



NHEP Job Readiness Module Series

Searching for the Right Job



Module 4

Date Provided: _____

Department of Health and Human Services
Bureau of Family Assistance
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Concord, New Hampshire 03301
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NHEP JOB READINESS MODULE SERIES

MODULE 4 – SEARCHING FOR THE RIGHT JOB

In **Module 1**, you completed assessments designed to help you make career choices based on a number of factors. In **Module 2**, you identified your personal and career goals, and researched those careers to develop a *Career Pathway* that will take you from *Entry-Level* jobs to *Advanced-Level* jobs. In **Module 3**, you prepared the documents that you will need to conduct a career search and apply for work.

In this **Module**, you will be learning ways to conduct an effective **Job Search** that results in offers of employment. This will include how to fill out job **Applications**, how to do well at the job **Interview**, and how to follow-up after the **Interview**.

USING THIS MODULE

While working through this **Module**, you will notice that some of the activities require a computer with internet access to complete and some can be completed in this booklet.

Those activities that require a **Computer with Internet** will be identified by this symbol:



The [*] symbol will tell you what page to skip to based on internet availability.

Be sure to note your time spent working in this **Module** on the '**Job Readiness Activity Verification/Module 4 - Searching for the Right Job**' (Form NHEP267 MOD4) that you received with this **Module**. Also remember to document your **Job Search** efforts on the '**Job Search Log**' (Form NHEP 223).

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Section 1

PLANNING YOUR JOB SEARCH

Just like planning a trip, once you decide on where you want to go, you need to decide the best way to get there. Some choices will get you to your destination faster than others. Some people might take a plane and get to their destination the same day. Others may drive a car and it could take them a week to get to their destination. Job searching is the same—some people get jobs faster than others. Have you ever wondered why?

HOW ARE MOST JOBS FOUND?

So where do people go to find jobs? Many people today use the internet to search for work. Others still use the classified section of the local newspaper to look for work.

There are generally four (4) methods that people use to find jobs:

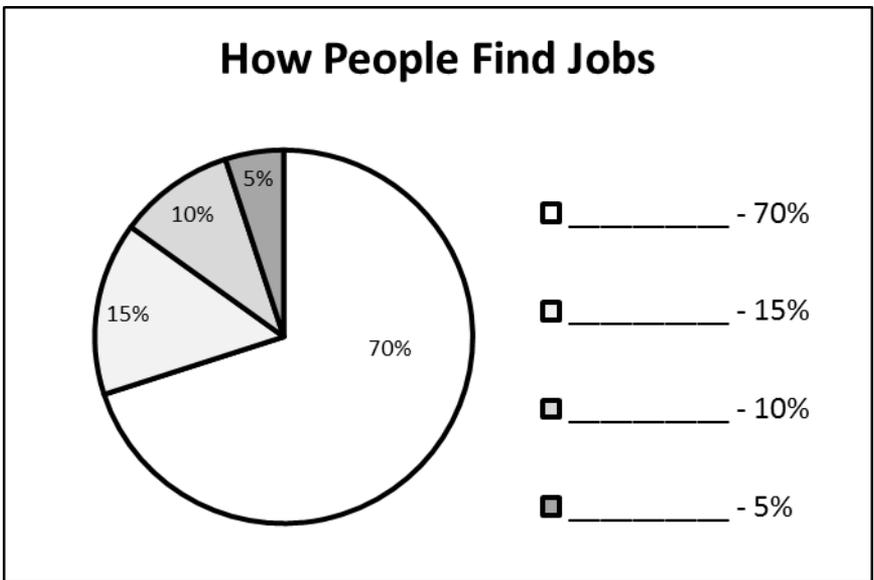
1. **Ads**—Newspapers, online searches, company websites
2. **Recruiting**—Private and government agencies that help you find work, including temporary staffing agencies
3. **Networking**—Finding jobs through contact with people that you know
4. **Prospecting**—Soliciting jobs by sending cover letters and resumes to employers



Think about the methods that you have used in the past to look for jobs and what has worked for you.

So which is the most effective method to use? Fill in the answers in the pie chart, noting what percentage of people that you believe are successful in finding work using each method of job searching:

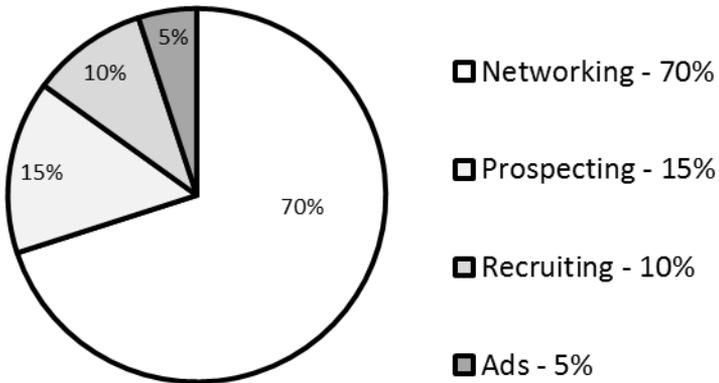
1. Ads
2. Recruiting
3. Networking
4. Prospecting



Now look at the pie chart on the next page to see how you did.



How People Find Jobs

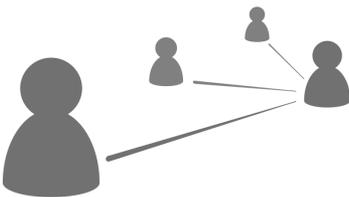


How did you do? Are you surprised at the answers? Most people are surprised to find that most jobs are found by networking – also known as talking with people, lots of people. Networking is one way jobs are found when they are not advertised in the paper.

This *Module* will help you make the most of all of these job search methods.

Section 2 **NETWORKING**

Networking is all about making connections and then using those connections to make more connections. Some of the connections that you make will have ideas on jobs or they may tell you of someone else they know who might be able to help you. That is how networking begins and continues to grow.



The Power of Networking – Why Does it Work?

When you call a stranger and use the name of the person who referred you, you are no longer a 'cold call' because you both instantly have something in common; that is the person who referred you. Because they know and, hopefully, trust and like the person who referred you, the person you called is open to talking with you. If you handle the call well, you instantly become someone they are willing help if they can – all because of their trust in the person who referred you to them!

If the person you called cannot help you, always ask if they know someone who may be able to help you. And ask if you can use their name when you call the person they refer you to. If they do not have a referral for you, politely thank them and continue on with another person on your list. As you meet new people in different settings, always be thinking of adding them to your networking list. It is important to keep your list growing.

10 Tips for Successful Networking

1. Make a list of contacts and keep adding to it.
2. Set and meet goals: "I will make (#) contacts today."
3. Do volunteer work – it's a great way to make new contacts.
4. Let everyone within two feet of you know that you're looking for a job.
5. Send thank you notes and follow-up letters after meeting with someone.
6. Contact those who have helped you and update them on your progress.
7. Meet as many new people as possible – attend events or join organizations.
8. Keep track of new contacts – add to your list, make notes on business cards you receive.
9. Be honest and respectful – don't use anyone, waste his or her time, or be a pest.
10. Stay in touch with contacts and never stop networking.

Networking Contact List

Do not try to remember your contact names in your head! Instead, write them down so you can keep track of those you have contacted and whom you still need to contact. Also, you want to keep adding names so that your networking list continues to grow.

In the next few tables, write down the names and phone numbers of people you know in the categories listed that you could call on to begin developing your network. Do not stop with just these tables, use a notebook to keep your list growing and organized.

