

MontcoWorks★NOW Career Acquisition Toolkit



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Resume

Purpose: Resumes are a way to present your background, skills and accomplishments to employers to obtain an interview. They should be one page in length unless you are applying for a more advanced position. This is your first opportunity to connect with an employer and showcase your skills for the position you are applying for.

Common tips to follow when writing your resume include:

1. You should have a professional email address to use for your resume and other employment purposes.
2. Use a professional font like Arial or Times New Roman (keep font size between 10 and 12 points)
3. Be sure to include your contact information at the top of your resume
4. Customize your resume for each job you apply to
5. Use key words from the job posting as descriptors in your resume (check out the resource page for common action verbs used in resumes)
6. Include only relevant information (not all prior work experience is needed for every resume)
7. Focus on transferable skills that relate to the job you are applying for
8. Go beyond your work history (volunteer work and educational training are important too)
9. Be sure to proofread and have someone review before sending/submitting
10. Make sure the saved file name includes your name

Sample Resume

Name

City/State/Zip | Phone | Email

WORK HISTORY

Urban Air Adventure Park
Assistant Café Manager

Willow Grove, PA
02/2021 – Present

- Coordinate large food and supply orders from local distributors
- Conduct inventory of food, eating utensils, kitchen hardware, cleaning products and other kitchen related items
- Kitchen duties that include food prep, cooking and serving completed orders to customers
- Customer interactions in taking orders, providing customer service and addressing issues

Cutting Edge Entertainment
Disc Jockey / MC / Photo Booth Attendant

Huntington Valley, PA
10/2019 – Present

- MC duties such as meeting with customers, public speaking and troubleshooting when needed
- Introductions and client engagement throughout the duration of events / venues
- Address technical difficulties involving sound and function while problem solving with short notice
- Work to promote an overall positive environment during events
- DJ Requirements such as setting up sound technology, microphones and other items needed
- Read the room and energy around
- Unload and transport heavy sound and event related equipment to and from appropriate areas of the hall, room, gymnasium, event space
- Photo Booth Requirements such as interacting with customers and clients. Troubleshooting and assisting when issues arise
- Interact with guest to ensure positive environment and morale

EDUCATION

North Montco Technical Career Center
Commercial Driver's License A (CDL-A)

Lansdale, PA
09/2022 – Present

- General Knowledge Permit and Air Brakes Permit Obtained

MontcoWorks NOW
Career and Job Readiness Program

Norristown, PA
06/2022 – Present

Abington Senior High School
High School Diploma Obtained

Abington, PA
09/2019 – 06/2022

ADDITIONAL SKILLS

Public speaking, money and material handling, ability to lift heavy items, general knowledge of basic hand tools, Problem solving, Multi-tasking, Fast Learner, Team player

Resume Resources Page

The following resources include templates and steps to help you put together a resume. Follow the steps below to access these resources. Be sure to save any resumes that you create, so you have a backup copy to use when needed.

Pathful Explore:

Get login information from your Career Counselor. If you do not remember your password, we can reset it for you. The Resume Builder tool can be found on the Career Central tab located at the top of the page. You will enter any relevant information into 6 different sections and a resume will be created for you to use. Not sure what information to put? Schedule a meeting with your Career Counselor to review.

VitaNavis (the SuperStrong Assessment platform):

When you join the program, you will be given login information to take the SuperStrong Career Inventory. This platform also has a resume builder tool. This can be found in the tools tab at the top of the home page. You will fill out information for 5 different sections. Once the information is added, a resume will be generated for you.

PA CareerLink:

Create a PA CareerLink account if you have not already done so. Your Career Counselor can assist you with this process. You can access a resume builder tool on the My Job Search Tab at the top of the page. Click on My PA CareerLink Resume which will take you to a page to enter your information. You can also upload a current resume. On this page, there is a section for you to mark your preferences. If you add your resume to the PA CareerLink platform and check that you want employers to be able to view your resume, employers will be able to reach out to you about job openings. Be sure to confirm that the job posting is legitimate before sharing any information with the employer.

