



# College Graduate Handbook

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## The Pay Off

The return on investment of a college education is well worth the expenditure in terms of earning potential.

In a recent survey for the U.S. Census Bureau, it was reported that the difference in lifetime earnings between a high school diploma and bachelor's degree is about a million dollars with an added half a million dollars more for a master's degree; if you want to have an even greater impact on the earnings market, head for the professional degrees and an added approximately 4.4 million dollars during your working life. This translates into a high school graduate earning an average of \$1.2 million; associate's degree holders earning about \$1.6 million; and a bachelor's degree holder earning about \$2.1 million (Day and Newburger, 2002).

The return on the investment in a college education is well worth the expenditure made to higher education in terms of earning potential but a post-secondary degree also provides additional benefits as reported in a publication released in 1998 by the Institute for Higher Education Policy. This report indicated that college graduates experience individual benefits such as higher levels of saving, increased personal/professional mobility, improved quality of life for their offspring, better consumer decision making and more hobbies and leisure activities (Institute for Higher Education Policy, 1998).

The Carnegie Foundation reports non-monetary individual benefits of higher education include the tendency for postsecondary students to become more open-minded, more cultured, more rational, more consistent and less authoritarian; with these benefits being passed along to succeeding generations (Rowley and Hurtado, 2002). Also, college attendance has been shown to "decrease prejudice, enhance knowledge of world affairs and enhance social status" while increasing economic and job security for those who earn bachelor's degrees (Ibid.). \*The Value of a College Degree.ERIC Digest

# your personal Portfolio

Your preparation for your future lies beyond the college classroom to your entire college experience. College is more than the vehicle to obtain the academic skills necessary to obtain that ideal career position. From the moment you enter the realm of higher education, your preparation begins for that all important dream career. Getting yourself aligned for the interview on that path to your end goal begins long before the college cap and gown find their way into your closet. Your entire college experience evolves into essential happenings which serve as a foundation on which to construct the professional “YOU” forming an outstanding package when you present yourself to an employer as you endeavor to secure your career position.

As you begin your life after high school, you should also begin building your portfolio. A portfolio is a means to showcase you through a collection of examples of your abilities, interests and accomplishments compiled in a logical and meaningful order. A portfolio is a constantly evolving assembly of distinguishing items which highlight you in what you have accomplished and the skills you have perfected as you move toward fulfilling your career goals.

## Master Portfolio

You should consider compiling a “master portfolio” which contains items representing your experience and skills. These samplings should be placed in a plastic page sleeve and maintained in a three ring binder. See list (right) for items you should include.

When preparing for an interview, you should review your master portfolio and take pertinent components to create a portable professional portfolio which will be taken on an interview. Copies of items a perspective employer may wish to retain should be made. The organization and presentation of your portfolio will speak volumes as to “who you are”.

You will want to adjust the inclusions in your professional portfolio to best meet the desired skills and attributes sought by the employer with whom you are interviewing.

While you have effectively taken the wisest step toward your future employment by entering college to earn a college degree, your work is far from over. To best prepare yourself for your future career, you should start preparing for that future interview from the minute you enter the hallowed halls of higher learning.

Maintain a portfolio as a showcase of your skills, abilities and accomplishments.

### Items of interest for your Master Portfolio

- awards or honors
- noteworthy collections of essays or sample articles
- illustrations
- listing of computer competencies
- research endeavors
- teaching, mentoring, coaching experiences
- volunteer or community activities
- reference letters
- Thank you notes
- recommendations
- letters of acknowledgment
- transcripts
- additional copy of your resume
- certificates
- licenses
- artwork and/or photographs, music samples if applicable



## setting yourself *In Motion*

The time has come to put all of your years of preparation to the test; it is time to enter the work world in the career of your choice. Take a few minutes and perform a bit of a self assessment. How do you measure up in relation to your strengths, preferences and skills? Take a little time and determine where you want to work as regards the type of work environment, the degree of autonomy which you desire of the working environment, the growth opportunity within the employing organization you seek and even consider where you choose to reside. These questions provide critical information as to where you may choose to begin your employment search. Once you have given these items some thought, you are ready to establish a job search plan. This plan will involve establishing some specific strategies and steps to lead you to that desired position.

