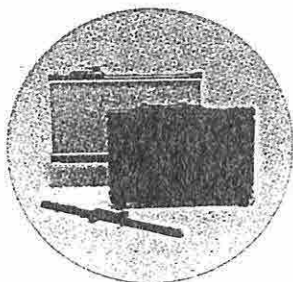
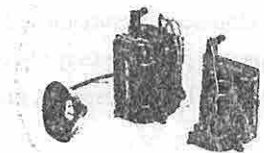
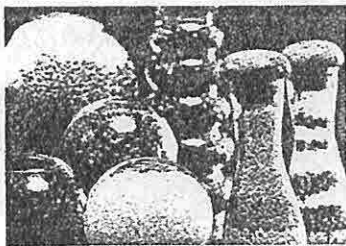
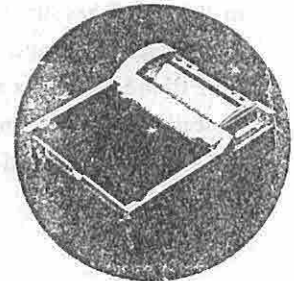
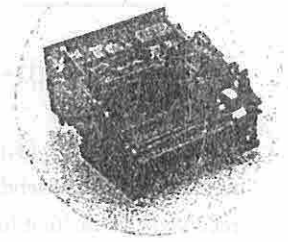
1. Mr Nobukata Ochiai
Managing Director
2. Mr Preecha Nakakositsakul
EMR
3. Ms Pirawan Khwancharoen
AEMR
4. Mr Auttakarn Siaymul
Safety & 5's Sub-Committee
5. Ms Nuanta Wattanakul
Public Relation Sub-Committee
6. Ms Chotika Wichienkuar
Resource & Energy Sub-Committee
7. Ms Savitee Imburanaprawat
Waste Management Sub-Committee
8. Ms Jularat Koksunteia
Pollution Control Sub-Committee
9. Ms Retree Tapienthong
DDC
10. Ms Piyarat Panya
Quality System Advisor
11. Ms Yordying Doompetch
Law & Regulation Advisor

Leading-edge Production, High-quality Products

Asahikasei Plastics (Thailand) Co., Ltd. (APT) is a subsidiary company of Asahi Kasei Corporation, one of Japan's leading chemical companies. APT was established in 1999, under BOI promotional privileges, as a manufacturer and seller of compounding and coloring plastics.

APT produces a variety of plastics to suit the various requirements of finished products and applications. Our plastics include engineering plastics and general-purpose thermoplastic resins for compounding and coloring. They can find applications in all industries and can be compounded with a wide variety of plastics such as polyamide 66 (Leona[®]), modified polyphenylene ether (Xyron[®]), polyacetal (Tenac[®], Tenac-C[®]), ABS (Stylac[®]), PS (A&M Styrene).

All of APT's plastics are manufactured to international quality standards, using state-of-the-art extrusion, mixing and color matching equipment. Comprehensive testing facilities are available to ensure that exact physical and chemical properties are maintained consistently in our plastics which are exported worldwide.



ASAHIKASEI Environment

Environment-friendly Operations

Asahikasei Plastics (Thailand) Co., Ltd. is fully committed to boosting levels of quality and environment friendliness in all aspects of its operations. The company successfully received certification for ISO 9002 quality management in June 2000, only a year after commencing operations.

In 2002, APT has successfully achieved the requirements of the ISO 14001 standard for environmental management. The company received official certification on 12 October 2002 from BVQI. This achievement reflects the company's strong commitment to protecting and preserving the environment, reducing or eliminating waste and pollution, and minimizing utilization of materials and energy.



Environmental Policy

Asahikasei Plastics (Thailand) Co., Ltd., is manufacturer who are compounding Plastics with qualities product to give consideration for environmental development. Ensure the reduction of environmental impact & resource usage to every step of product supply chain, including research, production and sale.

We shall implement to support and protect of environment & improve by our policy as below:

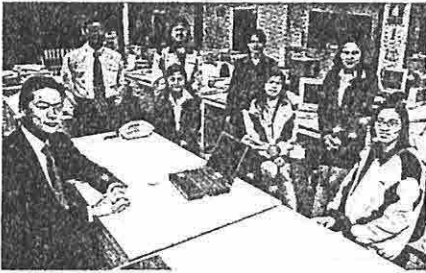
- We shall always recognize the environmental aspect of our activities, product and service, and promote the prevention of pollution and continually improve the environmental management system.
- We shall comply with the relevant environmental legislation, regulation and other environmental requirements to which we subscribe.
- We shall prevent to the violent Environmental impact.
- In the relation to the environmental aspect, we have decided to implement the following item as the environmental management priority theme
 - a) Continually reduction of scrap from product supply chain or activities of company, which will be violent environmental impact.
 - b) Continually reduction of natural resource and energy usage (e.g. Electricity, Water, Paper).
 - c) Continually reduction of general waste that will be caused of environmental impact.
- We shall promote and develop of education and instruction with environment for all of employees.



ISO 14001 Working Group

We have attempt to push on, support the activities to reach the environmental policy and review continually, and communicate its to all employees and the public.

AsahiKASEI Environment Working Members



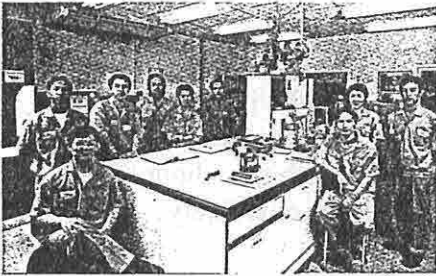
Sales Department



Administration Department/
Import & BOI Department



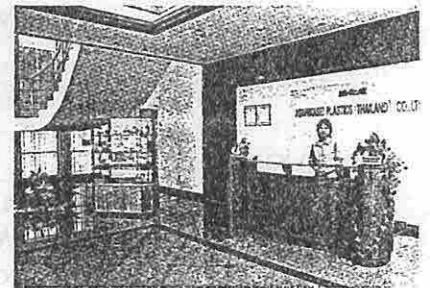
Planning



QC&D Department



Colour Matching Section



Reception



Accounting Department



Production Department



Warehouse Section

(39)

2(f)

1) How many people are there in the Management Team?

2) Who is the Managing Director?

3) Who is the General Manager?

4) Who is the Plant Manager?

5) Who is the Assistant Maintenance & Engineering Manager?

b) Read this passage and fill in the blanks with the words given below.

doing, means, required, of, satisfied, job

a) Job satisfaction _____ a liking for the tasks _____ by a job, the conditions in which the job is done and rewards earned for _____ the job. It is the worker's judgment _____ how well the activities, events, and conditions that compose his _____ meet his needs. One must balance the good things about his job against the bad things; if the good outweighs the bad, the worker is likely to be _____ with his job.

were, conditions, change, setting, earn, work

b) Good working _____ are often listed as important to job satisfaction. People like to _____ in a clean, neat place. They want their work _____ to be pleasant and attractive. White-collars or office workers, such as clerks and secretaries, often _____ much less money they could if they _____ doing skilled manual labor, yet they do not _____ their occupational categories.

Activity 4: Writing

a) Briefly describe the working conditions that you look for when you work in a company.

APPENDIX

(for both teachers and students)

THAKSIN SHINAWATRA
PRIME MINISTER NO.23

BIOGRAPHY

- **BIRTHDAY** July 26, 1949
- **PLACE OF BIRTH** Chiangmai, Thailand
- **NATIONALITY** Thai
- **RELIGION** Buddhist

EDUCATIONAL BACKGROUND

1973 Graduated from the Police Cadet Academy in Thailand
1975 Master's Degree in Criminal Justice, Eastern Kentucky University, U.S.A.
1978 Ph.D in Criminal Justice, Sam Houston State University, U.S.A.

WORK

EXPERIENCE

1973-1987 - Joined the Royal Thai Police Department and was promoted to Police Lieutenant Colonel in 1987. His last position was Deputy Superintendent of the Policy and Planning Sub-division, General Staff Division, Metropolitan Police Bureau

1987-1994 - Resigned from the Royal Thai Police Department and started his own business as Chairman of Shinawatra Computer and Communications Group

October 18, 1994 - Resigned from the post of Chairman of the Board of Directors, Shinawatra Computer and Communications Public Company Limited

November 2, 1994 to February 10, 1995 - Received a royal appointment to the Post of Minister of Foreign Affairs of Thailand

May 28, 1995 to November 18, 1996 - Became the Palang Dharma Party Leader

July 20, 1995 to August 14, 1996 - Appointed Deputy Prime Minister in charge of traffic and transportation in Bangkok

August 15, 1997 to November 14, 1997 - Appointed Deputy Prime Minister (Under Prime Minister Chavalit Yongchaiyudh)

July 14, 1998-present - Established the Thai Rak Thai Party and became the Party Leader

SOCIAL

ROLES

20 September 1993 - Founded the THAICOM Foundation, initiating the satellite education program for young children in remote areas unable to continue their education at the secondary school level

1993 - present - Vice Chairman of the THAICOM Foundation

1994 - present - Chairman of the Advisory Committee of Pre-Cadet Class 10 & Police Cadet Class 26

1995 - present - Member of the Board of Directors of the Asian Studies Institute, Chulalongkorn University

August 1995 - - Honorary Advisor of the Bangkok Club

- present
 August 30, 1996 - Distinguished Member of the Kasetsart University Council
 - present
 October 18, 1996 - Honorary (External) Member of the Police Cadet Academy Council
 - present
 December 1, 1996 - present - Member of the Advisory Council of the Sasin
 - Graduate Institute of Business Administration of Chulalongkorn University
 September 2, 1998 - present - Advisor of the Thailand Golf Association (1997-1999)
 September 9, 1998 - present - Honorary Member, Association of Ex-Military Officers
 September 12, 1998 - present - President of the Northerners' Association of Thailand
 February 9, 1999 - present - Honorary Chairman of the Northern Thai Association of Washington, D.C., U.S.A.
 June 28, 1999 - present - Honorary Advisor of the Thai Northerners Association of Illinois, U.S.A.
 September 22, 1999 - present - Honorary Advisor of the Northerners Club of Nontaburi

