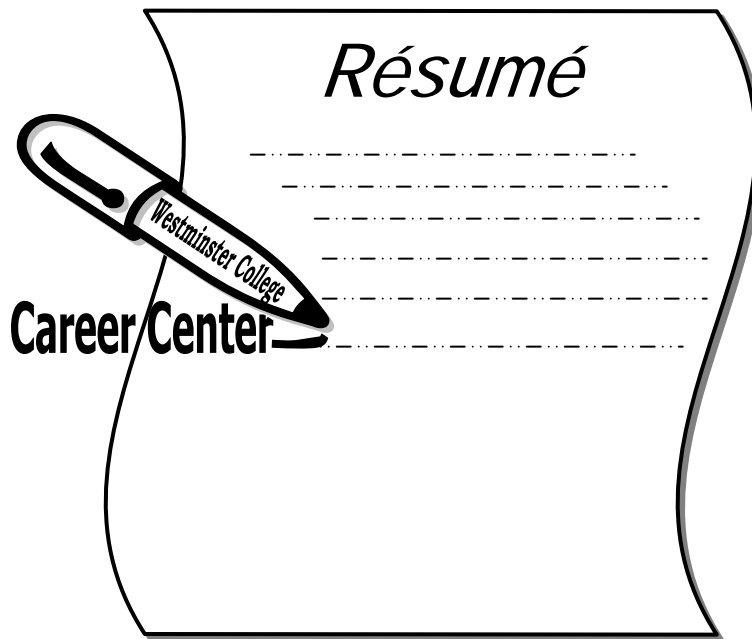


**RÉSUMÉS,  
COVER LETTERS,  
REFERENCES  
and  
THANK YOU LETTERS**



An effective resume describes your education and experience as it specifically relates to the position for which you are applying. The more you know about the employer and the position, the more you can target your resume to fit the job. Your cover letter and resume often form the first impression.

**The Career Center  
Westminster College**  
724-946-7338  
[www.westminster.edu/career](http://www.westminster.edu/career)

Revised 9/07

## Suggested Sections for Resumes

COMPONENT	BASICS	COMMENTS
IDENTIFYING INFORMATION	<ul style="list-style-type: none"> <li>• Name, address, phone number(s), and email address should be at the top of the page. (always include area and zip codes)</li> <li>• For current students, list a college and home address and phone number(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Be sure that any message on your personal voice mail is appropriate.</li> </ul>
OBJECTIVE (Optional)	<ul style="list-style-type: none"> <li>• If used, should be brief</li> <li>• May identify position/field sought and/or target an organization or industry</li> </ul>	<ul style="list-style-type: none"> <li>• The job objective should follow your name, address, and telephone number at the top of your resume.</li> </ul>
EDUCATION	<ul style="list-style-type: none"> <li>• Name of school, city and state, major, degree received, graduation date or projected graduation date.</li> <li>• Honors, grade-point average (of 3.0 or above) and/or major grade point average (of 3.0 or above) should be included.</li> <li>• Include study abroad</li> </ul>	<ul style="list-style-type: none"> <li>• List schools from which you have received a degree or certification, most recent first. Optional: You may also include other post secondary schools you have attended.</li> <li>• <b>Ordinarily, do not list high school information after first year of college.</b></li> </ul>
RELEVANT EXPERIENCE  RELATED EXPERIENCE  OTHER EXPERIENCE  OR  EXPERIENCE	<ul style="list-style-type: none"> <li>• If you have experience relevant to the position, create a separate section entitled RELEVANT EXPERIENCE or RELATED EXPERIENCE. List remaining experience as OTHER EXPERIENCE.</li> <li>• Full-time, part-time, internship, volunteer experience, and military experience may be included.</li> <li>• Emphasize skills, abilities, and accomplishments appropriate to the position for which you are applying.</li> <li>• Always include job title, employing organization, city and state, and dates of employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Include specific details where appropriate (i.e. number of employees you have trained or supervised, size of budget managed, amount of funds raised, type of population served, a procedure improved upon or designed).</li> <li>• Experience need not be paid to be included.</li> </ul>
RELEVANT COURSEWORK (Optional)	<ul style="list-style-type: none"> <li>• If used, include courses of interest to the employer.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify relevant courses that increased your proficiency with computers, foreign language(s), written/oral communications, etc.</li> </ul>

