

# Career & Professional Development Center

Career Resource Handbook

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**Monday- Friday 8-4**

**Walk-in Service:**  
**Monday- Friday 11-1**

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The Career & Professional Development Center offers the following services and programs:

## Career & Professional Development:

### Major & Career Exploration

Use [FOCUS 2](#)- An online career exploration system to help identify student's work interests, skills, and values.

### Career Advising

Meet with your [Career Coach](#) to learn how to research majors & careers.

### Cal U Career Network

Connect with Cal U alumni to ask them about their Cal U experience and career path.

### Job Shadowing

Gain a realistic career view through a [Job Shadow](#).

The Career & Professional Development Center offers the following services and programs:

## Graduate School Preparation

Learn how to research programs that fit your interests. Get tips on how to prepare for entrance exams. Review your personal essay. Discuss timelines for applying to graduate school.

## Professional Experience

Assistance in finding paid career-related work experience through [Cooperative Education](#) (Co op) as early as your sophomore year. Students receive a co-op notation on their transcript and there is no fee.

## Job Search Preparation

Learn how to create a high-impact [resume](#), cover letter, and LinkedIn profile.

Practice your interviewing skills 24/7 from any computer with a webcam through [Handshake](#) or schedule an appointment to practice with a CPDC staff member.

Search for positions on the three job posting links on [Handshake](#).

Learn how to prepare for [job/career fair or networking events](#) coordinated by CPDC.

Participate in our [On-Campus Interview Program](#) Meet with employers hosting information tables.

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## EXPLORE

- Complete the FOCUS 2 career assessment for majors/careers
- Meet with your Career Coach in the CPDC
- Take the Career Planning course
- LinkedIn to do information interviews and job shadow a professional
- Use the career resources on the CPDC web site



## EXPERIENCE

- Do a Co-op and/or internship
- Get involved in student organizations & volunteer programs
- Develop a resume
- Do a practice interview
- Take the Career Readiness course (UNI 200)
- Log your Career Advantage experiences on OrgSync



## CONNECT

- Upload your resume on Handshake
- Attend job fairs and networking events
- Participate in on-campus interviews and information sessions
- Use LinkedIn to develop a professional network
- Meet with your Career Coach to develop job search strategies or plan for graduate school

CAREER ADVANTAGE





Cal U enables you to connect with Handshake, a comprehensive online career and internship resource offering powerful search tools and alerts. You'll have access to more than 1 million jobs posted by 200,000 companies, nonprofit groups and government organizations nationwide to help you find jobs that best fit your skills and interests.

Through Handshake, you'll also build out your personal profile so employers can find and learn about you when they are searching for job candidates. Handshake also will enable you to:

- Access personalized job recommendations based on your major and interests.
- Schedule appointments with your career coach.
- Get information about career fairs and other events.
- Submit your internship application and get information about the internship process.
- Upload your resume for review by Career Center staff.
- Manage on-campus interviews — all from your mobile device.

Getting set up in Handshake is an important step as you get ready for internships and prepare for your future career!

### How do I log in to Handshake?

Current Cal U students already have an account. Just log in at [calu.joinhandshake.com](http://calu.joinhandshake.com) with your VIP username and password.

If you have questions or problems logging in, call the Career and Professional Development Center at 724-938-4413. You also can stop in for quick tips during drop-in hours from 11 a.m. - 1 p.m. every weekday at the Natali Student Center Suite 138.

### How do I get started?

After you log in to your account for the first time, you will be asked to complete your personal profile. Then you can upload your resume and start searching for jobs and internships. Employers who use this site can review your profile if you choose to make it public, so update your information at least every semester. If you've just completed an internship, been inducted into an honorary society or had a great volunteer experience, be sure to add those to your resume.

### How do I upload my resume?

Follow these steps to upload your resume:

1. Click on your name in the upper right corner of your Handshake home page.
2. Select **Documents** from the dropdown menu.
3. Click on **"upload one"** under the Resumes section.
4. Title and upload the document of your choosing, and click **Add Document**. (If you want employers to be able to view your resume, click the box to make it public.)
5. The Career Center must approve all resumes. You will receive notification once your resume is approved

### How do I update my profile?

After you log in to your account for the first time, you can return at any time to update your profile by clicking on your name in the upper right corner of your Handshake home page and selecting **My Profile** from the dropdown menu.

When beginning your resume, brainstorm first and remember to consider your:

- Education - Skills/Qualifications
- Related Experience and/or Internships
- Other Experiences or Class Projects - Employment History
- Honors, Activities, Memberships, or Volunteer Work

**Font Type:**

Calibri, Georgia, Cambria, Arial, Times New Roman

**Font Size:**

Name: 18-22 pt, Headers: 12-14pt, Body: 10-12pt

**Layout:**

Margins 1/2"-1" on all four sides  
Balance white space and text space  
Be consistent in format and style  
Length: Typically undergraduates have one page

## Resume Tips

Choose the resume style that will best highlight your qualifications to an employer.

**Chronological:** The most commonly used resume format. In each section [education, experience, etc.] list information in reverse chronological order [most recent material first]. Arrange your sections with the most relevant information first. Experience does not always have to follow Education.

**Custom Design:** Avoid templates. Change objective/summary and content with every position.

**Functional:** Similar to chronological format, with the exception of using headings that would best showcase your skills and qualifications. Examples of functional headings include: Clinical Experience, Sales Experience, Organizational Skills, Communications, etc.

**10-20 Second Scan:** Readers prefer the following to guide their eyes quickly to main points.

- Bullet Points - Bold Print - Indentations

**Do not include:** photographs, marital status, salary requirements, age, race, national origin, visa status, high school information [unless freshman or have graduated from a notable school] or references.

There is no need to include the phrase, "References Available Upon Request."

List in reverse chronological order. GPA is optional and should only be listed if 3.0 and above.

## Street  
 City, State Zip  
 Phone Number  
 Email

**OBJECTIVE OR SUMMARY** (not both) *optional*

- Use phrases, such as “To obtain an internship in Public Relations” or Seeking full time employment in Social Services field”
- State specific job title and list skills you bring to the position
- List personal traits you possess that mirror the job description

**EDUCATION**

- University, City, State
- Degree, Majors
- Minor
- Date of Graduation
- GPA: ####/4.0 (Overall is assumed. Add Major GPA, if higher, and label as such)

**RELEVANT COURSEWORK** (Optional Section)

- Only list courses that fill a gap in your resume or otherwise illustrate required knowledge that you have not yet utilized in a job (use columns)
- More common for students seeking co-op or internship

**EXPERIENCE**

- Job title, Dates of Employment
- Employer, City, State
- List experiences from present to past
- Include volunteer work, internships, co-ops, part- and full-time jobs and leadership positions, if they relate to the position you are seeking
- **Bullets formula**= Power Verb (skill) + Proven Accomplishment/Involvement
- Quantify: How many people did you supervise? How much money did you manage?
- Share successes, outcomes, and improvements you made
- Use descriptors to provide more detail by responding to one or more questions:
  - What did you do? - How did you do it? -Why did you do it?

**ACTIVITIES / HONORS / PROFESSIONAL MEMBERSHIPS** (Optional Section)

- Organization, current position, dates; previous position, dates
- List only those organizations (sports, clubs, student government, and honoraries) you contributed regularly and actively

**KEY SKILLS**

- Computer: Include hardware and software proficiencies. If seeking technical position, include more specific sections: programming languages, hardware, software, operating systems, databases, peripherals
- Certifications/Licenses: List dates
- Foreign Languages: List oral, written and reading competency levels

Create two sections: Related experience/ other experience. Move more related positions to the top.

Decide whether to list job title or employer first and be consistent.

List activities that demonstrate job-related skills, leadership, or membership in career-related organizations.

Honors/Awards can be separate section.

123 Anywhere Road  
California, PA 15419

## Sam Student

stuxxx@calu.edu  
724-938-5555

### Objective:

To secure a co-op/internship position in marketing or sales.

### Education:

**California University of Pennsylvania, California, PA**  
Bachelor of Science in Business Administration, Marketing  
Expected Graduation, May 2017

### Relevant Courses

Principles of Marketing	e-Marketing
Principles of Selling	Sales Management
Entrepreneurship I	Retailing

### Experience

#### **Sales Associate** **May 2013- Present**

Under Armour, Washington, PA  
-Highest sales in district for the month of December, 2013  
-Met sales goals for the past three months  
-Provide excellent customer services  
-Work effectively as a team member  
-Handled cash register transactions

#### **Student Assistant** **September 2013- Present**

Career and Professional Development Center (CPDC), California University of PA  
-Provide customer service to students, faculty, staff, and recruiters  
-Assist with CPDC events  
-Enter job postings on Hire CalYOU

### Organizations & Activities

#### **Student Marketing Association**

-Top fundraiser for 2013-2014  
-Attended the 2013 American Marketing Association Conference  
-Organized guest speakers for meetings  
-Represented the organization at the Mock Networking & Etiquette Dinner

#### **Future Business Leaders**

-Will serve as Treasurer for the 2014-2015 school year

## Joelle Laboratory

4372 Cedar Drive • Bethel Park, PA 15102 • (412) 298-1532 • Lab3669@calu.edu

### EDUCATION

Bachelor of Science, Chemistry

May 2013

Minor Biology

California University of Pennsylvania, California, PA

### PROFESSIONAL SKILLS

Proficient in collection, examination, and analysis of samples

Follow laboratory protocol and safety procedures

Self-driven and able to work in group/team settings

Communicate proficiently in oral and written forms

Studied the sources, reactions, transport and rate of chemical species in the environment