Family & Friends

Name	Phone Number	Notes

Children's Teachers, Providers, Friend's Parents

Name	Phone Number	Notes

Section 3
MARKETING YOURSELF

Now that you have developed your networking list, you need to think about what you are going to say when you call them. A great way to prepare is to create a *30-Second Introduction* for yourself. A 30-second introduction is a brief description of your background, the type of job that you are looking for, and what you have to offer to an employer.

This introduction should explain your skills and interests, and it will show others that you are organized and prepared. It will also help you become more comfortable talking about yourself if you have a script to work from.

The question “Tell me about yourself?” is the most frequently asked question during job interviews. It is also the question most job seekers fear the most if they have not carefully prepared a response. Preparation and practice will lessen your fear.

Most people are not comfortable talking about themselves or their strengths. We tend to think of this as ‘bragging.’ But during a job interview, it shows confidence and is necessary to make sure that the employer hears the best that you have to offer. In a job interview the employer wants to know about you.

Employers also expect you to talk about yourself in a way that is informative, brief, and organized. They do not want you to ramble on and on. This is why you need to develop and practice your 30-second introduction.

The following is an example of a 30-second introduction about a job seeker who was seeking a customer service position. This is how she responded when the employer said, “Tell us a little about yourself:”

“For the last few years I’ve been at home raising children. Now that they are older, I want to get back into the workforce. I like using computers and learn new programs quickly. In high school, I took computer courses and by the time I graduated I knew that using a computer on the job was what I wanted to do. Three months ago, I began volunteering at the food pantry. I have put the inventory on an Excel database so that now the pantry can easily keep track of what they have and what they need. I like the work because I find helping people to be very rewarding. Working at a help-desk would combine both my desire to work with computers and my interest in helping others.”

Fill in the blanks with all of the sentences or phrases from the 30-second introduction above that seem to answer the questions. The same sentence or phrase may answer more than one question.

What sentences or phrases in the 30-second introduction example provide information about the job seeker's *background* that are relevant for the position?

What sentences or phrases provide information about the job seeker's *skills* that are relevant to a position using computers?

What sentences or phrases provide information about the job seeker that could tell the employer that the job seeker might have the *skills* required for customer service?

What sentence did the job seeker use to indicate that she would be 'just right' for the position?

Now Write Your Own 30-Second Introduction

Use one of the *Entry-Level* jobs in your identified *Career Pathway* from the previous *Modules* and write it below:

What in your background (training, skills, interests, experience) would be beneficial to the kind of job you listed above? List as many things as you can think of:



What previous experience (paid, volunteer, at home or elsewhere) do you have that would help an employer see that you are a good match for the position you are applying for?

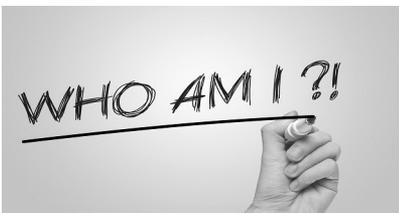
In one sentence, why would the position be “just right” for you?

Put it All Together

Write or type a draft of your 30-second introduction using the material from the exercise above. Make sure it provides the following information:

- your background
- your previous experiences that used skills required for the job you are seeking
- why you think the position is just right for you

Be prepared to write your introduction several times until you think you have a version that works well or you can write individual introductions for each of your identified *Entry-Level* jobs.



Version 1

Version 2

Version 3

Practice, Practice, Practice

Read it aloud. Repeat it at least three (3) times. Take note of what you like and do not like, and then make changes. Take your time with it and do not skip this important step. You will end up with a much better product. With a good 30-second introduction you will feel more comfortable and confident when talking with others about your job search and during the interview, and it will help to keep you calm.

- Is it about 30 seconds long? Up to 15-20 seconds *longer* is OK, but don't make it shorter than 30 seconds. Add or delete material where needed.
- Do you need to go back to your written introductions and change some of the wording?
- Does it give a convincing answer to the question "Why are you right for this job?"
- Whatever you can do to make it better, do it now!

Now You are Ready to 'Go Live'

Ask a friend or relative to listen and give you feedback. If you can, try to find someone who has interviewed people in the past. Explain what you are trying to do, and if it helps, show or read to them the example of a 30-second introduction for the person applying for a position at a help-desk.

Write down the reactions and feedback that others have to your 30-second introduction. But do not feel that you need to make all of the changes or even any of the changes unless you think they are important and need to be made. This is your introduction about you, and you should be the final judge about changes. It needs to be in your own words, not someone else's.



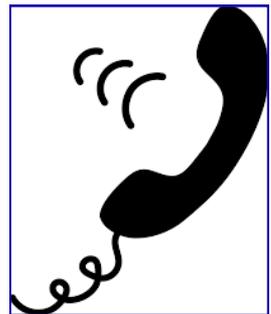
Finally, after you have written a version of the introduction you like, rehearse it until you are comfortable saying it without reading or referring to notes. It needs to be very well rehearsed since the ‘job interview jitters’ will make it harder to recall your introduction. Continue to practice it often. Practice it with your family, even your kids!

You now have a 30-second introduction to use in your job interviews or when networking. You are much more prepared already than most people who begin a job search. Congratulations!

Develop Your Telephone Script

Now that you have your 30-second introduction, you will want to create a *Telephone Script* to use that will include some of the information from your introduction. Follow the guidelines below to create your telephone script.

1. Show an interest in them and make sure they have a few minutes to talk.
2. Let them know you are looking for a job and thought they might be able to help.
3. Ask if they know anyone who may have information about the type of job opening you are seeking.
4. Ask if you can use their name when you call.
5. Call the new person – let them know who referred you to them.
6. Use your 30-second introduction.
7. If they can’t help you, ask if they know someone else who may know about the type of work you are seeking. Again, ask if you can use their name when you call the new person.



Study the Networking Telephone Script below:

“Hello, (name of person) this is (your name), how are you? That’s good to hear. Do you have a couple of minutes? (If this is someone you have not spoken with in awhile, take a few minutes to engage in some small talk and get caught up. Show an interest in them by asking about their family or job, etc. Make sure you have not called them at a bad time. Then tell them why you called.) I’m doing a job search and I’m especially interested in work that would use my (identify some of your strongest skills) skills. I thought of calling you because (explain why you thought of them: “you know a lot of people, you are in the _____ business, you have a business in the community, I’ve always admired your abilities, etc.”) and I thought you might be able to help me. (People generally want to help others.) Do you know of any job openings that would use these skills or do you know anyone I might call that might know of some openings?”

Pause and wait for their answer – give them time to think about it, do not rush to fill silence.

Have paper and pen ready to take notes. If they gave you some leads:

“Thanks, _____ I really appreciate your help. Is it okay if I use your name when calling these people?”

If they can’t think of anyone:

“No problem, (their name), if you happen to think of someone later, I’d really appreciate hearing from you. My number is _____.

Thanks, (their name), for your time. Good-bye.”

Writing down what you are going to say may feel odd, but it will help you organize your thoughts and words, and be more comfortable when you make calls. After a lot of practice, you will find you will not be referring to your script as often as you do in the beginning.

Sample Conversations:

“Hi Bob, this is Jane. How are you? How is your job going? Great! I’m calling you because I’m doing a job search and thought you might be able to help me. You certainly know a lot more people than I do! I’ve been volunteering at my church and helped computerized their food pantry inventory. I really enjoyed it and would like to find a job that involves using computers and helping people. Do you know anyone who might know about any customer service or help desk positions that are available?”