COMPONENT	BASICS	COMMENTS
<b>SKILLS &amp; ABILITIES</b> (Optional)	<ul style="list-style-type: none"> <li>• Computer skills, web page design skills, oral/written communication skills, broadcast skills, lab techniques and/or transferable skills not mentioned elsewhere.</li> </ul>	
<b>LANGUAGE SKILLS</b> (Optional)	<ul style="list-style-type: none"> <li>• Mention if you are fluent in a foreign language(s).</li> </ul>	<ul style="list-style-type: none"> <li>• If you understand a language but are not fluent, you still might want to mention it.</li> </ul>
<b>LEADERSHIP &amp; ACTIVITIES</b> (Optional)	<ul style="list-style-type: none"> <li>• In order of importance, list student activities and organizations, offices held, and committees on which you have served.</li> </ul>	<ul style="list-style-type: none"> <li>• Include activities and interests that show leadership/initiative or relate to the position for which you are applying.</li> </ul>
<b>HONORS/AWARDS</b> (Optional)	<ul style="list-style-type: none"> <li>• Include honors such as the Dean's List, scholarships, honor societies, athletics, and others.</li> </ul>	<ul style="list-style-type: none"> <li>• These may be listed under a separate heading or as a subsection under Education.</li> </ul>
<b>RESEARCH &amp; PUBLICATIONS</b> (Optional)	<ul style="list-style-type: none"> <li>• Briefly describe relevant research projects. You may list articles, papers, books, thesis, or capstone projects.</li> </ul>	<ul style="list-style-type: none"> <li>• These experiences may be listed under a separate heading or as a subsection under Education</li> </ul>
<b>PROFESSIONAL DEVELOPMENT</b> (Optional)	<ul style="list-style-type: none"> <li>• List professional association memberships, conferences, training, and/or workshops attended.</li> </ul>	
<b>COMMUNITY SERVICE/VOLUNTEER ACTIVITIES</b> (Optional)	<ul style="list-style-type: none"> <li>• List offices held, organizations, projects, and the skills and abilities utilized.</li> </ul>	<ul style="list-style-type: none"> <li>• If the setting is religious or political, you may want to use generic descriptions (for example, Youth Leader for church). If substantial, these experiences may be listed under "Experience."</li> </ul>
<b>TRAVEL</b> (Optional)	<ul style="list-style-type: none"> <li>• List countries and significant cultural experiences</li> </ul>	<ul style="list-style-type: none"> <li>• Travel can add a dimension to your life that could be valuable to an employer.</li> </ul>
<b>REFERENCES</b>	<ul style="list-style-type: none"> <li>• Do not include the words "References Available Upon Request".</li> </ul>	<ul style="list-style-type: none"> <li>• Create a separate page for your references. Submit references on a separate page only if requested. (See instructions on references)</li> </ul>

## Résumé Tips



- Use quality paper (at least 20 lb. weight)
- Use a readable font (no smaller than 10) and print on a letter-quality printer  
NOTE: use standard/common font style when sending resume as an attachment (i.e. Times New Roman, Arial)
- Avoid templates and wizards. They are not user friendly!
- Be concise and specific in your objective, if you use one
- Quantify, when possible, and use specific examples
- Emphasize significant achievements, results produced, and recognition from others
- Put the most important/relevant experience near the top of the resume
- Use phrases and words that are positive and action-oriented; avoid “Responsible for”
- Begin phrases with action verbs such as "supervised," "designed," etc.
- Attempt to limit your resume to one page; two pages if you have a significant amount of experience with clear relevance to a prospective employer
- Be sure to include your name and “Page Two” at the top of second page
- Check the spelling of every word; make sure grammar and punctuation are correct
- Have your resume proofread by several people
- Use a large envelope so you do not fold resume pages
- Don’t staple or paperclip resume pages together
- Don’t include personal information such as marital status, social security number, age, or race
- Avoid identifying religion, political affiliation, or specific fraternity or sorority names
- Don’t put a picture of yourself on your resume
- Avoid listing unrelated, detailed duties such as "opened mail" or "filed documents"
- Avoid using pronouns, such as I, me, or my in your resume
- Don’t exaggerate your experience, but don’t be shy about your accomplishments
- Avoid meaningless words or phrases such as "seeking a challenging position" or "seeking a position working with people"
- Don’t use abbreviations
- Don’t include high school information after your first year in college, unless it is outstanding or directly related to the position for which you are applying
- Use the correct tense. If you are presently doing an activity, the verbs in your description can be in present tense, and if you are no longer doing the activity, the verbs should be in past tense.

