BPA PROJECT

Advanced Interview Skills

AIS

Description: This project is based on the "Advanced Interview Skills" event. First, you will select a job to apply for at Professional Business Associates, a fictional business. Second, you will prepare a resume, cover letter and job application for this position.

Finished Product: Turn in a hard copy of your Resume, Cover Letter, Job Application. In addition, <u>email</u> your resume and cover letter.

Grading: This project is worth a total of 300 points (Resume 100; Cover Letter 100; Job Application 100).

Work Days: September 5

Due Date: Resume, Cover Letter, Job Application, Due End of Class on September 5

☐ Resume

☐ Cover Letter

☐ Job Application

IT'S TIME TO GET A JOB! SELECT ONE OF THE FIFTY JOB OPENINGS LISTED IN THE ORGANIZATIONAL CHART AT THE BOTTOM OF THE PAGE. IMAGINE THESE JOBS WERE ADVERTISED IN THE NEWSPAPER OVER THE WEEKEND. MAKE SURE TO SELECT A JOB WHICH SOUNDS INTERESTING AND RELATED TO SOME OF YOUR COURSEWORK AND/OR PERSONAL EXPERIENCES. PREPARE YOUR RESUME AND A COVER LETTER TO APPLY FOR THE JOB. ADDRESS YOUR COVER LETTER TO:

Ms. Julie Smith
Human Resources Department Manager
Professional Business Associates
5454 Cleveland Avenue
Columbus, OH 43231-4021

Organizational Chart and Company Information

Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

This large corporation has a branch office in the capital of each membership state. The corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021, and has 200+ employees. Management includes:

Chief Executive Officer	Nancy Wells
Financial Services Department	Harvey Rosen
Information Technology Department	Tom Carlson
Human Resources Department	Julie Smith
Marketing Department	Roger Meyer
Administrative Support Department	Edna Renick

Chief Executive Officer				
Financial Services	Information Technology	Human Resources	Marketing	Administrative Support
1. Administrative Assistant 2. Data Entry Clerk 3. Payroll Clerk 4. Accounting Clerk 5. Database Assistant 6. Spreadsheet Specialist 7. Accountant 8. Financial Analyst	1. Data Entry Clerk 2. Database Specialist 3. Information Processing Assistant 4. Administrative Assistant 5. Programmer 6. Software Engineer 7. PC Servicing/ Troubleshooting 8. Network Administration 9. Digital Media Specialist 10. E-commerce Specialist 11. Website Developer	1. Human Resources Assistant 2. Information Processing Assistant 3. Administrative Assistant 4. Medical Support Assistant 5. Insurance Benefits Clerk 6. Management Assistant 7. Payroll Specialist 8. Wellness Coordinator	1. Information Processing Assistant 2. Administrative Assistant 3. Desktop Publisher 4. Graphic Design Assistant 5. Desktop Publishing/ Graphic Assistant 6. International Business Coordinator 7. Website Liaison 8. Management Assistant 9. Small Business Liaison 10. Research Assistant	1. Administrative Assistant 2. Information Processing Specialist 3. Computer Applications Specialist 4. Desktop Publishing Assistant 5. Legal Research Assistant 6. Graphic Design Assistant 7. Management Assistant

EMMA GOGETTER

123 Hereicome Lane, Cincinnati, OH 45231
emma@hireme.com
(513) 000-0000

OBJECTIVE

Reliable and mature high school senior seeking a part-time position with a local financial services firm to gain experience for a future career in accounting.

EDUCATION

Northwest High School, 10761 Pippin Road, Cincinnati, OH 45231
GPA: 3.0; Expected Graduation: June 2015

Relevant Coursework
- Financial Services, a college-prep business program emphasizing personal finance, investments, real estate, insurance, entrepreneurship, accounting, economics, and law.
- Intro to Financial Services, Intro to Accounting, Intro to Business.