AWARDS AND ACKNOWLEDGEMENTS

- 1992 - Received the "1992 ASEAN Businessman of the Year" Award from the ASEAN Institute, Indonesia
 1992 - Received the "Kiattiyod Jakdao" Award in Economic Development from the Committee of the Armed Forces Preparatory School Foundation
 1994 - Received the "1993 Outstanding Telecom Man of the Year Award"
 - Honored by the Singapore Business Times as 1 of 12 Leading Asian Businessmen
 - One of the finalists for the Asian CEO of the year selected by the Financial World
 - Invited by the "Lee Khun Yew Exchange Fellowship" as the first Thai and third fellow to enter the programme
 1996 - Received the "Outstanding Criminal Justice Alumnus Award" from the Criminal Justice Center, Sam Houston State University and, later on October 25, 1996, the "Distinguished Alumni Award" from the same University
 1997 - Received the Honorary Award from the Mass Media Photographers' Association of Thailand (MPA) as the Outstanding Politician who has contributed significantly to the society
 March 29 to April 4, 1998 - Invited as special guest of the Australian Government to attend the Special Visitor Program in Australia
 November 8 to 11, 1999 - Invited as special guest of the Chinese People's Institute of Foreign Affairs to pay a visit to China

ตัวอย่างประวัติย่อแบบที่ 2

RÉSUMÉ

Vira Raksanit
345 Rachada Pisek Road
Bangkok 10900
Telephone : 511-5555

Date of Birth : May 5, 1952
Height : 160 cm.
Weight : 60 kg.
Health : Excellent
Marital Status : Single

- OBJECTIVE** : Computer sales position
- EDUCATION** : 1975-1978 XYZ University
B.Sc. (Computer Science)
1970-1974 ABC Technical College
Diploma in Electronics
- EXPERIENCE** : 1980-Present Bangkok Equipment Company,
Bangkok
Responsibilities as assistant sales
manager include the supervision of
twenty personnel and maintaining
stock inventories.
1978-1980 Thai Motors, Bangkok
Began as salesman.
- AFFILIATIONS** : Member of the Thai Computer Association,
National Electronics Club, and Rotary
International.
- REFERENCES** : References are available upon request.

ขอให้นักศึกษาพิจารณาโครงสร้างและตัวอย่างประวัติย่อต่อไปนี้

ตัวอย่างประวัติย่อแบบที่ 1

DATA SHEET / BIO-DATA

Name : Kavee Somprasong

Address : 212 Pan Road
Bangkok 10500

Personal Information : Birthdate : March 11, 1950

Health : Excellent

Marital Status : Single

Hobbies : Golf and swimming

Experience :

1980 - Present Credit Manager

Secure Financial Trust

1976 - 1979 Accountant

Standard Equipment Company

1974 - 1975 Assistant Accountant

The Star Company

Education : ABC University

B.B.A., major in Accounting, 1974

Commercial College

Certificate in Bookkeeping, 1971

Memberships : Accountants' Association and Best Sports Club.

References : References and details available on request.

ตัวอย่างประวัติย่อแบบที่ 3

CURRICULUM VITAE

ANAN VIRAKIT

333 Asdang Road
Bangkok 10200
Telephone : 221-4222

Birthdate : July 10, 1940

Height : 5' 10"

Weight : 165 lbs.

Health : Excellent

Marital Status : Married,

no dependents

OBJECTIVE : Desire a senior management position which utilizes a proven background in mechanical engineering and administration.

EDUCATION : Institute of Technology
M.Eng. (Mechanical Engineering), 1969
XYZ University
B.Eng. (Mechanical Engineering), 1967

EXPERIENCE :

1975-Date

CHIEF ENGINEER

Best Construction Corporation

{ Started }
{ Began } as deputy chief engineer.

In 1977 was made chief engineer responsible for the overall hiring, training, evaluation and supervision of engineering staff. Fully knowledgeable in all aspects of employee supervision and budgeting.

1969-1975

PROJECT ENGINEER

General Construction Company

{ Started }
{ Began } as assistant project engineer

responsible for designing automatic and special machines.

In 1971 was { moved up }
{ promoted } to position as project engineer in charge of the development of major engineering projects. Voluntarily resigned to accept an attractive offer from Best Construction Corporation.

PROFESSIONAL AFFILIATION : Member of Thai Association of Mechanical Engineers.

REFERENCES : References and other information { supplied }
{ furnished }
upon request.

TYPES OF INTERVIEWS

ONE-ON-ONE

The most common interview format is one interviewer speaking with one candidate.

TEAM/BOARD INTERVIEW WITH TWO OR MORE PERSONS

The key is good eye-to-eye contact with the person who asks you the question, but remember to look at the other persons present periodically in order to include them in your answer.

STRUCTURED INTERVIEW

All candidates are asked the same questions for the employer's ease in evaluating applicants. If there is important information that you did not convey by the end of the interview, when asked if you have any questions or anything to add, present your additional qualifications. Usually the interviewer will make written notes of your answers.

UNSTRUCTURED INTERVIEW

You have a better opportunity to convey information as there is no set agenda for questions by the interviewer. However, you need to be prepared and know the points you want to make.

TELEPHONE INTERVIEW

Because of the high cost of paying travel expenses for candidates to the employer's location, some first interviews are being conducted over the phone. If the call surprises you and you are not ready for an interview, ask the person to call back in 15 minutes, or arrange another time which will be mutually convenient. You need time to refresh your memory on the organization and what points about yourself you want to make. All points about good interview skills still apply. You just do not have to dress for the occasion. However, you may find that dressing up may help you perform better. Keep your resume and your list of questions to ask in front of you. Have a pen and paper available to take any comments or questions you may have during the interview.

COMPUTER INTERVIEWS

Because of the number of qualified applicants available for positions, you may find that your first interview will be with a computer. The purpose of this screening is to compare your answers to the information on your resume. Be just as diligent with your answers as you would with a human interviewer. You don't want the computer to find reasons to screen you out.

VIDEO CONFERENCING

Computer technology through on-line interview rooms allows companies to prescreen more candidates from farther afield than has been possible through visits to colleges and universities in the past. The pool of applicants then invited to the company for personal interview is more comprehensive. Recruiters conduct live, face-to-face interviews with job applicants via personal computers equipped with cameras and speakers. Use the same strategies you would if you were meeting in person, knee-to-knee. Clothing, body language, and dialogue all differ. Your agenda is to be offered an invitation to meet personally for a second interview at the company.

SECOND INTERVIEW - PLANT/OFFICE VISIT

Except for short-term positions, e.g., co-op, a candidate being seriously considered by a prospective employer will be invited to visit the organization at one of its locations. One purpose is to provide you with an opportunity to meet other staff. The second is to give you more of an opportunity to interview you at greater depth to determine whether a good match is developing. The visit can take an entire day, sometimes more. When an organization offers to pay your expenses to travel to the interview, be prudent in submitting costs. Your choice of moderate rather than luxurious accommodation, food, transportation, etc. will reflect your good judgement.

ENDING THE INTERVIEW

When it appears that the interviewer is about to end the interview, there are certain points you should make sure you have covered before you leave the room:

- Be aware of the interview process yet to come before a candidate is selected for the job (e.g., another interview in same/other location, meetings with other individuals in organization, etc.)
- Ask the interviewer when you can expect to hear about a decision or ask when you should make an inquiry as a follow-up.
- Express your interest in the position and thank the interviewer for interviewing you.
- Ask for a business card or ensure that you have the interviewer's name, title, address so that you can send a thank-you letter (except for job interviews through co-op scheduling). Make sure your letter arrives within 24 hours of the interview.

Employers usually have a formal rating sheet with predetermined areas such as:

- neat and clean overall appearance/poise/communicative skills
- academic/work achievements (learning ability, standards of excellence)
- special skills (technical, languages, creativity, management, analytic, negotiation)
- personal characteristics (team player, enthusiasm, dependability, emotional stability, flexibility)
- self assessment, goals/ambitions
- leisure-time activities, balance in life
- reaction to job/organization
- potential

EVALUATING YOUR PERFORMANCE

Evaluate how well you did after each interview. Ask yourself:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications in the best manner possible, giving appropriate examples as evidence?
- Did I pass up opportunities to sell myself, to demonstrate the work I do, and to show how profitably I could do it for both the organization and myself?
- Did I talk too much? Too little?
- Was I too tense? Passive? Aggressive?
- Did I find out enough about the employer and the job to help in making a knowledgeable decision?

Changes I would like to make for my next interview:

TIPS

Get a good night's sleep before your interview. Believe in yourself!

Be punctual. Arrive at least 15 minutes early to allow yourself time to collect your thoughts. Take the opportunity to observe the work environment. Keep your eyes and ears open. Be friendly with everyone.

Try to get the interviewer to describe the position and duties to you early in the interview so that you can relate your background and skills to the particular position. Your responsibility is to convince the employer that you are the best person for the job. Since the interviewer may draw it out of you, remember the points which are important about your qualifications. Give **descriptive examples or proof** whenever you can throughout the interview. Try to paint a visual picture that the employer will remember. The true stories you tell about yourself will differentiate you from the other 10 to 20 applicants. Radiate genuine enthusiasm.

Watch the interviewer for clues on how the interview is progressing. Is the interviewer's face or body language telling you that your answers are too long, not detailed enough, too boring, etc.? If in doubt, ask the interviewer if more details are needed. Listen carefully to the question and the way it is phrased. If it can be interpreted in more than one way, and if you are unsure what the interviewer really wants you to discuss, ask for clarification.

If the interviewer becomes silent, look for the reason. Has the person momentarily run out of questions? Is the person testing you to see how comfortable you are with silence? Is the interviewer finding your answers too brief and waiting for you to elaborate more in order to get a better sense of who you are?

If the interviewer outlines a hypothetical situation and asks you what you would do if you found yourself in those circumstances, imagine yourself in that situation. Give the best answer you can if it is a situation which you have not already experienced and successfully dealt with. In many instances, the interviewer is more interested in finding out how you would react under those circumstances, and in your thinking/analytical process than in your final answer. In your analysis, think about which are the most important facts. Watch for a "red herring". Do you need to get additional information from someone else in the scenario before you could make a decision? Do you want the interviewer to supply more detail for clarification on a key point?

