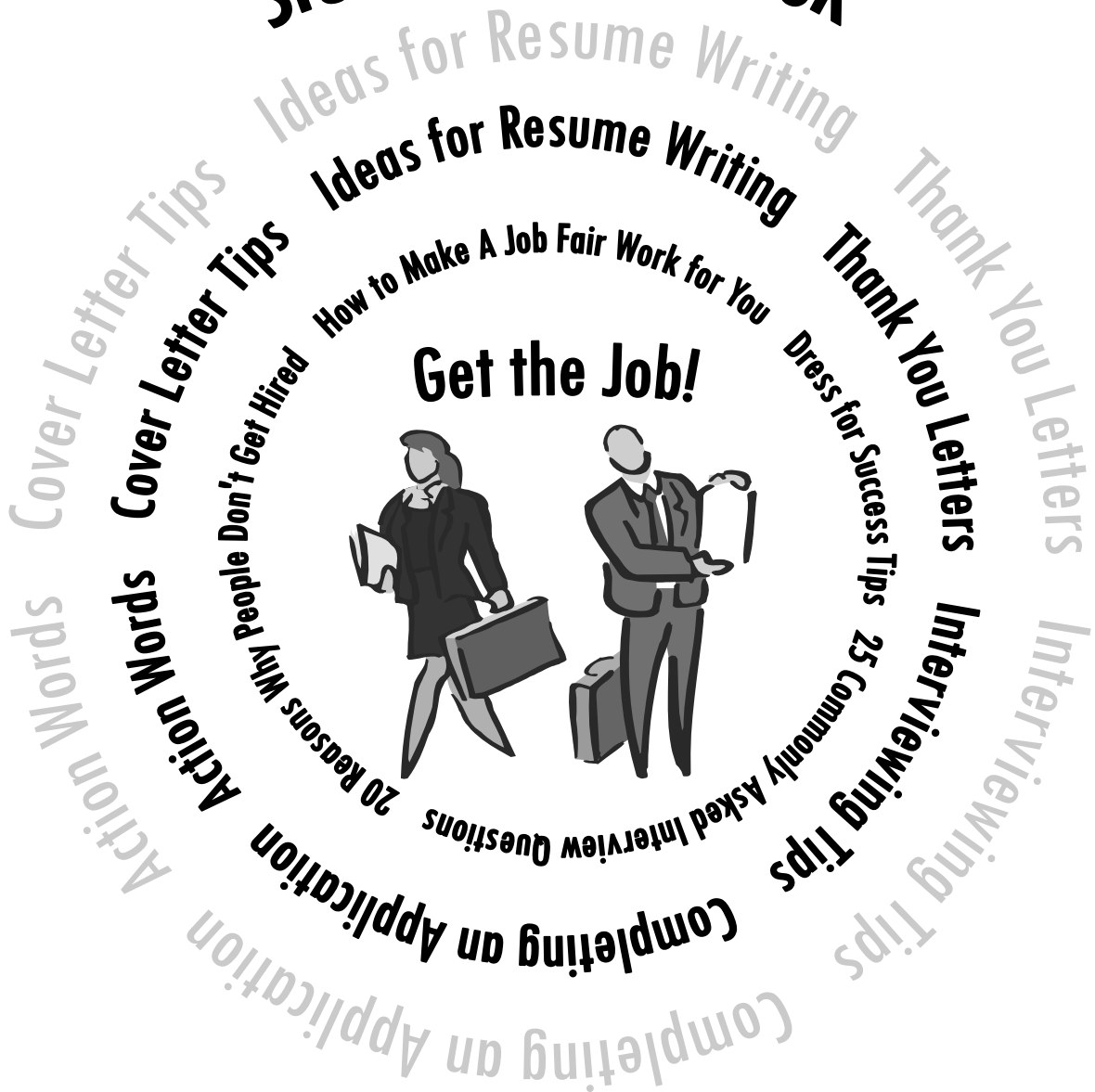




LAGUARDIA
**Continuing
Education**

PEOPLE, CHANGING

Student Handbook



Employment & Career Services Center

www.laguardia.edu/carreerinfo

Dear Students, Graduates, and Alumni,
Welcome to LaGuardia Community College's Employment & Career Services Center. Our goal is to assist and prepare students, graduates and alumni of LaGuardia in becoming competitive and successful job seekers. The Employment & Career Services Center offers a variety of career related services geared towards increasing your chances for career success. Our services include:

- **Job Referrals:** On-site Job counselors are available to refer students, graduates and alumni to approved employers.
- **Job Fairs:** The Employment & Career Services Center sponsors and organizes job fairs during the Spring and Fall semesters.
- **On-Campus Recruitment:** The Employment & Career Services Center organizes on-campus recruitment activities that provide students and Alumni with the opportunity to meet directly with company representatives.
- **College Central Network Services:** Once registered, students and graduates can upload their resumes on College Central Network and search through an approved list of employers. See pages 7-9 for details.
- **Job Listings:** Job listings are regularly posted outside of the Employment & Career Services Center, the Main Building (across from Room M160), and the E-Building (Atrium beside the Library). Job Listings are also available on-line at www.collegecentral.com/laguardia.
- **Resource Library:** The Employment & Career Services Center houses a Resource Library that includes: books, magazines and videos on resume/cover letter writing, thank you letters, job search and interviewing tips, company annual reports and salary survey information.
- **Computer Access:** Computers are available at the Center for students, graduates and alumni to update or revise a resume and/or cover letter.