### INSTRUMENTAL METHODS

Atomic Absorption Spectrophotometry

Dissecting Microscope

Nuclear Magnetic Resonance Spectroscopy

Compound Microscope

Fourier Transform Infrared Spectroscopy

Scanning Electronic Microscope

Deoxyribonucleic Acid Analysis

Gas Chromatography and Mass Spectroscopy

Ultraviolet-Visible Spectroscopy

### RESEARCH EXPERIENCE

Research and Development Internship, Bayer Material Science, Pittsburgh, PA

May 2011 - August 2011

- Assisted in quality assurance efforts related to equipment calibration, method development, search libraries, and documentation
- Performed day-to-day analytical measurements using available techniques
- Supported work on next-generation composite materials, highly efficient insulation and incorporation of natural materials into plastics, and materials for renewable energy applications
- Developed procedures for sample preparation and separation for subsequent analysis by a variety of analytical techniques

### WORK EXPERIENCE

Secretary - Math Tutoring Center, California University of PA, California, PA

August 2009 - May 2013

### HONORS

Alpha Lambda Delta National Honors Society Member

Dean's List

National Honors Society of Leadership and Success Member

Selected by University Faculty to represent California University of PA at: Pittcon Conference and Expo in Atlanta, Georgia 2011

Women in Science at the National Conference for College Women Student Leaders and presented at conference in Washington, D.C. 2012

### PROFESSIONAL DEVELOPMENT

American Chemical Society Member

Autism Conference at California University of Pennsylvania

Pre-Service Professional Seminar Series

Certified in Occupational Safety and Health Administration

Presented at Halloween Chemical Demonstration

Presented at National Chemistry Week at Carnegie Science Center

Society for Analytical Chemists of Pittsburgh Member

### VOLUNTEER SERVICE

CSI Girls' Night Out: To Engage and Inspire Young Girls to Explore Their World

Southwestern PA Science Olympiad Tournament

### STUDENT ACTIVITIES

California University of Pennsylvania

Ballroom Latin Dance Club - Founding Member and Treasurer

Chemistry Club - President

Peer Mentor Plus

Women's Lacrosse- Club Captain, Founder and President

Alex Macintosh  
57 Green Lane, Pittsburgh, PA  
(555)-555-0102  
example+n.morris@comcast.com

#### EDUCATION

California University of Pennsylvania, California, PA  
Bachelor of Science in Computer Science

May 2013

#### COMPUTER TECHNOLOGY SKILLS

- C++
- XML
- Operating Systems
- UNIX
- Networks
- Java
- Oracle
- Adobe: Photoshop, Premiere
- Microsoft Office: Word, Excel, PowerPoint
- C#/VB/ASP/.NET
- SQL
- Fortran

#### INTERNSHIP EXPERIENCE

US Steel, Pittsburgh, PA  
Software Engineer

September 2012 - December 2012

- Conducted trial runs of programs and software applications to ensure they will produce the desired information and that the instructions are correct
- Consulted with and assisted computer operators or system analysts to define and resolve problems in running computer programs
- Investigated whether networks, workstations, the central processing unit of the system, or peripheral equipment are responded to a program's instructions
- Trained subordinates in programming and program coding
- Wrote or contributed to instructions or manuals to guide end-users

Pittsburgh Pirates, Pittsburgh, PA  
Associate Software Engineer

January 2011 - May 2011

- Wrote or contributed to instructions or manuals to guide end users
- Assigned, coordinated, and reviewed work and activities of programming personnel
- Investigated whether networks, workstations, the central processing unit of the system, or peripheral equipment responded to program's instructions
- Performed systems analysis and programming tasks to maintain and control the use of computer systems software as a system's programmer
- Consulted with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes
- Identified complex problems and reviewed related information to develop and evaluate options and implement solutions

#### WORK EXPERIENCE

Lagerheads Restaurant, Coal Center, PA  
Server

August 2010 - Present

#### ACTIVITIES

Computer Science Club (President)  
Alpha Lambda Delta (Secretary)  
Archery Club

#### HONORS / AWARDS

Dean's List  
Presidential Scholar

## Kimberly Snoop

21 Jump Street  
Union, PA 15111  
724-555-1234 • html4200@gmail.com

### OBJECTIVE:

To obtain a career within the field of Justice Studies with additional interest in Computer Information Systems.

### EDUCATION:

California University of Pennsylvania, California, PA  
Bachelor of Science in Justice Studies: Criminology  
Minor: Computer Information Systems  
GPA 3.0 Dec 2014

### COURSEWORK:

- Application Programming (Java)
- Database Design
- Computer Programming (C++)
- White-Collar Crimes
- Computer Forensics
- Cyber Crime Investigation

### RELEVANT EXPERIENCE:

California University of PA, California, PA Oct 2011-Jun 2014  
Student Support Technician  
•Answered student inquiries dealing with computer technology; assisted with resolving problems  
•Installed and performed minor repairs related to software and hardware issues  
•Performed data entry database containing student and faculty information  
•Synchronized smart phones and tablets to corporate sync accounts

### CUSTOMER SERVICE:

Vertex Business Solutions Aug 2014-Present  
Columbia Gas Customer Support Representative  
•Advise customer on information related to billing  
•Handle confidential information while processing payments  
•Place emergency gas priority orders and establish new service installation

Target, Uniontown, PA Aug 2013-May 2014  
Sales Floor Team Member  
•Answered telephones, delivered customer service and operated register  
•Placed new merchandise on the sales floor; ticketed markdowns

Bon Ton Department Store, Uniontown, PA Dec 2009-Mar 2013  
Sales Associate  
•Processed credit card applications; operated cash register for purchases and returns  
•Assisted customers by providing information about merchandise

Ford Business Machines, Dunbar, PA Oct 2010-Dec 2010  
Scanning and Imaging Assistant  
•Prepared older property records to be ready for scanning  
•Entered data about customers into database; filed and stored paperless documents

### TECHNOLOGY:

- Word, Excel, PowerPoint, Access
- Mac OSX

## Jane M. Smith

452 Jefferson Drive, Monessen, PA 15062

555-555-1234

Smi5555@calu.edu

Seeking an Elementary Education Teaching Position with additional interest in environmental education

### Education

California University of Pennsylvania, California, PA

May 2015

Bachelor of Science – PreK – Grade 4

Cumulative GPA: 3.95

### Teaching Experience

Student Teaching Experience:

Rostraver Elementary School

March-May 2014

Belle Vernon, PA

- Taught 15 first graders the subjects of math, reading, science, social studies, spelling, and phonics
- Implemented a math and science lesson aligned to the Take One/National Board Standards
- Integrated language arts, music, and art into a Pennsylvania Wildlife environmental education unit
- Differentiated instruction to educate students at all learning abilities
- Incorporated technology into lessons by using Discovery Streaming

McKeever Environmental Center

January-March 2014

Sandy Lake, PA

- Facilitated environmental education lessons to more than 600 students from kindergarten through the sixth grade
- Established and maintained organization and management of students while in the outdoor environment
- Provided a successful educational experience to special needs students
- Improvised and personalized pre-written lessons to reflect upon my own experiences and prior knowledge of the material
- Coordinated the duties of the parents, guardians and teachers of the students during the day and overnight Programs

Field Experience:

Jefferson Hills School District, McClellan Elementary School

September-December 2013

Pittsburgh, PA

- Taught 55 third grade students in social studies
- Assisted the classroom teacher in individualizing instruction to mainstreamed students
- Collaborated with cooperating teaching in designing a puppet stage and puppets for social studies and language arts lessons
- Supervised students during a field trip after the field experience was completed



Volunteer Work

AmeriCorps Member

Assateague State Park

October 2011-September 2012

Berlin, MD

- Worked as a full-time member of the Maryland Conservation Corps at Assateague State Park
- Taught environmental education programs, such as “Trees in Schools,” in 10 elementary schools and facilitated several education programs, such as “Scales and Tales,” throughout the year at the park
- Designed numerous educational programs for summer field trips and day camps at Assateague State Park

Professional Development

Mon-Valley Learns Convention of National Board Certification

Charleroi, PA

October 2013

Substitute Teaching Preparatory Classes

Intermediate Unit One, California, PA

October 2012

Additional Work Experience

Work/Study

California University of Pennsylvania Computing Services

May 2012-August 2013

Professional Development Intern

Carnegie Science Center, Pittsburgh, PA

Summer 2013

Produce Worker/Deli Worker

Giant Eagle, Inc., Monongahela, PA

December 2011-August 2012

Server, Ponderosa

Steakhouse, Belle Vernon, PA

Summer 2010

Computer Skills

Black Board, Microsoft Word, Excel, and PowerPoint

Certifications/Honors and Awards

Pennsylvania State Certification Grades PK- 4

Maryland Conservation Corps Environmental Education

Park and Natural Resource Management and Field Training

John Husher Scholarship Recipient

May 2014

September 2010

February 2009

August 2010-Present

## Christina Circuit

15 Collin Road  
Phone: (724)429-3852

Greensburg, PA 15601  
Email: cir8557@calu.edu

### Objective

To obtain a position in Electrical Engineering Technology that will allow me to utilize my engineering, project management, documentation, design and development skills.

### Education

California University of Pennsylvania, California, PA  
Bachelor of Science Electrical Engineering Technology  
ABET Accredited Program

May 2013

### Skills

- Computer Languages: C, C++, Assembly, LabVIEW® Graphical Programming, Unix, Visual C, Matlab®, Java, Android® Application Development
- Quickbooks Pro
- Office Software Suite
- Microcap
- Developed software and hardware applications using the Motorola 65HC11 and 65HC12 microcontroller based systems
- Developed software and hardware applications using the Freescale® MCP5604B microcontroller based system
- Integrated National Instruments Data Acquisition (DAQ) Hardware into school electronic projects, including a model street car loopback control system and an autonomous robot race car.
- National Instruments Multisim™ circuit simulation software
- Ethernet network client / server applications using C in UNIX and LabVIEW® programming

### Relevant Experience

Electrical Engineering Technology Senior Project:

2012 – 2013

Designed and built a senior citizen medical alert band integrated with an Android® smart phone and home security with web access to track temperature, pulse, falls and GPS location.