When the interviewer asks about your weaknesses, choose something work-related, but not so serious as to disqualify you. **Briefly** mention one, always ending on a **positive** note. Show what you have learned from the experience or what you are doing to change. If pressed for more than one weakness, have another one or two ready to discuss. Also, if asked about any negative employment experience (e.g., being fired for trouble with supervisor), don't criticize past employers. Briefly acknowledge any difficulty and say what you have learned or discuss the positive outcome of the situation. By looking so carefully at weaknesses or negatives, an employer is trying to determine where you might have problems on the job. The bottom line for some positions may be: "Let's hire the candidate who will do the work adequately while

...sed, know what salary range would apply to that type of job in that geographic location. You could try to obtain this information from people in the field prior to your interview. Good salary information is also available on the Internet.

Practise in a mock interview with another person. Check for quality of information in your answers, and the positive, non-verbal reinforcement of your words. By speaking out loud you can "hear" your answers to ensure you cover the topic well. Don't practise so much that you lose your spontaneity and your answers sound rehearsed.

If you do not receive a job offer (especially if you felt the "fit" was very good), you may want to contact the interviewer to get feedback on your performance. It could be (1) they hired someone with better qualifications. Or (2) you didn't adequately present your qualification thereby causing an incorrect assessment of your capability. If the reason is (1), keep going—you'll find the right match! If (2), make changes in your next interview!

YOUR RIGHTS IN THE INTERVIEW

The Ontario Human Rights Commission (OHRC) publishes a chart that illustrates the type of questions that are appropriate or inappropriate in employment interviews. Following are the categories that have restrictions on what can be legally asked:

- birthplace, ancestry, ethnic origin, place of origin
- sex, sexual orientation, marital status, family status
- age
- race, colour
- religion, creed
- citizenship
- education
- record of offences
- handicap
- references and membership in organizations

Although it is ultimately the responsibility of the interviewer to know the law, this may not always be the case. It is to your advantage to be informed on the subject. For information, contact the OHRC.

You've done the reading and know your rights as they pertain to the interview. Now you're in the middle of one and have just been asked what is clearly an illegal question. What should you do? There is no clear-cut answer. Much depends on you.

HERE ARE SOME IDEAS:

- In some cases, you may be able to answer the "hidden" question. Try to think of what information the employer is trying to elicit. Example: "Do you have or plan to have children?" may be a disguise for "Are you going to be able to work overtime?" or "Will you be requesting time off for school holidays/events?" In this example, your answer should convey your willingness to work overtime if required or make alternate child care arrangements.
- You may elect to say "Why do you ask?" or "Would you explain how this point is connected to the qualifications for this job?" This may cause the employer to reconsider and/or clarify the question. This may offend some employers, but probably not the majority.
- If you feel that you should not answer the question (you shouldn't have to after all) or that you are not interested in working for the company, you may state, "I don't feel obligated to answer that" or "That question is inappropriate". If you choose this option, you may either enlighten (the employer may not realize it is illegal and will be happy that you pointed it out) or offend (the employer may consider you for the position).
- HOWEVER you handle the situation, you do have the right to call the OHRC if you feel that you might have been discriminated against during an interview. Tell them what happened and they will advise you on how to proceed.

Ombudsperson, University of Waterloo

If you feel you have been discriminated against in any way during a job interview either within or outside of the University, you may approach the Ombudsperson regarding the matter. You will be referred to a lawyer outside of the University if the matter cannot be handled by the University itself.

Sample Interview Skills Resources in Career Services

BusinessWeek Careers. *Successful Interviewing*. McGraw Hill Productions. 1987. (Video)

Corcodilos, Nicholas A. *The New Interview Instruction Book*. Lebanon, NJ: North Bridge Press. 1994.

Fry, Ron. *101 Great Answers to the Toughest Interview Questions*. Hawthorne, NJ: Careers Press. 1994.

ds, Dorothy. *Smart Questions: Interview Your Way to Job Success*. New York, NY: Harper Collins. 1993.

Krannich, Ronald L. and Caryl Rae Krannich. *Dynamite Answers to Interview Questions*. Woodbridge, VA: Impact Publications. 1992.

Yate, Martin. *Knock 'Em Dead With Great Answers to Tough Interview Questions*. Holbrook, MA: Bob Adams, Inc. 1992.

As was mentioned earlier, it is important to keep good records of your job search activities and your contacts with other people. An example format is provided for you.

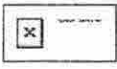
EMPLOYER CONTACT RECORD

Employer Research	Person, Title Organization Address, Phone	Initial Contact Date	Employer Response Date	My Follow-up Date	Job Interview	Notes	Job Offer Date
Career Services		Walk-in			Job Title	Thank-you Letter Sent	Accepted
Campus/Public Libraries, Internet		Phone			Date-Time		Rejected
Literature from Employer		Letter			Interviewer		
Networking		Other			Location		

Employer Research	Person, Title Organization Address, Phone	Initial Contact Date	Employer Response Date	My Follow-up Date	Job Interview	Notes	Job Offer Date
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Literature from Employer		Letter			Interviewer		
Networking		Other			Location		

Service30

Next S



JOB/WORK INTERVIEWS

PURPOSE

The interview is a mutual exchange of information between an employer and a candidate for a position. The primary objectives are:

- To supply information about yourself that is not contained in your resume; to show that you understand yourself and have a sense of direction in your career.
- To enable the employer to evaluate your personality and attitudes in terms of the demands of the organization and the possible position.
- To enable you to gain information about the organization and the job which is not available through other sources.
- To give you and the employer an opportunity to discuss the desirability of further contact or an offer of employment.

INTERVIEW PREPARATION

KNOWLEDGE OF YOURSELF

To impress an employer you must be well prepared and understand the value of what you have to offer. Be able to relate your assets to position and the organization. To accomplish this you must know yourself. Review your self assessment sheets and your *Preparing for Resume and Job Interview* worksheet. Review your resume and be prepared to answer questions about the contents. Substantiate all points with information. Rather than trying to determine only at what level you are currently functioning, some interviewers want to see how you have grown over time in areas related to their position(s), e.g., interpersonal/work skills, motivation. Some will compel you to talk about failures and mistakes to find out what you have learned or have since done differently.

KNOWLEDGE OF COMPANY/ORGANIZATION

You **must** be familiar with the **position** and the **organization** so that you can demonstrate how and why you will be an effective employee. Try to find out as much as you can about the organization prior to your interview. Ask the company to send you material, e.g., annual reports, brochures, in-house newsletter or magazine. This knowledge will also help you to decide whether you want to be associated with a particular organization. Review information in the section on Researching Employers. Obtain information, if you can, on whom you will be meeting with and the schedule for the interview period. If you can find out about your interviewer(s), e.g., name, title, background, in advance, you will be able to commit their names to memory and use them during the interviews.

YOUR PHYSICAL APPEARANCE

Your success or failure in the interview can depend on your appearance and the interviewer's first impression of you. If it is not good, it will be much harder during the rest of the interview to change the interviewer's mind. Look neat, clean and well-groomed. Select proper clothing for the type of organization interviewing you. If in doubt, be conservative.

DURING THE INTERVIEW

Don't worry about being nervous during the interview—this is normal and will be expected. Just remember, the interviewer wants to hire you if you have the right qualifications and interest in the position. Many interviewers will begin the interview with some "small talk" to help you relax. This may seem irrelevant to the position, but you are still being evaluated. Take these opening moments to show a great attitude, pleasure speaking with the interviewer, interesting facts about the organization which you found during your research. You may want to ask some questions about the organization, its products/services to hear the interviewer talk, to get a sense of energy level and pacing.

The second phase of the interview consists of the interviewer asking you questions to try to determine your match to the specifications to do the work well. The most reliable way for an interviewer to project how you would perform in the future is to examine the past. Therefore, many employers prepare some behaviour-based questions. Which ones are asked depends on the work you are interviewing for. Examples:

- Tell me about a time when you had to go beyond what is ordinarily expected of an employee in order to get a job done.
- Give me an example of an important goal you set and describe your success in reaching it.
- Discuss occasions when you adapted to a wide variety of people and situations.

analyzing the questions asked of you, you will be able to find out more particulars about the job for which you have applied. What emphasis does the interviewer seem to be placing on which skills, knowledge, personality traits and attitudes. That insight can help you your answers more easily to the employer's position.

Always relate your answers to your future responsibilities and the organization's policies. Give concrete examples from your past activities as illustrations of your qualifications. Never answer with a simple "yes" or "no". Substantiate your answers whenever possible.

Your points must be:

clear	• to enable the employer to understand what you are trying to say
relevant	• to enable the employer to determine your strengths for that particular job
	• to enable the employer to have sufficient information to make a good decision
adequate	

In your answers, if you adopt a model similar to the following, the interviewer should ultimately be able to determine:

- Can you do the job?
- Will you do the job?
- Do you fit in?

Selling your Benefits/Competitive Advantage

(approximately 90 seconds)

Skill/Knowledge/Trait Statement	
70 seconds	What, Who, When Where, Why, How The Successful Outcome
Benefits Transferable to Interviewer's Organization	
20 seconds	How

The above model will help you organize your answers to behaviour-based questions. For example, in response to the query, "What experience do you have organizing projects?", you would determine that the qualification being evaluated is organizational skills. Your Skill/Knowledge/Trait Statement could be, "I have developed excellent organizational skills by working on two major projects. The one I would like to tell you about came to a successful conclusion six months ago." (Whatever statement you make must be true! Don't lie or embellish.) The illustration you would choose to confirm your statement would be a project that required similar competency to the type of project that the prospective employer would want you to organize. Describe the what, who, when, where, why, how, and talk about the successful outcome or what you learned from the experience. As you tell the story, the employer can see or live through the action with you. The next step is the one that most candidates for a position do not do. Tell the interviewer what benefits or competitive advantage you bring because of that experience. "As part of the team being formed, I would be able to co-ordinate"

Prior knowledge of possible questions the employer may ask enables you to **prepare points to include in your answers**, thus allowing you to relax and be yourself.

Think about why the question is being asked. What does the employer REALLY want to know? Following are some typical questions. Watch for behaviour-based questions!