The purpose of this Student Handbook is to inform you of the policies, procedures and available services of the office. Each topic covered in the Handbook reviews and highlights the basics of job readiness. Keep this guide as a helpful reference tool when visiting our office and throughout your stay at LaGuardia.

The Employment & Career Services staff is dedicated to assisting you in addressing any questions or concerns regarding job preparation and employment.

The staff wishes you the best of luck in your job search endeavors!

Sincerely,

Claudia Baldonado
Director

TABLE OF CONTENTS

Letter from the Director.....	1
Meet The Staff / Office Hours.....	2
Registration: <i>Current Students and Graduates</i>	3
Leave of Absence.....	3
Suspension From Services / Job Listings.....	3
ECSC Registration Eligibility Documentation	4
Procedures for Student & Graduates Looking for a Job.....	5, 6
College Central Network Services.....	7, 8, 9
Tips on Building a Resume.....	10
The Resume Appearance.....	11
Action Words for Resumes.....	12
Chronological Resume.....	13,14
Functional Resume.....	15
Combination Resume.....	16
Tips For Filling Out Application Forms.....	17
Tips For Filling Out Online Application Forms.....	18
Ten Tips For Great Cover Letters.....	19
Sample Cover Letters.....	20, 21
25 Commonly Asked Interview Questions.....	22
Interview Tips.....	23
Questions To Ask the Interviewer.....	24
Follow-Up Letters After the Interview.....	25, 26
20 Reasons Why People Don't Get Hired.....	27
How to Make a Job Fair Work for You.....	28
Employer Contact List.....	29
Know Your Legal Rights When Job Searching.....	30
Acknowledgements.....	31

Meet the Staff

Room C – 102
Phone: (718) 482 – 5235
Fax: (718) 609 – 2066

Email: placement@lagcc.cuny.edu
Web: www.lagcc.cuny.edu/careerinfo

The Employment & Career Services Center is staffed by a group of professionals who are dedicated to providing you with the best service possible.



Claudia Baldonado, *Director*

Sharon Long, *Senior Placement Counselor*

Danny Bernard, *Employment Specialist*

Thomas Johnson, *Employment Specialist*

Graciano Matos, *ASAP Employment Specialist*

Melissa Orr, *Employment Specialist*

Marilyn Ramirez, *Administrative Assistant*

Iona Jeffers, *Employment/Retention Specialist*

Diane Stone, *Voucher & Job Placement
Follow-up Monitor*

Sandra Johnson, *Intake Monitor*

Office Hours

Monday, Tuesday & Thursday

10:00 a.m. – 4:00 p.m.

Wednesday

12:00 Noon – 3:00 p.m.

Wednesday Evenings

4:00 p.m. – 6:30 p.m.

Friday

*Open by appointment only
& for document drop off.*

INTERSESSION HOURS:

Monday – Thursday

10:00 a.m. – 4:00 p.m.

No evening hours during Intercession.





Registering with the Employment & Career Services Center

Current Students

- To register with the Employment & Career Services Center, you must present a valid LaGuardia ID at the reception desk in room C-102. If you do not have your card, you must go to the ID Office in room C-101 and request a temporary ID.
- You must complete a Student Registration Card (SRC) before meeting with a counselor, and bring a draft of your resume on your first visit to the Employment & Career Services Center.
- Sign Language interpreters are available and must be requested in advance. If you require interpreter services, please go to the Program for Deaf Adults office in room C-203.
- Note: A new SRC must be completed for each session: Fall I, Fall II, Spring I and Spring II.

Graduates/Alumni

- LaGuardia graduates may register with the Employment & Career Services Center within one year after graduating from the College.
- The Employment & Career Services Center will provide graduates one year of service from their date of graduation. Registration requires completing the white Graduate Registration Card (GRC) and presenting a resume on the first visit.
- A LaGuardia graduate of more than one year must become an Alumni member of the College. You can request a membership by going to the Alumni Affairs office in room M144B.

LEAVE OF ABSENCE

Students on Leave of Absence or Academic Suspension may utilize the services of the Employment & Career Services Center for up to **6 months** after the semester they last attended.

You must present your LaGuardia ID card in order to register with the Employment & Career Services Center.

SUSPENSION FROM SERVICES

You will be suspended from utilizing Employment & Career Services Center for **3 months** if you:

- **Do not notify** the employer or our office of your inability to keep a scheduled job interview appointment.
- **Accept** an offer for a position, and then fail to report for work on the agreed starting date.
- **Quit** the job without giving the employer a one-week notice and notifying the Employment & Career Services Center.

ECSC OFFICE REGISTRATION REQUIREMENTS
EFFECTIVE APRIL 1, 2007

In order to register with our office, please be sure you have the following documents available on your first visit:

- A VALID LAGUARDIA IDENTIFICATION CARD **AND**
- A RESUME ON A FLOPPY DISK AND PRINTED COPY **AND**
- PROOF OF BIRTHDATE:
 - A) ___ BIRTH CERTIFICATE, **OR**
 - B) ___ BAPTISMAL CERTIFICATE **OR**
 - C) ___ PASSPORT **OR**
 - D) ___ VALID NYS DRIVER'S LICENSE OR NON-DRIVER'S IDENTIFICATION

WHEN AND IF NECESSARY, YOU MAY BE ASKED TO PROVIDE ADDITIONAL DOCUMENTATION BASED ON SYSTEM REQUIREMENTS.