- Developed Android® platform programming using JAVA and XML (directly control the Android® device Accelerometer, BlueTooth®, SMS Telephony, Network and GPS Location, and User Interface components from my application)
- Designed and created the BlueTooth® simulation tool in LabVIEW® for initial testing
- Utilized team management techniques to accomplish project goals
- Provided document management with IEEE specifications (PMP,ICD,SRS &SDD) for storing and organizing data
- Conducted multiple system integration, testing, verification, and final demonstration to a professional group

### Experience

Applied Engineering & Technology Department - California University of PA, California, PA  
Laboratory Assistant

August 2011 – present

- Assist students with Assembly programming and oscilloscope operation
- Troubleshoot problems with circuits and microprocessors
- Offer tutoring sessions to assist students with microcontroller
- Provide consulting support to students, faculty, and staff

### Activities

- Member of Institute of Electrical and Electronics Engineers (IEEE)
- California University of Pennsylvania - Freescale® smartcar team
- California University of Pennsylvania - Engineering Technology Club

# Brady Briefcase

8963 Wellington Drive, Washington, PA 15301 • (724)889-3624 • bri7913@calu.edu

## SUMMARY of QUALIFICATIONS

- Analytical and detail oriented with strong organizational skills
- Maintain excellent interpersonal communication, time management, and problem resolution skills
- Team oriented leader who motivates members to exceed expectations

## EDUCATION

California University of Pennsylvania, California, PA  
Bachelor of Science- Business Administration  
Concentration: Marketing  
GPA: 3.79

May 2014

## RELEVANT EXPERIENCE

Marketing Intern, Pittsburgh Indoor Sports Arena, Cheswick, PA

December 2012-Present

- Developed and coordinated team tournaments and contacted sports teams and organizations to increase facility events and initiatives
- Managed Twitter account to market the sports arena and drive business
- Assisted with sports events and social functions
- Worked collaboratively to develop and implement an advertising plan
- Exposed to all operation areas including: planning, programming, budgeting, registrations and marketing

## EMPLOYMENT

Server, Longwood Senior Care, Verona, PA

June 2010-present

- Serve food and beverages in a facility that is CARF-CCAC/five star accredited (CCAC or the Continuing Care Accreditation Commission is a worldwide accreditation service that assures the highest quality and service)
- Developed relationships and trust with 100+ residents to provide mental stimulation
- Maintain excellent customer interactions while serving and attending to residents' needs

## ACTIVITIES/ PROFESSIONAL DEVELOPMENT

- Student Marketing Association – President
- Future Business Leaders of America – Vice President
- Cal R.O.C.K.S. - Secretary
- Peer Mentor
- Career Coach Program
- Student Activities Board
- Intramural: Volleyball, Basketball, Dodge ball, Flag Football

## AWARDS / CERTIFICATIONS

- National Honor Society of Leadership and Success
- Dean's List / Highest Honors
- Certified First Aid, CPR, AED

## VOLUNTEER WORK

Pittsburgh Children's Hospital, Pittsburgh, PA

August 2010 - Present

- Arranged arts and crafts for the children
- Comforted the children as they made each craft
- Cooperated with other students

## Nicole Needle

510 Memory Lane, Greensburg, PA 15133 • 412-364-5804 • ned3559@calu.edu

### EDUCATION

Associate of Science, Nursing (RN), Community College of Allegheny County  
Eligible to take NCLEX after December 13, 2014  
December 2014

Licensed Practical Nurse, Connelly Vocational Technical School  
April 2010

### CLINICAL EXPERIENCE

Senior Mentorship- Worked under the supervision of an RN  
November - December 2014  
Monongahela Valley Hospital, Monongahela, PA

- Provided bedside care, treatment and clinical documentation for six patients on cardiac and medical-surgical floors
- Handled medication administration, dressing changes, Ivs, studied EKG
- Facilitated admissions, discharges and transfers
- Prepared chart notes and other documentation
- Participated on interdisciplinary team to assist in patient care
- Assessed patients' care and treatment plans on a daily basis for updated information in preparation for change of shift report for patients on a telemetry unit

Nursing Student  
August 2014 - November 2014  
Excelsa Health- Westmoreland Hospital, Greensburg, PA  
May 2014 - August 2014  
Uniontown Hospital, Uniontown, PA  
January 2014 - May 2014  
Jefferson Regional Medical Center, Jefferson Hills, PA

- Completed clinical rotations in geriatric care, emergency and labor and delivery
- Obtained and completed current and past patient medical health histories
  - Generated patient care plans, including assessments, evaluations, implementations, interventions, outcomes, and nursing diagnoses
  - Worked closely with multidisciplinary team and patient's family to provide patient care
  - Assisted with vital signs, physical assessment and patient education
  - Familiar with administering subcutaneous, IM and ID injections
  - Administered straight and indwelling catheters

### CERTIFICATION/LICENSURE

- CPR / AED
- Advanced Cardiovascular Life Support
- Basic Life Support
- License Practical Nurse

### RELATED EXPERIENCE

Licensed Practical Nurse  
May 2010 - August 2012  
Bayada Home Health, Greensburg, PA

- Traveled throughout 40-mile territory to provide home-healthcare services to pediatric, adult and elderly patients diagnosed with chronic/terminal conditions, convalescing from surgical procedures or recovering from serious illnesses and injuries
- Followed rehabilitation and treatment plans to accelerate patient recovery; minimize pain, discomfort, infections and complications; and optimize patient outcomes
- Assessed, monitored and documented patient progress, symptoms and vital signs on each visit
- Educated clients and their families on the safe treatment of injuries, illnesses and conditions

REFERENCES PROVIDED UPON REQUEST

# John M. Function

College: 250 University Ave., California, PA 15419 | Permanent: 123 Easy St., Pittsburgh, PA 15214  
doe1234@calu.edu 724-938-1234

## OBJECTIVE:

To obtain a sales management trainee position with a goal to lead and train a sales staff.

## EDUCATION

B.A., Communication Studies: Public Relations Concentration; Marketing Minor  
California University of Pennsylvania (Cal U), California, PA  
•Major GPA: 3.5, Overall GPA: 3.7  
•Dean's List 2011, 2013

Expected May 2015

## EXPERIENCE

Marketing Intern, ABC Pools, Miami, FL

- Assessed goals of small business to develop innovative marketing plans
- Supported monthly invoicing for 150 accounts using QuickBooks
- Designed company letterhead with logo and ensured consistent branding
- Constructed promotional materials, including referral coupons and flyers
- Updated annual newsletter while focusing on target marketing

May-September 2014

## SKILLS

Marketing / Sales / Promotions

- Created informational brochure for apartment leasing company
- Developed advertising campaign for class project
- Raised \$600 in advertising space for fraternity folder project

Management / Training / Organizational Ability

- Assisted in organizing a talent show and benefit auction
- Trained new restaurant employees
- Coordinated sales presentation strategy for fraternity car show

Mentoring / Leadership

- Mentored students through Peer Mentor position
- Supported college students during orientation
- Coached students to prepare them for secondary entrance examinations

## EMPLOYMENT

University Welcome Center (Cal U), California, PA, Student Ambassador:  
Primanti Brothers, Pittsburgh, PA, Waiter:

August 2011- Present  
June 2012- Present

## ACTIVITIES

Pi Sigma Epsilon Fraternity, Treasurer  
Marketing Club, Secretary  
Peer Mentor  
Orientation Leader  
Public Relations Student Society of America

## REFERENCES

Available upon request

# Noreen Nontraditional

1234 Happening Place • California, PA 15417 • 724-555-1212 • non1234@gmail.com

## HUMAN RESOURCES PROFESSIONAL

More than nine years of progressive experience in talent acquisition, benefits administration, and training; Demonstrated ability to build strong business alliances and produce quality results; Talented problem solver and troubleshooter skilled in research and analysis; Dedicated to delivering exemplary customer service

## HUMAN RESOURCES SKILLS

- Talent Acquisition
- Benefits Administration
- Succession Planning
- Performance Management
- Employment Law
- Process Improvement
- Employment on-boarding
- Diversity and Inclusion
- Coaching and Mentoring

## PROFESSIONAL EXPERIENCE

Macy's Systems & Technology (MST) - Pittsburgh, PA  
College Relations Recruiter

01/13 to 01/14

- Managed the daily operations of college relations program for the technical division of Macy's Systems and Technology
- Administered contracts for colleges and universities for graduate recruitment opportunities, which increased schools' selection by 20%
- Created and implemented the development of the on-campus recruiting strategy that was adopted by the College Relations Department
- Won "Time to Shine Award" in 2012 for ideas outside normal work duties that improved the effectiveness of the Human Resources department
- Effectively decreased employee transfer processing time by developing a procedure that streamlined and organized HR paperwork; Additionally, led major revamp of HR filing system that improved record organization and restored full legal compliance

Computer Sciences Corporation (CSC) Pittsburgh, PA  
Recruiter

02/04 to 01/13

- Assisted with the creation of a succession planning process that was implemented across the enterprise.
- Trained more than 13 managers on performance based interviewing
- Identified and implemented talent acquisition process that improved the recruiting process and reduced delays in the hiring procedure. Process was adopted within the company

## EDUCATION

California University of Pennsylvania - California, PA  
Bachelor of Arts, Psychology December 2012

## TECHNICAL PROFICIENCY

Lotus Notes • Outlook • Taleo • PeopleSoft • TAIS • ADP • Report Smith • Microsoft Office

## Emma Experience

123 Somewhere Lane  
California, PA 15419  
724-938-5555  
stuxxxx@calu.edu

### Objective

To obtain a summer camp counselor position at the YMCA.

