



# **CAREER DEVELOPMENT**

LMU CAREER SERVICES  
HANDBOOK

**LMU** | Lincoln Memorial University

## **Office of Career Services**

The Office of Career Services is located on the 3<sup>rd</sup> floor of the Duke Hall (304) on the Main LMU Campus. Our office provides a variety of services ranging from resume construction and job application resources, to personality and interest assessments, and even classroom workshops. Career Fairs are also offered each semester to provide opportunities to network and explore employment opportunities.

For more information, contact the Director of Career Services at 423.869.7006 or email [roger.holtsclaw@lmunet.edu](mailto:roger.holtsclaw@lmunet.edu).

Find us on Facebook for job and internship openings: **@LMUCareerServices**

Visit our webpage for resources: <http://www.lmunet.edu/student-life/career-services>

### **Focus 2**

If you are unsure of what major to choose or what direction to take in your college career, our office provides the career exploration tool called Focus 2. This web-based program walks you through 5 assessments to explore your interests, personality, and skills in order to match you will majors and careers you could consider.

To create your username (LMU email) and password, go to <https://www.focus2career.com/Portal/Register.cfm?SID=1227> to register. The access code is “railsplitters”, which ensures that the assessment can be completed free of charge as a student of LMU.

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# WRITING YOUR RESUME

## Getting Started Checklist:

### FORMATTING

- Did I include the appropriate headers (Education, Experience)? Do I need additional, optional, headers (Honors, Scholarships, or Languages)?
- Is my name at the top and in bold? Did I include my address, phone number and email and is it easy to read? LinkedIn profile URL?
- Is my font plain (Arial, Times New Roman, Garamond), 10-12 point font with no more than two fonts? Are my margins at 1" or less?
- Is my formatting (bullets, heading style, bolding, etc.) consistent throughout? Is the spacing consistent and readable?
- Are my experiences listed in reverse chronological order in every category?
- Is my resume an appropriate length?
- If hand delivering, is my resume printed on neutral colored resume paper?

### CONTENT

- Does my education section clearly state my official degree and expected graduation date? If my cumulative or major GPA was 3.0 or above did I list it, including any other honors?
- Do all of my experiences include my job title, the organization's name, city, state, and dates of the experience?
- Do my experience bullet points start with action verbs? Are my verb tenses in the present for current jobs and past tense for previous jobs?
- Do I have at least 2-4 bullet points per job?
- Do my bullet points show accomplishments, not just tasks? Can I use numbers or percentages to show what I've accomplished?

### PROFESSIONALISM

- Is my resume free from spelling, punctuation, and grammatical errors?
- Does everything included have a purpose and strengthen my personal brand?
- Is my contact email professional?
- Are my references on a separate sheet with the same font and heading? Do my references know that they are references?
- Is my cover letter on a separate sheet with the same font? Do all of my documents look like they came from the same person?
- Is my resume and cover letter specifically tailored to the position I'm applying for?

## **WHICH RESUME STYLE SHOULD I CHOOSE?**

You should choose the resume style that best represents your talents, skills, and experience. Make sure whichever style you choose, that the most relevant information is at the top of your resume. Depending on the job, you may have to adapt the style of resume to put what is more relevant first. For some jobs your education may be most relevant and for others your unique experience may be most relevant. All resumes are different because every applicant is different, choose the style that best presents your personal brand.

### **THREE BASIC TYPES:**

Chronological

Functional

Combination

#### **Chronological (most common):**

Focuses on your experience. Use this style when you have a clear job target, the next job should be a logical progression in your career. Time-oriented and lists employment in reverse chronological order (start with most recent and work backwards). Good to show progression in your field, but will not work well if you have had large gaps in employment or shifted careers often.

#### **Functional:**

Focuses on your skills, especially your transferrable skills. Works best to downplay gaps in employment and will reflect the type of work you do. Functional resumes are preferred for those that are changing careers or when skills have been acquired through volunteer opportunities. New college graduates or entry level candidates may want to choose this format if they do not have much work history.