Procedures for Students/ Graduates Looking for a Job

1. Review Job Listings

A new job list is regularly posted outside of the Employment & Career Services Center. The date for the current listing is at the upper right hand corner. A copy of the job list is also posted in other areas of the college and is updated on a regular basis. Locations are as follows:

- **Main Building – Across from room M160**
- **E-Building – Atrium (Next to the Library)**

When reviewing the job list, it is important to read it carefully and pay particular attention to the following:

- **Job Requirements/Skills**
- **Work Schedule/Hours**
- **Work Location**
- **Salary**

Job Requirements are skills needed to perform the job, level of education, and/or previous work experience required by the employer.

Work Schedule is the hours the employer needs you to work. Take special notice of the hours. Counselors will not refer you to a job that interferes with your classes.

Work Location is the actual job site. Keep in mind traveling time needed to get to and from work, school and home.

Salary may be listed as TBD (To Be Discussed with the employer), or DOE (Depending On Experience), or CWE (Commensurate With Experience), on a part-time, full-time or annual basis.

2. Meet with Job Placement Counselor

During the intake the Job Placement Counselor will meet with you to:

1. **Review** your Registration Card to assure that it has been filled out completely and accurately.
2. **Check/Revise/Correct** your resume. The Job Placement Counselor will, not approve a resume that is not updated, has errors or is grammatically incorrect.
3. **Check/Revise/Correct** your cover letter.
4. **Look up** the job(s) you have selected from the job listing to verify that your skills and schedule meet the requirements needed for the job(s).

3. Job Referral

Once your resume and/or cover letter is approved, the Job Placement Counselor can make a job referral. The referral process varies depending on the employer and may include:

- Faxing your resume and/or cover letter
- Scheduling a job interview
- Applying in person to complete an employment application and/or be tested
- Calling the employer directly for a preliminary telephone interview. The Job Placement Counselor will give you a computer print-out of the job(s) and referral card(s) once the referral process is completed.

You **must** notify the Job Placement Counselor if you are contacted by an employer for an interview.

Job Placement Counselors encourage you to continue visiting the office on a regular basis to apply for other jobs.

Please Note:

For deaf applicants or applicants with other disabilities, please note that it is your decision whether the counselor discusses your disability with the employer, before or after an interview is scheduled.

The Job Placement Counselor may discuss some options with you regarding disclosure, and whether or not you should:

- List TTY telephone number on the resume.
- Indicate American Sign Language under the skills section of the resume.
- Have a Counselor speak with the employer and discuss your skills, previous work experience, and options for a reasonable accommodation before or after and interview is scheduled.

College Central Network Services

College Central network is the primary job posting service for LaGuardia Community College. College Central Network services allow both students and alumni to find employment and access information on career related programs and events. Once you are registered, the College Central Network System allows you to:

- **Review job postings by approved employers.**
- **Communicate via email with the Employment & Career Services Center Staff.**
- **Upload your resume so that it can be searched by employers.***
- **Review your job history, AND**
- **Receive e-mails about programs, services and job-related topics.**

*Note: All resumes must be reviewed and approved by a Job Counselor. Job Counselors are available to assist you with the registration process.

Upload Your Resume to Our Talent Network!

College Central Network is the primary job posting service for LaGuardia Community College.

Students & Alumni:

College Central network services help you find a job and get the scoop on career-related programs and events.

Contact information:

For information about College Central Network Services at your school, call 718-482-5235.

To access your College Central Network Services page, visit:
www.collegecentral.com/laguardia

Since 1996 College Central Network has worked with colleges and universities across the country to advance their students' job search. Today we're proud to be the nation's largest network of entry-level job seekers from small, mid-size, and community colleges.



© 2004 College Central Network, Inc. All Rights reserved.
College Central Network is a registered trademark of
College Central Network, Inc.



College Central Network Services Help LaGuardia Community College Students and Alumni Find Jobs

Your job search starts online at: www.collegecentral.com/laguardia

- Once you get to our College Central Network Services page, follow these steps:
- If you are working on your own computer, add this page to Favorites on your Internet Explorer browser (Note: Do not use Netscape)
- Click the icon for 'Students' or 'Alumni'
- Take a moment to read about the services available to you
- Click **Register Now**

When you register for the first time:

- Enter an ID password that you will easily remember. You will need to enter the password twice for confirmation.
- After saving your ID and password, complete all required fields (marked with a red *).
- Please make sure that you enter a current and correct email address.
- Please be sure to indicate types of jobs and/or job targets that are of interest to you. This will make it easier for counselors to find your record and contact you.

After completing your registration, you will be sent to your 'home page' where you may start to upload your resume or search jobs.

- Click **Upload A Resume** to post your resume. Word, PDF and Rich Text files are accepted.
- Once you have uploaded a resume, this link will be called: Upload New Resume
- Click **Search Jobs Posted to My School** to see jobs posted for LaGuardia Community College.
- Click **Search CCN's Jobs Central** to see jobs posted to all schools that use College Central Network Services.