- Tell me about yourself.
- What are your short-term goals? What about in 2 and 5 years from now?
- What is your own vision/mission statement?
- What do you think you will be looking for in the job following this position?
- Why do you feel you will be successful in this work?
- What other types of jobs are you looking for in addition to this one?
- What supervisory or leadership roles have you had?
- What experience have you had working on a team?
- What have been your most satisfying/disappointing experiences?
- What are your strengths/weaknesses?
- What kinds of problems do you handle the best?

- Why did you apply to our organization and what do you know about us?
- What do you think are advantages/disadvantages of joining our organization?
- What is the most important thing you are looking for in an employer?
- What were some of the common characteristics of your past supervisors?
- What characteristics do you think a person would need to have to work effectively in our company with its policies of staying at the competition?
- What courses did you like best/least? Why?
- What did you learn or gain from your part-time/summer/co-op/internship experiences?
- What are your plans for further studies?
- Why are your grades low?
- How do you spend your spare time?
- If I asked your friends to describe you, what do you think they would say?
- What frustrates you the most?
- When were you last angry at work and what was the outcome?
- How did you handle the time when you had to work with someone you disliked?
- What things could you do to increase your overall effectiveness?
- What was the toughest decision you had to make in the last year? Why was it difficult?
- Why haven't you found a job yet?
- You don't seem to have any experience in ___ (e.g., sales, fundraising, bookkeeping), do you?
- Why should I hire you?

To supplement information obtained prior to the interview, you need to ask additional questions during the interview. The questions, however, should be pertinent to the position and show your enthusiasm and knowledge. By asking intelligent, well-thought-out questions show the employer you are serious about the organization and need more information. It also indicates to the recruiter that you have done your homework. Examples are:

- Do you have a copy of the detailed job description?
- What do you see as the priorities for someone in this position?
- Would you be able to describe a typical day on the job?
- What would be a typical first-year assignment?
- What training programs do you have available for your employees?
- What level of responsibility could I expect in this position?
- What qualities do you look for in new employees?
- Is there a typical career path for a person in this position?
- How are employees evaluated and promoted?
- What is a realistic timeframe for promotion?
- Does the company have a promotion-from-within policy?
- What are the company's plans for the future?
- What do you see as the greatest threat to the organization?
- What/where are the greatest opportunities for the organization?
- How would you describe your organization's management style and working environment?
- What do you like most about your organization?
- Why is this position available? (Is it a new job or where did the former occupant go?)
- I feel confident that I would be able to do your job well, but do you have any doubts about my suitability?

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Notes for Questions I would like to Ask

VERBAL/NON-VERBAL COMMUNICATION

- Acknowledge introductions with a smile and a firm handshake. Maintain good eye contact and smile when appropriate. Be enthusiastic and responsive. Radiate energy. How are you going to demonstrate your enthusiasm if you tend to be a quiet person you talk about your past and present activities in answer to questions, your passion and energy can be communicated both through words of your stories and your body language (e.g., sparkling eyes and tone of voice).
- Sit comfortably, without slouching. Don't put anything on your lap or in your hands as it will restrict your natural body movements you may be tempted to "play" with it. Keep your clipboard, note pad, briefcase, or portfolio on the floor beside your chair for easy retrieval when necessary.
- Respond to questions specifically and concisely but give sufficient details to enable the interviewer to evaluate your credentials. Interviewers become frustrated when they have to listen to long rambling answers. Think before you speak. It is quite acceptable to pause before talking in order to organize your thoughts, but **think quietly**. Avoid verbal fillers such as um, ah, you know, etc., or repeating the question in order to provide thinking time. Use business language. Avoid slang. Speak clearly.
- Prepare in advance to talk about any topic that you are concerned or feel uncomfortable about. If there is something that you do want an interviewer to inquire about, you can be sure that somehow the interviewer will sense it, and ask. Practise your answer out loud often enough to feel confident when saying it. Maintain poise and self-control. Maybe you need to think about that difficult



CHAPTER 8 - THE JOB INTERVIEW

***The interview is not the
time to practice, it is
the time to perform!***

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KEY INTERVIEW QUESTIONS

Sample Interview Questions

1. Tell me about yourself.

This is an open-ended question often asked to help "break the ice" in the interview. The important thing to remember is to keep the answer job-related.

2. Why are you interested in working for this company?

This will show the employer that you have done your "homework." State the positive things you have learned about the company and how they fit with your career goals. This shows the employer that you cared enough about the interview to prepare for it.

3. Tell me about your education.

Even though your resume includes this information, some employers like to have you expand on the subject. Mention your grade point average and good attendance record. Include all classes, seminars, workshops, and on-the-job training you have attended that support your job goals.

4. Why have you chosen this particular field?

This is one way to discover your enthusiasm and dedication to your career.

5. Describe your best/worst boss.

This could be a **trap**. Do not present a negative picture of any past employers. If given a choice, always talk about your best boss. If

pressed to describe the worst boss, pick a work-related characteristic that can be stated in a positive way. For example, "I had a supervisor who was vague when issuing assignments. I learned to ask questions so that I knew what was expected."

6. In a job, what interests you most/least?

This will give the employer another gauge for measuring how well you will fit the job opening.

7. What is your major weakness?

Always turn this into a positive!

State a weakness and turn it into a positive by showing how you overcame the weakness. "In the past, it has been difficult for me to accept criticism from my peers. However, I have learned to value and solicit this input and it has improved my job performance."

8. Give an example of how you solved a problem in the past.

It is important to be able to show the process you go through when presented with a problem. State the problem and the steps you followed to reach the solution.

9. What are your strengths?

This is the time to describe the skills you have identified that will most effectively "market" you as an employee.

10. How do others describe you?

Another way for the employer to ask this would be, "How you would fit into this work group?" If you are not comfortable with this question before the interview, call some friends and/or ask people you have worked with how they would describe you.

11. What do you consider the most important idea you contributed or your most noteworthy accomplishment in your last job?

Give examples of ways in which you saved the employer time, money, or developed an office procedure that improved efficiency.

12. Where do you see yourself in three years?

Telling the interviewer, "In your job!" is not a good idea. Do indicate that you hope to acquire sufficient skills and knowledge within that time to

make a positive contribution to the company.

**All interview questions
are really the same
question:
Why are you
the best person
for the job?**

13. Think about something you consider a failure in your life, and tell me why you think it happened.

Failure implies error. Answers that point to a negative should conclude with a success. For example, "In my last job, I was given an assignment to coordinate all travel plans for an international conference. About halfway through the process, I realized I had not gathered enough information to help attendees make good travel and lodging decisions. I had to take time out to do the research which put me under a severe time crunch. I learned to do my research sooner. I haven't had the problem since."

"I dropped out of school at age 17 to work for a fast-food company. I later realized I couldn't make enough money to raise my family. I returned to school in the evenings and acquired clerical skills so I am now qualified to do this job."

14. How do you think you will fit into this operation?

This is the time to express your interest in the job and knowledge of the employer. The more you know about the operation the easier this question will be to answer.

15. If you were hired, what ideas/talents could you contribute to the position or our company?

This is another great opportunity for you to sell your skills. By giving examples of past accomplishments, the employer can visualize your contribution to her/his company.

16. Give an example where you showed leadership and initiative.

Even if you haven't had the title of lead worker, supervisor, or manager, give examples of when you recognized a job needed to be done and you did it.

17. Give an example of when you were able to contribute to a team

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project.

Unless you have lived in a total void, you have been part of a team. Team work is used in sales because both parties have to state their needs and expectations, then negotiate the sale. Families, community activities, and school all require team work.

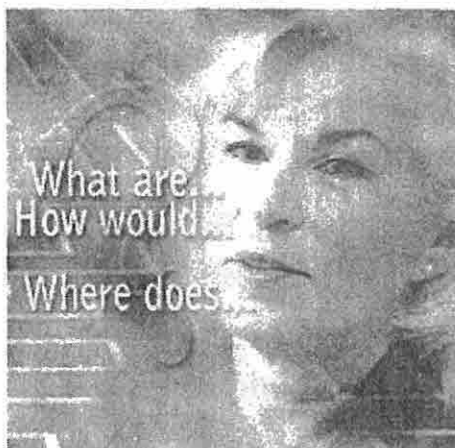
18. What have you done to develop or change in the last few years?

This shows a willingness to be challenged and to improve. Employers are looking for people who are willing to continue learning. Talk about formal and informal educational opportunities you have pursued. Mention books and periodicals you have read related to your field of interest.

19. Do you have any questions for me?

By asking questions, you again show interest in the job. Listed below are some questions you may want to ask at your interview.

**Keep your answers brief
and job-related.
Focus on your skills.
Good Luck!**

Sample Questions to Ask in an Interview

- What are the responsibilities and accountabilities of this position?
- How well is the position defined? Can its duties be expanded?
- Would you describe an average day on this job?
- What is the history of the position? Why is it vacant?
- What aspects of this job would you like to see performed better?
- What are the key challenges or problems of this position?
- Where can I go from here, assuming

that I meet/exceed the job responsibilities?

- How would you describe the ideal candidate?
- What are the employer's short- and long-range objectives?
- What are some outside influences that affect company growth?
- Where does the company excel? What are its limitations?
- When and how will I be evaluated? What are the performance standards?
- With whom would I be working? Who would be my supervisor? Who would I supervise?
- What is the department's environment like?
- When will you make the hiring decision? May I call you for the decision? When is a good time?

Some Reasons People Don't Get Hired

- Poor personal appearance
- Overly aggressive
- Inability to express information clearly
- Lack of interest and enthusiasm
- Lack of planning for career; no purpose or goal
- Nervousness, lack of confidence and poise
- Overemphasis on money
- Unwillingness to start at the bottom
- Lack of tact and courtesy
- Lack of maturity
- Negative attitude about past employers
- No genuine interest in the employer or job
- No eye contact with the interviewer
- Application form is incomplete or sloppy
- No sense of humor
- Late for interview
- Failure to express appreciation for interviewer's time
- Failure to ask questions about the job
- Gives vague responses to questions
- Does not follow-up with thank you note or phone call.

"Be a Star"

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Everyone has a story to tell, and everyone loves a story. Before your interview, follow the "star" method. When interviewing, bring up your "star" stories. Employers will remember you by your stories.

- Write short statements of what tasks you did and the results achieved. Be very specific.
- Use the fewest number of words, but make your points stand out.
- When possible, use numbers to measure the activity, benefits, or results.
- How significant and/or believable is your accomplishment from an objective point of view?

