

Chapter 7

Applying for a Job

Lesson 7.1

Presenting Yourself

Lesson 7.2

Putting Your Best Foot Forward

CAREER CLUSTER

You will explore careers in the Government and Public Administration career cluster.



What You'll Learn

- You will find out what is involved in applying for a job.
- You will discover ways to present and market yourself to an employer.
- You will learn what to do before, during, and after an interview.





Get Ready!

Applying for a First Job

Interview three adult friends or family members about their first job. Ask questions such as these:

- What was your first job?
- How did you apply for the job?
- How did you show that you were qualified?
- Do you have advice about applying for a job?

Apply What do the answers tell you about applying for a job? Which piece of advice mentioned seems most important to you?

Presenting Yourself

Discover

- How to organize information about yourself in a résumé
- What a cover letter is and why it is important
- Tips for filling out job applications

Why It's Important

One day, you'll apply for a job. Whether or not you get the job may depend on how you present yourself to the employer.

KEY TERMS

- résumé
- format
- personal fact sheet
- cover letter
- personal career portfolio
- job application
- references
- letter of recommendation

Life is full of wonderful surprises. You finally read that book with the boring cover. To your surprise, it turns out to be your all-time favorite. You take time to get to know someone who seems different than you. You're surprised later to find how much you have in common.

Many of life's surprises are pleasant. Even so, people don't always welcome surprises. Employers, as a rule, aren't looking for surprises. They don't have time. In the world of work, first impressions count.



Make an Impression

First impressions can be powerful. *What were your first impressions of some of your close friends? Of middle school? What do you think of both now?*

Putting a Résumé Together

Employers want to find the best person to fill a job. Whether it is a part-time job after school or a full-time job, most job openings attract many applicants. Employers have to pick and choose among them. They don't have time to get to know people well. They can't take time to talk to everyone. Instead, employers look at personal summaries. They choose people who make good impressions in their summaries.

In the work world, a summary of personal information is known as a résumé. A **résumé** describes your education, skills, work experience, activities, and interests. It introduces you to potential employers.

Résumé Formats

There are two basic kinds of résumés—a chronological résumé and a skills résumé. A chronological résumé presents information in order of time—reverse time order, to be exact. For an example of a chronological résumé, look at **Figure 7.1** on page 128. Kira Franklin has listed her work experience in reverse time order. Her current job appears first, then the job before that, and so on.

The skills résumé in **Figure 7.2** on page 129, shows the same information about Kira in a different **format**, or arrangement. A skills résumé highlights skills and accomplishments. Each heading identifies a skill or strength. After each heading is a description of the skill and the experience related to it.

Which Format Is Better?

The kind of résumé you choose may depend on the job you're looking for. It can also depend on what you want to emphasize: work experience or skills. People who've had a series of jobs in one career field often use a chronological résumé. Time order is an excellent way to show growth from job to job. A skills résumé is often a good choice for first-timers in the job market. That's because it focuses on strengths instead of work experience.



Get the Job

Having good manners and exhibiting ease in social situations can make the difference in whether or not you leave a good first impression and get the job. *How can good social skills translate into success at job interviews and on the job?*

Figure 7.1

CHRONOLOGICAL RÉSUMÉ

1 Name and Address

Give your name, full address, and telephone number (with area code). Include your e-mail address, if you have one.

Kira Franklin
87 Southwest Eighth Avenue
Morgantown, OR 93072
(503) 555-0171
kfranklin@school.edu

2 Job Objective

State the job you are applying for. You can change your job objective for different jobs.

JOB OBJECTIVE A challenging full-time summer position working with children and ecology.

3 Work Experience

List your work experience, beginning with your most recent job. Include volunteer work.

EXPERIENCE
August 2002

Camp Counselor, WISTEC Science Camp, McKenzie River, Oregon

- Responsible for 12 campers ages 8 to 10 during three one-week sessions.
- Helped plan science activities and outdoor projects having to do with the environment and ecology issues.