Extra-Curricular Activities
- Business Professionals of America – Member, 2013-Present; Class Rep, 2014.
  - BPA Regional Competition – Entrepreneurship Event, 2nd Place, March 2013.
  - Fall Leadership Conference, November 2013.
- Girls Soccer – Northwest High School, 2012-14; Team Captain 2014.
- Key Club – Member, 2013-Present.

Academic Achievements
- BPA Member of the Month, September 2014.
- Honor Roll, Freshman and Sophomore Years.
- Perfect Attendance Award, Sophomore Year.

EXPERIENCE

YMCA Lifeguard, Summer 2013 and 2014
- Monitored swimming areas for rule violations and drowning victims; assisted in maintaining pool facilities and recreation areas surrounding pool areas.
- Received "Best Employee" award in 2012; earned a 20% raise from 2012 to 2013.

Lawn Mowing, Summer 2012 to Present
- Performed lawn mowing and landscaping services for local residences and businesses.
- Expanded business from 5 customers in 2012 to 25 customers in 2014 through aggressive advertising in the community and positive word-of-mouth.

SKILLS

Technology
- Experienced in Microsoft Office – Word, Excel, PowerPoint, and Publisher.
- Comfortable using computers and technology applications.

Problem-Solving
- Possess an optimistic approach to problems and situations.
- Able to create reasonable solutions to problems in short amounts of time.

Interpersonal
- Participate actively and enthusiastically as a member of a team; experienced leader.
- Able to listen effectively and learn quickly; can take directions, instructions, and criticism well.

Tips on Building a Resume

If you're looking for a job, you need a resume. Your resume is your calling card, your advertisement, your brochure, your flyer. It's a one-page handout that shows what a great catch you are.

Resume writing tips

The first impression you make with a potential employer is usually on paper – through your resume. Your resume is the most important component of your job search. This is the first impression to an employer. It serves as a guide to your personality, goals, skill sets, and experience. A resume can determine whether you'll get an interview or not. If you want your potential employer to see you for the organized, intelligent, hard-working person you are, you need to make that clear on paper. Here are some tips:

❑ Give your resume a KISS; Keep It Super Simple.
❑ Avoid fancy type. Also avoid cutesy artwork or photos.
❑ Use simple, everyday language. Keep sentences brief, under 12 words.
❑ Bold or CAPITALIZE section headings so they stand out.
❑ Single-space within sections, double-space between sections.
❑ Be concise and use action words when describing your experience.
❑ Use bullets at the beginning of a list.
❑ Don't exaggerate; you'll have to back it up.
❑ Show a positive and enthusiastic attitude.
❑ Limit your resume to ONE PAGE on standard 8½" by 11" white paper.
❑ Proofread for *spellig* and *gramer*. Don't just trust spell check – read it carefully. Then re-read it. Then have someone else proofread! Stupid mistakes and typos will KILL a good resume.

Experience

Looking for a first job can be an adventure in itself. Many employers look for experienced workers. But how do you get experience without having a job?

You have to expand the way you think about experience. Volunteer programs, school projects, and organizations sometimes provide experience that is useful in a work setting also.

Identify your skills when thinking about job hunting, but also keep track of experiences you've had that an employer might be looking for:

• Have you ever worked on a team in school (yearbook staff, literary magazine, athletics)?
• Did you use word processing, or databases and spreadsheets in your studies (research, writing, web site development)?
• Did you work on special projects during high school that brought you additional knowledge in an area of your interest (video projects, theater productions, planning committees, student government organizations, internships, debate team)?

Work experience is almost always a good thing. It shows responsible behavior and the ability to get along with others. And, having a part-time job is a good way to help meet education and personal expenses. That being said, not everyone can or should get a job while they're in school, but it's definitely something to consider. Talk to your parents and others who have experience working while in school to help you figure out whether it's a good idea for you.

Skills for any resume

It doesn't matter if you are working for a large corporation or a local car wash, there are three key skills that are needed to be successful at any job. Today, organizations are forced to accomplish more with less resources. With this in mind, it is important for you to have a variety of skills.

