THE CAREER CENTER
Muhlenberg College

2015–2016
Job Search Guide
All aspects of the internship and job search process

Seegers Union, Lower Level
2400 Chew Street, Allentown, PA 18104
careers@muhlenberg.edu
www.muhlenberg.edu/careercenter
484–664–3170
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The Career Center is located on the lower level of Seegers Union. Call us at X3170 or e-mail us at careers@muhlenberg.edu. See our semester calendar and sign-up for events/programs through Berg Career Vault.

SERVICES:

**Individual Appointments**
Meet individually with a Career Counselor to discuss topics such as choosing a major, job/internship search strategies, exploring career ideas, and interview preparation. Not sure what to talk about? We'll help guide you. Stop by the office or call X3170 to schedule an appointment.

**Quick Questions/Career Assistant Hours**
Walk-in hours are for resume and cover letter critiques and for any questions that might take us 10 minutes or less to answer for you. First-come, first-served in the Career Resource Library. Hours are posted each semester.

**Career Resource Library**
Open during business hours, the library contains a wide collection of books and publications available on the subjects of career planning, career fields, and graduate and professional schools. Information is also available on internships and opportunities for special interest groups. Feel free to make yourself comfortable. Books are available to sign out. Additional resources are also available through “Career Insider” on our website.

**Mock Interviews**
Offered upon request. This simulation of a true employment or graduate school interview gives you a chance to try your skills in a non-threatening environment and receive constructive feedback. Can be recorded, if requested.

**Resume Critiques**
We recommend referencing pages in this guide prior to drafting a resume or cover letter and making an appointment. Come to daily Quick Questions hours. Resumes can also be sent to careers@muhlenberg.edu for review.

**Job Listings**
The Career Center bulletin board contains listings of part-time, miscellaneous, and summer jobs. Your Berg Career Vault account (accessed through our homepage - www.muhlenberg.edu/careercenter) - is an excellent starting place for viewing internships and post-grad jobs online. From our website you can link to other job posting sites and see job fair information. Also, this guide has more reference information.

**Networking**
The connections you make today can lead to many opportunities that will help with your future success. This can include faculty, administrators, alumni, friends, summer job bosses, cousins, hairdressers, neighbors, etc. It’s important for you to be aware of these ‘hidden opportunities’ and be able to recognize their significance when you are looking for internships or jobs. Keep a list of people with whom you want to reconnect so you have this when you are ready. In this guide, there is more information about networking.
MAJOR PROGRAMS:

**Recruiting**
Employers are invited to recruit for internships and full-time positions through on-campus interviews, resume collections, information sessions, and job fairs.

Attend a **Recruiting Meeting** early in the semester-- it is required for participation in the campus Recruiting Program. Meetings are offered **each Tuesday at 1:00pm** in the Career Center (only lasts half an hour). (See Recruiting Program information in this guide.)

**Summer Internships Workshop**
The best way to get an excellent job after graduation is to get meaningful internships or summer jobs while you’re in college. Learn about internship resources, what’s available, and how to apply. Presented by our Career Assistants.

**Interview Workshops**
Interactive session where you learn what to expect in an interview and how to stand out in the crowd from the employer’s perspective. Presented by Employers and Career Center staff.

**Gearing Up for Graduate School** (October)
Is grad school right for you? What programs are available? When and how should you apply? In this series of presentations, we collaborate with faculty to address these questions, plus the essay or personal statement, financial aid, and entrance exams (GRE, GMAT, LSAT, etc.). Attend early in your college experience for greatest flexibility in your career planning. See our Graduate/Professional School Guide for more information.

**Muhlenberg Shadow Program (MSP)**
Attend one of the fall orientation sessions to spend a day on the job over the semester break with an alumna/us or friend of Muhlenberg working in your area of interest.

**Alumni Panels**
This program is co-sponsored with the Office of Alumni Affairs. Alumni are invited to speak at evening receptions and offer you insights and share their experiences with you. Learn about many different career fields! All class years welcome!

**Guest Speakers/Career Panels**
Alumni, parents and friends of the College present career-related information for a specific industry, organization or career field.

**In Class Career Development**
Career Center staff visit academic classes throughout the semester. Look for the Career Center staff exploring Career Wellness in the first year “Principles of Fitness and Wellness” class, and in upper level courses discussing job search categories.

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**The Career Center Staff**
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(bclaypool@muhlenberg.edu)

The Career Center hires and trains Career Assistants as paraprofessionals in our office. They assist with Quick Questions and offer workshops.

Inquire in the Career Center if you would like to learn more about applying to become a Career Assistant.

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**Food for thought:**
*Invite us to speak to your organization or club, or collaborate on a trip or project.*

**Contact Alana at aalbus@muhlenberg.edu**
What can I DO with my degree? Your degree has prepared you to approach problems analytically, think critically about ideas, research, organize your thoughts, and write about your findings. Also, a liberal arts education prepares students to communicate and interact well with others. Think about the presentations you have given and the group projects and research you have completed. The flexibility and adaptability you have demonstrated in the range of coursework and modes of thinking you have done are also key assets to employers. These qualities make liberal arts graduates stand out from the sea of applicants. The challenging part is to be prepared to prove to employers how you have used the skills they want and that you really want what they have to offer. Refer to the information in “Ace the Interview” in this guide for more details.

I’ve got the skills, but where are the jobs? With all these “hot” skills, there are jobs in virtually any industry. Almost any field you can think of utilizes the exact traits that make a liberal arts graduate so marketable. The question really is “Where do I want to be?” Now is the time for you to figure out what industries are of interest to you, and which of your skills you most want to use regularly on the job. Read a lot of job postings until some of them begin to stand out as more appealing than others. Go to company websites, as well; you will begin to be able to evaluate differences in cultures, missions, operations, etc.

You need to learn to translate your experiences into terms that prove you have the skills to do the job. To succeed, you must demonstrate that you have had an interest in this field in the past. This could include coursework, internships, research, summer jobs, etc. Using the job posting in the box to the right, fill in specific examples from your background to show your qualifications. Even if you wouldn’t apply for THIS job, do the activity. It will teach you how you can change the focus of your background to match the positions you are seeking. Then, use this exercise to determine your qualifications for the positions that appeal to you. Need more experience? In the world of lifelong education, it is never too late to develop a new skill!

What to Look for in a Job Posting:

Marketing Manager

Wanted to write copy for trade publication.

Only the hard working need apply!

Will need desktop publishing expertise.

Should have exposure to newspaper work.

B.A. in English, History, or related field; M.A. preferred.

Duties: What are you expected to do?

Attributes: What sort of person are you expected to be?

Skills: Which of your abilities can you apply?

Experience: What are you expected to have done?

Education: What have you studied and what have you learned?
What Do Liberal Arts Majors Do?

Your major may or may not dictate your career path. For more information on the career paths of alumni, speak with a Career Counselor. In this guide, there is more information about how to connect with alumni. Remember – this is just a sampling of liberal arts majors of Muhlenberg graduates and of the infinite career possibilities. The Career Center website has additional information on others. Need more guidance, call the Career Center for an appointment. Check out the Major Sheets in the Career Library and resources on the Career Center website.

AMERICAN STUDIES
- Marketing Director, Thomson Financial
- Sales Consultant, Audio Visual Innovations
- Partner/Insurance Agent, Spencer E. Gray Insurance
- Employee Relations Manager, Emery – Waterhouse

ART
- Embroidery Graphics Designer, Vantage Custom Classics
- Project Leader, Computer Associates
- Assistant Director of Marketing, Marriage Council
- Business Analyst, Prudential Insurance
- Campaign Associate, Philadelphia Museum of Art
- Healthfood & Vitamin Store Owner, Natural Selections
- Graphic Designer/Owner, DiPiro Design
- Assistant Fashion & Beauty Editor/Magazine Editorial, Shape Magazine
- Creative Director, H. P. Productions

DANCE
- Acting Coach
- Community Relations Manager/Box Office Manager, Northern Stage
- Dance Teacher, Theatre Dance Center
- Director of Production, People’s Light & Theatre Company

ENGLISH
- Assignment Editor, WCAU - NBC 10
- Community Director, The March of Dimes
- Director of Community Relations, Doylestown Hospital
- Director of Merchandising, J Crew
- Publicity Assistant, St. Martin’s Press LLC
- Research Associate, Rodale Press Health Magazine
- Special Events Assistant, New York Public Library

FOREIGN LANGUAGES
- Coordinator, Contract Services, Coventry First
- Spanish Teacher, Wilson High School
- Director, Corporate Compensation, WebMD
- Export Administrator, McCormick & Co.
- Guidance Counselor, Hatboro Horsham Schools

HISTORY
- Assistant Editor, American Historical Association
- Intelligence Analyst, F.B.I. Washington Field Office
- Law Clerk, Bergen County Superior Court
- Marketing Administrator, FFMG Architects
- Vice President/Regional Manager, CitiGroup

MATHEMATICS
- Actuary, Milliman & Robertson Inc.
- Info Technology Consultant, Pricewaterhouse Coopers
- Associate Contract Analyst, Aramark

MUSIC
- Creative/Media Designer, Seven Worldwide
- Assistant Director of Admission, Seton Hall University
- Associate Director, Lutheran Advocacy Ministry
- Community Development Coordinator, Children & Family Services
- Marketing Assistant, Philadelphia Orchestra

PSYCHOLOGY
- Assistant Director, Student Life, Loyola College
- Research Study Assistant, Sloan Kettering Cancer Center
- Victim Counselor, Somerset Co. Prosecutor’s Office
- Recruiter, Pep Boys
- Account Supervisor, Saatchi & Saatchi Healthcare
- Program Director, Home Run Ministries
- Counselor, Allentown Women’s Center
- President, Thirty Ink Media & Marketing
- Director of Missions, Touch the World Youth Ministries
- Director of Academic Advising for Student Athletes, Marist College
- President, Allstate NJ, Allstate Insurance Companies
- Residential Counselor, Easter Seals of NJ
- Senior Allocation Analyst, TJX Company

POLITICAL SCIENCE
- Research Assistant/Programmer, Mathematical Policy Research
- Assistant Director of Residential Services, Muhlenberg College
- Marketing Associate, DVRPC
- Transplant Coordinator, Gift of Life Donor Program
- Detective, Denville Twp. Police Dept
- Campaign Finance Analyst, Federal Election Commission

PHILOSOPHY
- Director of Operations, Neighborhood Action Bureau
- Health Policy Researcher, George Washington University Center
- Sr. Grants/ Systems Mgr, Memorial Sloan-Kettering
- ESL/Spanish Teacher, Northampton Co Public School

RELIGION
- Associate Professional Submissions Specialist, McNeil Consumer & Specialty Pharmaceutical
- Pastor, St. John’s Lutheran Church
- Elementary Teacher, BCPS
- Youth Director, Adath Jeshurun
- Outreach Worker, Independent Living Program, Communities for People Inc.

THEATRE ARTS
- Marketing Coordinator, Kingdom, Incorporated
- Corporate Relations, St. John’s University
- Account Coordinator, Corporate, Serino Coyne Inc.
- Pharmaceutical Consultant, Pfizer Inc.
- Bridal Consultant, David’s Bridal
- Business Manager, Youth Theatre Northwest
- Marketing Associate, Public Theatre - Joe’s Pub
Where to Start

Learning about yourself is the first step, the key, in the career development and job search processes. It is important to consider your strengths, interests, skills and values to find the occupations and majors that are most fulfilling. If you can find a field that intrigues you, requires skills that you have or can develop, and is in sync with your lifestyle preferences, chances are you’ll love what you do. See the resources below or complete the exercises in this guide.

Tools and Resources

Assessment Tools:

- **Focus** – online career guidance system – Go to [www.muhlenberg.edu/careercenter](http://www.muhlenberg.edu/careercenter), under “Students” and “Explore Majors/Careers.” Enter key code “mules” when setting up your account. Discuss your results with a Career Counselor.
- **StrengthsQuest** - Get to know your top 5 themes of talent so you can develop them into strengths. Codes are available through Chris Jachimowicz in the Student Life office. Discuss your results with a Career Counselor.

Print Resources* (in the Career Resource Library)

- What Color Is Your Parachute?
- Becoming the Best Me
- Great Jobs for English Majors (plus other majors)
- Smart Moves for Liberal Arts Grads
- Opportunities in Foreign Language Careers
- Careers for ...
  - Bookworms and Other Literary Types
  - Born Leaders & Other Decisive Types
  - Extroverts & Other Gregarious Types
  - High-Energy People & Other Go-Getters
  - History Buffs & Others Who Learn from the Past
  - Introverts & Other Solitary Types
  - Mystery Buffs & Other Snoopers and Sleuths
  - Self-Starters & Other Entrepreneurial Types
  - Sports Nuts & Other Athletic Types

*And lots more!

Websites

- **The Riley Guide: Self-Assessment Resources** ([http://www.rileyguide.com/assess.html](http://www.rileyguide.com/assess.html)) Provides links to resources, tools, and surveys you can use and interpret on your own (but please come in to discuss with us too!)
- **The Role of Liberal Arts in Your Future** [http://www.iseek.org/education/liberalarts.html](http://www.iseek.org/education/liberalarts.html)
- **Job Hunters Bible.com – What Color is Your Parachute?** ([http://www.jobhuntersbible.com/](http://www.jobhuntersbible.com/)) Site is designed as a supplement to the book *What Color is Your Parachute?* There are links to interactive tests as well as career development manuals, articles, and advice.
- **Quintessential Careers: Assessment Tools & Tests** ([http://www.quintcareers.com/career_assessment.html](http://www.quintcareers.com/career_assessment.html)) Not sure what kind of job or career you want? Spend some time here and take one or more of the self-assessment tests to give you a better idea of your attitudes and interests as they relate to possible career choices.
- **Self-Assessment and Aptitude Tests** ([http://jobsearch.about.com/od/selfassessment/Self_Assessment_and_Aptitude_Tests.htm](http://jobsearch.about.com/od/selfassessment/Self_Assessment_and_Aptitude_Tests.htm)) Offers aptitude & personality tests, self-evaluation quizzes, and career exploration guides.
- **What Can I Do With This Major?** [http://www.muhlenberg.edu/main/aboutus/careercenter/students/explore/major/](http://www.muhlenberg.edu/main/aboutus/careercenter/students/explore/major/)
- **Road to Career Success for Liberal Arts Majors** ([www.jobweb.com](http://www.jobweb.com)) JobWeb offers career and job-search advice for new college graduates, and is the online complement to the *Job Choices* job-search publications.
- **Vault.com Career Insider** See link on the Career Center website.
- **StrengthsQuest** See Muhlenberg College’s website.
What do I like?

This is an exercise to get you thinking about your interests as they relate to various career fields. Consider it a "preliminary" assessment that will not give you a complete picture, but may offer you some direction.

**Rating Scale:**
- Very Interested 4
- Somewhat Interested 2
- Interested 3
- Not Interested 1

Indicate your level of interest in the following activities. Do not worry about your ability to do it, just whether or not you would find it enjoyable. Don’t look at the career field column on the left if that influences your ratings. Just look at the activity.

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<th>2</th>
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<td>ACCOUNTING and BUSINESS</td>
<td>• Keep accurate financial records</td>
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<td>• Manage a business</td>
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<td></td>
<td>• Record and analyze financial information</td>
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<td>• Prepare financial reports</td>
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<td>• Give stock advice</td>
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<td>• Direct the activities of other people</td>
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<td>• Analyze business problems</td>
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<td>• Market and sell a product</td>
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<td>• Interview, hire, and train new employees</td>
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<td>• Mediate a conflict between co-workers</td>
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<td>• Negotiate a contract</td>
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<td>TOTAL SCORE:</td>
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<td>COMMUNICATION</td>
<td>• Read prepared scripts on the radio</td>
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<td>• Produce a TV show</td>
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<td>• Put scientific/technical information into easily understandable language</td>
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<td>• Write a newspaper article</td>
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<td>• Check writing for grammatical errors</td>
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<td>• Prepare a press release</td>
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<td>• Plan and organize special events</td>
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<td>• Write ads for a new product</td>
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<td>• Give a speech or presentation</td>
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<td>• Operate video and sound recording equipment</td>
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<td>• Give a press conference</td>
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<td>TOTAL SCORE:</td>
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<tr>
<td>EDUCATION</td>
<td>• Teach children or teens in a classroom setting</td>
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<td>• Provide instruction in basic education to adults</td>
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<td>• Advise college students about their coursework</td>
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<td>• Give lectures or present seminars</td>
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<td>• Coordinate literacy program</td>
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<td>• Work in a library</td>
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<td>• Help students choose a college</td>
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<td>• Coach a sports team</td>
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<td>• Provide job search assistance</td>
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<td>• Teach children about the outdoors</td>
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<td>• Work at a day care center</td>
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<td>TOTAL SCORE:</td>
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<td>Career Field</td>
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<td><strong>ENVIRONMENT, SCIENCE, HEALTH and TECHNOLOGY</strong></td>
<td>• Conduct scientific research</td>
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<td></td>
<td>• Solve computer problems</td>
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<td>• Protect natural resources</td>
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<td>• Use laboratory equipment</td>
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<td>• Solve environmental problems</td>
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<td>• Perform experiments</td>
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<td>• Treat sick people</td>
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<td>• Design computer software</td>
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<td>• Find a cure for a disease</td>
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<td>• Work outdoors</td>
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<tr>
<td><strong>TOTAL SCORE:</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>• Take care of animals/wildlife</td>
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</tr>
<tr>
<td><strong>GOVERNMENT and LAW</strong></td>
<td></td>
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<tr>
<td></td>
<td>• Represent a client at a criminal or civil trial</td>
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<tr>
<td></td>
<td>• Campaign for political office</td>
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<tr>
<td></td>
<td>• Draft legislation</td>
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<tr>
<td></td>
<td>• Lobby for a cause</td>
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<tr>
<td></td>
<td>• Research legal cases</td>
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<tr>
<td></td>
<td>• Prepare reports on political issues</td>
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<tr>
<td></td>
<td>• Conduct public opinion polls</td>
<td></td>
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<tr>
<td></td>
<td>• Prepare legal documents</td>
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<tr>
<td><strong>TOTAL SCORE:</strong></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Debate issues in a public forum</td>
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<tr>
<td></td>
<td>• Research domestic and foreign policy</td>
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<tr>
<td></td>
<td>• Negotiate conflicts between people</td>
<td></td>
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<tr>
<td><strong>MUSEUM, THEATRE and the ARTS</strong></td>
<td></td>
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<tr>
<td></td>
<td>• Design a logo</td>
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<tr>
<td></td>
<td>• Give a museum tour</td>
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<td></td>
<td>• Direct a play</td>
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<tr>
<td></td>
<td>• Coordinate an exhibition in a museum</td>
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<tr>
<td></td>
<td>• Redecorate a living room</td>
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<tr>
<td><strong>TOTAL SCORE:</strong></td>
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<tr>
<td></td>
<td>• Perform in public</td>
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</tr>
<tr>
<td></td>
<td>• Maintain historical records</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>• Sketch pictures</td>
<td></td>
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<tr>
<td></td>
<td>• Take photographs for a magazine</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Catalogue museum items</td>
<td></td>
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<tr>
<td></td>
<td>• Choreograph a dance performance</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Read and memorize historical facts and data</td>
<td></td>
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</tr>
<tr>
<td><strong>TOTAL SCORE:</strong></td>
<td></td>
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</tr>
</tbody>
</table>
### Rating Scale:

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very Interested</th>
<th>Somewhat Interested</th>
<th>Interested</th>
<th>Not Interested</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

### Career Field Activity

**PSYCHOLOGY and SOCIAL SERVICE**

- Soothe angry or upset people
- Care for sick people
- Interpret psychological test data
- Work at a homeless shelter
- Counsel victims of domestic violence
- Help teens recover from drug addiction
- Advise students on job search strategies
- Provide support for a grieving widow
- Raise money to benefit an important cause
- Mentor a child from a poor community
- Assist a mentally challenged adult with daily routine

**TOTAL SCORE:**

**RELIGION**

- Provide spiritual counseling
- Lead a prayer group
- Teach religious education
- Conduct religious ceremonies
- Attend religious services
- Lead a religious youth organization
- Organize a church/temple retreat
- Coordinate music for religious services
- Conduct missionary work
- Read the Bible, Koran, Torah, etc.
- Deliver a sermon

**TOTAL SCORE:**

Now look at the career fields and note the top three you can explore further based on your scores above:

1. __________________________
2. __________________________
3. __________________________

List the **activities** in which you indicated you are “very interested.”

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

________________________________________________________________________
What do I do well?

Look at the list of skills that follows. **Underline** the skills you have to some degree. **Circle** the skills you have and enjoy using. Put a **star** beside the ones without which your life will not be complete. Don’t look at the bolded header if it influences your decision.