#### **Combination:**

This style combines chronological and functional to emphasize both skills and competencies. This style should be chosen for those possibly looking to change careers. This style of resume can be organized however it would best portray your skills and experiences.

## GETTING STARTED

Make sure you have as much information as possible before constructing your resume. This will make it easy to transfer the information into whatever format you choose.

1. Contact Information: Gather your contact information for your heading.
  - a. Name, bolded and with largest font size on page
  - b. Address, one phone number, one professional email address
2. Objective (optional): A brief statement indicated the position you are seeking and what you have to offer.
  - a. What can you contribute to this position?
  - b. Objectives must be customized for each job application.
3. Education: Include all colleges from which you have graduated or will graduate.
  - a. Include name of degree and list majors and minors
  - b. Graduation date in month, year format or anticipated graduation date
  - c. Grade point average and honors (if over 3.0)
4. Experience: Start with the most recent/current position and work backwards, including the most relevant four or five positions.
  - a. Job title, company name, city, state, dates position was held (year and month)
  - b. Describe your accomplishments, responsibilities, transferable skills
  - c. Begin each bullet with an action verb
  - d. List all substantial experiences, even if volunteer and unpaid
5. Skills (optional): Include computer skills you know how to operate
  - a. Microsoft Office Suite, etc.
6. Other possible headers: List any related activities that demonstrate your accomplishments.
  - a. Volunteer experiences
  - b. Leadership activities, campus involvement
  - c. Presentations and workshops attended
  - d. Other honors and awards

## **COMMON RESUME MISTAKES**

- Check for spelling errors and typos
- Do not include personal traits or pictures
- Do not use “I”
- Overselling or exaggerating, make sure you can back up claims
- Highlight your accomplishments, not your duties
- Too long or too short
- Remember to use action verbs
- Visually too busy
- Incorrect contact information
- Do not use the same resume for every job opening
- Use numbers to back up your accomplishments when possible
- Don't be vague
- Use keywords that are in the job description
- Don't use a cookie cutter template
- Make sure cover letter and references are separate documents

## ACTION VERBS

<p><b>Management Skills</b></p> <ul style="list-style-type: none"> <li>Administered</li> <li>Assigned</li> <li>Coordinated</li> <li>Delegated</li> <li>Directed</li> <li>Developed</li> <li>Executed</li> <li>Improved</li> <li>Organized</li> <li>Planned</li> <li>Produced</li> <li>Recommended</li> <li>Supervised</li> </ul>	<p><b>Communication Skills</b></p> <ul style="list-style-type: none"> <li>Addressed</li> <li>Corresponded</li> <li>Directed</li> <li>Edited</li> <li>Enlisted</li> <li>Interpreted</li> <li>Moderated</li> <li>Motivated</li> <li>Persuaded</li> <li>Publicized</li> <li>Recruited</li> </ul>	<p><b>Clerical or detail skills</b></p> <ul style="list-style-type: none"> <li>Approved</li> <li>Arranged</li> <li>Cataloged</li> <li>Classified</li> <li>Compiled</li> <li>Inspected</li> <li>Organized</li> <li>Prepared</li> <li>Processed</li> <li>Purchased</li> <li>Retrieved</li> <li>Screened</li> </ul>
<p><b>Research Skills</b></p> <ul style="list-style-type: none"> <li>Clarified</li> <li>Collected</li> <li>Critiqued</li> <li>Diagnosed</li> <li>Evaluated</li> <li>Identified</li> <li>Inspected</li> <li>Interpreted</li> <li>Investigated</li> <li>Reviewed</li> <li>Surveyed</li> </ul>	<p><b>Technical Skills</b></p> <ul style="list-style-type: none"> <li>Assembled</li> <li>Built</li> <li>Calculated</li> <li>Computed</li> <li>Designed</li> <li>Engineered</li> <li>Fabricated</li> <li>Maintained</li> <li>Operated</li> <li>Programmed</li> <li>Repaired</li> </ul>	<p><b>Teaching Skills</b></p> <ul style="list-style-type: none"> <li>Adapted</li> <li>Advised</li> <li>Coached</li> <li>Coordinated</li> <li>Developed</li> <li>Enabled</li> <li>Encouraged</li> <li>Explained</li> <li>Facilitated</li> <li>Guided</li> <li>Informed</li> </ul>
<p><b>Financial Skills</b></p> <ul style="list-style-type: none"> <li>Administered</li> <li>Allocated</li> <li>Analyzed</li> <li>Audited</li> <li>Balanced</li> <li>Budgeted</li> <li>Calculated</li> <li>Computed</li> <li>Forecasted</li> <li>Managed</li> <li>Planned</li> <li>Projected</li> <li>Researched</li> </ul>	<p><b>Creative Skills</b></p> <ul style="list-style-type: none"> <li>Conceptualized</li> <li>Created</li> <li>Designed</li> <li>Developed</li> <li>Established</li> <li>Illustrated</li> <li>Introduced</li> <li>Originated</li> <li>Performed</li> <li>Planned</li> <li>Revitalized</li> <li>Shaped</li> </ul>	<p><b>Helping Skills</b></p> <ul style="list-style-type: none"> <li>Assessed</li> <li>Assisted</li> <li>Clarified</li> <li>Coached</li> <li>Counseled</li> <li>Diagnosed</li> <li>Educated</li> <li>Expedited</li> <li>Facilitated</li> <li>Guided</li> <li>Referred</li> <li>Rehabilitated</li> <li>Represented</li> </ul>



