

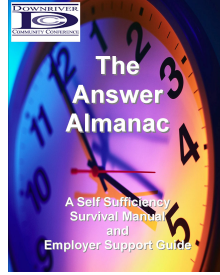
Resume Writing

Common Resume Writing Questions/Answers:

1. **What is a resume?** A resume is your own personal marketing tool and advertisement. You should think of yourself as a product, your resume should market what you are selling which is your experience, skills, qualifications, education, and training. If your resume markets you well, a job offer will be very likely.
2. **How many pages should a resume be?** Typically, resumes are 1-2 page(s) in length, depending on your experience and qualifications.
3. **How far back should your resume go?** Generally, employers want to see your last 10 years of employment to fully understand your work experience, skills, and qualifications.
4. **What if you have gaps in your employment?** Many job seekers have gaps in their employment/work history. Do the best you can to cover your gaps by listing only years of employment (no months) on your resume. Be prepared to explain your gaps in employment to the employer during the interview.
5. **How do you write a resume with little or no employment history?** Whether you are working or not, everyday we learn new skills. Being a homemaker is a 24 hour/7 day a week job. There are a lot of skills and qualifications that a homemaker utilizes on a daily basis that could be highlighted on a resume. Cooking, Cleaning/Housekeeping, Child Care, and General Office/Clerical skills just to name a few.

Resume Writing Tips

1. **Keep it professional** – Voice mail/answering machine messages, and e-mail addresses need to be professional. Your messages should not play music or jokes, employers are completely turned off by unprofessional messages. Note: 1 out of every 7 job seekers, loses a chance at a job interview because of their unprofessional and/or inappropriate voice mail/answering machine message.
2. **Do not use abbreviations** – *When in doubt, spell it out!* A lot of job seekers don't use correct abbreviations on their resumes.
3. **Keep it simple and use action words** - The typical employer takes 10 seconds to review a resume, in those few seconds they decide if a candidate is qualified or not. So, start each of your job duties/descriptions with an action word, do not start out with an "I", it just takes up space.
4. **Be consistent and proofread** – Keep your work/employment history in order, according to dates of employment, your most recent/current job should always be listed first. When listing job duties/descriptions, your action words should be written in the past tense if you're listing a past job. Also, before you submit your resume to employer, it is important that you proofread, look for spelling errors and inconsistency. Ask a friend, family member, and/or professional to proofread your resume as well, sometimes they can find errors that you have overlooked.
5. **Don't exaggerate or lie** – Typically, employers conduct background checks and will find out if you are not telling the truth about your work history, qualifications, and/or education. Even if an employer doesn't find out that you have exaggerated and/or lied on your resume until after you're hired, you could be fired immediately! So be careful.



Michigan Talent Bank Resume

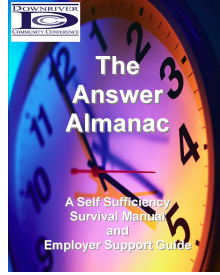
The Michigan Talent Bank is an Internet-based system for job matching in the State of Michigan. By accessing www.michworks.org, you will be able to create and post your resume for hundreds of employers and have access to thousands of job opportunities across the State of Michigan.

Getting Started

1. On any computer with Internet access and capability, log on to www.michworks.org
2. Click on the Job Seekers menu and select "Sign Up/Create Resume"
3. Fill in your personal contact information, click next
4. You will be prompted to create a User ID and Pin #
5. After creating a User ID and Pin #, you will need to fill in some additional personal information
6. You will be asked to select one of the following resume formats; Chronological or Functional (see examples)
7. Enter in a job objective, qualifications, employment history, education, etc. and click submit

Job Seeker Benefits

1. Once you have submitted your resume, you will have access to thousand of job opportunities
2. By clicking "Search for Jobs", you have access to job openings that match keywords in your resume
3. To view a job opening from your list, click on the highlighted job title, you will see the full job order
4. At the bottom of every job order, you will find employer contact information and directions on how to apply
5. If you see a box "Email Resume Now" at the bottom of the job order, click it and your Talent Bank resume will be sent immediately to the employer
6. You can save job orders in your own personal job cart in order to keep track of jobs that you have applied for and/or to review at a later date
7. At anytime, you may click on the Job Seekers menu and select "Login/Update Resume" to update and/or change your resume
8. Under the Job Seekers menu, you may click on "Job Fairs" to view a listing of upcoming job fairs around the State of Michigan or click on "Internships" to view a listing of internship opportunities available
9. If you click on the Career Resources menu and select "Career Portal", you will have access to the Michigan Jobs & Career Portal website. There you will find information on jobs, education, training, starting your own business, and much more
10. If you click on the Career Resources menu and select "Local Offices", you will have access to listings of all the Michigan Works! Agencies across the State of Michigan



Resume Formats

Two of the most common types of resume formats that job seekers use are chronological format and functional format. Here are examples of both formats.