<table>
<thead>
<tr>
<th>Verbal Communication</th>
<th>Information Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching</td>
<td>Coordinating</td>
</tr>
<tr>
<td>Speaking</td>
<td>Dispensing</td>
</tr>
<tr>
<td>Instructing</td>
<td>Interpreting</td>
</tr>
<tr>
<td>Selling</td>
<td>Investigating</td>
</tr>
<tr>
<td>Persuading</td>
<td>Locating</td>
</tr>
<tr>
<td>Promoting</td>
<td>Managing</td>
</tr>
<tr>
<td>Written Communication</td>
<td>Operating</td>
</tr>
<tr>
<td>Reading</td>
<td>Organizing</td>
</tr>
<tr>
<td>Copying</td>
<td>Recording</td>
</tr>
<tr>
<td>Writing</td>
<td>Recordkeeping</td>
</tr>
<tr>
<td>Editing</td>
<td>Rewriting</td>
</tr>
<tr>
<td>Translating</td>
<td>Translating</td>
</tr>
<tr>
<td>Corresponding</td>
<td>Updating</td>
</tr>
<tr>
<td>Proposal Writing</td>
<td>Analyzing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planning</th>
<th>Human Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyzing</td>
<td>Advising</td>
</tr>
<tr>
<td>Appraising</td>
<td>Handling Complaints</td>
</tr>
<tr>
<td>Reviewing</td>
<td>Counseling</td>
</tr>
<tr>
<td>Deciding</td>
<td>Training</td>
</tr>
<tr>
<td>Evaluating</td>
<td>Group Facilitating</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>Listening</td>
</tr>
<tr>
<td>Researching</td>
<td>Rehabilitating</td>
</tr>
<tr>
<td>Obtaining Information</td>
<td>Expressing Feelings</td>
</tr>
<tr>
<td></td>
<td>Interviewing</td>
</tr>
<tr>
<td></td>
<td>Recruiting</td>
</tr>
<tr>
<td></td>
<td>Mediating</td>
</tr>
<tr>
<td></td>
<td>Analyzing</td>
</tr>
<tr>
<td></td>
<td>Meeting the Public</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dealing with Abstracts</th>
<th>Finance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anticipating</td>
<td>Accounting</td>
</tr>
<tr>
<td>Estimating</td>
<td>Bookkeeping</td>
</tr>
<tr>
<td>Theorizing</td>
<td>Advising</td>
</tr>
<tr>
<td>Predicting</td>
<td>Auditing</td>
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<tr>
<td>Conceptualizing</td>
<td>Budgeting</td>
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<td></td>
<td>Collecting</td>
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<td></td>
<td>Estimating</td>
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<td></td>
<td>Grant Writing</td>
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<tr>
<td></td>
<td>Record Keeping</td>
</tr>
<tr>
<td></td>
<td>Developing Economic Models</td>
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<tr>
<td></td>
<td>Working with Precision</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Organizing</th>
<th>Using Hands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arranging</td>
<td>Assembling</td>
</tr>
<tr>
<td>Categorizing</td>
<td>Caring for Patients</td>
</tr>
<tr>
<td>Scheduling</td>
<td>Fixing</td>
</tr>
<tr>
<td>Collecting</td>
<td>Constructing</td>
</tr>
<tr>
<td>Organizing</td>
<td>Using Instruments</td>
</tr>
<tr>
<td>Record Keeping</td>
<td>Building</td>
</tr>
<tr>
<td>Coordinating</td>
<td>Dexterity</td>
</tr>
<tr>
<td>Preparing</td>
<td>Operating Tools/Machinery</td>
</tr>
<tr>
<td>Planning Events</td>
<td></td>
</tr>
<tr>
<td>Compiling</td>
<td></td>
</tr>
<tr>
<td>Committee Working</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Presenting/Performing</th>
<th>Artistic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibiting</td>
<td>Setting Up</td>
</tr>
<tr>
<td>Making Layouts</td>
<td>Photographing</td>
</tr>
<tr>
<td>Representing</td>
<td>Sketching</td>
</tr>
<tr>
<td>Speaking</td>
<td>Making Layouts</td>
</tr>
<tr>
<td>Setting Up</td>
<td></td>
</tr>
<tr>
<td>Teaching</td>
<td></td>
</tr>
<tr>
<td>Displaying</td>
<td></td>
</tr>
<tr>
<td>Dramatizing</td>
<td></td>
</tr>
<tr>
<td>Entertaining</td>
<td></td>
</tr>
<tr>
<td>Meeting the Public</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Persuasion</th>
<th>Using Whole Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explaining</td>
<td>Outdoor Activities</td>
</tr>
<tr>
<td>Manipulating</td>
<td>Observing</td>
</tr>
<tr>
<td>Negotiating</td>
<td>Hiking</td>
</tr>
<tr>
<td>Persuading</td>
<td>Physical Education</td>
</tr>
<tr>
<td>Politicking</td>
<td>Team Sports</td>
</tr>
<tr>
<td>Fund Raising</td>
<td>Camping</td>
</tr>
<tr>
<td>Confronting</td>
<td>Individual Sports</td>
</tr>
<tr>
<td>Motivating Others</td>
<td>Traveling</td>
</tr>
<tr>
<td></td>
<td>Coaching</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supervisory/Leadership</th>
<th>Creativity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confronting</td>
<td>Creating</td>
</tr>
<tr>
<td>Coordinating</td>
<td>Imagining</td>
</tr>
<tr>
<td>Delegating</td>
<td>Inventing</td>
</tr>
<tr>
<td>Directing</td>
<td>Designing</td>
</tr>
<tr>
<td>Explaining</td>
<td>Displaying</td>
</tr>
<tr>
<td>Initiating</td>
<td>Applying Theory</td>
</tr>
<tr>
<td>Managing</td>
<td>Voicing Ideas</td>
</tr>
<tr>
<td>Mediating</td>
<td></td>
</tr>
<tr>
<td>Organizing</td>
<td></td>
</tr>
<tr>
<td>Risk Taking</td>
<td></td>
</tr>
<tr>
<td>Supervising</td>
<td></td>
</tr>
<tr>
<td>Tolerance</td>
<td></td>
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<tr>
<td>Motivating Others</td>
<td></td>
</tr>
</tbody>
</table>

|                                      | Dealing Creatively with shapes, colors, paints |

Now, look at the categories that have the most skills circled; these are skills you should try to incorporate in a career. Note the categories with no skills circled. Have you tried to build skills in these areas? Or are you intentionally avoiding them? Understanding the areas you do not want to pursue can be helpful in determining the areas you do. If there are skills with underlines, keep them in mind with examples of when/how you used them. Although they might not be skills you prefer to use, they may be marketable in combination with skills you do enjoy. The skills with stars beside them need to be incorporated into your professional, social, or community life to achieve overall satisfaction.

**Categories with the most circles and stars:**

| _____________________________ | _____________________________ | _____________________________ |
| _____________________________ | _____________________________ | _____________________________ |
| _____________________________ | _____________________________ | _____________________________ |
### What is important to me?

Understanding your values will help you select occupations that contribute to your career and life satisfaction. Indicate the extent to which the following values must be incorporated into your chosen career:

<table>
<thead>
<tr>
<th>Value</th>
<th>Definition</th>
<th>MUST have</th>
<th>Nice to Have</th>
<th>Doesn't Matter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achievement</td>
<td>Personal/Professional feeling of accomplishment</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Advancement</td>
<td>Opportunities for continuing promotion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adventure</td>
<td>Work that involves risk-taking</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Aesthetics</td>
<td>Work that involves the appreciation of beauty</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Affiliation</td>
<td>Recognition as a member of a particular group/team/staff</td>
<td></td>
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</tr>
<tr>
<td>Altruism</td>
<td>Work that emphasizes helping others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autonomy</td>
<td>Relative independence from others</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Challenge</td>
<td>Stimulating work that demands the best of you</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Compensation</td>
<td>Being well-paid for your work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Competition</td>
<td>Work that involves win/lose outcomes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creativity</td>
<td>Creating new ideas, programs, or organizational structures</td>
<td></td>
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</tr>
<tr>
<td>Decision-Making</td>
<td>The power to decide organizational policies and courses of action</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Diversity</td>
<td>Interacting with people who are different from you</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment</td>
<td>Work that is done in a specific type of surrounding</td>
<td></td>
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<tr>
<td>Fast Pace</td>
<td>Work that must be accomplished quickly in order to meet deadlines</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Flexibility</td>
<td>Establishing your own work schedule</td>
<td></td>
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<tr>
<td>Influence</td>
<td>Shaping the attitude or opinion of others</td>
<td></td>
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</tr>
<tr>
<td>Intellectual Status</td>
<td>Work that acknowledges one’s intellectual expertise</td>
<td></td>
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</tr>
<tr>
<td>Knowledge</td>
<td>Engaging in the pursuit of knowledge, truth, and understanding</td>
<td></td>
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<tr>
<td>Personal Fulfillment</td>
<td>Expressing one’s personal or cultural values</td>
<td></td>
<td></td>
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<tr>
<td>Physical Challenge</td>
<td>Work that is physically demanding</td>
<td></td>
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<tr>
<td>Power/Authority</td>
<td>Controlling the work activities of others</td>
<td></td>
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</tr>
<tr>
<td>Precision</td>
<td>Work in situations where accuracy is crucial</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Predictability</td>
<td>Work that involves routine daily tasks</td>
<td></td>
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<tr>
<td>Prestige</td>
<td>Work having high status and respect</td>
<td></td>
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<tr>
<td>Profit</td>
<td>Work that focuses on an organization’s or one’s own financial gain</td>
<td></td>
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<tr>
<td>Public Contact</td>
<td>Opportunity for contact with people outside of one’s work group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recognition</td>
<td>Gaining acknowledgement for one’s accomplishments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relationships</td>
<td>Work involving pleasant interpersonal interaction with colleagues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsibility</td>
<td>Being trusted with important tasks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>Job is not likely to be eliminated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill Utilization</td>
<td>Work that fully makes use of one’s unique abilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spirituality</td>
<td>Allowing one to explore the spiritual meaning of life</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Teamwork</td>
<td>Collaborative work within a group</td>
<td></td>
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</tr>
<tr>
<td>Variety</td>
<td>Frequently changing responsibilities</td>
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</tr>
</tbody>
</table>

List the values that you indicated you MUST have in your chosen career, and then rank order their importance to you.

_________________________________________  ___________________________________________
_________________________________________  ___________________________________________
_________________________________________  ___________________________________________
Put It All Together

In the diagram below, fill in the items that you had starred in the previous three sections (you may have more than three per category). Looking at the lists, complete the overlapping section of the circles with ideas you have for possible majors/career fields. Be as specific as you are able (you could list “something with animals” or “greyhound dog rehabilitator”). Talk to us about your ideas. Having trouble putting it all together? We can help with that too!

**SKILLS**
1. 
2. 
3. 

**INTERESTS**
1. 
2. 
3. 

**VALUES**
1. 
2. 
3. 

**IDEAS**
1. 
2. 
3. 

**Put It All Together**

In the diagram below, fill in the items that you had starred in the previous three sections (you may have more than three per category). Looking at the lists, complete the overlapping section of the circles with ideas you have for possible majors/career fields. Be as specific as you are able (you could list “something with animals” or “greyhound dog rehabilitator”). Talk to us about your ideas. Having trouble putting it all together? We can help with that too!

**SKILLS**
1. 
2. 
3. 

**INTERESTS**
1. 
2. 
3. 

**VALUES**
1. 
2. 
3. 

**IDEAS**
1. 
2. 
3. 

**Put It All Together**

In the diagram below, fill in the items that you had starred in the previous three sections (you may have more than three per category). Looking at the lists, complete the overlapping section of the circles with ideas you have for possible majors/career fields. Be as specific as you are able (you could list “something with animals” or “greyhound dog rehabilitator”). Talk to us about your ideas. Having trouble putting it all together? We can help with that too!

**SKILLS**
1. 
2. 
3. 

**INTERESTS**
1. 
2. 
3. 

**VALUES**
1. 
2. 
3. 

**IDEAS**
1. 
2. 
3.
I would like to learn more about: _________________________________________________

Answer the following questions using resources in The Career Resource Library, Trexler Library, and online:

What are the names of three directories or journals you have identified that relate to your field of interest? Where are they found?

1. ____________________________________________________________________________

2. ____________________________________________________________________________

3. ____________________________________________________________________________

Describe a current trend in the field that is discussed in one of these journals:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Name one professional association related to the field. What address, phone number, or web site would you use to make a first contact with them?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

List one person on-campus whom you may be able to contact to learn more about the field:

________________________________________________________________________________________

List one person off-campus whom you may be able to contact as part of your research:

________________________________________________________________________________________

Name one print/web resource you will use to learn more about the field:

________________________________________________________________________________________

Name one organization/club/job/project you could pursue to test out the field:

________________________________________________________________________________________

Name three websites or other resources for identifying job postings for the field:

________________________________________________________________________________________
Career Decision Making/Goal-Setting

The time and effort you devote to goal-setting will pay off when you prepare for interviews.

**Step 1: Identify your goal or objective.**
Ex. Select a career field.

**Step 2: Determine your options/alternatives.**
Ex. Will I consider only careers directly affiliated with my major? Only careers with particular earning potential? Only careers that require no education beyond Muhlenberg? Identify your interests, skills, and values in this guide or use Focus online to help you do this. Career Counselors are also available to assist you. Don’t get stuck here – ask for help!

**Step 3: Research. Explore. Gather information.**
Ex. What do people in this career field do? What is a logical career path? What skills and education do I need to enter this field? How many opportunities are there and where can I find them? In what ways will this career affect my lifestyle? Research in the Career Resource Library and online. Conduct Informational Interviews with alumni and others (refer to the Networking information in this guide). Do an internship (or two or three) or spend a day on the job with someone in the field on your own or through the Muhlenberg Shadow Program.

**Step 4: Evaluate the pros and cons of making this choice.**
Ex. Am I likely to find a job? Am I willing to relocate? Can I live on the salary I will be offered? Am I willing to learn the skills needed? Will this career be consistent with my values and interests? Will I use/maximize my strengths and abilities effectively?

**Step 5: Make a Realistic Action Plan.**
Write the steps and a timetable to accomplish the goal, given other commitments (current classes, campus activities, jobs, etc.). Meet with a Career Counselor for guidance.

If, at a future date, you decide to change your mind, begin the process again using this experience as added information to consider when you do Steps 2, 3, and 4.

**Tip:** If you prefer to talk rather than write, you can discuss the steps with a listening partner (friend, Career Counselor, etc.) and ask that person to write down the main points for you.

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**Worksheet**

Putting your goals in writing will help ensure that you will proceed toward them.

**Step 1: Identify your goal or objective.**

**Step 2: Determine your options/alternatives.**

**Step 3: Research. Explore. Gather information.**

**Step 4: Evaluate the pros and cons of making this choice.**

**Step 5: Make an Action Plan.**

I will complete this process by: _____________ (date)

**Signature**

By signing and dating the worksheet, you are more likely to follow through – give yourself that added incentive.
Internships and Research Experience

Finding a Position
Use Berg Career Vault to search the internship database. There is additional information in this guide.

Go to The Career Center website for links to other sites: www.muhlenberg.edu/main/aboutus/careercenter/students/job/

Refer to the books with internship postings in the Career Resource Library.

Talk to faculty to see if your department has a list of internships or ideas on organizations you can explore.

Meet with a Career Counselor to discuss search options that fit your individual interests.

Credit or No Credit?
Many students choose to take a non-credit internship just for the experience. This is permitted, as long as the employer does not require it for credit. In this case, no formal paperwork needs to be completed with the college.

If you choose to pursue a for-credit internship, it needs to be approved by your academic advisor. There are forms for you to complete on the Internship Manual website at www.muhlenberg.edu/careercenter/internship/. You can have the internship during the academic year as a “class”, or in the summer and pay for the credit.

If you choose to pursue credit, the employer must sign the student’s learning contract and complete the evaluation forms on the Internship Manual website. Only students with 16 units or more are permitted to apply for credit.

Pay or No Pay?
Internships can be paid or not. This may not be related to whether academic credit is given. For example, a credit internship may also be paid in some cases. In other cases, an unpaid internship may not be for credit. If you are not clear on whether the internship you are applying for is paid or not, consider waiting to ask about it until AFTER you receive the internship offer. You may be in a better position to negotiate pay once an employer has decided they want you.

There is a common practice in non-profits, media fields, and the arts to offer unpaid internships. However, every situation is unique. Ask to be sure. Some organizations offer stipends, transportation/parking costs, meals, or living expenses in lieu of (or in addition to) pay. Ask about that as well.

Make the Most of It!
Experience is a necessity for today's college students. Employers and graduate programs seek candidates who have tested the waters and demonstrated skills and experiences. There are numerous reasons to seek independent research with a faculty member, or do an internship with an outside organization. Some organizations only hire from their internship pool! Plus, students with practical career-related experiences are hired faster after graduation, typically at a higher starting salary than other graduates with no career-related experience.

The reasons for doing an internship or research experience fit into two main categories:

1. Gain skills relevant to your career goals.
   In doing independent research, students gain many valuable skills – problem solving, hypothesis testing, familiarity with research designs, methodologies and equipment, and perhaps more experience using statistics and computer packages. These skills are transferable (and necessary) when applying to graduate school in research fields, but also potentially for employment in a variety of jobs in business, education, health, and science fields. Communication skills, both written and oral, may also be enhanced and honed through chances to publish and present. Working closely with a faculty member gives you the opportunity to work side-by-side and learn from an expert in the field - much like you will in graduate school.

2. Gain experience to determine and refine your goals.
   It’s difficult to argue against the value of gaining experience outside the classroom to enhance skills and marketability, no matter what your goals. However, don’t do research or an internship because you think it will be less work than a class. Expect more work, more responsibility, greater independence, higher expectations of you, and sometimes a little ambiguity. With all of those, though, comes great potential for growth!

Helpful Hints:
- Understand the expectations of your supervisor. If you don’t understand them or have questions, ASK. Try not to ask the same question twice.
- Pay attention to instructions and write them down.
- Understand the timeline - discuss it with your supervisor.
- If you are looking at a large project or research assignment, break it down into small components, and give yourself due dates for each part of the project.
- Arrive early (NEVER be late).
- Demonstrate a positive attitude and a willingness to do the job, however small or large.
- Force yourself to go beyond your comfort zone.
- Keep track of your accomplishments and keep samples of your work for future reference.
- Show initiative; offer to help with other projects during your down time.
- Show courtesy, enthusiasm, and interest, ALWAYS...even with the menial tasks.
- Read your supervisor’s unspoken cues. For example, learn when, or when not, to interrupt.
- Don’t use business or lab time for personal tasks (including checking email/Facebook)!
- Model professional behavior expected of full-time employees.
- Don’t get involved in office or laboratory politics or gossip.
- Periodically review your learning contract - are you accomplishing your goals?
- Talk with your supervisor about networking.
- Ask your supervisor to write a recommendation for you on LinkedIn before the end of your internship or research.
- Have fun, but not too much fun!
I. TO START

- A resume is a marketing tool—honest, enthusiastic, positive document targeted to those in the position to hire. If you are interested in teaching, your resume should scream teaching.

If, for example, you are also interested in marketing, another version of your resume should emphasize marketing and analytical skills. You may need more than one version of your resume. Research the field to know what skills/abilities/qualities will be most important. If you are considering auditioning as a performer, there is a sample of a performance resume in this guide.

- Even if you don’t know what you want to do yet, you can still start writing a resume. Come to the Career Center if you need help with this.
- A resume is not written in complete sentences. Use short phrases including the most important words. Avoid using pronouns.
- A resume should be written in natural English. Phrases such as “performed team management” have no real meaning. Be specific about what you did.

II. RESUME COMPONENTS

Name and Address Information:

- You need to include: name, address, phone numbers, and email addresses.
- Name should be largest font on resume.
- Consider including current and permanent information so employers can contact you quickly.
- Be consistent in how you list states.
- Check your vital information—remember spell check won't know if numbers are wrong (i.e. zip codes and phone numbers).
- It doesn't matter:
  ⇒ which side the permanent and campus addresses are on;
  ⇒ whether you label your addresses as permanent and campus (as long as the college is listed as part of the campus address).

Objective:

- This is an optional part of your resume.
- Who should have one? Someone whose career goals are not apparent from the rest of his/her resume. (If that is so in your case, you should meet with a Career Counselor to determine what else you can do to market to your field of interest.)

Examples of good objectives

Ones that are specific; they tell the reader what the person wants to do:

- To obtain a position as an assistant media planner
- Seeking a position teaching mathematics and coaching athletics in a secondary school setting
- A research position utilizing strong biology laboratory skills

Example of weak objectives

Ones that are vague. You may think you are trying to be flexible, but more than likely the reader will think you lack focus. Also, never use pronouns on your resume.

- To find a job where I can use my education and continue to grow.

Education:

- Education is generally listed first until you get your first professional job, after which education can move to the bottom of your resume.
- Schools are listed in reverse chronological order - current school first.
- Include at least: Name of school, location (city, state), degree or degrees, major(s) and date received or expected (month, year).
- You may choose to include honors, relevant coursework, activities, and study abroad programs either here or in separate sections.
- GPA: It is your decision whether or not to include it. Rule of thumb: Above a 3.0 include it; below, don't. If you are applying for an accounting position you should always include your GPA. Some employers feel that if you don’t include it, you are hiding a very low GPA, but you need to decide whether your GPA is an asset. An alternative is to consider including only your major GPA. If you choose to do this, be sure to label it appropriately. You cannot round up your GPA. (i.e. 2.99 is not a 3.0.)
- Other colleges: If you transferred, or took summer courses elsewhere, you may wish to list your other school(s).
- High school: Optional. You may need to include it until your sophomore year. You may also wish to include if it helps you. For example, if you want to teach at a prep school and you went to a prep school, or if you went to a highly selective high school that has name recognition.

Experience:

- This is the critical part of a resume. Describe your experience in terms of your accomplishments and skills (not necessarily in terms of the job description's duties and responsibilities). Quantify or qualify whenever possible (what? how?) to clarify what you achieved. Use numbers, dollars, or percentages to substantiate your experience.
Experience does not just mean employment. Relevant activities or leadership positions (MAC, Student Council, Greek activities, etc.) can be included if you want to write about them in detail.

⇒ Did you supervise people?
⇒ Did you save the organization money? Can you quantify either by percentage or dollar amount?
⇒ Did you have an idea that made the operation more efficient?
⇒ Did you learn a lot about a field?
⇒ Did you increase membership?

Start each phrase with an action verb in the active voice and correct tense. Suggestions are listed in this guide. Avoid the phrase “responsibilities included…” or “responsible for….” The more precise and concise you are, the more powerful the statement.

Incorporate personal traits and characteristics into the description of the experience where you developed them (such as strong organizational skills).

Dates: Can be listed as years (2010-2011), semesters (Fall 2010) or months and years (August 2010-May 2011). Choose one style and be consistent.

Headings: What we are generically calling “Experience” you can title a variety of ways. Select headings that best fit your background and market you to your intended field.

Some Suggested Headings:
Achievements
Internship(s)
Activities
Laboratory Skills
Additional Experience
Leadership
Art
Marketing
Community Service
Presentations
Computer Skills
Professional Experience
Courses
Publications
Employment
Related Experience
Fieldwork
Relevant Coursework
Finance Experience
Research
Hobbies or Interests
Skills
Honors
Student Teaching
International
Volunteer
Writing Experience

III. SPECIFICS

• If you are writing a CV (curriculum vitae) as part of a graduate school or award application, be sure to include research, publications, presentations, awards, professional associations, and licenses. CV’s are generally longer and more detailed. See “How to Prepare Your Curriculum Vitae” in the Career Resource Library or talk with a Career Counselor.

• A traditional college student’s resume is one page. Those pursuing careers in education or science will have the option of two pages.

• Hobbies and interests are always optional. Include all relevant education, experience, and activities first.

• Resumes are most always accompanied by cover letters. (See examples in this guide.)

• Use a font that is easy to read; for example, Times New Roman or Arial. Avoid Courier - it looks like a typewriter. Use but don’t overuse italics and underlines when formatting.

• Font size, generally 11 or 12. A 10 point font is acceptable (it may look better with 12 point headings).

• Avoid multiple format styles – bold, italics, indents – which can make the resume more difficult to read.

• If printing the resume, use quality bond paper. In general, stick to white, off-white or gray. This type of paper can be purchased at the bookstore or in office supply stores.

IV. THE "NEVERS"

• Personal information is unnecessary and, in fact, illegal for an employer to ask until you have been hired. In this guide, you can find more details on illegal questions. Exceptions to this rule are performance resumes (see sample in this guide) and ones used for some federal government jobs (also see sample in this guide).

• You also never need to write: “References available upon request.” Have a separate page on a quality bond paper matching your resume and cover letter. Provide it when requested.