June-July 2002

Science Club Teaching Assistant, WISTEC Science Center, Morgantown, Oregon

Organized and taught weekly science activity classes for children ages 5 to 7.

Summer 2001

Experiment Tester, Franklin Publishing Group, Eugene, Oregon

Tested science experiments for students ages 8 to 10.

Summer 2000

Volunteer, Parks Conservation Project, Eugene, Oregon

- Helped care for recreation walkways throughout the city by picking up litter, pruning shrubs, and installing benches.
- Led group of young volunteer workers.

2000-2002

Flute instructor to beginning and intermediate students.

EDUCATION

Currently a senior, Morgantown High School, Morgantown, Oregon

4 Education

List the schools you have attended or are currently attending. Also include any subjects or programs in which you specialized.

5 Honors and Activities

List any honors or awards you have received. Name activities you have participated in that relate to the job you want.

HONORS AND ACTIVITIES

Dean's Honor List, Biology Award, student delegate to Morgantown's "Science in the City Project," Most Valuable Musician Award 2002, Food Rescue volunteer

6 Special Skills and Abilities

List any skills and abilities you have.

SPECIAL SKILLS AND ABILITIES

Experience with Macintosh and Windows operating systems, Microsoft Office software applications, and Internet searches. Creative thinker. Like to solve problems. Work well with people and as a member of a team.

Show Your Experience There are different formats for organizing information in a résumé. Most résumés, however, include the same basic information. Headings and spacing indicate major categories of information. *How do the headings in the chronological résumé compare with those in the skills résumé?*

Whatever format you finally use, make yourself look good! Remember, your résumé is a personal introduction. It should shine a positive light on your experience, skills, and interests. When creating your résumé, keep the following suggestions in mind:

- Keep your résumé short. One page is usually plenty.
- Make sure your résumé is neat and easy to read.
- Check for typing, spelling, and grammar errors.

Figure 7.2

SKILLS RÉSUMÉ

Kira Franklin
87 Southwest Eighth Avenue
Morgantown, OR 93072
(503) 555-0171
kfranklin@school.edu

JOB OBJECTIVE Seeking a challenging full-time summer position working with children and ecology.

SKILLS AND ABILITIES

Science Work With Children
Worked with children as a teacher aide and camp counselor in two WISTEC summer science programs in the summer of 2002. Responsible for creating and carrying out science projects and outdoor ecology experiences for children ages 5 to 10 in classroom and camp environments. Also taught flute lessons, which involved scientific explanations of breathing.

Computer Skills
Experience with Macintosh and Windows operating systems as well as Microsoft Office software applications. Used knowledge of computers and the Internet to gather information for science experiments in the summer of 2001.

Teamwork
All my experience has involved working with other people to create and carry out activities, projects, and programs. I am an enthusiastic team player. On the Parks Conservation Project in 2000, I was leader of a group of young volunteers.

Responsible Worker
I take the quality of my work very seriously. I can be counted on to do more than is required and to meet all deadlines. I particularly like the challenge of organizing complex tasks.

EDUCATION Currently a senior, Morgantown High School, Morgantown, Oregon

HONORS AND ACTIVITIES Dean's Honor List, Biology award, student delegate to Morgantown's "Science in the City Project," Most Valuable Musician Award 2002, Food Rescue volunteer

Show Your Skills A skills résumé lets you highlight your areas of strength. *What skills has Kira Franklin listed? Under what heading can you find information about Kira's work experience?*

Develop a Personal Fact Sheet and Résumé

By the time you apply for a job, you've gathered some information about the employer or business. Gathering information about yourself is also an important part of your job search. Take steps now to create a personal fact sheet with the information you will need to create a résumé. A **personal fact sheet** contains basic information about you and your education, experience, qualifications, and skills.

Make a List List your education and experience in chronological order. Include all of the work experiences you have had, whether paid or unpaid. Then list your other qualifications for employment, including your skills and how you have used them. Include transferable skills as well as job-specific skills. Think of skills you've learned at home or at school.