## Chronological Resume Sample

### Jessica E. Jones

123 Main St.

Morristown, TN 37708

[JJones23@gmail.com](mailto:JJones23@gmail.com) • (423) 555-9635

#### Objective

Seeking a full-time stock broker position at Morgan Stanley where I can utilize my strong communication skills and experience in investment advising.

#### Education

Lincoln Memorial University, Harrogate, Tennessee May 2016  
Bachelor of Business Administration  
Minor: Finance  
GPA: 3.79

#### Experience

Charles Schwab & Co., Knoxville, Tennessee May 2016 - Current  
Investment Associate

- Provided clients with timely financial information to make informed investment decisions
- Researched specific retirement-related investment queries from clients, ensuring high customer satisfaction
- Trained multiple new colleagues on international stock market trends
- Learned Series 7 and Series 63 broker licenses in under six months

Community Bank of Tennessee, Knoxville, Tennessee January 2016 - May 2016  
Teller

- Accurately handled an average of over \$35,000 on a daily basis
- Communicated with a wide range of customers on the phone and in person
- Participated in a Quality Improvement Committee, resulting in a 10% increase in customer service satisfaction for the branch

#### Activities and Awards

- Knoxville Area Homeless Shelter Volunteer, 2015-present
- LMU Softball player of the year, 2015
- Phi Beta Lambda, Business Club Member 2012-2016

## Functional Resume Sample

### Mike Smith

52 Roan Ave., Knoxville, TN 55555  
865.325.6655 • [smithm85@gmail.com](mailto:smithm85@gmail.com)

#### Objective

Seeking an internship at Tri-Cities Mental Health Center where I can contribute my strong foundation in human development theory and multiple years of working in the field.

#### Education

Lincoln Memorial University, Harrogate, Tennessee      Expected Graduation: December 2016  
Major: Psychology  
3.5 GPA

#### Communication Skills

- Ability to lead groups ranging from three to sixteen members in both academic and professional environments
- Basic knowledge of written and spoken Spanish, two semester of Spanish study completed
- Independently staffed from desk of Psychology Program, answering phones, responding to emails, and addressing walk-in questions from students, faculty, and staff
- Provided quality customer service to a diverse range of clientele in a fast paced corporate restaurant
- Presented to audiences of over 100 on topics ranging from international politics to high school commencement activities