In creating your job search plan, you should establish specific goals along the search path. You should consider your preparation of personal presentation, where you care to live and work, how you have prepared for assuming the desired career, how to conduct your active job search and implementation of your overall plan. Each of these topics has numerous components joining to complete the picture of YOU as the career seeker and future stellar employee.

# Job Search Strategies



Your educational plan has been well underway for quite some time and your thoughts are turning to life after classes and books but the question remains, “How do I get started?”

The good news is that you are already well underway and don't even know it. One of the most effective ways to begin your job search is through Networking.

Networking is a process whereby you establish a comfortable relationship with the people with whom you become acquainted. Once this link has been formed, it becomes easy to share information beginning with job availability and continuing through maintaining an up to the minute pulse on your industry as you continue to foster your personal and professional associations.

When it comes specifically to trying to find a job, it is important to practice the skill of listening as well as talking. Your Networking system can provide you invaluable assistance from finding out where the jobs are to learning about the company culture. Your friends and associates may lead you to the correct contacts within a company or within an industry. Further, your Network could provide you with priceless information about how best to approach an industry in order to achieve your career goal. When making or establishing this personal Network, remain mindful that this relationship should serve as a two way street so that you may also serve as a contact for Network members regarding future industry information and employment assistance. Always remember to credit and thank your contacts as their association and assistance may serve as a constant in your career /employment future.

The best way to get started is simply to let people know your goals and desires. As they say, get the word out on the street as to what you are looking for and where you are headed. Let your friends and associates know that you are looking to obtain a position and what you believe that you can bring to the specific industry environment. Don't forget to visit your college Career/Placement Office to review what industry recruiting opportunities will be made available through recruiter visits to the campus or job fairs which will be hosted within the area. Make sure to let Career/Placement Center staff know of what you are seeking and check back frequently to stay current with any career opportunities which may occur.

It becomes key to the job search process to maximize every opportunity which presents itself which leads to the Boy Scout Creed of “Always being prepared”. Remember when you are out and about, you never know when a job possibility may present itself so always be on alert for the right prospect regarding a possible position to cross your path. In that same light, always have your “Public Face” on since you never know when the person with whom you are standing in the movie ticket line may be the same person with whom you will be interviewing tomorrow. With this in mind, be sure to take advantage of social occasions to get out and meet with prospective employers and other job search employment candidates. Let others know of what you are seeking and follow through with any information which is presented regarding possible employment opportunities.

# the Cover Letter: a personal touch

Introduce yourself personally  
– in a professional manner

## The 12 Rules of Cover Letter Writing

- 1) Try to always write to a specific individual rather than personnel or Human Resource office. Be sure to spell the individual's name correctly.
- 2) Show the employer that you've done your homework and have a genuine grasp of the organization's personnel needs and philosophy of business. Be sincere in your praise, but don't over do it!
- 3) Write each cover letter separately, even if you use a common framework. Personalize the letter with a sentence or two designed to reflect your sincere interest in the specific employer.
- 4) Use natural language in simple, clear sentences. Don't try to impress the reader with unusual vocabulary or complicated sentence structures.
- 5) Express your capabilities with confidence, but avoid exaggerating your level of experience. Two part-time jobs at a department store do not constitute "extensive" retail management experience.
- 6) Check and recheck your letter for spelling, punctuation, and sentence structure. Have a family member or friend review it or set up an appointment with an Employment Advisor at your Michigan Works! Service Center.
- 7) Finish your letter with a strong closing which indicates the action you desire.
- 8) Let your personality and energy shine through in your words. Use a few vivid details about your background or personality to capture the employer's interest.
- 9) It is important to mention activities, honors and special skills that are not in your resume. These can show an employer such things as leadership, critical thinking, teamwork, initiative and influencing of others.
- 10) Keep copies of everything you send.
- 11) Remember to send your resume with your cover letter.
- 12) Include salary expectations if the employer has requested this information.