• NOTE: In this guide, there are sample resumes to help you decide how you wish to write and format your own. None of the samples are perfect, and none have THE format or content that your resume should follow. Your resume will be unique to your background and experience and should be designed to best represent you. NEVER take a shortcut and use a resume template.

Talk to alumni who work in your field of interest!

Alumni Programs and Panels throughout the year.
Michael E. Bashore

Muhlenberg College Box 223
2400 Chew Street
Allentown, PA 18104
610-821-3342

Education
Muhlenberg College, Allentown, Pennsylvania
Concentration in Media & Communication
Honors: Presidential Scholarship, Dean’s List
Degree expected, May 2019

Windewald High School, Windewald, New Jersey
Treasurer of Class, Associate Editor and Business Manager of School Paper
Graduated in top ten percent in June 20XX

Work Experience
WB 17, Philadelphia, Pennsylvania, Summer of 20XX
Reporter for “Kid Time News”
Wrote scripts for “Kid Time News”

Delancey Street Bagels, Windewald, Pennsylvania
Summers of 20XX and 20XX
Bagel Salesman

College Activities
Developing and Writing a Radio Program with the College President
Campus Tour Guide – marketing to prospective students
Active in Student Activities Committee
Reporter for School Paper

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Michael E. Bashore

Muhlenberg College Box 223
2400 Chew Street
Allentown, PA 18104
610-821-3342

Education
Muhlenberg College, Allentown, PA
Potential Major: Media and Communication
Honors: Presidential Scholarship, Dean’s List
Bachelor of Arts expected: May 2019

Windewald High School, Windewald, NJ
Class Treasurer; Associate Editor and Business Manager of School Paper
Graduated in top ten percent of class in June 20XX

Media Experience
The Muhlenberg Weekly, Muhlenberg College, 20XX-present
Reporter: Report on topics ranging from families that raise seeing eye dogs to profiles of comedians performing on campus.

WB 17, Philadelphia, PA, Summer 20XX
Reporter for “Kid Time News”: Reported events on location from Eagles Training Camp to Philadelphia International Airport; Wrote scripts for “Kid Time News” about the Elizabethan Fair.

Work Experience
Delancey Street Bagels, Windewald, PA, Summers 20XX, 20XX
Bagel Salesman
Assisted customers during morning and lunch-time rush.

College Leadership Activities
Campus Tour Guide, Market Muhlenberg to prospective students and families
Student Activities Committee, Comedy Committee Head: Introduce and close for comedians performing on campus; call agents to book comedians
**SAMPLE RESUMES**

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**[Sophomore Year Revision]**

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**Michael E. Bashore**

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Muhlenberg College Box 223
42 Lenox Avenue
2400 Chew Street
Windewald, NJ 91999
Allentown, PA 18104
610-821-3342
bashore@muhlenberg.edu

**Objective**
To obtain an internship in broadcast journalism.

**Education**

Muhlenberg College, Allentown, PA
Major: Media and Communication, Overall GPA: 3.6
Honors: Presidential Scholarship, Dean’s List
Bachelor of Arts expected: May 2019
Relevant Courses: Media and Society, Radio Production, Audience Analysis, Fundamentals of Visual Communication

**Media Experience**

- **WMUH Radio**, Muhlenberg College, Spring 20XX-present
  Developer, Writer: Write a radio program with the college president. Guest voice on program. Identify topics of interest to the campus community. Conduct background research. Strive to present multiple viewpoints.

- **MCTV**, Muhlenberg College, Spring 20XX-present
  Producer, On-Air Talent, Writer: Produce, write, edit, and host weekly news parody show. Assist in editing process. Appear on other programs as humorist.

- **The Muhlenberg Weekly**, Muhlenberg College, Fall 20XX-20XX
  Reporter: Reported on topics ranging from families that raise seeing-eye dogs to profiles of comedians performing at the school.

- **Y100**, Philadelphia, PA, Summer 20XX
  Intern, Promotions Department: Visited locations across Delaware Valley to promote the modern rock radio show. Organized 3 major promotional events. Learned how radio advertisements are produced and what it takes to keep a radio station on-air.

- **WB 17**, Philadelphia, PA, Summer 20XX
  Reporter for “Kid Time News”: Reported events on location ranging from Eagles Training Camp to Philadelphia International Airport. Wrote scripts for “Kid Time News” about The Elizabethan Fair. 

**Work Experience**

- **Delancey Street Bagels**, Windewald, PA, Summers 20XX-20XX
  Bagel Salesman

**College Leadership Activities**

- **Campus Tour Guide**, Market Muhlenberg to prospective students and families.
- **Student Activities Committee, Comedy Committee Head**: Introduce and close for comedians performing at the school. Call agents to book comedians.

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**[Senior Year – Final Resume]**

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**Michael E. Bashore**

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Muhlenberg College Box 223
2400 Chew Street
Allentown, PA 18104
610-821-3342
bashore@muhlenberg.edu

**EDUCATION**

Muhlenberg College, Allentown, PA
Bachelor of Arts Degree, Major: Media and Communication GPA 3.73
Honors- Presidential Scholarship, Communication Honors Program, Dean’s List 7 out of 8 semesters, 20XX Student Council Achievement Award, 20XX Communication Department Excellence in Broadcast Media Award, 20XX and 20XX Henry Award for Programmer of the Year, 20XX Student Activities Leader of the Year Award, 20XX Homecoming Court, International Radio and Television Society Summer Fellowship

**MEDIA EXPERIENCE**

- **MCTV**, Muhlenberg College, Allentown, PA, January 20XX to Present
  Producer, On-Air Talent, Writer, Editor: Produce, write, edit, and host a news parody show, assist others in editing process, appear in other programs as a humorist.

- **WMUH radio**, Muhlenberg College, Allentown, PA, January 20XX to Present
  Developer, Writer: Write and co-produce a radio program with the college president, guest voice on program.

- **Live! with Regis and Kelly**, WABC-TV, New York, NY, Summer 20XX
  Production Intern: Assisted producers in studio and in offices, welcomed guests, assisted with audience coordination, researched upcoming guests, helped manage remote shoots.

- **Muhlenberg Weekly**, Muhlenberg College, Allentown, PA, September 20XX to May 20XX
  Reporter: Reported on topics ranging from families that raise seeing-eye dogs to profiles of comedians performing at the school.

- **WB 17**, WPHL-TV, Philadelphia, PA, Summer 20XX
  News Intern: Conducted interviews in the field, acted as Assistant Assignment Editor, searched for and researched news stories, set up interviews, assisted camera people.

- **Y100**, WPLY-Radio, Philadelphia, PA, Summer 20XX
  Promotions Intern: Promoted the modern rock radio station across the Delaware Valley. Organized 3 major promotional events. Learned how radio advertisements are produced.

- **WB 17**, WPHL-TV, Philadelphia, PA, Summer 20XX
  On-Air Reporter, “Kid Time News”: Reported events on location from Eagles Training Camp to Philadelphia International Airport, wrote scripts for “Kid Time News” about The Elizabethan Fair.

**WORK EXPERIENCE**

- **Delancey Street Bagels**, Wynnewood, PA, Summers 20XX and 20XX

**COLLEGE LEADERSHIP ACTIVITIES**

- **Campus Tour Guide**: Marketed Muhlenberg College to prospective students.
- **Student Activities Committee, Comedy Committee Head**: Introduced and closed for comedians performing at the school, called agents and booked comedians, allocated budget.
- **Omicron Delta Kappa, The National Leadership Honor Society, President**: Proposed fundraisers and community service events, found and invited guest lecturers, planned group activities.
- **Entertainment Board Co-Chair**: Organized and brought concerts and celebrities to campus.
- **Tutor**: Tutored peers in Introduction to Psychology, Abnormal Psychology, and Psychological Statistics.
- **Stand-up Comedy**: First Muhlenberg College student to perform an all-original, hour-long comedy show.

**SKILLS**

- **Computer**: Fluent in AP ENPS, HTML, Aldus PageMaker, iMovie
- **Language**: Semi fluent in Spanish
**Julia Perez**  
110 Main Street  
North City, NJ 07000  
(201) 999-9999  
Jperez@net.com

**Education**  
Muhlenberg College, Allentown, PA  
Bachelor of Science in Biology, Minor in French, May 2016, GPA: 3.839

**Honors**  
Magna Cum Laude, Dean’s List (7 of 8 semesters)  
Phi Beta Kappa, Honor Society for Undergraduates in the Liberal Arts and Sciences

**Science/Health Related Experience**  
**Intern** – Allentown Health Bureau, Allentown, PA  
January 20XX – present  
Participate in meetings, adult and child immunization clinics, pregnancy clinics, and obesity prevention programs. Shadowed Communicable Disease Investigators and Sanitation Officers. Conducted research on adolescent nutrition and the relationship between soda consumption and obesity. Maintain daily log for the STD clinic.

**Lab Assistant** - Muhlenberg College, Allentown, PA  
September 20XX – December 20XX  
Cultured and maintained Chinese Hamster Ovary Cells, prepared culture medium.

**Research Assistant/Summer Intern** - Newark Hospital, Newark, NJ  
May 20XX – August 20XX  
Conducted research with various doctors in the areas of CT Head Scans and Medical Errors. Assisted the Director of Epidemiology/Infection Control with research on Methicillin Resistant Staphylococcus aureus (MRSA) and the relationship between sedimentation rates and C-reactive protein. Shadowed doctors and residents in the PICU, NICU and Pediatric Floor.

**Doctor’s Assistant** - Alanna Skarpo, M.D., Kearny, NJ  
May 20XX – August 20XX  
Documented patients’ chief complaints, measured height, weight and temperature of children, prepared office for the day, completed claims and referrals, answered phones, scheduled appointments, filed patient charts and medical records.

**Clerical Worker** - Prime Medical Associates, North Arlington, NJ  
July 20XX – August 20XX  
Filed patient charts, handled confidential information, organized filing system.

**Other Experience**  
**Teller** - The Bank of New York, Rutherford, NJ/Carlstadt, NJ  
June. 20XX – August 20XX  
Completed transactions such as cashing and certifying checks, processed deposits and monetary transfers. Controlled currency up to $18,000 daily.

**Office Assistant** – Career Center, Muhlenberg College, Allentown, PA  
Sept. 20XX – May 20XX  
Answered phones, performed data entry, identified and contacted alumni for students to shadow for the Muhlenberg Shadow Program, greeted Center visitors.

**Assistant Dance Teacher** - Carole School of Dance, Kearny, NJ  
Sept. 20XX – August 20XX  
Taught ballet, tap, and jazz to children ages 2½ to 18, assisted with choreography. Instructed a separate recreation/fitness class in the community with a class size of about 50 children.

**College Activities**  
ESL Conversational Mentoring Coordinator, Student Advisor, Muhlenberg College Dance Team, Class of 20XX Secretary/Student Council Representative, Calculus Tutor, Spanish Tutor

**Skills**  
Computer: Word, Excel, PowerPoint, Prezi  
Language: Knowledge of conversational French and Arabic.  
StrengthsQuest: Adaptability, Self-Assurance, Ideations, Empathy, Includer

**Kevin B. Stevens**  
467 Hoover Road, Apt. 7, Allentown, PA 18104  
Home Phone: 610-999-1234  
Cell Phone: 610-677-5555  
kevinstevens@muhlenberg.edu  
LinkedIn.com/KevinStevens

**Objective**  
To obtain an entry-level position in a creative marketing setting.

**Education**  
**M U H L E N B E R G C O L L E G E**  
Allentown, PA  
Graduation: May 2016  
Degree/Major: Bachelor of Arts Major in Philosophy  
Overall GPA: 3.376  
Honors: Muhlenberg Scholars Honor Society, Dean’s List, Presidential Merit Scholar  
Leadership Activities: Student Advisor 20XX and 20XX; M.U.L.E. Society (Muhlenberg Ultimate Leadership Experience)

**Management/Customer Service Experience**  
**EDDIE BAUER, INC.**  
Whitehall, PA  
March 20XX – Present  
Management Intern/Sales Associate – Successfully completed Eddie Bauer Management Training Program under supervision of Store Manager. Shadow managers in daily routine, track employee sales and contests, inform customers of products and promotions, monitor clothing sales, achieve and surpass weekly sales goals in excess of $8,000, promote credit program and process credit applications (20-30 per week), supervise new personnel during holiday season (10-15 new hires), implement floor changes and product merchandising strategies, initiate and develop customer service relationships.

**WEYERBACHER BREWING COMPANY, INC.**  
Easton, PA  
July 20XX – August 20XX  
Associate – Conducted brewery tours and merchandise sales. Initiated and developed customer service relationships.

**JUST FOR FEET, INC.**  
Whitehall, PA  
January 20XX – May 20XX  
Sales Associate/Team Leader – Recommended footwear products and promotions to customers. Established and developed customer service trainings. Initiated team selling contests and other sales strategies.

**Communication Experience**  
**91.7 FM WMUH**  
Allentown, PA  
September 20XX – Present  
Head of the Music Department – Supervise six essential station personnel. Receive and process all music and promotional materials. Maintain 50,000 volume music library. Correspond with major recording and promotion companies on a daily basis. Plan and promote community and college events. Manage fund raising efforts to bring in +$5,000 in revenue. Train new personnel in station operations.  
On-Air Programmer – Program 3-10 hours of live entertainment per week. Maintain playlists, transmitter logs, FCC-mandated schedules, and other required paperwork.

**ARTSQUEST, INC.**  
Bethlehem, PA  
January 20XX – July 20XX  
Assistant to the Director of Performing Arts – Collaborated with Director to coordinate performer schedules and event production for Musikfest 2006 in Bethlehem, PA. Produced staff memos and press releases relating to performers. Reviewed material submitted by artists. Maintained performer files and contracts. Secured necessary resources to fulfill performer riders and contracts (lodging and transportation). Contacted performers regarding changes to events and production.

**Volunteer Experience**  
**ARTSQUEST, INC.**  
Bethlehem, PA  
August 20XX - Present  
Michael Mateo  888 5th Ave., Apartment 5A  New York, NY 11231
Home (212) 222-1111, Cell (212) 888-1234  michael_mateo@yahoo.com

**OBJECTIVE**

To secure an internship in Human Resources.

**EDUCATION**

Muhlenberg College, Allentown, PA   Expected May 2016
Bachelor of Arts, Major- Psychology, Minor- Business Administration

County College of Morris, Randolph, NJ  Summers 20XX, 20XX
Earned 12 credits.

**EXPERIENCE**

Administrative Assistant  June 20XX - August 20XX
Pediatric Orthopedics, Roy M. Nuzzo, MD, Overlook Hospital, Summit, NJ
Managed confidential patient records, validated health insurance coverage, obtained surgical pre-certification.

Scoutcraft Instructor / Troop Guide  July 20XX - August 20XX, 20XX
National Youth Leadership Training, Boy Scouts of America, Rockaway, NJ
Trained future Senior Patrol Leaders on leadership skills such as effective presentations, supervision, teamwork and dealing with difficult people. Planned and practiced training activities prior to conference.

Clerk  June 20XX - August 20XX
Liberty Drugs & Surgical, Chatham, NJ
Recorded product inventory, assisted in ordering/shipping, performed property maintenance.

**ACTIVITIES**

S.H.A.R.E. (Students Have A Real Effect) – A community service organization committed to social justice through direct service in the city of Allentown as well as advocacy, activism, and education. Cooked meals and collected clothes for homeless in Allentown, PA. Coordinated and led relay race at Jefferson Field Day, a local elementary student activity day.

Habitat for Humanity – Renovated dilapidated homes in Allentown, PA. Constructed internal structures, reinforced support structures, and refurbished external property.

**COMPUTER SKILLS**

MS Office (Word, Excel, PowerPoint), Internet Explorer, Prezi, SPSS
Jennifer L. Williams
Jennifer_L_Williams@yahoo.com
Muhlenberg College            17 Dorney Road
2400 Chew Street, Box 3000    Hackettsstown, NJ 00000
Allentown, PA 18104           (201) 475-1111
(484) 664-3000

EDUCATION
Muhlenberg College, Allentown, PA       May 2016
Dual degree: Bachelor of Arts and Bachelor of Science
Majors: BA Philosophy and BS Biology  Concentration: Pre-Medicine
Honors: Presidential Merit Scholarship, Phi Sigma Tau, Dean’s List
Relevant Courses: Medical Sociology, Genetics, Genes, Genomes, and Society,
Emerging Infectious Diseases

RESEARCH
Sensitization of Rat Liver to Apoptosis After Ischemia/ Reperfusion
Cell & Developmental Biology Department, University of North Carolina at Chapel Hill
Summer 20XX
Performed Western Blots on samples of ischemia treated rat livers to detect XIAP (X-linked Inhibitor of Apoptosis Protein). Presented findings in a formal PowerPoint and poster presentation to the UNC academic community.

Cytoxic Effects of AZT on Mitochondrial and Nuclear Structure in Cricetus griseus, Chinese Hamster
Biology Department, Muhlenberg College
Spring 20XX
Collaborated with three other students. Designed and performed research. Cultured and treated Chinese Hamster Ovary (CHO) cells with various concentrations of Azidothymidine (AZT) to observe cellular toxicity and mitochondrial and nuclear structure. Observations and data were collected through fluorescence microscopy.

Plant Study & Research
Biology Department, Muhlenberg College
Summer 20XX - Spring 20XX
Collected data, created and conducted experiments on induced resistance as a result of herbivory in the plant Spice Bush (Lindera benzoin). Presented findings in a poster session to the scientific community of the college.

LAB SKILLS
Gel Electrophoresis    Preparation of Buffers  Electron Microscopy
Recombinant DNA Techniques  Dissection  Data Analyzing & Graphing
Data Collection  Titratin  Western Blots
Cell Culturing  Fluorescent Microscopy  Agarose Gel Preparation

WORK EXPERIENCE
Office of Admission, Muhlenberg College, Allentown, PA  
Student Coordinator of Multicultural Life
Fall 20XX - present
Plan and organize multicultural events such as prospective student overnight visits and the Progressive Dinner. Call prospective students and assist Admission Staff in open houses and recruitment. Attend and support multicultural events on campus. Created and led Multicultural Council. Drafted admission programs to encourage multicultural enrollment and awareness on the campus.

PRESENTATION
Sensitization of Rat Liver to Apoptosis After Ischemia/ Reperfusion
MURAP Conference, University of North Carolina at Chapel Hill
Summer 20XX

Maxwell Grafton
maxwellgrafton@gmail.com
(201) 123-0000

THEATER
Waiting for Godot  Lucky        A Broken Umbrella Theatre
The Kafka Project  Country Doctor  Our Shoes are Red Production
Wet Blue and Friends  The Man  NYC Fringe Festival
The Amazing Napalm Oven  A-Rod  NYC Fringe Festival
The Maidens Consent  Simon        National Theater of the Arts

MUHLENBERG THEATER ASSOCIATION
West Side Story  Bernardo        Charles Richter
Gallileo  Cardinal Belarmino  Charles Richter
Aunt Dan and Lemon  Raimondo     Jim Peck
A Winters Tale  Clown            Peter Wallace
Man of La Mancha  Anselmo  Charles Richter
South Pacific  Lt. Buzz Adams  Annette Jolles

FILM
Never Forever  Jeweler  Gina Kim
Hope’s Shift  Horatio        Scott Lazar
Bad Night  Stefan  Peter Matzoukas

TELEVISION
Face Biters  Ricky Martin  MTV Productions
Almost Reality  Dream Date  Oxygen Network Pilot
One Life to Live  Student  ABC-TV
Various background and extra work

EDUCATION & TRAINING
Muhlenberg College
Bachelor of Arts  Theater Major / Dance Minor  New York
Acting Coach  Alexandra Borrie  New York

SPECIAL SKILLS
Fluent in Spanish, Dialects (New York, Spanish, Arabic), Comedy Improvisation, Hosting, Singing, Dancing (Modern, Ballet, Hip-hop, Merengue), Magic, Fencing

A performance resume should be printed on the back of your 8.5” x 11" headshot. See a Theatre faculty member to discuss where and how to get a headshot.
EDUCATION:
Muhlenberg College, Allentown, PA Bachelor of Arts
Major: History, Elementary Education Teacher Certification
GPA: 3.8
Honors: Magna cum Laude; Presidential Scholarship; Honors in History
E-portfolio: (add your personalized link)

STUDENT TEACHING EXPERIENCES:
4th grade - Weisenberg Elementary – Northwestern Lehigh School District
  • October – December 20XX
  • Designed and implemented multi-disciplinary units including: weather, descriptive writing, regions of the United States, probability, and a novel unit for Sarah Plain and Tall
  • Conducted a performance assessment for fall unit
  • Created an interactive fall display throughout the entire first grade hallway
  • Led guided reading groups and activities

3rd grade, Shoemaker Elementary, East Penn School District
  • September – October 20XX
  • Created a Halloween mad-lib to introduce students to adjectives
  • Developed a variety of formative assessments in all subject areas
  • Established a daily homework check by organizing a checklist and bins for each subject
  • Created a weather station and “meteorologist of the day” to record weather conditions
  • Facilitated literature circle discussions by collaborating with teachers in the 4th grade team

1st grade - Jefferson Elementary – Allentown School District
  • September – October 20XX
  • Designed and taught a unit with various lessons that included a field trip, role-playing, games, guided instruction, and both cooperative and independent work
  • Concluded a performance assessment for fall unit
  • Created an interactive fall display throughout the entire first grade hallway
  • Assisted cooperating teacher with a lesson on money
  • Organized activities and trips for 24 middle school campers
  • Monitored an after-school program for at-risk sixth and seventh graders

Central Elementary, Allentown School District
  • Taught a Social Studies lesson on the Amish culture
  • Assisted students in literature circles
  • Conducted a Halloween mad-lib to introduce students to adjectives
  • Taught students the concept of alliteration in a read-aloud exercise

Shoemaker Elementary, East Penn School District
  • Taught students the concept of alliteration in a read-aloud exercise
  • Concluded a performance assessment for fall unit
  • Created an interactive fall display throughout the entire first grade hallway
  • Led guided reading groups and activities

Cleveland Elementary, Allentown School District
  • Assisted students in literature circles
  • Conducted a spelling bee of common words called “Sparkle”

Central Elementary, Allentown School District
  • Assisted cooperating teacher with a lesson on money

5th grade, Cetronia Elementary, Parkland School District
  • Conducted a phonics project into the curriculum to review the short vowel sounds
  • Assisted a spelling bee of common words called “Sparkle”

FIELDWORK PLACEMENTS:
4th grade, Cleveland Elementary, Allentown School District
  • Taught a Social Studies lesson on the Amish culture
  • Reviewed adjectives, nouns, and verbs in a mad-lib about Pennsylvania
  • Assisted students in literature circles

3rd grade, Shoemaker Elementary, East Penn School District
  • Created a Halloween mad-lib to introduce students to adjectives
  • Assisted students in literature circles

4th grade, Central Elementary, Allentown School District
  • Conducted a spelling bee of common words called “Sparkle”

Emotional Support, Wescosville Elementary, East Penn School District
  • Participated in field trips and guided instruction for diverse learners in the inclusion classroom

5th grade, Cetronia Elementary, Parkland School District
  • Performed a read-aloud interactive lesson activity
  • Reviewed multiplication facts with students individually

STUDENT TEACHING EXPERIENCES:
4th grade - Weisenberg Elementary – Northwestern Lehigh School District
  • November – December 20XX
  • Developed an original paper and pencil assessment for weather unit
  • Created a variety of formative assessments in all subject areas
  • Established a daily homework check by organizing a checklist and bins for each subject

5th grade, Cetronia Elementary, Parkland School District
  • Conducted a performance assessment for fall unit

OTHER WORK EXPERIENCES:
Neff + Associates, Inc., Philadelphia, PA
  • Communicated with clients as to the direction and status of creative projects
  • Wrote radio scripts, taglines, and direct mailers
  • Assisted in community service events and planned group activities

Kim Zhao, Page 2
Start each phrase with a strong action verb.
These are written in past tense. Use present tense when appropriate.