Develop a Résumé Use your personal fact sheet to develop a résumé for an employment opportunity in your career interest area. Your résumé can be chronological or skills-based, and it can be formatted for print or electronic submission.

Electronic Résumés

A popular way to send résumés to employers is via the Internet. Therefore, it's a good idea to have an electronic résumé ready. An electronic résumé is a résumé that is created on a computer and formatted so it can be sent electronically.

Many companies today scan paper résumés into their computers and store them electronically. Then when they need to hire someone, they do a computerized search of the résumés in the database. They search for keywords describing the skills or work experiences they are seeking. Typical keywords include *creative thinker*, *computer skills*, and *team worker*. The keywords quickly locate applicants who might be right for a job.

Smart job seekers today know it's important to create a résumé that's computer-friendly. They keep paper résumés and electronic résumés simple. They use black ink on white paper. They avoid boldface, italic, and other formatting. They type headings in capital letters. Most important of all, they include keywords that describe their skills and experience so that a computer search will find their résumé.

Writing Cover Letters

No résumé should go anywhere without a cover letter. A **cover letter** is a one-page letter telling who you are and why you're sending a résumé. It is the first thing a potential employer sees, and it can make a powerful impact. **Figure 7.3** on page 132 shows a sample cover letter.

A cover letter is another opportunity to make a good impression on an employer. Let your personality come through. Think of a cover letter as an introduction: a piece of paper that conveys a smile, a confident hello, and a nice, firm handshake. You want to catch the employer's interest. A cover letter is a good place to highlight interesting details about yourself that do not appear in your résumé. For example, this is where you can mention that someone in the company referred you to the job. Don't include personal information that is not related to the job you're applying for. You may be a great cookie baker, but unless you are applying for a job in a bakery, this information doesn't belong in your cover letter. What you say in a cover letter will persuade the reader to turn to your résumé. It may even get you the job.

Marketing Yourself With a Personal Career Portfolio

A great way to showcase your accomplishments and personal growth is to create a personal career portfolio. A **personal career portfolio** is a collection of information about you. It includes projects and work samples that show your skills and qualifications to employers. It includes information about your interests, goals, and accomplishments as well as the documents and correspondence you will need to start your job search.

You can use a personal career portfolio throughout your career. Use it to market yourself and to set you apart from other job applicants. You can even use a portfolio to help you get a promotion. The Personal Career Portfolio activity in each chapter review will help you to develop your own portfolio. You can continue to refine and improve your personal career portfolio over the course of your career.



Applying by E-Mail

Q: I saw a job ad on the Internet. The ad says to e-mail résumés. Do I need to send a cover letter?

A: You don't need to mail a *paper* cover letter, but you do need to send a cover e-mail with your résumé. Include the same information you would in a regular cover letter. Note your home address, telephone number, and e-mail address below your name at the end of the e-mail. Include the title of the job in the subject line of the e-mail. Then attach your résumé to this e-mail or paste your résumé at the bottom of the e-mail. Before you hit the send button, make sure you've checked your spelling and grammar.

Remember, one of your best resources is exploring.glencoe.com

Filling Out Job Applications

Many businesses will have you fill out a job application. A **job application** is a form that asks questions about your skills, work experience, education, and interests.

When you visit a business to apply for a position, be prepared to fill out an application. Have your personal fact sheet with you. That will assure that you have all the information you need to fill out the application. You may be able to take the application home, but some businesses prefer that you don't. Whichever you do, remember that a job application deserves just as much attention as a résumé and a cover letter.

Figure 7.3

COVER LETTER

1 Opening
Introduce yourself. State the job you are applying for and how you found out about it.

2 Body
Sell yourself. Describe the skills and experience you have that make you right for the job. Mention that you are sending a résumé. Include information that is not in your résumé.