Date (quadruple space)

Individual's Name  
Employer Name  
Employer's Address  
City, State, Zip Code (double space)

Dear (Use Mr. or Ms.) \_\_\_\_\_: (double space)

**First Paragraph:** State the reason you are writing. State the name of the position for which you are applying. State where you learned of this opportunity. (double space)

**Second Paragraph:** Be specific about why you are interested in the position. Briefly summarize your work experience and strongest qualifications. Remember to consider this from the employer's viewpoint. Show what you have to offer the employer. (double space)

**Third Paragraph (optional):** State your educational achievements as related to the position. (double space)

**Closing Paragraph:** Highlight two or three personality strengths. Declare your interest in an interview. State salary requirements ONLY if advertisement requested such information. State a telephone number where you may be reached. (double space)

Sincerely, (quadruple space)

Your name, typed (double space)

Enclosure

July 8, 2002

Ms. Jane A. Doe, President  
Community College, Inc.  
12345 College Street  
Any town, MI 12345

Dear Ms. Doe:

Please consider my attached resume for the position of **Administrative Secretary** with your educational institution. I learned of this opportunity in the Daily Telegram, dated July 5, 2002.

For the past six years, I have worked as a Secretary for Nationwide Insurance Company. Within this role, I have learned many skills, such as, filing and organization techniques, multi-tasking, providing excellent customer service, computer literacy, scheduling, as well as correspondence and telephone etiquette.

In addition to my work experience, I have earned an Associates of Arts Degree from Siena Heights University, with a concentration in Office Administration.

I am a confident, detail-oriented individual that possesses a strong work ethic and enjoys challenges. Given the opportunity, I would be pleased to meet with you to further discuss my qualifications. I may be reached at (517) 123-4567, if I am unavailable please leave a message and I will return your call promptly.

I look forward to meeting with you soon.

Sincerely,

Iwant A. Job

Enclosure



## Guidelines to consider while constructing your **Resumé**

Of all the documents and papers you have produced thus far, few if any are as crucial as the document you are about to create which will create an impression of “who you are”. It is essential as you undertake the task of creating this image of you, that you take a bit of time to ponder what it is that this resume is truly suppose to accomplish. The importance placed on this document is truly quite awesome. In two pages or less, you are trying to sell the reader on wanting to get to know you better. This brief written introduction of you as a potential employee must paint as picture of you and your skills and attributes which evokes interest by a company representative into wanting to learn more about you and how you might fit in to the company picture.

When constructing your resume, it is important to keep in mind the reader and the job facing the person who will be reviewing your presentation of yourself. Your resume will not rest alone on that desk and as such should be distinct in its presentation of who you are and pique the interest of the reviewer to want to learn more about this person depicted on/in the two pages. The purpose of your resume is to gain enough attention as to prompt the reviewer to ask you to be one of the four or five candidates requested to attend an interview.

The next question is, “What does the reader want to see?” Unlike the usual writing assignment of, “Tell me about yourself!” a resume is intended to

provide the specifics of how you best are trained and suited for employment in your chosen field. Your resume becomes your marketing tool to sell yourself for a specific position. The focus of your resume should be adjusted to answer the question of, “What skills, accomplishments, training and experience make you the ideal candidate?”

A stand-out resume is presented in basically two sections, one attesting to ones abilities, skills, accomplishments and achievements while the second portion of the resume provides evidence of your claims. A resume in no way can provide full disclosure of all the great and outstanding items that make you unique, however, it serves to pique one’s interest placing your telephone number at the top of the list of candidates which must be contacted. Items should be listed in bullet form in order to be concise and to the point. Remember, the interview is where you can fill in detail if requested. As with the entire job search process, it is imperative to remember that “appearance is everything”. Review and confirm that all grammatical and spelling errors have been corrected. All written communication should have a uniform and professional appearance and should contain identification that it is yours. In other words, if your resume is two pages in length, identify the second page with your name and denotation of page two of your resume. Further, any additional written communication should be presented in similar form to the resume with a header printed the same as appears on the resume.

# Resumés: the two main types

## Chronological:

This type of resume highlights work experience, with most recent job first. This resume is good for job seekers who have a consistent work history and are staying in a similar career area.

## Functional:

This type of resume highlights skills and abilities, with less emphasis on work experience. This resume is good for job seekers who are changing career paths or have an inconsistent work history, such as lapses in employment.

### Jane M. Doe

2111 Emmons Road | Jackson, MI 49201  
517-555-1234 | Jane\_Doe@example.com

#### Objective:

To obtain an administrative/customer service position in communications where continued success and development can be achieved.