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Wondering how to market your campus experiences? 
Here are a few ideas of action-oriented phrases that do just that. 
DO NOT COPY these sample ideas or your resume will sound “cookie cutter” and not unique to you.

**Athletics**
- Mentored underclass track and field teammates
- Dedicated 24 hours each week to games, practice, meetings, film reviews, and strength-training activities
- Organized practices and coordinated schedules as team captain
- Performed community service in support of local organizations

**Community Service**
- Organized fundraising project for The Fresh Air Fund raising $2,000
- Coordinated the schedules of 30 volunteers for Big Brothers, Big Sisters event
- Initiated outreach program that brings local children to Muhlenberg College for specialized events and activities

**Greek**
- Facilitated over 200 hours of community service by members over six month period to support national philanthropy
- Managed an operating budget of $1,500 toward member education
- Coordinated monthly events for over 50 members
- Prepared monthly reports for National organization, revised by-laws

**Student Organization**
- Established and monitored annual $10,000 budget for the allocation of resources
- Maintained club website and recorded and archived weekly meeting minutes
- Organized meetings and publicized programs for 45 members

**Study Abroad**
- Participated in highly selective, full-immersion program with classes taught entirely in French, lived with host family
- Coordinated two-week long trip for group of 15 students through four countries in Europe
- Financed all expenses through summer and part-time employment
- Gained appreciation for social, cultural, educational, and economic differences

**Resident Advisor (RA)**
- Designed and implemented social, educational, and cultural programs for 25 residents in a residence hall
- Counseled residents and mediated conflicts in an unbiased manner
- Prepared reports for the Director of Residential Services
- Trained in mediation, conflict resolution, and diversity sensitivity

**Performing Arts**
- Created brochure to recruit new members to Chamber Orchestra
- Developed teamwork skills by learning complex routines with 30 member dance team
- Wrote and directed black box production

**Work-Study**
- Managed confidential files for the Vice President for Student Affairs/Dean of Students
- Updated database of 15,000 Muhlenberg alumni
- Scheduled student appointments while providing excellent customer service

**Tutoring & Writing Assistant**
- Conducted weekly training seminars and supervised 30+ peer tutors
- Met individually with 14 students about three times per semester to guide the transition from high school to college writing styles
- Summarized and concisely explained subject concepts so tutees could better grasp material
- Demonstrated ability to modify teaching style to student learning style

Brochures on marketing these experiences are available in the Career Resource Library or speak to a Career Counselor.
Many employers today are using automated applicant tracking systems (ATS) to avoid the time consuming process of sorting through resumes. An employer can enter a resume into their tracking system electronically right from email, or you may be asked to upload one to an online system.

**When writing and formatting your e-resume:**
Different applications will require different file formats. If you are asked to paste your resume into the body of an email message or into an online form, you should use only text and line breaks to distinguish the different sections of your resume.

**Use Keywords**
Whether you email your application directly to the employer, upload your application into their online system, or use a job posting site, you can get their attention by using industry-related keywords.

Employers have the ability to enter keywords into an applicant tracking system. Those keywords are then compared to the words on a resume that has been entered into the system. Resumes containing the defined keywords are the ones employers will look at first. Make sure you include keywords from the job announcement, as well as industry jargon, in the descriptions of your experiences and skills to increase the likelihood that your resume will match the keywords defined by the employer. Consider adding a keyword section for words that are not organic to the resume. If you don’t like the “look” of this, use “white font” so it won’t be visible to the eye.

Your electronic resume should convey the same information as your regular resume; however, there are important differences you should be aware of.

**When emailing your application:**
The same rules that apply to normal business correspondence apply to email correspondence:

- the tone should be formal and professional, even if you know the contact;
- use capitalization, lower case letters, and punctuation, just as you would in a regular business letter;
- proofread!, proofread!, proofread!

Your email address is a reflection of you. Don’t ruin a great resume and professional correspondence with an inappropriate email address (e.g. hotchick@yahoo.com). The same idea applies to voicemail messages.

Consider copying and pasting your resume from Microsoft Word into a text-editing program like Notepad. This will enable you to see any formatting errors that might show up when you paste your resume into the body of an email.

Make sure you save this version of your resume as a distinct file on your computer. (It will have a .txt extension.)

Copy and paste your cover letter into the body of your email message, then attach your resume and/or paste the text into the message itself.

**When uploading your application online:**
(either through a company website or job listing site)
1. Use a plain font. Use a standard serif typeface, such as Times, Arial, Univers, or Futura. Simplicity is key.
2. Use 11 to 12 point type sizes.
3. You may want to only list your city and state.
4. Use a very simple format. Graphics, bullets, lines, bold, italics, underlines, and shading do not convert well in an electronic application.
5. Use all capital letters for your headings.
6. Justify your text to the left.
7. Avoid using vertical and horizontal lines.
8. Use industry jargon.
9. Place your name as the first text on the resume. Do not put anything else on that line.
10. Refresh your resume and re-upload monthly so it won’t look “stale”.

If posting your resume on a major job board (Monster, Hotjobs, CareerBuilder), use only one, as employers search on them all. Also, post on niche boards and professional association boards.

If you are not sure what they are, ask a Career Counselor.

Adapted from "Tips for Electronic Resumes" reprinted from JobWeb (www.jobweb.com), with permission of the National Association of Colleges and Employers, copyright holder.
When employers request references, they are interested in people who can provide information on your performance as a student, on the job, or in extracurricular activities. Carefully select references who know you well enough to offer strong examples of your strengths.

Most employers will request a list of references (as opposed to letters of recommendation) so that they can contact your references by phone or email. You may be asked to send the list after your interview; however, if asked for a list in person at the conclusion of your interview, be prepared with a hardcopy on an 8½” x 11” sheet of quality bond paper (preferably the same paper used for your resume and cover letter).

Always ask permission prior to listing a reference. Talk to him/her about your interests, abilities, and internship or job search. The average number of references listed is three (though it usually doesn't hurt to have one or two more in mind).

Alert your references if you expect that they will be receiving a call. A well-informed reference can speak more directly about your skills as they relate to the position at hand.

Inform your references of your acceptances, offers, and declines, and be sure to thank them if they speak to an employer or graduate school on your behalf.

Colleen Moore  
713 Highland Avenue  
Bethlehem, PA 18020  
(610) 861-0000  
CM18020@hotmail.com

References

(Example Format):
Name  
Title  
Organization  
Address  
Phone  
Email  
(Note explaining the relationship if not obvious from the resume or title.)

Ms. Pamela Moschini  
Director, Disability Services  
Muhlenberg College  
2400 Chew Street  
Allentown, PA 18104  
(484) 664-3924  
pmoschini@muhlenberg.edu  
(Work study supervisor)

Ms. Lynda Garow Grossman  
Director, Career Services  
Loveland College  
123 Main Street  
Loveland, OH 00000  
(222) 333-4455  
LGG@loveland.edu  
(Former supervisor at Muhlenberg College, 2006-2009)
Employers may ask you for letters of recommendation for a position or they may ask you for a list of references. While both are similar, there are differences between the two. When asked for letter(s) of recommendation, the employer is looking for letters or emails from someone who is providing support about your candidacy in written format.

**Whom to Ask**
It is in your best interest to find people who can write strong letters of recommendation for you. Think of people who know you well, both academically and personally. Consider faculty, internship supervisors, Muhlenberg staff, coaches, summer job supervisors, etc. If you are not sure whom to ask, talk with a Counselor in the Career Center to brainstorm options that are best for you. Typically, you may be asked for 2-3 letters to support your candidacy. Be sure these letters are recent. If your former supervisor gave you a letter when you left, consider asking him/her to write a new letter. You may need to send them the old one so he has a point of reference.

- Consider whom you ask, from several different settings: academics, extracurricular, athletics.
- Ask someone who will be enthusiastic about writing the letter for you.
- If you’re unsure about asking someone in particular, politely ask if he or she feels comfortable recommending you. That’s a good way to avoid weak letters.

Your teachers will do a better job on your letter if they don’t have to rush so be sure to give him/her enough time to write your letter. Ask as soon as you realize you need a letter.

**How to Get the Best Recommendations**
Some professors write many recommendation letters each year. Even if they know you well, it is a good idea to take some time to speak with them. Make it easy for them to give positive, detailed information about your achievements and your potential by refreshing their memory. Bring a resume to your meeting. If you are requesting this letter via email, be sure to send them the link to the position to which you are applying.

Here’s how:
- Talk to them about your class participation.
- Remind them of specific work or projects you are proud of.
- Tell them what you learned in class.
- Mention any challenges you overcame.
- Give them the information they need to provide specific examples of your work.

**Final Tips**
The following advice is easy to follow and can really pay off:

- Make sure your references know the deadlines for each college.
- Follow up with your references a week or so before recommendations are due to make sure your letters have been sent.
- Once you’ve decided which college to attend, write thank-you notes. Tell your references where you’re going and let them know how much you appreciate their support.
ABSOLUTELY! The purpose of a COVER LETTER is to introduce yourself and any accompanying documents (such as a resume or writing sample) to the reader. This is your opportunity to demonstrate how you fill an organization’s need. Whether you are sending a letter of application (in response to an actual job listing or opening) or a letter of inquiry (sent to request information about the company and/or current openings), the cover letter must be brief, catchy, and well-written. It should not exceed one page in length and should be printed on quality bond paper matching your resume.

Write to a specific person, using his/her name and title (best practice is to take this information directly from a business card). Never send a cover letter addressed to “Dear Sir or Madam” or “To Whom It May Concern”. If you were not able to obtain a business card, you can usually find the specific name and address by consulting a business directory or phone book or by calling the organization. If possible, address your letter to the “decision maker” (the person for whom you would be working), not the Human Resources Department.

Demonstrate that you have done your research and you know definitive information about the organization.

Target your skills and experiences. Present any relevant background information that may be of interest to the person you are sending the letter. The “selling” paragraph should highlight specific results achieved by you in those areas relevant to successful job performance in a particular position within a company.

If possible, use specific vocabulary of the industry. Every field has its own terminology, however, avoid overuse of this terminology in the letter.

Avoid frequent use of personal pronouns (i.e. I, me, my, mine), especially at the beginning of paragraphs.

Define each paragraph with a specific topic. Don’t close your letter without clearly defining your next step.

Express your appreciation to the employer. Include a statement expressing your appreciation for the employer’s consideration of your employment candidacy.

Edit your letter carefully. Proofread your typed letter, have someone else proofread your work, and be sure to eliminate all unnecessary words.

The Career Center is always available to assist in this step.

Keep a copy of the letter in your file. After the application deadline passes, you will want to contact the employer regarding the status of your application. In order to do this, you should reference exactly when your letter was sent and be familiar with the content of the letter.

SECTION 1: The Opening - this section is typically one paragraph and should begin with a hard-hitting first line designed to get the reader’s attention fast and to make you stand out. If you heard about the position from somebody, this is a good place to mention it. Tell the reader what position or type of work you are interested in, how you heard about the position, and why you are contacting them. Avoid starting with “I am a senior at Muhlenberg...” or “My name is...”. Since most people will begin a letter with that format, you will not captivate the reader.

SECTION 2: The Middle - writing this 1-3 paragraph section is similar to preparing for an interview; you should determine your most relevant skills with regard to the position for which you are applying and describe them here. State why you want to do this type of work (in terms of what you have to offer, not what you hope to gain) and why you want to work for this company (be specific). Incorporate your positive characteristics which would be valued by the employer and include experiences and skills that demonstrate your qualifications. You can refer to your resume, but do not rewrite the resume in the cover letter.

THE ROLE OF RESEARCH

It is impossible to write the Opening and Middle sections of a cover letter without first researching the position, organization, and industry. Prior to writing the letter, you should ask yourself (and be able to give a compelling response) to the following:

• Why am I interested in this position (organization, industry)?
• What are my qualifications?
• How have I demonstrated the skills for which they are looking?

If you cannot answer the questions, more research is needed.

If, after thoroughly researching the position, organization, and industry, you still cannot answer the questions, the position may not be a good match for you.

Organizational Research:
Whether it is in your cover letter or for your interview, being well-informed about the company to which you are applying is key. The most up-to-date information can be found on the Internet.

Going directly to the website of the company can be best, although on websites like Vault.com or Wetfeet.com you may be able to find information that the company doesn’t publicize. See the Career Center website for links to these sites.
SECTION 3: The Closing – re-emphasize your career objective and your interest in this position in one brief paragraph. Indicate your desire for an interview, but if possible, be flexible with the time and date. The tone (active or passive) can be determined by the sender’s preference, but you must follow up regardless.

**WHAT WILL GIVE ME “THE EDGE”?**
To demonstrate your unique interest or qualifications, be able to respond to the following questions:
- What attracted me to this organization?
- What interests me in this industry?
- How did I select this type of work?
- When did I realize this work is for me?
- In past courses, internships, or jobs, did I do something similar to what I will do in this position?

**Can I send the same cover letter with every resume?**
No. Most generic cover letters and resumes will not even generate a response. Each cover letter should be carefully written to address the specific position and the unique qualifications that make you a strong candidate for that position. The time you spend researching will pay off when it helps you stand out!

The ad just said "send resume," so I don’t really need a cover letter, right?
Wrong. A cover letter should always accompany your resume. Again, it is your chance to tell the employer what makes you a strong candidate for this job.

**IMPORTANT NOTES**
- Use the name of the person to whom you are writing, as well as his/her title. If you do not know it, try to find out by calling the organization or checking their website.
- Be gender conscious when addressing a cover letter. Never assume the gender of the recipient by his/her name or title. When in doubt, call the company and ask for the proper title, gender, and spelling of his/her name.
- Your cover letter demonstrates your writing skills to the employer. Be sure all grammar, punctuation, spelling, address, and phone numbers are correct. Don't just rely on spell check.
- Use the cover letter to convey enthusiasm and to introduce new information that is important, but not included on your resume.
- Follow-up your cover letter with a telephone call if you have not received a response after approximately one to two weeks. In this guide, there are follow-up ideas.
Dear Mr. Williams:

For the past two years, I have planned and participated in many community service projects through my college’s Office of Community Service & Civic Engagement and Student Council. My years spent as a Resident Advisor and a Head Resident at Muhlenberg, as well as my summer job as a Tutor/Counselor with Upward Bound, have exposed me to some of the most pressing issues facing our youth today. I recently found the position description for the Mentor Coordinator position with Partners for Education on idealist.org and believe it is just the type of position I seek.

My community service experiences include the planning and coordinating of a neighborhood ruck-a-thon in which I gathered members of the Student Council together to rake leaves for the neighbors of the college. I also organized the Council’s participation in the Muscular Dystrophy Association’s “Lock-Up” fundraiser which raised over $1500. Both of these required me to reach out and contact people in need and coordinate the registration process for volunteers. The most successful project that I organized was a clothing drive in which I filled my mini-van from floor to ceiling, three times, with clothes to be donated to the Good Shepherd Home.

I have had extensive experience in recruiting and training the staff members of the Residential Services Office at Muhlenberg. As a Head Resident, I was responsible for selecting and supervising my own nine person staff for my first-year residence hall. I have scheduled meetings, planned and operated many programs, and facilitated the staff evaluation process. These have taught me how to be very organized and stay on task even when there are a multitude of things that need to get done. These experiences align well with the mission of Partners for Education to “ensure all students leave school with the academic, technical and employability skills” to ensure his/her future success.

My degree in Business Administration, my dedication to the humanitarianism, and my ability to see projects through to the end would be true assets to Partners for Education. Enclosed you will find a copy of my resume highlighting my variety of work experiences. I look forward to speaking with you in further detail about my qualifications. Thank you for taking the time to review my information.

Sincerely,

Shawn P. Atkins
Shawn P. Atkins

Enclosure

SAMPLE LETTER OF APPLICATION
(Many Muhlenberg students use this guide. Read the samples then write your own original letter - you don’t want to sound like everybody else.)

The letter that appears here might be sent in response to this ad:

Mentor Coordinator: This education outreach program provides high school scholarships and mentors to low-income students or at-risk youth. Coordinator will manage volunteer mentors and coordinate support services for students and will facilitate and monitor each mentor-student pair to ensure that the mentoring program is effectively meeting the program objectives of promoting student academic achievement and overall development.

Muhlenberg College
2400 Chew Street, Box 1234
Allentown, PA 18104
October 14, 2016

Mr. James Williams
Executive Director
Partners for Education
123 Main Street
New York, NY 10028

Dear Mr. Williams:

For the past two years, I have planned and participated in many community service projects through my college’s Office of Community Service & Civic Engagement and Student Council. My years spent as a Resident Advisor and a Head Resident at Muhlenberg, as well as my summer job as a Tutor/Counselor with Upward Bound, have exposed me to some of the most pressing issues facing our youth today. I recently found the position description for the Mentor Coordinator position with Partners for Education on idealist.org and believe it is just the type of position I seek.

My community service experiences include the planning and coordinating of a neighborhood ruck-a-thon in which I gathered members of the Student Council together to rake leaves for the neighbors of the college. I also organized the Council’s participation in the Muscular Dystrophy Association’s “Lock-Up” fundraiser which raised over $1500. Both of these required me to reach out and contact people in need and coordinate the registration process for volunteers. The most successful project that I organized was a clothing drive in which I filled my mini-van from floor to ceiling, three times, with clothes to be donated to the Good Shepherd Home.

I have had extensive experience in recruiting and training the staff members of the Residential Services Office at Muhlenberg. As a Head Resident, I was responsible for selecting and supervising my own nine person staff for my first-year residence hall. I have scheduled meetings, planned and operated many programs, and facilitated the staff evaluation process. These have taught me how to be very organized and stay on task even when there are a multitude of things that need to get done. These experiences align well with the mission of Partners for Education to “ensure all students leave school with the academic, technical and employability skills” to ensure his/her future success.

My degree in Business Administration, my dedication to the humanitarianism, and my ability to see projects through to the end would be true assets to Partners for Education. Enclosed you will find a copy of my resume highlighting my variety of work experiences. I look forward to speaking with you in further detail about my qualifications. Thank you for taking the time to review my information.

Sincerely,

Shawn P. Atkins

Shawn P. Atkins

Enclosure

SAMPLE RESUME

Shawn P. Atkins
atkins@att.net
Muhlenberg College, 2400 Chew Street, Box 1234, Allentown, PA 18104, 484-664-0000
116 Winding Brook Lane, Plymouth, NJ 07876, 215-123-4567

EDUCATION
Muhlenberg College, Allentown, PA
Bachelor of Arts: Business Administration, Concentration: Marketing
Cumulative GPA 3.3, Dean’s List, Omicron Delta Epsilon
May 2016

RELATED WORK EXPERIENCE
Upward Bound Summer Residential Program – St. Francis University, Loretto, PA
Tutor/Counselor Summer 20XX
• Worked to improve the social and academic development of high school students
• Built and maintained a living environment conducive to teenage academic and social growth
• Administered study sessions in three academic disciplines: Economics, Chemistry, and Shakespeare
• Enforced program behavior policies using positive reinforcement
• Conducted personal performance and overall program evaluations
• Guided formal and informal group counseling sessions

Muhlenberg College Office of Residential Services, Allentown, PA
Head Resident Advisor (promoted to position) Fall 20XX – Spring 20XX
• Coordinated daily management of a 300 bed coed first-year student residence hall
• Supervised nine peer resident advisors, scheduled weekly staff meetings
• Coordinated Halloween Haunted Resident Hall Program for children of college employees
• Carried out Resident Advisor duties listed below

Office Clerk Summer 20XX
• Assisted with office’s daily operations including summer mailing and key inventory

Resident Advisor Fall 20XX - Spring 20XX
• Developed and maintained a living environment conducive to the personal growth of 31 first-year students
• Enforced College policies and upheld College traditions
• Conducted peer education and counseling
• Trained in mediation, conflict resolution, and diversity sensitivity

LEADERSHIP ACTIVITIES/POSITIONS
Co-Committee Head of the Student Council Campus Community Affairs Committee, 20XX-20XX
• Organized community service projects and campus speak outs on political and social issues

Elected Executive Board Secretary for Muhlenberg College radio station WMUH, Fall 20XX

Attended National Student Leadership Conference at American University, Summer 20XX

EXTRACURRICULAR ACTIVITIES
Community Service * Ultimate Frisbee * Hiking * Radio DJ * Track and Field

COMPUTER SKILLS
Windows Operating Systems, Publisher, PowerPoint, Word, Excel * HTML * Internet * Prezi
Dear Ms. Jones:

During my semester abroad in the Netherlands, I learned about the global existence and the exceptional service and quality that KPMG has offered its customers. Your company has remained a dominant global force and provides the assurance of its industry sectors by offering added-value services. I am writing to inquire about the possibility of interning/mentoring at the KPMG office in New York City in the Summer of 2016.

The enclosed resume highlights my recent international and work experiences in the field of accounting. Last semester in The Netherlands, I developed an understanding about decision support systems (DSS) and how they work in the business environment. As part of my studies, I created a DSS in Microsoft Excel and designed a graphical user interface in Microsoft Visual Basic Editor. I developed proficiency in both programs by running macros and learning programming techniques.

As an Accounts Payable Clerk this past winter at Alfred Angelo, Inc., I had the opportunity to interact with co-workers and vendors. My interpersonal and analytical skills allowed me to be a great asset to the firm. I believe that my international experience and work at Alfred Angelo, Inc. demonstrate my ability to be a successful intern at your firm. My research on KPMG confirms my desire to join your team. Your commitment to "Uphold the highest professional standards, provide sound advice, and rigorously maintain independence" is exactly what I seek in my professional career. My experiences both in the classroom and out have provided me with a solid foundation and I look forward to making a contribution to KPMG.