Visit www.collegecentral.com/laguardia often to:

- Check General Announcements and notices of Upcoming Programs and Events. After you click 'Students' or 'Alumni' at www.collegecentral.com/laguardia, you notice that General Announcements and notices of Upcoming Programs appear on the Student and Alumni pages.
- Upload an updated resume and search new jobs. After you click 'Students' or 'Alumni' then click Student Central or Alumni Central to login and access your 'home page'. Our school name will be "pre-filled" for you. All you need to do is enter your ID and password.

FOR BEST RESULTS

- Add www.collegecentral.com/laguardia to Favorites on your home computer.
- Keep your ID and password in an accessible, but secure place.
- Ask your counselor to review and critique your resume before you upload it.
- Have draft cover letters available to help you apply online for jobs.
- Do not limit your search only to jobs in your major.
- Check www.collegecentral.com/laguardia regularly for new jobs and announcements.

TIPS ON BUILDING A RESUME

“A resume is a self-promotional document that presents you in the best possible light for the purpose of getting invited to a job interview.”

Yana Parker

The Resume:

- Your resume should include past and present job information. It is important for your resume to communicate to the employer: who you are, your work history, how you will perform on the job and how you can be an asset to any company or organization. Any information listed should be relevant to the position you are applying for.
- There are three different formats you can use: **reverse-chronological, functional and combination**. A reverse-chronological resume lists your experience and education in chronological order with the most recent dates first. A functional resume organizes your work experience by the functions performed regardless of date. The functional combines information from the chronological and functional formats.

*For an overview of resume types, see attached sample resumes on **pages 13 – 16**.*

- To build a resume, first establish a job target and/or clear objective to show direction and focus. Generic resumes are not as strong as targeted resumes. A clear objective states intention. If you have multiple job objectives, then create a different resume for each distinct job target.
- Find out what specific skills are needed for the position you are applying for. Identify and list the skills, abilities and special talents that you have developed through your own work experience. Establish a relationship between the skills you have developed and the skills needed for the job you are targeting.
- Sell your strengths and skills on your resume by highlighting accomplishments on the job. Use the Action Word list on **page 12** for ideas on how to formulate each job description.
- If you have very little experience or have never worked a paying job, you can create a resume by using your training history, volunteer work, summer internships, community based jobs, odd jobs and life experiences. These experiences may have allowed you to develop skills that could be utilized in the desired position.
- It is not necessary to include ethnic, religious affiliations or hobbies and interest, unless they are relevant to your job objective.

The Resume Appearance:

- When preparing your resume, always consider the appearance. At a glance, your resume should look visually attractive and easy to read. Remember, an employer may receive 200-300 resumes or more for one job and will usually look at each resume for 15-20 seconds. **Your resume should look like a document that an employer would want to pick up and read.**
- Your resume should be typed in one of two **Font Styles** for clarity and an overall professional layout: **Times New Roman** or **Arial**.
- Do not use colored paper. Your resume should be typed on a computer/word processor and printed on white or off white resume paper. A resume typed on colored paper may not come out clearly when photocopied.
- Make sure that all the information on your resume is lined up and neatly formatted.
- Make sure that there are no typos or misspelled words.
- Create to fit on one page (if possible).

Remember, a good resume is a crucial document needed for the job search. If you have never prepared a resume, it takes several corrections of your typewritten copy before you get it right. If you have a resume already, be open to suggestions and comments from the counselor. Remember, the resume is a working document, which should be looked at periodically and revised.



ACTION WORDS FOR RESUMES

Achieved	Delegated	Increased	Procured
Administered	Demonstrated	Influenced	Proposed
Advised	Designed	Informed	Publicized
Analyzed	Developed	Initiated	Recommended
Assembled	Directed	Inspired	Recorded
Assisted	Distributed	Interviewed	Recruited
Attained	Drafted	Invented	Reduced
Balanced	Edited	Investigated	Restored
Built	Educated	Launched	Restructured
Calculated	Enabled	Led	Revised
Captured	Established	Lobbied	Saved
Chaired	Evaluated	Maintained	Served
Choreographed	Examined	Managed	Scheduled
Changed	Executed	Marketed	Sold
Clarified	Expanded	Maximized	Solved
Collaborated	Explained	Modified	Strengthened
Compiled	Facilitated	Monitored	Stimulated
Communicated	Focused	Motivated	Supervised
Completed	Founded	Negotiated	Taught
Conducted	Generated	Obtained	Trained
Constructed	Guarded	Organized	Translated
Controlled	Handled	Originated	Updated
Coordinated	Helped	Originated	Utilized
Copied	Hired	Persuaded	Verified
Corrected	Identified	Prepared	Wrote
Created	Implemented	Presented	
Defined	Improved	Preserved	

SAMPLE CHRONOLOGICAL RESUME

PAT SMITH

11 Main Street, Apt. 3B
Flushing, New York 11367
(718) 555-5555
psmith123@aol.com

OBJECTIVE

To obtain a position in the field of Accounting

EDUCATION

9/07 – Present

LaGuardia Community College
Long Island City, New York

Major: Accounting

Working toward an Associate in Applied Science degree

EXPERIENCE

4/06 – Present

ABC Bank of America,
New York, New York

Accounting Clerk

- Aide in preparation of profit and loss statements
- Train new employees in accounting software programs
- Balance bank accounts for clients
- Report directly to managing partner