#### Education:

Associate of Arts Degree, Business Concentration  
Jackson Community College Jackson, MI

#### Work Experience:

##### 8/98 – Present

##### Staff Assistant for Outreach Programs

- Organization A, Jackson, MI
- Prepare, organize and conduct workshops and presentations on career related topics.
- Produce promotional and educational materials using six different software programs.  
Interview, train and supervise an average of 14 student staff members.
- Write and design annual newsletters and reports.

##### 8/95 – 7/98

##### Administrative Assistant

- Organization B, Grand Rapids, MI
- Provided clerical assistance and organizational skills to managers.
- Conducted fund raising mailing campaign.
- Proofread and edited staff developed materials.
- Utilized extensive knowledge of computer literacy to complete projects.

##### 8/94 – 7/95

##### Secretary

- Organization C, Ann Arbor, MI
- Handled daily work assignments from twelve territory managers.
- Responded in a timely manner to all customer questions.
- Answered 30 line phone system, managed report distribution and proofread materials.

#### Honors/Awards:

- Student Employee of the Year, Jackson Community College, 1995
- Departmental Scholarship, Jackson Community College, 1994

#### References:

- Available upon request

### Jane M. Doe

2111 Emmons Road | Jackson, MI 49201  
517-555-1234 | Jane\_Doe@example.com

#### Objective:

Administrative position utilizing my advising, public speaking, writing and computer skills

#### Human Relation and Communication Skills:

- Extensive training and experience in facilitating groups
- Strong interpersonal, communication and public speaking skills
- Experienced in providing excellent customer service
- Prepared, organized and conducted workshops
- Conducted fund raising campaigns
- Three years experience supporting, training, and educating students

#### Administrative and Management Skills:

- Experience in interviewing, training and supervising staff members
- Skilled in writing and designing newsletters
- Skilled in writing and designing annual reports
- Handled daily work assignments from twelve territory managers
- Experience in multi-line telephone systems and telephone etiquette
- Highly organized and efficient filing aptitude
- Ability to operate office machines
- Strong time management and prioritizing skills

#### Computer Skills:

- Proficient in PageMaker 6.0, Word, Word Perfect, Corel Draw, Excel,
- Power Pont, and the Internet

#### Work Experience:

- Staff Assistant, Organization A, Jackson, MI, 8/98 - Present
- Administrative Assistant, Organization B, Grand Rapids, MI, 8/95 – 7/98
- Secretary, Organization C, Ann Arbor, MI, 8/94 – 7/95

#### Education:

- **Associate of Arts Degree**, Business Concentration  
Jackson Community College, Jackson, MI

#### Honors/Awards:

- Student Employee of the Year, Jackson Community College, 1995
- Departmental Scholarship, Jackson Community College, 1994

#### References:

- Available upon request

# the picture of Professionalism

Presenting a professional image is as important as any information you provide

From the clothes that you wear to the communications you provide, your image is being created. All of your education and experience have led up to this point so it is best to make the most of the opportunity. One of the key components of this process is to recognize that the interview begins well in advance of the actual face to face meeting. The impression you make is primarily confirmed in the actual in-person conference. From the moment your communication begins, you are beginning to lay the back drop of the picture you care to paint of the “true you”. This is important to understand since whenever you have either direct or indirect contact with a perspective employer, they are evaluating you as potential company representation thus you want to take this chance to show yourself as a “star” candidate and the person the company can’t risk not having as a member of their team. The picture starts the moment the company learns of your existence and thus the impression begins. From the neat and orderly presentation of your resume and cover letter expressing interest in a position within the company to the clear, professional and friendly manner with which you respond to the company’s phone contact with you; you are establishing an image that precedes you into the long awaited and desired interview. Now is the time to tie all the loose ends up to confirm your position of candidate of choice.

In making sure that you provide the best image possible, pay particular attention to your attire. Now is NOT the time to show off your latest purchase of current fashion trend. Conservative dress is the safest choice with a minimum of jewelry accents. Remain conservative in the usage of make-up and fragrance. Cool, crisp and efficient become the code to interview by and provide the best backdrop on which to build a budding professional relationship. Most college career

placement offices provide detailed advice on specifics of attire for additional guidance, as well as noting the dress of current employees. Caution is, however, offered in that companies frequently have “dress down or casual days” which should not indicate the appropriate attire for an interview so make sure you are getting a picture of the typical daily dress.