Given the opportunity to intern at KPMG, I would prove myself to be reliable, diligent, and competent. I would like to speak with you about potential internship/mentorship opportunities for the Summer of 2016 and will arrange my schedule to be available at your convenience. Please contact me by phone at 215-555-1212 or e-mail at mclinton@comcast.net to arrange a meeting.

Sincerely,

Mark Clinton

Mark Clinton

NOTE: When sending a letter of inquiry as an email, use the same text in the body of your email. Your resume should be sent as an attachment.
OVERVIEW....
The most important element in conducting an effective search is the research you do. First, you need to know yourself - what are you good at? What are you interested in? What will be important to you in your first job? How does that all fit with your field? Second, research your field - Where are the jobs? How will you need to market yourself? Put yourself in the employer's shoes - What methods do they use to find candidates? Your prioritization of time and effort in your job search should be in tune with what an employer is doing to identify candidates.

STRATEGIES....

Networking
Networking is a strategy that you can start early. Get to know faculty and managers on campus. Talk with them about your career goals. Take advantage of opportunities to hear speakers who come to campus. Attend alumni programs. Research whether there is a student chapter or student membership rate for a professional association in your field of interest. Create a LinkedIn profile and join the Muhlenberg Student Alumni Networking group and the Muhlenberg Career Center group. Take a look at your circle of friends, family, and other contacts who may know someone who knows someone in your field. Some of the best contacts may come from what you may think are unlikely places - your hair stylist, the dry cleaner, your uncle's next door neighbor. Begin to cultivate these important relationships early. In this guide, there is more information on networking.

Targeted Applications
Employers seek focused candidates. The one who is serious shows interest in the organization by mentioning relevant information - information they uncovered in researching the organization. The candidate who is serious provides supporting evidence in their letter that is targeted. See the cover letter article in this guide.

Responding to Job Postings
When one thinks of searching for a job, the first thing that typically comes to mind is the job board on monster.com. Responding to job postings is the most well-known and pursued job search strategy. It can be a viable option - people do get jobs through the want ads, but consider again how employers seek candidates. Job postings may not be the best strategy for all fields or all employers. Also, these ads are typically placed when there is an immediate hiring need, a strategy referred to as "just-in-time hiring." Other strategies we mention will be most helpful if you are planning ahead, as we strongly recommend.

If you are responding to a posting, do so within the first few days of seeing the ad. If a contact name and title were not given, do your best to uncover that information before you send your cover letter and resume. You demonstrate initiative by doing some investigating.

Career Center Programs
Attend workshops throughout the year that will assist you in preparing for a job search and help you connect with alumni and employers to develop your network of contacts. Check the Berg website for the semester’s schedule of events or check the Berg Career Vault calendar for information and updates. Meet with a Career Counselor to develop your plan.

Berg Career Vault
The Career Center posts all jobs and internships in our online database, available to you 24/7 - no matter where you are.

Job Search Strategies

Job Fairs and Career Fairs
Employers' motivations for attending fairs vary - to meet several potential candidates within a specified timeframe, to increase awareness of their organization, to collect resumes and to conduct initial screening interviews, or some combination of these reasons.

For you as a candidate, job and career fairs are excellent places to connect with potential employers, learn about their organizations, and make an initial impression. Muhlenberg hosts an on-campus fair in the fall and participates in a consortium fair, the Lehigh Valley Collegiate Career Expo (LVCCCE) each spring.

Most fairs do not require a fee for job seekers to attend. Refer to the article in this guide for information on how to make the most of job fairs.

Campus Recruiting Program
The Career Center helps students connect with employers who are interested in recruiting Muhlenberg talent through on-campus interviews, information sessions, and resume collections. In this guide, there is information that provides more details on the Recruiting Program.

Websites
Refer to www.muhlenberg.edu/main/aboutus/careercenter/students/job/ on The Career Center website for sites that we have identified as helpful. Search the web for others related to your specific field of interest, as well. If you’re not sure where to begin, sites like Career Insider (link on the Career Center website), monstertrak.com, wetfeet.com, and indeed.com are specially designed for college students conducting career research and looking for entry-level jobs. In addition, there are many industry specific databases online. Try entering your field of interest, such as “art therapy” and “jobs” or “careers” into an Internet search engine.

Employment Agencies
When dealing with a third party recruiter, such as an employment agency, be sure you understand how they operate - you only want to deal with a firm that is employer paid (not paid by you). Find out as much as you can about their reputation. Who are their employer clients? How long have they been in business? How does the agency earn their commission? Find out as much as you can about the organization with which the agency wants you to interview. Working with an agency can be a great way to gain exposure to opportunities, and some employers only use recruiters to hire candidates. Remember, only accept a position that truly interests you.

FOLLOWING UP...
Regardless of how you identify leads, your follow-up in your job search can make the difference between getting an interview and not getting one. A proactive approach of contacting organizations by phone to follow-up on the letter and application you have sent can demonstrate your sincere interest in the organization. Say something like “I am calling to check on my status for the XYZ position and let you know I am still very interested.”
Networking and the Informal Interview

Networking is what you do every day on campus. When you ask people in your residence hall the best Italian restaurant to take your family to for dinner, you are networking. **Networking is creating relationships and tapping into your connections for helpful information, guidance, and advice.** In terms of jobs, if you ask someone in your history class whether the Outback is still hiring and whom you should contact about working there, you just started networking.

Networking is regarded as one of the most effective career exploration and job search tools, especially in a challenging economy. How do you begin?

1. **What are you looking for?** A specific position? A particular organization? Answers to a general question about opportunities in communication? Research positions, fields, and/or organizations using resources in the Career Resource Library, the Internet, and field specific publications so you have a strong sense of what you are talking about. Practice describing your interests to a friend.

2. **Who can help you?** Using the "communication" example from above, the list may contain names of specific faculty in the Media & Communication Department at Muhlenberg, the Vice President of Public Relations, the Manager of WMUH, and the family friend working at a newspaper. Set a goal of having at least 25 names on the list to start.

3. **Think about your activities, hobbies, and sports.** Add another 25 people to your networking list based on those you know through activities, community service, etc. They don’t necessarily have to be working in your field of interest.

4. **Where else can you find people to help you?** Expand your list to at least 75 names by using:
   - Directories of organizations related to your field of interest (e.g., Broadcasting & Cable Yearbook available in Trexler Library).
   - Professional organizations in your career field (e.g., American Communication Association).
   - Geographic-based directories (e.g., the Chamber of Commerce directory for your targeted city), etc.
   - Consider using networking sites on the Internet. There are sites that are more professionally oriented rather than social (see page 40 for information on how to best use your social networking site). Check out LinkedIn.com, an online network of millions of experienced professionals where you can connect with colleagues, and link to their contacts.

5. **Leave yourself open to chance.** Take opportunities to discuss your interests with acquaintances or people you meet for the first time. People generally like to talk about themselves, so you can use lines like "What do you do for a living?" or "Tell me how things are in your line of work" to get you started. Variations of this also work at social events if you run out of things to say.

6. **Start networking!** Informational interviews can be informal (letting your uncle know you would love to learn more about his job at Merrill Lynch), or they might be quite formal (spending the day with an alumna who does marketing for New York magazine through the Muhlenberg Shadow Program). You can really turn any situation into a networking opportunity!

**Setting up a formal networking meeting** can be done by phone or email but should always be done professionally. Be sure to follow-up with a thank you!

By PHONE:
The advantage of calling first is that it is fast. The disadvantage is that if the person you are calling doesn’t recognize your name, he or she may not take the call; or if you happen to call at a busy time, the person may rush you or decline your request. (See Sample A on the next page in this guide.)

Ask to schedule a time to talk further on voice mail, be as clear and specific as possible. Be sure to include your name, reason for calling, a number where you can be reached and the best time to call; repeat all the information clearly to make sure the recipient has all the information before hanging up. If you are calling an alum, be sure to mention you are a Muhlenberg student. Practice what you want to say before you actually make the call so you sound professional in your message.

By EMAIL:
The advantage of writing to your targeted person is that you can carefully craft your request. You can enclose a resume to give the person more information about yourself. It is usually best to follow the email with a phone call about a week after the email was sent. When you follow up on the phone, you can begin with "Have you received my
email?" If so, the person will have a clear sense of why you are calling and may be better prepared to help you. If not, you can always explain your request verbally. This method is slower, but tends to make students more confident with their requests and it sends a sense of seriousness and professionalism to the recipient.

**THE INFORMATIONAL INTERVIEW**
A common networking request would be for a 20-30 minute informational interview. The informational interview can be conducted by phone at a mutually agreeable future time (although you should be prepared if the person wants to talk immediately), or in person at the interviewee’s place of work (or public place such as a restaurant or coffee shop). In either case, remember that YOU are the INTERVIEWER. You will be asking the questions and you will watch the clock. If the person is willing to spend more time than you requested, or if they offer to give you an office tour, consider it a bonus. Be prepared to end the interview at the predetermined time limit by saying something like, "I know you are busy and our 20 minutes is almost over." You could then ask your last question. Take the host’s lead from there. If the person encourages you to stay longer, great. Dress appropriately. Remember, you want to make a professional impression!

The following is a list of sample questions you may want to ask during an informational interview or networking meeting. Be prepared with more questions than you think you will have time for. Ask industry- or organizational-specific questions as well.

**Possible Informational Interview Questions:**

- Can you describe a typical day in your job?
- What background is most common for people in your field?
- What is your educational and professional background?
- What courses are most important for someone entering this field?
- If you were in college today, what would you do to best prepare yourself for a job in your field?
- Is advanced education beneficial in this field? Is it necessary? What degrees are most helpful?
- What do you think is the most important thing someone starting out could do to be successful in your field?
- What are the normal work hours? Are weekends/holidays required? What about overtime?
- Describe a typical career path in this field.
- If you would move up from your current position, what is a logical next step?
- What types of organizations would hire people to do what you do?
- In addition to my education, what should I be doing to prepare for a career in this field?
- What is the job outlook in this field?
- What are the most significant challenges facing your field/organization today?
- What would be an example of an entry-level position/entry-level job titles in this field?

- What skills would you be looking for in a candidate for an entry-level position?
- Are there professional publications or organizations that I should be familiar with if I want to enter this field?
- What other job opportunities are open to someone with your experience?
- What would be an average starting salary in this field? (General salary questions are fine, but questions about the host’s own salary are inappropriate.)
- Can you recommend additional people for me to speak with?

If you end each networking contact with the last question above, your list of 75 contacts will quickly grow. Have a database or file system to track whom you meet. There is no right or wrong way to organize your contacts, as long as you keep them organized. (See a sample in this guide.)

Remember, your objective is to gather information about the individual’s job, career path, field of work, and organization while sharing enough information about yourself for the host to help you. It would be fine to explain that you would like advice in identifying summer internships or job opportunities in this field, or to ask for comments on your resume. **It is NOT appropriate to ask for a job.** The fastest way to lose a networking contact is to abuse a networking contact!

**Follow Up**
Always follow up your interview with a thank you whether you spoke on the phone or met in person. If you spend a significant amount of time with more than one person during an office visit, each person should receive a separate message. With that in mind, don’t forget to ask for business cards from the people you meet. (Look in this guide for an article on follow-up.)

Keep in touch with your contacts and remember to report back when you follow their advice, when you get in touch with someone to whom you were referred, or when you are successful in obtaining a job or internship. It is always nice to let people know how they helped, and that you are willing to help them should the occasion arise.
**TELEPHONE OPENING** (Sample A)

When somebody in the organization answers the phone,

"Hello, may I please speak to Ms. Alumna?" or "Hello, this is ________ calling from Muhlenberg College. Is Ms. Alumna available?"

Once you reach the person with whom you would like to meet, be prepared to quickly explain why you are calling and how she can help you.

"Good afternoon, Ms. Alumna. My name is ________ and I am a Muhlenberg College student considering a career in advertising. I got your name from the Muhlenberg Career Center as someone who volunteered to help students. Would you be willing to meet with me for 20 or 30 minutes for an informational interview so I can learn more about your position as an Account Executive?"

**TELEPHONE OPENING FOLLOWING A LETTER** (Sample B)

"Good afternoon, Ms. Alumna. My name is ________ and I am a Muhlenberg College student considering a career in advertising. I am calling to follow up on my recent email requesting about a half hour of your time to learn more about your position as an Account Executive with Ogilvy & Mather.

When making the arrangements for the visit, be as flexible as possible.

"Although I do not live in New York, I can make arrangements to be available at your convenience. Is there a date and time that would be best for you?"

If you will only be in the area for a short time, suggest possible dates, but be understanding if the person is unavailable at that time.

"Although I live in Miami, I will be in New York City for my sister's graduation during the week of May 15. Would it be possible to meet that week?"

**WRITTEN REQUEST FOR INFORMATIONAL INTERVIEW** (Sample C)

832 West Pond Road
Milton, NJ 91000
September 3, 2015

Mr. Chris Jachimowicz
Director, Student Leadership Development and Greek Affairs
Muhlenberg College
2400 Chew Street
Allentown, PA 18104

Dear Mr. Jachimowicz:

Recently I heard about the innovative programs and student focus that have made Muhlenberg College so competitive among liberal arts colleges. A friend of mine, Justin Block, attends Muhlenberg and told me that you are one of the most respected administrators at the College. My career goal is to become a College Administrator. I am in the process of investigating this career field and I would like to speak with you about your position. Would you be willing to meet with me for a brief informational interview?

While at Shippensburg University, I have been integrally involved in the administration of the college by serving as Treasurer of Student Government and as Class President. My biggest accomplishment was researching and modifying the college policy that regulates fraternity events on campus. My enclosed resume highlights some of my other achievements and skills.

Working to improve the college environment is challenging and rewarding, and I think it would be an exciting career field. I look forward to the opportunity to meet with you and talk about your career. I will call you in the next week to discuss this and, hopefully, set up an appointment.

Sincerely,

Joe Q. Student
Enclosure
Thinking About Attending a Job Fair?

Who attends job fairs and why?
Job fairs may be the first step in landing an exciting and rewarding position, but you don’t have to be looking for a job to attend. It is an easy way to explore career possibilities, learn more about a company of interest, and get contacts so you can begin to network. Job fairs are also a great place to gather information on internships or part-time work.

Employers attend job fairs to provide information about their organizations and career opportunities, to increase awareness and visibility, and to attract candidates for internships, part-time, and full-time jobs.

The advantages to attending job fairs are clear. They provide a low-pressure environment for job seekers and employers to meet and learn more about each other; but you do need to be prepared to make a good first impression.

What should I do before the job fair?
Research and prepare! Find out what organizations will be there and research those that you intend to speak with. Understand what the company does and what types of positions they offer. Come up with a list of questions to ask.

Clarify your goals. Why are you attending this job fair? Where do your career interests lie? Know yourself and your interests well so that you can convey them to the employers and answer any questions you may be asked.

Prepare a 30 Second Commercial.
An elevator pitch is a short summary used to quickly introduce yourself to an employer or potential employer in a memorable way. It should be delivered in the time span of an elevator ride, approximately 30-60 seconds. A great pitch leaves a positive first impression (you only get one chance to make a good first impression!) During this time, mention your key strengths, adjectives that describe you, and show interest in the company or industry the person represents.

CREATING YOUR ELEVATOR PITCH Ask yourself these questions. Use your responses as an outline for your pitch.

- What adjectives would you use to describe yourself?
- What are you trying to “sell” or let others know about you?
- Why are you interested in the company or industry the person represents?
- What are the advantages of working with you?
- What are your best qualities?

POLISHING YOUR PITCH Review your responses and form them into strong, short, and powerful sentences. Practice saying your pitch until it feels natural and flows smoothly.

What should I do when I get there?
Arrive early. It’s good practice for the ‘real world’ and you’ll be first in line when employers are at their freshest – and so are you!

Plan. After you register, read the booklet with the room layout. Develop a strategy. Where are the employers you want to speak with? What are they looking for? Who are the top 5 employers you’d like to see?

When you approach a table:
Confidently introduce yourself with a firm handshake, a smile, and direct eye contact. When the recruiter introduces her/himself, repeat the name “it’s nice to meet you, Ms. Smith.” This will help you remember her name.

Some employers may not take your resume. The organization may only accept resumes via their website. Remember to apply after attending the fair. State in your cover letter that you attended the fair and spoke with Ms. Smith.

Before leaving, ask the best way to follow-up, and get the recruiter’s business card.

Once you walk away from the table (before you approach the next employer), use the back of the business card to jot a note to yourself on what was said and how you need to follow-up.

If the line for an employer is long, pick up their brochure and read it while you wait. You may gain more insight into the qualifications they seek to align your skills with their needs.

What can I do after the job fair?
Follow Up. If you discussed a specific means of follow-up with an employer (i.e. phone call, email), make sure you do it! Send thank you’s to the employers from the organizations that most interested you. A thank you letter can set you apart from other candidates. The ability to write well and proofread is an important skill to employers. Be certain the letter is grammatically correct and free from typos! See samples in this guide.

Tips for the job fair:
- Dress professionally in a business suit.
- Distinguish yourself (i.e. a scarf, Muhlenberg pin, tie, or portfolio).
- Keep resume easily accessible (bring lots of copies on quality paper) in portfolio or folder.
- Be confident and enthusiastic.
- Maintain eye contact.
- Avoid distracting or nervous behaviors.
- Ask questions that demonstrate knowledge of the company.
- Turn off your cell phone!

SAVE THE DATES!!!
Muhlenberg Job/Internship Fair
Wednesday, November 4, MILLER FORUM

14th Annual Lehigh Valley Collegiate Career Expo
www.lvcce.org  Wednesday, February 24, 2016
Holiday Inn, Fogelsville
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| Notes: ________________________ | Action Taken: ____________________________________ |

| Next Step: ____________________________________ |
| Referred to: ____________________________________ |

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| Date: ________________________ | Format: (phone call, letter sent/received, visit, etc.) |
| Notes: ________________________ | Action Taken: ____________________________________ |

| Next Step: ____________________________________ |
| Referred to: ____________________________________ |
The process through which you go to find and apply for a job or internship with the federal government is a bit more complex than that of the private sector, but the end result can be very rewarding - do not be deterred. Here we will discuss where to find open positions, what to look for, and how to apply. But first …

Why consider working for the federal government?

1. **There’s a job for every interest and in lots of different places** – Think you need a political science degree to work for the federal government? Think again! From accountants to zoologists, the federal government is looking for a wide variety of talented and dedicated employees. You might also think that most of the positions would be in the DC area, but over 85% of the positions are in other parts of the country (or world)! In fact, more than 44,000 federal employees work abroad.

2. **You can make a difference in the world** – Whatever issue or cause you’re most passionate about, you can find a job in the government, where you can continue to change the world.

3. **They pay more than you think and you can move up quickly** – Salaries are very competitive in most professions, with college graduates earning as much as $46K to start. There are also excellent training and development opportunities to help you advance quickly and be eligible for pay increases. Many of the internships are also paid.

4. **Great benefits and flexible work schedules** – Federal benefits, including health insurance, retirement, and vacation, are extremely competitive with the private sector, and in many cases much better. The Student Loan Repayment program allows certain agencies to provide student loan repayments, provided that you sign a three year contract with that agency.

Getting Started: There are a variety of ways to apply for a federal job or internship, but the first step is to review the federal government’s job search site. Most agencies post their open positions on www.USAJOBS.gov. (But not all of them, so be sure to check the website of specific agencies as well.)

Finding a Position: When searching for full-time federal positions in USAJOBS, target positions in the GS-5 through GS-7 pay grade range. These will be entry-level positions for graduates with a Bachelor’s degree. Target GS-2 through GS-4 for internship opportunities. All the information you will need will be included in the five different tabs along the top of the announcement.

Set up your USAJOBS account: Click on “Create An Account” and follow the instructions to set up your personal account. Notice that you are asked to provide information that you would not normally provide on a job application, such as your SS#, citizenship, and veteran’s status. The resume builder allows you to cut and paste information from your current resume into the text boxes. You can also elect to receive job alert emails.

The Application Process: Read through the entire posting before you even consider submitting your application. The posting will be very explicit about what you need to do to apply, so pay close attention to each and every detail. You will not be considered for the position if you miss anything, or if you do not submit your materials on-time. Allow lots of time to thoroughly complete your application before the deadline date. **Print the job posting, as the posting will be removed after the deadline date.**

Other Useful Links:  
Wherethejobsare.org  
BestPlacetoWork.org  
MakingtheDifference.org

(Source: Partnership for Public Service)
Berg Career Vault

What is the Berg Career Vault?
Berg Career Vault is the Career Center’s online resume, recruitment, and data management system. It allows 24/7 access to career resources and a wide variety of employment and internship opportunities. All Career Center programs and services are listed in this database, along with thousands of jobs and internships.

Why should I use it?
• It is required to participate in the Campus Recruiting Program.
• By listing your major, future plans, and email address, we can send you targeted messages about jobs, employers, or upcoming events of interest.
• It allows you to sign-up for Career Center events online.
• You will have access to job and internship information.
• It is a great way to conduct research on employers, industries, and careers.

How do I get started?
All students are given a Berg Career Vault account.

Log-in through the Berg Career Vault icon on The Career Center web page (http://www.muhlenberg.edu/careercenter), complete the Profile sections and start browsing the site! (See the Home page example below.)

You can search for jobs or internships, upload documents and have them critiqued, and find out about upcoming events and deadlines.

Welcome to Berg Career Vault!

Then what?
Log-in each week to learn about the many organizations recruiting Muhlenberg students, the positions for which they are hiring and important deadline dates. In addition, search the many other job and internship postings. For more information on how to participate in the Campus Recruiting Program, call the Career Center and ask for the Employer Relations Associate.

Use the calendar feature to sign-up for Career Center events and keep track of your on-campus interview dates.

What if I can’t figure it out?
Contact The Career Center if you need additional help. Stop by Quick Questions or, if you need more time, make an appointment to meet with a Career Counselor (484-664-3170). We can also be reached by email at careers@muhlenberg.edu.

More extensive instructions can be found on our website, or stop by The Career Center to pick up a Berg Career Vault information sheet.
Recruiting
Each year Muhlenberg invites employers to participate in recruiting through **on-campus visits, information sessions, information tables, and resume collections**. Any other recruiting initiatives will be communicated to you via email as scheduled with us.

*It is imperative that you login to Berg Career Vault regularly (and the email address you check most frequently is provided in your profile) to take full advantage of recruiting opportunities.*

**Recruiting Meetings** are held every Tuesday in The Career Center at 1:00pm, or can be scheduled at an alternate time by calling The Career Center. Attendance at one Recruiting Meeting is **required each academic year** to participate in the Recruiting Program.

Have your resume and cover letters critiqued and then upload them to Berg Career Vault. Search Berg Career Vault to find positions of interest and apply online in the system for Recruiting Program Opportunities, or follow the application instructions for other types of postings.

