

# Chapter 4

## Lesson 7 Employment

**Theme: Finding, Getting, Keeping a Job**

### Lesson Objective:

Students will identify salient features of finding, getting and keeping a job. Students will determine what options are available to guide his employment. Students will examine, evaluate, and utilize resources to find a job. Students will demonstrate ability to organize information. (See matrix for Arizona Academic/Adult Standards).

### Steps to Follow:

**“The reason why worry kills more people than work is that more people worry than work.” --Robert Frost**

Introduce lesson with the self-talk litany. Ask how the Big Ideas fit with this lesson.

#### *Find the Job*

1. Review *The Telephone Book* S1. You may insert this lesson if you think your students need it. It requires direct instruction to be most effective. Also, review *Abbreviations Used in Help Wanted Ads* S2.
2. Ask students where they'd look for a job. List answers on the board.
3. Hand out *Find a Job: If I Need To Know, Where Do I Go? Top Ten Place to Find A Job* S3. Look at the list on the board and compare it to the “top ten” list. Check off similar ideas written on the board.
4. Emphasize:
  - Special features of each source
  - User-friendly features
  - Ask if students have had experience with this source.
5. Hand out *Let Your Fingers Do the Walking* S4. Point out that accuracy is always important when completing their chart. Encourage students to search for places they'd actually use. Also, encourage them to try a source they hadn't considered before.

### **Get the Job**

1. Read and complete *Get a Job: Ready, Get Set, Go For It* S5. Use *Ready Self-Check Sheet* S6 to check answers. Remind students to add information that they omitted.
2. Use their *PDS* (Personal Data Sheet that they completed in Lesson 1) to fill out job application.
3. Complete *Get Set* S7. Check answers by using worksheet *Get Set Self Check Sheet* S8.
4. Complete *Go For It* S9. Check answers by using, *Go For It Self Check Sheet* S10.

### **Keep the Job**

1. Complete *Keep the Job* S11. Check by using *Keep the Job Self-Check Sheet* S12.

### **Materials:**

*The Telephone Book* S1.

*Abbreviations Used in Help Wanted Ads* S2.

*Find a Job: If I Need To Know, Where Do I Go? Top Ten Place to Find A Job* S3

*Let Your Fingers Do the Walking* S4

*Get a Job: Ready, Get Set, Go For It* S5.

*Ready Self-Check Sheet* S6

*Get Set* S7.

*Get Set Self Check Sheet* S8.

*PDS* (Personal Data Sheet that they completed in Lesson 1

*Go For It* S9.

*Go For It Self Check Sheet* S10.

*Keep the Job* S11.

*Keep the Job Self-Check Sheet* S12

Job applications

### **Evaluation:**

Rubric.

## **Enrichment:**

Students use the local classified ads to identify several jobs they are interested in. If available, have them use a phone to make a call for more information.

Review and role-play *Questions Often Asked at Interviews* EN1

*Prepare Now for Tomorrow* EN2

*Social Security: What Prisoners Should Know About Social Security* EN3

*Social Security: Social Security Administration – Application for a Social Security Card* EN4

*Social Security: Applying for a Social Security Card* EN5

*Social Security: When You Apply for a Child’s Social Security Number* EN6

*The Job Application: Word on an Application Form* EN7

*Action Words For Resume Writers* EN8

*Tips for Resume Writing* EN9

*Resume Worksheet* EN10

*Evaluating Your Resume* EN11

*References: Who to Use For a Reference* EN12

*References: References For:* EN13

*References: References For You* EN14

*The Interview: Answers to Tough Interview Questions* EN15

*The Interview: Salary Questions and Answers* EN16

*The Interview: How to Handle The Negative Information* EN17

*The Interview: Questions Interviewers May Ask* EN18

*The Interview: Things to do During and After a Job Interview* EN19

*The Interview: Questions YOU Should Ask* EN20

*The Interview: The Question* EN21

## The Telephone Book

S1

1. Open the phone book. Find the page “**Table of Contents.**” This is a list of FREE facts and answers you can call 24 hours a day. Find the heading “Community Information.”
2. Turn the pages to find the city information guide, for example, Tucson Information Guide (pages have a purple margin). Look at the pages and notice the topics, for example, Budget Concerns, Driving privileges, Fitness, Information en Español.
3. Turn to the **Blue Pages.** Federal (United States Government), Tribal, State (Arizona), County and City Government offices and numbers are listed in these Blue Pages. Military Services, certificates/permits, community services, corrections, government, health, law enforcement, libraries, postal service, schools, taxes, and transportation have listings.  
Thumb through the Blue Pages. Notice the page headings, county, state, tribal and U.S. Government offices.

Under U.S. Government, what is the number for the Border Patrol? For Consumer Hotlines? For the Labor Department? Or for Women’s Health Information?

---

---

---

---

4. Do you have **Gray Pages**? These pages list businesses alphabetically. Use these pages if you know the name of the business, but don’t know the telephone number. Thumb through; locate the phone numbers for AAA of Arizona, Humane Society of Arizona and Qwest. Is there Comcast, Lee Myles Transmission, Salvation Army or University of Phoenix listings in your book?

---

---

5. Turn to the last **Gray Page.** The next page is probably the Index of the Yellow Pages. Notice: It’s alphabetical, uses guidewords at the top of each page and lists topics. Use these pages if you know what you want, but don’t know what to look under in the Yellow Pages. For example, if you look under “Car Dealers” in the Yellow Pages – it’s probably not there. Where else to look? Look in this Index of the Yellow Pages, scan through the topics: “Auto Dealers – New Cars”, page 181, “Auto Dealers – Used Cars”, page 186.

## The Telephone Book (Page 2)

S1

6. Look under “Employment Service – Government”. On what Yellow Page is this information found? Write down the page number. Look under “Schools” – how many different pages are listed?  

---
7. Turn to the **Yellow Pages**. Thumb through them.
8. Did you know that the phone book has a map of the area, a list of national and international telephone area codes and postal ZIP codes? Find these features in your book.

**You're ready to use the book!**

## Abbreviations Used in Help Wanted Ads

S2

a/c	air conditioning	lic.	license
Am	morning	mach.	machine
appt.	appointment	maint.	maintenance
asst.	assistant	manuf.	manufacturing
avail.	available	mech.	mechanic, mechanical
ben.	benefits	M-F	Monday through Friday
bus.	business	mo.	month
cert.	certified, certificate	msg.	message
co.	company	nec.	necessary
const.	construction	ofc.	office
dept.	department	pd.	paid
elec.	electric	pm	afternoon or evening
EOE	Equal Opportunity Employer	pos.	position
etc.	and so on	pref.	preferred
eve.	evening	P/T	part-time
exp.	experience	ref.	references
exp'd.	experienced	req.	required
F/T	full-time	sal.	salary
gd.	good	sec.	secretary
grad.	graduate	temp.	temporary
hosp.	hospital	typ.	typing
hr.	hour	w/	with
immed.	immediate	wk.	week
incl.	including	WP	word processing
info.	information	yr.	year

## Find the Job: If I Need to Know, Where Do I Go? Top Ten Places to Look for A Job

S3

### 1. Personal contacts

Tell everyone you know you're job hunting. Tell them what work you can do, ask that they ask their friends and employer if they know of job openings. Include neighbors, family, friends, former employers, teachers, and coaches. Don't forget the receptionist at your mother's doctor's office, your friend's daughter's teacher, or your brother's mother-in law. Tell everyone.

2. Bulletin Boards at schools, supermarkets and community centers. Most towns have Adult Education/GED preparation centers, community centers such as the YMCA, or technical schools such as ITT. Also, check for bulletin boards at the library, daycare centers, neighborhood businesses, churches and shelters. Special associations, labor unions, employers also post job openings.

### 3. Employment agencies

There are three types:

- *Private agencies* – they charge a fee
- *State agencies* – they're free. There's a huge amount of help at state agencies, everything from job listings to help writing your resume. There's access to computers and the Internet. It's all free. Job coaches will often even take your job application and match your qualifications with jobs available statewide. State unemployment offices also have job leads. Additionally, job counselors at state offices can recommend Federal offices or programs that are available to you. Check: there are usually a couple of locations right on the bus route. CONTACT: <http://www.ajb.dni.us>. This website is run by the (Federal) Department of Labor. IT posts approximately 1 million job openings around the country. Also, [www.dol.gov](http://www.dol.gov) where you can order, Job Search Guide.
- *Nonprofit agencies*, church affiliated (Salvation Army) or community (Goodwill).

### 4. Newspaper classified ads

Sunday is usually the best day, but these openings go fast, so look every day and call immediately to find out what you have to do to apply. Don't limit yourself to local papers; some papers may have ads for jobs that also apply to your local area. Papers are available –free, at the library or employment agencies, for example.



**Find the Job: If I Need to Know, Where Do I Go?                      S3**  
**Top Ten Places to Look for A Job (Page 2)**

**5.      Temp agencies**

Temporary employment agencies are hired by employers to find workers. The service is free to you. Temporary jobs sometimes lead to permanent jobs.

**6.      Local news**

Read the newspaper's business section. Save ads or articles that interest you. Look for companies that are expanding or moving into your area. Watch for job fair ads.