One other behavior of note is an increasing trend to interview over a meal. While this may at first sound appealing, it brings with it a set of challenges if you have not had prior experience with this situation. From ordering from the menu to choosing the correct fork, eating out during the interview process can prove to be a bitter cup of tea. A few quick tips may give you the savvy to get by and serve up a job offer as the final course.

When asked for your preference in dining, always defer to your company representative in making the choice of eatery. Once seated, never request any form of alcoholic drink or wine opting for coffee, tea or a soft drink beverage. Allow the host to offer a suggestion for the meal, however, if none is forthcoming, choose something middle of the price range and consider its suitability for eating staying away from things that may prove a challenge not to make a mess like various pasta dishes or items frequently eaten with ones hands like sandwiches. When it comes to flatware choice, always go from the outside of the place setting inwards. Try to follow the lead of your host and never begin eating until your host has begun. This is one time when Mom’s table rules do not apply so don’t try to clean your plate and further, do not opt to take what remains with you. Never order dessert unless your host does so and above all, remember to include a reference to the superior meal and outstanding company in your thank-you note for your interview.



# Across the Desk: making the most of the Interview

To land the job, outstanding interview skills are critical. The ability to properly present yourself may become the point which establishes you as the solid candidate to join the company thus it is important to realize the purpose of the interview. You have presented your strengths, abilities, interests and training on paper now is your opportunity to confirm what past communication has reported about you. From the perspective of a potential employer, this face to face meeting is a chance to find out if you fulfill the ideal of what the company seeks. You also should use this opportunity to see if this is a good fit for you as well.

## **From your side of the table:**

- This is a chance to gain knowledge of the corporate environment
- This is a chance to determine if this organization has the “feel” you are looking for in pursuing your career
- This is an opportunity to “fill in the cracks” from what has not been included to date in the information regarding your skills, interests and abilities
- This is also your chance to elaborate on your expertise and desires within your field

## **From the company’s point of view:**

- This is the company’s chance to validate the information it has gained regarding your skills and abilities
- This is the company’s chance to seek additional information not covered in original communications
- This is the company’s chance to check to see if you are a good corporate fit for the company and its working environment
- This is the company’s chance to assure that you possess the professional poise and presence they are seeking to join their firm

It becomes essential to understand that the interview process is a time to give you the applicant an opportunity to voice your thoughts and impressions. An interview should afford you the candidate ample time and consideration to fill in details and allow you a chance to express yourself. A well conducted interview will provide an opportunity for you to expand on topics presented and encourage you to relate your point of view or expertise on the issues brought into discussion.

In an attempt to maximize the time allowed for this process, you as the applicant should try to expand on all responses offered to you. Avoid giving single word answers and make the most of every opening to bring your special focus into view. Try to relate your past experiences and previous exposure to items and issues presented to you. Always respond to your strength over an issue and try to give specific examples to clarify your point. Do not be afraid of the “pregnant pause” or that moment of silence that you may require to collect your thoughts before issuing a complete response. If unsure of a question, restate the item during your response so as to assure everyone is on the same page.

Make sure to have some specific questions regarding the position and company on hand so when given the opportunity, you can secure important details which can help you determine if it is the right mix for your abilities and aspirations. Always learn the process of selection which the company is employing so that you are familiar with the next step. Do not be overly concerned that the process of selection may be lengthy but rather make sure that you keep in contact to let the firm know of your continuing interest. Follow your interview with a thank you

note detailing some points from your interview and establishing a time for future contact to assure that any additional information which may be required is supplied. Always follow through when stating that future contact will be made, you may find that the position you originally seek may not be the one you are given but rather another opportunity may present itself and by leaving a good lasting impression, you may be the candidate of choice.

## **Research Your Prospects**

Spending some time prior to an interview learning a bit about the company may just give you the edge when it comes to signing you on as the new employee.

You should become familiar with the company, its products or services and decide how your skills will benefit the company. If you do this, your odds of beating out the competition increase dramatically. Researching the company will help you gain information about the company that can assist you in answering specifics which would have impact on the company during an interview. Researching the company also details your desire to go above and beyond in order to secure a position with the firm and demonstrates your attention to detail.