Follow the STAR method:

- S-- Situation
- T-- Task
- A-- Action
- R-- Results related to the job

Illustrate in an Interview How You:

- Identified a problem
- Identified possible solutions
- Selected a solution
- Implemented a solution and what the positive outcome was

Be Prepared

WRITE OUT answers to questions!

Illustrate:

Your strengths

Your leadership

Your ability to learn new things

Your contributions to the organization

Your creativity in solving problems and handling people

Practice

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You should have at least two to four stories to tell an interviewer about yourself. Don't merely say you get along well with people, tell a story. People remember specific illustrations of skills, experience, and education. Make yours memorable. Stand out from the crowd. Make your stories relate to the skills the employer is seeking. Don't forget your sense of humor. **SMILE.**

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Common Interview Questions

First Impressions

The first impression you make on the interviewer can decide the rest of the interview. It is important that you introduce yourself, shake hands, and be friendly and polite. The first question is often a "breaking the ice" (establish a rapport) type of question. Don't be surprised if the interviewer asks you something like:

- How are you today?
- Did you have any trouble finding us?
- Isn't this great weather we're having?

This type of question is common because the interviewer wants to

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put you at ease (help you relax).
The best way to respond is in a
short, friendly manner without
going into too much detail. Here is
some examples correct responses:

Interviewer: How are you today?

You: I'm fine, thank you. And
you?

OR

Interviewer: Did you have any
trouble finding us?

You: No, the office isn't too
difficult to find.

OR **Interviewer:** Isn't this great
weather we're having?

You: Yes, it's wonderful. I love
this time of year.

Interviewer: Did you have any
trouble finding us?

You: No, the office isn't too
difficult to find.

Here are some examples of
incorrect responses:

How are you today?

So, so. I'm rather nervous
actually.

OR

Interviewer: Did you have any
trouble finding us?

You: As a matter of fact it was

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very difficult. I missed the exit and had to return via the highway. I was afraid I was going to be late for the interview.

OR Interviewer: Isn't this great weather we're having?

You: Yes, it's wonderful. I can remember this time last year. Wasn't it awful! I thought it would never stop raining!

Interviewer: Did you have any trouble finding us?

You: No, the office isn't too difficult to find.

Getting Down to Business

Once the pleasant beginnings have finished, it's time to begin the real interview. Here are a number of the most common questions that are asked during the interview. There are two examples of excellent replies given for each question. Following the examples, you will find a comment describing the type of question and important things to remember when answering that type of question.

Interviewer: Tell me about yourself.

Candidate: I was born and raised in Milan, Italy. I attended the University of Milan and received my master's degree in Economics. I have worked for 12 years as a financial consultant in Milan for various companies including Rossi

Consultants, Quasar Insurance and Sardi and Sons. I enjoy playing tennis in my free time and learning languages.

Candidate: I've just graduated from the University of Singapore with a degree in Computers. During the summers, I worked as a systems administrator for a small company to help pay for my education.

Comment: *This question is meant as an introduction. Do not focus too specifically on any one area. The above question will often be used to help the interviewer choose what h/she would like to ask next. While it is important to give an overall impression of who you are, make sure to concentrate on work related experience. Work related experience should **always** be the central focus of any interview (work experience is more important than education in most English speaking countries).*

Interviewer: What type of position are you looking for?

Candidate: I'm interested in an entry level (beginning) position.

Candidate: I'm looking for a position in which I can utilize my experience.

Candidate: I would like any position for which I qualify.

Comment: *You should be willing to take an entry level position in an English speaking company as most of these companies expect non-*

nationals to begin with such a position. In the United States, most companies provide many opportunities for growth, so don't be afraid to start from the beginning!

Interviewer: Are you interested in a full-time or part-time position?

Candidate: I am more interested in a full-time position. However, I would also consider a part-time position.

Comment: *Make sure to leave open as many possibilities as possible. Say you are willing to take any job, once the job has been offered you can always refuse if the job does not appeal (not interest) to you.*

Interviewer: Can you tell me about your responsibilities at your last job?

Candidate: I advised customers on financial matters. After I consulted the customer, I completed a customer inquiry form and catalogued the information in our database. I then collaborated with colleagues to prepare the best possible package for the client. The clients were then presented with a summarized report on their financial activities that I formulated on a quarterly basis.

Comment: *Notice the amount of detail necessary when you are talking about your experience.*

One of the most common mistakes made by foreigners when discussing their former employment is to speak too generally. The employer wants to know exactly what you did and how you did it; the more detail you can give the more the interviewer knows that you understand the type of work. Remember to vary your vocabulary when talking about your responsibilities. Also, do not begin every sentence with "I". Use the passive voice, or an introductory clause to help you add variety to your presentation

Interviewer: What is your greatest strength?

Candidate: I work well under pressure. When there is a deadline (a time by which the work must be finished), I can focus on the task at hand (current project) and structure my work schedule well. I remember one week when I had to get 6 new customer reports out by Friday at 5. I finished all the reports ahead of time without having to work overtime.

Candidate: I am an excellent communicator. People trust me and come to me for advice. One afternoon, my colleague was involved with a troublesome (difficult) customer who felt he was not being served well. I made the customer a cup of coffee and invited both my colleague and the client to my desk where we solved the problem together.

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Candidate: I am a trouble shooter. When there was a problem at my last job, the manager would always ask me to solve it. Last summer, the LAN server at work crashed. The manager was desperate and called me in (requested my help) to get the LAN back online. After taking a look at the daily backup, I detected the problem and the LAN was up and running (working) within the hour.

Comment: *This is not the time to be modest! Be confident and **always** give examples. Examples show that you are not only repeating words you have learned, but actually do possess that strength.*

Interviewer: What is your greatest weakness?

Candidate: I am overzealous (work too hard) and become nervous when my co-workers are not pulling their weight (doing their job). However, I am aware of this problem, and before I say anything to anyone, I ask myself why the colleague is having difficulties.

Candidate: I tend to spend too much time making sure the customer is satisfied. However, I began setting time-limits for myself if I noticed this happening.

Comment: *This is a difficult question. You need to mention a weakness that is actually a*

strength. Make sure that you always mention how you try to improve the weakness.

Interviewer: Why do you want to work for Smith and Sons?

Candidate: After following your firm's progress for the last 3 years, I am convinced that Smith and Sons are becoming one of the market leaders and I would like to be part of the team.

Candidate: I am impressed by the quality of your products. I am sure that I would be a convincing salesman because I truly believe that the Atomizer is the best product on the market today.

Comment: Prepare yourself for this question by becoming informed about the company. The more detail you can give, the better you show the interviewer that you understand the company.

Interviewer: When can you begin?

Candidate: Immediately.

Candidate: As soon as you would like me to begin.

Comment: Show your willingness to work!

The above questions represent some of the most basic questions asked on any job interview in English. Probably the most important aspect of interviewing in English is giving detail. As a speaker of English as a second language, you might be shy about

saying complicated things. However, this is absolutely necessary as the employer is looking for an employee who knows his or her job. If you provide detail, the interviewer will know that you feel comfortable in that job. Don't worry about making mistakes in English. It is much better to make simple grammar mistakes and provide detailed information about your experience than to say grammatically perfect sentences without any real content.

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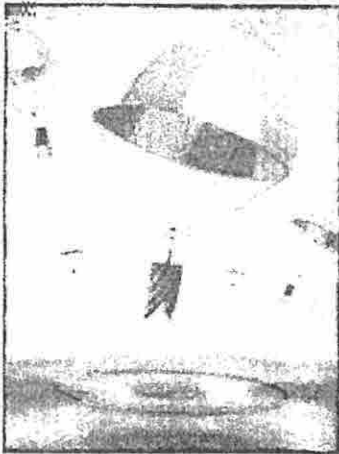
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Great Questions To Ask

1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Are salary adjustments geared to the cost of living or job performance?
4. Does your company encourage further education?
5. How often are performance reviews given?
6. What products (or services) are in the development stage now?
7. Do you have plans for expansion?
8. What are your growth projections for next year?
9. Have you cut your staff in the last three years?
10. How do you feel about creativity and individuality?
1. Do you offer flextime?
2. Is your company environmentally conscious? In what ways?
3. In what ways is a career with your company better than one with your competitors?
4. Is this a new position or am I replacing someone?
5. What is the largest single problem facing your staff (department) now?
6. May I talk with the last person who held this position?
7. What is the usual promotional time frame?
8. Does your company offer either single or dual career-track programs?
9. What do you like best about your job/company?
10. Once the probation period is completed, how much authority will I have over decisions?
1. Has there been much turnover in this job area?
2. Do you fill positions from the outside or promote from within first?
3. What qualities are you looking for in the candidate who fills this position?
4. What skills are especially important for someone in this

(30)

position?

- !5. What characteristics do the achievers in this company seem to share?
- !6. Is there a lot of team/project work?
- !7. Will I have the opportunity to work on special projects?
- !8. Where does this position fit into the organizational structure?
- !9. How much travel, if any, is involved in this position?
- !0. What is the next course of action? When should I expect to hear from you or should I contact you?
- !1. Who was the last person that filled this position, what made them successful at it, where are they today, and how may I contact them?