# VERB LIST FOR RESUMES AND LETTERS

accelerated	corresponded	generated	orchestrated	set up
accomplished	counseled	grouped	ordered	shaped
achieved	created	guided	organized	simplified
acted	critiqued	handled	originated	sold
adapted	customized	hired	overhauled	solved
addressed	decreased	identified	oversaw	sparked
adjusted	defined	illustrated	performed	spearheaded
administered	delegated	implemented	persuaded	specified
advertised	demonstrated	improved	photographed	spoke
advised	demystified	improvised	pinpointed	staffed
allocated	deposited	increased	pioneered	started
analyzed	designed	indexed	planned	stimulated
announced	determined	influenced	prepared	streamlined
appraised	developed	informed	presented	strengthened
approved	devised	initiated	presided	stretched
arbitrated	diagnosed	innovated	prioritized	structured
arranged	directed	inspected	processed	studied
assembled	dispatched	inspired	produced	summarized
assessed	distributed	installed	programmed	supervised
assigned	documented	instituted	projected	supported
assisted	drafted	instituted	promoted	surveyed
attained	edited	instructed	proposed	systematized
audited	educated	integrated	publicized	tabulated
authored	eliminated	interpreted	purchased	taught
balanced	enabled	interviewed	recommended	tested
budgeted	encouraged	introduced	reconciled	tracked
built	enforced	invented	recorded	traded
calculated	engineered	investigated	recruited	trained
catalogued	enhanced	launched	redesigned	transformed
chaired	enlisted	learned	reduced (losses)	translated
changed	entertained	lectured	referred	transmitted
clarified	established	led	rehabilitated	traveled
classified	estimated	made	reinforced	treated
coached	evaluated	maintained	related	troubleshoot
collaborated	examined	managed	remodeled	uncovered
collected	executed	marketed	reorganized	unified
communicated	expanded	mastered	repaired	unraveled
compared	expedited	mediated	reported	upgraded
compiled	explained	modeled	represented	used
completed	extracted	moderated	researched	utilized
computed	fabricated	modified	resolved (problems)	validated
conceptualized	facilitated	monitored	restored	verified
conducted	familiarized	motivated	retrieved	won
consolidated	fashioned	narrated	reviewed	wrote
constructed	figured	negotiated	revised	
consulted	filed	netted	revitalized	
contracted	forecasted	obtained	scheduled	
converted	formulated	operated	screened	
convinced	founded		served	
coordinated			set goals	

# Christi McNally

Box 830 Westminster College  
New Wilmington, PA 16172  
Phone: (724) 946-5555

[mcnallcx@westminster.edu](mailto:mcnallcx@westminster.edu)

645 Crisco Street  
Washington, PA 15301  
Phone: (724) 222-5555

## OBJECTIVE

A sales position with a growing pharmaceutical company; willing to travel

## EDUCATION

Bachelor of Science - **Business Administration**, May 2008  
Concentration: **Healthcare Administration** Minor: **German**  
Overall GPA **3.25**  
WESTMINSTER COLLEGE, New Wilmington, PA

**Semester Abroad**, Fall 2006

UNIVERSITY OF LEIPZIG, Heidelberg, Germany

- Attended University of Leipzig to enhance German speaking skills

## HEALTHCARE EXPERIENCE

**Merck Pharmaceutical, Inc.**, Pittsburgh, PA

*Intern*, April-May 2007

- Presented corporate information to healthcare professionals
- Promoted individual products
- Analyzed information regarding physicians' medical product preferences
- Assisted in developing promotional events for products

**Sammons Family Medicine**, Washington, PA

*Office Assistant*, Summers 2005-2007

- Scheduled and recorded appointments electronically
- Authorized referrals

## SALES EXPERIENCE

**Direct China Outlet**, Washington, PA

*Sales Associate*, Summers 2003-2005

- Generated sales by assisting and advising customers
- Arranged display cases to draw customers' attention
- Balanced cash drawer at open and close
- Handled all inventory duties

## LEADERSHIP ACTIVITIES

*Assistant Treasurer*: **National Social Sorority**

- Coordinated three fundraising events for sixty women
- Budgeted all revenues from fundraisers

*Executive Board*: **National Social Sorority**

- Researched and presented pertinent topics to members
- Organized self-awareness program

## COMPUTER SKILLS

Proficient: *Microsoft Word, Excel, Access, PowerPoint, and Netscape Navigator*

# May U. Buy

## Chronological Format

Box 100 Westminster College  
New Wilmington, PA 16172  
(724) 946-5555

15 Nest Garden Estates  
Old Bird, PA 15067  
(724) 292-5555

[buymu@westminster.edu](mailto:buymu@westminster.edu)

### OBJECTIVE

A sales position with a competitive pharmaceutical company; willing to travel

### EDUCATION

Bachelor of Arts, **Public Relations**, May 2008  
Westminster College, New Wilmington, PA  
GPA: **3.24** Major GPA: **3.68**

### RELATED EXPERIENCE

*Communications Intern, UPMC Presbyterian Hospital, Pittsburgh, PA, 2007*

- Created and edited press releases
- Attended Communication Department staff meetings
- Participated in group projects to develop promotional materials

*Sales Associate, Bath and Body Works, Old Bird, PA, 2006-present*

- Contributed to increased retail sales through product knowledge, demonstration, and point-of-sale recommendation
- Trained and oriented five new employees
- Prepared in-store marketing

### WORK EXPERIENCE

*Resident Assistant, Westminster College, New Wilmington, PA, 2006-present*

- Presented educational and social programming for twenty-four women residents
- Participated in team projects with Student Affairs staff
- Conducted weekly meetings with residents to ensure enforcement of college policies