2/04 – 3/06

Brown & Smith, LLP
New York, New York

Accounts Payable Clerk

- Posted account payable invoices for payment
- Heavy phone contact with customers
- Organized and maintained filing system

1/02 – 1/04

Steins Family Clothing Store
Astoria, New York

Cashier

- Operated the cash register
- Handled all financial transactions
- Calculated sales purchased

SKILLS

Microsoft Word, Excel, Access, PowerPoint and Lotus, WordPerfect,
Windows 95/98

Excellent communication and interpersonal skills

Outstanding customer service skills

LANGUAGE

Fluent in Spanish

REFERENCES

Available upon request

SAMPLE CHRONOLOGICAL RESUME

Angela Lee
22-22 Georgia Street, Apt. 2Z
Elmhurst, NY 11373
(718) 222 – 2222
angelalee@yahoo.com

Education:

LaGuardia Community College/CUNY – Long Island City, New York January 2006 – Present
Completed 41 credits toward an Associate in Science Degree in **Business Administration**

Relevant Courses:

Principles of Marketing	Introduction to Computers
Introduction to Business	Business Law
Principals of Management	Principles of Accounting I, II

Certifications:

Microsoft Certified System Engineer; A+ Certification; Lucent Technologies Network Cabling Specialist High School Program Office Technology

Experience:

Mulligan Security Services, New York, New York January 2007 – Present

Security Officer

- Check employee identification badges at entrances and at other security points at The World Financial Center
- Remind and reinforce personnel about security policies and procedures
- Assist in entering new employee data into computer database

South Bronx Job Corps Center, Bronx, New York March 2006 – June 2006

MIS Assistant Administrator

- Instructed personnel in new software and assisted them with any problems, questions or concerns
- Repaired network printers and Internet connection in the classroom
- Maintained a complete record of all work done and all work orders received

AT&T, Piscataway, New Jersey October 2004 – February 2006

Tier II Help Desk Specialist

- Provided in-depth PC and network support for in-office and remote PC users across all of AT&T
- Performed troubleshooting and problem resolution of desktop, laptop, operating systems, and network connectivity problems

Edison Job Corps Center, Edison, New Jersey September 2000 – October 2004

PC Technician/ Network Cable Installer

- Conducted diagnostic test and replaced hardware devices
- Installed software applications for Windows XP/2000 and performed general maintenance and repair

Skills:

- Windows2000,XP; MS Word, Excel, PowerPoint, FrontPage; Familiar with Visual Basic 6.0
- Experienced with network setup and operation, device sharing, file and print sharing

Interests:

Web Design, Computer Graphics, Basketball, Swimming, Biking, and Classic Films

SAMPLE FUNCTIONAL RESUME

ALFRED JONES

123 West 89th Street, Apt. 11F

New York, New York 10036

(212) 555-5555

ajones@yahoo.com

SUMMARY OF QUALIFICATIONS

- General working knowledge of office equipment
- Professional telephone manner and skills
- Energetic, courteous and articulate
- Takes pride in completing tasks in a timely manner
- Eager and willing to learn new skills

RELEVANT EXPERIENCE

Office Assistant

- Created and annotated files
- Typed envelopes and intake forms
- Operated multi-line telephone system
- Forwarded calls and took messages for a staff of 10
- Performed intake duties, including maintaining reports and records

Intake Assistant

- Assisted supervisors in training new employees in general office procedures
- Coordinated and monitored activities of outpatients to insure daily hygiene care and physical activities
- Conferred with supervisors to review client files and plan Departmental activities

WORK HISTORY

H.R.A. Infoline New York, NY	Office Assistant Crisis Complaint Unit	01/ 04 – Present
Monroe Community College New York, NY	Office Assistant Science Department	02/03 – 04/03
H.C.M.I. Clinic	Intake Assistant	01/00 – 01/03

EDUCATION

- LaGuardia Community College, Long Island City, NY
Major: Liberal Arts: Social Sciences and Humanities 03/06 – Present
- Monroe Community College, New York, NY
Office Skills Training Certificate 12/03

SAMPLE COMBINATION RESUME

JANE BROWN

brown747@aol.com

34-56 34th Avenue, Long Island City, NY 11101

(718) 555-5555

PROFESSIONAL OBJECTIVE

To obtain a challenging position that utilizes my experience and skills with opportunity for growth and advancement.

SUMMARY OF QUALIFICATIONS

Bilingual – English/Spanish; Microsoft Word, Excel, PowerPoint and WordPerfect for Windows; proven managerial skills and superb customer service skills; excellent oral and written communication abilities; solid research foundation.

EDUCATION

LaGuardia Community College

Long Island City, NY

Major: Liberal Arts

Associate in Arts Degree, September 2007

EXPERIENCE

12/06-7/07

WCBS-TV

New York, NY

Community Affairs/Station Services

Intern

Assisted with the reviewing and filing of news scripts. Responded to viewer calls regarding broadcast information. Logged information onto database and performed research duties. Dubbed videotapes and assisted news correspondence with video tape shootings. Assisted with projects, mass mailings and was involved in the overall production of news broadcasts.

10/04-7/06

Tasty Restaurant

New York, NY

Manager

Managed daily activities of restaurant and bar. Trained new employees and assigned work schedules. Tallied register at the end of the day and maintained the books. Monitored inventory and ordered supplies. Scheduled entertainment.