Interpersonal Skills

If you are working at a company that has more than one employee, you will need good interaction skills. The success of an organization is highly dependent on how well people work together. Having good interpersonal skills simply means you have the ability to convey your ideas and opinions in a way that is palatable and non-offensive to others.

Problem-Solving Skills

The business world is fast paced and complex. It is inevitable that challenges will arise. When problems do arise, having skills to diffuse the problem is an imperative. Individuals with the ability to identify conflict, develop solutions and make effective business decisions will most likely be approached to play a leadership role.

Technology Skills

The majority of organizations today rely heavily on technology to manage business. Furthermore, organizations need employees who have some technical skills. It is not necessary to know every detail of technology, but it is necessary for you to have a working knowledge of basic technical functions, like word processing, transporting files, etc.

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100 great resume words

The words you choose for your resume can help you catch the attention of a potential employer. It is important to use action words and to write in the "active voice" instead of "passive voice."

Passive voice: "Monthly financial reports were generated by me." — BAD!
Active voice: "I generated the monthly financial reports." — GOOD!

Here are some words you can use to make your resume more attention grabbing and dynamic:

Assist	Able	Action	Analysis	Achievement
Accomplished	Advanced	Conduct	Consult	Committed
Conducted	Contributed	Coordinated	Develop	Deliver
Design	Defined	Diversified	Devoted	Distinguished
Encourage	Earned	Enhance	Evaluate	Examined
Extended	Facilitate	Formulate	Fulfilled	Forecasted
Generated	Gained	Gathered	Gave	Headed
Hosted	Identified	Implemented	Improved	Improvised
Influenced	Launched	Lobbied	Maintained	Managed
Marketed	Maximized	Mediated	Modernized	Motivated
Negotiated	Observed	Obtained	Operated	Organized
Originated	Oversaw	Participated	Performed	Pioneered
Planned	Prepared	Presented	Promoted	Provided
Published	Pursued	Quantified	Ranked	Received
Recommended	Redesigned	Reengineered	Reorganized	Represented
Restructured	Revised	Safeguarded	Secured	Selected
Specified	Spearheaded	Standardized	Strengthened	Structured
Suggested	Superseded	Supervised	Targeted	Taught
Tested	Trained	Transformed	Transcended	Unified
Upgraded	Utilized	Validated	Valued	Wrote

Employability Skills for Your Resume

Listed below are five competencies employers want students to have, along with several examples of each. INCLUDE AT LEAST TWO OF THESE CATEGORIES IN THE "EMPLOYABILITY SKILLS" SECTION OF YOUR RESUME (you did add that section, right?). Also, try to provide examples of these employability skills in the text of your resume – in the "Education" and "Experience" sections.

For instance, if you say that you have good interpersonal skills, you might include some type of example in your work experience that shows off this skill (this backs up your general claim with specifics).

INTERPERSONAL
Works well with others

A characteristic that employers value in their workers is the ability to work with others. If you are working at a company that has more than one employee, you will need good interaction skills. The success of an organization is highly dependent on how well people work together. Having good interpersonal skills simply means you have the ability to convey your ideas and opinions in a way that is palatable and non-offensive to others.

- Participates as Member of a Team – contributes to group effort
- Teaches Others New Skills
- Serves Clients/Customers – works to satisfy customer's expectations
- Exercises Leadership - communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- Negotiates - works toward agreements involving exchange of resources, resolves divergent interests
- Works with Diversity - works well with men and women from diverse backgrounds

PROBLEM-SOLVING
Understands complex interrelationships

The business world is fast paced and complex. It is inevitable that challenges will arise. When problems do arise, having skills to diffuse the problem is an imperative. Individuals with the ability to identify conflict, develop solutions and make effective business decisions will most likely be approached to play a leadership role.

- Understand Systems – knows how social, organizational, and technological systems work and operates effectively with them
- Monitors and Corrects Performance – distinguishes trends, predicts impacts on system operations, diagnoses systems' performance and corrects malfunctions
- Improves or Designs Systems – suggests modifications to existing systems and develops new or alternative systems to improve performance

INFORMATION MANAGEMENT
Acquires & uses information effectively

A productive worker must be able to acquire and use information. Think of a project (i.e. school, family, community) you have completed. What resources did you use, how did you decide which ones to use, and how did you get them?