#### Technical Skills

- Proficient in MS office Suite
- Experienced in using Web DMC, a student information system, to query and enter data on groups of Psychology students
- Working knowledge of DreamWeaver and bricolage web design programs, with personal and professional experience in editing and creating websites

#### Experience

Lincoln Memorial University Department of Social Sciences Work Study Administrative Assistant	Harrogate, TN August 2013- Current
Chili's Restaurant Server	Knoxville, TN April 2010- Current
Cumberland Gap National park Volunteer Tour Guide	Cumberland Gap, TN May 2010 – May 2012

## REFERENCES

Choose your references wisely! Make sure you have a list of at least three reliable, professional references that can confirm the specifics of your resume and provide positive feedback on your work ethic or educational skills. Try to select references that can speak to multiple aspects of who you are.

### RULES:

Include 3-5 of the following:

- Former and/or current supervisors
- Colleagues and/or subordinates
- Former customers/clients
- Former professors
- Contact from volunteer work or student organizations

Your reference list should always be a separate document from your resume. Do not put “references available on request” at the bottom of your resume.

- ✓ Make sure your references know that you plan to use them as a reference. Call them ahead of time, and offer them updates on your career as time passes.
- ✓ Let your references know each time you give out their information and be sure to thank them for their willingness to be a reference for you.
- ✓ Being a reference for someone is time consuming, if you repeatedly use someone as a reference try to do something thoughtful for them. Send thank you notes or meet them for lunch.
- ✓ If you do obtain a new position, let your reference know and thank them again.

### HOW TO LIST A REFERENCE:

Joe Smith  
Senior Sales Manager at Sprint  
555 Happy Drive  
Anywhere, TN 37649  
423.555.6987  
joe.smith@business.org

\*You may choose to include how long you have known the reference – *Former supervisor at Sprint for 2 years*

## COVER LETTER

A letter of interest, or a cover letter, is often required when applying for a position to accompany your resume. Always submit a cover letter even if the position advertisement says that it is optional to do so. A cover letter allows for a lot of personalization and customization, it provides an opportunity to stand out from the other applications and truly highlight your skills.

A cover letter will also showcase your writing skills, which are critical in nearly every profession. A cover letter allows you to more completely describe your skills and talents, much more than the bullet points on your resume allow you to do.

Here are a few tips to keep in mind:

1. Cover letters should never be hand written, always typed.
2. Always include with your resume when being mailed, faxed, or uploaded.
3. If mailing or submitting in person, make sure your cover letter and resume are both on quality neutral colored paper.
4. Emphasize your skills and achievements.
5. Do your best to address your letter to a specific person at the organization who is in charge of hiring for the position. Or, "Dear Hiring Manager" or "Dear Search Committee Members".
6. Tailor each cover letter to match the specific position to which you are applying.
7. Be concise. One page is best with 3-5 short paragraphs.

### OUTLINE:

Openings: Introduce yourself and state why you are applying. Try to grab their attention so that they keep reading!

- Express some knowledge of the employer
- Portray your enthusiasm for the position

Body of the Letter: Sell yourself! Outline your best qualities and skills that match the position requirements. Provide evidence and give examples related to those achievements and skills. Try to avoid this section just being a narrative version of your resume.

- Why are you a good fit?
- Highlight education and experience that match the job description requirements
- Connect everything together!

Closing: Make reference to your attached or enclosed resume, thank the reader for their time and consideration and reiterate your interest. Make sure your contact information is clearly visible on the document. You may at this time request an interview or mention that you will follow up on your application. Sign your cover letter by hand!

# Cover Letter Sample

Richard Anderson  
1234 West 67 Street  
Carlisle, MA 01741  
(123) 456 7890

February 13, 2012

Head of Operations  
Mason Tyre Company  
257 Park Avenue South,  
New York, NY 12345-6789

Dear Mr. Smith,

I was put in contact to you through Jake Myers at BS Recruitment Specialists. I was made aware of your requirements to hire an Operations Manager, and I enclose my resume for this role.