Bob gives you a name of someone to call.

“Thanks, Bob, I really appreciate your help. It was great catching up and I’m glad to hear you are doing well in your job. If you think of anyone else I should call, please let me know. Let me give you my telephone number. [Give your number.]”

“Thanks again, Bob, for your time. Good-bye.”

Your Telephone Script

Using the examples given, think of someone you know and write a telephone script like the one above or on the previous page, for calling him or her. Remember your 30-second introduction can be part of this.

Dialing for Dollars – Telephone Tips for Your Job Search

Job seekers use the telephone to gather info and network. Employers use the telephone to screen applicants before Interviews.

Your telephone can work for you or against you in your job search. Follow these tips:

- Your recorded voice mail/answering machine message on home or cell phones should be brief and business-like (no music, children, joke-type messages).
- Use a script or outline of what you want to say to help you stay focused.
- Treat all calls from employers as a mini interview – do not answer unless you are ready (children are quiet, you have notes handy, you are mentally focused and alert).
- If you have call waiting, never take an incoming call while talking with an employer.
- If not answering all calls yourself, make sure all other household members answer politely and take accurate messages. Try not to have very young children answering the phone while you are job searching.
- When calling employers, smile (they'll hear it in your voice) and stand up (it gives you confidence and a sense of power).
- Speak clearly, listen closely, be brief, and do not do anything else while on the phone (no driving, eating, chewing gum, etc.).
- If a call comes in at a bad time, ask if you can call them right back from a quiet spot. Then do it – immediately!
- Try to have a pen and note pad near the phone to write down anything that you might need to remember later.



Section 4

OTHER WAYS TO CONDUCT A JOB SEARCH

Prospecting

Earlier in this *Module* you learned that prospecting is the second most successful way to find jobs, with 15% of jobs being found by using this technique. Prospecting for a job is simply sending your resume with a cover letter to employers even though they do not have a job advertised. It could also include visiting businesses and dropping off a resume even though there is no job advertised at the time.

Employers do not like to advertise jobs if they do not have to. Want ads in the newspaper are very expensive and it takes a lot of time to weed through the resumes and applications that come in. Through prospecting, you can sometimes find a company that knows they need to hire someone but have been delaying advertising. Many employers are also always keeping



an eye open for good employees and if you have a special set of skills and experience they are in need of, they might create a position even though they did not actually have one available when you approached them.

The reason prospecting can be successful is that you get your name and resume in front of the employer before other people do and, thus, eliminate a lot of competition and avoid having your resume become buried in a pile of others. Prospecting also shows an employer that you are serious about looking for a job and have the self-motivation and courage to do a thorough job search.

Steps to Start Prospecting

Use your local phone book, newspaper, the labor market information that you researched in *Module 2*, and networking contacts to come up with five (5) companies in your area that employ people in the type of work you are seeking. Call each company to get the name of the person in charge of hiring. If you are asked why you want that information, simply reply that you would like to send them something.

Company	Phone #	Address	Contact Name & Number

In *Module 3*, you were introduced to *Prospecting Cover Letters*. Once you have your *Prospecting Cover Letter* and resume prepared, send one to each of the companies you have listed in the table. Follow-up on your cover letters to ensure they were received. Do not let fear hold you back from making the follow-up telephone call. Remember, the employer will be impressed that you are doing this. It shows that you are really interested in the job, that you have initiative, and that you follow through on things. Many people do not follow through and lose out as a result.

Recruiting, Staffing & Temporary Employment Agencies

Employers sometimes work with other businesses to help them find their employees. These businesses are called *Recruiters, Staffing Companies* or *Temporary Employment Agencies*. This saves employers a lot of time because the recruiters do the advertising, interviewing, and sometimes testing so that only the best job applicants are referred to the employer for an interview.

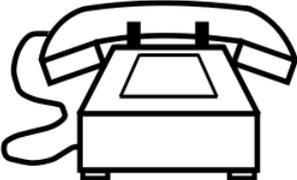
Some manufacturing companies only hire through *Temporary Employment Agencies* because their workload goes up and down. By using staff from *Temporary Employment Agencies*, they have workers only when they are needed. Companies can also use this temporary work period as a time to 'try out' the worker and decide if they would make a good long-term worker, and if so, they then hire them from the *Temporary Employment Agency*. All of this comes at a higher price per worker for the company because they are paying the *Recruiting Agency* a fee in addition to the wages of the new worker.

Recruiting and *Staffing Agencies* can help you find out about jobs that are not advertised. When working with a *Recruiting Agency*, be prepared to be interviewed just like an employer would, and possibly tested for various job skills. The company they are recruiting for may also request that they conduct criminal background checks and drug/alcohol testing. These companies will only refer you to positions they feel you will be successful in because they want their customer (the employer) to be happy with the referrals they send so that the employer will continue to do business with them.



Using the *Yellow Pages* in your local telephone book, the internet, the newspaper or information at your *NH Works* office, find as many *Staffing, Recruiting* and/or *Temporary Employment Agencies* in your area. Write the company name, addresses, contact names, and phone numbers in the table:

Company	Phone #	Address	Contact Name



Internet & Newspaper Help Wanted Ads

As you read earlier, the least number of jobs are actually found through want ads listed in newspapers or on the internet. That does not mean you should not use that media for your job search. What it does mean is that you should not invest a lot of your time trying to do your job search online or through the newspaper. Online job searching should not be your primary method of looking for work; it should only be a small part of your total job search activities, not your sole source of job search.

In addition to the fact that more companies are posting job openings on their website and less in the newspaper, the other reason help wanted ads are not the best way to find a job is that since these ads are posted, more people know about them and the competition for each job opening is higher. Instead of you being the only person to know about an opening, such as those you might discover through networking and prospecting, everyone can find out about these.

When using the newspaper, the best day for employment ads is the Sunday paper unless the newspaper in question is a weekly publication and not published daily. These ads can also be researched through the newspaper's website under 'Classified/ Employment'.

Job search websites such as *Jobsinnh.com*, *Indeed.com*, *Monster.com*, *NHJobs.com*, *nh.craigslist.org*, and many others, all contain job listings and should be checked two to three times a week.

Again, do not rely solely on the internet for your job search.





NHWorks Job Match System-Internet
*** If you do not have internet, skip to page 28,**
Job Applications

Website: <https://nhworksjobmatch.nhes.nh.gov/vosnet/Default.aspx>

In addition to the above sites, it is important for you to utilize the *NHWorks Job Match System (NH JMS)*. In *Module 1*, you were instructed to create an account on *NH JMS*. You can use their job search services to find work.

To set up automatic notifications of available openings in the field that you are looking for work, go to their website and log into your account. On the tabs on the left side of the page, go to *Job Seeker Services*, then click on *Virtual Recruiter*. Click on the blue *Create new Job Alert* tab. Enter the information requested and click on the blue *Search* tab. This will produce a list of available jobs in that field. Scroll to the bottom of the page and click on the blue *Save Search* tab. This will now instruct the system to send you an email any time a job posting comes available for that kind of job. Check your messages in the system a couple of times a week so that you do not miss out on any opportunities.

You should set up at least three (3) or four (4) job searches to get a good listing of available jobs in the field that you are looking. For instance, if you are looking for a job as a *Cashier*, you might also enter a search for *Customer Service Representative*. If you are looking for work as a *Home Health Aide*, you might enter a search for a *Personal Aide* or *Direct Care Worker*.