*Sales Clerk, Brewster's Ice Cream, Old Bird, PA, 2004-2005*

- Supervised seven employees
- Maintained inventory

### COMPUTER SKILLS

Competent: Microsoft Excel, PowerPoint, Word, Internet

### LEADERSHIP

#### **National Social Sorority**

*Chair, Public Relations*

*Executive Board, Panhellenic Council*

*Junior Delegate, Panhellenic Council*

#### **The Holcad, College Newspaper**

*Sports and Feature Editor*

#### **First Year Student Orientation Staff**

#### **Student Government Association**

### HONORS

Lambda Sigma (sophomore honor society), academic and leadership excellence  
Omicron Delta Kappa (national leadership honorary)

# May U. Buy

Functional Format

Box 100 Westminster College  
New Wilmington, PA 16172  
(724) 946-5555

15 Nest Garden Estates  
Old Bird, PA 15067  
(724) 292-5555

[buymu@westminster.edu](mailto:buymu@westminster.edu)

## OBJECTIVE

A sales position with a competitive pharmaceutical company; willing to travel

## EDUCATION

Bachelor of Arts, **Public Relations**  
*Westminster College*, New Wilmington, PA  
GPA: **3.24** Major GPA: **3.68**

Expected May 2008

## PUBLIC RELATIONS SKILLS

- Created and edited press releases
- Presented educational and social programming for twenty-four college women
- Participated in team projects with Student Affairs staff
- Participated in group projects to develop promotional materials
- Attended Communication Department staff meetings

## MANAGERIAL SKILLS

- Conducted weekly meetings with residents to ensure enforcement of college policies
- Trained and oriented five new employees
- Maintained inventory
- Supervised seven employees

## SALES SKILLS

- Contributed to increased retail sales through product knowledge, demonstration, and point-of-sale recommendation
- Prepared in-store marketing

## WORK HISTORY

<i>Resident Assistant, Westminster College</i> , New Wilmington, PA	2006-present
<i>Communications Intern, UPMC Presbyterian Hospital</i> , Pittsburgh, PA	2007
<i>Sales Associate, Bath and Body Works</i> , Old Bird, PA	2003-2006
<i>Sales Clerk, Brewster's Ice Cream</i> , Old Bird, PA	2002-2005

## COMPUTER SKILLS

Competent: Microsoft Excel, PowerPoint, Word, Internet

## LEADERSHIP

### National Social Sorority

- *Chair*, Public Relations
- *Executive Board*, Panhellenic Council
- *Junior Delegate*, Panhellenic Council

### First Year Student Orientation Staff

### Student Government Association

- *The Holcad*, College Newspaper
- *Sports and Feature Editor*

## HONORS

Lambda Sigma (sophomore honor society), *academic and leadership excellence*  
Omicron Delta Kappa (national *leadership* honorary)

# Cee D. Rom

romcd@westminster.edu

**School Address:**  
Box 322, Westminster College  
New Wilmington, PA  
(724) 946-5555

**Home Address:**  
101 Easy Street  
Uniontown, PA 15401  
(724) 437-5555

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**OBJECTIVE:** A computer programming position with a dynamic organization

## EDUCATION

Bachelor of Science: **Computer Science**, Expected May 2008  
Major GPA: **3.90**  
Westminster College, New Wilmington, PA

## COMPUTER SKILLS

Proficient: *Visual Basic, BASIC, C, C++ , Java, Access, Visual C++ ,TCP/IP, Allaire Cold Fusion, FTP, HTML, Lotus, Netscape Enterprise Web Server, Novell NetWare, Derive, DOS, Excel, PowerPoint, PERL, SMTP, Spim, UNIX, Windows AT, 95, 98, Adobe Photoshop, Word, COBOL, SQL, Oracle, WordPerfect*

## COMPUTER EXPERIENCE

*METALLIC INCORPORATED*, Uniontown, PA

**Software Engineer / Web Administrator Intern**, Summer 2007

- Designed a Visual Basic application to collect local radar conditions and display live wireless traffic data to the Internet
- Installed video server to stream live video to the Internet
- Created and maintained Metallic website using Netscape Enterprise Server and Windows NT server
- Installed antennas, cable runs, wireless video equipment, cameras, infrared illuminators, weather sensors, and other peripheral equipment

*WESTMINSTER COLLEGE*, New Wilmington, PA

**Web Developer**, Spring 2007

- Revised web site Client/Server databases
- Assisted webmaster with updates and changes to Internet site

**Master Proctor**, Spring 2006

- Supervised all computer labs and 40+ student workers
- Conducted spot checks on labs and evaluated student workers

**Help Desk Intern**, Fall 2006

- Provided Help Desk support for the campus-wide Novell network
- Troubleshoot and repaired computer hardware and software
- Trained and scheduled student workers
- Prepared web pages for online help
- Resolved faculty and student problems regarding the campus-wide network

## LEADERSHIP

*Senator*, Student Government Association, 2005

*Delegate*, Mock Convention, 2004

## CAMPUS INVOLVEMENT

*Active Member:* Westminster Varsity Soccer Team                      Ski Club  
National Social Fraternity    Chess Club  
Campus Driver Program