My experience as an Operations Manager has included a three-year position as Production Manager at Rayburn Plastics where I had direct responsibility for two manufacturing lines over two shifts, a total of 120 employees and an aggressive manufacturing schedule and build plan. Prior to that I was a Production Supervisor for three years at Boston Extrusions Inc where I supervised 40 employees and managed all aspects of production planning.

With successful management experience and proven track record in manufacturing, I would be a valuable addition to your company. I enclose my resume for your attention. If you have any questions that require clarification, do not hesitate to contact me at the above telephone numbers.

I would like to meet with you personally to discuss this further and will contact you within the next week to arrange a meeting that is convenient for you.

Sincerely,

Richard Anderson  
Enclosure: Resume

\*borrowed from [resumecoverletters.org/examples/professional](http://resumecoverletters.org/examples/professional)

## **SOCIAL NETWORKING GUIDELINES**

Did you know that many employers and recruiters routinely check social media sites to learn more about potential new hires? Here are some tips and guidelines to make sure your “virtual brand” won’t keep you from gainful employment.

### **TIPS:**

- ✓ Keep profiles across all of your social networking sites professional.
- ✓ Check your privacy settings on all of your accounts, settings change frequently.
- ✓ Never post on social media when you’re angry, intoxicated, or overly-tired.
- ✓ Compose your posts or tweets in Word first to check for grammar and spelling.
- ✓ Make sure you actually know who your friends and followers are.
- ✓ Don’t put anything out on the internet that you wouldn’t want a future boss to see.
- ✓ Use professional user names and email addresses.
- ✓ Be kind. Don’t say things that you would hesitate to say to someone’s face.
- ✓ Use quality, interesting content to put in your profile.
- ✓ Upload a nice picture that looks professional.
- ✓ Voicemail is often forgotten as part of your virtual brand, make sure your message is concise and professional.
- ✓ LinkedIn is a professional networking site, use this to expand your professional network.

### **SOCIAL MEDIA CAN HELP YOU LAND A JOB**

- ✓ Join LinkedIn
- ✓ Join Facebook and LinkedIn groups related to your field or industry
- ✓ Use Twitter to connect with companies and recruiters
- ✓ Start up a blog about your career interests
- ✓ Continually update your profiles with the most helpful and relevant information
- ✓ Use social media to ace your interviews...before an interview, study the profiles of the company and the people you’ll be meeting with!



## JOB APPLICATION AND JOB SEARCH TIPS

While some of these tips may seem common sense, the job application and job search process can last for many weeks or months and sometimes we get in a hurry and leave out critical pieces of information. Be sure to fill out job applications completely, and never assume that if you submit a resume that it will take the place of the required job application.

- Always use blue or black ink if the application is in paper format
- Be neat, use nice penmanship
- Never leave a space blank, at the least put N/A for “not applicable”
- Remember to use action verbs to describe job duties and accomplishments
- List references you know will give you a positive recommendation
- Research the position you’re applying for so you can provide a realistic salary range if pressed for a desired salary amount
- Never lie
- Proofread your application just as you would your resume and cover letter

## JOB SEARCH

1. **Target your search:** Targeting allows you to market yourself to employers that are of interest to you. Think of a job search like trying to write a paper, without a clearly defined subject you have no direction to even begin.
  - a. Decide where you want to live and what is available there. Think about climate/weather, culture/entertainment, and types of employment dominant in the area.
  - b. Decide what skills you want to use and identify a career that would be a good match for those skills. What role do you want to play?
  - c. Decide what organizations interest you. Use your favorite search engine to locate employer websites to learn more about the industry or field. Researching employers will help you identify employers that interest you the most and provide information to target your resume effectively.
2. **Contact Employers:** Of the three methods listed below, face-to-face is typically most effective.
  - a. Face to Face: Job Fairs, Informational Interviewing with LMU Alumni, professors, friends, religious leaders, others working in the field you aspire to be in. Initiate conversations and interviews with others as often as possible. Seek out Job Fairs in your area and here on the LMU Campus.
  - b. Phone: Good for setting up information interviews or for following up on resumes you have submitted.