**On-Campus Interviewing**

**“Jobs Available Now”**
For Graduating Seniors, Alumni, and Wescoe School students: Search Berg Career Vault for full-time jobs with employers who are looking to hire for **immediate openings**. Jobs are posted year-round.

**On-Campus Interviewing Student Responsibilities**

- All students participating in On-Campus Recruiting must be registered with the Career Center through the web site.
- All students must have a resume prepared to upload to the Career Center web site for employers to review. If you do not currently have a resume, contact the Career Center for an appointment to assist you.
- Students must be familiar with interviewing techniques as outlined in this guide, or make an appointment with a Career Counselor.
- If selected for an interview, students must be punctual for that appointment. If circumstances arise on the day of the interview, students are responsible for contacting the Career Center immediately and be sure to speak with someone on staff.
- Students must dress in **full professional dress** for the interview. Students arriving in less than professional dress will not be granted an interview.

**Missed Interview Policy**

- If circumstances require cancellation of an interview, the student must contact the Career Center both verbally and in writing at least twenty-four hours before the interview date.
- One missed interview, without contacting the Career Center ahead of time, will result in cancellation of On-Campus Recruiting privileges for that semester. Students are required to submit a letter of apology for review to the Career Center and upon approval, will be responsible for sending said letter to the employer. Upon receipt of this apology, the student, after meeting with the Career Center, will have their privileges reinstated as appropriate.
While Recruiting is primarily for Seniors, many organizations are also interested in Juniors and Sophomores. All students are encouraged to investigate recruiting opportunities.

A sample list of organizations that have recruited Muhlenberg students over the past few years:

Automatic Data Processing
AXA Advisors, LLC
Backbone Security
Bonnie Brae
Buckle
Campbell, Rappold and Yurasits, LLP
CED/All Phase Electric
City Year
Clean Water Action
Crum and Forster
Deibel Laboratories
Delaware Investments
Deloitte
Denver Publishing Institute
East Penn Manufacturing
EisnerAmper
Enchantment Theater Productions
Enterprise Rent-A-Car
Ernst & Young LLP
FBI
Federated Insurance
Fragomen, DelRey, Bernsen & Loewy
Geico
GfK Custom Research
Glemser Technologies
Glen Mills Schools
Glenmont Group
Guardian Life Insurance
Hennion and Walsh, Inc.
Herbein & Company, Inc.
J.G. Wentworth
JP Morgan
Kalan
Katz Media Group
Keystone Business Products
KidsPeace
KPMG LLP
Lehigh Valley Financial Group/Mass Mutual
Lincoln Investment Planning
Lutron Electronics, Inc.
MARS
Mathematica, Inc.
McGraw-Hill Company
Memorial Sloan Kettering
Merck & Company, Inc.
MetLife
Nestle Purina
New England Center for Children
New York Jets
New York Life Insurance Company
Northwestern Mutual Financial Network
nxtMOVE
Office of the Comptroller of the Currency
Olympus
PA Army National Guard
Parente Beard LLC
Peace Corps
Pershing LLC
PPL
PricewaterhouseCoopers
Principia Consulting
Public Financial Management
Randstad USA
RF Binder Partners, Inc.
Rockwell Transportation Services
Rodale, Inc.
Rothstein Kass
Rubino and McGeehin CPAs
Ruder Finn, Inc.
Shakespeare Theatre of New Jersey
Skadden, Arps, Slate, Meagher & Flom LLP
Smith Barney
State Farm Insurance
Tait, Weller & Baker
Target
Teach For America
The Hartford
The Hershey Company
The Vanguard Group
Tom James Company
Towers Perrin
Uline
University City Housing
Univest
US Army
US Department of the Treasury
US Marine Corps
US Secret Service
US Securities & Exchange Commission
Valley National Bank
Vanguard
Walt Disney World
**How your online profile can damage your chances of getting a job:**

When a recruiter looks at your application they may use any number of criteria to guide them in making an informed decision: grades, awards, summer internships, volunteer experience, computer skills, and more. If your resume is well crafted and you meet the qualifications, you might think you are a shoe-in for the job. So what happens when that recruiter decides to Google you? What happens when that recruiter finds you on your Twitter account? Even worse, what happens when that recruiter finds you on Facebook? (Yes, this IS possible!) With one click of the mouse, all your professional experience, grades, and glowing recommendations from professors can become obsolete.

While sites like Facebook and Twitter are great for networking with friends and acquaintances now, you have to start thinking about who might have access to your information now and in a year, 2 years or 5 years from now. It is not unheard of for a recruiter at a company or graduate school to look up candidates on these websites. There are currently over 750 million active Facebook users. If you think your fellow college students are the only people viewing your “private” information, you are wrong!

Just because it seems unlikely that an interviewer would access your online profiles, it doesn’t mean they won’t. Be especially wary when applying for government jobs. *Under the Patriot Act, government agencies can gain access to all of your online information regardless of privacy settings.*

**Facebook is Forever**

Don’t be fooled into thinking that you can put anything you want online now and just take it off before you start your job search. Putting something on the Internet lasts forever! Search engines like Google and Yahoo keep copies of all the pages they find (notice the “cached” link when you do a search). This means that if they copy your page today and you change it tomorrow, the original version (the one you don’t want employers to see) still exists and can be accessed.

The best thing to do is play it safe from the start – don’t put anything online that you wouldn’t want everyone to see!!

---

**What to do:**

1. **Google yourself.**
   - Fully investigate any link with your name attached to it. If you find something you don’t think is appropriate, you may have to email Google or the website’s editor in order to get your name removed. This process is more complex than it may seem, so be persistent. Don’t forget to use quotation marks around your name.

2. **Clean up your Facebook.**
   - ♦ Remove or untag any pictures you would not want your future boss to see. Though you may not like the idea of removing them now, it will pay off in the long run.
   - ♦ Remove inappropriate wall posts. What your friends say about you can be just as damaging as what you say about yourself.
   - ♦ Keep it “PG.” Use what your parents or professors might find offensive as a guide. Though you might write something as a joke, others might not see it that way.

3. **Use privacy settings.**
   - Facebook and Twitter are both public domains. Anyone can easily view your personal information. What you write about yourself or your friends can be misconstrued by others who may end up with a negative opinion of you. Think about changing the settings so that only your friends can view your profile. (Although remember that government agencies will still be able to access your information.)

4. **Professional Networking.**
   - Use LinkedIn.com, a networking site for professionals. Post a professional picture, add relevant skills and expertise, class projects, and research to showcase your background and experience. Ask a Career Counselor to review your profile and offer feedback. The free version of LinkedIn is sufficient so there is no need to upgrade.

**TIP:** Use your online profiles to help you get a job. A Facebook or Twitter account profile can be used to your advantage. Let your profiles become an extension of your resume. Write positive things about yourself in the “interests” and “activities” sections and demonstrate your passion for the career field of your choice.
Make a Positive Impression: 
Voicemail and Email Etiquette

Voicemail Tips

Your outgoing message:
- No background music or TV
- No slang or familiar greeting
- Use a professional voice
- State your first and last name, slowly and clearly
- Keep it brief
- Update your voicemail message often. Use it to inform people if you will be out of town or unavailable to take calls
- Use an upbeat or positive tone of voice
- If you have another number where you can be reached, say so, but do it slowly so it can be understood

When leaving a message:
- Plan what you will say before you call
- Identify yourself, along with the date and time of your message
- Briefly state your message (why you are calling)
- Let the person know when they will best be able to reach you
- Slowly give your phone number … twice

If someone leaves you a message:
- Return call promptly (within 1 day)

NOTE: Remember to empty your voice mailbox often! Employers may not try to reach you again if they hear a “mailbox full” message. Also, let a call go to voicemail if you cannot get to a quiet location to take the call and speak professionally. Be sure to return the call promptly when you won’t be disturbed.

**********************************************************************************

Email Tips

- List an appropriate subject – mention Muhlenberg if you are contacting an alumnus
- Choose a professional address/screen name – nothing obscene or immature-sounding
- Write message as if writing a formal letter without the employer’s address
- Use standard grammar, punctuation, and capitalization. DO NOT USE TEXT TALK.
- Make sure you have the correct spellings of your contact names
- Proof and spell check your email before you click the send button
- Send a test email to yourself before sending to employers
- Keep it brief
- At the end type “Sincerely” or “Very truly yours” and your full name
- Respond promptly to email messages you receive – within 24 hours

Remember to make an excellent impression in ALL you do!
Advice for LGBT Students

As a gay, lesbian, bisexual, transgender, intergender, or ally (LGBT) identified student preparing for entry into the workplace, you may have additional career development questions and challenges related to your sexual orientation, gender identity, or gender expression. Please feel welcome to discuss any of these issues with one of our Career Counselors in an individual appointment.

Do You Want to be “Out”?
Whether or not to be out at work is a very personal decision and there is no generic answer. For some people, sexual orientation, gender identity, or gender expression are such integral parts of who they are that to be closeted in the workplace would be denying their true identities. Others prefer to separate their personal from their professional lives and only share this information with close friends. Being out at work may lead to discrimination or harassment, but hiding your true self could cause frustration or anxiety. The bottom line is this - do what is most comfortable for you.

To help determine what is right for you, consider the following questions:
- What has been your involvement with the SQuAd community both on- and off-campus?
- Are most of your friends identified as LGBT?
- Are you out to everyone? Your family? Just close friends?
- If you have a partner, is that person out?

The LGBT Job Search
For the most part, your job search will be very much like your non-LGBT counterparts. You will do career exploration, network with people in your field, research organizations, write resumes, and interview for jobs. Like them, you are looking for a good “fit,” but for you, the “fit” may be determined a little differently.

Targeting Companies/Organizations
What to look for:
- Do they have an antidiscrimination policy inclusive of sexual orientation and gender identity?
- Is there an employee resource group for LGBT employees?
- Are domestic partner benefits offered?
- Do they include sexual orientation in diversity training?
- Is the office located in a city with antidiscrimination laws and a substantive LGBT community?
- Are there state or local laws banning discrimination in the workplace based on sexual orientation?

What about Interviews?
Even if the company has a non-discrimination policy, you may not want to risk encountering an interviewer who may evaluate you negatively because of his/her own prejudices. Asking suggestive questions to feel out the vibe of the organizational culture can be helpful. You could also ask about the company’s diversity initiatives and see if the recruiter mentions anything pertaining to sexual orientation/gender identity.

Online Resources
Equality Pennsylvania – www.equalitypa.org
Gay Financial Network – www.gfn.com
Human Rights Campaign Corporate Equality Index – www.hrc.org/cei
Human Rights Commission – hrc.org
Federal Globe - www.fedglobe.org
Out & Equal – www.outandequal.org
Bradbury-Sullivan LGBT Community Center – www.padiversity.org
ProGayJobs – www.progayjobs.com
Out Professionals – www.outprofessionals.org
Out for Work – www.outforwork.com
Lambda Legal – www.lambdalegal.org
National Center for Transgender Equality – www.tranequality.org

Interested in a career program?

Contact Alana at aalbus@muhlenberg.edu.
Students with Disabilities: To disclose or not to disclose?

You have a disability. Should you tell your potential employer? Only you can answer this question. Disclosing a disability is a very personal decision. Once you have researched the organization and position, The Career Center can help you assess the advantages and disadvantages of disclosing and develop a disclosure strategy.

First, you must ask yourself if your disability is apparent. If you have a visible disability (e.g., you use a wheelchair or a guide dog), decide whether you will mention your disability on your resume or before you go to an interview. If you are concerned about accessibility, you may need to disclose to ensure that you will not have any problems getting to the interview site. Be prepared to address the employer’s concerns regarding your abilities and know what specific accommodations you will need on the job.

<table>
<thead>
<tr>
<th>TIMING OF DISCLOSURE</th>
<th>OPPORTUNITY</th>
<th>CHALLENGE</th>
</tr>
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<tbody>
<tr>
<td>On your resume, cover letter, or job application</td>
<td>Honesty/Peace of mind. Gets the issue out in the open from the start. Disabilities related to the position or organization may be seen as a plus.</td>
<td>You may be disqualified from the position before you have a chance to present your qualifications.</td>
</tr>
<tr>
<td>When an employer calls for an interview</td>
<td>For visible disabilities: Reduces the “shock factor” when you arrive for the interview, and addresses potential accessibility problems.</td>
<td>Although you have an interview, you may not receive serious consideration.</td>
</tr>
<tr>
<td>During the interview</td>
<td>Allows you to demonstrate your positive self-perception and address specific disability-related issues in person, where discrimination is less likely.</td>
<td>Too much emphasis on your disability may indicate a possible problem. Employer may be distracted. You want to be evaluated on your abilities.</td>
</tr>
<tr>
<td>After the interview, before the offer</td>
<td>While you are being upfront with the interviewer, you have first had the opportunity to convince him/her of your abilities.</td>
<td>Employer may feel you waited too long. You may unknowingly be discriminated against.</td>
</tr>
<tr>
<td>Through a reference</td>
<td>Someone who knows you or has worked with you can give you a glowing recommendation. He/she may also discuss accommodation issues.</td>
<td>The person serving as your reference needs to be knowledgeable about your disability and how it relates to the position. Consider asking the person to write a reference letter and give him/her a draft.</td>
</tr>
<tr>
<td>After the offer, before acceptance</td>
<td>If the disability changes the hiring decision, you may have legal recourse.</td>
<td>Employer may not understand your disability.</td>
</tr>
<tr>
<td>After you start work</td>
<td>Allows you to prove yourself on the job. If disclosure affects your employment status, you may have legal recourse as long as the condition doesn’t affect your ability to perform your job.</td>
<td>Employers may accuse you of falsifying your application. You may have trouble deciding to whom you should disclose. Interactions with co-workers may change.</td>
</tr>
<tr>
<td>After a problem on the job</td>
<td>You have had the opportunity to prove yourself on the job first.</td>
<td>You may be perpetuating disability myths and misperceptions. It may be hard to re-establish trust with boss and co-workers. You may not have legal recourse if you are fired.</td>
</tr>
<tr>
<td>Never</td>
<td>If your disability has no impact on your ability to do the job, your employer may never have to know.</td>
<td>You run the risk of being fired if there is a problem and your disability is discovered. You may not have legal recourse if this happens.</td>
</tr>
</tbody>
</table>

If you decide to disclose ... It’s a good idea to develop a “disclosure script” ahead of time so you can clearly articulate your specific disability and accommodation needs. We strongly recommend that you discuss your thoughts with a Career Counselor or the Office of Disability Services. Another resource is the “Special Interest Groups” area of The Career Center’s web site.
The ideal interview is a **strategic and well-orchestrated conversation**. Your job as the candidate is to (1) clearly communicate the unique combination of skills and experiences that qualify you to do the job or perform in the graduate program of your choice, and (2) determine if the organization is a good fit for your interests and goals.

The employer's job is to determine whether (1) you have the skills to succeed in the position, (2) you are a good match for the culture of the organization, (3) you have a clear understanding of what you are getting yourself into, and (4) you can make an immediate contribution to their organization.

**How do I prepare?** The good news is that you began the process when you chose Muhlenberg College; a liberal arts college whose mission includes helping you learn to think and communicate clearly. The skills that are at the hub of the liberal arts experience are the same skills needed to interview well. If you can think about your experiences in terms of how you are different and what skills you have gained, you can match them to the positions you are seeking. Schedule a practice interview with the Career Center.

**What are they looking for?**

**A lot of facts in a short time.**
Most campus interviews or first interview visits are often referred to as "screening interviews." It is the task of the recruiter to determine whether or not it is worthwhile for the company to give you further consideration. Consequently, they are looking for an accurate exchange of information about you in about twenty minutes.

**What you are like.**
Good interviewers usually note their first impression of you, so don’t blow it with a limp handshake or inappropriate attire! During the interview, they look at general traits such as poise, ability to communicate, basic social skills, maturity, enthusiasm, and personality. They are not after a deep psychological profile, only a general picture.

**What you want from a career.**
One of the most important things a hiring official is looking for is your career goals, aspirations, or objectives. S/He is trying to find out what you want and how you’re planning to get there. Expressing a sincere interest in the position/company will really help you out here.

**What you’ve done.**
Past performance can equal future performance. Past experiences, academic or extracurricular, are considered to be qualifications for the position you seek. They are also good indicators of how well you will perform on the job. **Remember to give specific examples when answering questions** in order to show the employer that your declared work interests match your talents and abilities. So don’t just say it – prove it with examples!

**How do I act?**

**Don’t’ act. Be your “professional self.”**
As the old philosopher Socrates said, “The shortest and surest way to live with honor in the world is to be in reality what we would appear to be.” There are two good reasons for this: (a) the only organization you are likely to be happy working for is one that likes you just the way you are, and (b) few students can play a role well enough to fool an interviewer anyway. However, keep in mind that “being yourself” doesn’t mean chewing tobacco/gum, wearing a nose ring or not covering a huge tattoo because “that’s just me!” Be courteous and friendly to every person you meet, but be careful about being too casual, no matter how comfortable you may feel. **Be your “professional self.”**

**Be specific about your skills and accomplishments.**
Don’t come off as arrogant, but give confident answers that stress your achievements and personal satisfactions. Avoid answering questions with just a "yes” or “no.” Use specific examples that give proof to your statements: “My greatest strength is my ability to successfully manage a number of different projects at one time. For example, last semester I worked part-time at Domino’s, organized a car wash for Camp Victory, contributed to a group project on rock formations, and still maintained a 3.0 GPA.”

**Be enthusiastic!**
Get excited! Project your enthusiasm and interest! Be positive in all of your answers! SMILE!

**The Interview Process:**

**Step 1: Research, Research, Research**
**Before the interview:**
- **Know Yourself** - What are you good at? What do you enjoy? What are your values? What skills do you enjoy using? What kind of person are you?
- **Know the Organization** - What makes them unique in their field? What do they make/do/sell/teach? Who are their competitors? Google the company and your interviewer.
- **Know the Position** - What would you be doing? How does this position fit into the organization's mission?

*Tip: Keep this information next to the phone so you will not have to rely on your memory when you receive a phone call from the employer.*

**Note:** This step takes considerable time and effort. Don’t underestimate how important it is.

**Step 2: The Day of the Interview**
- **Dress professionally in a manner that is appropriate for the industry.** If you are unsure about your field, visit the organization ahead of time to get a sense of their culture, refer to the websites listed in this guide, and see a Career Counselor during Quick Questions.
**Tip: Make a list of what to take with you in advance.**

- Bring extra copies of your resume, reference list, unofficial transcript, and other materials in a professional padfolio.
- Arrive ten minutes ahead of time so you can stop at the restroom and regroup before your interview. **Tip: Practice getting to the interview location before the actual day so you know where you will be going. Consider traffic at peak hours and leave plenty of travel time. You do not want to be late for your interview or feel rushed because you underestimated traffic.**
- Be in "interview mode" from the moment you leave home. You never know who you might meet on the sidewalk or in the elevator! **Tip: Be cognizant of your nervous habits – stand tall and proud.**
- Be positive! There is no room for negativity in an interview.
- Be yourself. YOU are the best candidate for the position. Pretending to be someone you are not will get you an offer for the wrong job!
- Before you leave, ask for a business card, inquire about the next step in the hiring process, and the overall hiring timeline.

**Step 3: After the interview**

- Take a moment to think about how it went and jot down a few of the questions you want to remember later.
- Send “Thank you” correspondence to anyone with whom you spent significant time, within 24-48 hours.
- Follow-up by phone or email according to the organization’s timeline. If they said you would be contacted in two weeks, call when that time has passed.
- See Follow-up article in this guide.

**What will the questions be like?**

This will vary by organization and even among interviewers within an organization. **Spending significant time on Step 1 will help in figuring this out.**

**Traditional Questions** The interviewer poses a question (often from your resume) and you respond. Typical questions include things like, "Why did you choose Muhlenberg?" "What did you do in your job at the library?" "What was the best aspect of joining a fraternity?"

The most effective way to answer traditional questions is to use the 1-2-3 method.

1. State your answer.
2. Give an example to back it up. (This is the proof that you have the skill or quality, plus the examples will also give the interviewer something to remember you by.) Tell a story.
3. Relate it to the position.

Sample Question: Why did you choose Muhlenberg?

Possible Answer:

1. I was seeking a school where I could be involved with several activities while taking advantage of a first rate academic program.
2. The psychology major at Muhlenberg regularly produces graduates who are accepted to the best graduate programs and are competitive in market research. My research courses have prepared me well to construct meaningful research studies and analyze the results. I also completed a Leadership Seminar that helped me to increase participation in Alpha Chi Omega events when I served as the Philanthropic Chair.

3. The combination of strong analytical skills and excellent leadership capabilities will help me in the Assistant Project Manager position since I anticipate needing to listen to the customer’s needs, set up a research plan, and analyze and communicate the results to the customer.

More common today is the **behavioral style interview,** in which the interviewer is trying to gauge your future behavior based on your past performance. The interviewer will have determined certain qualities that are necessary for the job (many of these will be mentioned in the job description - read it carefully for clues so you can better prepare for this line of questioning). Questions will be presented that attempt to evaluate how you demonstrated the skill or handled a similar situation in the past. The following phrases indicate a behavioral question:

"Tell me about..."
"Give me an example of..."
"Think of a time when..."
"Describe a situation..."

The **SAR formula** will help you effectively answer behavioral questions. Tell a story.

**S = Situation.** Describe a specific instance that demonstrates the quality requested.

**A = Action.** Tell what your role was or how you acted in the situation.

**R = Result.** Discuss the result of your action. Ideally this would be a positive outcome. If it is not, be sure to talk about what you learned from the experience.

Sample Question: Describe a time when you worked on a team project.

Possible Answer:

**S =** I worked as a Career Assistant in the Career Center and together with three other students I presented a "Summer Internship Workshop".

**A =** My role was to research the various internship resources in the career library and present them during the session. One of my partners designed the PowerPoint presentation, so I prepared the key points of my section to be included. This required good time management and communication on my part since she depended on me for information before she could do the PowerPoint. The second time that we were scheduled to do the presentation, one of our partners had a conflict, so I volunteered to deliver the information that was in his section. Since he had done the research and I heard him present it during our first session, I was able to handle it without much difficulty.

**R =** The workshop was well-received by the students and it was fun to divide the tasks according to each person’s abilities. I look forward to other group projects since this one went so well.
I can work with others, communicate clearly, meet deadlines, understand that people have different strengths, meet the commitment to deliver the workshop even when conflicts arise, and get the work done without duplicating efforts.

In this guide, there is an exercise to prepare your responses. You may also be asked a **situational question** to see how you would behave in a new situation. When analyzing the position, consider what situations you may be asked about.

**How does the interview end?**

Typically, the interviewer will ask whether you have questions. You should. Your questions give you a chance to demonstrate sincere interest in the position, and clarify information that may be unclear.

**DO ask about:**

- a typical day
- training
- challenges for new hires
- career paths within the organization
- how this position fits into the structure of the organization, etc.