## INTERNATIONAL TRAVEL

Austria • Belgium • England • France • Germany • Holland • Italy

## CERTIFICATIONS

CPR • Basic First Aid • Life Saving

# Jean Splice

707 Lone Pine Drive  
Girard, OH 12345  
Phone: (123) 456-7890

splicejo@westminster.edu

Box 926 Westminster College  
New Wilmington, PA 16172  
Phone: (724) 946-1234

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## EDUCATION

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Bachelor of Science: **Neuroscience** Expected May 2008  
Minor: **Psychology** Overall GPA: **3.816**  
*Westminster College*, New Wilmington, PA

### *Study Abroad Course:*

The Ecology of **Ecuador** and the **Galapagos Islands** January 2007

- ▶ Visited the rainforests of Ecuador and 10 of the Galapagos Islands
- ▶ Studied the behavior of the indigenous monkey population of the rainforests and islands

Honors Thesis: “*The Curry Spice Curcumin Reduces Oxidative Damage and Amyloid Pathology in an Alzheimer Transgenic Mouse*”

## RELATED EXPERIENCE

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**Research Methods and Analysis**, Psychology 201 Spring 2006  
*The Effect of Humor on Stress Levels in Undergraduate Students*

- ▶ Designed and implemented assessment tool
- ▶ Analyzed data using SPSS software
- ▶ Discussed results in written report and presented findings orally to peers

**Teaching Assistant**, Biology 101 Lab Fall 2005  
*Westminster College*, New Wilmington, PA

- ▶ Prepared equipment and chemicals for labs
- ▶ Assisted students in conducting lab experiments
- ▶ Read and graded lab notebooks
- ▶ Served as a resource to students

## INTERNATIONAL TRAVEL

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*Paris and Annecy, France* April 2002

- ▶ Utilized **French** language skills and studied **French** culture

*People to People Student Ambassador to Australia* Summer 2000

- ▶ Traveled the east coast of Australia with a group of student delegates from the United States
- ▶ Experienced the culture of Australia

## WORK EXPERIENCE

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**Resident Assistant** 2006-present  
*Westminster College*, New Wilmington, PA

- ▶ Organize and present educational, cultural, and social programs to thirty-two women
- ▶ Mediate and resolve interpersonal conflicts; enforce college policies
- ▶ Collaborate with other staff members to provide a safe and respectful environment for building residents

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**WORK EXPERIENCE CONTINUED**


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**Server** Summers 2005-2006  
*White Turkey Drive-In*, Conneaut, OH  
 ▶ Provided efficient customer service

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**CAMPUS INVOLVEMENT & ACTIVITIES**


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**Teaching Assistant**, Westminster College Learning Center 2005-present  
 ▶ Tutor students in the disciplines of writing, biology, chemistry, psychology, and calculus

**Student Alumni Association (SAA)** 2006-present  
 ▶ Serve on Fundraising Committee  
 ▶ Greet and maintain relationships with Westminster alumni

**Westminster College Bell Choir** 2004-present

**Campus Programming Committee** 2005-2006  
 ▶ Co-Chaired Westminster College's Sesquicentennial Kick-Off Celebration

**Student Government Association** 2006  
 ▶ Served on committee to promote campus events

**Chapel Drama** 2005  
 ▶ Cast Member, *Joseph and the Amazing Technicolor Dreamcoat*

**Westminster Chorale** 2004

**Volunteer Youth Leader**, New Wilmington Presbyterian Church 2004-2006  
 ▶ Led 1<sup>ST</sup> through 4<sup>th</sup> graders in games, crafts, music, and activities  
 ▶ Taught Bible lessons

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**HONORS**


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**Lambda Sigma**, sophomore honor society  
**Omicron Delta Kappa**, national leadership honorary, *Vice President*  
**Mortar Board**, national senior honor and leadership society  
**Pi Sigma Pi**, academic honor society  
**Maude Myer's Trust Scholarship**, academic excellence  
**Dean's List**, all semesters  
**Who's Who Among Students in American Universities and Colleges**

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**LABORATORY SKILLS**


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- ▶ Scanning Electron Microscopy and Darkroom Techniques
- ▶ Critical Point Drying and Sputter Coating
- ▶ Speed Vac and Freeze Drying
- ▶ Centrifugation
- ▶ Polyacrylamide Gel Electrophoresis
- ▶ Western Blotting and Chemiluminescent Detection
- ▶ Nuclear Magnetic Resonance, <sup>13</sup>C and <sup>1</sup>H
- ▶ FT-Infrared, Ultraviolet-Visible, and Atomic Absorption Spectroscopy
- ▶ Gas Chromatography and High-Performance Liquid Chromatography
- ▶ Cyclic Voltammetry

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**COMPUTER SKILLS**


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*Proficient in:* SPSS, PowerPoint, Microsoft Word, Excel, Windows XP