- c. **Email and Snail Mail:** Mass mailing your resume is not recommended. Address your correspondence to specific people and customize your documents.
3. **Know What Employers Want:** Employers are looking for the transferable skills that you've gained through your education and life experiences. Employers want teachable candidates that can fit into their company culture.
  - a. Communication skills
  - b. Self-confidence
  - c. Initiative
  - d. Leadership abilities
  - e. Imagination
  - f. Flexibility
  - g. Interpersonal skills
  - h. Self-knowledge
  - i. Ability to handle conflict
  - j. Willingness to accept responsibility
4. **Where to Look for Jobs:** You can search for jobs on many internet job posting sites, but be sure to target your search to a particular field or geographic area. You can also join professional organizations related to your field, these organizations allow for networking and the potential to receive notices for vacancies. Use community resources such as the Chamber of Commerce or United Way. Personal contact is often the best way to find a job, start calling!
5. **Luck:** Be persistent, be confident, be optimistic, and be curious. Let serendipity turn into opportunity! Sometimes chance encounters turn into career opportunities.

## TELEPHONE ETIQUETTE

The telephone is one of the most effective job search tools, assuming you are using it appropriately. If you are unsure of what to say when you place a call to an employer or receive a call, here are a few tips.

- Introduce yourself, state your full name and why you're calling.
- Have general information about the job or company in front of you
- Have a copy of your resume to reference
- Do your research in advance, know something about the company
- Have your calendar ready to schedule an interview or call back
- Write down the name of the person you spoke with
- Make sure your voice mail or answering machine has an appropriate greeting



## **PREPARE FOR THE INTERVIEW**

Congrats! You've targeted your search, identified the possibilities, and crafted your resume and cover letter to match the jobs that interest you most. You get a call from an employer, now what? This is your chance to show employers that you have the skills for the job, you have effective communication skills, and you have the ability to help make the organization better and possibly more profitable.

### **FIRST IMPRESSIONS COUNT**

- Dress neatly and conservatively, appearance matters!
- Present a positive and energetic attitude
- Arrive on time (which means be there 15 minutes early)
- Be prepared. Have your resume ready and practice interview questions ahead of time.
- Know what your realistic salary expectation is for the position
- Show confidence in yourself and your abilities
- Be enthusiastic and courteous
- Have a few questions prepared to ask the employer
- Don't make derogatory remarks about present or former employers
- Try not to cancel an interview unless absolutely necessary. Always call to notify if you have to cancel.

### **Last minute check list:**

- Prepare several copies of your resume and bring them in a folder
- Be sure you are showered and well groomed
- Brush your teeth
- Comb your hair
- Put on deodorant
- Wear clean, pressed clothes
- Shine your shoes
- Avoid flashy colors or patterns
- Avoid strong perfume or cologne
- Make sure child care is arranged
- Make sure transportation is arranged
- Don't chew gum
- Bring a pen and note pad
- Ask for business cards for your follow up and thank you

## Interview Questions: Legal and Illegal

Did you know that by law there are questions employers are not allowed to ask you? Be sure to familiarize yourself with this list before you begin interviews. Practice your answers to these questions so you know how to protect your rights.

Subject	Legal	Illegal
Age	Are you over age 18?	How old are you? What is your birth date? When did you graduate?
National Origin	What language do you speak/read/write fluently?	Where were you born? What is your mother's or father's native language?
Citizenship	Are you authorized to work in the US?	Are you a US Citizen? When did you acquire citizenship?
Marital Status	If necessary, would you be willing to relocate? If the job requires, would you be willing to work overtime?	What is your marital status? What are your childcare arrangements?
Affiliations	List any professional groups or organization you belong to that are relevant to this position.	What clubs or organizations do you belong to?
Personal	Are you able to lift and carry 50 lbs. as listed in the job requirements?	What is your height and weight?
Disabilities	Are you able to perform the essential duties of this job?	Do you have any disabilities? How did you become disabled? Please complete a medical history.
Arrest Record	Have you ever been convicted of ___? Do you have a valid driver's license?	Have you ever been arrested?
Military	In what branch of the Armed Forces did you serve? Tell me about the training and education you received in the military.	If you have been in the military, were you honorably discharged?