Cover Letter How To

Purpose: A cover letter is used as an introduction of yourself to the employer while briefly summarizing your professional background.

Steps:

1. Header: your cover letter should include your name and contact information as well as a date followed by the business information.
2. Salutation/Greeting: Try to find a contact person to address and if not possible you can put Dear Hiring Manager or To Whom It May Concern
3. Introduction: Include Basic information about yourself that pertains to the position. Include the name of the position you are applying for as well as how you heard about the role (great to include if someone referred you for the job)
4. Qualifications: Focus on experience that specifically applies to the position. Include keywords that were listed in the job description. This is an opportunity to expand on items in your resume and discuss things that may not be in your resume that are relevant to the position.
5. Values/Goals: How you can help the company with your experience and how your goals relate to the position?
6. Call to Action (Closing Paragraph): Reiterate your interest in the position
7. Signature

Tips:

- Your cover letter should only be one page in length
- Make sure to read the job description and add keywords to your cover letter based on the duties entailed in the position
- This is a great opportunity to show interest in the company. Make sure to **research prior to applying** to show the hiring manager that you know about the company
- PROOFREAD before submitting- Tip: begin your cover letter on a Google/Word document, PROOFREAD, then copy and paste to application or save to upload with the application.
- Do not include irrelevant work experience
- Do not discuss any lack of experience

Sample Cover Letter

"YOUR NAME HERE"
"YOUR CITY, STATE, ZIP"
"YOUR PHONE NUMBER HERE"
"YOUR EMAIL HERE"

September 1, 2022

"BUSINESS NAME HERE"
"BUSINESS STREET ADDRESS HERE"
"BUSINESS CITY, STATE, ZIP HERE"

"JOB TITLE/CODE HERE IF APPLICABLE"

"HIRING/INTERVIEWER NAME HERE OR To Whom It May Concern"

I am interested in the Warehouse Worker position (Job code 1234). As you can see from my attached resume, I have experience working in warehouses and am able to complete assigned tasks with speed. I also have my forklift certification.

What is not reflected in my resume is my positive and professional attitude, my polished appearance and my dependable work ethic. I find these qualities are of the utmost importance when dealing with customers and coworkers.

In meeting with me you will discover I am a hardworking team player who leads by example. I strive to uphold high standards of professionalism and encourage my colleagues to do the same.

I have attached my resume for your review and I look forward to speaking with you further.

Thank you for your time and consideration.

Sincerely,

"YOUR NAME HERE"

Interview Checklist (In Person Interview)

Before the Interview:

- What role did you apply for?
 - Name of Role:
 - What job duties were listed in the job posting?
 - Did you review your transferable skills with your Career Counselor? (transferable skills are skills that you take with you from one job to another)
 - Skill 1:
 - Skill 2:
 - Skill 3:
- Did you research the company?
 - Notes:
- What is the company address?
 - Address:
- When is your interview scheduled for?
 - Date:
 - Time:
- Who is your contact?
 - Name:
 - Role:
 - Phone Number:
- How are you getting to your interview? Speak to your career counselor about any concerns.
 - Do you have funds on a Septa Card if you are taking public transportation?
 - Are you driving yourself to the interview?
 - What does parking look like?
 - Do you have cash or a card to pay for parking if necessary?
 - Do you have enough gas to get there?
 - How long does it take you to get there?
 - What time do you need to leave (plan to arrive 15 minutes beforehand)?
- Do you have an outfit picked out for the interview? Is it appropriate based on the job that you are interviewing for? Reach out to your Career Counselor to share your attire if you need assistance!
- Do you have?
 - Copies of your resume
 - A portfolio or folder to store important documents for the interview
 - A pen and paper to take notes with
 - Speak with your career counselor if anything is needed
- What questions will you ask the interviewer when given the chance?
 - Question 1:
 - Question 2:
 - Question 3:

- Do's and Don'ts upon Arrival
 - DO: Use the restroom prior to the interview (double check your attire)
 - DO: Turn your cell phone off to ensure you are focused on the interview
 - DO: Review your resume, questions and/or company information
 - DO: Be friendly and professional with everyone you meet (they are all a part of the interview process)
 - DO: observe the environment (you are interviewing the company as well to make sure it is a good fit for you)
 - DO: Get the names of all staff members conducting your interview as you will need to write a thank you letter for each one.
 - DON'T: Be late without notifying the interviewer
 - DON'T: Use slang or inappropriate language at any stage of the application/interview process
 - DON'T: Talk negatively about your current/ past employers

Interview Checklist (Zoom Interview)

Before the Interview:

- What role did you apply for?
 - What job duties were listed in the job posting?
 - Did you review your transferable skills with your Career Counselor? (transferable skills are skills that you take with you from one job to another)
 - Skill 1:
 - Skill 2:
 - Skill 3:
- Did you research the company?
 - Notes:
- When is your interview scheduled for?
 - Date:
 - Time:
 - Interview link:
 - Double check date, time and timezone
- Who is your contact?
 - Name:
 - Role:
 - Phone Number:
- Do you have the necessary equipment for the interview?
 - Laptop
 - Laptop Charger
 - A Strong Internet Connection
 - Camera
 - Microphone
 - Headphones (if needed)
- Did you **test your equipment** to ensure that everything is set up correctly and will be ready when the interview starts? Schedule a pre-interview meeting with your Career Counselor as a test run and for tips.
- What space do you plan to use for your interview?
 - Is it quiet or will there be distractions during the interview? Consider distractions such as pets, children, etc.
 - Do you have proper lighting?
 - Are you using a virtual background? If not ensure you have a neutral background or access your setting to blur your background (check on posters, photos, clutter, etc)
 - Tips: Sit at a table or desk, so that your computer is stable and you are sitting upright
- Do you have an outfit picked out for the interview? Is it appropriate based on the job that you are interviewing for? Reach out to your Career Counselor to share your attire if you need assistance! **Make sure that your full outfit is appropriate and not just the part that will be seen on screen.**

- Do you have?
 - A copy of your resume to refer to
 - A place to store important documents for the interview
 - A pen and paper to take notes with
- What questions will you ask the interviewer when given the chance?
 - Question 1:
 - Question 2:
 - Question 3:
- Do's and Don'ts for the day of your interview
 - DO: Use the restroom prior to the interview start (double check your attire)
 - DO: Turn your cell phone off to ensure you are focused on the interview and store in a location where it is not visible to the interviewer or you.
 - DO: Inform any people in your interview space that you will be unavailable for the duration of the interview and ask for no distractions
 - DO: Review your resume, questions and/or company information
 - DO: Be friendly and professional with everyone you meet (they are all a part of the interview process)
 - DO: observe the environment (you are interviewing the company as well to make sure it is a good fit for you)
 - DO: write down the names of everyone you interviewed with for follow up
 - DO: Charge your laptop prior to the interview and leave plugged in during the interview if possible
 - DO: Test your equipment prior to the interview
 - DO: Close out of any internet links or computer applications that are unrelated to the interview in case you need to share your screen and to eliminate distractions. Your interviewer will be able to tell if you are not focused on the interview.
 - DO: Look at the camera throughout your interview
 - DO: Join the zoom call prior to the start of your interview and stay at your computer until the interview starts.
 - DO: Speak clearly to ensure that you are heard through your microphone
 - DON'T: Be late without notifying the interviewer
 - DON'T: Use slang or inappropriate language at any stage of the application/interview process
 - DON'T: Talk negatively about your current/ past employers
 - DON'T: Slouch or touch your face during the interview
 - DON'T: Do the interview on your phone

Sample Interview Questions

DO NOT USE THESE EXACT ANSWERS IN YOUR INTERVIEW- YOU SHOULD PROVIDE ANSWERS THAT ARE APPLICABLE TO YOURSELF AND THAT ARE BASED OFF OF YOUR RESUME