**7.      Volunteer**

You may gain firsthand knowledge, meet potential employers and help others at the same time. Anthony has a good job as a landscaper. He loves animals and volunteers every Saturday morning at the ASPCA animal shelter. The veterinarian who works there is starting his own practice and has asked Anthony to be one of his fulltime assistants. Anthony is flattered and seriously considering accepting the job offer.

**8.      Job fairs/Employers**

Many employers join together at a conference center or auditorium. You can find out information about their companies, fill out a job application and sometimes have a mini job interview.

**9.      Community Colleges/Career Planning Centers**

The Community College placement office is uniquely positioned to help an individual member of the community – that's you - use his talents to benefit himself and others.

**10.    Job Hot Line/Job websites**

Each hot line and website has its own features. Some specialize in particular occupations, for example, so start your search using a keyword. Posting your resume on a website can be risky business, so call the Better Business Bureau or Consumer Protection Agency to check for complaints against a site before you post.

**P.S.    Ask other people how they found their jobs.**

Look for people who work at a job you think you'd like. Ask them how they got started.



## Let Your Fingers Do The Walking

**S4**

When you are released you will *go* to employment agencies, *find* bulletin boards, *visit* your community college placement office and *look for* information at the library or on the Web. You'll *ask and answer* questions, *collect* data and *search* some more.

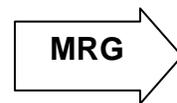
Right now, you're going to use phone books, catalogues, newspapers and creative thinking to start to *ask, answer, collect and search*.

Directions: Look at the chart below. The first column lists the ten places to look for a job. In the second, third and fourth columns, write the person or place you could contact, their telephone number and address. In the last column write at least two questions you'd ask this place if you could call them for job information. List at least 2 contacts for each place. Write neatly. Spell all words in columns 2, 3 and 4 correctly. One is done for you.

Place	Contact	Telephone #	Address/web site	Questions
1. Personal Contacts	Mom	678-home	32 S. 27 <sup>th</sup> Tucson, AZ 85713	Do you know of any jobs? Will you help me make a list of who else to ask?
1. Personal Contacts				
1. Personal Contacts				



Place	Contact	Telephone #	Address/website	Questions
2. Bulletin Boards				
2. Bulletin Boards				
3. Employment Agencies				
3. Employment Agencies				
4. Newspaper Classified Ads				



4. Newspaper Classified Ads				
5. Temp Agencies				
5. Temp Agencies				
6. Local news				

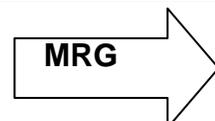


6. Local News				
7. Volunteer				
7. Volunteer				
8. Job Fair				



8. Job Fair				
9. Community College				
9. Community College				
10. Job Hotline/ Website				
10. Job Hotline/ Website				

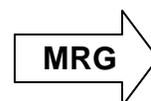
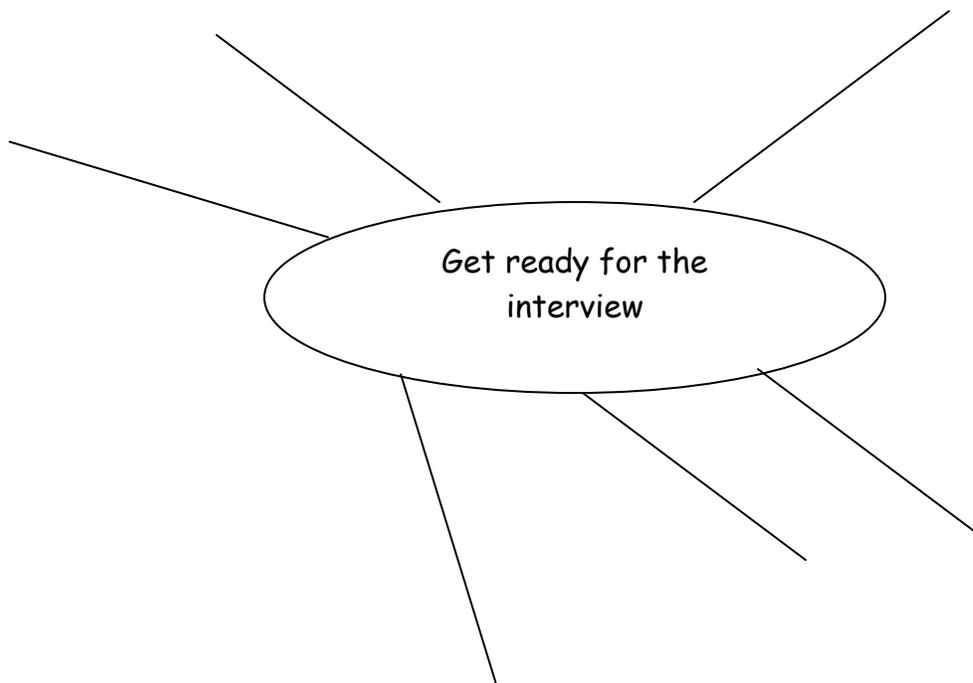
Put These Sheets into your MRG (My Resource Guide)



Ready – 1

You've done an effective job search and have lined up an interview. You have written down the time, date, place and directions. What else do you have to do to prepare? Fill in the web with your ideas, and then ask your instructor for the *Ready Self-Check Sheet*.

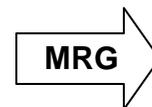
Add to your web ideas you didn't think of.



## Ready Self Check Sheet

S6

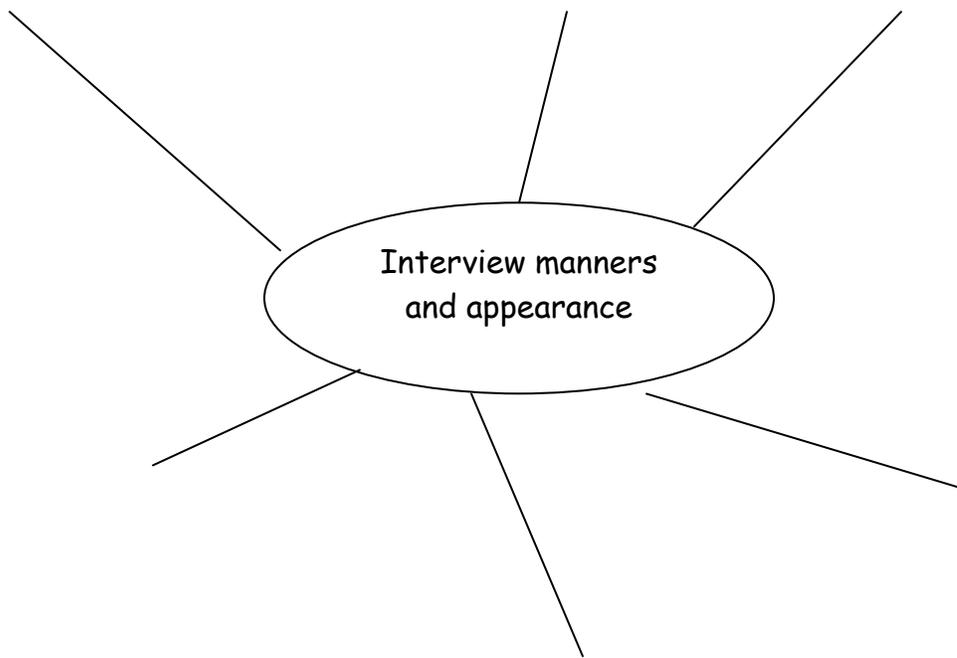
1. Get and fill out the job application. Have someone else check it for spelling and completeness.
2. Line up reliable transportation.
  - If you're getting a ride from someone, make sure they plan to get you to your appointment at least 10 minutes early. Tell the driver that this date is very important to you and that you really appreciate her helping you. Offer to pay her gas, watch her children, cook a meal or do something else to show your gratitude.
  - If you're driving yourself, check the day before to make sure you have enough gas.
  - If you're taking the bus, take the same bus when you pick up the application so you're certain of what bus to take connections to make, cost and the time it takes to get there.
3. Think about the skills you have. Compare your skills to the skills needed to do the job.
4. Learn something about the company or the job. Make a list of 5-7 questions to ask. Don't ask too much about breaks and vacations. Do ask about the company's newest product or what the interviewer thinks what characteristics help an employee be successful.
5. Practice answering questions that are often asked at interviews. If you role-play your answers with a friend or out loud in front of a mirror, you'll probably feel less nervous during the real interview.
6. Bring a pen or pencil, social security card, completed job application and your list of questions.



## Get Set

S7

Prepare to make a great impression. Describe your appearance and manners. Then look at the Get Set Self Check Sheet and add any ideas you forgot.