4/02-10/04

Atelier Boutique

New York, NY

Sales Associate

Assisted store manager with daily duties. Trained new employees. Helped customers with merchandise selections. Created displays and monitored inventory.

1/00-4/02

Valdepena

Madrid, Spain

Marketing Assistant

Marketed and promoted merchandise. Coordinated client previews of sample merchandise. Responded to customers telephone inquiries and maintained supplies.

References Available Upon Request



TIPS FOR FILLING OUT APPLICATION FORMS

- BE CAREFUL** If you are careful about following instructions on your application, an employer will probably think that you may be as careful as an employee.
- BE NEAT** Print or write clearly so that your application can be read easily.
- Use a reliable black or blue ink pen.
- BE CERTAIN** Before you begin to fill in the blanks, read everything on the application carefully.
- After you complete the form, read it again to ensure no information is missing.
- BE PREPARED** Fill out a sample application form to bring with you.
- By having all the information about yourself ready ahead of time, your application form will be complete and accurate.
- BE ALERT** If you are not sure about the meaning of abbreviation, etc., ask the person who gave you the application form to explain.
- BE COMPLETE** Answer every question.
- If a question does not apply to you write "Does not apply."
- If you wish to discuss certain questions on the application write "Will discuss in interview." Remember, however, you do not have to answer illegal questions on the application form or at the interview.
- BE CORRECT** Watch your spelling, grammar and punctuation.
- BE THOROUGH** Describe all your skills and abilities. Also, list the kinds of computers, machinery, equipment and tools you are able to use.
- Indicate any licenses you may have.
- BE ACCURATE** Make certain all information is correct. Check employment dates, telephone numbers and addresses for accuracy.
- BE PRUDENT** When listing references, be sure to contact them ahead of time. Have enough references so that you can alternate them every other application. Otherwise, they will be receiving constant phone calls about you.



TIPS FOR FILLING OUT ONLINE APPLICATION FORMS

There are a variety of ways to complete a job application. Employment applications can be completed in person, online at job sites or directly at company websites. No matter which way you apply, the most important rule to remember is to **follow the directions**.

For Example:

- If the employer tells you to apply in person, don't call.
- If the job posting says to mail your resume, do not send it via email.
- When a job listing says to apply via a form on the company website, don't email your application directly to Human Resources.

There is nothing more annoying to hiring managers than job seekers who don't follow the rules!

There are hundreds of websites where you can post your resume online. With a click of your button, you can upload an existing resume. Some sites include resume building wizards that allow you to cut and paste information from your resume. Once your resume has been uploaded, you can search for jobs that interest you and submit your application and resume.

If you are interested in working for a particular company, visit their website. Career information is usually listed in the "About Us" section of the site. Follow the instructions for searching for and applying to jobs online.

When completing online applications, be sure to have the following information on-hand:

- Your contact information
- Educational background
- Employment history (dates and salary)
- Hours available to work

Downloading a sample application and completing it before you begin your online application, will prepare you for completing the online application in an efficient manner.

Remember, employers receive hundreds of applications a day online. You can put yourself at an advantage by familiarizing yourself with the application process, which will increase your comfort level. Your goal is to increase your chances of getting an interview. The best way to do this is to be thorough, accurate and prepared!

TEN TIPS FOR GREAT COVER LETTERS

1. Always include important information. Your name, address and phone number (with area code) should be clearly visible on every cover letter you send.
2. Make it personal, address a specific person within the company. If necessary, call for a contact name. "Dear Sir/Madam" letters are less likely to get attention than those addressed to an individual.
3. Make the opening sentence catchy. Employers scan cover letters for content: Who is it for? What's the opener? Attention grabbing first sentences (those that address the interests of the employer) will encourage the recipient to read on.
4. Write each letter for a specific job. There is no such thing as a generic cover letter. Each job you apply for is different. Show how you meet the needs of a given job. Refer to the specific job in the first paragraph.
5. Describe your skills as they relate to the job! Here is a chance to highlight several additional skills. Tie your experience to your job skills and relate your skills to the job preparation.
6. Type and proof-read your cover letter. First impressions are important. Appear professional by not making mistakes.
7. Be brief. Use descriptive action words. Employers receive hundreds of cover letters and resumes daily, so get right to the point with as few words as possible.
8. Be confident, creative and upbeat! Next to your resume, your cover letter is your best selling tool. Let your personality come through.
9. Avoid negatives. If there has been a health or some other problem (ex-offender, etc.), the cover letter is not the place to mention it. Discuss employment gaps at the interview.
10. Always end with an action you will take. One of the biggest mistakes people make is to end the letter asking the employer to respond. You have to be assertive. Call the employer to make sure your cover letter and resume arrived and to set up an interview.

SAMPLE COVER LETTER

Your Name
Address
Your City, State, Zip Code
Your Home Number
Your Work Number or Cell Phone

Date

Human Resource Manager
Company Name
Street address
City, State, Zip

Dear Human Resource Manager:

In response to your recent advertisement, please accept this letter for the <name of position> currently available within your company.

As you can see from my enclosed resume, my degree in <major>, as well as my diverse <types of> skills, make me a strong candidate for this position.

I would appreciate the opportunity to discuss my credentials with you at a mutually convenient time. Thank you for your consideration.