### Education

Bachelor of Arts in Psychology  
Minor in Women's Studies  
California University of Pennsylvania, California, PA  
Expected Graduation, May 2017  
GPA: 3.5

### Relevant Courses

Child Psychology Birth to Age 4	Developmental Psychology
Child Psychology Age 5 to 9	Teaching of Art
Educational Psychology	Ceramics

### Experience

Peer Mentor California University of PA September 2013 - Present

- Mentor two freshman psychology majors
- Meet with mentees on a biweekly basis to discuss adjustment to the university

Student Worker Welcome Center September 2013 - Present  
California University of PA

- Give tours to prospective students and families during campus visits
- Assist with Homecoming, Commencement, and Discovery Days Open House
- Promote pride and involvement with the university

Organizations & Activities  
Psychology Club  
ENDV Center Volunteer  
Alpha Lambda Delta

Volunteer Youth Coordinator September 2012 - Present  
XYZ Church

- Teach Sunday school to twelve children ages nine and ten
- Organize craft activities for Vacation Bible School
- Coordinated Easter program

## John Smith

214 California Road  
Brownsville, PA 15417 (555) 555-0123  
Smi5555@gmail.com

### OBJECTIVE:

Sport Management position

### EDUCATION:

California University of Pennsylvania, California PA  
Bachelor of Science in Sport Management

May 2015

### SPORT MANAGEMENT EXPERIENCE:

Pittsburgh Sports Commission- Pittsburgh, PA  
Intern

May 2014 - August 2014

- Collected data and performed analysis on the economic impact of sponsored events on local economy
- Assisted with planning and event management including National Event- The Biggest Loser Run/Walk
- Updated Pittsburgh Sports Commission Excel event spreadsheet, utilizing National Association of Sports Commission information
- Advertised and promoted upcoming events by writing press releases and using social media
- Researched and recommended potential future events based on their fit for the local community

California University- California, PA

August 2014 - December 2014

Sports Management Practicum Work Experience

- Performed duties in support of operations at Heinz Field during Pittsburgh Steelers football games
- Assisted in game management in California University intercollegiate athletic contests
- Planned, organized and fundraised for annual Sports Management Walk/Run event

County YMCA - Brownsville, PA

September 2013 - August 2014

Youth Sports Referee

- Performed sports officiating for youth sports
- Provided instruction in sports rules to participants
- Organized and manage sport set up and clean up
- Followed and enforced all YMCA rules and regulations

California University- California, PA

January 2012 - August 2014

Technology Help Center Student Technician

- Provided phone support and created help desk tickets
- Assisted faculty, staff and students with account and systems logins

### COMPUTER SKILLS:

- Schedule Star Sports Management Software
- Microsoft Word, Excel, PowerPoint

### ACTIVITIES AND HONORS:

- Dean's List Fall 2011 - Present
- Sports Management Club, Treasurer
- YMCA and Intramural basketball leagues



## Walter Warehouse

516 Sand Stone Way • Pittsburgh, PA, 15035 • (412) 838-9452 • war5632@calu.edu

### OBJECTIVE:

To begin my career with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

### SUMMARY OF QUALIFICATIONS:

- \* Knowledge in logistics/channels of distribution, supply chain, shipping /receiving, inventory control
- \* Production and manufacturing skills with knowledge in lean manufacturing, Kaizen, 5S, ISO, Kanban, push/pull, Flexible Manufacturing and Just In Time Systems
- \* Trained in the operation of forklift, pallet jack, bailer, conveyor belt, trash compactor and Big Joe
- \* Safety training in Blood Borne Pathogens, MSDS, and Material Handling

### EDUCATION

California University of Pennsylvania, California, PA  
Bachelor of Science, Technology Management May 2014  
GPA: 3.6 / High Honors

### SKILLS

- \* Production/manufacturing skills · Hazardous waste · General labor
- \* Basic computer knowledge · Chemical/MSDS · Organize/stock
- \* Inventory control · Warehouse operation · Material handling

### RELATED EXPERIENCE

Kennametal, Latrobe, PA

Intern May 2013 – present

- \* Deliberated with vendors and management personnel regarding sales, procedures and product specifications
- \* Designed blueprint of equipment, materials used and workspace
- \* Demonstrated efficiency, using drafting tools and computer
- \* Studied on the schedule of product manufactured, specifications and orders
- \* Dealt with the board and other personnel
- \* Developed production and design standard

### WORK EXPERIENCE

Pactiv, Mt. Carmel, PA

Manufacturing Packer Start/Date to End/Date

- \* Provided support for the operation team by working safely, in a fast paced environment, while inspecting product for defects and packing finished goods in correct configuration
- \* Accepted and processed incoming stock and materials
- \* Set up and operated production equipment in accordance with current good manufacturing practices

### CLUBS / ORGANIZATIONS

Engineering Technology Club

Alpha Lambda Delta, Honors Fraternity

CALU Student Government, Vice President

### VOLUNTEER WORK

Special Olympics, Hidden Valley Four Seasons Resort, Hidden Valley, PA

The Big Event, Community Clean Up, California, PA

Address  
Clarify  
Collaborate  
Communicate  
Compose  
Correspond  
Demonstrate

Advertise  
Advocate  
Attend  
Coordinate  
Convince  
Deal  
Dispense

Acclimate  
Accommodate  
Adapt  
Answer  
Anticipate  
Assist  
Assure

Handle  
Implement  
Inform  
Interact  
Intervene  
Join  
Listen

Edit  
Entertain  
Exhibit  
Explain  
Express  
Illustrate  
Interpret  
Interview

## Power Verbs

### Working with People

#### 25 Communication [Writing and Public Speaking]

Investigate  
Lecture  
Perform  
Plan  
Present  
Promote  
Proofread  
Read  
Relate  
Relay  
Report  
Revise  
Speak  
Summarize  
Survey  
Translate  
Transcribe  
Write

#### Public Relations

Disseminate  
Distribute  
Fundraise  
Handle  
Influence  
Lobby  
Persuade  
Poster  
Publicize  
Publish  
Recruit  
Screen  
Seek Out  
Sell  
Service  
Target

#### Interpersonal Relations

Bargain  
Care  
Coach  
Collaborate  
Confer  
Confront  
Consult  
Converse  
Critique  
Develop  
Encourage  
Familiarize  
Form  
Foster  
Fulfill  
Gain

#### Interpersonal Relations Continued

Litigate  
Mediate  
Model  
Motivate  
Negotiate  
Participate  
Provide  
Recommend  
Reconcile  
Rehabilitate  
Represent  
Resolve  
Share  
Suggest  
Treat  
Understand

Accelerate  
Accomplish  
Achieve  
Act  
Administer  
Allocate  
Approve

Institute  
Judge  
Lead  
Maintain  
Manage  
Moderate  
Monitor

Advise  
Aid  
Correct  
Counsel  
Demonstrate  
Display

## Power Verbs

### Working with People

Encourage  
Enhance  
Enlist  
Ensure  
Grade  
Guide  
Help

#### Administrative/Management

Assign  
Assess  
Attain  
Benchmark  
Chair  
Commend  
Compromise  
Consolidate  
Control  
Delegate  
Direct  
Enforce  
Entrust  
Expedite  
Govern  
Head  
Hire  
Improvise  
Initiate

#### Administrative/Management Continued

Officiate  
Order  
Oversee  
Prescreen  
Preside  
Prioritize  
Produce  
Prohibit  
Refer  
Regulate  
Run  
Set-up  
Start  
Streamline  
Strengthen  
Supervise

#### Teaching/Advising

Influence  
Instruct  
Introduce  
Lecture  
Mentor  
Program  
Provide  
Rate  
Steer  
Suggest  
Teach  
Test  
Train  
Tutor

Act  
Apply  
Anticipate  
Change  
Check  
Contribute  
Cover  
Decide

Define  
Diagnose  
Effect  
Eliminate  
Emphasize  
Establish  
Facilitate  
Forecast

Found  
Give  
Learn  
Navigate  
Offer  
Perform  
Propose  
Receive  
Refer  
Referee  
Register  
Resolve  
Respond  
Retrieve  
Save  
Select  
Serve  
Simplify  
Study  
Take  
Travel

Adjust  
Assemble  
Build  
Compose  
Customize  
Develop  
Design  
Devise

Enlarge  
Format  
Implement  
Improve  
Innovate  
Install  
Invent  
Fix  
Function  
Make  
Manufacture  
Navigate  
Operate  
Propose  
Refinish  
Renovate  
Repair  
Restore

Abstract  
Account  
Add  
Appraise  
Audit  
Budget  
Calculate  
Collect  
Compute  
Decrease  
Determine  
Divide  
Enter [data]  
Estimate  
File

Finance  
Formulate  
Increase  
Insure  
Inventory  
Invest  
Market  
Maximize  
Minimize  
Multiply  
Process  
Project  
Purchase  
Record  
Reduce  
Solve  
Quantify

# Power Verbs

## Working with Data and Things

**General [Miscellaneous]**

**Development**

**Numbers/Finance**

Appraise  
Apply  
Arrange  
Balance  
Catalog  
Categorize  
Connect  
Coordinate

Activate  
Complete  
Compose  
Conserve  
Construct  
Contract  
Create

Acquire  
Analyze  
Classify  
Collate  
Collect  
Compile  
Conduct  
Deliver

# Power Verbs

## Working with Data and Things

Detect  
Determine  
Discover  
Dissect  
Evaluate  
Explore  
Examine  
Formulate  
Gather  
Identify

### Organization

Define  
Edit  
Establish  
Facilitate  
File  
Group  
Issue  
Modify  
Orchestrate  
Organize  
Overhaul  
Place  
Prepare  
Program  
Qualify  
Reorganize  
Rewrite  
Schedule

### Creating/Generating

Discover  
Draft  
Draw  
Engineer  
Execute  
Expand  
Generate  
Inaugurate  
Landscape  
Launch  
Modify  
Mold  
Produce  
Reconstruct  
Redesign  
Remodel  
Shape  
Synthesize  
Transform

### Research/Analysis

Inspect  
Investigate  
Locate  
Name  
Obtain  
Observe  
Pinpoint  
Prepare  
Prioritize  
Receive  
Research  
Specify  
Survey  
Test  
Trace  
Track  
Verify

Is my name at the top of the page and in bold?  
Are my address, phone number, and email easy to read?