3 Closing
Ask for an interview. Thank the person for his or her time and interest.

Kira Franklin
87 Southwest Eighth Avenue
Morgantown, OR 93072
(503) 555-0171

April 3, 2002

Dr. Derek McDermott
Director
Oregon State Department of Science Education
Salem, OR 97310

Dear Dr. McDermott,

Ms. Gina Alvarez, my biology teacher at Morgantown High School, suggested that I contact you about a full-time summer intern position in your Summer Science Institute program for children. Please consider me as an applicant for an intern position.

As my résumé shows, I have a great deal of science experience. I learned a lot working with WISTEC for two summer projects. I also discovered how much I like working with children. It was fun coming up with interesting science activities for all of us to do together.

With my science skills and experience working with children, I think I would have a lot to offer to the Summer Science Institute. I am very interested in pursuing a career in environmental education.

I would be happy to meet with you for an interview at your convenience. My phone number is (503) 555-0171. Thank you for your consideration. I look forward to meeting with you.

Sincerely,


Kira Franklin

Introduce Yourself Every good cover letter has three parts. Each part has a specific purpose. *What part of the letter is the best place to let your personality come through?*

Complete a Job Application

Complete a job application form for a job in your career interest area. You can acquire an application form from a real business, or your teacher or career counselor can supply one.

Check Your Work Read the entire application before you begin filling it out. Follow directions. Be truthful, neat, and complete. If a question doesn't apply to you, write *NA* for *Not Applicable*. Double-check all of your answers.

Supplying References

You should also be prepared to supply references on a job application. **References** are people who will recommend you to an employer. Choose references carefully. Ask people who know you well and who think highly of you to be your references. Teachers, neighbors, and anyone you've worked for make good references. Always ask permission to use someone as a reference. You usually have to supply names, addresses, and phone numbers for all your references. Some references will supply you with a written letter of recommendation. A **letter of recommendation** is a letter in support of you from a reference. It provides insight into your background, skills, work ethic, and character.



A Good Reference

References are people who know your character and work ethic and will recommend you to an employer. References can include teachers, coaches, business professionals, and former employers. *If you were applying for a job, who would you ask to serve as a reference?*

Key Terms Review

1. Make a poster that uses both captions and images to explain the following terms. Display your poster in class.
 - résumé
 - format
 - personal fact sheet
 - cover letter
 - personal career portfolio
 - job application
 - references
 - letter of recommendation

Check Your Understanding

Choose the correct answer for each item. Write your answers on a separate sheet of paper.

2. Two types of résumés include chronological résumés and _____.
 - a. name résumés
 - b. skills résumés
 - c. job résumés
3. A form that asks questions about your skills, work experience, education, and interests is a _____.
 - a. résumé
 - b. cover letter
 - c. job application

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

4. What skills and abilities do you have that you would include in a chronological résumé? Why?
5. Why should you always send a cover letter with a résumé?
6. What can an employer learn about someone from his or her application?

Character Building

7. **Qualifying for a Job** Suki wants to apply for a job as a part-time computer-lab aide, but she doesn't have all of the qualifications required. Should Suki apply for the job? Are her chances of getting the job better if she's honest on the application or if she stretches the truth about her qualifications? Explain your answer.



Teamwork

8. **Create a Job Application Guide** Work with a small group to create a guide for teens that tells how to apply for a job. Explain how to put together a résumé, write a cover letter, and fill out a job application. Include an example of a résumé and cover letter that you create as a group. Gear all the information to part-time or volunteer work. Compare your guide with those of other groups.



Putting Your Best Foot Forward

What happens next? When you send a résumé or complete an application, your goal is to get an interview. An **interview** is a formal meeting about a possible job between a job seeker and an employer. It is the employer's chance to meet you and decide if you're right for the job. It is your chance to convince an employer that you are the right person for the job and to decide if the job is right for you.

Getting Ready for an Interview

What you do before an interview is as important as what you do during the interview. Would it surprise you to know that you're already preparing for your first job interview? Have you ever tried out for a team, a play, or the school orchestra or band? Have you ever run for school office? In each case, you had to show that you were ready and able to do the job.