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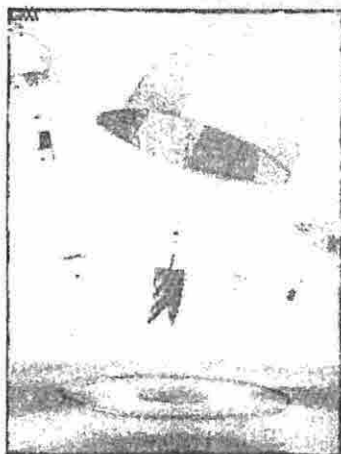
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Interview Preparation

Ten Rules of the Interview

1. **Keep your answers brief and concise.**
 Unless asked to give more detail, limit your answers to two to three minutes per question. Tape yourself and see how long it takes you to fully answer a question.
2. **Include concrete, quantifiable data.**
 Interviewees tend to talk in generalities. Unfortunately, generalities often fail to convince interviewers that the applicant has assets. Include measurable information and provide details about specific accomplishments when discussing your strengths.
3. **Repeat your key strengths three times.**
 It's essential that you comfortably and confidently articulate your strengths. Explain how the strengths relate to the company's or department's goals and how they might benefit the potential employer. If you repeat your strengths then they will be remembered and—if supported with quantifiable accomplishments—they will more likely be believed.
4. **Prepare five or more success stories.**
 In preparing for interviews, make a list of your skills and key assets. Then reflect on past jobs and pick out one or two instances when you used those skills successfully.
5. **Put yourself on their team.**
 Ally yourself with the prospective employer by using the employer's name and products or services. For example, "As a member of _____, I would carefully analyze the _____ and _____." Show that you are thinking like a member of the team and will fit in with the existing environment. Be careful though not to say anything that would offend or be taken negatively. Your research will help you in this area.
6. **Image is often as important as content.**
 What you look like and how you say something are just as important as what you say. Studies have shown that 65 percent of the conveyed message is nonverbal; gestures, physical appearance, and attire are highly influential during job interviews.
7. **Ask questions.**
 The types of questions you ask and the way you ask them can make a tremendous impression on the interviewer. Good questions require advance preparation. Just as you plan how you would answer an interviewer's questions, write out specific questions you want to ask. Then look for opportunities to ask them during the interview. Don't ask about benefits or salary. The interview process is a two-way street whereby you and the interviewer assess each other to determine if there is an appropriate match.
8. **Maintain a conversational flow.**
 By consciously maintaining a conversational flow—a dialogue instead of a monologue—you will be perceived

more positively. Use feedback questions at the end of your answers and use body language and voice intonation to create a conversational interchange between you and the interviewer.

9. Research the company, product lines and competitors.

Research will provide information to help you decide whether you're interested in the company and important data to refer to during the interview.

10. Keep an interview journal.

As soon as possible, write a brief summary of what happened. Note any follow-up action you should take and put it in your calendar. Review your presentation. Keep a journal of your attitude and the way you answered the questions. Did you ask questions to get the information you needed? What might you do differently next time? Prepare and send a brief, concise thank you letter. Restate your skills and stress what you can do for the company.

SUMMARY

Because of its importance, interviewing requires advance preparation. Only you will be able to positively affect the outcome. You must be able to compete successfully with the competition for the job you want. In order to do that, be certain you have considered the kind of job you want, why you want it, and how you qualify for it. You also must face reality: Is the job attainable?

In addition, recognize what it is employers want in their candidates. They want "can do" and "will do" employees. Recognize and use the following factors to your benefit as you develop your sales presentation. In evaluating candidates, employers consider the following factors:

- Ability
- Character
- Loyalty
- Initiative
- Personality
- Communication skills
- Acceptance
- Work record
- Recommendations
- Outside activities while in school
- Impressions made during the interview

Written by Roseanne Lidle Bensley, Placement and Career Services, New Mexico State University.

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Informational Interviewing Do's and Don'ts

by Katharine Hansen

Whether you are a college student starting a new career or a professional thinking about a job or career change, you should consider a networking technique that frequently results in high-quality contacts and referrals -- informational interviewing.

- **Do** realize that informational interviewing, a subset of networking, is not only an excellent way to explore careers and determine what's right for you, but a surprisingly effective way to maximize the effectiveness of your network if you trying to launch your career or out of work and getting concerned about landing that next job. See for more [benefits of informational interviewing](#).
- **Do** use the networking process to identify people with whom to conduct informational interviews. Anyone in your network can be either the subject of an informational interview or can suggest others to interview. The ideal subject of an informational interview is someone who is in a job you'd like to have.
- **Do** scrutinize your network for people who would make good informational interview subjects. The best sources for informational interviews for established job-seekers and career-changers include members of professional organizations. If no one in your network fits that description, start asking members of your network to suggest people in the type of job you'd like to be in.
- Once you've identified someone you'd like to interview, **Do** decide whether to ask to conduct the interview over the phone, through e-mail, or in person. Face-to-face interviews are by far the most valuable and effective.
- **Do** plan to ask for 20-30 minutes of your prospective interviewee's time.
- **Do** enlist members of your network to help set up informational interviews.
- **Do** write, call, or e-mail your request for the interview. For suggestions on format and wording, see: [Scheduling the Informational Interview](#).
- Before going to the interview, **Do** research the company. You **don't** have to do quite as much research for an informational interview as you would for a job interview, but some degree of research will greatly enhance the quality of informational interviews.

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- **Do** decide if and how you will record information, such as on a small notepad or tape recorder (Be sure to obtain your interviewee's permission before you tape.)
- **Do** plan to dress for success -- the same way you would for a job interview.
- **Do** plan to update and bring your resume. The interviewee may ask for a copy.
- **Do** consider asking the interviewee to take a look at your resume to see if he or she can offer any suggestions for making the resume a more effective tool for obtaining a job in this field or company.
- **Do** practice with a friend or family member if you're not an experienced interviewer.
- **Do** call to confirm your appointment.
- **Do** prepare a list of questions. See a list of 200 suggested informational interview questions.
- **Don't**, repeat, don't, go into the interview with any illusions that this is a job interview. You are not there to ask for a job. You are there to glean information only. If the interviewee shows interest in you as a job candidate, **do**, of course, be receptive if you're interested.
- **Do** arrive on time for the interview.
- **Don't** forget to greet your interviewee with a moderately firm handshake and a warm, enthusiastic smile.
- **Do** absorb your surroundings; listen and observe keenly.
- **Do** project enthusiasm and show your personality.
- **Do** end the interview when you promised to (though sometimes the interviewee will want to keep talking).
- **Do** ask if you can stay in contact
- **Do** ask for referrals.
- **Do** ask for the interviewee's business card.
- **Do** thank the interviewee (and **do** so again later in writing).
- **Do** get more information on informational interviewing by visiting the Informational Interviewing Tutorial

Questions about some of the terminology used in this article? Get more information (definitions and links) on key college, career, and job-search terms by going to our Job-Seeker's Glossary of Job-Hunting Terms.

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the guide to college, careers, and jobs

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Glossary of Terms

Accession Rate

Proportion (in percent) of the total number of new hires to total number of workers employed.

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Accession/New Hire

Any permanent or temporary addition to employment in the establishment due to:

- a. Expansion - addition to employment arising out of expansion in production or business activity
- b. Replacement - addition to employment arising from resignation, death of the worker, etc. and which replacement is needed.
- c. Others - addition to employment arising from changes in technology, methods of production and services.

Transfer or shifting of workers from one plant to another within the same firm is excluded.

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Administrative Data (ILO)

Data produced as a by-product of the administrative functions of a government agency. In undertaking these functions, often under the authority of a set of laws or regulations, an organization will generally register or record a great deal of information which is needed for the administrative process. This information may relate to events or transactions (event-based systems) or to persons and organizations. It may be processed and tabulated as statistical outputs. (ILO)

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Administrative, Executive and Managerial Workers

A group of workers consisting of government officials, managers, directors and working proprietors in public or private enterprises.

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Affiliated Union

A local or an independently registered union affiliated with a federation or a national union.

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Agricultural, Fishery and Forestry

Agriculture includes the production of crops such as cereals, other food crops and commercial crops and the raising of livestock and poultry. Service-type activities closely related to agriculture are also included.

Fishery includes fishing (catching fish) in natural bodies of water; the culture of fish, oysters and pearls in farms and ponds; and the gathering of aquatic products such as sea shells, agar-agar and other seaweeds.

Forestry includes logging operations; planting, replanting and conservation of forests; gathering of uncultivated products; and charcoal-making carried on in the forests. [Back](#)

Agricultural, Animal Husbandry and Forestry Workers, Fishermen and Hunters

A group of workers consisting of farm managers, agricultural and animal husbandry farmers and farm workers, foresters, loggers, forest guards, forest products gatherers and other forestry workers, fishermen and related workers and hunters. [Back](#)

Agricultural Wage Rate

Actual amount (in cash or in kind or both) paid to the farm workers in exchange for service rendered, usually on a daily basis. There are various terms of payment but wage rate is standardized on a daily basis by dividing the total amount paid as wages by the mandays spent. [Back](#)

(Annual Per Capita) Poverty Threshold

The annual per capita income required or the amount to be spent to satisfy the nutritional requirements (2,000 calories) and other basic needs of a person. [Back](#)

Applicant Placed

Applicant hired by a local company from among those who had been referred, or applicant who engages himself in self-employment activities after assistance had been provided. [Back](#)

Applicant Registered

Job seeker who signifies interest to avail of any of the various employment facilitation services accomplishing the registry form. [Back](#)

Average Family Expenditure

The level of average expenses or disbursements made by a family purely for personal consumption. <http://www.manila-online.net/bies/glossary/glostern.htm>

during a period of time. It is obtained by dividing the total expenditures of families by the total number of families. [Back](#)

Average Family Income

The level of average family income received by all family members for a particular period of participants in any economic activity, or as recipients of transfers, pensions or grants. Income includes primary income and receipts from other sources. It is estimated by dividing the total income of families by the total number of families in the country. [Back](#)

Bargaining Unit

A group of employees sharing mutual interests or having specific occupations or geographical groupings within a given employer unit. (Dept. Order #9) [Back](#)

Base Period

Period of time chosen as reference on which index numbers are computed. [Back](#)

Base Price

Price of a unit of a commodity at some period of time chosen as reference, on which index number was computed. [Back](#)

Basic Pay

The pay for normal time, prior to deductions of social security contributions, withholding taxes, etc. excludes allowances, bonuses, commissions, overtime pay, benefits, in kind, etc. Also called **base wage**. [Back](#)

Boycott

A form of concerted action by employees and their union to refrain consumers from patronizing products or services of their company. [Back](#)

Cancelled Union

Any legitimate union or association of workers whose legal personality has been revoked by the Bureau of Labor Relations or the Regional Office after due process. [Back](#)

Case Disposed

A case which has been acted upon and considered resolved by a person assigned to handle it. A disposed case may be any of the following: settled, resolved, decided on the merits, certified/endorsed for compulsory arbitration, assumed jurisdiction by the Secretary of DOLE, submitted for voluntary arbitration, withdrawn, dismissed, referred or transferred to other offices the DOLE at the level of agency of origin. These may also include petitions granted as in the case med-arbitration cases.