### Topics to Research

- ? How old is the company?
- ? What are its products or services?
- ? Who are its customers?
- ? Who are its major competitors?
- ? What is its reputation / industry standing?
- ? What are its new products or services?
- ? How large is the company?
- ? What are its short- and long-term goals?
- ? How has the company resolved problems?
- ? Have there been recent employee layoffs?
- ? Where is the company located?
- ? What are the backgrounds of managers?
- ? What training programs are offered?

### Why Should You be Hired?

- ? What skills do you have that are pertinent to the position for which you are interviewing?



# the Interview: you're on!

... and like any performance, preparation is key

In a job interview the employer may ask you some tough questions. If you know ahead of time how you will answer, then you can present yourself in the best possible way to the employer. Here are some frequently asked “tough questions” and suggestions on how to answer.

- ? Tell me about yourself.** Focus on your experiences, your job skills, and your training as they relate to the position you are interviewing for. Use specific examples of past performance to back up what you say.
- ? What are your strengths?** You want to present yourself as a good worker—an individual who is on time, efficient, organized, etc. Give examples from past performance to prove your greatest strengths. You want to convince the employer that you would be a valuable addition to their workforce.
- ? What are your future plans?** The employer is trying to find out if you will stay on the job and work hard for your money. You might say that you are looking for on-the-job experience which you will get in this position.
- ? Why did you leave your last job?** Be brief and factual but avoid negative phrases, such as “I had problems with the boss”, “I quit”, or “I was discriminated against”. Suggest that you left your last job to gain a more challenging and responsible position, that there was a reduction in work force, that you went on maternity leave, that you wanted a position in line with your best skills, etc. These latter phrases are not only more positive but also more professional. Explain the situation in a positive manner.
- ? When are you available for work?** Show the interviewer your interest in beginning the job as soon as possible. If you cannot begin the job right away because of other commitments, give an estimate of how long before you are available. Remind the interviewer that you are very much interested in the position.
- ? Why should we hire you?** Explain the qualities and skills you have that would make you an asset to the company. You want to show the interviewer that you can help the company make more money, save money, solve problems, improve customer service, etc. Emphasize again your good attendance and punctuality; your friendliness, honesty and efficiency; your work qualifications and any other skills you have that apply; your ability to work fast with few errors; your ability to get along well with supervisors, other employees, the public, vendors, etc.; and your willingness to work.
- ? How many days of work did you miss last year?** Try to give the exact number or a conservative estimate. The interviewer is trying to find out if you are a dependable, healthy worker and whether you have dependable transportation and child care.
- ? How do you describe yourself?** Mention personality traits that an employer would want you to have such as friendliness, honesty, dedication, creativity, and dependability. Emphasize your sense of responsibility and your desire to work hard.
- ? What are your weaknesses?** Avoid saying that you have no weaknesses. Not only are you being evasive you are being dishonest. Try and make a weakness out of one of your strengths, such as “I have a tendency to get too involved in my work. I come in early and stay late until I finish a project. Sometimes this annoys co-workers.” Another suggestion would be to highlight a past weakness and how you have corrected it.
- ? Why do you want to work here?** You want to assure the employer that you are not just looking for a job. The most important thing to mention is that you like this type of work and you feel you can do a good job for the company. Discuss your interest in the company. You might mention the good reputation of the company in the community and that you would be proud to tell others that you work here. If you know someone who works in the company and is in good standing, tell the interviewer the good things that person has said about the company.
- ? Can you work under pressure and deadlines?** If the interviewer asks this question, it probably means that pressure and deadlines are part of the job. Assure the interviewer. Talk about examples on previous jobs or related experience that involved meeting deadlines and working under pressure.
- ? What type of people do you find most difficult to work with?** Mention the worst possible example you can think of. You could say, “I don’t like working with people who are dishonest or who start company rumors or someone who doesn’t get the job done because of horseplay.”
- ? Have you ever done this type of work before?** Never answer “no”. Talk about similar work that you have done in the past either for pay or as a volunteer. Cite your training and education and mention your ability to learn quickly or your aptitude for the type of work.



## – P.S. send a **Thank You** letter

Sending a thank-you letter or note can make a difference in whether or not you are offered a position that you've interviewed for. If an employer has two equally qualified candidates, he or she is probably looking for one quality that sets the two candidates apart before making a final hiring decision. By taking the time to write a thank-you letter or note, you are showing that you have the ability to communicate on paper and are aware of proper business etiquette.

