



# Resumé & Cover Letter Guide

WORKSOURCE  
OREGON

# A GUIDE FOR RESUMÉ WRITING

**RESUMÉ:** a short summary of your skills, knowledge and employment history.

Your resumé should be a personalized, visual representation of who you are. It presents you to a prospective employer and is used as a screening tool. Unfortunately, it is used just as often to screen you out as it is to get you an interview. So, the idea is to select specific parts of your past that show the employer you possess skills and qualifications for the job. It is your responsibility to present convincing arguments as to why an employer should hire you over someone else.

This document is designed to help you quickly put together a resumé that will work well in most situations. A simple, error-free resumé can help you get an interview. An interview can help you get a job.

## **RESUMÉ BASICS:**

### **Keep it Simple**

A resumé is usually read in five minutes or less, so it must do its job quickly. Use short sentences and easy to understand words. Keep the layout simple and uncluttered.

### **Shorter is Better**

Keep the length to one page. Resumés are brief, typed descriptions. They are not detailed accounts. Include only the information that is essential for the employer to know. Busy employers seldom read more than one page.

### **Eliminate Errors**

Use a dictionary or computer Spell Checker. Ask someone to proofread for grammar and punctuation mistakes. One error can make a big impression on a prospective employer.

### **Looking Good**

The document's overall appearance will affect an employer's opinion of you. Create a "crisp" professional looking document. Use bold or italic typefaces or underline for emphasis. Use plenty of white space to increase readability. Use top quality paper.

### **Don't Be Humble**

Emphasize accomplishments and credentials. Stress skills that directly support the job you want. Identify your strengths.

### **Be Positive**

Present positive information. If something might be interpreted as negative, do not include it. Use your judgment and if in doubt, cut it out.

### **Honesty is the Best Policy**

Be aggressive, be bold, but be honest. Represent yourself accurately.

## PREPARING THE FUNCTIONAL RESUMÉ

The functional resum  highlights major areas of accomplishment and strength and allows you to organize them in an order that directly supports the job you want. Rather than listing your experience under each job, this format organizes your experiences under skills and abilities areas. It allows you to emphasize your strengths without emphasizing your weaknesses.

The functional resum  is a tool that can hide problem areas such as:

- Gaps or inconsistencies in your work history
- A variety of different, relatively unconnected work experience
- Poor work history

It is also advantageous when:

- Changing careers
- Entering the job market for the first time or after an absence
- You want to emphasize capabilities not used in recent work experience
- Much of your work has been temporary, freelance or consulting
- You are entering the job market after training in a certain field or after college

### RULES FOR THE FUNCTIONAL RESUM 

- Use two to four separate sections, each one headlining a particular skill area or category of expertise.
- List the functional sections in order of importance, with the area most related to your present job target at the top.
- Within each functional area, stress the most directly related accomplishments or results you produced and/or the most powerful skills and abilities you possess.
- Include any relevant accomplishment without identifying which employer or non-employment situation it was connected to.
- Include education toward the bottom, unless it was within the past three years and directly related to your career goal. If it was in an unrelated field, place it at the end, regardless of how recent.
- Include a brief list of your actual work experience at the bottom, giving employer(s) and title(s).

See next page for an example of a functional resum .

# FUNCTIONAL RESUMÉ OUTLINE

Chris Careerseeker  
3231 East Employment Drive  
Klamath Falls, OR 97601  
(541) 882-3456

## EMPLOYMENT OBJECTIVE:

## SKILLS AND ABILITIES:

### Skills area #1:

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- 

### Skills area #2:

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## EMPLOYMENT HISTORY:

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## EDUCATION AND TRAINING:

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## PERSONAL STATEMENT:

References Available Upon Request

## **PREPARING A CHRONOLOGICAL RESUMÉ**

The chronological resum , the most common style, organizes your education and employment history by date (listing the most recent job you held first, and the rest in descending order). This style matches your strengths and activities with the actual company you worked for and the dates you worked there. The chronological resum  provides a clear picture of your work history and the positions you held. This type of resum  is suitable for the job seeker who has very few gaps in their work history or for those who have worked for notable companies. The companies you have worked for and your dates of employment are the first thing an employer sees. If you have had stable employment, perhaps the chronological resum  is the style for you.

### **RULES FOR THE CHRONOLOGICAL RESUM **

- Start with present or most recent position and work backward, with most space devoted to recent employment.
- Detail only the last four or five positions or employment covering the last ten years or less. Summarize early positions unless exceptionally relevant to the present.
- Use month and year designation, not month, day and year. Greater detail can be given in the interview or application.
- You don't need to show every major position change with one given employer. List the most recent position.
- Do not repeat details that are common to several positions.
- Stress the major accomplishments and responsibilities of each job.
- Education is not put in chronological order with work experience. It should be at the bottom of the page.
- Always keep your resum  one page.

See next page for an example of a chronological resum .