Discover

- How to prepare for an interview
- What happens in an interview
- How to follow up after an interview

Why It's Important

Interviews are an important part of applying for a job. The more practice you get, the more confident you'll be in future interviews.

KEY TERMS

- interview
- pre-employment tests
- body language

Prepare Yourself

Many everyday situations will help prepare you for a job interview. *What kinds of everyday skills can you bring to an interview?*

Maybe you've tried to persuade your parents to give you more responsibility or independence. Maybe you stopped by to meet your new neighbors and found out they sometimes need someone to walk their dog. You spent some more time talking and patting the dog. Before you knew it, you were hired.

These situations help build your confidence. They also involve skills that you'll use one day in a job interview.

Be Prepared

When you finally get an interview, you've got some work to do. You need to be prepared to answer questions about your interests, skills, work experience, education, and career goals. You also need to be prepared for any pre-employment tests.

Pre-employment tests are tests given to a job seeker by an employer to find out if the job seeker fits the job. They tell how successful the job seeker would be in the job. Pre-employment tests can evaluate your personality and your skills.

Know the Job and the Company

To succeed in an interview, you need to know as much as possible about the job you want. If you saw the job in an ad, study the ad carefully. If you got the job lead by networking, talk to your contact. Find out as much as you can about the job before the interview. Then you will be better able to sell yourself as the best possible candidate.

Also get to know the business or organization where you are interviewing. Review all the information you gathered before you applied for the job and be prepared to ask questions about the job and the employer.

Practice Makes a Difference

You can't know exactly how an interview will go. You can imagine what it might be like, though, and you can practice. One way to practice is to ask a friend or family member to role-play an interview with you. The more practice you have, the more comfortable you'll feel during a real interview.

Practice Makes Perfect

Rehearsing before an interview will help you be more relaxed. *What should you practice?*



Career

Opportunities



Government and Public Administration

People in the Government and Public Administration career cluster collect taxes, build infrastructure, protect the nation's borders, and make laws. Workers in this cluster often have excellent job security and benefits.

Critical Thinking

What do you think is the most important skill for an urban planner to have? Why?

URBAN PLANNER

Growing city seeks urban planner to help plan for future development. Experience with environmentally-friendly construction a plus. Applicants must have ideas for creating a friendly community that serves the needs of residents and businesses.

Role-Play

Role-play appropriate interviewing techniques with a partner. Pretend that you are interviewing for an employment opportunity in your career interest area. Research what types of interview questions might be typically asked in an interview for the job you are interested in. Write out answers to the questions. Practice them by yourself, then have your partner ask you typical questions. Practice answering them. Ask an adult to critique your answers.

Practice, Practice, Practice! Tape-record or videotape the interview if you can. If you don't have access to a video recorder, role-play interviews in front of a large mirror. This will help you become more aware of your body language. Dress as you would for a real interview. Look your best.

Review Your Performance Listen to yourself. Look at yourself. Are you speaking clearly? Do you sound confident? Are you sitting up straight? Do you look interested and relaxed? Do you look directly at the interviewer? Keep practicing until you get it right.

Try This Activity

There are other ways you can practice, in addition to role-playing. Make a list of general questions you might be asked about yourself or your career goals. Prepare answers to them. Questions such as “Why are you the best person for this job?” can be challenging to answer on the spot. They will be easier to answer if you’ve thought about them ahead of time. Also, make a list of questions you want to ask about the job.

Dress the Part

Don’t forget to give some thought to what you are going to wear. Remember, first impressions count. The first thing an employer will notice when you meet is your appearance.

A good rule to follow when dressing for an interview is to dress as others in the same job would dress. It’s a good idea, though, to dress a bit better than you would on a normal day on the job. Make sure you’re neat, clean, and well-groomed from head to toe. Let your skills and personality stand out—not your clothes, jewelry, perfume, or makeup.