# Tiger B. Forest

Permanent Address:  
103 Golf Drive  
Pittsburgh, PA 15299  
(412) 888-3456

School Address:  
Westminster College, Box 1200  
New Wilmington, PA 16172  
(724) 946-0044

[foresttb@westminster.edu](mailto:foresttb@westminster.edu)

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## Objective

A sports-related internship where I may use my business and communication skills

## Education

Westminster College, New Wilmington, PA  
Bachelor of Science, anticipated May, 2009  
Major: **International Business**, GPA: **3.5**

## Relevant Courses

- American Workplace
- Marketing
- Interpersonal Communication
- Organizational Communication
- Business Law
- Business Organization & Management
- Business and Professional Communication
- Advanced Public Speaking

Research Paper: *"Marketing Golf to the Global Community,"* presented to Students in Free Enterprise (SIFE), Westminster College, 2007

## Leadership

**Researcher and Assistant**, International Business Department  
**Teaching Assistant**, Westminster College Learning Center  
**Senator**, Student Government Association  
**Secretary**, SIFE (Students in Free Enterprise)

## Work Experience

Oakmont Country Club, Oakmont, PA Summer 2007

### **Golf Professional**

- Taught individual golf lessons
- Conducted golf clinics

Pittsburgh City Park, Pittsburgh, PA Summer 2007

### **Park Director**

- Organized activities for children ages 4 to 18
- Supervised children in games and taught good sportsmanship

Valvoline Instant Oil Change, Pittsburgh, PA Summer 2006

### **Certified Technician**

- Trained new employees
- Processed and entered customer data

## Honors/Awards

Westminster College President's Scholarship, *academic excellence*  
Presidents' Athletic Conference, **Outstanding Golfer** 2007  
Economics and Business Department, **Outstanding Sophomore** Scholarship

## Activities

Westminster College Golf Team, **2-Year Letter Winner**  
Big Brothers/Big Sisters, **Volunteer**  
*The Holcad*, Westminster College newspaper, **Staff Writer**  
Alpha Phi Omega, Westminster service fraternity, **Member**

## Computer Skills

Proficient with Microsoft Word, Excel, PowerPoint and Publisher

## Resume Checklist

- ✓ Is the resume readable and pleasing to the eye?
- ✓ Does it have an easy to read font and good format?
- ✓ Did you use ●bullets, **bold**, *italics* and/or underlining to highlight key strengths?
- ✓ If resume will be scanned electronically, did you omit columns, *italics*, **bold**, ●bullets and underlining?
- ✓ Is information listed in order of importance and relevance to the position?
- ✓ Did you include your name, address, city, state, zip code, telephone number/cell phone number, and e-mail address?
- ✓ Be sure your voice/cell message and e-mail address are professional prior to sending your resume to employers.
- ✓ Do you have your name and “Page Two” on second page, if applicable?
- ✓ Does your objective (if used) clearly state the position for which you are applying?
- ✓ Did you check the spelling, grammar and punctuation?
- ✓ Do phrases begin with action verbs?
- ✓ Have you been truthful about your accomplishments rather than being falsely modest or exaggerating?

# Cover Letters

The purpose of the cover letter is to gain the employer's interest and direct attention to your resume. A cover letter should always accompany your resume when you are not applying in person.

The cover letter should highlight a few of your experiences or skills. It should not duplicate information on your resume word for word.

## 9 TIPS ON WRITING AN EFFECTIVE COVER LETTER

1. The letter should be printed on paper that matches your resume.
2. Always address the letter to the appropriate individual by name and professional title. If necessary, contact the organization to verify the person's name, title, gender and spelling. Make sure to put the person's title in the heading! If you are unable to determine the contact person, you may use "Dear Sir or Madam" or "To Whom it May Concern."
3. Salutation should read "Dear Mr. Jones:", not "Dear Mr. *Sam* Jones:". If it is impossible to learn the name or title, the salutation should read "Dear Sir or Madam:" or "To Whom it May Concern:". Make sure your salutation ends with a colon.
4. Try to avoid beginning sentences or paragraphs with the word "I".
5. Begin your cover letter with a strong statement. If possible, develop a bridge or common bond between you and the employer. Remind the employer of any previous contact you have had with him/her, and explain how you learned of the vacancy or organization. Consider mentioning any personal contact or experience with the company.
6. Use the second paragraph to highlight particular points in your background that meet the requirements of the job you are seeking. Tell why you are interested in the employer. Indicate what you can do for the employer, rather than what the employer can do for you.
7. In the final paragraph, thank the employer for considering your resume and mention your telephone number and email address.
8. Always sign your letter in black or blue ink.
9. **Proofread** to correct spelling and punctuation errors. Both the cover letter and resume must be free of mistakes. Have more than one person review your letter for spelling and punctuation errors.

## Cover Letter Guidelines

The heading can be done in multiple ways. Here are a few as examples. You can also make your cover letter heading the same as your resume heading to keep the two documents consistent.