Question	Example	Your Answer
"Tell Me About Yourself" • Your answer should include information about yourself that relate to the job that you are applying for ○ Why are you there? ○ What skills on your resume are applicable to the job? ○ What separates you from other candidates?	*for an entry level position* Prior Experience: "I am currently a senior in high school and am looking to gain experience in the ABC field. I worked at the local Rita's Water Ice last summer taking orders and serving customers. I have experience handling cash and operating the point of sales system. I am outgoing and love to work with people." If you have no current job experience: "I just graduated from high school and am looking to gain experience in the ABC field. While I was in school, I volunteered with ABC organization. I was able to gain experience working with people and assisting them to meet their needs. I learned good communication skills and time	

	management skills. I believe that I would be a good fit for this role because I enjoy helping others.”	
Can you tell me about your strengths and weaknesses? (have more than one of each prepared) • Make sure your strengths pertain to the job • When discussing your weakness, talk about any steps that you have taken to improve on it. • Be mindful not to say anything that would disqualify you from the job.	Strength: “One of my biggest strengths is that I am great at working in a team. I recently worked with a team in my ABC class on a group project. I was able to assist my fellow team members to make sure we got everything done on time and were prepared for our presentation. This also allows me to utilize my problem solving skills. For example, not everyone was available to meet at the same time, so I created a google spreadsheet for us to use to share ideas and monitor progress.” Weakness: “One weakness that I have is that I have trouble asking for help. I recognize this and have begun to request assistance from co-workers who have more experience.”	
What made you want to apply for this position? Your answers should tell the interviewer: • That you read the job description and know what duties you might perform.	General customer service role (cashier, fast food worker, retail): I am interested in this role because I want to gain experience providing quality services to customers. I plan to study finance in college after I graduate high school and I	

• That you researched the company that you are applying for- this is very important because it shows that you are invested in the role. • What you may be looking for from the employer. • What skills you have that are relevant to the position.	feel that this role as a cashier can help me gain valuable skills in that area.	
Tell me about a past difficult work situation. How did you overcome it? Tip: Use the STAR Method to answer this questions • Situation: Introduce the situation to give context to your answer • Task: Elaborate on the challenge and your role • Action: explain how you handled the situation or overcame the challenge • Result: what you achieved in the process	Situation: I was assigned to work on a task with a fellow co-worker who was not doing their part. Task: We both had to restock clothing in the children's section and each had a rack to work on. Action: I spoke with my co-worker to see if there was a better way for us to both accomplish the task. Result: We set up a method for both of us to work together instead of separately and were able to stay on track and finish stocking the shelves faster than if we had done it on our own.	
What is your availability to work?	*You may also be asked this question on your application. Your answer will determine whether they pull your application for an interview. It is important to	

	recognize the high demand hours for the job that you are applying for. For example: retail and hospitality jobs often include shifts on the weekends, during the evening and over the holidays. You are more likely to get an interview if you have open availability to work.*	
Why are you leaving your current job? Tip: do not speak negatively about your previous employer.	Simple answers that can be expanded upon: • I am looking to gain experience with a new career field. • I am looking for a role that allows for growth in a company. • I had to leave for personal reasons.	
How do you adapt to change?	I try to keep a positive mindset. Change can be difficult, but by staying optimistic I can work to navigate change while still being productive in my role.	
Why should we hire you? Tips: • Use job description to identify the employer's needs • Base your answer off of the skills and experience you have that applies to	Simple answers that can be expanded upon: • I believe that I have many of the skills that are required for the position. I have worked on teams in the past with ABC which I believe is important for the role. I know that the role	

the job • Highlight your ability to fit the role and work with their team • Researching the company will help you prepare an answer (i.e. look at their mission, goals and where they may need help that you can provide)	involves cash handling and restocking, both of which are skills that I have through my role at ABC.	
Do you have any questions for me? TIP: You are also interviewing them during this process and determining if the role/company is a good fit for you.	Interviewers typically ask this as the last question during your interview. Common questions to ask: • What does a day working in this position look like? • What are three words you would use to describe the person who would be successful in this role? • What other qualities do you think are important for this role besides experience and skills? • What are the next steps in the interviewing process? • When should I expect to hear back from you?	