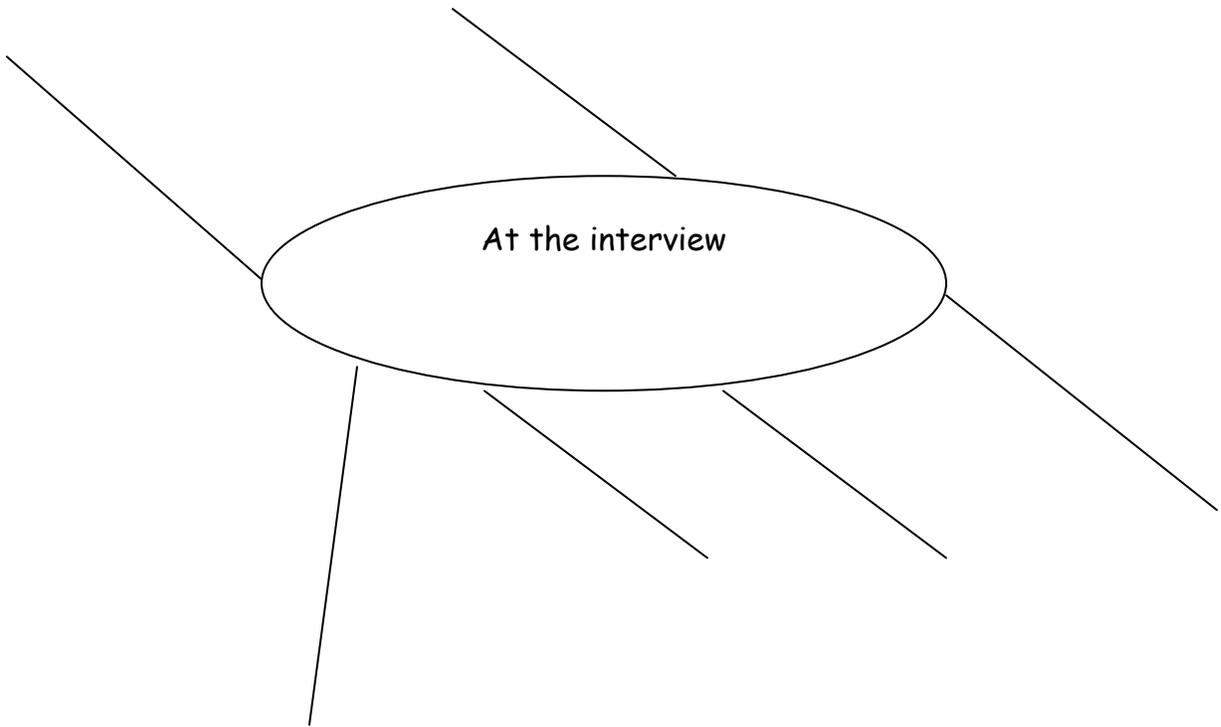
## Get Set Self Check Sheet

S8

1. Be neat and clean. Pay attention to your fingernails, hands, teeth, hair and clothes. If you bring a comb, breath mints and tissues, you may feel more confident.
2. Dress a bit more conservatively than usual. Don't overdo the jewelry, perfume or cologne.
3. Don't chew gum. Don't wear a hat or dark glasses indoors.



What are the final touches you use to get the job? As you arrive at the interview, what are you thinking? When you meet the interviewer, how do you act? Fill in the web, and then get the GO FOR IT Self Check Sheet (Worksheet 7I). Add ideas so your web is complete.



## GO FOR IT Self Check Sheet

S10

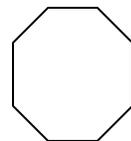
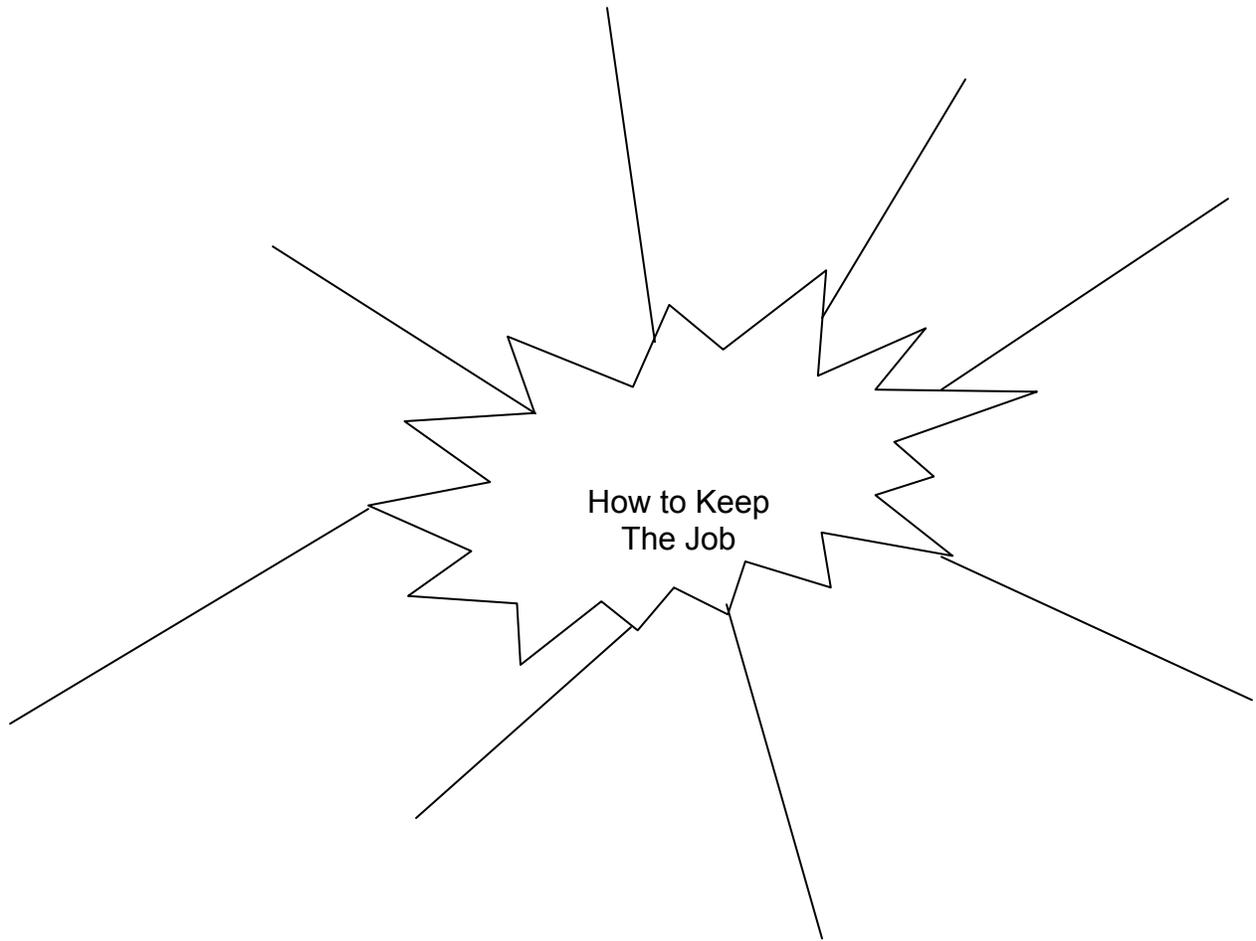
1. **Relax.** Take a couple of deep breaths. Think about what skills you have and how you could use them in this job.
2. **Treat everyone with respect.** The receptionist, the janitor, and the boss. What is your opinion of a person who treats you with respect? Disrespect?
3. **Shake hands and look at the person while you are talking** or while she is talking. Follow the conversation, think about what the other person is saying, don't just wait for your turn to talk.
4. Show a **cooperative, professional attitude.** BE enthusiastic. Don't bad-mouth former employers. Don't tell jokes. Don't use rude language. Don't talk about personal problems.
5. **Write a short thank you letter** to the person who interviewed you. In a sentence or two, express gratitude and interest. Tell when you will call to find out the decision.



## Keep the Job

S11

List ways to keep the job. Check the KEEP THE JOB SELF CHECK SHEET (worksheet 7K). Add ideas to complete your web.





## Questions Often Asked At Interviews

EN1

1. Why do you want to work for our company?
2. Tell me about your work experience.
3. What do you consider your strengths?
4. What do you consider your weaknesses?
5. Tell me about yourself.
6. Why do you think you are qualified for this job?
7. Why did you leave your last job?
8. How was your school attendance?
9. How well do you feel you get along with those in authority?
10. How do you get along with other workers?

If you are still inside the system, there are things you should do to make your return to society easier. If you are already out, you will need to get moving on these things right away.

1. *If you don't have a high school diploma, start working toward your General Equivalency Degree, or G.E.D., now!* A diploma shows you possess basic reading, writing, and math skills. This greatly increases your chances of getting a job. A college degree increases your chance even more. The more education you have, the better prepared you will be to take on responsibilities in a new job. Talk to your caseworker or parole officer about starting a G.E.D. program today.
2. *Obtain proper identification and other records.* Certain forms of identification are required before you can be legally employed. Other forms, like work records, certificates, and professional license are very helpful. Some documents you will need are:
  - **Social Security Card** – A Social Security Card is required for employment. To obtain a new one or replace a lost card, contact your local Social Security Office. Again, ask your caseworker to help you request these forms. They may have the paperwork already in their office. Social Security cards and other forms of identification cannot be sent to inmates; have them sent to your caseworker.
  - **Work Experience Records** – References may be hard to get from people you knew before you were incarcerated. Did you work while you were incarcerated? Who can provide you with a reference? Get names and addresses of anyone who can help: teachers, employers, and ministers. Ask permission to use them as a reference and make sure it will be a good reference. You will give this list to potential employers so they can call and ask what type of employee you were.
  - **Birth Certificate** – When employers hire you, they commonly need two forms of identification for their records. Do you have a birth certificate? If you don't, get a copy by contacting the Bureau of Vital Statistics in the town or city where you were born.
  - **Driver's License** – Try to get a regular driver's license as soon as you are released. You may also want to consider studying for a commercial license since many jobs require a commercial permit. You can get a copy of the booklet to study for a commercial license from the Motor Vehicle Administration. If your license has been revoked, you may need a copy of your driving record. If you don't drive, you may want to get a State ID card instead. Look in your telephone directory (in the Federal or State Government listings) for the Motor Vehicle Administration office nearest you.