Name  
Street Address • City, State Zip Code  
Phone Number

---

---

Date of Letter

(3 spaces)

Individual's Name  
Title (ex: President, Editor, Director, etc.)  
Employer  
Street Address  
City, State Zip Code

Dear Mr./Ms./Dr. \_\_\_\_\_ (Last Name) \_\_\_\_\_ :

First Paragraph. In your initial paragraph indicate the reason for writing, the specific position or type of work for which you are applying, and how you learned of the opening. (Prior contact with employer or employees of the organization, newspaper advertisement, the Internet, etc.)

Second Paragraph. Mention why you are interested in the position, the organization, and its products or services. Above all, indicate what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have related work or internship experience, point this out by mentioning specific achievements or qualifications gained through this experience. Do not repeat information word for word as it appears in the resume.

Third Paragraph. In the closing paragraph, indicate your desire for a personal interview. Repeat your phone number and e-mail address. Finally, thank the employer for his/her consideration.

Sincerely,

(Your Handwritten Signature)

Your Name Typed

Enclosure (or Enclosures if more than one item enclosed)(denotes that resume, applications, etc., are enclosed)

***Jane Doe***

Box 1  
Westminster College  
New Wilmington, PA 16172  
(724) 946-5678 – [doej@westminster.edu](mailto:doej@westminster.edu)

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June 28, 2007

Mr. Ron Jones  
Human Resources Representative  
Hilton Hotels Corporation  
933 Civic Center Drive  
Beverly Hills, CA 90210

Dear Mr. Jones:

Last winter I had the opportunity to speak with Ms. Tricia Banick from your Marketing Department. Ms. Banick suggested I contact you regarding my interest in working at Hilton Hotels Corporation.

From my enclosed resume you will note that I have direct experience in the fields of restaurant management and public relations in both the United States and Brazil. My educational background, my extracurricular activities, and my proficiency in Spanish and French have strengthened my skills in the areas of supervising, organizing, and planning. I am looking for a challenging and rewarding career in the hospitality industry and trust that my qualifications are what you are seeking.

I would appreciate the opportunity to talk to you about a position with your company. Please feel free to contact me at 724/946-5678 or [doej@westminster.edu](mailto:doej@westminster.edu) to explore my background further.

Thank you for your consideration.

Sincerely,

(Your Handwritten Signature)

Jane Doe

Enclosure

**Josephine Blanc**

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Box 1257  
Westminster College  
New Wilmington, PA 16172  
(724) 946-5555

Box 1257  
Westminster College  
New Wilmington, PA 16172

March 3, 2007

Ms. Jane Smith  
Personnel Director  
Amherst County Drug and Alcohol Executive Commission  
898 Park Avenue  
Suite 12  
Buffalo, NY 16335

Dear Ms. Smith:

As a Counselor at Hermitage House Youth Services, I believe that I am well prepared for the position of Prevention Specialist that is currently available at the Amherst County Drug and Alcohol Executive Commission.

From my enclosed resume you will note that my responsibilities as a counselor are similar to those of the Prevention Specialist. I have worked with adolescents in groups and individually, as well as with their families. My positions as a counselor and crisis volunteer have provided me with training in the area of drug and alcohol prevention.

In May of this year, I will obtain my Bachelor of Arts Degree in Sociology, with a minor in Psychology, from Westminster College. I have a strong commitment to helping adolescents, and I am willing and excited to learn new responsibilities. I would greatly appreciate your consideration of my application for this position. Please feel free to contact me at (724) 946-5555 or [blancz@westminster.edu](mailto:blancz@westminster.edu).

Sincerely,

(Your Handwritten Signature)

Josephine Blanc

Enclosure

## George Dubya Sprow

644 Harrogate Drive  
Pittsburgh, PA 15241

412/648-5555  
sprowgd@westminster.edu

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June 5, 2007

Ms. Paula Spaulido  
Recruitment Center/Programs Division  
Central Intelligence Agency  
P.O. Box 12727  
Arlington, VA 22209-0065

Dear Ms. Spaulido:

Thank you for responding to my inquiry regarding employment opportunities with the Central Intelligence Agency. The organizational description and employment requirements found in the information packet that you provided have confirmed my desire to pursue a position with your agency.

From my resume you will note that I have direct experience in the international arena. Through my domestic and international educational experiences, I have strengthened my skills in both the classroom and business environments. My analytical, organizational, human resource management, and planning skills are evident in my extracurricular activities and leadership positions. I am looking for a challenging and rewarding career in the intelligence community and trust that my qualifications will meet your requirements.

I would appreciate the opportunity to talk to you about a position with the CIA. Please feel free to contact me at 412/648-5555 or [sprowgd@westminster.edu](mailto:sprowgd@westminster.edu).

Thank you for your consideration.