Is my resume an appropriate length? [1 page preferred for most majors except Education or those with experience.]

## Resume Starter Checklist

### Layout & Appearance

Does my resume have 1" margins on each side [1/2" minimum] and a 10 pt. minimum font size?

Is formatting consistent throughout the resume? Are the headings and statements evenly spaced?

Are my resume sections placed in the best order to highlight my strongest credentials?

Are my accomplishment statements in bullet point format? Do I have approximately 2-6 statements per job?

Are my experiences in reverse or chronological order? [e.g. most recent to least recent.]



Yes

No

Does my objective statement clearly state what I am seeking and what I will bring to the position?

Did I include the following heading: Education, Experience, and optional section for Skills, Activities, and/or Honors?

Is my resume completely free from spelling, punctuation, and grammatical errors?



## Resume Starter Checklist

### Content

Does my education section state my official degree and expected graduation date? Did I include my cumulative GPA [if a 3.0 or above]? Is my GPA accurate?

Does my experience include the full name of company or organization, the city, and state where the company/organization is located, and the dates the position was held?

Do my accomplishment statements start with strong, varied action verbs?

Are verb tenses in the present tense for current jobs?  
Are the verb tenses in the past tense for past jobs?

Is the information on my resume relevant to the job for which I am applying? Did I include keywords that are listed in the internship or job description?



Yes

No

Refer back to your transcript to trigger your memory about classes you've taken. Identify an experience, project and/or area of knowledge you built with at least two classes. Example: Delegated specific roles to group members as a team leader of the ABC project

Ask your family and friends to share one of the skills they've recognized in you with an example. Think about how this same skill may have transferred at work or school.  
Example:  
Step 1: Friend mentioned, "You always follow through when making promises to others"  
Step 2: Demonstrated dependability when working with others on major projects

## Transferable Skills

### Ways to Identify Your Transferable Skills

Make a list of every part-time, full-time, internship and Co-op position you've ever held. Identify two skills you've built within each at a minimum.  
Example: Increased communication between two departments by serving as a liaison.

Read the skills and power verbs listed in this resource guide to trigger your memory. Choose at least four words that spark recollection and follow up with the skill built.  
Example:  
Step 1: Train..., Motivated..., Advertised..., Coordinated...  
Step 2: Trained a staff of five how to serve customers within a short period of time effectively.

Make a list of every volunteer, academic, and extra-curricular activity in which you've ever participated. Identify two skills you built within each at a minimum.  
Example: Interact effectively both verbally and in writing with a diverse group of people

Review external sites and speak with representatives about skills they look for and identify which ones you have already gained.  
Example: Read job description of an appealing position and reword your skills to fit



**What skills and qualities are important to employers? According to a study conducted by the National Association of Colleges and Employers (NACE), the top ten qualities/transferable skills employers are seeking are listed below. Review the list and write a brief but specific example of how you have demonstrated each skill while in a job, class, internship or extracurricular activity:**

Detail-oriented  
Computer skills  
Motivated/strong initiative  
Strong work ethic

Interpersonal skills [able to relate well to others]  
Flexible/adaptable  
Analytical/problem-solving skills

Able to work well in a team  
Honesty/integrity  
Strong communication skills [verbal/written]

## Transferable Skills

### Top Ten Transferable Skills & Additional Skill Areas to Consider

#### Communication:

Effective Speaking  
Expressing Ideas  
Facilitating Discussion  
Interviewing Skills  
Attentive Listening  
Report Information  
Provide Feedback  
Describe Feelings  
Writing Concisely  
Persuasion Skills  
Negotiating Skills  
Identify Non-Verbal Cues

#### Research & Planning:

Identify Problems  
Identify Resources  
Set Goals  
Information Gathering  
Analyze Data  
Define Needs  
Creation of Ideas  
Provide Solutions  
Extraction of Information

#### Interpersonal:

Develop Rapport  
Motivation Techniques  
Assertion  
Convey Feelings  
Cooperation  
Delegating  
Counseling Skills  
Perception  
Provide Support

#### Supervision:

Teaching  
Initiate Ideas  
Make Decisions  
Coaching  
Coordinate Duties  
Manage Conflict  
Handle Details  
Promote Change  
Manage Groups

#### Daily Work:

Time Management  
Meeting Goals  
Implement Decisions  
Punctuality  
Organization  
Accept Responsibility  
Attention to Detail  
Set Deadlines  
Enforce Policies

**Identifying your transferable skills and communicating them effectively to potential employers will greatly increase your success during the job search!**

Name	Phone Number
Address Line 1	Email
Address Line 2	

The heading format should match the heading format of your resume.

References:  
Name of Reference, Job Title  
Name of Organization/Company of Reference  
Organization/Company Address  
Reference's Work Phone Number  
Reference's Work Email Address

References may be faculty or staff, employers, volunteer/community supervisors, or professionals in your field.

References:  
Name of Reference, Job Title  
Name of Organization/Company of Reference  
Organization/Company Address  
Reference's Work Phone Number  
Reference's Work Email Address

Reference's job title can be listed on the same line as his/her name or on a separate line.

References:  
Name of Reference, Job Title  
Name of Organization/Company of Reference  
Organization/Company Address  
Reference's Work Phone Number  
Reference's Work Email Address

Remember:  
Before listing someone as a reference, ask for his/her permission. You might approach a potential reference by asking, "Do you feel you know me well enough to act as a positive reference?"

## COVER LETTER

250 University Avenue  
California, PA 15419

March 17, 2015

Ms. Maura Manager  
Human Resource Manager  
The Company  
125 Easy Street  
Big City, PA 15419

Dear Ms. Manager:

**Paragraph 1:** Grab the reader's attention... State your reason for writing the letter, name the position for which you are applying and how you learned of the opening (Hire CalYOU, Career & Professional Development Center, online, referral, etc.)

**Paragraph 2:** Tell why you are interested in the position and what you can do for the employer. Briefly describe your strongest qualifications (academic back-ground, work experience, etc.) that match the position requirements. As much as possible, provide specific examples of achievements or skills that are relevant to the position. Use key words from the job description to create a match between you and the job you're applying for.

**Paragraph 3:** Request or initiate an action. Indicate that you will contact the reader within a specific time period to discuss interview possibilities. List your phone number and e-mail address. Thank the reader for his/her time and consideration of your application.

Sincerely,

(Pen written signature)

Joe Jobhunter

Enclosure

Make sure  
cover letter is  
grammatically  
and stylistically  
correct

Each letter should be  
written individually to focus  
your skills experiences, and  
abilities, and career interests  
toward the position to which  
you are applying.

Focus on how you can  
help the employer, not  
on how the employer  
can help you.

Keep letter brief and  
to the point - Cover  
letters should not be  
longer than one page.

368 Fifth Avenue  
Pittsburgh, PA 15227

April 15, 2015

Mr. John Smith  
Director of Education and Community Engagement  
96.1 FM CPEX Pittsburgh  
67 Market Square  
Pittsburgh, PA 15203

Dear Mr. Smith:

Currently, I am a senior at California University of Pennsylvania majoring in Communication Studies with a concentration in Radio and Television. I am seeking a communications internship with ABC to further develop my skills and acquire hands on experience in the industry, while applying the skills that I have already attained through my studies.

As a highly motivated individual, I pride myself on being punctual and professional, and I believe I have the skills necessary to contribute to your station. Also, I have substantial experience with technical equipment, editing software, and radio broadcasting, which I have learned through my coursework and involvement in California University of Pennsylvania's television station (CUTV) and Waynesburg University's radio station.

Additionally, I had my own radio show, entitled *College Biz*, on Waynesburg's campus, which featured a local artist every week along with a live performance on air. Even though the show aired at 4:00 p.m. on the campus, I still had a large audience with people listening to the online stream in different countries such as Australia. I feel that it would be an amazing opportunity to be exposed to a larger and very commendable radio station such as CPEX, which would polish my knowledge and advance my skills.

Sincerely,

James Radiostar

9345 Simple Road  
California, PA 15417

February 17, 2015

Ms. Mary Personnel  
Recruiting Specialist  
Big Retail Store  
4321 Work Avenue  
Pittsburgh, PA 15501

Dear Ms. Personnel:

I recently learned of Big Retail Store's full-time Marketing Assistant position through Ms. Doppelheuer, the Assistant Director of California University of Pennsylvania's Career & Professional Development Center, and I am very interested in this opportunity. My previous internship positions, extracurricular activities, and competitive drive, make me a strong candidate for this position.

In the past four years, I held five internships/part-time positions at Under Armour, Enterprise Rent-A-Car, Whirl Magazine, American Heart Association, and the Mentoring Office at California University of Pennsylvania. These positions have given me considerable experience with customer service, team building, sales strategies, and inventory control.

As an intern at Under Armour during the summer of 2014, I received cross-functional department exposure. I gained insight on how a department level strategies are built and how they align to meet financial expectations.

Serving as the President of the Student Marketing Association has given me the opportunity to expand my leadership and marketing skills. I successfully led an eight member team in the exhibition competition at the American Marketing Association conference in 2014 to a third place finish.

I look forward to discussing my skills and abilities more fully in an interview. I can be reached on my cell phone, (412) 111-5555, or at [mkt1111@calu.edu](mailto:mkt1111@calu.edu). Thank you for your consideration.

Sincerely,

Joe Jobhunter

123 First Avenue  
California, PA 15419

March 5, 2015

Dr. Bill Boss  
Superintendent  
Best School Ever  
Pittsburgh, PA 15000

Dear Mr. Boss:

I am applying for the elementary teaching position posted on the Hire CalYOU website. I am especially interested in Best School Ever Elementary School because of its demonstrated commitment to quality education, as supported by the favorable student/faculty ratio and state-of-the-art classroom technology.