The job search options available on this site also allow you to search for jobs matching your skills, your desired rate of pay, full-time or part-time, and even the location or area in which you would like to work. Unlike other job search websites, because the site is managed by *NH Employment Security*, you can assume that all of the listings on this site are from legitimate companies.

Other Job Search Services Offered at NH Works

NH Employment Security, located at your local *NHWorks* offices, also offers job search workshops, job fairs, and employer seminars that provide opportunities to speak directly with employers who sometimes use the *NHWorks* offices to recruit and interview job applicants. Make sure to include these valuable services in your job search.

Section 5 **JOB APPLICATIONS**

Job Applications are as important as a resume. They are the first impression the employer has of you. The following ‘Do’s and Don’ts’ will help you avoid making mistakes on applications. Read and follow them carefully.

Paper Job Applications

Job Application Do’s:

- Ask for two applications so you have a spare in case you make mistakes on the first one.
- Print clearly and do not rush – remember: make a good first impression.
- Read the application over first, and follow directions exactly as requested.
- Ask questions if you are not sure how to complete any part of the application.
- When listing jobs and schools, start with most recent and work backwards.
- Proofread carefully before turning it in; even better, have someone else check it.
- Fill job gaps with what you were doing, i.e., schooling, volunteering, raising a child.

- If the form asks for the type of job you want, write the job title or type of work. Writing “anything” or leaving this blank can end up screening you OUT.
- Dress as if you are going to an interview when you pick up and drop off your application. You never know who you will be talking to and it just might be the boss or HR manager!
- Include your resume when you submit a fully completed application. Never put “See Resume” as an answer; always complete the application fully even when including a resume.
- Lastly, honesty is the best answer. Try to describe and answer all questions honestly and in a positive tone.

Job Application Don'ts:

- Do not leave blanks; use a dash or “N/A” (not applicable) if it does not apply to you.
- Do not use “quit, fired, illness or personal reasons” for why you left. “Will discuss at interview” is a better answer.
- Do not use: “see resume” as an answer, even if you will be including a resume.
- Do not lie. Being dishonest will only catch up with you and could lead to job loss.
- Do not turn in an application with smudges, greasy spots or coffee stains on it.
- Do not bring others with you when you drop off your application. An employer wants to see that you have self-confidence .



On the next few pages are samples of Job Applications. They may be difficult to read due to the small font. For sample Job Applications, go to About Careers at <http://jobsearch.about.com/od/jobappsamples/>

Sample Job Application

EMPLOYMENT APPLICATION		
Personal Information		
Name (Last, First, Middle) <i>Marcia L. Smith</i>	Telephone Number <i>603-123-4567</i>	
Address <i>1 Main St.</i>	Message Number <i>603-555-6789</i>	
City/State/Zip <i>Anytown, NH</i>	Email Address <i>mlsmith@yahoo.com</i>	
Position Information		
Are you legally authorized to work in the US? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Are you applying for: <input checked="" type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/> Temporary		
What shifts are you willing to work? <input checked="" type="checkbox"/> Days <input checked="" type="checkbox"/> Evenings <input type="checkbox"/> Weekends		
Desired position: <i>Not sure</i>		
Desired Salary:		Date available to start: <i>ASAP</i>
Education & Training		
Name of School & Location <i>Concord HS Concord, NH</i>	Diploma <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Subjects Studied
College/University	Diploma <input type="checkbox"/> Yes <input type="checkbox"/> No	Subjects Studied
Other Skills-List other specific skills you have to offer for this job: <i>Took computer classes senior year.</i>		
Military & Veteran Information		
Branch of Service	Entry Date	Discharge Date
Describe any military training relevant to the position:		

Employment History		
Begin & End Dates <i>04/13-16/14</i>	Company Name <i>Applebee's</i>	City & State <i>Concord, NH</i>
Job Title <i>Hostess</i>	Hours per Week <i>30-40</i>	Last Salary <i>\$5.00 + tips</i>
Duties Performed: <i>Greet customers, answered phones, took orders.</i>		
Reason for Leaving: <i>Didn't get along with boss.</i>		
Supervisor's Name <i>John Doe</i>	Phone Number <i>603-111-9876</i>	May we contact? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Employment History		
Begin & End Dates <i>01/16-09/15</i>	Company Name <i>JC Penny's</i>	City & State <i>Concord, NH</i>
Job Title <i>Sales Associate</i>	Hours per Week <i>25</i>	Last Salary <i>\$7.50</i>
Duties Performed: <i>See resume</i>		
Reason for Leaving: <i>Quit, not enough money.</i>		
Supervisor's Name <i>Sharon</i>	Phone Number	May we contact? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Employment History		
Begin & End Dates <i>02/12-05/12</i>	Company Name <i>Hampton Inn</i>	City & State <i>Bow, NH</i>
Job Title <i>Housekeeper</i>	Hours per Week <i>15-25</i>	Last Salary <i>\$9.00</i>
Duties Performed: <i>Changed beds, cleaned rooms, stocked items.</i>		
Reason for Leaving: <i>Fired</i>		
Supervisor's Name <i>Susan Clark</i>	Phone Number <i>603-123-6543</i>	May we contact? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

I certify that the information in this Application is true, accurate, and complete. I further understand that, if employed, false statements reported on this Application may be considered sufficient cause for dismissal.

Signature of Applicant: *Marcia Smith*

Date: *10/26/16*

Proofreading Exercise for Job Application Errors

Look at the sample job application on the previous pages. There are a number of errors on this application. Review the statements below and the application to see what was done incorrectly.

- Name is not in the correct order – Applicant did not follow the directions. Should be: Smith, Marcia L.
- No ‘Zip Code’ for the applicant’s address.
- Many blank spaces without “N/A” noted.
- Shows gaps in employment history. Could have avoided drawing attention to this by only listing year of employment without month, as the application does not specifically ask for that information.
- Skipped question “Are you legally authorized to work in the US?” and gave no response.
- Left ‘Desired Salary’ blank. Should have put in a range normally given for that type of job.
- Left ‘Subject Studied’ blank for subjects studied for school.
- Left ‘Military’ section blank – if it doesn’t apply to you, you should enter “N/A”.
- Did not put employment in the proper order – should have entered the most recent job first.
- Poor answer given for ‘Reason for Leaving’ on the first position listed. Better answer: “Accepted position at Hampton Inn”.
- Poor answer given for ‘Reason for Leaving’ second position listed. Better answer: “Needed more hours”.
- Forgot to put a ‘Phone Number’ for second employer, but checked ‘yes’ to contact them.
- Did not list ‘Duties Performed’ for second position, wrote “See resume” instead.
- Poor answer given for ‘Reason for Leaving’ third position. Better answer: “Dismissed – Will discuss at interview”.

Online Job Applications

Many companies require that applications be completed online and they do not accept paper resumes. Online applications help companies reduce costs by reducing the amount of paper that is handled in the office.

Online applications usually go into a database maintained by the human resource office. Managers within the company can look at this database and find candidates through various search options.

More and more employers are also posting openings on their websites rather than spending money on expensive newspaper want ads, and encourage job searchers to apply online or email a resume.

The benefit of online applications to job applicants is that the applications can be completed anytime, and often from anywhere internet access is available. Some large companies have kiosks onsite. The process is also faster – information is received immediately rather than taking time to go through the mail.



Tips for Online Applications

- As with all applications, make sure you read and follow the company's directions carefully. If it says to mail a resume, do not email it.
- Plan for at least 20-30 minutes to complete the application, longer if it includes an assessment.
- Some online applications and assessments are timed, so again read directions carefully.
- Have a copy of your practice application or resume with you to help you remember dates and employment details.