Thank You Letter Steps

Purpose: To reinforce the fact that you want the job

Steps to writing a thank you email following your interview:

1. Start with the salutation
 - a. Address the letter/note with: "Dear [Insert name of person you interviewed with],"
 - b. Make sure you have the correct spelling for the interviewer's name- refer back to prior contact if needed.
 - c. If you were interviewed by multiple people, you should send a thank you letter to each of the people who interviewed you
2. Say Thank You
 - a. Get right to the point
 - b. Make sure to mention what you are thankful for
 - c. "Thank you for the opportunity to interview for the" and include the position you interviewed for
3. Mention a specific detail or two
 - a. "It was really nice/exciting getting to know more about your organization/role"
 - b. This is a great time to show that you were actively engaged during the interview and listening to what the interviewer was looking for.
4. Recap your qualifications
 - a. This is your chance to reiterate how your experience relates to the job you are applying for.
 - b. This is also your chance to mention skills that you feel may not have been highlighted enough in your interview.
5. Look ahead
 - a. "I am sincerely interested in the position and am looking forward to hearing from you soon.
6. Wrap up with more gratitude and warm sign off.
 - a. I greatly appreciate your consideration."
7. Ending
 - a. Sincerely/ Best Regards and your name
 - b. Include your contact information (email and phone number) in your signature.

Sample Follow Up Letter

Dear (Name of person who conducted interview),

Thank you so much for allowing me the opportunity to interview for the Old Navy cashier position today.

I enjoyed learning about the different opportunities offered to customers. I believe my previous experience as a cashier at Walmart will assist me in this role. I understand the need to provide service in a timely manner.

I would love the opportunity to work with you and your team. Please let me know if you need any further clarification regarding my application.

I look forward to hearing from you soon.

Best Regards,

YOUR NAME HERE

Your email address here

Your telephone number here

Articles for Review

- 28+ Common Interview Questions and How to Answer Them:
<https://www.indeed.com/career-advice/interviewing/top-interview-questions-and-answers>
- How To Use the STAR Interview Response Technique (helps to answer behavioral and situational questions):
<https://www.indeed.com/career-advice/interviewing/how-to-use-the-star-interview-response-technique>
- 4 Sample Thank-You Emails to Send After an Interview:
<https://www.indeed.com/career-advice/interviewing/sample-thank-you-letter-after-interview>
- How To Write a Cover Letter (with example and tips):
<https://www.indeed.com/career-advice/resumes-cover-letters/how-to-write-a-cover-letter>
- 15 Cover Letter Mistakes and How to Avoid Them:
<https://www.indeed.com/career-advice/resumes-cover-letters/what-not-to-put-in-a-cover-letter>
- How to Give an Elevator Pitch:
<https://www.indeed.com/career-advice/interviewing/how-to-give-an-elevator-pitch-examples>
- How to Explain Your Reasons for Leaving a Job:
<https://www.indeed.com/career-advice/interviewing/how-to-explain-your-reasons-for-leaving-a-job?from=careerguide-autohyperlink-en-US>
- 195 Action Verbs to Make Your Resume Stand Out:
<https://www.indeed.com/career-advice/resumes-cover-letters/action-verbs-to-make-your-resume-stand-out>
- How To Decline a Job Offer Respectfully (With Examples)
<https://www.indeed.com/career-advice/finding-a-job/how-to-decline-a-job-offer-email-examples>
- How To Dress for a Job Interview (And What Not to Wear)
<https://www.indeed.com/career-advice/interviewing/how-to-dress-for-a-job-interview>