Chronological Resume

Iwann A. Job
1111 Northline Road
Southgate, MI 48195
(734) 333-7777
[IAJ@yahoo.com](mailto:I AJ@yahoo.com)

OBJECTIVE:

To obtain a full-time Cashier position in a retail company where I can utilize my 4+ years cashiering, customer service, and money handling skills and experience and/or a Machine Operator position that will utilize my 1+ year of machine operation, production, assembly, and inspection skills and experience.

EMPLOYMENT HISTORY:

Target, Taylor, MI
6/2005 to 8/2007

Cashier

Operated computerized cash register. Handled cash, check, and credit card transactions. Counted and balanced cash drawer. Provided prompt, courteous, and accurate customer service. Maintained cleanliness and organization of work area.

Meijer, Taylor, MI
4/2003 to 6/2005

Cashier

Operated computerized cash register and scanner equipment. Handled cash, check, and credit card transactions. Counted and balanced cash drawer. Assisted customers with product selections and purchases. Stocked products on store shelves.

Manpower (Riverfront Plastics), Wyandotte, MI
12/2002 to 4/2003

Machine Operator/General Labor

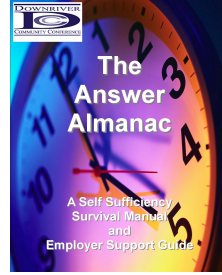
Operated plastic injection molding and press machine. Assembled automotive parts for company distribution. Inspected automotive parts for quality, damages, and/or defects. Followed all warehouse safety standards.

EDUCATION:

Truman High School, Taylor, MI
High School Diploma – General Studies

SKILLS & ABILITIES:

4+ years Cashier experience in a retail setting. 1+ year Machine Operator experience in a manufacturing environment. Excellent customer service, communication, and money handling skills. Work well in a fast-paced, multi-tasked, and team-oriented environment. Working knowledge of computer; Microsoft Word, Excel, and Internet. Quick learner; adapt easily to new job duties and responsibilities. Hardworking, dependable, energetic, and trustworthy.



Resume Formats Continued:

Functional Resume

Iwann A. Job
1111 Northline Road
Southgate, MI 48195
(734) 333-7777
IAJ@yahoo.com

OBJECTIVE:

To obtain a full-time Cashier position in a retail company where I can utilize my 4+ years cashiering, customer service, and money handling skills and experience and/or a Machine Operator position that will utilize my 1+ year of machine operation, assembly, and inspection skills and experience.

HIGHLIGHTS OF QUALIFICATIONS:

- 4+ years Cashier experience in a retail setting
- 1+ year Machine Operator experience in a manufacturing environment
- Excellent customer service, communication, and money handling skills
- Work well in a fast-paced, multi-tasked, and team-oriented environment
- Working knowledge of computer; Microsoft Word, Excel, and Internet
- Quick learner; adapt easily to new job duties and responsibilities
- Hardworking, dependable, energetic, and trustworthy

RELEVANT SKILLS & ACCOMPLISHMENTS:

Cashier/Customer Service

- Operate computerized cash register
- Handle cash, check, and credit card transactions
- Count and balance cash drawer at end of shift
- Provide prompt, courteous, and accurate customer service
- Handle customer questions and complaints in a friendly, professional manner
- Assist customers with product selections and purchases

Machine Operator/General Labor

- Operate plastic injection molding and press machine
- Assemble automotive parts for company distribution
- Inspect automotive parts for quality, damages, and/or defects
- Follow all warehouse safety standards

EMPLOYMENT:

Target, Taylor, MI
6/2005 to 8/2007

Cashier

Meijer, Taylor, MI
4/2003 to 6/2005

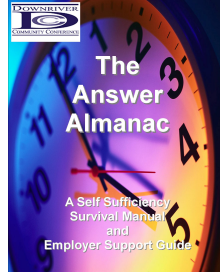
Cashier

Manpower (Riverfront Plastics), Wyandotte, MI
12/2002 to 4/2003

Machine Operator/General Labor

EDUCATION:

Truman High School, Taylor, MI
High School Diploma – General Studies



Interviewing

Preparation for the Interview

Interviewing for a job is a nerve-racking experience for most of us. However, you can become more comfortable with the interviewing process if you become familiar with what is expected of you, the job applicant, at the interview. Listed below are important interview tips that you must practice.