Best Regards,

(Your Handwritten Signature)

George Dubya Sprow

Enclosure

# REFERENCES

## Guidelines

- ✓ Create a separate page for your references on paper that matches your resume and cover letter
- ✓ **Always** ask permission before using an individual's name as a reference, and ask for his or her preferred contact information
- ✓ Center information on page
- ✓ List name, title, employer or organization, mailing address, phone number and e-mail address for each reference
- ✓ Do not use relatives or friends as references; use people who know about your work-related abilities on the job or in the classroom
- ✓ Request letters of reference from individuals who will provide candid and positive recommendations
- ✓ Former employers, internship or volunteer project supervisors, and faculty are good choices
- ✓ 3 to 5 references are appropriate
- ✓ Have your page of references prepared in the event you are asked to provide them and to take with you to interviews
- ✓ Ordinarily, references should not be submitted unless requested as part of the application process

References for  
**Cee D. Rom**

Ian N. Ought  
President  
U.S. Steel Corporation  
1600 Fifth Avenue  
Pittsburgh, PA 15551  
(412) 555-1212  
[ought@ussteel.com](mailto:ought@ussteel.com)

R. Thomas Williamson  
President  
Westminster College  
New Wilmington, PA 16172  
(724) 946-7131 – office  
(724) 946-5555 – home  
[williart@westminster.edu](mailto:williart@westminster.edu)

Dr. Barbara T. Faires  
Chair, Math & Computer Science Department  
Westminster College  
New Wilmington, PA 16172  
(724) 946-7293 - office  
(724) 946-5555 – home  
[faresbt@westminster.edu](mailto:faresbt@westminster.edu)

# THANK YOU LETTERS

## Guidelines

*The headings for these letters are similar to the cover letter headings. Thank you letters should be sent within 24 hours of your interview. Some interviewers may have a preference for a handwritten/typed letter or an e-mail message, so use your best judgment for the type of thank you note you will send. If you were interviewed by more than one person, a separate note should be sent to each.*

### NAME

Your Present Address • City, State Zip Code • Phone Number  
E-mail Address

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Date of Letter

Individual's Name  
Title  
Employer  
Street Address  
City, State Zip Code

Dear Mr./Ms./Dr. \_\_\_\_\_ (Last Name) \_\_\_\_\_:

First Paragraph: In your initial paragraph, thank the interviewer for the opportunity to be considered for the particular position. If possible, identify one or two things that came up in the interview to remind the interviewer of who you are.

Second Paragraph: Reinforce and highlight your qualifications. Rephrase your background and **briefly** explain how your skills, experience, and accomplishments make you right for the job. Also clarify anything you wish you had made more clear, or forgot to say, during the interview.

Closing Paragraph: In the closing paragraph, emphasize your interest in the position. Indicate that you look forward to hearing from the interviewer or refer to follow-up instructions discussed during the interview. Include your phone number. You may include your e-mail address if you wish.

Sincerely,

(Your Handwritten Signature)

Your Name Typed

**Sample Thank You Letter**

*Joe Seeker*

21 Smith Road  
New Wilmington, PA 16172  
724-555-1212

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August 22, 2007

Ms. Penelope Interviewer  
Human Resource Director  
Child Development Center  
123 Hopkins Boulevard  
New Castle, PA 16105

Dear Ms. Interviewer:

Thank you for the opportunity to interview with you yesterday afternoon. I am very interested in the Case Worker position you described.

My sociology and psychology classes, internship, summer jobs, and community service work at the Women's Shelter have prepared me well for a case worker's position. I am especially interested in the group therapy program you mentioned. I would welcome the opportunity to contribute to that effort.

I enjoyed meeting you and your staff and look forward to hearing from you soon. If I can provide any additional information, please contact me at (724) 555-1212 or at [seekerjl@westminster.edu](mailto:seekerjl@westminster.edu). Thank you again for your time and consideration.

Sincerely,

(Your handwritten signature)

Joe Seeker

**Sample Thank You Letter - 2**

Ima Kneidajob  
1234 Fifth Avenue  
New Wilmington, PA 16172  
724-555-1212

August 25, 2007

Mr. Ray O'Hope  
Employment Director  
Acme Hotels, Inc.  
321 Main Street  
New Castle, PA 11111

Dear Mr. O'Hope:

I appreciated the opportunity to meet with you yesterday to learn more about your organization. It was interesting to learn that your secretary, Mrs. Rogers, is an alumna of Westminster College.

As we discussed, my education in business administration at Westminster and my internship at Sodexo provide a good fit for the position of Associate Corporate Catering Manager. My attention to detail, planning abilities, and experience with corporate customers would be of great value in fulfilling the responsibilities of the position. I am not sure I mentioned during my interview that I will conclude my training in Excel next week. I believe this skill would be beneficial during budget reviews.

My interest in this position is strong. As you suggested, I will contact you next week to discuss the next steps. You can reach me at school until May 15<sup>th</sup> at 724-946-5555, or at home at 724-658-5555, after that date.

Sincerely,

(Your Handwritten Signature)

Ima Kneidajob