- **Military Discharge Papers** – If you were in the military, you probably held several jobs during your service. Contact the Military Personnel Records center, 9700 Page Boulevard, St. Louis, Missouri 63132, (314) 263-3901 for your records. These records can show your work history while you were in the military.
- **Proof of Education** – Contact schools you have attended for records of vocational, technical, or college courses, apprenticeship certificates, or training certificates you have received.
- **Occupational or Professional License** – If you have obtained a professional license of some kind, make sure it is still up-to-date and valid. The group that issued it to you will be able to tell you if you are still certified.
- **Alien Registration Card** – If you are not a U.S. citizen and you have misplaced your green card, contact your local Immigration and Naturalization Service office. This will be under the Federal Government listings in your telephone directory.
- **Rap Sheet** – You should double-check your rap sheet when you are released to make sure it is accurate. Mistakes on this form could cost you a job.
- **Credit Report** – You may not have charged anything in a while, but your credit report could say differently. Clear up any mistakes on this report as well. Mistakes on this form can prevent you from making purchases on credit. Ask your caseworker or parole officer about how to get these records.

## **Social Security: What Prisoners Should Know About Social Security**

**EN3**

Social Security and Supplemental Security Income (SSI) benefits generally are not payable for months that you are confined to a jail, prison, or certain other public institutions for commission of a crime. And, you are not automatically eligible for Social Security or SSI benefits when you are released.

### **WHO CAN GET BENEFITS?**

- Social Security disability benefits are paid to people who have recently worked and paid Social Security taxes and who are now unable to work because of a serious medical condition that is expected to last a year or more or result in death. The fact that an individual is a recent parolee or unemployed does NOT qualify as a disability. No benefits are payable for months in which you are confined to a jail, prison, or other correctional facility or certain other public institutions.
- Social Security retirement benefits can be paid only to people who are 62 or older. Generally, you must have worked and paid taxes into Social Security for 10 years to be eligible. Benefits are usually not paid for the months you have been sentenced to a jail, prison, or correctional facility or confined to certain public institutions for committing a crime.
- SSI benefits can be paid to people who are 65 or older or blind or disabled and have low income or few resources. No SSI benefits are payable for any month throughout which you reside in a jail, prison, or certain other public institutions.

### **YOU MUST APPLY FOR BENEFITS.**

In all cases, you must apply for benefits with a Social Security office if you think you qualify. Although you cannot receive benefits while you are confined to a jail, prison or certain other public institutions, your spouse or children, if they are eligible, can be paid benefits on your record.

### **SOCIAL SECURITY CAN HELP YOU IN OTHER WAYS.**

For example:

- If you've lost your Social Security card, contact Social Security for a replacement. Many employers will not hire you and many social service agencies will not be able to help you without a card.
- If you want to find out how much your future Social Security benefits will be or if you want to check the earnings that have been reported for you to Social Security, you can get a free *Personal Earnings and Benefit Estimate Statement*. Call Social Security's toll-free number at 1-800-772-1213 and ask for Form SSA-7004.

## **Social Security: What Prisoners Should Know About Social Security (Page 2)**

**EN3**

Remember: All Social Security services are free. The best place to get Social Security information is from a Social Security office. Call us at 1-800-772-1213 business days from 7 a.m. to 7 p.m. or contact your local Social Security office.

The Social Security Administration treats all calls confidentially, whether they're made to our toll-free number or to one of our local offices. We also want to ensure that you receive accurate and courteous service. That is why we have a second Social Security representative listen to some incoming and outgoing telephone calls.

*From the U.S. Department of Health and Human Services*

**Social Security Administration**

*August 1997*

## Social Security: SOCIAL SECURITY ADMINISTRATION Application for a Social Security Card

---

EN4

Applying for a Social Security Card is easy AND it is FREE!

If you **DO NOT** follow these instructions we **CANNOT** process your application!

- Step 1** Complete and sign the application with **BLUE** or **BLACK** ink. **DO NOT** use pencil! Follow instructions below.
- Step 2** See Page 2 to determine what evidence we need.
- Step 3** Submit the application and evidence to any Social Security office. Follow instructions below.

### HOW TO COMPLETE THE APPLICATION

Most items on the form are self-explanatory. Those that need explanations are discussed below. The numbers match the numbered items on the form. If you are completing this form for someone else, please complete the items as they apply to that person.

- 2. Show an address where you can receive the card 10 to 14 days from now.
- 3. If you check “other” for CITIZENSHIP, provide a document from the Federal/State or local agency explaining why you need a Social Security number and that you meet all the requirements for the benefit or service except for a number.
- 5. You do not have to complete this item about race/ethnic background. We use this information for statistical reports on how Social Security programs affect people. We do not reveal the identities of individuals.
- 6. Show the month, day, and full (4-digit) year of birth, for example, “1998” for year of birth.
- 8. You **must** enter the mother’s Social Security number in item 8B, if you are applying for a number for a child under the age of 18.
- 9. You **must** enter the father’s Social Security number in item 9B, if you are applying for a child under the age of 18.
- 13. If the date of birth you show in item 6 is different from the date of birth you used on a prior application for a Social Security number card, show the date of birth you used on the prior application and submit evidence of age to support the date of birth in item 6.

**Social Security: SOCIAL SECURITY ADMINISTRATION      EN4**  
**Application for a Social Security Card (Page 2)**

---

16. You **must** sign the application if you are age 18 or older and are physically and mentally capable. If you are under age 18, you may also sign the application if you are physically and mentally capable. If you cannot sign your name, you should sign with an “X” mark and have two people sign as witnesses in the space beside the mark. If you are physically or mentally incapable, generally a parent, close relative, or legal guardian may sign the application. Call us if you need clarification about who can sign.

### **HOW TO SUBMIT THE APPLICATION**

Mail the form and your evidence documents to the nearest Social Security office. We will return your documents to you. If you do not want to mail your original documents, take them to the nearest Social Security office with this application.

**If you are age 18 or older and have never been assigned a number before, you must apply in person.**

---

Form SS-5 Internet (2-98) Destroy Prior Editions

If you need to apply for an original card, a duplicate card because yours was lost or stolen, or a corrected card to change your name, call or visit Social Security. **These services are free.** You'll need to complete an application and furnish one or more documents as identification.

To get an original card, you'll need to provide documents that show your identity, age, and citizenship or lawful alien status.

To replace your lost or stolen card, you usually need one identifying document. To change the name on your card, you need to show one or more documents that identify you by your old name and your new name. If you were born outside the United States, generally you must also have proof of U.S. citizenship or lawful alien status. Your replacement card will have the same number as your old card.

The form SS-5 is available in this handbook or can be downloaded from <http://www.ssa.gov/online.ss-5.html>

Take or mail the SS-5 to the nearest Social Security office. Be sure to take or mail the originals or certified copies of your supporting documents along with the form. Your original documents will be returned right away. Once the Social Security office receives everything, your Social Security card will be sent in about two weeks.

If you are not sure where your local office is located, call 1-800-772-1213 or the Social Security Office Locator on their web site <http://www.ssa.gov>

### **Tips for Completing the Social Security Application:**

- Read the form completely before filling out the application.
- Fill out the application completely in blue or black ink.
- Do not use abbreviations.
- If you plan to have the card sent to an outside address, you must write "In care of..." with the homeowner's name and address on the application.
- Make sure that you have filled out the application accurately and completely.
- Make sure that you have signed the application.

## Social Security: Applying for a Social Security Card (Page 2) EN5

**NAME CHANGE:** If your name is now different from the name shown on your card, we need an identity document that identifies you by BOTH your old name AND your new name. Examples include a marriage certificate, divorce decree, or a court order that changes your name. Or we can accept two identity documents --- one in your old name and one in your new name. (See IDENTITY for examples of identity documents.)

**U.S. CITIZENSHIP:** We can accept most documents that show you were born in the U.S. If you are a U.S. citizen born outside the U.S., show us a U.S. consular report of birth, a U.S. passport, a certificate of Citizenship, or a certificate of Naturalization.

**ALIEN STATUS:** We need to see a current document issued to you by the U.S. Immigration and Naturalization Service (INS), such as Form I-551, I-94, I-688B, or I-766. We CANNOT accept a receipt showing you applied for the document. If you are not authorized to work in the U.S., we can issue you a Social Security card if you are lawfully here and need the number for a valid nonwork reason. Your card will be marked to show you cannot work, and, if you do, we will notify INS.

**IF YOU HAVE ANY QUESTIONS:** If you have any questions about this form, or about the documents you need to show us, please contact any Social Security office. A telephone call will help you make sure you have everything you need to apply for a card.

---

### THE PAPERWORK/PRIVACY ACT AND YOUR APPLICATION

The Privacy Act of 1974 requires us to give each person the following notice when applying for a Social Security number.

Sections 205(c) and 702 of the Social Security Act allow us to collect the facts we ask for on this form.