**DON’T ask:**

- about salary (The first rule of negotiating salary is "whoever speaks first, loses.") Until you have a job offer, it doesn’t matter what the position pays.
- very basic questions that would reveal that you haven’t done your research (If it is on their web site, they expect you to know it.)
- when your first promotion will be (Their goal is to fill this position.)

**TIP:** If you have a disability, ask questions to help you figure out how / if your disability will affect your ability to do the job. Consider the work environment, values of the organization, and personality match. Review our article in this guide before deciding the best time to disclose your disability.

When you have had your questions answered, take the interviewer’s lead regarding when to stand up to leave. Be sure to request a business card and shake the interviewer’s hand before leaving. **Tip:** Practice shaking hands with a friend prior to the interview. Ask what the next step will be. Restate your interest in the position. This will help to create a good last impression.

**NOTE:** The Career Center conducts mock interviews (by appointment) that can be recorded, if you wish. We **strongly** recommend practicing your interview skills in this non-threatening setting when a job isn’t really on the line.

**Prepare for the Behavioral Interview**

Think of ways you have shown each skill and practice how you would present the related story or example. Don’t memorize responses to interview questions, but have examples ‘on the tip of your tongue.’ **Be sure to use examples from a variety of projects, class work, clubs, organizations, internships, summer jobs, leadership positions, etc.**

<table>
<thead>
<tr>
<th>Skill/Quality</th>
<th>Your Specific Examples</th>
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<tbody>
<tr>
<td>Verbal / Written Communication Skills</td>
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<td>Problem Solving</td>
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<td>Interpersonal Skills (relates well to others)</td>
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<td>Motivation/Initiative</td>
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<td>Strong Work Ethic/Commitment</td>
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<td>Teamwork Skills (works well with others)</td>
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<td>Computer Skills</td>
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<td>Analytical Skills</td>
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<td>Flexibility/Adaptability</td>
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<td>Organizational Skills</td>
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<td>Self-Confidence</td>
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<td>Technical Skills</td>
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<td>Proficiency in Field/Experience</td>
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<td>Ability to understand criticism</td>
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Here's a check list of what to do to prepare for your interview. Be sure to look this over before the day of the interview so you are sure to put your best foot forward during an interview.

**Tools You Will Need**

- Wear a conservative 2 piece suit
- Try on your interview outfit 2 days in advance to make sure it fits and you are comfortable
- Clean shoes (practice walking in them before the interview!)
- Empty pockets
- Dark shoes and socks; conservative tie; neat hair; minimal cologne
- Suit/skirt and blouse; shoes with conservative heels; one set of earrings; minimal makeup and perfume
- Limited jewelry
- No visible piercings, tattoos
- No sunglasses or gum
- No water bottles or cell phones at interview

**Before the Interview**

- Prepare company research (see tips in guide)
- Prepare questions for interviewer (see tips in guide)
- Confirm your directions
- Drive/travel to interview location before interview day
- Eat a good meal ahead of time
- If you smoke, do NOT do so before the interview
- Give yourself extra time to get there to avoid unexpected delays
- Arrive 15 minutes early to the building; use the rest room if needed
- Bring extra copies of your resume in your portfolio
- Bring a Reference Sheet with you in your portfolio
- Bring a pen for jotting down your thoughts after the Interview
- Bring two forms of ID, social security number, work permit or visa
- Write the manager's name, department address, and phone number in your portfolio just-in-case
- If something happens and you are going to be late, call the manager and explain what happened.

**Arrival and Check In**

- Don't walk in feeling late and rushed
- Turn OFF your cell phone, not even on vibrate (you can still hear this)
- Walk in confidently, greet everyone politely, smile
- Be upbeat and friendly with everyone you encounter (in the elevator, parking lot, rest room)
- It's important to make a good impression with the receptionist or administrative assistant

**Greet interviewer**

- Wait for the interviewer to come and get you
- Stand up, make eye contact
- Firm handshake! This is where you make your first impression. Firm but not crushing!
- Don’t hover at his/her office door
- Take the seat that he/she indicates
- Smile! This is your opportunity to connect with the interviewer
- Maintain eye contact
- Greet interviewer by name, use his/her title until he/she tells you otherwise

**Small Talk**

- The first 30 seconds is when you want to connect with the interviewer
- Begin building rapport!
- People tend to hire people they like and with whom they connect
- Be prepared with small talk: the weather or local sports are always safe topics, be positive!

**Rules of the Road DURING the Interview**

- Watch your body language – sit up straight and confident
- Use hands appropriately, avoid over-gesturing
- Be enthusiastic, let your passion show; smile
- Vary your voice, use inflection to hold their attention
- Don’t be afraid of a silence; take your time to formulate your answers
- Don’t use the word "but"; use “and” instead
- Do NOT swear or use slang
- Speak professionally and avoid “like” or “um”
- Don't lean on the interviewer’s desk or invade his/her space
- Do not touch anything in the office
- Ask thoughtful and insightful questions (3-5 are recommended)
- Ask for the interviewer’s business card

Adapted from “The Job Coach for Young Professionals”, Susan Kennedy and Karen Baker, 2009
Questions Asked by Employers

**Education**
1. How has your college experience prepared you for this position?
2. Describe your most rewarding college experience.
3. Why did you select Muhlenberg?
4. What led you to choose your college major?
5. What college subjects did you like best/least? Why?
6. If you could do so, how would you plan your academic study differently? Why?
7. Do you have any plans for continued study? An advanced degree?
8. Do you think that your grades are a good indication of your academic achievement?
9. In what school activities have you participated? Why? Which did you enjoy the most? What positions have you held?
10. What have you learned from participation in extracurricular activities?

**Characteristics/Self Knowledge**
1. What do you consider to be your greatest strengths and weaknesses?
2. How would you describe yourself?
3. How do you think a friend or professor who knows you well would describe you?
4. What motivates you to put forth your greatest effort?
5. How do you spend your spare time?
6. In what kind of work environment are you most comfortable?
7. What two or three things are most important to you in your job?
8. What major problem have you encountered and how did you deal with it?
9. Describe a time you failed. (What did you learn from it?)
10. Who are your role models?
11. What was the most difficult decision you ever had to make?
12. What was the last book you read?
13. If you could change one thing about yourself, what would it be?

**Career Goal**
1. What are your long and short range goals, when and why did you establish these goals?
2. How do you plan to achieve your career goals?
3. What are the most important rewards you expect from your career?
4. Why did you choose the career for which you are preparing?
5. How would you describe the ideal job for you following graduation?
6. What other types of positions are you considering?

**Experience**
1. What qualifications do you have that make you think you will be successful in this position?
2. What two or three accomplishments are you most proud of? Why?
3. Tell me a time when you gave a presentation to a group.
4. Give me an example of a time you needed to work under pressure.
5. In what part-time or summer jobs have you been most interested? Why?
6. Describe a group project you were a part of. (What was your role?)
7. Explain a time you had a difficult time getting along with a professor/co-worker/student/supervisor. (How did you handle it?)
8. What did you enjoy most about your last employment? Least?
9. Give an example of a situation in which you provided a solution to an employer or supervisor.
10. What kind of supervision do you prefer?
11. Describe a time when you had to juggle multiple projects.
12. What is the most important thing you learned during your internship?

**Preparation/Knowledge of the Organization**
1. Why should I hire you?
2. What do you think it takes to be successful in an organization like ours?
3. In what ways do you think you can make a contribution to our organization?
4. What qualities should a successful manager possess?
5. What qualities do you think are important to be successful in this position?
6. Why did you decide to seek a position with this organization?
7. What do you know about our organization?
8. What criteria are you using to evaluate the organizations with whom you are interviewing?
9. Do you have a geographical preference?
10. Will you relocate?
11. Are you willing to travel?
Phone Interviews

The tips on research and preparation still apply if your interview is by phone.

However, since the interviewer can’t see your facial expressions showing your enthusiasm, warmth, sincerity, and confidence, you need to be extra aware of making that come across in a phone interview.

The interviewer also cannot see if you have your resume and notes in front of you, so use that to your advantage in being prepared for the interview. Be sure you can’t be heard shuffling through papers though. Also, don’t let the papers be a distraction to you.

Have a list of the employers and jobs for which you’ve applied next to the phone so you can quickly reference the call if unexpected.

Other helpful hints:
- Turn off music, the computer, and the television during the interview.
- If you are in your residence hall or room, be sure to let your roommates know you are going to be on a phone interview.
- NEVER put the employer on hold to respond to call-waiting or to send a text.
- Stand, or at least sit up straight. And smile. Your voice will project better and they will hear the enthusiasm in your voice.
- If it will help you ‘play the part’ better, dress up for an interview. At the very least, change out of your pajamas!
- Do not eat, drink, chew gum, or type on the computer during the interview.
- Don’t miss any of the advice in the “Ace the Interview” article in this guide. A phone interview is a screening technique to determine whether you’re worthy to bring on-site. Take great care in your preparation.
- Don’t forget to follow-up with a thank you note. Refer to the information on Follow-up in this guide.
- Use a landline phone rather than a cell phone to avoid static. If you do not have access to a land line, contact the Career Center to make arrangements to take the call there.

10 Tips to Ace Your Virtual Interview

Be Prepared with the phone number or email of the employer. Double check your account name and photo are interview appropriate and easily identifiable.

Practice making the call. Practicing the phone call will help to ensure your account and equipment are working properly. Use a friend or family member as a resource to practice making a call and imagine what it will be like to greet the employer.

Dress the part. A virtual interview is just as formal as an in-person interview, so it is important to wear a professional outfit. Avoid bright patterns and colors and stick to neutrals that will appear clearly over the screen. Although only your top half may be seen, dress from head to toe to help get in the interview mindset.

Check your background. Prepare your room background to look clean and professional. If you are in a crowded space, see if the Career Center has a space you can schedule for the interview!

Look for a quiet space. Video calls pick up background noise easily, make sure you are in an area where you will not be disrupted or easily distracted by your surroundings. If you are sharing a space with other people, let them know you will be in an interview to avoid interruptions.

Look at the camera, not yourself. As with an in-person interview, eye contact and body language are important. Make sure to look at the camera and not the interviewer on the screen. Looking at the camera during a virtual interview will show the interviewer you are engaged.

Close other programs. To avoid notifications and interruptions, close all other computer programs during your interview (and turn the sound off on your cell phone!)

Don’t panic if there are technical difficulties. With a virtual interview, technical issues are possible – but they do not mean the end of the interview. Tell the interviewer if you are experiencing any issues and handle them in a professional manner.

Use notes. Take advantage of the screen in between you and the interviewer. Keep notes and a resume in front of you to help yourself stay on topic, but be sure not to shuffle the papers while talking.

Remember the thank you note. Just as with an in-person interview, follow up with a thank you note to your interviewer within 24 hours. Sending a thank you email is appropriate, but sending a thank you note through the mail will set you apart from other interviewees.

This information is meant to raise your awareness of issues related to interviewing and specific interview questions, not to scare you. Most employers are honest and only ask questions that are relevant to the position.

**What is an Illegal Interview Question?**
Title VII of the Civil Rights Act of 1964 makes discrimination on the basis of national origin, citizenship, age, marital status, disabilities, arrest record, military discharges, or personal information (e.g. height, weight) illegal. Any question that asks a candidate to reveal information that falls into any of these categories violates this act.

**Which Questions ARE Still Legal?**
If employers can phrase questions so they directly relate to specific occupational qualifications, then the questions may be legitimate. For example, an interviewer may NOT ask your age in an interview, but the interviewer may ask if you are over the age of 18 if being over the age of 18 is a requirement of the job.

**What Should I Do if I am Asked an Illegal Question?**
If you are asked an illegal question during an interview, you have several alternatives:

1. **Answer the question.**
   You may actually help your chances of getting the job, particularly if you give the “right” answer. Doing so, however, may convey to the interviewer that you are not familiar with the law. You may also harm your chances of being hired if you give the “wrong” answer.

2. **Refuse to answer the question.**
   You have the right to not answer an illegal question. However, a flat refusal to answer may harm your chances of being hired for the position if, as a result, the interviewer sees you as an uncooperative or stubborn person.

3. **Examine the intent behind the question.**
   Usually an interviewer who asks an illegal question is not intending to break the law. For example, if the interviewer asks “Do you have children?” the intent may be to find out if you will be able to travel as part of the job or possibly work late hours. Try to answer the intent of the question, rather than the question itself. A potential response might be, “I assume you are asking this because you are concerned about your employees’ reliability and dedication. I can assure you that I can meet any work or travel schedules required of this position.” You may or may not want to acknowledge that the question is illegal.

4. **Ask how the question relates to your qualifications or the requirements of the job** (and answer the intent as demonstrated in #3).

5. **Ignore the question and ask to move on.**
   The way you handle illegal questions will depend on your personal preference. If you are asked an illegal question and you would prefer not to work for an organization that asks such questions, then do not be afraid to refuse to answer the question and tell the interviewer why. Pointing out illegal questions may persuade the interviewer not to ask them of other candidates in the future. If you choose to do this, however, be sure to be professional in your delivery. If you encounter an illegal question during an interview, you are encouraged to share your experience with The Career Center staff.
<table>
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<tr>
<th>Inquiry Area</th>
<th>Illegal Questions</th>
<th>Legal Questions</th>
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| National Origin/  | ▪ Are you a U.S. citizen?  
| Citizenship       | ▪ Where were you/your parents born?  
|                   | ▪ What is your “native tongue”?  
|                   | ▪ Are you authorized to work in the United States?  
|                   | ▪ What language(s) do you read/speak/write fluently? (This question is okay only if this ability is relevant to the performance of the job.)                     |                                                                                                      |
| Age               | ▪ How old are you?  
|                   | ▪ When did you graduate?  
|                   | ▪ What’s your birth date?  
|                   | ▪ Are you over the age of 18?                                                                                                                                   |                                                                                                      |
| Marital/Family    | ▪ Are you married?  
| Status            | ▪ With whom do you live?  
|                   | ▪ Do you plan to have a family? When?  
|                   | ▪ How many kids do you have?  
|                   | ▪ What are your child-care arrangements?  
|                   | ▪ Would you be willing to relocate if necessary?  
|                   | ▪ Would you be able and willing to travel as needed for the job? (This question is okay if it is asked of all applicants.)  
|                   | ▪ Would you be able and willing to work overtime as necessary? (This question is also okay assuming it is asked of all applicants for the job.)  
|                   | ▪ Would you be able and willing to travel as needed for the job? (This question is also okay assuming it is asked of all applicants for the job.)  
|                   | ▪ List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job.                                           |                                                                                                      |
| Affiliations      | ▪ What clubs or social organizations do you belong to?  
|                   | ▪ Which professional or trade groups or other organizations do you belong to that you consider relevant to your ability to perform this job?  
|                   | ▪ Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job?                                                                     |                                                                                                      |
| Personal          | ▪ How tall are you?  
|                   | ▪ How much do you weigh? (Questions about height and weight are not acceptable unless minimum standards are essential for the safe performance of the job.)            |                                                                                                      |
| Disabilities      | ▪ Do you have any disabilities?  
|                   | ▪ Please complete the following medical history.                                                                                                              | ▪ Are you able to perform the essential functions of this job? (This question is okay if the interviewer has thoroughly described the job.) |
|                   | ▪ Have you had any recent or past illnesses or operations? If yes, list them and give dates when these occurred.                                                                                                     | ▪ Can you demonstrate how you would perform the following job-related functions?  
|                   | ▪ What was the date of your last physical exam?                                                                                                               | ▪ As part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam. (Exam results must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required, and supervisors may be informed about necessary job accommodations, based on exam results.) |
|                   | ▪ How’s your family’s health?  
|                   | ▪ When did you lose your eyesight? How?  
|                   | ▪ Do you need an accommodation to perform this job? (This question can be asked only after a job offer has been made.)                                                                                                  |                                                                                                      |
| Arrest Record     | ▪ Have you ever been arrested?  
|                   | ▪ Have you ever been convicted of _________? (The crime named should be reasonably related to the performance of the job in questions.)                                                                         |                                                                                                      |
| Military          | ▪ If you’ve been in the military, were you honorably discharged?                                                                                                  | ▪ In what branch of the Armed Forces did you serve?  
|                   | ▪ What type of training or education did you receive in the military?                                                                                           |                                                                                                      |

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**Dress for Career Success**

What you wear to an interview and on the job can and does say a lot about you. As a general rule of thumb, dressing conservatively and professionally, being neatly groomed, and wearing limited accessories will be appropriate in nearly all settings. (Always ask the employer ahead of time if unsure or if the environment is more casual.) For an interview, your goal should be to ensure that the interviewer is focused on what you are saying, not what you are wearing.

There are numerous websites and magazine articles that deal with appropriate business dress, and in particular, dress for the new college graduate. Here are a few to investigate:

- **Dressing for Success:**
  [http://cms.bsu.edu/About/AdministrativeOffices/CareerCenter/Prep/Etiquette/ProfDress.aspx](http://cms.bsu.edu/About/AdministrativeOffices/CareerCenter/Prep/Etiquette/ProfDress.aspx)

- **Quintessential Careers – When Job Hunting: Dress for Success**

- **Dress To Impress: A Guide**
  [http://amdt.wsu.edu/research/dti/](http://amdt.wsu.edu/research/dti/)

- **Syms – Dress to Achieve!**
  [www.symsdress.com](http://www.symsdress.com)

If you have questions about what you’re thinking of wearing for an interview, contact a Counselor in The Career Center. We’re happy to give you our professional opinion. Remember, you are not dressing for a night of clubbing.

**Recommendations**

- A neutral colored skirt or pant suit in navy, gray, tan or another dark color
- Skirt length should be a little below the knee and never shorter than just above the knee
- Blouses should be cotton or silk (white or light pastel color)
- A two piece suit in blue, black, or another dark color, freshly pressed
- A tie in a simple pattern that matches your suit
- Button down dress shirt (white, off-white or light blue)
- Polished dress shoes in a dark color and dark socks
- Stockings should be flawless and a conservative color to match your skin tone. (You may want to bring an extra pair with you in case of an unexpected tear.)
- Basic pumps with 1” to 2” heel (No strappy sandals, platforms, open toes, or high heels)
- If you have an earring(s), choose a smaller one for interviews.
- Simple accessories. No visible body piercing (nose ring, eyebrow rings, etc.)
- Neatly styled hair, pulled back if your style is distracting
- Clean, trimmed fingernails
- Minimal cologne or perfume
- Make-up should be minimal and in conservative tones
- Small briefcase, handbag, or padfolio
- Clean shaven, stubble is not recommended
- Empty your pockets to avoid bulges and jingling
- **SMILE!**

**Where to Buy Clothes**

**Affordable**
- Marshall’s, TJ Maxx, Ross, Dress Barn, Consignment Shops and Resale Shops

**Mid-Range**
- JC Penney, BonTon, Boscov’s, Kohl’s, Lane Bryant

**Expensive**
- (but good deals can sometimes be found!)
- Talbot’s, Express, Men’s Wearhouse, Macy’s, Ann Taylor

**Shoes**
- Baker’s, Bostonian, Payless Shoe Source, The Shoe Dept., Naturalizer, Nine West

(This is just a sampling of ideas to get you started. If you don’t know where to find these stores in the area, let us know.)
How Important is Follow-Up?

VERY! Follow-up/thank you letters should be sent after each informational interview, phone call, job fair, and job or internship interview. Follow-up should also take place two weeks after you have applied for a position or if you have not heard back from the employer.

Tips:

- *Send within 24-48 hours after your interview.*
- A letter can set you apart from other candidates, and the recipient will read your name and think about you one more time.
- Your letter gives you an opportunity to introduce additional information or an important skill or experience that you may have neglected to mention in the interview or in your application. Reference Sample A on the next page in this guide.
- Restate your interest in and enthusiasm for the position. If you have decided that the job is not of interest to you, either before or after the offer is extended, use the letter to thank the interviewer for her/his time (a second round interview or higher warrants a personal phone call). Explain that you feel the position is not the best fit for your career goals at this time. This letter/phone call provides closure to the interview process and allows for the possibility of future professional contact with the company or interviewer. Reference Sample B on the next page in this guide.
- Send a customized letter to each individual with whom you spent a significant amount of time.
- Remember that you are still being evaluated and your writing is one of the criteria. Be certain the letter is free of typos and grammatical errors.
- Send a letter of acceptance if accepting an offer. Reference Sample C in this guide.

TYPE, WRITE OR EMAIL?

Some professionals argue that a handwritten letter conveys a personal touch and may imply sincerity. Others argue that a typed letter exhibits the level of professionalism that the employer can expect you to maintain while on the job. Also note that some industries move very quickly and rely heavily on technology; therefore, they may prefer email. Reference sample D on the next page in this guide for a short thank-you letter.

Guidelines:

- If your handwriting is not legible, type the letter. Illegibility will do more harm than good.
- Consider the industry or company. A handwritten letter may be acceptable in some, but not others.
- When in doubt, err on the conservative side (type the letter).

WHAT IF THEY ARE MAKING A QUICK DECISION? If, during the interview, you learn that an offer will be made soon, email is best. An email message will usually be read by the recipient the day it is sent. Remember, a business letter sent via email should be just as carefully written and proofread as a letter you would print and mail.

HOW LONG SHOULD I EXPECT TO WAIT FOR A RESPONSE?

In some cases, a hiring decision is made quickly to fill an immediate need. Other times, an employer may be interviewing to fill an anticipated need and may conduct the process slowly. Budget approval, staff vacations, or a busy schedule may slow the process even if the need to fill the position is imminent. Ask during the interview what the next step is in the process or when you should expect to hear something and then call to check on your status when the stated time has passed. Remember, until an offer is extended, every contact you have with the organization is being evaluated. Always conduct polite and professional business communications whether by phone, email, snail mail, or in person.

WHAT IF THE INTERVIEWER DOESN'T RETURN MY CALLS?

When your call/email isn’t returned: Be PATIENT - hiring you is only one of the many tasks for which your interviewer is responsible. At busy times, it may take two or three days to return your call. This doesn’t mean the organization isn’t interested. However, repeated calls or messages from you in one day could tip the balance against you.

WHAT IF I AM ASKED TO LEAVE A MESSAGE?

It is usually best to leave a message or voicemail for your interviewer if she is not available when you call. Be prepared with what you want to say. Be sure to include your name, number, and reason for calling. For example, "This is Rudy Jones calling to check on my current status. I am still interested in the sales position for which I interviewed on the 8th. I would like to know if you would like any additional information and when I should expect to hear something from you. My number is 999-909-9999. Again, this is Rudy Jones and my number is 999-909-9999."

Remember: It is not uncommon for professionals to take at least 2-3 days to return a phone call.
SAMPLE A - FOLLOW-UP/THANK YOU LETTER
(Be sure to use your own words so you don't sound like every other Muhlenberg student who used this guide.)