# DRESS FOR SUCCESS

First impressions are often solely based on appearance, make sure your appearance makes the best impression that it can. The following information will provide you will a helpful guide on professional dress. If you ever worry that what you're considering wearing is appropriate you can give the Office of Career Services a call or visit.

## Women's Attire

- Suits and Dresses: A tailored suit or dress is the most acceptable professional attire. These items should be in colors and patterns that are more conservative. These pieces can be investments in your professional wardrobe, but remember to consider the environment and type of business you will be working for. Some fields that are fashion or art related may be more open to wearing more expressive clothing, while other fields like education or sales would expect more traditional dress.
- Shoes: Close-toe shoes are best for interviews and keep styles on the conservative side. Make sure shoes are neat and polished, and most importantly make sure they are comfortable. If wearing dress socks, make sure they complement your outfit and come up past your ankle.
- Accessories and jewelry: Coordinate with your outfit, be careful not to wear too much jewelry if it could distract from what you're saying in an interview. Bracelets that jangle and make noise could be very distracting. Keep it simple.
- Grooming: Neat appearance is important, make sure you are well groomed and that makeup looks natural. Well-kept hair and nails are essential.

## Men's Attire:

- Suits: A pure wool blend is often most versatile and navy or charcoal gray can be worn year-round. Button your jacket when you stand, this presents a more polished look.
- Shirts: Traditional cotton or cotton blend shirts with long sleeves and straight or button collars are most appropriate. White and blues are recommended for interviews.
- Ties: Ties should just reach your belt buckle. Polka dot, paisley, or other repetitive patterns in dark colors are acceptable.
- Shoes: Leather lace-up shoes are recommended, dark colors like black or brown will be best for most situations. Make sure shoes are polished and ensure that your belt and socks compliment your shoes and outfit. Socks should also come up past your ankle.
- Jewelry: Keep it simple. Wearing one ring and one watch is appropriate for any interview situation.
- Grooming: Make sure your hair, facial hair, and nails are all well-groomed. If you have a mustache, make sure it is well above your upper lip.

# **THE INTERVIEW PROCESS**

## **Phase 1: Greeting and Getting Situated**

This is when you want to be most courteous and businesslike. Use a firm handshake and sit when a seat is offered to you. Do your best to speak with a calm, firm voice and appear attentive and interested. Ask for clarification if you do not understand a question. Use this time to establish rapport, truly listen, and discover what they are looking for.

## **Phase 2: Getting to Know You**

Demonstrate your knowledge and experiences and how they will benefit the employer. Talk about your strengths and how you solve problems. Describe how you can contribute to their organization. Show interest and enthusiasm! Describe times when you've been successful using your skills. Provide examples of work experience, internships, volunteer work or other instances where you've been able to use your talents and abilities to navigate through problems or overcome obstacles. Expand on answers, don't simply say "yes" or "no". Give details and examples. (See the next section on questions to expect and types of interviewing.)

## **Phase 3: Conclusion**

Confirm your interest in the position and in the company or organization. Be sure to ask a few questions of the employer and find out what the next steps in the process will be. Get the business cards or names of every person you interviewed with before you leave. Remain enthusiastic and appreciative of their time.

Sample questions to ask interviewers:

- Why do you enjoy working for XYZ?
- What would my typical work day look like?
- Are there opportunities for professional development?
- Are there opportunities for advancement?
- What do you consider to be the strengths and weaknesses of the organization?