Dress for Success

An interviewer will notice the details of your appearance. *Which person do you think will make a better first impression? Which would you hire?*



The Interview Itself

In many ways an interview is no different from a big test or a big game. If you’ve put effort into preparing, it’s likely to go well for you. Knowing you’ve done all you can to get ready is reassuring. You’ll feel confident and relaxed.

A Winning Attitude

The biggest boost you can have going into an interview is a positive attitude. Let your friendly smile and enthusiasm project your positive attitude. If you feel positive, you’ll have just the attitude employers are looking for. When you have a positive attitude, you feel good about yourself. You’re also excited about the job. According to Bev Curtis of Environment First in Portland, Maine,

“Attitude is everything.”

Environment First educates the public about protecting the environment. Bev runs its volunteer program. “What I’m looking for,” Bev explains, “is more than interest in the environment. I’m looking for energetic people. We need people whose enthusiasm will rub off on others. If the person I interview is enthusiastic, the job is theirs.”

So go ahead. Communicate your positive attitude to an employer! You’ll show you can be counted on to do your best.

A Good Conversation

There are many ways to communicate a positive attitude during an interview. An employer will listen carefully to how you answer questions. Your answers will show whether you are hardworking, dependable, and skilled. They’ll also show how you feel about the job and yourself. Be ready to answer questions like the following:

- What can you tell me about yourself?
- What are your greatest strengths?
- What are your greatest weaknesses?
- Do you prefer to work with others or on your own?
- Why do you want this job?
- What are your career goals?

Your answers should be honest and specific. Even if you think your answer isn’t what the interviewer wants to hear, answer truthfully. The response you get may surprise you.

A good interview is like a good conversation. Each person should have a chance to speak and ask questions. Each should listen carefully and pay attention to the other. You’ll have a turn to ask questions. The questions you ask should focus on the business and job, not yourself. They should show your enthusiasm and interest.

Watch Your Body Language

What you do and how you act in an interview can also say a lot. In fact, sometimes your actions can speak louder than your words. For example, eye contact shows that you are paying attention. A firm handshake signals self-confidence. Nodding your head shows that you’re thinking.

Attitude Counts

Stress

Do you ever feel as if you have too much to do? Does this feeling make you tense and maybe keep you awake at night? If you have experienced this feeling, you know what stress is.

Coping with stress is an important part of having a good attitude. Remember to rest, exercise, and eat well. Break large tasks into smaller parts and find someone to help you. Discussing your feelings with someone you trust can also do wonders to lessen stress.

Cooperative Learning Activity

- Work with a small group of classmates to create a “commercial” that advertises positive ways to cope with stress.
- Rehearse your commercial and share it with the rest of the class.

Body language communicates many things. **Body language** is the gestures, posture, and eye contact you use to express yourself. For better or worse, body language plays an important part in an interview. **Figure 7.4** below shows some of the positive messages you can send with body language. In what everyday situations might you practice positive body language?

Figure 7.4

BODY LANGUAGE

Make sure your body language sends the right message at an interview. Your gestures, posture, and eye contact should say you're a positive, confident person. *What actions are not appropriate at an interview?*

A



Introduce Yourself

Make eye contact right away. Be sure to smile as you introduce yourself to the interviewer. Extend your hand, and shake hands firmly. Try practicing your handshake with others before the interview. Your handshake shouldn't be limp or crushing.

B



Maintain Good Posture

Sit when the interviewer invites you to sit down. Then check your posture. Don't slouch. Sit up straight, leaning forward slightly in your chair. Look directly at the interviewer. Then the interviewer will know you're interested in what he or she has to say. Nod your head occasionally as you listen to show you're paying attention.

After You Say Good-Bye

At the end of the interview, you may be offered the job on the spot. More often than not, however, you'll have to wait. Don't just sit by the telephone, though. There are some important things you should do following an interview: follow up and say thanks, and then reflect on and learn from the experience.

C



Think About Body Language

Think about your hands whether you're listening or speaking. Don't clench your fists or bite your nails. Don't play with your hair or clothing. These are all signs that you're nervous or unsure of yourself. When speaking, use your hands in a relaxed, confident way.