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Cases Handled

The sum of pending cases at the beginning of a specific period and new cases filed during the same period.

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Casual Worker

A worker engaged to fill up a vacancy or a new position created by the absence of prospective employee or qualified job applicant. Unlike permanent or regular employees, they are given appointments for the position for a fixed date or time only.

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Class of Worker

The relationship of the worker to the establishment where he/she works. This is sometimes referred to as industrial status in other countries. He/she may be either be wage and salary worker, on account worker, or unpaid family worker. See separate definition for each class under **Worker**.

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Clerical and Related Workers

A group of persons engaged in occupations which are commonly thought of as "office jobs". The great majority are concerned with the setting up and maintenance of records relating to financial transactions, other business and industrial operations, personnel, correspondence, etc.

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Collective Bargaining Agreement (CBA)

The negotiated contract between a legitimate labor organization and the employer, concerning wages, hours of work, and all other terms and conditions of employment in a bargaining unit, including mandatory provisions for grievance and arbitration machinery.

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Commission Worker

A person working for an establishment who is not on a regular payroll but is paid purely on the basis of certain percentage of money received in a transaction. Depending on the establishment, they may or may not be part of its total employment.

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Community, Social and Personal Services

These include public administration and defense, sanitary and similar services, educational services, medical, dental, other health and veterinary services, other social and related community services, recreational and cultural services, personal and household services, restaurants and hotels and international organizations and other extra-territorial bodies.

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Compensation

Comprises all receipts by employees of wages and salaries in cash as well as in kind including value of contributions made by their employers for their account to social security and to private pension, casualty insurance, life insurance, and similar plans.

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Consumer Price

Price at which a specified group of consumers buy a commodity for consumption.

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Consumer Price Index (CPI)

Statistical measure of the average changes in prices of a "fixed basket" of goods and services, usually purchased on small quantities for consumption by an average household.

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Construction

General and special trade contractor primarily engaged in contract construction. Included are unit enterprises engaged primarily in construction work for the parent enterprise, which can be reported separately. These include general building construction and special trade construction.

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Contractual Worker

A worker whose employment has been fixed for a specific project or undertaking, the completion or termination of which has been determined at the time of engagement.

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Deployed Overseas Filipino Worker (OFW)

Recruited Filipino worker who has actually left for overseas job with the pre-employment/travel documentation papers were processed by POEA and his departure was actually recorded at the Labor Assistance Center at the Ninoy Aquino International Airport (NAIA).

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Disabling Injury

Any occupational death, regardless of time between injury and death, or any non-fatal occupational injury except one which only requires medical treatment. [Back](#)

Earnings

Gross remuneration in cash and in kind paid to employees at regular intervals, for time worked work done together with remuneration for time not worked, such as for annual vacation, other paid leaves or holidays. Excluded are employers' contributions paid to social security and similar plans and also the benefits received by employees under these plans, and severance and termination pay. [Back](#)

Electricity, Gas and Water

The generation and distribution of electricity for sale; manufacture of gas and distribution through systems; production and distribution of steam and hot water for heating and power purposes; and collection, purification and distribution of water to household, industrial and commercial users. [Back](#)

Employed/Employment (Household Surveys)

Persons aged 15 years old and above who during the reference week, are reported either:

1. At work even for an hour; or
2. With a job/business even though not at work because of temporary illness/injury, vacation or other leave of absence, bad weather or strike/labor dispute or other reasons. Likewise, persons who are expected to report for work or start operation of a farm or business enterprise within two (2) weeks from the date of the enumerators visit, are considered employed. [Back](#)

Employed at a Full-Time Job

A person who works eight hours or more per day for the majority of days during the reference period. [Back](#)

Employed at a Part-Time Job

A person who works less than eight hours per day for the majority of days during the reference period. [Back](#)

Employment Rate

The ratio (in percent) of the total number of persons employed to the total number of persons in labor force.

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Employment Status

The status of a person of working age in relation to the labor market whether employed, unemployed, or not in the labor force which is determined on the basis of his activities during the reference period.

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Establishment

An economic unit engaged in one or predominantly one kind of economic activity under a single ownership, situated at a more or less fixed location, (e.g. an individual farm, mine, factory, store, etc.). For multi-unit enterprises whose activities are located at different locations, each branch outlet or subsidiary is considered an establishment.

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Establishment Found with Violation

An establishment found not complying with certain labor standards in the course of inspection by a person authorized by the Secretary of Labor and Employment.

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Establishment Inspected

An establishment subjected to inspection either as part of the inspection program or based on complaint.

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Establishment with Violation Corrected on Field

An establishment found with violation/s in the course of inspection for which plant correction was effected immediately.

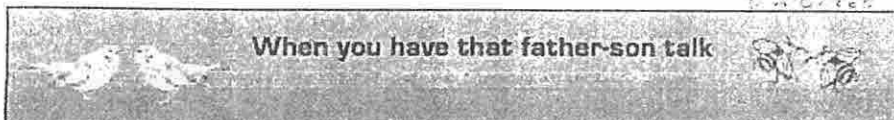
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Existing CBAs

The totality of Collective Bargaining Agreements (CBAs) whose provisions are still enforceable at specified period. It includes newly registered CBAs but exclude those whose registrations have expired during the reference period.

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Existing Unions/Labor Organizations



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Job-Seeker's Glossary of Job-Hunting Terms

This glossary of job, career, and employment terms is designed to give you a quick definition -- and then provide links where you can find more details, samples, and much more information. If you're looking for a term that is not listed here, please email the [Webmaster](#).

Accomplishments -- these are the achievements you have had in your career. These key points really help sell you to an employer -- much more so than everyday job duties or responsibilities. In your cover letters, resumes, and job interviews, focus on key career accomplishments -- especially ones that you can quantify. [Read more.](#)

Action Verbs -- The building blocks of effective cover letters and resumes. These concrete, descriptive verbs express your skills, assets, experience, and accomplishments. Avoid nondescriptive verbs such as "do," "work," and forms of the verb "to be." Instead, begin each descriptive section with an action verb. Almost every resume book has a list of great action verbs to choose from. [Read more.](#)

Assessment -- These tests ask you a series of questions and try to provide you with some sense of your personality and career interests. You shouldn't rely on the results of these tests by themselves, but the results can be a good starting point for discovering more about yourself and your interests and considering careers you may not have thought of. [Read more.](#)

Benefits -- An important part of your compensation package, and part of the salary negotiation process. Note that every employer offers a different mix of benefits. These benefits may include paid vacations, company holidays, personal days, sick leave, life insurance, medical insurance, retirement and pension plans, tuition assistance, child care, stock options, and more. Can be worth anywhere from 20 to 40 percent of your salary. [Read more.](#)

Career Change -- Changing your occupation by devising a strategy to find new career choices. Most experts now predict that the average person will change careers three to five times over the course of his or her work life. Change may occur because you don't enjoy the work as much as you used to. Or maybe you can't progress further in your career. [Read more.](#)

Career Fair -- There are many types of job and career fairs -- from those scheduled during Spring Break for college students to industry-specific fairs for professionals -- but they all have a common theme: a chance for a company to meet and screen a large volume of potential job candidates while simultaneously an opportunity for job-seekers to meet and screen a large number of employers. [Read more.](#)

Career Objective/Job Objective -- An optional part of your resume, but something you should contemplate whether you place it on your resume or not. It can sharpen the focus of your resume and should be as specific as possible -- and written in a way that shows how you can benefit the employer. [Read more.](#)

Case Interview -- *See job interviewing.*

Chronological Resume -- *See resume.*

Cold Call -- When a job-seeker approaches an employer (usually through an uninvited cover letter) who has not publicly announced any job openings. See

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job-seeker should consider the total package and not just salary. [Read more.](#)
[See salary and benefits.](#)

Contract Employee -- Where you work for one organization (and its salary and benefit structure) that sells your services to another company on a project or time basis. [Compare to freelancer.](#)

Corporate Culture -- The collection of beliefs, expectations, and values shared by an organization's members and transmitted from one generation of employees to another. The culture sets norms (rules of conduct) that define acceptable behavior of employees of the organization. It's important for job-seekers to understand the culture of an organization before accepting a job. [Read more.](#)

Counter Offer/Counter Proposal -- A salary negotiation technique used by job-seekers when a job offer is not at an acceptable level. Almost all elements of a job offer are negotiable, including the salary, non-salary compensation, moving expenses, benefits, and job-specific issues. [Read more.](#)

Cover Letter -- Should always accompany your resume when you contact a potential employer. A good cover letter opens a window to your personality (and describes specific strengths and skills you offer the employer). It should entice the employer to read your resume. [Read more.](#) *See also:*

- uninvited (cold contact) cover letter -- The most common type of cover letter, since such a large percentage (80-95 percent) of the job market is "closed," meaning the job openings are not advertised. Usually part of a direct mail campaign in which the job-seeker is trying to uncover hidden jobs.
- invited cover letter -- Written in response to an advertised opening, whether in a newspaper, trade publication, on the Internet, or even on the company's bulletin board. Employer expects -- and even welcomes the cover letters.
- referral cover letter -- An extremely effective type of cover letter that springs from networking efforts. The referral letter uses a name-dropping tactic as early as possible in the letter to attract the reader's attention and prompt an interview.

Curriculum Vitae -- [See resume.](#)

Declining Letter -- A letter sent to an employer to turn down a job offer. The writer should keep the door open in case he or she would like to approach the employer again someday.

Degrees & Certifications -- Recognition bestowed on students upon completion of a unified program of study, including high school, trade schools, colleges and universities, and other agencies. [Read more.](#)

Domino Effect -- States that five key phases comprise any good job search, and if you ignore any one of them or conduct one poorly, the likelihood of a successful job search decreases dramatically -- just as if you pulled a domino out of a row of dominos. [Read more.](#)

Dress for Success -- First coined by author John Malloy in the 1970s, the term *Dress for Success* signifies tailoring one's attire, grooming, and overall appearance toward making a great first impression in a job interview -- as well as maintaining a professional look while on the job to aid career advancement. Will dressing properly get you the job? Not by itself, but it will give you a competitive edge and help you make a positive first impression. [Read more.](#)

Email Cover Letter -- A cover letter (see *cover letter*) that is sent to the employer electronically via email. There are different rules that apply to writing these kind of cover letters, though the fundamental principles remain the same. [Read more.](#)

Freelancer/Consultant/Independent Contractor -- Where you work for yourself and bid for temporary jobs and projects with one or more employers. Freelancing is not an alternative to hard work, but many people enjoy the freedom, flexibility, and satisfaction of working for themselves. [Read more.](#)

Functional Resume -- [See resume.](#)

some digging. Strategies for uncovering the hidden job market include networking and cold calling. [Read more](#). See *networking and cold calling*.