Respectfully yours,

Your Name

Enclosure: Resume

SAMPLE COVER LETTER

JANE BROWN

29-10 Thomson Avenue, Long Island City, NY 11101

(718) 482-5235

Date

Mr. Thomas Clark
Human Resources Manager
XYZ Incorporated
1158 Madison Avenue, 4th Floor
New York, NY 10008

Dear Mr. Clark:

I am interested in applying for the Nursing position advertised with the Employment and Career Services Center at LaGuardia Community College.

I am a recent graduate with an Associate Degree in Nursing. I have six months nursing experience through my internships at Main Street Medical Center and Dover Hospital. In addition, I have four years of related work experience in the health field. Given my education and work experience, I believe I am an excellent candidate for the position you are offering.

I would welcome the opportunity to meet with you to further discuss how my qualifications can best serve your company. I am available for an interview at your earliest convenience.

Sincerely,

Jane L. Brown

25 COMMONLY ASKED INTERVIEW QUESTIONS

Early background

1. What do you consider to be your most important accomplishments while growing up and why?
2. What important values did you acquire during the early years?

Education

3. How did your education prepare you for your current career?
4. What kind of student were you?
5. What were your favorite courses? Why?
6. How did you make use of your spare time?

Work Experience

7. How did you select your career? Who influenced you most in your
8. decision?
8. Of past positions you have held, which did you like most (or least)? Why?
9. What were the events that led to your departure from your last position?
10. If we were to contact your most recent boss as a reference, what would he/she say about you?
11. Do you work well under pressure?
12. How did you get along with your co-workers?

Personal Effectiveness

13. How would you describe yourself?
14. What adjectives would others use to describe you?
15. What are your three greatest strengths?
16. What is your greatest weakness?
17. In your career to date, what would you consider to be your one greatest achievement?
18. Have you ever been fired or asked to resign?
19. Can I see examples of your work?

General Questions

20. Why are you interested in working for this company?
21. Why are you looking to change careers?
22. How do you account for the gaps in your employment history?
23. What do you think about traveling?
24. What salary/benefits are you looking for?
25. Where do you see yourself in five years? Ten years?



INTERVIEW TIPS

- * Dress appropriately
- * Arrive early for your interview
- * Complete the application carefully
- * Bring license related to that specific occupation
- * Be positive and confident but not arrogant
- * Maintain eye contact
- * Don't display nervous mannerisms
- * Learn about the company before the interview
- * Ask permission to call back for results of your interview
- * Go alone
- * Smile and be polite
- * Don't smoke or chew gum
- * Bring several copies of your resume
- * Answer questions without rambling
- * Don't discuss your health
- * Never make negative comments about former employers
- * Don't bring up salary or benefits in the first interview
- * Send a follow-up letter



QUESTIONS TO ASK THE INTERVIEWER

Interviewing is an active conversation between two people. Not only you will be answering questions, but also you will be asking questions.

BE PREPARED! Think about questions you can ask before you go to the interview. Your job “happiness” may depend on the answers to these questions. This information will help you to decide if a particular job meets your goals, satisfies your values, uses your skills and abilities and has the working environment in which you’d like to work.

What are the daily duties of the job?

Where would you place your priorities for the duties of this job?

Would you describe the working conditions?

To whom would I directly report?

Is there a probationary period?

How often would I be evaluated?

What happened to the last person who held this position?

What is the company’s policy about promotion from within?

Are there any opportunities for advancement?

Does the company offer ongoing training/development for the employees?

What are the daily opportunities for personal growth?

Are there specific qualities that you look for in the people that you hire?

What are your expectations of new hires?

What type of supervision do you provide?

Describe the work environment?

SAMPLE FOLLOW-UP LETTER AFTER AN INTERVIEW

Date

Mr. Peter Clark
Office Manager
Bright Communications
31-10 Thomson Avenue
Long Island City, New York 11101

Dear Mr. Clark:

Thank you for the opportunity to interview on Thursday, July 17th, when I applied for the Paralegal position.

As I mentioned to you during my interview, I find the position to be very interesting and challenging. Given my organizational and interpersonal skills, and my internship experience supporting two attorneys, I know I can be an asset to your organization.

I may be reached at (718) 555-9696 if you have any further questions. Once again, thank you for the interview and I look forward to hearing from you soon.

Sincerely,

Melissa Simon

SAMPLE FOLLOW-UP LETTER AFTER AN INTERVIEW

George Vazquez

4706 Billsbury Drive

Hicksville, New York 11530

Date

Ms. Paula Campbell

Director of Human Resources

Morgan Enterprises

40-35 Kissena Boulevard

Flushing, New York 11365

Dear Ms. Campbell:

I would like to thank you for making the time to meet with me on August 4, 2007. I was delighted to share with you my vision and enthusiasm in working as part of your team.

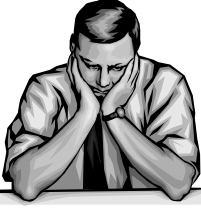
In touring the company, I was particularly struck with how I might be an asset with your culturally diverse employees. As you shared with me, it must be quite difficult not having anyone on your management team who speaks another language fluently.

We did discuss that you had several other candidates to interview. In addition, we agreed that I could call you next week to see where you are in the hiring process.

I feel confident I could make a significant contribution to Morgan Enterprises. I look forward to speaking with you again next week. Please feel free to call me with any additional questions regarding my qualifications.