We use the facts you provide on this form to assign you a Social Security number and to issue you a Social Security card. You do not have to give us these facts; however, without them we cannot issue you a Social Security number or a card. Without a number, you may not be able to get a job and could lose Social Security benefits in the future.

The Social Security number is also used by the Internal Revenue Service for tax administration purposes as an identifier in processing tax returns of persons who have income that is reported to the Internal Revenue Service and by persons who are claimed as dependents on someone's Federal income tax return.

## Social Security: Applying for a Social Security Card (Page 3) EN5

We may disclose information as necessary to administer Social Security programs, including to appropriate law enforcement agencies to investigate alleged violations of Social Security law; to other government agencies for administering entitlement, health, and welfare programs such as Medicaid, Medicare, veterans benefits, military pension, and civil service annuities, black lung, housing, student loans, railroad retirement benefits, and food stamps; to the Internal Revenue Service for Federal tax administration; and to employers and former employers to properly prepare wage reports. We may also disclose information as required by Federal law, for example, to the Department of Justice, Immigration and Naturalization Service, to identify and locate aliens in the U.S.; to the Selective Service System for draft registration; and the Department of Health and Human Services for child support enforcement purposes. We may verify Social Security numbers for State motor vehicle agencies that use the number in issuing drivers licenses, as authorized by the Social Security Act. Finally, we may disclose information to your Congressional representative if they request information to answer questions you ask him or her.

We may use the information you give us when we match records by computer. Matching programs compare our records with those of other Federal, State, or local government agencies to determine whether a person qualifies for benefits paid by the Federal government. The law allows us to do this even if you do not agree to it.

Explanations about these and other reasons why information you provide us may be used or given out are available in Social Security offices. If you want to learn more about this, contact any Social Security office.

**The Paperwork Reduction Act of 1995** requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number.

### TIME IT TAKES TO COMPLETE THIS FORM

We estimate that it will take you about 8.5 to 9 minutes to provide the information. This includes the time it will take to read the instructions, gather the necessary facts and provide the information. All requests for Social Security cards and other claims-related information **should be sent to your local Social Security office**, whose address is listed under Social Security Administration in the U.S. Government section of your telephone directory. Comments or suggestions on our "Time it Takes" estimates are welcome and should be addressed to: Social Security Administration, ATTN: Reports Clearance Officer 1-A-21 Operations Building, Baltimore, MD 21235-0001. SEND ONLY COMMENTS ON OUR "TIME IT TAKES" ESTIMATE TO THIS ADDRESS.

---

Form	SS-5	Internet	(2-98)
------	------	----------	--------

# Social Security: SOCIAL SECURITY ADMINISTRATION

## Application for a Social Security Card (Page 4)

**N5**

Form Approved OMB No. 0960-0066

<b>1</b>	<b>NAME</b> TO BE SHOWN ON CARD →	First	Full Middle Name	Last
	FULL NAME AT BIRTH IF OTHER THAN ABOVE →	First	Full Middle Name	Last
	OTHER NAMES USED →			
<b>2</b>	<b>MAILING ADDRESS</b> Do Not Abbreviate →	Street Address, Apt. No., PO Box, Rural Route No.		
		City	State	Zip Code
<b>3</b>	<b>CITIZENSHIP</b> (Check One) →	<input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Legal Alien Allowed To Work <input type="checkbox"/> Legal Alien Not Allowed To Work <input type="checkbox"/> Other (See Instructions On Page 1)		
<b>4</b>	<b>SEX</b> →	<input type="checkbox"/> Male <input type="checkbox"/> Female		
<b>5</b>	<b>RACE/ETHNIC DESCRIPTION</b> (Check One Only – Voluntary) →	<input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Black (Not Hispanic) <input type="checkbox"/> North American Indian or Alaskan Native <input type="checkbox"/> White (Not Hispanic)		
<b>6</b>	<b>DATE OF BIRTH</b> Month, Day, Year	<b>7</b>	<b>PLACE OF BIRTH</b> (Do Not Abbreviate) City State or Foreign Country FCI <i>(Office Use Only)</i>	
<b>8</b>	<b>A.MOTHER'S MAIDEN NAME</b> →	First	Full Middle Name	Last Name At Her Birth
	<b>B.MOTHER'S SOCIAL SECURITY NUMBER</b> <small>(Complete only if applying for a number for a child under age 18.)</small> →	□ □ □ - □ □ - □ □ □ □		
<b>9</b>	<b>A.FATHER'S NAME</b> →	First	Full Middle Name	Last
	<b>B.FATHER'S SOCIAL SECURITY NUMBER</b> <small>(Complete only if applying for a number for a child under age 18.)</small> →	□ □ □ - □ □ - □ □ □ □		
<b>10</b>	Has the applicant or anyone acting on his/her behalf ever filed for or received a Social Security Number card before? <input type="checkbox"/> Yes (If "yes", answer questions 11-13) <input type="checkbox"/> No (If "no", go on to question 14) <input type="checkbox"/> Don't Know (If "don't know", go on to question 14)			
<b>11</b>	Enter the Social Security number previously assigned to the person listed in item 1. →	□ □ □ - □ □ - □ □ □ □		
<b>12</b>	Enter the name shown on the most recent Social Security card issued for the person listed in item 1. →	First	Middle	Last
<b>13</b>	Enter any different date of birth if used on an earlier application for a card. →	_____ Month, Day, Year		
<b>14</b>	<b>TODAY'S DATE</b> Month, Day, Year	<b>15</b>	<b>DAYTIME PHONE NUMBER</b> ( ) _____ Area Code Number	
<b>DELIBERATELY FURNISHING (OR CAUSING TO BE FURNISHED) FALSE INFORMATION ON THIS APPLICATION IS A CRIME PUNISHABLE BY FINE OR IMPRISONMENT, OR BOTH</b>				
<b>16</b>	<b>YOUR SIGNATURE</b> →	<b>17</b>	<b>YOUR RELATIONSHIP TO THE PERSON IN ITEM 1 IS:</b> <input type="checkbox"/> Self <input type="checkbox"/> Natural or Adoptive Parent <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (Specify) _____	
<b>DO NOT WRITE BELOW THIS LINE (FOR SSA ONLY)</b>				
NPN		DOC		NTI
PBC		EVI		EVA
EVC		PRA		NWR
DNR		UNIT		
EVIDENCE SUBMITTED		SIGNATURE AND TITLE OF EMPLOYEE(S) REVIEWING EVIDENCE AND/OR CONDUCTING INTERVIEW		
		DATE		
		DATE		

## Social Security: WHEN YOU APPLY FOR A CHILD'S SOCIAL SECURITY NUMBER

EN6

You may need this additional information to complete items 8.B. and 9.B. on FormSS-5, Application for a Social Security Card.

When you apply for a Social security number for a child under age 18, you need to provide each parent's Social Security number **unless** the –

- parent does not have a Social Security number; or
- parent's Social Security is not known.

If you can't provide the parent's Social Security number for one of the reasons listed above, we'll still be able to assign the child a Social Security number.

---

---

## CUANDO USTED SOLICITA UN NÚMERO DE SEGURO SOCIAL PARA UN NIÑO

Usted podría necesitar esta información adicional para completar los artículos 8.B. y 9.B. en el formulario SS-5, *Solicitud para una tarjeta de Seguro Social*.

Cuando usted solicita un número de Seguro Social para un niño menor de 18 años, necesita proveer los números de Seguro Social de cada padre a menos que –

- los padres no tengan números de Seguro Social;
- los números de Seguro Social de los padres sean desconocidos.

Si usted no puede proveer los números de Seguro Social de los padres por una de las razones mencionadas arriba, todavía podremos asignar un número de Seguro Social al niño(a).

## The Job Application: WORDS ON AN APPLICATION FORM EN7

Here are some words you may see on job application forms. You need to know what they mean, so you can fill out an application form correctly.

**DIRECTIONS:** The words in the right column go with the meaning in the left column. Write the correct word in the space provided. If you do not know what a word means, look it up in a dictionary.