In addition to completing my degree this May, I have worked the past three summers as a camp counselor at the Mon Valley YMCA, where I supervised the activities of twelve campers. As a student teacher, I created lessons that engaged students by applying a variety of teaching methods and utilizing SMARTboard technology. I co-taught three week-long reading academy sessions which improved student's reading skills by 25%. These experiences have enhanced my teamwork, classroom management, leadership, creativity, and time-management skills, which will be useful at Best School Ever School.

I am passionate about teaching children and developing relationships with them to help build a sense of confidence and enable them to grow as learners. I welcome the opportunity to meet with you to discuss how my skills and experience can meet the need of your students. Please contact me at [teacher@gmail.com](mailto:teacher@gmail.com) or at 555-555-5555 to schedule an interview.

Sincerely,

Tammy Teacher

123 Main Street  
California, PA 15232

June 5, 20XX

Ms. Anna Manager  
Director of Human Resources  
ABC Company  
123 First Street  
California, PA 15419

Dear Ms. Manager:

Thank you for meeting with me yesterday to discuss the management trainee position. I enjoyed talking with you and learning more about the needs of your organization.

I am confident that my business management degree and four years of retail experience as a management trainee intern and sales associate are a good fit for your position. I am especially excited about the hands-on training style that your company offers.

Please contact me at 724-555-1212 or [student@calu.edu](mailto:student@calu.edu) if I can provide you with any additional information. Thank you again for the interview and consideration.

Sincerely,

(Your Signature)

Samantha Student

**Thank the interviewer for meeting you, and emphasize your interest in the position.**

**Briefly review your background and stress your accomplishments.**

**Tips:**

**A thank-you letter or note should be sent within 24 hours following an interview.**

**It is OK to email a thank-you letter, just remember to use proper formatting.**

**Refer to the date and time of the interview as well as the position that you interviewed.**

# Don'ts

Be late, lie, or make excuses.

Make negative comments about past employers.

Look at your phone during your interview.

Chew gum or smell like smoke.

Use interviewer's first names [unless asked].

Ask about salary, benefits, or vacation.

Act Desperate for the job.

## Interview Do's & Don'ts

### Do's

Research the organization.

Dress professionally, make eye contact, have good posture, and offer a firm handshake.

Turn your phone off or leave it in your car.

Prepare five success stories that relate to skills needed for the job for which you are applying using the STAR method.

Arrive about ten minutes before the interview. Know the exact time and location for your interview; how long it takes to get there, park, find a rest room, etc.

Be your best professional self.

Take time to think about your answers before you speak.

Feel free to ask for clarification before answering questions.

Keep your answers between 30 seconds and 2 minutes.

Avoid long rambling responses.

Don't be afraid to show enthusiasm and excitement for the job.

Ask questions! [See list of questions on page...]

Speak confidently about yourself and your skills.

Smile and be friendly to everyone you meet.

Follow up after the interview by sending a thank you note.



## **Employer Knowledge**

What can you offer us?

Why are you interested in this position?

Why are you interested in working for our organization?

What attracts you to this industry?

What do you know about our organization?

What contribution do you believe you can make to our company?

What other types of positions are you applying for?

How do I know you're the right person for this job?

# Interview

## Sample Questions

### **Personal:**

Tell me about yourself.

What are your major strengths? Weaknesses?

Who are your role models?

Describe an accomplishment in which you take pride?

Define success. Failure.

Who or what has had the most influence on your life?

Tell me about a time when you failed. What did you learn from that experience?

What are some of your personal goals?

Describe a situation where you were able to successfully persuade someone.

If we were to contact one of your references, what would they say about you?

### **Education:**

Why did you choose your major?

Why did you choose to attend Cal U?

Which class did you enjoy the most and why? The least?

What campus activities did you participate in?

Describe your most rewarding college experience.

If you could start over again, what would you change about your education?

How has your education prepared you to work for us?

Give me an example of a time you took the initiative and led.

Do your grades accurately reflect your ability? Why or why not?

Give me an example of a problem you encountered in school and how you solved it.

## Questions to Ask Employers

- What are the major responsibilities of this position?
- What kinds of assignments might I expect the first six months on the job?
- Can you tell me how this position became open?
- Does your company encourage further education?
- Do you have a training program?
- What is the best/worst thing about this position?

- What qualifications do you expect a successful candidate to hold?
- Where does this position fit into the organizational structure?
- What is the company culture like?
- How would you describe the supervisory style of the manager?
- What do people like most about working here? Least?
- Will I have the opportunity to work on special projects?
- What is the next course of action? When should I expect to hear from you or should I contact you?

# Interview Sample Questions

## Experience:

- What job related skills have you developed?
- How do you think a former supervisor would describe your work and attitude?
- Do you prefer to work as part of a team or on your own?
- Think about a difficult supervisor. What made him/her difficult?
- How did you successfully interact with this person?
- Tell me about a time when you displayed excellent customer service.
- How do you keep current on what's going on in your field?
- Tell me about a time when you had too many things to do and had to prioritize?
- How have you demonstrated initiative?
- Tell me about a time when you had to go above and beyond in order to get a job done.
- Describe the types of people you get along with best and why? Least?

## Career Goals

- What qualities are you looking for in a supervisor?
- Where do you see yourself in five years? Ten years?
- Are you planning on continuing your education?
- Please describe your ideal work setting.
- What rewards are most important to you in your career and why?
- What major accomplishments would you like to achieve and why?
- How do you feel about travel?
- How do you feel about the possibility of relocating?
- What do you feel would be your biggest challenge in this position?
- How do you feel about working overtime?

**Behavioral interviewing** is an interviewing technique used by employers to gauge if an applicant has the skills required to do the job. The best indicator of future performance is past performance. Behavioral interviewing requires the interviewee to give specific examples of a time he/she has performed specific skills required for the job. In a behavioral interview, you must describe a specific event, project, or experience [Situation], your role in completing the task and/or addressing challenges [Task/Action], and the outcome [Result].

## Interview

### Sample Questions/Behavioral Interviewing

#### Questions to Ask Employers

What are the major responsibilities of this position?  
What kinds of assignments might I expect the first six months on the job?  
Can you tell me how this position became open?  
Does your company encourage further education?  
Do you have a training program?  
What is the best/worst thing about this position?

What qualifications would you expect the successful candidate to possess?  
Where does this position fit into the organizational structure?  
What is the company culture like?  
How would you describe the supervisory style of the manager?  
What do people like most about working here? Least?  
Will I have the opportunity to work on special projects?  
What is the next course of action? When should I expect to hear from you or should I contact you?

**Sample Behavioral Question:** Tell me about a time when you worked on a team.

**Situation-** Describe the setting in which the event, project, or experience took place. What were you doing? What project were you working on? With whom were you working?

**Example Answer:** Last month my honor fraternity organized an event on campus featuring Mr. Big Shot as a guest speaker. My role as communications chair was to take the lead on event advertising.

**Action-** Talk about the specific steps you took to accomplish the task. Discuss skills that you used in each step. What did you do to reach your goal?

**Example Answer:**

- I worked with our fraternity to identify other campus clubs, organizations, and offices that would support our event.
- I asked for volunteers to coordinate out are social media efforts.
- I met with club and organizations to discuss our event and to ask for support.
- I met with campus offices to discuss partnering with our organization.
- I wrote articles for the event for the university paper and radio station.

**Task-** What was the goal you were working to achieve? What was the problem you were trying to solve?

**Example Answer:** The concern my fraternity had was that there would be low student attendance. My job was to create a buzz about this event to students and to work with clubs, organizations, and offices on campus to encourage student attendance.

**Result-** Explain how your actions contributed to the success of the project. What was the outcome of the event? What did you learn from this experience? Include quantifiable results.

**Example Answer:** Our event was a great success. We had one hundred and seventy-five students attend, which was the largest group of students we have ever had participate in our guest speaker series. For my role, I learned the value of effective advertising, and the importance of collaborating with administrative offices and outside groups.

## INTERVIEW PREPARATION SHEET

Organization Name:

Interview Date:

Time:

Interviewer Name:

Interview Location:

Organization Products/Services:

Position for which you are being interviewe:

Qualifications for Position:

1. (Highlight key skills and qualifications listed in the job description and list them here.)

What can I talk about? (Examples)

1. (List the best examples you can provide that showcase your skills and qualifications here. Use these examples to “tell a story” using the STAR technique during your interview.)
- 2.
- 3.

2.

1.

2.

3.

3.

1.

2.

3.

Choose a classic suit.

Do not take a backpack.

Hair should be styled, clean, neat, and a natural color.

Skirt suits should be knee length.

#### Suit

Choose a classic suit avoiding trendy styles.

Suit fabric should be wool, wool blend, gabardine, or rayon.

Skirt suits should be knee length.

Pants should be tailored and the back of the pant should be approximately 1 inch from the floor while the wearer is in dress shoes.

Jacket sleeve length should fall ½ inch below the wrist.

The jacket, skirt/pant should be the same fabric.

Neutral colors such as navy, grey, black or taupe are preferred.

Choose a suit that flatters your figure and is a good fit, not too tight or too loose.

#### Shirt

A tailored blouse in a natural fabric such as cotton or silk is ideal.

White, light colors or a subtle print is preferred.

Avoid sheer and stretchy fabric, plunging necklines, and tops that allow open gaps between buttons.

#### Shoes

Choose a good quality leather pump with a 1-2 inch heal.

Avoid open toed shoes, sandals, and flip flops.

Skin-toned nylon hosiery should be worn with a skirt. Trouser socks or knee high skin-toned hosiery should be worn with pants.

#### Hair, Makeup, & Nails

Hair should be styled, clean, neat and a natural color.