My Street Address
My City, State ZIP
Today's Date

Individual Interviewer
Title of Interviewer
Only-The-Best Inc.
Accountants Avenue
City of Credits, State ZIP

Dear Mr. Interviewer:

It was a pleasure to meet with you on Wednesday, October 10 in the Career Center at Muhlenberg College. Thank you for taking the time to discuss my qualifications for the Staff Accountant position at Only-The-Best Inc. After our meeting, I am even more enthusiastic about a position with your firm.

As discussed, my internships and classroom experience have prepared me quite well for this position. I've excelled at serving smaller clients, reconciling balance sheets and income statement accounts, and preparing financial statements. I enjoy working with clients and their businesses. Enclosed please find a letter of recommendation written by my internship supervisor, which will attest to the quality of my performance. Further, I recently served as the project leader in my marketing research class. I am particularly proud of this accomplishment because it illustrates my ability to lead a group of peers in a collaborative project and accomplish the task prior to the deadline.

I sense a good match between my qualifications and your hiring needs. I look forward to hearing from you in the near future regarding my status; my number is 999-999-9999. Again, thank you for your interest in me as a candidate. If I can provide you with any additional information, please let me know.

Sincerely,

Confident and Capable

Enclosure

SAMPLE B - DECLINE LETTER
(Be sure to use your own words so you don't sound like every other Muhlenberg student who used this guide.)

My Street Address
My City, State ZIP
Today's Date

Individual Interviewer
Title of Interviewer
Only-The-Best Inc.
Accountants Avenue
City of Credits, State ZIP

Dear Mr. Interviewer:

Thank you for extending me a job offer with Only-The-Best Inc. After considering it further, I have decided to decline your offer. Although I recognize the Staff Accountant position as a good opportunity, I feel that it would not be the best fit for my career goals at this time. Given my interest in working with many clients, I've decided to work in auditing for a public accounting firm. I appreciate your considering my candidacy for the position and investing the time to meet with me.

Once again, thank you for your time and consideration.

Sincerely,

Confident and Capable
SAMPLE C - LETTER OF ACCEPTANCE
(Be sure to use your own words so you don't sound like every other Muhlenberg student who used this guide.)

My Street Address
My City, State ZIP
Today’s Date

Individual Interviewer
Title of Interviewer
Only-The-Best Inc.
Accountants Avenue
City of Credits, State ZIP

Dear Mr. Interviewer:

Thank you for extending me a job offer. It is with pleasure that I write to you to accept. I am excited about starting my career with Only-The-Best Inc.

I am glad that you have recognized that my qualifications and skills make me a good fit for the Staff Accountant position. I can assure you that I will work hard to fulfill my responsibilities and make a meaningful contribution to Only-The-Best Inc. I have already begun plans to make the transition to living in City of Credits as smooth as possible and look forward to meeting my colleagues.

As we discussed, my start date will be Tuesday, September 2, 2014. I will see you in your office at 8:00 AM. If you should need to contact me before then, my number is 999-999-9999. Again, thank you for giving me this exciting opportunity. I look forward to seeing you on the 2nd.

Sincerely,

Confident and Capable

SAMPLE D - FOLLOW-UP/THANK YOU LETTER
(E-MAIL, SHORT VERSION)

Today’s Date

Dear Ms. Executive Producer:

I would like to thank you for taking the time to share your insights into the world of television production with me. The tour of Channel 69 has really piqued my interest. I am considering an internship next semester to learn even more.

The informational interview with you has helped me tremendously in my career exploration.

Sincerely,

TV Watcher
Salary Negotiation

CONGRATULATIONS
YOU HAVE THE JOB OFFER!

Now what?
The following are a few points to consider on negotiating salary.

1. You are in the best position to negotiate a salary after you receive the job offer, but before you accept it.

2. Not all job salaries are negotiable, but you can always ask.

3. It is considered unethical to accept a job and salary and then immediately try to renegotiate the salary.

4. To figure out the amount to negotiate, do your homework:
   a) Identify the salary median and range for that type of job. In the Career Resource Library you can find the National Association of Colleges and Employers (NACE) Salary Survey. This is published several times a year and offers salary information for entry-level positions as reported by college Career Centers.
   b) There are also resources on the Internet that may help. To negotiate with facts is to negotiate with strength. BE REALISTIC! (Glassdoor.com, salary.com)
   c) Think about your salary requirements, including rent, other financial obligations (loans, etc.), and the cost of living in your geographic area. What amount must you have to live on?

5. The decision to negotiate is yours. As your career within that organization continues, your salary is not likely to increase rapidly. It is more difficult to negotiate for a large increase in pay once employed than it is to negotiate for a higher initial starting salary. To decide, go back to #4 and do research.

6. Try not to give your salary requirements before being hired. Say "negotiable," but know that on occasion you may be asked for an amount. If so, give a range based on your research. This will allow room for negotiation when you do receive the offer. Also, consider the "total compensation package" when giving a range. For example, a lower salary may be more acceptable if health insurance, vacation, retirement, and tuition benefits are generous.

7. If you try to negotiate the salary and are unsuccessful, remember that you can still accept the position at the original offer.

To negotiate: When offered a position, try not to accept it on the spot. (Again, the decision is yours. There may be times when an immediate acceptance is warranted, e.g., you have all the details of the job and you're thrilled!) Instead, be enthusiastic about the offer, but ask for time to make a decision. In general, the more likely an employer is to hire recent college graduates, the more likely you are to get a reasonable length of time to decide.

Use the time to gather information as recommended in #4 (if you haven't already done so). Remember, you need to not only know the salary, but also the benefits, vacation, health insurance plan, and any other financially related information that will affect your decision.

If you want to negotiate, be upbeat in your interactions with the organization. Salary negotiation can be a lesson in assertiveness training; if you are uncomfortable at the thought of negotiating, practice your technique and what you will say with a friend, family member, or a Career Counselor first.

Remind the organization, without seeming overly confident or arrogant, of what they will be getting - what will you bring to the job?

Here are some lines you may incorporate (there is no one right way to do this):

“I am very interested in your offer. I believe the position is an excellent match for my skills and experience. Is there any flexibility in the starting salary?”

“Is the salary negotiable?”

“I'm thrilled to have the offer; I was hoping for ____.”

“Having done research, I know/learned the median salary for ____ in New York is ____.”

“Can I let you know on ____ (date)?”

“I was hoping for an offer in the range of ____ to ____.”

Remember, the employer will probably choose a number at the low end. Experts recommend you choose a low end number that is 3-10% above what you’d really accept.

Good luck! Remember, once you have accepted an offer, let The Career Center know what you will be doing! Complete the senior survey in the red text box on our website under "Let us know what you are doing after you graduate".
Websites With Salary Information

**NACE - Job Outlook**
http://www.naceweb.org/salary_survey/data
Includes articles as well as starting salary information for a variety of college graduate-relevant positions.

**The Riley Guide – Salary Guides and Guidance**
http://www.rileyguide.com/salguides.html
Includes salary guides and articles on evaluating salary data.

**US Department of Labor - Occupational Outlook Handbook**
http://www.stats.bls.gov/oco
Put out by the Bureau of Labor Statistics, this resource on career information provides information on salaries for listed occupations.

**Salary.com**
http://www.salary.com
A searchable database of salary ranges for jobs throughout the US with basic job descriptions. Site also has job listings, salary news, and salary advice.

See http://www.youcandealwithit.com for information on money management, student loans, budgeting, and credit cards.

Also, the “Experience” tab in your Career Connections account has helpful information on money management, student loans, and salaries.

Insurance Information

**Alumni Association Offers Discounted Insurance**

Muhlenberg Alumni can save hundreds of dollars a year on auto, home, and renters insurance with the Group Savings Plus® program from Liberty Mutual. You can receive a group discount* of up to 20% on auto and 10% on home and renters insurance through Liberty Mutual’s Group Savings Plus® program. Call Liberty Mutual at 800-524-9400 for a free quote and more information.

Are you graduating and don't have a job? You may not be covered under your parents insurance. The Muhlenberg Alumni Insurance program also includes life and short-term medical for alumni, students, faculty, and staff, plus their spouses, children, parents, and siblings. For more information, call 800-635-7801.

* Discounts vary by state.
* Check to see if you are eligible for insurance on your parents' plan.

Relocation Resources

These websites include information on what you need to consider in relocating, how to compare salaries from one city to the next, and where to look for apartments. Stop by the Career Center for more resources about relocating to major cities, like New York, Washington, DC, Philadelphia, and Boston.

The Riley Guide – Consider Relocating?
Resources for Living and Working Overseas
Move.com
Relocation Central
Moving.com
Sperling’s Best Places Cost of Living Calculator
Zillow

www.rileyguide.com/relocate.html#move
www.escapeartist.com/
www.move.com
www.apartmentsearch.com
www.moving.com
www.bestplaces.net
www.zillow.com
Movin’ Out: Relocation Issues

Money Matters
The first thing you should do is work out a budget. What are your monthly expenses? What are your “needs” vs. your “like to haves”? You should definitely include entertainment in the equation, but make sure you can pay the rest of your bills first.

In addition to the monthly expenses, you will need quite a bit of money just to get started. Most apartments require a security deposit (usually equal to one month’s rent) that will be refunded to you when you leave – assuming it’s in better condition than when you found it. Deposits are also required for various utilities. Then there are items like furniture, dishes, sheets, towels, pots, pans... the list goes on.

What Can I Afford and Where Should I Look?
That depends... How much space do you need? Do you want a roommate? How far are you willing to commute? The answers will help you determine what you can afford and where you should look. In general, the closer you live to a major metropolitan area, the more you will pay and the less space you will get. The trade off is a shorter commute (usually) and the opportunity for a better (or at least easier) social life.

Renting an Apartment
Here are some questions you want to be sure to ask: How much is the rent? What does this amount include (e.g. electricity, water, garbage, parking)? What kind of heat does the apartment have and who pays for it? Do they allow pets? (if yes, is there a fee?) Are washers and dryers available? What are the neighbors like? Can you meet any of them? How safe is the area? What kind of security does the complex have? Are you responsible for any routine maintenance?

The landlord will likely have questions for you, as well. You will give the best impression if you are well-prepared. Dress professionally and be ready to provide items such as references, job offer letter, paycheck stubs, bank account information, and social security number. You can also expect that the landlord will run a credit check on you.

Rental Insurance
You should consider insurance to cover your personal items, in case of damage, fire, etc. Most landlords’ insurance will not cover your possessions.

Signing the Lease
Never sign anything unless you have read it thoroughly and understand it completely. Once you have signed a lease, you are legally bound to the contents. Ask for clarification on anything confusing to you, and if you don’t agree with something, ask if changes can be made. Always have your terms written, signed and dated, and make sure you have a copy of the original document.

Before Moving In
After you sign the lease, but before you actually move in, do a complete inspection of the property. Notify the landlord immediately of anything that may need to be fixed, or any pre-existing problems, so you are not held accountable for them later. Take pictures or record your walk-through so you have concrete evidence in the case of a discrepancy.

Packing Up and Going
Check your employer’s relocation policy to see if you are entitled to moving expenses. Some will pay for your entire move, even as a new hire. (In fact, you should have already discussed this as part of your salary negotiation before you accept the job offer.) If not, you can hire a professional mover, or just ask friends and family to help (usually for the low cost of pizza and refreshments!)
Make the Leap - College to Career

Prepare Now

- Make the most of your time at Muhlenberg. Learn what you can and take advantage of all possible resources (The Career Center, for example). Don't wait for opportunities to fall in your lap – go after them!

- Pump your leadership activities for all they're worth. Employers seek candidates who demonstrate initiative, enthusiasm, leadership potential, and can demonstrate these accomplishments on campus.

- Do the same with your internships. (You are what you make of your experiences!)

- Network, network, and network. It will be an important career management tool throughout your work life. Networking opportunities exist all around you, on-campus and off. See networking resources in this guide.

- Don’t run up credit card bills (in fact, try to pay them off each month). You want your career decisions to be based on what will be satisfying, not necessarily what will help to pay for last year’s spring break. Also, a few employers actually check your credit history (really!)

- Attend Reality MC in January and participate in Senior Year Experience (SYE) programs.

- Start to determine what will be a realistic budget. What will you absolutely need for living expenses? What would be nice, but not essential?

- Let the Career Center know where you end up! Complete the Senior Survey at www.muhlenberg.edu/careercenter/seniors.html.

- Know it will not be easy. You’ll be making a major life change. This is the first time the grades and paths to promotion won’t be as clear-cut. Expect it to be a learning experience.

- It is considered unethical to renge on acceptance of a job offer. Consider the acceptance carefully and discuss with friends, family, faculty, and The Career Center.

- There’s no such thing as a perfect job or perfect boss. Even with your self-reflection, research, and preparation, there is still a chance that your first position won’t be all that you had imagined. Do a reality check – are your expectations reasonable? Before you jump ship, give it enough time to know whether or not they are a good fit (usually up to a year).

- Practice excellent communication skills. You will be judged on how well you communicate in writing, by email, on the phone, and in person. Be professional. Always use proper spelling, punctuation, and grammar.

- Be positive. Do not engage in office gossip.

- Be a problem solver. Have a solution in mind when you present a problem. Show excellent listening skills. Keep organized. Always keep a positive attitude.

- Be a sponge – learn all you can about your organization and your job. Find a mentor.

- Get ready for lifelong learning. In today’s economy, organizations are constantly changing, requiring employees to be adaptable and able to learn new skills. Be open to learning – it will be the key to a successful career!

Real Life

Take a look at the many others in the Job Search Resources section of the Career Resource Library for more great tips to “Make the Leap!” Books can be signed out, if you choose.
Congratulations, you accepted the job offer. You’re getting ready for your first day. You think you’re finished, right?

Wrong! There are a few things you need to do before you close this chapter.

- First, you need to inform your network. This means letting everyone who helped you know of your success. Be sure to let them know what you’ll be doing and where. Thank your contacts for their help and let them know that you’re happy to help them in any way you can in the future. This can be done by brief, individual (not mass) emails.
- Next, be sure to organize all of your contact and interview sheets. Create a plan for keeping in touch with your network so that you’re always managing your career.
- You many consider calling your new boss to ask if there is anything you can do or read before your start date. This will go a long way in making a good first impression.
- Update LinkedIn and Twitter to include your new position and company.

**Getting Ready for the First Day:** It’s here... your first day on the new job. It can be exciting and anxiety producing. Here are some tips to help make it more successful. You’ve made a great first impression on the people who hired you. Now it’s time to make a great first impression on everyone else.

**Make sure you:**
- Complete any pre-employment paperwork given to you. Complete it carefully and on time. Bring your license, passport, or picture ID with you on the first day. You will need this for identification.
- Know what your company does and how your role contributes to it.
- Make sure you know your exact title and manager’s name.
- Choose your outfit the night before. Dress conservatively!
- Have a good breakfast on your first day.
- Arrive at work at exactly the time you were given. You will have plenty of opportunities to come in early and stay late (to impress people) as time goes on.
- Bring a padfolio with paper and two pens with you on the first day. You will need them!
- Make sure you understand all the paperwork you are asked to complete, especially tax forms and employee benefit forms.
- Learn co-workers’ names and what they do. Write them down if you need to. Everyone likes to be called by name.
- Don’t bring anything to personalize your work space at first. Wait and see what your co-workers have done and then you can follow suit.
- Understand that you will be exhausted after your first few days... starting a new job is hard work!

**Creating a Daily Routine to Success:**
- Become a morning person and always arrive (at minimum) on time.
- Be the first person in the office to say hello in the morning. Say it with a smile.
- Plan your day in advance. Some people use a “to-do” list, some people use an online calendar. Use whatever works best for you. Be sure to list all your tasks in order of priority.
- Arrive at meetings on time. Bring extra work or business-related reading that you can do while you wait for the others, but put them aside when the meeting begins.
- Periodically check your appearance throughout the day.
- Try to stay late whenever you can. Do not run out the door at the end of the day.

The Keys to Success

Having been in school for 16+ years, you learned how to succeed in an academic setting. You learned how to argue what you thought about a book or an assignment with passion. You learned that in college you get frequent and concrete feedback, and you learned the importance of developing independent thoughts and ideas. Unfortunately, some of those very skills that you have mastered in school can get you into trouble in the world of work.

The transition from the world of education to the world of work is probably one of the biggest you will ever make. The good news is that there are some very specific things you can do to shine during this transition. So few people take the time to plan their transition, it makes it easy for you to look good. We call these “things” our Keys to Success

1. Adopt the Right Attitude
   - Show a positive attitude and a strong work ethic.
   - Everyone thinks they work hard, but they don’t.
   - Be early for work and stay late to help out.
   - Volunteer for extra projects.
   - All of this will help make you stand out.
   - Be flexible.
   - Life in the world of work is full of changes, and they are not always fair.
   - Your colleagues know you are smart. No show them you can learn.
   - Treat secretaries and other assistants with respect.

2. Adjust Your Expectations
   - Most first jobs are not as glamorous or as challenging as we dream them to be.
   - Do the small (aka, menial) tasks first and do them well. It builds trust. The “good” stuff will come later.
   - Do the things you like to do least first thing in the morning! You will be surprised at how much more you accomplish throughout the day.

3. Earn Respect from Your Co-workers
   - Understand that you are new to an organization and you need to build a good reputation for yourself.
   - Quietly get the job done to the best of your ability.
   - Build a track record: become known as dependable and willing to work hard at whatever the task is.
   - A strong track record will protect you when inevitable mistakes happen.
   - Don’t tell or listen to sexist or racist jokes. It’s unprofessional and in some cases, illegal.

4. Build Effective Relationships
   Building effective relationships is just as important (and sometimes more important) as doing the job. Much of what you will need to know isn’t written down; you will have to get that information from your co-workers. College is a great place for complaining. The working world is the place for doing!
   - Say good morning to people; listen to others.
   - Understand that work relationships are different from your relationships with your friends. Your co-workers may be older and in a different lifestyle. Try to find things that you have in common.
   - Learn to work on teams: Be sure to credit the whole team when given compliments about the work completed.
5. Be an Easy Employee to Manage – Every Boss Appreciates it
Your relationship with your boss is critical. The reality is that managing people is very difficult, and few managers do it well. As a result, you have to make it work.

- Talk to your co-workers to find out how much information your boss likes to receive. Does he/she like regular updates, or do they only want to hear about problems?
- What can you do to make your boss look good?
- Understand your boss not only has to manage you and your co-workers, but also his/her boss. You can't get all of his/her attention.
- Don't tell your boss you have nothing to do! Go to them with a suggestion! Works like a charm!

6. Use Appropriate Communication Skills

- Find out how people communicate.
- Do they use text, email, IM, or voicemail?
- How is email used?
- Your emails should be grammatically correct with dictionary spelling and proper punctuation.
- Is email used to disseminate information only, or is it used instead of a face-to-face meeting?
- Be careful how you compose your emails. Intentions can be misconstrued.
- Be conscious of the format used for business writing within your company. Some organizations prefer a bulleted format; some prefer long-hand with detailed paragraphs.
- Voice mail etiquette – keep it short, always leave your phone number or extension. If possible, listen to the message you are leaving before you send it to make sure you sound concise and professional.
- Mistakes on the job happen – own up to them immediately. Apologize and figure out why. Seek additional training if needed.

**Beware: Technology in the Workplace**

Most companies provide the technology you will need to get the job done. Keep in mind that these tools should be used for business reasons only. Managers can and do track websites visited, emails sent and received, and instant messaging.

A word about emails... *they live forever*

- No jokes
- No sensitive information
- No angry or arrogant tones
- No pictures
- Nothing personal

**Understand Your Company’s Culture and Adopt to it**

A company’s culture is how it operates. Every organization has a unique culture, and it shapes everything from how you work to what you wear.

What is the “Culture”?

- Is it an every-changing environment, or a static environment?
Are you expected to work independently, or are there policies which govern how you get your work done?
What gets rewarded? Is it face time (the number of hours you put in), or do they manage for results?
Is the required dress professional, or is it business-casual? (Ask questions if you are not sure; clarify anything you do not understand.)

You can learn about the culture by watching those around you and asking others for help. You are already in the process of building good relationships, so asking people won't be a problem.

### Do’s vs. Don’ts

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<thead>
<tr>
<th>Do’s</th>
<th>Don’ts</th>
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<tr>
<td>Display a positive attitude and work ethic.</td>
<td>Gossip or complain.</td>
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<tr>
<td>Adjust your expectations.</td>
<td>Try to change your job on the first day.</td>
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<td>Earn respect from your co-workers.</td>
<td>Be a &quot;know it all&quot;.</td>
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<td>Build effective relationships.</td>
<td>Be too needy – be resourceful instead.</td>
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<td>Become an employee who is easy to manage.</td>
<td>Isolate yourself – build good work relationships and keep in touch with your friends and contacts. It helps to keep a good balance.</td>
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<tr>
<td>Use technology appropriately.</td>
<td>Use workplace computers and other technology for personal reasons.</td>
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### How to Handle Disappointment on the Job

You’ve worked hard... You worked hard to get into college and you worked hard to get out of college. You worked hard to establish your career goals, and you worked hard to get the job you wanted.

Now, your boss has just asked you to make 30 copies of a presentation he’s giving at 1:00. Next, your co-worker asked you to cover the phones so he can go to the dentist. Finally, the project you wanted and lobbied for was given to someone else. Is this what you went to college for? What do you do?

1. Take deep breaths and count slowly to 10.
2. Smile and complete the task at hand to the best of your ability.
3. Remember your career goals. Keep your long-term goals in mind to avoid resentment (and yes, people can tell you are resentful and may even expect it from a young professional). You are always learning and getting experience no matter what the task. Connect what you are doing now with what you want to do in the long term. Revisiting your career goals periodically will help you to stay on track in the short term.
Now that you have started on your career path, take this opportunity to enjoy the work you are doing and learn everything you can. This is the time to continue building skills and increase your responsibilities. It is also the time to develop yourself professionally. Some ways you can do this are:

- Participate in company-sponsored training programs.
- Become aware of what is going on in your industry by reading trade journals and company newsletters.
- Ask questions – be inquisitive.
- You can take a night course to build your business skills and knowledge.

You own your career. Take advantage of all of the opportunities around you.
Here are some questions you should ask yourself when you start your job, and then reassess your answers periodically.

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
<th>HOW AM I DOING?</th>
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<tr>
<td>What kind of employee do I want to be?</td>
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<td>Who do I need to please and impress? What will it take to make a good impression?</td>
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<td>How can I make them think I respect and admire them?</td>
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<td>How do I support and build trust from my co-workers?</td>
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<td>Who seems to be the most difficult to work with? How will I handle that?</td>
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<td>How will I develop my internal network of supporters?</td>
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<tr>
<td>What are my competitive advantages that can boost my status? How can I use them without alienating others?</td>
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</tr>
<tr>
<td>Who is my “best” friend at work? Who can I trust to tell me how I am doing politically?</td>
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