- |  |             |
|--|-------------|
| 1. _____ spaces to write something in          | agency      |
| 2. _____ extras like vacation pay, insurance   | application |
| 3. _____ open—you can try for it               | available   |
| 4. _____ place that will try to find you a job | benefits    |
| 5. _____ asking for a job                      | blanks      |
- 

- |  |              |
|--|--------------|
| 1. _____ insured—the insurance company pays the boss if an employee steals for the company | bonded       |
| 2. _____ found guilty  | clerical     |
| 3. _____ does office work  | citizenship  |
| 4. _____ country you belong to   | career goals |
| 5. _____ jobs you would like to aim for someday  | convicted    |
- 

- |   |                    |
|---|--------------------|
| 1. _____ pay for injury or if you're out of work    | compensation       |
| 2. _____ how far you've gone in school              | defect (defective) |
| 3. _____ a job                                      | dependents         |
| 4. _____ something that's wrong or cannot work well | education          |
| 5. _____ people you support with money you earn     | employment         |
- 

- |  |            |
|--|------------|
| 1. _____ worker                                    | employee   |
| 2. _____ about 40 hours a week                     | employer   |
| 3. _____ things you've done before/jobs you've had | experience |
| 4. _____ the boss; you work for him or her         | form       |

# The Job Application: WORDS ON AN APPLICATION FORM (Page 2)

EN7

5. \_\_\_\_\_ in the past full-time

---

1. \_\_\_\_\_ not married references

2. \_\_\_\_\_ people who know you and who will say  
good things about you resume

3. \_\_\_\_\_ more pay for your work raise

4. \_\_\_\_\_ descriptions of yourself by you sex

5. \_\_\_\_\_ male or female; pick one single

---

1. \_\_\_\_\_ state exactly salary

2. \_\_\_\_\_ draft board number selective service

3. \_\_\_\_\_ pay signature

4. \_\_\_\_\_ money after you retire social security

5. \_\_\_\_\_ your name, written by you specific

---

1. \_\_\_\_\_ your boss skill

2. \_\_\_\_\_ how things stand now status

3. \_\_\_\_\_ leaving a job supervisor

4. \_\_\_\_\_ for a short time temporary

5. \_\_\_\_\_ something you can do well termination

---

1. \_\_\_\_\_ seeing veteran

2. \_\_\_\_\_ how heavy you are vision

3. \_\_\_\_\_ number at the end of an address weight

4. \_\_\_\_\_ served in the armed forces work history

5. \_\_\_\_\_ description of your past jobs zip code

---

## The Job Application: WORDS ON AN APPLICATION FORM (Page 3)

---

---

EN7

1. \_\_\_\_\_ how tall you are handicap
  2. \_\_\_\_\_ old enough to hold a job height
  3. \_\_\_\_\_ talk about the job you want hobbies
  4. \_\_\_\_\_ something wrong or that doesn't work well interview
  5. \_\_\_\_\_ things you like to do for fun of legal age
- 
- 

1. \_\_\_\_\_ woman's name before marriage major
  2. \_\_\_\_\_ time in the Navy, Air Force, Marines maiden name
  3. \_\_\_\_\_ subject in a college curriculum to which a student devotes a large amount of time military service
  4. \_\_\_\_\_ less than 40 hours a week part-time
  5. \_\_\_\_\_ place for business work office
- 
- 

1. \_\_\_\_\_ a job opportunity
  2. \_\_\_\_\_ a chance at something good overtime
  3. \_\_\_\_\_ having to do with your body permanent
  4. \_\_\_\_\_ more than 40 hours a week physical
  5. \_\_\_\_\_ for good, not for just a short time position
- 
- 

1. \_\_\_\_\_ the company department that hires people personal
  2. \_\_\_\_\_ would like to have personnel
  3. \_\_\_\_\_ whatever shows that you can do the job personnel department
  4. \_\_\_\_\_ belongs to you preferred
  5. \_\_\_\_\_ workers qualifications
- 
-

# ACTION WORDS FOR RESUME WRITERS

N8

Circle the words below that describe what you have done in the jobs you have had.  
You may want to use some of these ACTION words on your resume.

achieved	created	guaranteed	provided
acquainted	decorated	guarded	publicized
activated	delivered	guided	published
adapted	demonstrated	hosted	recommended
adjusted	designated	illustrated	recorded
administered	designed	improved	reduced
advertised	detected	increased	refinished
advised	determined	informed	regulated
advocated	developed	initiated	remodeled
aided	devised	inspected	removed
altered	diagnosed	instructed	renovated
analyzed	directed	interviewed	reorganized
approved	disclosed	interpreted	repaired
arranged	discontinued	introduced	replaced
assembled	dispatched	invented	reported
assisted	displayed	inventoried	researched
assumed	distributed	investigated	restored
attached	documented	lectured	scheduled
attained	economized	located	screened
authorized	edited	maintained	selected
balanced	educated	managed	simplified
built	eliminated	measured	solved
calculated	employed	merged	stabilized
catered	encouraged	minimized	stocked
classified	endorsed	mixed	strengthened
coached	engineered	modernized	suggested
collected	established	modified	supervised
combined	estimated	motivated	surpassed
communicated	evaluated	notified	tailored
compared	examined	observed	taught
completed	exchanged	obtained	tested
computed	executed	operated	trained
condensed	expanded	organized	transferred
constructed	experimented	originated	transformed
consulted	familiarized	planned	transported
controlled	filmed	prescribed	treated
converted	formulated	processed	unified
coordinated	generated	procured	updated
counseled	governed	produced	utilized

## TIPS FOR RESUME WRITING

EN9

1. Limit the resume to one or two pages. It is better to have one page than one and a half. A half page looks like the person ran out of information.
2. Be consistent. If you do it for one, you should do it for all. If you give your high school's zip code, then you must give all zip codes.
3. Avoid using slang words.
4. Use simple words that say what you want to say.
5. Use action words.
6. Show accomplishments and problem solving skills, not just duties. Show that you can do the work required for the job.
7. Be honest.
8. Make it perfect. Check for spelling and other mistakes. Use a good copier or have the resume printed.
9. State information in a positive way. List strongest skills and best work experience first.
10. Do not include personal information such as date of birth, height, weight, etc.
11. Include a cover letter when sending the resume.
12. Balance your resume on the page.
13. Include volunteer work, hobbies, and awards if they show experiences or skills.
14. Use action words ending with "ed" for past jobs. Use action words ending with "ing" for present jobs.

# RESUME WORKSHEET

EN10

The sample resume worksheets are to be used only as a guideline. All of the information listed may not be needed on every resume. Decide which information is best for you.

\_\_\_\_\_  
**NAME**

\_\_\_\_\_  
**STREET ADDRESS**

\_\_\_\_\_  
**CITY, STATE, ZIP CODE**

\_\_\_\_\_  
**AREA CODE, TELEPHONE NUMBER**

## **EDUCATION:**

High School

\_\_\_\_\_  
NAME OF SCHOOL

\_\_\_\_\_  
DATES ATTENDED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

\_\_\_\_\_  
MAJOR

College

\_\_\_\_\_  
NAME OF SCHOOL

\_\_\_\_\_  
DATES ATTENDED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

\_\_\_\_\_  
MAJOR

**CONTINUING EDUCATION:**

	_____ NAME OF SCHOOL
_____ DATES ATTENDED	_____ CITY, STATE, ZIP CODE
	_____ MAJOR

OTHER EDUCATION

	_____ NAME OF SCHOOL
_____ DATES ATTENDED	_____ CITY, STATE, ZIP CODE
	_____ MAJOR

---

**WORK EXPERIENCE:**

_____ JOB TITLE	_____ NAME OF COMPANY
_____ DATES EMPLOYED	_____ CITY, STATE, ZIP CODE
DUTIES	_____
	_____
	_____
	_____

**WORK EXPERIENCE:**

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
NAME OF COMPANY

\_\_\_\_\_  
DATES EMPLOYED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WORK EXPERIENCE:**

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
NAME OF COMPANY

\_\_\_\_\_  
DATES EMPLOYED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**WORK EXPERIENCE:**

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
NAME OF COMPANY

\_\_\_\_\_  
DATES EMPLOYED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

**WORK EXPERIENCE:**

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
NAME OF COMPANY

\_\_\_\_\_  
DATES EMPLOYED

\_\_\_\_\_  
CITY, STATE, ZIP CODE

DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SKILLS ACQUIRED:**

---

---

---

---

---

---

---

---

---

---

**JOB OBJECTIVE:**

---

---

---

---

---

---

**AFTER YOUR RESUME IS COMPLETED, USE THIS FORM TO EVALUATE IT.**

## **APPEARANCE AND FORMAT**

- \_\_\_\_\_ 1. The overall appearance is neat and business-like.
- \_\_\_\_\_ 2. The typing is sharp and clean.
- \_\_\_\_\_ 3. The paper is high quality.
- \_\_\_\_\_ 4. The paper is spotless and free of wrinkles.
- \_\_\_\_\_ 5. The use of “white space” enhances the resume.
- \_\_\_\_\_ 6. A consistent format is used.

## **CONTENT**

- \_\_\_\_\_ 7. The resume emphasizes results, achievements, and problem solving skills.
- \_\_\_\_\_ 8. The most qualifying experiences are emphasized.
- \_\_\_\_\_ 9. Information on education is complete.
- \_\_\_\_\_ 10. Honors and awards reflect ability.
- \_\_\_\_\_ 11. Controversial activities or associations are avoided.
- \_\_\_\_\_ 12. Reasons for leaving employment are not given.
- \_\_\_\_\_ 13. Information is factual.
- \_\_\_\_\_ 14. The strongest experiences and skills are described first.
- \_\_\_\_\_ 15. The content supports the job objective.
- \_\_\_\_\_ 16. There are no obvious gaps in your employment history.

**WRITING STYLE**

- \_\_\_\_\_ 17. Short phrases are used.
- \_\_\_\_\_ 18. Action words are used.
- \_\_\_\_\_ 19. "I" is not used.
- \_\_\_\_\_ 20. Present tense is used for current activities.
- \_\_\_\_\_ 21. Past tense is used for previous experiences.
- \_\_\_\_\_ 22. Information given is brief and necessary.