D



Leave a Positive Impression

Be friendly as the interview comes to an end. Stand up straight. Shake the interviewer's hand. Smile and make eye contact as you do.

Figure 7.5

THANK-YOU LETTER

3827 Elmdale Drive
Sumner, Pennsylvania 19327

April 21, 2003

Mr. Emilio Alvarez
Editorial Director
Jarod Publishing Company
Sumner, Pennsylvania 19327

Dear Mr. Alvarez:

Thank you for meeting with me yesterday to talk about a summer internship at Jarod Publishing.

The internship sounds interesting and challenging. It would also make good use of the skills I have developed working on my school newspaper. As noted in my résumé, I have served as a reporter and editor for the school paper for the past two years.

I hope that you will consider me for an internship this summer. As I mentioned to you yesterday, I am very interested in a career in communications. I know that I could learn a great deal at Jarod Publishing. With my experience on the school newspaper, I think I could contribute a great deal, too.

Thank you again for taking the time to meet with me. I look forward to hearing from you.

Sincerely,



Amy Bloomfield

Don't Wait to Say Thanks Everyone likes to be thanked. Write a thank-you letter right after your interview. *What might you mention about the interview in your letter?*

Take Time to Say Thanks

Send a short thank-you letter to the person who interviewed you no later than the day after the interview. **Figure 7.5** shows an example of a thank-you letter.

In your letter, thank the interviewer for his or her time. Express your enthusiasm for the job and stress the experience and skills you have that match the job. Mention something you discussed in the interview. If you forgot to tell or ask the interviewer something, include that in your letter.

Write a letter of thanks no matter how the interview went. The interviewer is a new contact. He or she may give you a referral or consider you for a different job.

The Global Workplace

I'm So Angry I Could Smile!

A smile is usually a sign of pleasure and approval around the world. Sometimes, a smile in the wrong place can cause some confusion, though. In Thailand, Singapore, Japan, and the Philippines, people often use a smile or nervous laughter to cover up embarrassment, anger, confusion, or an awkward situation. In these cultures publicly showing certain emotions is usually considered bad manners.

So how can you interpret a smile? Look at the eyes. A genuine smile will cause other changes in facial expression, such as crinkled skin in the corners of the eyes.

Internet Activity

Using the Internet and library resources, research Thailand, Singapore, the Philippines, or Japan. Find out what other common American signs can have totally different meanings in one of these countries. Go to the *Exploring Careers* Web site at exploring.glencoe.com for a list of Web sites to help you complete this activity.



Take Stock

You should also make some notes for yourself while the interview is still fresh in your mind. Write a summary of the interview. What went well? What could you improve? Note questions that you had trouble answering. Jot down anything you'd do differently next time.

Take It in Stride

You may get the job. You may not. If you don't, don't give up. Rejection is part of life and part of the learning process.

If you don't get the job, contact the employer and ask why, if it's convenient for the employer. Use that information to prepare for your next application and interview.

Above all, don't put yourself down. The right job is out there waiting for you. You just have to keep moving toward your goals.

Key Terms Review

1. Write a one-page report about interviewing. Use all of the key terms in your report.
 - **interview**
 - **pre-employment test**
 - **body language**

Check Your Understanding

Tell whether each statement is true or false. Rewrite any false statement to make it true. Write your answers on a separate sheet of paper.

2. What you do before an interview is not as important as what you do during the interview.
3. At an interview, attitude and body language count as much as what you say.
4. It is important to follow up after an interview.

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

5. What questions would you ask an employer at a job interview? How would you learn what questions to ask?
6. What would you do if you did not hear from an employer after an interview?

Connecting to the Workplace

7. **Interview Practice** Research the job of an adult you know. Then put yourself in the place of the adult's employer. Interview the adult for the job he or she currently holds. Ask the adult typical interview questions like those listed in the lesson. Listen carefully to the person's answers. Also allow time for him or her to ask questions. Afterward, discuss the questions and answers and other aspects of the interview. Note what you learned about interviewing from this activity.