## **QUESTION AND ANSWER INTERVIEWING**

You can expect a fair amount of Q&A in the interview process, look over this list and prepare your answers ahead of time. Practice with a friend or colleague, or make an appointment with the Office of Career Services to do a mock interview.

### **Types of questions to expect:**

1. Tell me about yourself.
2. What motivated you to apply for this position?
3. Why do you want to work for us?
4. Tell me about your education.
5. Which course did you find most interesting or difficult?
6. What salary are you looking for today?
7. Give an example of a major problem you faced and how you solved it?
8. What did you like the most about your last job?
9. What was your greatest accomplishment and what did you learn from it?
10. What was your greatest failure and what did you learn from it?
11. Talk about your strengths and weaknesses as an employer.
12. What motivates you to do a good job?
13. Do you work best alone or in a team?
14. Why should we hire you?
15. Do you have any questions for me?

## **BEHAVIOR- BASED INTERVIEWING**

These questions rely on you to provide detailed descriptions of actual circumstances from your past performance to indicate what your future performance will look like. Take your time thinking of responses with these questions. Portray that you are successful and comfortable with your skills and competencies to perform the job well. This will help the interviewer decide if you are a good fit for the position.

### **Examples of phrases and questions:**

- Tell me about a time when you...
- Describe a situation where you...
- When have you had a situation where you had to...
- Describe a creative idea you produced that led to significant improvement in a project you've been involved in.
- What was the most complex task you've ever been assigned and what steps did you take to complete that task?
- Give me an example of a time when you did not meet a deadline, how did you handle the situation?

## **AFTER THE INTERVIEW**

Within 24 hours of your interview, be sure to write your interviewer(s) a thank you note. Thank them for their time and reemphasize your interest in the position. Make each letter unique. In the digital age, thank you notes are acceptable in e-mail format. This also ensures that it is read in a timely manner, sending a letter through the mail could take 3-5 days to make its way to the interviewer.

### **Components of the letter:**

- Type the letter in a business letter format
- Mention the day of your interview and what the position is you interviewed for
- Address to each person individually that you interviewed with
- Express appreciation for the opportunity, thank them for the tour of the company
- Restate your qualifications and interest
- Include anything you may have neglected to mention

## **JOB OFFER**

You receive an offer, now what? Be sure you establish your job title, salary, and knowledge of benefits. Inquire about your start date, work hours, and discuss or negotiate if relocation expenses will be reimbursed. After all of the details are ironed out, write an acceptance letter expressing your appreciation and your joyous acceptance of the position.

### **Remember....**

- Keep the same positive attitude you had during your interview in your first year in a new position
- Be on time
- Ask questions about your job to enhance your performance
- Complete tasks on time
- Continue to dress for success
- Ask for feedback on your performance
- Continue to take pride in yourself and in your job
- Be flexible and take opportunities when they are presented to you
- Be aware that most companies do background checks and drug testing, make sure there will be no issues and be transparent about any prescribed medication you may be taking

## **CONTINUE YOUR SEARCH AND ATTEND JOB FAIRS**

If the job offers aren't rolling in, continue your search for other positions and do not become discouraged. Keep a positive attitude and continue to follow the steps for career success and development. Attend job and career fairs in your local community and use these as an opportunity to network and meet with recruiters. LMU holds career and graduate school fairs on a semester basis. The Knoxville area and the Tri-Cities area also frequently hold career fairs.

### **Tips for Job Fair Success:**

- As always, dress for success!
- Introduce yourself, use a firm handshake and keep eye contact
- Prepare a verbal mini-resume and bring plenty of paper resumes to hand out
- Ask questions about specific job opportunities
- Speak with as many representatives as possible. Stop at all tables or booths.
- Ask for business cards
- Send follow up emails or letters for those you spoke with

The Office of Career Services hopes that you will find the information in this handbook useful as you work your way from major to career here at LMU. Please contact our office with any questions or to set up an appointment. Be sure to explore our website for even more resources and job search links:

<http://www.lmunet.edu/student-life/career-services>

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