Makeup should be subtle and appear natural.

Avoid overly dark and bright eyeshadow and lipstick.

Nails should be clean and manicured. Avoid designs on nails, and bold colors.

Nail polish should not be chipped.

#### Jewelry, Tattoos & Body Piercings

Jewelry should be kept minimal; a ring for each hand (unless you have an engagement ring and wedding ring); small tasteful earrings (no dangle earrings); a bracelet on the wrist and a watch is acceptable.

Tattoos and body piercings should not be visible.

#### Handbags

You may choose either a business tote, briefcase or portfolio or a small and simple purse.

Do not take a backpack.

## Suit

Choose a classic single breasted suit, avoiding trendy styles  
The suit should be a wool or wool blend.  
Neutral colors such as navy, charcoal, grey or black are preferred  
The suit jacket should be buttoned while standing and unbuttoned while seated.  
The jacket, pants should match and be made of the same fabric.  
Pants should touch the front of the shoe and fall just above the heel in the back.

## Shirt

Shirt should be long sleeved and the sleeve should extend ½ inch beyond the suit jacket.  
White, light blue or a muted colored shirt is preferred.  
An undershirt gives a more finished look.

## Tie

Wear a conservative tie with a subtle pattern or solid color.  
Ties should fall to the middle of your belt.  
Avoid character ties and busy prints.

## Shoes

Polished leather wing tips or lace up conservative shoes are the most appropriate.  
Choose black or dark brown shoes.  
Socks should be calf length and match the color of your suit.

## Hair & Nails

Hair should be clean, well-groomed, and not hang in your face or cover your eyes.  
Facial hair: if worn, should be neatly trimmed.  
Fingernails should be clean and trimmed.

## Jewelry, Tattoos & Body Piercings

Men should avoid wearing jewelry unless it is a wedding ring, class ring, or dress watch.  
Tattoos and body piercings should not be visible.

## Briefcase or Portfolio

Choose either a briefcase or portfolio, not both.  
No bookbags.

The attire of choice for men is a suit of medium to charcoal gray or navy blue. Choose a color that enhances your natural coloring. The suit should be made of wool, wool blends, or fabrics that look like them. For summer months, lightweight wool suits are appropriate. The suit style should be classic and well-tailored. Select a shirt color that is lighter than the color of your suit or stick to basic white. The shirt should be good quality and long sleeved. A 2 1/2 to 2 3/4 inch tie is appropriate. Patterns should be paisley to small stripe. The important thing to remember when choosing a tie is that it should be understated. Simple styled oxford or slip-on-leather shoes in a dark color that matches your suit is the footwear of choice. You want to look well-groomed, showered, and shaved. Avoid heavy after-shave or cologne.

No Tattoo or body piercings should be visible.

Avoid character ties or busy print.

Choose a briefcase or portfolio, not both, & no bookbags.

Socks should be calf length and match the color of your suit.

### **Summer before Senior Year [May - August]:**

- Identify your goals and consider if graduate school will benefit your career plans.
- If deemed beneficial, consider which program areas might align with academic focus and career path.

### **Senior Year - Fall [August - September]:**

- Meet with your academic advisor and career coach to discuss your personal statement, possible programs to consider, and potential fellowships and other funding sources.
- Choose two or three schools to which you will apply.
- Get organized. Create a folder for each school to which you plan to apply.

## Graduate School Application Timeline

- Research institutions and degree programs by looking through graduate program guides, university websites, and by talking with your academic advisor and your career coach.
- Research financial aid options including scholarships, fellowships, government agencies, professional organizations, and philanthropic organizations.
- Visit institutions that you are interested in attending.
- Check on application deadlines and rolling admissions procedures.
- Write a draft of your personal statement.
- Register for required standardized tests.

- Prepare for standardized tests. Check with the Career & Professional Development Center for test preparation resources.
- Obtain letters of recommendation. It is important to provide ample time for those writing. Make sure they are aware of the submission deadlines well in advance. Take standardized tests and request that your scores are sent to your targeted schools.
- Finish your personal statement and have it reviewed at the CPDC. Order transcripts from all post-secondary institutions that you have attended and request official copies be sent directly to the schools to which you are applying.
- Complete and submit application materials. Pay close attention to the application instructions and be sure to make copies for your files.
- Check with all schools before the deadline to verify that your application file is complete and all supporting materials have been received.



## Senior Year - Spring [January - March]

- Schedule campus visits to institutions to which you've been accepted. Prepare questions for your visits and interview. Schedule a practice interview at the CPDC.
- Mail acceptance forms and deposits to the school you have chosen.
- Notify other schools that accepted you of your decision.
- Send thank you notes to people who wrote your recommendations letters. Be sure to let them know where you are going to school.
- Complete financial aid and other admission forms and requirements for the institution you've chosen.

### RESEARCH

Meet with your advisor, choose 2-3 schools, take standardized tests, complete & submit applications, check with schools before deadline to verify that your applications file is complete and received.

Schedule campus visits, mail acceptance forms & deposits.

Complete financial aid and other admission forms and requirements for your institution you have chosen.

## 1. Follow instructions.

- Don't go over page and word limits.
- Answer the questions asked. Some essays will require answering a general question and others may require several short answers to specific questions.

## 3. Writing style

- Write in the first person.
- Express yourself naturally and avoid trying to use words that you would not normally use. Actively trying to sound more “academic” or “sophisticated” in your word choice appears as awkward or forced to the review committee.

# Graduate School

## 10 Tips for Writing Personal Statements

## 2. Do research

- Research the University to get a sense of their major areas of focus or expertise. What types of things does the University highlight on their promotional materials?
- Research the program to get an understanding of the program's approach to the curriculum. This will also help you get a better sense of the program's academic priorities. Again, what do they highlight? How do they talk about the program?
- Research the faculty to see whose work might align with your academic interests and future goals.
- This will show how the program and university is a good fit for your career goals.

## 4. Concentrate on your opening and closing paragraphs

- Your opening paragraph should grab the reader's interest. This paragraph is the framework for your essay.
- Your closing paragraph should summarize your main points of the statement. This summary should reiterate the connections between your past and present experiences and how they will help to shape your future in the desired program. It is also wise to note any faculty at the institution with whom you'd like to collaborate on your future aspirations.

## 5. Think before you write

- Take the time to think about who you are and the experiences that have shaped your life.
- Consider one or two things you would want the review committee to take away from your personal statement.

## 8. Avoid certain subjects

- Don't discuss political or religious affiliations unless necessary or relevant.
- Avoid using negative language.

# Graduate School

## 10 Tips for Writing Personal Statements

## 6. Tell a story

- Do not simply restate your resume information and qualifications.
- Show the reader that you have the credentials by writing about specific experiences.
- Back-up your statements with specific examples.

## 7. Don't use clichés

- Avoid using clichés or using generalizations: i.e. "I want to help people." or "I'm a people person."

## 9. Revise and Proofread

- Revise your essay at least three times.
- Have the CPDC or Writing Center proofread your statement.
- Ask a faculty member to critique your essay.

## 10. Demonstrate your knowledge of the field.

- Make references to leaders in your field, current debates or concerns, be sure to use the technical terminology of your field.
- Refer to relevant experiences that you have had in the field through work, internships, co-op, volunteer, courses, or research.

### **1. Find out what organizations will be there and do your research**

- Find which employers interest you before the fair.
- Know what each organization does and what positions they are recruiting.
- Try to see how your skills and qualifications fit with the employer.

### **6. Follow up**

- Send letters or emails to the employers you made a connection with.
- Thank them for their time to speak with you.

### **7. Don't expect a job offer on the spot**

- A career fair is a great step to check out potential employers and opportunities.
- Remember, a career fair is also a great place to network!

# Job Fair

## Ten Job Fair Tips for Job Seekers

### **2. Introduce yourself and ask questions**

- Make the first move and approach each employer with enthusiasm.
- Tell them your name, major, and when you will be graduating.
- Mention a position you saw posted on their website and ask more about it.

### **3. Let them know who you are**

- Talk about your strengths, favorite classes, and activities.
- Mention other similar jobs you may have had in the past.

### **4. Take along a lot of resumes**

- Many employers may collect resumes, it helps them to remember your interests and qualifications.

### **5. Express interest and enthusiasm**

- If you like something, let them know!

### **8. Dress appropriately**

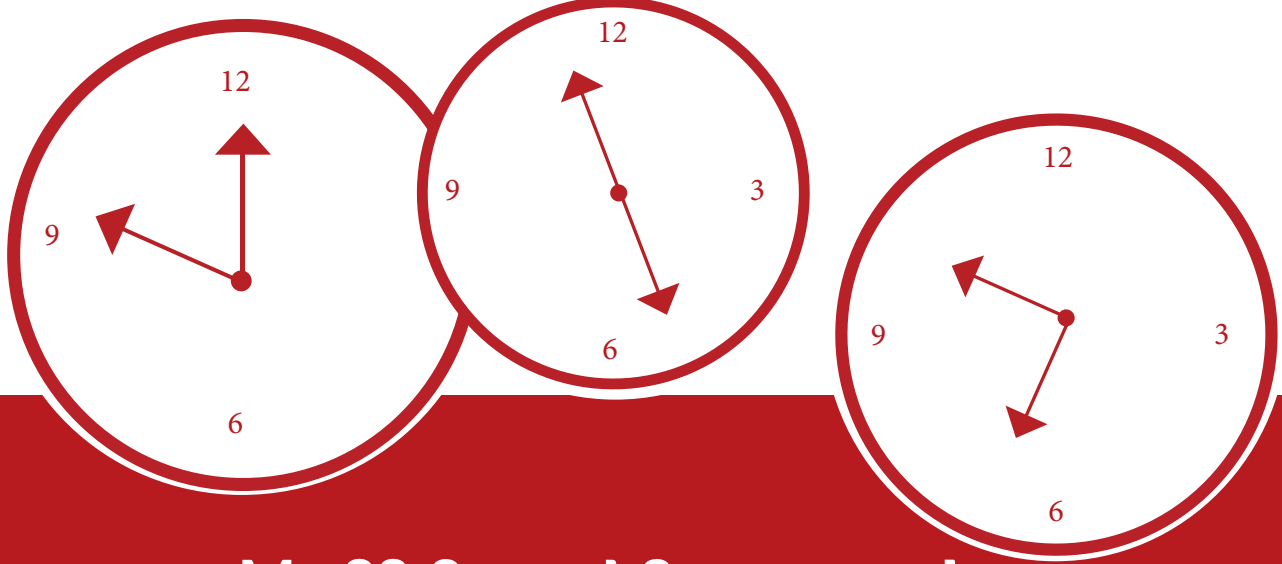
- Wear professional dress [suit, black pants/skirt, black jacket, and a tie].
- Come to the Career & Professional Development Center to ask for help!