Community Involvement

8. **Go on an Informational Interview** Select a volunteer job in your community. Call to set up an informational interview to find out more about it. Use what you have learned in this lesson to prepare for, carry out, and follow up an informational interview. Describe to the class how the interview for the volunteer job went. Share some of the questions you were asked at the interview and the responses you gave. Explain what you did right, and what you would do differently in a future interview.





Investigating Career Clusters



GOVERNMENT AND PUBLIC ADMINISTRATION

- Government** ● The institution through which the state keeps order in society, provides services, and enforces laws
- Public Administration** ● The administrative management of government and nonprofit organizations

Job Title	Work Description
Army Officer	Supervises soldiers in the Army
CIA Agent	Performs secret operations on behalf of the United States
City Manager	Runs a city government
Foreign Service Officer	Represents the United States and its policies abroad
Legislator	Researches, writes, endorses, and votes on laws
Postal Worker	Sorts, distributes, and delivers the mail
Tax Examiner	Examines tax returns and accounting records
Urban Planner	Develops land use plans for the growth of cities

Exploration Activity

Government and Public Administration

Use library and Internet resources to research a career in the Government and Public Administration career cluster. Write a report on the kinds of work, skills required, working conditions, training and education required, and career outlook.

Cooperative Learning

Interview a classmate about the career he or she researched. Find out as much information about that career as you can during the interview. Then have your classmate interview you about the career you researched. Afterward, share what you learned with the class.

Chapter Highlights

Lesson 7.1 Résumés, cover letters, and job applications are ways of applying for a job. They are also opportunities for making a good impression on an employer.

Lesson 7.2 Preparation helps you do well in an interview. Know yourself, the business or organization, and the job you are applying for. Practice. Dress appropriately.

Key Concept Review

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

1. How do you decide which résumé format to use?
2. What are the three main parts of a cover letter?
3. Why do you need to line up references before filling out a job application?
4. What does your attitude tell an employer?
5. Why should you make notes about an interview afterward?

Critical Thinking

Use complete sentences to answer the following questions. Write your answers on a separate sheet of paper.

6. What skills do you have that might be included in a résumé?
7. Who might you ask to be a reference?

8. Why should you ask questions that focus on the business and the job in an interview?
9. What might an interviewer think if you do not make eye contact?

Skill Building

10. Personal Qualities— Integrity/Honesty

Your friend has never held a job before. She is thinking about making up some work experience to include on her résumé. What would you advise her to do?

11. Technology—Applies Technology to the Task

With a partner, create a computer-friendly résumé. Use either the chronological or the skills format. Include keywords. Print it and scan it into a computer using character-reading software. Discuss what needs to be corrected.

Academic Applications

12. Mathematics



Put your work experience in time order for a chronological résumé. Arrange the following dates in correct reverse time order:
June–August 2000, June–August 2002, December 2001–January 2002, July–September 2001, September 2002–present, January–June 2001, October–December 2000.

13. Social Studies



Create a time line of personal growth. Plot events that have contributed to your career skills or work experience. Include classes, assignments, activities, hobbies, and projects. Also include part-time, weekend, volunteer, and summer jobs. Write the date for each event. Share the time line with your family and classmates.



Create a Personal Fact Sheet and Résumé

- **Create** a personal fact sheet. You can use the one you developed in the Try This Activity on page 130.
- **Title** the document *Personal Fact Sheet* and file it in your Personal Career Portfolio.
- **Use** your personal fact sheet to create a résumé. You can start with the résumé you created in the Try This Activity on page 130.
- **Customize** the résumé for a job for which you would like to apply. Be sure to customize the job objective.
- **Title** the document *Résumé* and file it in your Personal Career Portfolio.
- **Update** your personal fact sheet and résumé as you gain new skills and accomplishments and as you identify other jobs you would like to pursue. File updated versions in your Personal Career Portfolio.
- **List** your portfolio entry on your Personal Career Portfolio contents page.