## References: WHO TO USE FOR A REFERENCE EN12

1. A reference should be someone who can tell an employer what kind of worker you are.
2. Future employers often ask that you not list former employers as references. The person who gives out references at your former place of employment is the one person who cannot be listed as a reference.
3. Co-workers, supervisors, assistant managers often make excellent references. They know your work habits and they are not your former employer.
4. Teachers, trainers, coaches, and professors are all very good references. They know about your education and training. They can report on your attendance.
5. People that you have been on committees with can also be good references.
6. Clergy, doctors, and lawyers are not always the best references. They often deal with personal aspects of your life, not work related areas.
7. Family members are not considered references even if you worked with them.
8. It is best to use references who are working, rather than unemployed. These people should also have good work records.
9. The people who are your references need to have good telephone communication skills. They also need to have telephone numbers where they can be reached at work. Most employers contact references by telephone during the day.
10. Since some employers require written references, the people you choose should have good writing skills. Whenever possible, they should use company letterhead.
11. The references you choose should be responsible people who will follow through.
12. It is best to ask people if they would feel comfortable giving you a good reference. Be sure to let them know the positions for which you applied.
13. References need to be updated. Addresses, phone numbers, and job titles often change.
14. You should use your references' business addresses and phone numbers. If you have to use friends who cannot be reached at work, list home phone numbers.

**References: REFERENCES FOR:**

**EN13**

**RAE S. MAY**

510 Maple Avenue Apartment 2B  
Yourtown, Ohio 45442  
(216) 224-9583

Ms. Betty Toms, Manager  
Thinwall Apartments  
510 Maple Avenue, Office  
Yourtown, Ohio 45442  
(216) 224-1234

Dr. Michael Barnes, Instructor  
Excel-Moore Vocational Technical School  
467 Education Way  
Yourtown, Ohio 45442  
(216) 224-5678

Ms. Karen Smart, Librarian  
Moore County Library  
100 Bookway Drive  
Yourtown, Ohio 45442  
(216) 224-8765

## References: REFERENCES FOR YOU

EN14

---

YOUR NAME

---

YOUR STREET ADDRESS

---

YOUR CITY, STATE, ZIP CODE

---

YOUR AREA CODE, TELEPHONE NUMBER

**Fill in the spaces below with information on three people you will use for references.**

---

reference's name

---

job title

---

business name

---

business address

---

city, state, zip code

---

area code, telephone number

---

---

---

reference's name

---

job title

---

business name

---

business address

---

city, state, zip code

---

area code, telephone number

---

---

reference's name

job title

---

business name

---

business address

---

city, state, zip code

---

area code, telephone number

## The Interview: ANSWERS TO TOUGH INTERVIEW QUESTIONS

EN15

During a job interview, an interviewer's questions should focus on the job requirements and your qualifications. The following list of questions are most commonly asked during a job interview. The suggested answers are only examples of how you might want to respond to these questions. Always answer job interview questions truthfully. Don't give vague answers to questions. Your answers should be responsive and direct.

<b>QUESTION:</b>	<b>TELL ME ABOUT YOURSELF.</b>
Possible Answers:	Accounting was my strongest interest in school, and I graduated from college with honors in the subject. I have always had great problem solving abilities in math. <b>OR</b>
	Repairing mechanical equipment is something I do well because of my training, experience, and interest in this kind of activity. <b>OR</b>
	I am a very dependable worker. On my last job, I worked for ten years and I never missed a day because of illness or personal problems.
<b>QUESTION:</b>	<b>WHAT KIND OF WORK ARE YOU LOOKING FOR?</b>
Possible Answers:	I am looking for work that requires excellent mechanical skills, a knowledge of appliance repairs, and an interest in customer service activities. <b>OR</b>
	I am looking for work that requires a knowledge of WordPerfect, good math and writing skills, and an interest in public contact activities.
<b>QUESTION:</b>	<b>WHAT DO YOU KNOW ABOUT OUR COMPANY?</b>
Possible Answer:	I know that your company manufactures appliance products and has a national market. Also, I learned, through conversations with some of your employees, that your company goal is customer satisfaction.
<b>QUESTION:</b>	<b>WHY DO YOU WANT TO WORK FOR OUR COMPANY?</b>
Possible Answer:	I know your company is in the communications industry, which is a growth industry. Also, I read in the newspaper that your company is expanding its national markets to other regions of the country, and one of my friends told me that you like employees who have a lot of initiative.
<b>QUESTION:</b>	<b>WHAT IS OUR MAJOR WEAKNESS? WHAT IS YOUR MAJOR STRENGTH?</b>
Possible Answer:	My <u>weakness</u> is that I become impatient with people who are chronic complainers. I am highly motivated and willingly do what I am asked to do. My <u>strength</u> is my ability to remain focused regardless of distractions.
<b>QUESTION:</b>	<b>HAVE YOU EVER DONE THIS KIND OF WORK BEFORE?</b>
Possible Answer:	First, state the knowledge you possess that is related to the job requirements. Next, identify and state the transferable skills that can be used in the new job. Then, name the activities or tasks for which the transferable skills were used. For example, you may say the following: Although my work experience did not provide me the opportunity to work with spreadsheets, I have a lot of accounting experience using a computer at home to plan my financial budgets.

## The Interview: SALARY QUESTIONS AND ANSWERS EN16

Be prepared to respond to salary questions only if: 1) You are applying for a job that does not list the salary, or 2) The salary is advertised to be negotiable. Otherwise, do not try to negotiate or ask for a different salary. *Below are questions frequently asked about salary requirements. The answers provided are examples of effective responses to those questions.*

### *Suggested Answers to Typical Salary Questions*

If the employer asks: *“What kind of salary are you looking for?”* or *“What is the minimum salary you will accept?”*

Your possible answer: *“I am looking for a salary based on my years of experience and job skills. I intend to make my job profitable for your business.”*

Then, ask the employer: *“How much are you willing to pay me based on my experience and qualifications?”*

If the employer asks: *“What is the lowest amount of pay you will accept?”*

Your possible answer: *“I would like to be paid a salary in the low to mid teens, that is between \$13,000 and \$15,000 per year; or the low to mid twenties, that is between \$20,000 and \$25,000 per year; or in the mid to high twenties, that is between \$25,000 and \$29,000 per year.”*

If the employer asks: *“How much do you think you are worth?”*

Your possible answer: *“I am seeking a salary based on my record of success, my prior level of responsibilities, and my abilities to do the job well.”*

Then, ask the employer: *“Based on your review of my resume and application, how much do you think I am worth to fill the position you have in mind?”*

**Avoid stating an exact salary figure. Give the employer that option.**

# The Interview: HOW TO HANDLE THE *NEGATIVE* INFORMATION

EN17

Negative information (things we are not proud of in our employment or personal history) does not have to be a barrier in your job search. Learning how to present this information appropriately will assist you in seeking employment, while maintaining an open and honest attitude about who you really are. Whatever you do....DON'T LIE! If the employer finds out you are lying, you will almost definitely not get the job and if you already have the job, you may be fired for lying to your employer.

What do you do with the negative information when asked...

## **In an Interview:**

- Be prepared for the topic to come up and be ready and confident in answering any questions of concerns.
- If the subject comes up, assure the interviewer that the problem is a part of your past and will not interfere with your job performance. If something positive has resulted from your negative experience (such as an opportunity to learn something new), you may want to share this information to show you have learned from your mistakes.

## **On a Resume:**

- Choose a resume format that does not highlight your negative experiences, but instead focus on your skills and abilities.
- You may want to condense your resume so that large unemployment gaps and jobs that only lasted a short duration are omitted.
- Do not voluntarily put negative information such as arrests and dishonorable discharges on your resume. This information can be addressed in person at an interview, if needed. Age and disability are not to be listed on a resume either.

## **On a Job Application:**

- You can avoid applications altogether by seeking jobs that do not require you to complete them (instead they may just accept your resume only).
- Write the truth and plan to address the issue in an interview.
- Write that you would prefer to discuss this information in an interview.

Specific Negative Information

## The Interview: HOW TO HANDLE THE *NEGATIVE* INFORMATION (Page 2)

EN17

### **You have a criminal record.**

If you were arrested, but not convicted, you are innocent and do not have to report your arrest to anyone. Leave all questions about arrests blank on an application. Employers cannot legally ask about arrests, only convictions.

If you were convicted, but your conviction was a minor one, for a traffic violation or other minor offense, explain that it was a minor offense in your past and you have moved on. Employers are rarely interested in misdemeanor convictions.

If it was a major felony conviction, you might have to avoid applying for certain jobs. Jobs handling money or working with children or other jobs that require a high level of trust may not be the best choices for you. Jobs that require licensing or bonding may prohibit felons from employment.

You may want to bring up the issue yourself, if you feel the employer will encounter it during the employment process. This will give you the opportunity to explain the circumstances, that you have matured and it will not happen again. It will also avoid the employer's discovery of the information later.

Juvenile records are usually closed, so you don't need to reveal this information to potential employers.

You and your employer may be eligible for special tax credits. This gives you an added leverage when talking to a potential employer. Check with your parole officer." (Job-Search Briefs, 1998 JobShop, Inc.)

### **You were fired from a previous job.**

Admit that you were let go and try not to use the word fired. Explain why in a neutral manner without being defensive or saying negative comments about your old employer. Be sure you and your old boss are in agreement and stating the same thing about the reasons why you were fired in case the potential employer contacts him/her. Provide your potential employer that this was an isolated case and that it will not happen at your new position.

### **Your job history shows periods of long unemployment.**

If you are asked by an employer to explain long periods of unemployment, be prepared to give an answer to show that while you were not employed, you were still productive (taking classes, traveling, raising a child or caring for an ailing parent, etc.).