Keep the following points in mind as you write your thank-you letter or note:

- A thank you letter should always be sent within 24 hours of the interview.
- Send a thank-you to all individuals involved if a team of interviewers conducted the interview.
- Try to recall a specific detail about each interviewers questions or comments and include that in your thank-you letter. Remember that the interviewing team may be sharing their thank-you letters with each other, so make sure they are different and personal.
- Use the thank-you letter to highlight your qualifications and show how you can “add value” to their organization.
- Make sure that the note card is professional in appearance. A conservative note card in white, ivory or light gray is best.
- Thank-you letters should be typed. Thank-you notes can be handwritten if neat and legible, otherwise type your thank-you note.
- Address the recipient as Mr. or Ms. and then their last name. Do not use their first name.
- Check your letter or note for spelling and grammatical errors and have a family member or friend review it.

### sample thank you letter

July 3, 2005

Interviewer's Name  
Organization's Name  
Street Address  
City, State, Zip

Dear (Mr. or Ms.) Interviewer's Last Name:

I would like to take this opportunity to thank you for your time and to again express my interest in the **Sales Associate** position. I enjoyed learning the history of Tiffany & Company and am excited about the possibility of becoming a part of your sales team.

As I mentioned yesterday, I believe that my six years of experience as a salesperson and manager in the jewelry industry would be beneficial to Tiffany & Company. In addition to being certified as a master gemologist, I have been the top salesperson with my current employer for three consecutive years. I take great pride in being a top performer, but am also pleased to be able to bring a little joy into the lives of others.

Thank you again for your time and consideration. I am available to answer any additional questions you may have and look forward to hearing from you soon regarding your hiring decision.

Sincerely,

Susan Davis



# The SCMW! Resource Room

Your Michigan Works!  
Resource Room offers the  
following resources to assist  
you in your job search:

## Computers with Internet Access

Post your resume on Michigan's Talent Bank. This Internet-based system allows employers to search for your resume 24 hours-per-day! You can also search Michigan's Job Bank for a listing of positions available throughout the state. Ask about viewing other employment-related websites too.

## Job Binders

Take a look through our job binders. Area job openings include industrial, clerical, and technical positions.

## Job Applications

The Resource Room maintains job applications from many local employers. Stop in and fill out an application. We will be happy to look over your completed application and forward it on the employer for consideration.

## Training Providers

Interested in furthering your education? We have catalogs and applications from dozens of colleges, universities, and training centers in Michigan. Financial aid information is available too.

## Job Posting Bulletin Board

Check out our bulletin board with fliers and posters from local businesses regarding employment opportunities & upcoming job fairs.

## Reference Materials

Not sure how to write a resume, cover letter, or thank you letter? Interested in tips on changing careers or how to prepare for and accomplish a successful interview? Look through our reference area filled with employment-related books, magazines, and videos.

## Phone Stations

Are you interested in a job found on the Internet, in the newspaper, or in the job binders and would like to find out more? Need directions to a business? Step over to our phone stations where you are welcome to make employment-related calls.

## Copier and Fax

Use the copy machine to make copies of your resume or other employment-related documents. Need to fax your resume to an employer? Help yourself to the fax station where you'll find fax cover sheets and instructions to assist you.

## MI-CAR

Interested in finding out more about an occupation? What types of skills, abilities, and education will you need? Use MI-CAR to find out this information and more!

## Keep in mind that if you are...

- >> A veteran
- >> 16-21 years of age
- >> Over 55 years of age
- >> Laid-off
- >> Economically disadvantaged
- >> A person with a disability

You may be eligible for additional services! Please identify yourself to a Michigan Works! Employment Advisor and we will be happy to provide you with more information!

## Resource Room Locations >>>

Hillsdale Service Center  
21 Care Drive  
Hillsdale, MI 49242  
517-437-3381

Jackson Service Center  
Commonwealth  
Commerce Center  
209 E. Washington Ave.  
Jackson, MI 49201  
517-841-JOBS (5627)

Lenawee Service Center  
Lenawee County Human  
Services Building  
1040 S. Winter Street  
Adrian, MI 49221  
517-266-JOBS (5627)