- Have your references also, as you may be asked to provide references.
- Proofread each answer carefully to make sure there are no spelling errors.
- As with paper applications, it is always helpful to have someone else proofread the application before you submit. It could help find errors that you might not see.
- Keep in mind that many companies now use an online system called *Talent Management Software* that scans your application and resume for key words related to the job that you are applying for. If the system does not find these words within your application or resume, you may be disqualified before even getting to a person for review. Be sure to tailor both of these documents to the job that you are applying for. Use the job description to see what skills and knowledge they are looking for to include in your documents, or go to *O*Net Online*, do a search for the job title, and look at the job description for suggestions on what to include.
- Keep a list of all the companies to which you have submitted online applications (including passwords if used) so you are not confused when an employer calls to schedule an interview.
- Fill in ALL information that is asked for on the application. If the question does not apply to you, be sure to place “N/A” in the box to show that you didn’t skip over the question without answering.
- An employer may ask on a job application if you have recently been on any form of public assistance, including *SNAP* benefits. This is because the government rewards employers for hiring from specific groups, including those receiving public assistance. The *Work Opportunity Tax Credit*, or *WOTC*, provides employers a federal tax credit (up to \$9,600 in 2015) for hiring employees who have been on public assistance. It is up to you if you want to disclose this information, but it could actually help your chances of getting hired.

Criminal History Questions on Applications

Laws vary by state and can provide a variety of protections for job seekers with criminal records. Some states have passed laws restricting how employers may use an applicant's criminal record in making job decisions. Some states prohibit employers from asking about arrest records or records that have been sealed or expunged.

Currently, NH law allows an employer to ask about criminal history, but it must phrase the question in a way that closely follows this wording: "Have you ever been arrested for or convicted of a crime that has not been annulled by a court?" This is the only limitation on employers in NH with regard to asking about a criminal history and they may consider an applicant's criminal history in making hiring decisions.

You do not have to disclose if you have been arrested, only if you were convicted of the crime. If you have a record, it is best to answer honestly on an application and write "Will discuss at interview" instead of writing an explanation on the application. This may prevent you from getting an interview, but lying will always get you in trouble if found out, and could potentially get you prosecuted, as many applications ask you to sign that you are answering the questions honestly. And if you are hired and the employer finds out later that you lied, you will probably be fired.

Some occupations are reluctant to hire people with convictions of crimes that include any kind of violence. Any employer that works with a 'vulnerable population' (i.e. childcare, healthcare, the elderly, the disabled) will probably not hire someone convicted of a violent crime regardless of the explanation or how long ago it occurred. This is because it is important to protect the safety of those being served and employers have to make that a priority when hiring.

Federal Bonding Program

There is a program administered by the *US Department of Labor* called the *Federal Bonding Program (FBP)* that can assist those with criminal backgrounds to become employed. They provide protection free of charge to employers in the form of bonds who are willing to hire individuals with a criminal background. They are designed to reimburse the employer for any loss due to employee theft of money or property. These bonds are provided by *Travelers Insurance*.



Some of the groups that the *FBP* can benefit include:

- Previously incarcerated men, women and youth
- Individuals in recovery from substance use disorders
- Public assistance recipients
- Individuals with poor credit records
- Economically disadvantaged youth and adults who lack work histories
- Individuals dishonorably discharged from the military

Employers receive the bonds, starting at \$5000, as an incentive to hire individuals from these groups. Coverage remains in place for the first six (6) months of employment. The employer can also purchase more coverage to extend beyond six (6) months or to cover them for additional amounts.

Bonds can be applied to:

- Any job
- Any state
- Any employee dishonesty committed on or away from the work site
- Any full or part time employee paid wages (with federal taxes automatically deducted from pay), including individuals hired by temp agencies
(self-employed people cannot be covered by these bonds)

It is easy to apply for the bonds and there are:

- No special application form for job seeker to complete
- No bond approval process
- No federal regulations covering bonds issued
- No papers for employers to submit or sign
- No follow-up or required termination actions
- No deductible in bond insurance amount if employee dishonesty occurs
- No bondee age requirements (other than legal working age in state)



It only takes about five (5) minutes over the phone with an employer to complete the application and the bonding packet is sent to the employer in approximately two (2) weeks, but the bond is in force as of the date of the phone application.

The individual has to do some self-promotion, during the job interview or after being denied due to the background check, and ask if being bonded would help them get the job. If that works for the employer, then the employer contacts the state representative, who will get some very basic information for the one page application. They will discuss the level of bonding that they want and then the application is sent to the bonding agent. It usually takes less than five (5) minutes to get a person bonded and it is effective as of the day the employer wishes.

To apply for the *FBP*, contact the NH state representative at:

NH Department of Employment Security
Federal Bonding Program Coordinator
32 South Main St.
Concord, NH 03301
(603) 228-4079

Job Applications

List three (3) 'Do's' and three (3) 'Don'ts' to keep in mind with paper job applications:

DO

1. _____
2. _____
3. _____

DON'T

1. _____
2. _____
3. _____

List four (4) tips for online applications:

1. _____
2. _____
3. _____
4. _____

How do you apply for the *Federal Bonding Program*?

Section 6

JOB INTERVIEWS



Most people will agree that job interviews generally make them feel uncomfortable and nervous. This is often due to the fear of the unknown because you are likely going to meet with a stranger. You do not know what they are going to ask you or if you will be able to give the best answers. The best way to help reduce your fear is through good preparation. The more prepared you are, the more confident and comfortable you will be, and this confidence will come across during the interview. You are fortunate to have this *Module* to help you prepare – many people go to interviews unprepared, thinking they can ‘wing it’ and their lack of preparation is obvious, resulting in them not getting the job. Let’s focus on three areas of preparation for the interview:

What You Will Say

Preparing for what you will say at an interview begins with researching two areas: You and The Company. First, let’s talk about you. There are certain questions that interviewers frequently ask job applicants. On the following pages you will learn many of those questions. Take time to think about them and then write down how you will answer them.

Additionally, no one is perfect and not all job applicants have a perfect work history. Many people have made mistakes or experienced difficult situations. In these cases, should the employer raise questions about these issues, job applicants need to be able to provide a good answer so the employer’s concerns are addressed and eliminated.

What You Will Wear

Whether it is fair or not, how you are dressed for the interview will have an impact on whether or not you get the job. It does not matter how strong your skills are. Employers start to make their decision to hire you or not as soon as they see you. And you will be a representative of their company if you are hired, so it is important to them that you know how to create a good impression to their customers. On the following pages, we will address what to wear and what not to wear to the interview.

What You Will Do During & After the Interview

The interview begins the moment you enter the building and does not end until you leave the building. Your body language, how you interact with those you meet, and how you follow-up after the interview can all have a big impact on whether you get the job. The following pages will help you make sure you do not make mistakes that could cause you to not get hired.

The good news is that, unlike many job applicants, you will learn valuable tips in this *Module* that will help you feel better prepared for the interview and make a great impression with the employer. So let's begin.



Top 10 Interview Questions

Too many job seekers stumble through Interviews as if the questions are coming out of left field. But many interview questions are to be expected. Study this list and plan your interview answers ahead of time so you will be ready to deliver them with confidence.

1. Would you please tell me about yourself?

This question is asked by an interviewer to see if you have the confidence in your skills and experience to do the job. They are looking for answers that speak to your past experiences on the job that can be of benefit if they hire you for this position. This is not a time to discuss personal issues such as your children, your family, etc. Keep it focused on work-related issues.