### **9. Meet with a variety of employers**

- Explore beyond your "favorites".
- Many employers may have opportunities you were un-aware about.
- Talk with other employers about how you may fit into their organization.

### **10. Save the salary questions for later**

- It isn't the right time to ask about salary, benefits, and vacation at a career fair.
- If an employer introduces the topic first, it is then okay to talk about the subject.



## My 30 Second Commercial

Hello, my name is \_\_\_\_\_

I'll graduate [in May/this summer/have graduated] with a degree in \_\_\_\_\_. I'm interested in an internship [describe in general terms the type of internship you are seeking]. \_\_\_\_\_

As you can see from my resume, I've taken a variety of courses [describe the coursework you have taken that will be pertinent to the employer's needs, or that you did especially well in]. \_\_\_\_\_

I've also had some valuable job experiences [describe here the characteristics of previous jobs that were positive learning experiences]. \_\_\_\_\_

I filled up the rest of my time in college with extracurricular activities [describe here the organizations you have joined, offices held, awards won, activities you participated in, and leadership activities]. \_\_\_\_\_

Is there any information on my resume that you would like me to clarify?

### 1. Determine what kinds of positions you are seeking.

a. Many job seekers believe that being “open” to any and every job opportunity will increase their chances in finding a job. However, job seekers who use a targeted job search approach are more successful.

### 3. Create an Action Plan.

- a. Create a list of organizations that match your skills, interests, and abilities.
- b. Research each organization, focusing on available career opportunities.
- c. Write, track, and meet short-term job search goals.

## Job Search Tips

b. Know the types of jobs that would be a good fit for your skills, qualifications, and interests.

#### c. Think beyond your major.

- Some students think that a major equals a job title. However, most majors do not translate directly into a certain job. Focus on your qualifications and interests when targeting positions.
- Use the What Can I Do With A Major In website for guidance.

### 2. Identify where you want to work.

- a. Consider specific companies and organizations, industries, work settings, company cultures, and geographic locations.
- b. Being open to possibilities outside of your major, broadening your geographic location and considering part-time or contract work will increase your opportunities.

### 4. Start Early.

- a. You should begin your job search at the beginning of your final year.
- b. Students looking for a summer internship/co-op should begin searching in the prior fall.
- c. Research the recruiting time table for the types of positions and organizations to which you plan on applying.

### 5. Prepare application materials.

- a. It is critical to have a resume, cover letter, and references readily available for opportunities that arise.
- b. Be sure to have the CPDC review your materials.

### 6. Develop a network.

- a. Conduct informational interviews with professionals in your field. Talk to family and friends about your job search. Be specific as to the types of jobs for which you are searching.

Social media has changed the way students and employers connect with each other. Employers are turning to social media not only to connect with candidates, but also to gain more insight as to who you really are. Employers check social media just as they do your resume and references. Are you someone they want to hire or are you putting forth a professional politeness facade?

Know what is out there. Do a “self check” and Google yourself. Seeing what digital dirt is out there can help put any social media fires out before they are out of control. Set a Google News Alert [<http://www.google.com/alerts>] on your name so you will be notified when your name hits the web.

Avoid posting when upset or angry- it takes seconds to post but those posts will last a lifetime.

Untag yourself in pictures that you would not want your parents or employer to see. Examples: pictures that have alcohol or drugs/drug paraphernalia or are of a provocative nature [meaning sexual nature]. Control how you are tagged in pictures so that your ‘friends’ do not present you in a situation that may harm your employment opportunity.

It’s a definite “no-no” to post while at work. Employers may monitor employees’ social media so posting on their time can and will get you fired.

Avoid posts with profanity, discriminatory remarks and making fun of peers/bosses/company. Watch opinions and disagreements with others. Don’t be negative!

Privacy settings don’t matter! Just because you have your settings to private doesn’t mean your content is safe. Screen shots or commenting on a public page can negate those privacy settings.

This isn’t your best friend’s room or church so it’s not confessional time. What is private should remain private. Keep your posts positive and more on the professional side. Voicing your strong dislike for your boss, company or just people in general can get you fired or prevent you from that dream job. Limit what you share and use of #hashtags.

**DO use social media to build a professional presence. Join professional networking sites like LinkedIn to not only network with professionals in your industry but to create a professional brand.**

Social media is a great tool to share information with friends and family, but make sure that you know what’s out there. As it was stated in the movie *The Social Network* - “The Internet’s not written in pencil...it’s written in ink.”

### BE ON TIME:

Show up for work on time every day, ready to work.

### DRESS PROFESSIONALLY:

Dress appropriately and follow the company's dress code.

Remember that first impressions can be lasting.

Consider your professional wardrobe as an investment rather than an expense.

### SHOW YOUR RELIABILITY:

Be dependable and honest, always meet deadlines, and volunteer for projects.

### AVOID OFFICE POLITICS:

Don't try to fit-in by gossiping about co-workers.

Stay away from office cliques.

Be courteous to everyone you meet.

### KNOW WHAT IS EXPECTED:

Learn the requirements of your position. Don't be afraid to ask questions if you are unsure about a particular duty or assignment.

### ASK FOR FEEDBACK:

Schedule regular meetings with your supervisor to discuss your performance. Don't be afraid to ask for feedback from your supervisor.

### NETWORK:

Develop professional relationships with your co-workers, join committees and professional associations and attend local, regional or national conferences.

### FIND A MENTOR:

A mentor will provide invaluable advice and contribute to your career growth. Look for someone who is knowledgeable, motivating, trustworthy, open-minded, and accessible.

### MANAGE YOUR EXPECTATIONS:

Many graduates have unrealistic expectations about their new job and become frustrated. Understanding your new hire status can help you adjust your expectations. Proposing too many new ideas too soon, before you understand the corporate landscape, can be viewed as arrogant.

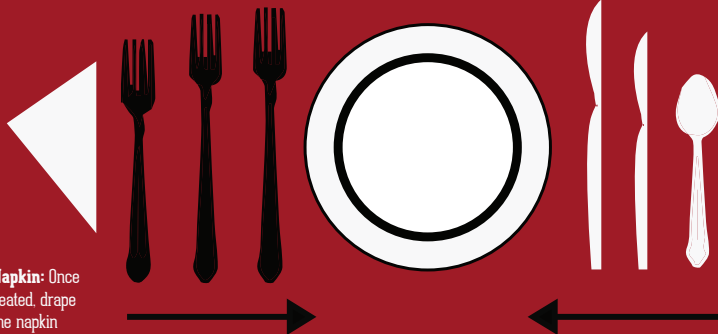




**Salt and/or Pepper:**  
They should be passed together, even when only one is requested



**Stemware:**  
Glassware is filled from the right



**Napkin:** Once seated, drape the napkin over the lap

**Cutlery:**

The rule is to use it from the outside in. Once a utensil has been used it should not touch the table again. Always rest forks, knives, and spoons on the side of your plate

Do not talk, text, tweet, e-mail, or surf the web at table. It's rude, say 63% of diners. A whopping 73% advise turning off ringers. If you have urgent business to deal with, step away from the table briefly to handle matters.



Serving tea or coffee signifies that the formal part of the evening is over. Guests may feel free to leave, or linger.



Dip the spoon into the soup, moving it away from the body, until it is about two-thirds full, then sip the liquid [without slurping] from the side of the spoon [without inserting the whole bowl of the spoon into the mouth].



It is perfectly fine to tilt the bowl slightly to get the last spoonful or two of soup.



Always scoop food, using the proper utensil, away from you.

**Proposing the Toast:**

If you clink, do so with care, since glass is fragile. Usually, you can raise the glass in the direction of the person being toasted. Depending on the wedding, toasts may be invited to the immediate friends and family or it may be appropriate for just about everyone to make a speech.



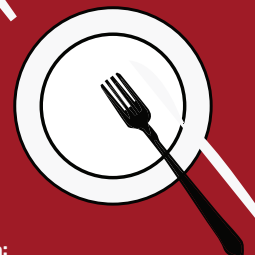
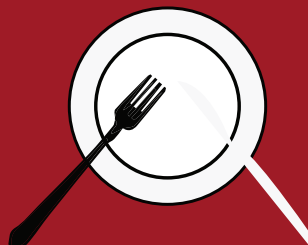
For the toasts can you change the order:

- Kanpai [KAHN pi]: Japanese
- L'chaim [leh KHY yim]: Yiddish
- Prosit [PRO sit]: German
- Salud [SA lud]: Spanish
- Sante [SAN tay]: French/ Quebec
- Skål [SKAHL]: Danish/Norwegian/Swedish
- Slainte [SLANT tay]: Gaelic



**Resting Position:**

When you take a break from eating, your knife and fork should be crossed across your plate. Leave your napkin on your chair.



**Finished Position:**

At the end of the meal, the knife and fork should be placed diagonally on the plate at the 5 o'clock position. The napkin is placed to the left of the table setting.