APPEARANCE

- Dress one step above what you would wear on the job
- Dress conservatively
- Never wear jeans, t-shirts, or tennis shoes
- Cover up all tattoos and body piercings
- Make sure your hair is clean and neatly styled
- Do not apply too much after-shave lotion, perfume, or make-up

WHEN TO ARRIVE

- Arrive at least 15 minutes early unless instructed to do otherwise
- You can use this time to RELAX!

WHAT TO BRING

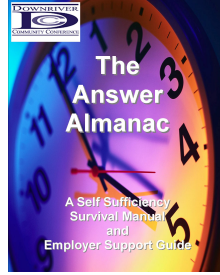
- Two pens (two black or blue), for filling out an application or complete other paperwork
- Personal Information (Driver's License, State ID, Social Security Card, etc.)
- Names, addresses, and phone numbers of past employers and references
- Bring any certificates, licenses, etc.
- Resumes (at least 5)

WHAT TO SAY

- Be polite to everyone you meet at the company
- Greet the receptionist nicely. "Good morning, my name is John Winters. I'm here to interview for the General Labor position."
- Greet the interviewer and tell him/her your name. "Good morning, my name is John Winters."
- Be sure you know how to pronounce the interviewer's name
- Be personable as well as professional

BODY LANGUAGE

- Always firmly shake the interviewer's hand
- Don't chew gum or eat candy/mints
- Don't sit until you are asked to do so
- Sit up straight
- Look the interviewer in the eye, but don't stare



Interviewing Continued:

The Interview is the most important part of the job search process. If you make a favorable first impression during the interview, you have a good chance at getting hired. To make a favorable first impression, you must do three things: *PRACTICE, PRACTICE, PRACTICE.*

Top 10 Interview Questions To Expect

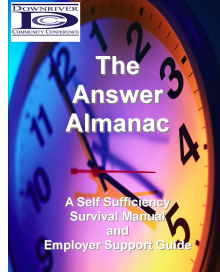
1. Tell me something about yourself?
2. Why should we hire you?
3. What are your strengths and weaknesses?
4. Where do you see yourself in five years?
5. Can you explain the gaps in your employment?
6. What type of supervisor do you prefer working with?
7. When would you be able to start?
8. What shifts are you available to work?
9. Are you able to work overtime?
10. Do you like working in a team or individually?

Top 10 Questions To Ask The Employer

1. Could you describe a typical workday in this organization?
2. What hours will I be working if I am hired?
3. What are the duties of this position?
4. Is there any overtime required for this position?
5. What type of clothes/uniforms will I have to wear?
6. How many people will I be working with?
7. Do you promote from within?
8. Are there yearly evaluations? Are raises based on merit?
9. Do you have a training program for this position?
10. Are positions posted internally?

After The Interview Send A Thank You Letter

As soon as you arrive home from your interview, sit down and write a thank you letter. Thank you letters show your appreciation for the interview and will also help the employer remember you. Very rarely do employers receive thank you letters, so the letter will leave a lasting impression on the employer and give you another opportunity to sell yourself. If you need help in writing a thank you letter, the best source of information and samples is the Internet.



Interview USA

Interview USA is an innovative new way to personalize your online employment applications and save both employers and job seekers time and money. This is a virtual interview where the interviewer appears on screen, and the interview is video-recorded by webcam back to the interview. For example, in many applications of the automated virtual interview, questions are asked by a human being who appears on-screen. Questions are tailored to the unique needs of each situation, and a video camera captures the responses of the individual being interviewed. In the end, all responses are scored and ranked.

Interviewees can even get a playback of their interview for review.

For more information visit your local Michigan Works Center to see if they are set up with this service or visit www.interviewusa.com.