2. What are your weaknesses?

This is the most dreaded question of all. Handle it by minimizing your weakness and emphasizing your strengths. Concentrate on professional traits and stay away from personal qualities: "I am continuing to work on improving my communication skills to be an effective presenter." Turn your weakness into a positive: "I tend to be very detail-oriented, which can sometimes take more time." or "I tend to be a perfectionist, and sometimes that can be annoying to others, but it is important to me that my work is perfect."

3. Why should we hire you?

Summarize your experiences: "With five years' experience working in the financial industry and my proven record of saving the company money, I could make a big difference in your company. I am confident that I would be a great addition to your team."

4. *Why do you want to work here?*

The interviewer is listening for an answer that indicates you have given this some thought and are not sending out resumes just because there is an opening. For example, "I've selected key companies whose mission statements are in line with my values, where I know I could be excited about what the company does, and this company is very high on my list of desirable choices."

5. *What are your goals?*

Sometimes it is best to talk about short-term and intermediate goals rather than locking yourself into the distant future. For example, "My immediate goal is to get a job in a growth-oriented company. My long-term goal will depend on where the company goes. I hope to eventually grow into a position of responsibility."

6. *Why did you leave (or why are you leaving) your last job?*

If you are unemployed, state your reason for leaving your last position in a positive context: "I managed to survive two rounds of corporate downsizing, but during the third round, there was a 20% reduction in the workforce, which included me."

If you are employed, focus on what you want in your next job: "After two years, I made the decision to look for a company that is team-focused, where I can add to my experiences."

7. *When were you most satisfied in your job?*

The interviewer wants to know what motivates you. If you can relate an example of a job or project when you were excited, the interviewer will get an idea of your preferences. "I was very satisfied in my last job because I worked directly with the customers and their problems; that is an important part of the job for me."

8. *What are three positive things your last boss would say about you?*

It is time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

9. *What salary are you seeking?*

It is to your advantage if the employer tells you the range first. Prepare by knowing the going rate in your area, and your bottom line or walk-away point. One possible answer would be: "I am sure when the time comes, we can agree on a reasonable amount. In what range do you typically pay someone with my background?"

10. *What can you do for us that other candidates cannot do?*

What makes you unique? This will take an assessment of your experiences, skills and traits. Summarize concisely: "I have a unique combination of strong technical skills, and the ability to build strong customer relationships. This allows me to use my knowledge and break down information to be more user-friendly."

You should also prepare for questions that require you to give examples of how you acted in different situations. These are sometimes called *behavioral questions* or *performance-based questions*. Employers use them to help them decide how well you would fit their needs and company, based on how you have handled situations in the past.



Examples of this type of question include:

- Describe a time when you had to solve a difficult problem. What did you do and what was the outcome?
- Tell me about a time when you set and achieved a goal. What was it and how did you do it?
- Tell me about a time when you had to work as a team. What was your role and what was the result?

The worksheet questions on the next pages will help you begin developing answers to the above questions as a practice and preparation tool. However, since there are many other questions you may be asked, it is recommended that you spend additional time studying interviewing techniques through books at your local library, or the *NHWorks One-Stop Career Center*.

Using the tips provided under each question, complete these sample questions by writing an answer that you can use at an *Interview*:

Would you please tell me about yourself?

Refer to the 30-second introduction in *Section 3* of this *Module*. You may also want to add a little more about jobs or volunteer work you have done or skills you've developed that relate to the job for which you are interviewing. Keep it short and work or school-related. This is not the time to be talking about family.

What are your weaknesses?

The best answer here is to think of a quality about you that is a strength and discuss it as a weakness. Example: "I have a hard time saying no to others." This statement could be followed by "and since I have become more aware of it, I am working on improving that." Be ready to explain what you are doing to improve the weakness.

Why should I hire you?

Focus on what the employer would gain from hiring you – that might be some of your strengths, your skills that relate to the job, your work ethics. Be sincere. Think of how you described yourself on your resume and cover letter. Focus on what you have to offer that the company can use.

Why do you want to work here?

Think of why this position or company appeals to you. Does it relate to your long-term career goals? Is it the type of product or service they offer that you like? Does the job call for many of the skills you have and enjoy using? Be sincere in your answer. Do not talk about the work hours, pay of the position, or that it is close to home – while these are important, employers want to know you are interested in it for more than just the money or convenience.

What are your goals?

Think about your **Career Pathway** and what it will take to achieve your advanced-level job. Speak about some of the specific steps that it will take to reach your career goal and how the added knowledge and training will benefit the company, indicating that you hope there are opportunities for advancement.

Why did you leave (or why are you leaving) your last job?

NEVER, EVER speak negatively about a current or former supervisor or company, regardless of what happened at a previous job. Refer to the list of phrases described in *Loss of a Job Explanation* in *Module 3, Section 2, Page 10*. Be brief and try to relate it to leaving for a positive reason. If family reasons forced you to leave, simply say that, do not give a lot of detail, but do tell them that it has been resolved and would no longer be a reason for you to leave a job.

When were you most satisfied in your job?

Think about what work-related tasks you enjoyed doing and what kept you interested and motivated to keep working. Also, think about the environment where you were most happy. Did you enjoy working as part of a team, or independently? Did you like working with the public or did you prefer to stay behind the scenes? Keep in mind the position that you are interviewing for.

What are three positive things your last boss would say about you?

Speak about your performance at a job where you were highly valued as an employee. Note the skills, abilities, etc. that you used in that position that would cause an employer to speak well of your performance.

What salary are you seeking?

Prior to going to the interview, you should have done some research on these types of positions to see what a typical salary would be in your area. It will give you salaries for different experience levels; choose the one that is a step above your current experience level so that you have some room for negotiation. You can find this information on these websites:



O*NetOnline

<http://www.onetonline.org>

NH Career Planning Guide

<http://www.nhes.nh.gov/elmi/career/career-table.htm>

Example:

“I have done some research and found that this position generally pays about \$_____ per hour in this area and with my level of experience. I am hoping that is in line with what you are offering for a salary. Of course, I am always willing to negotiate.”

What can you do for us that other candidates cannot do?

Think about all of the assessments that you completed in *Module 1* that identified your skills, abilities, interests, etc. Speak about your greatest qualities that are in line with the job that you are applying for. Do not be afraid to brag about yourself and what you have to offer, it shows confidence.

Questions that Require Examples of How You Performed

These require quick thinking. However, if you can remember three letters, you can use them to answer some behavioral or performance-type questions:

C-A-R

“C” stands for Challenge. “A” stands for Action. “R” stands for Result. What was the challenge that you faced, what action did you take, and what was the result?

Describe a time when you had to solve a difficult problem. What did you do and what was the outcome?



The C-A-R Formula

When the [*copier broke down just before an important meeting,*] I quickly contacted the company for them to come and fix it. I was told that there was no one in the area until tomorrow. So I [*made arrangements with another department so that all of the copies could be made for the afternoon meeting.*] My boss [*had all the information she needed for her meeting,*] and the technician was able to fix the machine the very next day so there were no further problems.

C = Challenge

A = Action

R = Result

Describe a time when you had to solve a difficult problem. What did you do and what was the outcome? (Use Challenge-Action-Result).

C = _____

A = _____

R = _____

What have you been doing since your last job?

Think about what you have done that has helped you maintain or learn skills you would use on the job. This might be juggling demands of raising children, taking care of a family member, going to school or training, self-study, volunteering, or participating in an *NHEP* program.