### **You do not have enough experience.**

Don't have enough work history? Focus on your volunteer, skills, hobbies and education instead. Emphasize how these experiences have prepared you for this position.

## The Interview: HOW TO HANDLE THE *NEGATIVE* INFORMATION (Page 3)

EN17

### **You do not have any higher education.**

Don't focus on your lack of degree, but don't lie or exaggerate. Instead, focus on your skills and abilities, previous work experience and any other types of training.

### **You are overqualified for this position in education and/or job experience.**

Downplay your degrees or previous extensive experience. You can eliminate the higher education and previous job titles and not mention all of your past responsibilities if they do not directly apply to the position you are applying for. In the interview, mention that you are looking for a position that may not have the high level of stress and that you are willing to negotiate on salary.

### **You have some medical problems and disabilities.**

The Americans with Disabilities act (1990) prevents employers from denying you employment based on a disability that does not affect your ability to do your job. Employers are required to make reasonable accommodations to the workplace to accommodate an employee's disabilities. However, explain your disability and that it will not affect your ability to do the job.

### ***Other issues:***

#### **Age.**

If you are older, the employer may think that you will be overqualified, have more health problems or will be slower in learning new skills. On the flip side, if you are young, an employer may think you do not have enough experience, will not be committed to a position or willing to stay in a position for any length of time, and that you may be unreliable. Instead use your age to your benefit! If you are older, focus on your reliability, your willingness to learn new things (give examples), and your maturity. Younger? You might emphasize your openness to learn new things and be trained to meet the demands of the company, as well as your flexibility and commitment and your interest in advancing with the company.

#### **Gender.**

It is illegal for an employer to discriminate based on sex when hiring. It is illegal for an employer to ask if you have children or to ask if you plan to have children. However, you may want to assure them on your own that you are willing to meet your work responsibilities and your personal life will not interfere with your job. Men may face discrimination problems when applying for traditional female positions; focus on your skills and abilities that will enable you to do the job, regardless if you are a man or woman.

#### **Sexual Orientation.**

Do not mention your sexual orientation, as it does not relate to your ability to do your job in any way.

## Physical Appearance.

First impressions are important and your physical appearance can speak volumes. Make sure you are clean, neat, and professionally and suitably dressed for the interview. Take care to make your appearance flattering and professionally appealing.

Adapted from Job-Search Briefs, 1998 JobShop, Inc.

There are standard questions that you should anticipate prior to any interview. Practice your responses ahead of time. Listen carefully to the questions asked and impress the interviewer with your careful and complete responses.

❑ ***Tell me about yourself.***

The interviewer isn't looking for a recounting of our whole life's history. He/she is generally seeking to discover what you consider your greatest asset for this particular job. You should talk about work and educational experiences which prove you can do the job, and be prepared to recount your strongest skills

❑ ***Why are you interested in joining our company?***

Demonstrate that you have researched the company. Show how your career goals relate to the company. Suggest how you might work toward the resolution of problems. Indicate your enthusiasm about this particular company and its products.

❑ ***What courses did you particularly enjoy?***

❑ ***What qualifications do you have for this job?***

❑ ***How did you choose this field?***

❑ ***What is important to you in a job?***

❑ ***Where do you see yourself in five years?***

The interviewer is interested in exploring your career goals: what they are, how you reached them, and how realistic they are. Your expectations of the company and the degree of commitment you can offer to an employer are being assessed. Indicate that you are seeking a long-term affiliation with the company and that you will remain as long as there is opportunity for growth.

❑ ***Why should I hire you?***

❑ ***What is your greatest strength?***

❑ ***What do you enjoy doing in your spare time?***

These inquiries are designed to assess your priorities and your ability to handle tough questions. The interviewer wants to know what you can do for the company. He/she is also checking into your use of leisure time. Are you engaged in community and civic work? Are you interested in hobbies or associations, which could benefit the company? Be cautious, however, not to offer specifics, which might prejudice the interviewer, e.g., religious or political affiliations.

□ ***What is your greatest weakness?***

Turn this problem question to your advantage: “I tend to get so wrapped up in my job that I sometimes work late into the evenings. I prefer to be ahead of schedule on my tasks, so this system has worked well for me.”

□ ***What questions do you have?***

Be prepared – this question always arises. Always ask at least one question. Bring along a written list of questions and ask the ones which were not covered in the interview. Ask about the hierarchy of the organization (to whom would you report?) and about the other people with whom you would be working.

You may wish to ask questions about the rest of the interview process: What is the next step in the decision-making process regarding this job? How many other candidates are being interviewed for the position?  
When can I expect to hear about your decision?



## The Interview: THINGS TO DO DURING AND AFTER A JOB INTERVIEW

EN19

### Things to Do During A Job Interview

How you conduct your self during a job interview determines how well the interview may go and if you are hired.

1. Maintain positive eye contact. Remain attentive during an interview.
2. Always give a firm handshake.
3. Speak clearly and audibly so that you can be understood and heard.
4. Always present a pleasant attitude, be friendly and smile.
5. Clearly express your job goals and qualifications.

### Things to Do After A Job Interview

How you conclude your job interview is just as important as how you conduct yourself during the interview. After the interview, there are some very important things you should do. They are as follows:

1. Stand up, shake the interviewer's hand firmly. Thank the interviewer for taking time for your interview.
2. Tell the interviewer you are interested in the job and the company, never assume the interviewer knows you want the job.
3. Set a date and time to call the employer back. Ask what time would be best for the employer. Restate to the interviewer the time you are expected to call back.

## The Interview: QUESTIONS YOU SHOULD ASK

EN20

At the end of the typical interview, the employer will ask, “Do you have any questions?” It is decidedly in your favor if you can inquire about something pertaining to the job opening.

However, be careful not to ask a question which already has been discussed during the interview. This tends to give the impression that you were not listening.

If the following subjects were not covered during the course of the interview, you might consider using them as questions:

1. What are the job duties?
2. What is the title of the supervisor for this job?
3. What is the pay and how is it figured (straight salary, commission, salary plus commission, tips)?
4. Could I see where I would be working?
5. Will I have to buy any special clothes (such as uniforms) or equipment (such as a car)?
6. How is the department organized? What other positions are in the department?
7. What are the opportunities for training and advancement? Interviewers are most impressed by questions like this that reveal some long-range planning and are a sign of drive and wanting to get ahead. Don't ask the question unless you are sincere about it, however.
8. Does the job involve working alone or with other people?
9. If hired, would I be filling a newly created job, or replacing someone?
10. When was my predecessor promoted?
11. Would you describe a typical workday and the things I would be doing?
12. What duties are most important for this job? Least Important?
13. How would I be trained or introduced to the job?
14. What are the department's production, sales, or service, and how can I assist you to reveal those goals?

## The Interview: QUESTIONS YOU SHOULD ASK (Page 2) EN20

15. Who are the other people I would be working with and what do they do?
16. Can someone in this job be promoted? If so, to what position?
17. How will I get feedback on my job performance?
18. If hired, would I report directly to you or to someone else?
19. Has the company had a layoff in the last three years? How long was the layoff? Was everyone recalled?
20. What are the major markets for this?
21. Are sales up or down over last year?
22. If you were to offer me this job, where could I expect to be five years from today?
23. Do you think I'll find this job to be challenging and stimulating? If so, why?
24. Could you give me a tour? I would enjoy seeing the people in their workplace?
25. What could I say or do to convince you to offer me the job?
26. I want this job. Could I have a thirty (30) day trial period to prove myself?

Stick to essential concerns regarding the job.

- In case you have no meaningful questions, say something like “the main questions that I had concerned the working conditions and possibility for overtime, but I think you have covered parts I was not sure of.”

Repeat and summarize the answers to make sure you have understood the position.

The most difficult interview question an ex-offender will face is about his or her incarceration. The question can take many forms – some will be legal and some may not be legal. Here are some questions that ex-offenders may be asked:

- Have you ever been convicted of a felony?
  - Have you ever been incarcerated?
  - Why is there such a big gap in your work history?
  - How can I be sure you won't re-offend?
- 

As difficult as these questions are, ex-offenders can make them work to their advantage: in other words, turn a negative into a positive. The following are ways ex-offenders can be successful in interviews.

1. Be honest about incarceration (P & P checks up).
2. If asked, state charge only. Keep details of offense simple, no gory details. Volunteer nothing.
3. Accept responsibilities of your offense. Don't make excuses for behavior.
4. Talk in great detail about how incarceration has taught you a lesson.
  - I participated in programs (parenting, Alternatives to Violence, etc.).
  - I enrolled in education classes.
  - I worked – dietary, maintenance, and telemarketing.
  - I participated in religious programs.

Talk about all the positive things you've done while incarcerated.

5. If you are asked, "How do I know you won't re-offend?" List specific steps and support systems you have in place to prevent you from going back.
  - I'm enrolled in a 7 month Apprenticeship program.
  - I will be reporting to a mentor.
  - I have a "Plan of Action."
  - I will attend my church meetings.
6. Wrap-up the question by saying, "I made a mistake for which I paid for and now I'd like to work for this company and offer these skills..."

---

Offenders need to know when interviewers bring up the question of incarceration it's an opportunity for offenders to discuss (Work Opportunity Tax Credit), (Federal Bonding Program), and (Educational Achievements).