Informational Interviewing -- Just what it sounds like -- interviewing designed to produce information. What kind of information? The information you need to choose or refine a career path, learn how to break in and find out if you have what it takes to succeed. It's the process of spending time with one of your network contacts in a highly focused conversation that provides you with key information you need to launch or boost your career. [Read more](#).

Internships --- One of the best types of work experiences for entry-level job-seekers because a majority of employers say experience is the most important factor in whether you're hired. Internships involve working in your expected career field, either during a semester or over the summer. Besides gaining valuable experience, you get exposed to the business environment and gain valuable references and network contacts. [Read more](#).

Job Application -- Sometimes also called an application for employment. Many organizations require you to complete an application (either to get an interview or prior to an interview). Even though many of the questions duplicate information from your resume, it is extremely important to complete the application neatly, completely, and accurately. [Read more](#).

Job-Hunting on the Internet -- Not a magic elixir that will guarantee that you find a job, but still a door to opportunities and techniques not available before the advent of the Net. Most job-seekers should spend no more than about 20 percent of their time and effort looking for a job online, though job-seekers in the technology/computer industry might be wise to spend up to 50 percent of their time looking for a job online. [Read more](#).

Job Interviewing -- All about making the best matches. Both the company and the job-seeker want to determine if the fit is right between them. First impressions are key (see *dress for success*), and preparation is critical to success. [Read more](#). See also:

- screening -- usually conducted by a member of the human resources department, the screening interview is designed to weed out unqualified candidates. Providing facts about your skills is more important than establishing rapport.
- traditional -- uses broad-based questions such as, "why do you want to work for this company," and "tell me about your strengths and weaknesses." Interviewing success or failure is more often based on the job-seeker's ability to communicate and establish rapport than on the authenticity or content of their answers. [Read more](#).
- behavioral -- based on the premise that past performance is the best indicator of future behavior and uses questions that probe specific past behaviors, such as "tell me about a time where you confronted an unexpected problem" and "tell me about an experience when you failed to achieve a goal." [Read more](#).
- panel/group -- uses a committee of people, usually around a table, asking questions. The key to this type of interview is to balance eye contact with both the person who asked the question and the remainder of the group.
- case -- used primarily by management-consulting firms to determine how well suited you are to the consulting field. Case interviews measure problem-solving ability, tolerance for ambiguity, and communication skills along several dimensions. The idea is to find out how well you identify, structure, and think through problems. [Read more](#).
- stress -- usually are a deliberate attempt to see how you handle yourself under pressure. The interviewer may be sarcastic or argumentative, or may keep you waiting. Expect these things to happen, and when it does, don't take it personally. Calmly answer each question as it comes. Also called intimidation interviews.
- phone -- have only one purpose: to decide if there is a good enough match to justify a site visit. Make sure to set a specific time for your telephone interview -- not just "sometime this week." [Read more](#).

Job Offer -- See *Offer of Employment*.

Job Shadowing -- One of the most popular work-based learning activities because it provides job-seekers with opportunities to gather information on a wide variety of career possibilities before deciding where they want to focus

Job Skills -- The skills you need to do a particular job. For example, an accountant needs to have good math and accounting skills; a doctor needs to have good medical, scientific, and personal skills.

Job Skills Portfolio -- A job-hunting tool that you develop to give employers a complete picture of who you are, including samples of your work -- your experience, your education, your accomplishments, your skill sets - and what you have the potential to become -- much more than just a cover letter and resume can provide. [Read more.](#)

Key Accomplishments -- An optional part of your resume, but one that is growing in use -- especially with scannable (text-based) resumes. This section should summarize (using nouns as keywords and descriptors) your major career accomplishments.

Keywords -- nouns and noun phrases that relate to the skills and experience that employers use to recall resumes scanned into a database. Keywords can be precise "hard" skills -- job-specific/profession-specific/industry-specific skills, technological terms and descriptions of technical expertise, job titles, certifications, names of products and services, industry buzzwords, etc. [Read more.](#)

Letter of Acceptance -- Used to confirm the offer of employment and the conditions of the offer; i.e., salary, benefits, starting employment date, etc. It is always a good idea to get the entire offer in writing.

Letter of Agreement -- A brief letter outlining the conditions of employment. Whether initiated by the employer or the candidate, it is always a good idea to get your entire offer in writing. Sometimes is form-based or may even be an employment contract. *See also salary and salary negotiation.*

Letter of Interest -- *See cover letter.*

Letter of Recommendation -- A letter of support for your skills, ability, and work ethic, usually written by a former boss or co-worker, but could also be from a teacher or personal reference. Good for applying to graduate school, but seen as fairly worthless in job-hunting because no one who would write you a recommendation letter would say anything negative about you. *See reference list.*

Mentor -- A person at a higher level within a company or within your profession who counsels you and helps guide your career. Some organizations have formal mentoring systems, while most informal mentoring relationships develop over time. A mentor relationship is one where the outcome of the relationship is expected to benefit all parties in the relationship for personal growth, career development, lifestyle enhancement, spiritual fulfillment, goal achievement, and other areas mutually designated by the mentor and partner.

Networking -- Means developing a broad list of contacts -- people you've met through various social and business functions -- and encouraging them assist you in looking for a job. People in your network may be able to give you job leads, offer you advice and information about a particular company or industry, and introduce you to others so that you can expand your network. [Read more.](#)

Occupational Outlook Handbook -- Published by the U.S. Department of Labor, Bureau of Labor Statistics, this guide provides detailed information on more than 250 occupations. The Handbook discusses the nature of the work and the typical working conditions for persons in each occupation. In addition, it details the requirements for entry and the opportunities for advancement. [Read more.](#)

Offer of Employment -- An offer by an employer to a prospective employee that usually specifies the terms of an employment arrangement, including starting date, salary, benefits, working conditions. Also called a job offer.

Recruiters/Headhunters/Executive Search Firms -- Professionals who are paid by employers to find candidates for specific positions. They often recruit candidates, but job-seekers can also approach them. Avoid any firms that require job-seekers to pay for their services.

and past supervisors), educational references (former teachers or school administrators), and personal references (who can speak of your character). Never include references on your resume or cover letter; they should be listed on a separate references sheet. And always ask people before including them as a reference for you. Never provide a list of references unless they are requested.

Researching Companies -- The process of gathering information about a company, its products, its locations, its corporate culture, its financial successes. This information is extremely valuable in a job interview where you can show off your knowledge of the company, and can also help you in writing your cover letter. [Read more.](#)

Resume -- A key job-hunting tool used to get an interview, it summarizes your accomplishments, your education, as well as your work experience, and should reflect your special mix of skills and strengths. [Read more.](#) *See also:*

- chronological resumes -- a resume organized by your employment history in reverse chronological order, with company/job titles/accomplishments/dates of employment. [Read more.](#)
- functional resumes -- a resume organized by skills and functions; bare-bones employment history often listed as a separate section. [Read more.](#)
- text/scannable resumes -- a resume that has been prepared to maximize the job seeker's visibility in an electronic resume database or electronic resume tracking system. More companies and organizations of all sizes are using electronic resume tracking to organize and sort resumes. [Read more.](#)
- Web-based resume -- a resume that resides on the Web. A Web-based resume can range from quite ordinary to very elaborate. Fundamental principles of good resume writing, content, and design apply. [Read more.](#)
- Curriculum Vitae (CV) -- similar to a resume, but more formal, and includes a detailed listing of items beyond the typical resume items, such as publications, presentations, professional activities, honors, and additional information. Tends to be used by those seeking a faculty, research, clinical, or scientific position. [Read more.](#)

Salary -- Financial compensation an employee receives for performing the job, and part of your compensation package. Can be determined by hourly, daily, weekly, monthly, and yearly. Also can include overtime pay, bonuses, and commissions. See also benefits and compensation package. [Read more.](#)

Salary History -- Some employers will request that you submit a salary history. A salary history tells them the level and frequency of your promotions. It should be separate page from your resume or cover letter. Be sure to include the full compensation you received in each job, not just salary information. By providing a salary history, you sometimes place yourself in a precarious position of either pricing yourself out of the position or appearing to be at a lower level than the company seeks. [Read more.](#)

Salary Negotiation -- An extremely important process in which job-seekers attempt to obtain the best compensation package possible, based on skills and experience, the industry salary range, and the company's guidelines. [Read more.](#) *See also compensation package.*

Salary Requirements -- Some employers may ask you to state the salary you require for a specific job opening. You've got to be careful here. If your salary requirement is too high, you won't get an offer. If it's too low, you won't get what you're worth. The best strategy is to state that you're open to any fair offer and are willing to negotiate. [Read more.](#)

Scannable Resume -- *See resume.*

Temporary (Temp) Agency/Staffing Firm -- Companies that place workers in jobs on a contract or temporary basis. Some provide training. Many are specialized (professional, clerical, computing, accounting, etc.). Great for building resume, learning skills, and networking. [Read more.](#)

Testing -- You may be asked to take a variety of tests during your job search, from aptitude and personality tests to honesty and drug tests.

Transferable Skills -- Skills you have acquired during any activity in your life -- jobs, classes, projects, parenting, hobbies, sports, virtually anything -- that are transferable and to what you want to do in your next job. [Read more](#)

USP -- An advertising term -- unique selling proposition -- that refers to the one thing about a product that makes it distinct from all others. In job-hunting, job-seekers need to find the one thing that makes you more qualified for this job than anyone else. What can you offer that no other applicant can? [Read more.](#)

Vita -- *See resume.*

Workplace Values -- concepts and ideas that define a job-seeker and influence your satisfaction -- not only with your job, but with your life. Job-seekers should perform a values check every few years to make sure your career is on track. [Read more.](#)

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