Additional Interview Questions

Here are more questions you might be asked. Take some time to review each question below. Refer to the *Modules* for each question to help you develop good answers.

Where do you see yourself in five years?

What skills and qualities can you bring to this position?

What was the toughest challenge you've ever faced? (Use CAR)

What two things are most important to you in your job?

Why have you changed jobs so frequently?

Give an example of teamwork that has involved you.

Is there anything about the job that you would like to know?





What Do You Know About the Company?

*** If you do not have internet, do what you can in the exercises below, then skip to page 55, Questions to Ask the Employer at the Interview**

You will probably also be asked to explain what you know about their company or organization and the job for which you are applying. By asking this, the employer is checking to see if you have taken the time to research the company and job to make sure it is something you really want to do. Here is where prior preparation and doing your homework will make you shine. If you are not prepared for this question, you will sink and probably not be considered for the position. Here are ways to research the company and position:

- Use a *Search Engine* (Google, for example) to find the company website on the internet
- Read about their products, services, and mission statement
- Check 'Employment' where you should find the open position listed, and possibly a job description
- Print out information or make notes to study and refer to later
- Call some of your networking contacts to see if they are familiar with the organization or company
- Visit your local *NHWorks One-Stop Career Center* to ask them about what they know about the organization or company
- Ask your *ECS* what they know about the company
- Visit your community *Chamber of Commerce* or library and ask if they have any information or brochures about the organization or company



RESEARCH

Company Research Exercise

Using the above tips, research your local area's *Community Action Agency* and answer the following questions:

What is their official name?

What is their main address?

List 3 services they provide:

1. _____
2. _____
3. _____

Do they have any openings available? Yes No

If yes, what type?



research

Questions to Ask the Employer at the Interview

An interview is also the time for you to ask questions to learn more about the job. There are some questions you will want to ask and other questions you should NEVER ask at the interview. Review the questions below to determine what you might want to ask an employer at a job interview.

How would you describe a typical day in this position?

YES. This is a great question to ask. It shows the employer that you are truly interested in the daily tasks and responsibilities of the job.

Are there times when I can work at home?

NEVER. Unless the job specifically states that it is “work-at-home”, you can assume that the employer expects you to be at the place of employment during your scheduled hours and days.

How would “doing an excellent job” be described?

YES. This question shows that you are concerned about your performance and that it is important to you to do a good job.

Are the working hours flexible?

NEVER. The interview is not the time to discuss different schedules. The employer wants to know that your work schedule and the company’s needs are a priority for you.

What would be the most important assignments during the first three (3) months?

YES. This shows an interest in meeting the expectations of the company and the position for which you are applying.

What is the pay?

NEVER. The interview is not the time to discuss salary, unless it is asked by the employer. It is not for you to bring up.

How many weeks’ vacation or sick time would I get?

NEVER. This can indicate to an employer that you are more concerned with your own needs rather than the needs of the company.

Is this a new position?

YES. This is perfectly acceptable to ask and it will tell you if there is a model to follow, where processes and standards have already been established.

How often are raises given?

NEVER. This can indicate that you believe that you deserve a raise regardless of your job performance. Most raises are given as a reward for doing a good job.

When will you be making a decision?

YES. This shows the employer that you are interested in the job and that you are anxious to hear from them with a job offer.

What 3 questions will you ask at your next interview?

1. _____

2. _____

3. _____



Proper Grooming for an Interview

It is important to pay attention to your grooming habits when you are preparing for a job interview. Certain things that might be acceptable when you are in social situations might not be appropriate for a job interview.

Hair

Wash, comb, and brush your hair so it is neat and clean. Try to refrain from using any brightly colored dyes in your hair or any unusual styles.

Teeth

Be sure to brush your teeth well and use mouthwash. If you are a smoker, try to refrain from smoking prior to the interview.

Body Odor

Shower and use deodorant on the day of your interview. Do not use any strong cologne or perfume. Some people have allergies to certain scents. Make sure that your clothes are clean and free of offensive odors. **** SMOKERS!** *Do NOT sit in an enclosed space, like a car, and smoke prior to your interview. If you MUST smoke first, do so in a well-ventilated area (outside) and try not to let the smoke blow in your direction.*

Nails

Your nails should be neat, clean, and trimmed, especially if you are applying for a job that includes handling food for others. If you are a nail-biter, refrain from doing this during the interview.

What To Wear to a Job Interview

What you wear to a job interview is just as important as what you say during the interview. The employer is making his or her decision on whether or not to hire you based on the 'total package' that you present, that being: the skills and/or experience you have to offer them, how well you present yourself physically, and how well you communicate. They are looking to see if you fit the image and standards they have established for their company and the position.

Because different types of jobs and companies have different standards, what you wear to the interview can depend on the type of job you are targeting. However, you also do not want to go wearing faded jeans and a sweatshirt, even though that might be acceptable once you are on the job. You want to find a balance between what is right for the type of work you will be doing and then dress more professionally than you would everyday on the job. *Administrative Assistants* often wear slacks on the job, yet a skirt, pant suit, a dress, or slacks with a jacket are still preferred for an interview. Remember, also, that your idea of trendy may not match that of the interviewer, so dress conservatively for the interview.

For a **man**, you should plan to have the following:

- a dark suit or blazer/dress pants combination
- casual pants (Dockers/khakis)
- a long-sleeve shirt, white or color coordinated with above
- conservative shoes and dark socks

For a **woman**, you should plan to have the following:

- a skirt suit, blazer and skirt combination, or a dress (not too short, NO MORE than an inch above your knee)
- pant suit or blazer/slacks combination
- coordinated blouse or sweater (no cleavage or belly should be showing)
- conservative shoes and pantyhose (NO bare legs if you are wearing a skirt or dress)

Before you go on an interview, check to see if you have appropriate clothing – and that it fits you well. This is not the time for clothing that is too tight, too baggy, or in need of repair.

Look at the clothing options on the following pages. Men should select the options for men that you feel would be appropriate based on the type of job you are targeting. Women should do the same with the women's options.

Circle the number above each photo to determine which pieces of clothing would be appropriate for a job interview.

1	2	3	4
			
5	6	7	8
			
9	10	11	12
			
13	14	15	16
			
17	18	19	20
			

21	22	23	24
			
25	26	27	28
			
29	30	31	32
			
33	34	35	36
			
37	38	39	40
			
Now check on the next page to see how well you did.			

Appropriate Clothing for a Job Interview

Men's Clothing

1. No
2. Maybe if the job requires that you dress casual or if it is a manual labor job
3. Yes
4. Yes
5. Yes
6. Yes
7. No
8. No
9. No
10. Yes
11. Yes
12. Yes
13. No
14. No
15. No
16. Yes
17. No
18. No
19. Yes
20. No



Appropriate Clothing for a Job Interview

Women's Clothing

- 21. No
- 22. Yes
- 23. No
- 24. Yes
- 25. Yes
- 26. Maybe if the job requires you to dress casual
- 27. Yes
- 28. Yes
- 29. No
- 30. No
- 31. No
- 32. Yes
- 33. No
- 34. No
- 35. Yes
- 36. Yes
- 37. No
- 38. Yes
- 39. Yes
- 40. No



What TO BRING to the Interview

Put the following items in a folder or briefcase to take to the interview:

- company name, address, and phone number
- name and phone number of person with whom you will be meeting
- directions to the location and details of where to park
- coins for parking meters, if needed
- extra copies of your resume
- copies of letters of recommendation or written job references
- copies of your references
- samples of your work, if appropriate
- pen and paper to take notes
- copy of job advertisement or job description to refer to for questions

What NOT TO BRING or WEAR to the Interview

- children, spouses, partners, or friends
- coffee, soda, or anything to drink or eat, including chewing gum
- cigarettes or other tobacco products, including chew
- any electronic devices, including cell phone, iPod, or pager
- excessive or noisy jewelry
- sunglasses or hats
- perfume or cologne



Tattoos & Body Piercings

When in doubt – do without! Whether you are male or female, if you wear a ring in your nose, multiple rings in your ears or eyebrows, or a silver ball on your tongue, you should remove them for the job interview. Once you are able to see the type of accessories the rest of the workers wear, then you will know if it is acceptable for that work environment.