Sincerely,

George Vazquez



20 REASONS WHY PEOPLE DON'T GET HIRED

1. Poor personal appearance
2. Over aggressive
3. Inability to express information clearly
4. Lack of interest and enthusiasm
5. Lack of planning for career, no purpose and no goals
6. Nervous, lack of confidence and poise
7. Over emphasis on money
8. Unwilling to start at the bottom
9. Makes excuses
10. Lack of tact and courtesy
11. Lack of maturity
12. Condemns past employers
13. No genuine interest in company or job
14. Fails to look interviewer in the eye
15. Sloppy application form
16. Little sense of humor
17. Arrives late to the interview
18. Fails to express appreciation for interviewer's time
19. Fails to ask questions about the job
20. Vague responses to questions



HOW TO MAKE A JOB FAIR WORK FOR YOU

Why do students go to a job fair?

- * Job contacts
- * Explore careers
- * Employer contacts

Job offers are few during the job fair, they usually come later in the process.

Why do employers go to job fairs?

- * To increase the awareness of their organization and the work they do
- * Provide career information
- * To make contacts with prospective employees
- * To look for candidates for available jobs

How to prepare for a job fair:

- * Clarify your goals – Why are you going to the job fair and what do you want to accomplish?
- * Prepare a list of questions to ask employers
- * Identify which employers you want to speak to
- * Develop an effective resume
- * Prepare a one minute commercial to present yourself – introduce yourself, be knowledgeable about the organization, express interest, tell them what you can offer them

How to communicate effectively to an employer (verbally & non-verbally):

- * Dress professionally
- * Be enthusiastic
- * Maintain good eye contact
- * Present your professional resume
- * Ask appropriate questions
- * Answer questions concisely
- * Have your presentation materials readily available
- * Don't smoke, chew gum or engage in other mannerism that may be distracting
- * Ask about the content of the position before inquiring about salary

Follow-up:

- * Ask for the employer's business card
- * Find out what is the best way to follow-up
- * Ask who the appropriate contact is
- * Ask when would be the best time to follow-up

☛THREE KEY POINTS:

1. PREPARE
2. COMMUNICATE
3. FOLLOW-UP



Employer Contact List

Date	Name & Address of Employer	Phone Number	Name of the Person Who Hires	Results
	<i>Type of Job:</i>			
	<i>Type of Job:</i>			
	<i>Type of Job:</i>			
	<i>Type of Job:</i>			
	<i>Type of Job:</i>			
	<i>Type of Job:</i>			



Know Your Legal Rights When Job Searching

CATEGORIES:	EMPLOYERS MAY ASK:	EMPLOYERS MAY NOT ASK:
Age	Are you under the age of 18?	When were you born? How old are you?
Ancestry or National Origin	No Questions	What is your language, ancestry, or national origin?
Birthplace	No Questions	Where were you born? Where were your parents born?
Citizenship	Are you a citizen? Do you intend to become a citizen?	Are your parents/wife/husband citizens? When did you become a citizen?
Criminal Record	Have you been convicted of a crime?	Have you ever been arrested?
Dependents	No Questions	Do You have children? Do you have child care?
Disability	No Questions	Do you have a handicap? Have you collected disability/worker's compensation?
Marital Status	No Questions	What is your marital status?
Military	Are you a US Veteran? What is your military history?	Are you collecting a service-connected disability pension?
Race	No Questions	What is your race? Color? Photos cannot be required to accompany applications.
Relatives	No Questions	Where does your mother, father or any other relative work or conduct business?
Religion	No Questions	What religious holidays do you observe?
Sex	No Questions	What is your sex?
Sexual Preference	No Questions	Are you a homosexual?

If you feel you have been discriminated against – contact your local office of Human Rights.

Some employers may ask you questions they should not – questions that may be discriminatory. While you should not answer them, be prepared to deal with the underlying issues (for example a questions about age may be the interviewer wondering if you can handle the job or a question about childcare may be the employer wondering about whether you will miss a lot of work...you can reassure the employer about these things without directly answering the questions).

Cover Design & Revisions by:

Sharon Long
Senior Placement Counselor

Marilyn Ramirez
Administrative Assistant

Employment & Career Services Center

Edited by:

Claudia Baldonado
Director
Employment & Career Services Center

Iona Jeffers
Employment/Retention Specialist

Acknowledgements

- ❖ **Your Employment Rights as an Individual with a Disability** – U.S. Equal Opportunity Commission.
- ❖ **Communicating in the Work World** – Mary E. Gawlik and Rosemary D. Weller, Gaullaudet University, Washington, D.C.
- ❖ **The Winning Edge** – New York State Department of Labor
- ❖ **The Resume Workbook; For Adults Entering The Workforce** - Yana Parker
- ❖ www.About.com - Job Application Center



LaGuardia Community College

Gail Mellow, *President*

Division of Adult and Continuing Education

Jane Schulman, *Vice President*

Sandra M. Watson, *Dean*

Jane MacKillop, *Associate Dean*

**LaGuardia Community College is an Equal Opportunity and Affirmative Action Institution.
The College does not discriminate on the basis of race, color, national or ethnic origin,
religion, age, sex, sexual orientation, transgender, disability, genetic predisposition or
carrier status, alienage or citizenship, veteran or marital status in its student admissions,
employment, access to programs, and administration of educational policies.
March 2008**