- Acquires and Evaluates Information
- Organizes and Maintains Information
- Interprets and Communicates Information
- Uses Computers to Process Information to meet objectives

TECHNOLOGY
Works well with technology

An important skill of a productive worker is the ability to work with a variety of technologies.

- Selects Technology - chooses procedures, tools or equipment including computers and related technologies.
- Applies Technology to Task – Understands overall intent and proper procedures for setup and operation of equipment
- Maintains and Troubleshoots Equipment – Prevents, identifies, or solves problems with equipment, including computers and other technologies

RESOURCE MANAGEMENT
Identifies, organizes & allocates resources

One characteristic employers value in their workers is the ability to set a goal and make plans to reach that goal.

- Time – Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules
- Money – Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments
- Material and Facilities – Acquires, stores, Systems: Understands complex interrelationships, allocates, and uses materials or space relationships efficiently
- Human Resources – Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Professional Business Associates
5454 Cleveland Avenue
Columbus, OH 43231-4021
614-895-7277

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Employment Application

The law prohibits discrimination because of age, race, color, gender, religion and national origin, and requires affirmative action in the hiring of minorities, women, the handicapped, and veterans.

Last Name	First Name	Middle Name

Street Address	City	State	ZIP	Telephone Number

Are you 18 years of age or older? _____Yes _____No	E-mail Address

Describe the type of employment you desire: _____Part-Time _____Full-Time

What hours are you available to work: _____Weekend _____ Weekday

Position Sought:_____

When would you be available for employment? _____

Academic Training

Institution Name and Location	Attended From To (Mo./Yr.)	Major Subjects	GPA	Degree/Diploma	Date Received or Expected

List Other Education, Professional Certification, Licensure, Accreditation

_____

_____

_____

Employment History

List your past three (3) jobs, activities, and/or other experience, including volunteer work, part-time employment while in school, U.S. Military Service, and self-employment.

Employer (present or most recent)	Supervisor (name and title)
Street Address, City, State ZIP	Your Job Title

Description of your duties:

Reason for leaving:	From (Mo./Yr.)	To (Mo./Yr.)

May we contact your present employer for references? _____yes _____no

May we contact you at your present place of employment? _____yes _____no

If yes, please list employment telephone number _____

Employer	Supervisor (name and title)
Street Address, City, State ZIP	Your Job Title

Description of your duties:

Reason for leaving:	From (Mo./Yr.)	To (Mo./Yr.)

Employer	Supervisor (name and title)
Street Address, City, State ZIP	Your Job Title

Description of your duties:

Reason for leaving:	From (Mo./Yr.)	To (Mo./Yr.)

Achievements

References

List three (3) persons familiar with your work ability that we may contact. Exclude relatives.

Name (Last, First)	Address (City, State ZIP)	Telephone Number

U.S. Military Service

Service Branch: _____   Dates: _____

Specialty Training Received: _____
_____
_____

Personal

Do you have the legal right to work in the U.S.?   _____ Yes   _____ No

Have you ever been convicted under your current name or any other name of a felony?   _____ Yes   _____ No

If yes, give date, court, nature of offense, and disposition: _____

I certify that the answers I have given to the foregoing questions and statements are true and correct, without mental reservation of any kind. If employment is obtained under this application, I will comply with all orders, rules and regulations of the company. I agree to submit to a physical examination. I also authorize my former employers and educational institutions to give any information they may have regarding me. I release them and their organizations from all liability for any damage whatsoever for issuing same. If, upon investigation, anything in this application is found to be untrue, I understand that I will be subject to dismissal at any time during the period of my employment.

Applicant — please sign and date here _____
Signature   Date

If electronic signature is unavailable, please check here _____ to signify agreement and type applicant's initials here _____.