Tattoos are also best concealed, if you can, until you know if tattoos are acceptable within that particular work environment. Depending on the business, some employers may not care at all, while others may have very strict rules about tattoos being hidden while on the job. Employers have that right.

What To Do During & After the Interview

From the moment you walk into the company until the moment you leave, what you do and say are considered when determining whether you will be offered a job.

First, let's look at body language – also known as nonverbal behavior. How you walk, what you do with your hands, your facial expressions; all this plus more send silent messages to others about how you may be feeling inside. Sometimes they are the wrong messages but the other person has no way of knowing that. Sometimes we cross our arms because it is comfortable or we are cold. However, this body language can be 'read' by others as meaning you are angry or ready to defend yourself against something they will say or ask of you.

Look at the examples of body language and their interpretation on the following pages. Are any of the examples things that you know you do? Are they sending positive or negative messages about you?

Examples of Body Language & Interpretation



← Standing with hands on hips - Readiness, Aggression

Hands clasped behind back →
- Anger, Frustration, Apprehension



← Hand to cheek
- Evaluation, Thinking

Stroking chin →
- Trying to make a decision



← Tilted head
- Interest, Pondering

Sitting with hands clasped behind head →
- Confidence, Superiority



← Hands in pockets
- Dejection, Apathy

Rubbing hands →
- Anticipation, Anxiety





← Looking down, face turned away
- Disbelief, Lack of Confidence

Head resting in hand, eyes downcast →
- Boredom, Tired



← Arms crossed on chest
- Defensiveness, Aggressiveness

Brisk, erect walk →
- Confidence, Hurried



← Biting nails
- Insecurity, Nervousness

The Introduction & Wrap-Up

Remember to introduce yourself; state your name, offer your hand, and shake with a handshake that matches the grip of the receiver (while a firm handshake was always thought of as showing confidence, some people suffer with arthritis or other painful afflictions that could make a firm grip painful). Try to remember their names, thank them at the end of the interview and shake their hand again. Let them know that you are very interested in the job before you leave.

Section 7

THE THANK YOU LETTER

The interview is over but you still have one last step to do. This last step also provides an opportunity to improve your chances of getting the job.

The Thank You Letter

Many job seekers overlook sending a *Thank You Letter* to those who interviewed them. In fact, some studies say that only 4% of job seekers send a thank you letter after the interview. Yet, it can make you stand out in a number of ways.

- If the job offer is down to you and another person, and you send in a thank you letter, you stand out as being more professional, organized, and willing to follow-up.
- The thank you letter keeps your name in front of the employer during the decision-making time.
- The thank you letter gives you another chance to point out how your experience and skills will benefit their company, especially now that you know more about the position.
- The thank you letter gives you a chance to add something you may have forgotten to mention at the interview.

Typing a thank you letter is preferred. However, neatly hand-written is acceptable, preferably on a thank you card. Sending your letter via e-mail would be a good choice when you know the decision is about to be made and you will not have enough time to send a letter.

Pick one of the two examples below and write a thank you letter based on the example. Each example contains something you thought of after the interview but feel is important to the employer in making a decision in your favor.

Prepare a thank you letter for one of these examples.

Example #1

You have experience as a secretary and have just interviewed for a clerical position at the Community Health Center, 123 Main Street, Anytown, NH 00123. You interviewed with Lynn Olsen, Office Manager. After the interview you remembered that you forgot to tell her about your volunteer work at two American Red Cross blood drives where you helped register blood donors. It was something you enjoyed a great deal and made you begin to think of a health care office as a place where you would like to work.

Example #2

You were just laid off as a heavy equipment operator. You have applied for a chairlift attendant's position at Gunstock Ski Area, Route 11-A, Gilford, NH 03246. You had an interview and met with John Doe, Human Resource Manager. After the interview you started thinking that your experience operating heavy equipment might allow you to also help out with snow-grooming equipment that the ski area might use.



RESULTS

You now know what it will take to conduct an effective job search that hopefully will result in offers of employment. Be sure to tell everyone that you know that you are looking for work, and check in often with those that you think might have leads on good jobs.

Keep your job search documents up-to-date and carry them with you in a folder or notebook. You never know when you might come across someone who knows of a position, or someone who might be hiring. Having your documents available at all times will ensure that you are always prepared, and will show others that you are organized and serious about finding a job.

WRAP-UP

While conducting a **Job Search**, be sure to document your efforts on the '**Job Search Log**' (**Form NHEP 223**). Bring that form(s) with you, along with your '**Job Readiness Activity Verification/ Module 4 - Searching for the Right Job**' (**Form NHEP267 MOD4**), a copy of your **Thank You Letter**, and this **Module** to your next appointment with your **ECS**.

In **Module 5**, you will learn what it takes to become a valuable employee, what expectations employers have of their employees, how to advance within your chosen career, and how to stay employed.

Keep this **Module** to use as a guide for when you begin working in **Module 5**, and as a reference for the future. There are many resources within all of the **Modules** that you might find helpful.

JOB SEARCH WEBSITES

NHWorks Job Match System (JMS)

<https://nhworksjobmatch.nhes.nh.gov/vosnet/Default.aspx>

Jobs in NH

<http://www.jobsinnh.com/>

NH Jobs

www.nhjobs.com

Indeed

<http://www.indeed.com/>

NH State Jobs

<http://das.nh.gov/jobsearch/employment.aspx>

Monster

<http://www.monster.com/>

LiveCareer

<https://jobs.livecareer.com/>

Career Builder

<http://www.careerbuilder.com/>

DRESSING FOR THE JOB INTERVIEW

Monster.com

<http://www.monster.com/career-advice/article/worst-things-to-wear-to-job-interview>

Career Network

<http://careernetwork.msu.edu/jobs-internships/appearance-and-attire/dressing-for-interviews.html>

Undercover Recruiter

<http://theundercoverrecruiter.com/how-dress-your-job-interview/>

JOB INTERVIEW TIPS

Job Hunt

http://www.job-hunt.org/job_interviews/job-interviewing.shtml

Quintessential

<https://www.livecareer.com/quintessential/job-interview-tips>

Monster.com

<http://www.monster.com/career-advice/article/job-interview-pointers-fogarty>

Career One Stop

<http://www.careeronestop.org/jobsearch/interview/interview-tips.aspx>

The Muse

<https://www.themuse.com/advice/the-ultimate-interview-guide-30-prep-tips-for-job-interview-success>

THE THANK YOU LETTER

Business News

<http://www.businessnewsdaily.com/5578-sample-thank-you-letters.html>

The Interview Guys

<http://theinterviewguys.com/sample-thank-you-letter-templates/>

Forbes

<http://www.forbes.com/sites/lizryan/2015/06/08/how-to-write-a-thank-you-note-after-a-job-interview/#3026400b1ed6>