# CHRONOLOGICAL RESUMÉ OUTLINE

JANE DOE  
999 W FIFTH STREET  
PRINEVILLE OR 97754  
(541) 447-0000

## Career Objective:

## Work Experience:

5/1999 to Present

Parker and Stephens, Attorney at Law, Bend OR

Legal Secretary:

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2/1994 to 5/1999

Don M. Simon, M.D., Redmond OR

Office Manager:

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9/1989 to 2/1994

Labor Ready, Bend OR

Clerical Receptionist:

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## Additional Skills:

## Education:

References Available Upon Request

## THE EMPLOYMENT OBJECTIVE

The employment objective begins the resumé by telling the employer what job and/or field you are interested in. Be as specific as possible, particularly if the resumé is geared to a very narrow job goal.

You may prefer the employment objective to be more general so that the resumé is acceptable for a variety of jobs that are related to the skills you have. This works well when your experience is somewhat varied or if you don't have one specific job title in mind.

*A well-written, well-focused objective will often set your resumé apart from the rest.*

### TIPS FOR WRITING A GOOD EMPLOYMENT OBJECTIVE:

- Be as brief as possible. This statement is usually one sentence.
- Avoid the use of "I" even if it is not a complete sentence.
- Include a job title only if you have a very specific objective. If your objective is narrow, you may not be considered for other jobs that you might qualify for.
- Include two or three skills areas that you are strong in that are particularly important for success in the job that you are seeking.
- AVOID: Vague, wordy, rambling statements that give the employer little or no solid clue as to what you want. For instance:

– POOR EXAMPLE – "Employment Objective: Challenging, responsible position where I can grow with the company and have a chance for advancement as I prove my various skills and abilities."

Compose your own employment objective using the attached suggestions as a guide. Use the space below to work on your rough draft, then add to the appropriate area of the functional resumé outline.

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## **SUGGESTED EMPLOYMENT OBJECTIVES**

### **Specific Objectives:**

- An entry-level grocery clerk position with increasing responsibility
- Full-time employment as a receptionist that includes bookkeeping duties
- A responsible and challenging position as an accountant
- A data entry position using my recent training and previous job experience
- Major interest in a position in computer programming with opportunity for further specialization
- Seeking a position providing office support in a day care or pre-school setting utilizing my interpersonal and organizational skills
- To obtain a position as a financial manager in the health care industry
- Certified nursing assistant seeks position with a progressive hospital or medical center
- To secure the challenging post of administrative assistant which will utilize my strong people skills, organizational abilities and business experience

### **General Objectives:**

- Entry-level job doing physically active work that requires good mechanical aptitudes and manual dexterity
- A responsible position in retail sales utilizing my strong customer service and merchandise display skills
- A general office position where good telephone skills and math abilities are necessary
- A clerical position where my computer skills can be reinforced and where there is opportunity to advance to more challenging positions
- A challenging, rewarding and responsible position in child care
- An opportunity which offers responsibilities and assignments leading to career growth
- Management position with an innovative company utilizing my leadership, technical and business skills
- To obtain a position in real estate sales where there is advancement based on merit

## SKILLS AND ABILITIES

Using the lists of job-related skills below, highlight or check off the skills and abilities that you have obtained through paid work, school or volunteering. Add to the resumé outline, grouping similar skills together (for instance, group all Customer Service skills in Skills area #1).

Have some abilities not listed? The following words can help you describe them.

accelerating	editing	observing	shaping
accomplishing	effecting	operating	simplifying
achieving	eliminating	ordering	solving
acting	enforcing	originating	sorting
adapting	establishing	organizing	peaking
administering	evaluating	participating	streamlining
advising	expanding	performing	supervising
analyzing	expediting	piloting	supplying
approving	explaining	planning	supporting
arranging	facilitating	pinpointing	teaching
ascertaining	filing	programming	training
assessing	finding	projecting	transcribing
assembling	generating	promoting	translating
attaining	guiding	proposing	traveling
auditing	handling	proving	trouble-shooting
budgeting	implementing	providing	tutoring
building	improving	purchasing	undertaking
calculating	increasing	reasoning	unifying
charting	influencing	recommending	uniting
checking	informing	reconciling	upgrading
classifying	initiating	recording	utilizing
coaching	inspecting	reducing	verbalizing
collecting	installing	referring	watching
completing	instructing	reinforcing	weighing
composing	interpreting	reorganizing	welcoming
computing	launching	resolving	winning
conducting	leading	revamping	wiring
coordinating	lecturing	reviewing	wording
completing	logging	revising	writing
controlling	maintaining	risking	
creating	managing	scheduling	
delegating	mastering	selecting	
developing	mediating	separating	
demonstrating	monitoring	serving	
designing	motivating	serving	
directing		setting up	
		sewing	

## **CAREER AREA SKILLS AND ABILITIES EXAMPLES**

### **Animal Care**

Feeding and tending horses  
Grooming and brushing horses  
Exercising horses  
Training dogs in obedience  
Providing care of cats and dogs  
Cleaning animals pens and cages  
Safely trimming dog and cat claws  
Preparing animal bedding and brooding area for expectant animals  
Managing all aspects of animal care  
Calming upset animals  
Exercising pets  
Cleaning and disinfecting kennels  
Keeping records of animal intakes and adoptions  
Performing euthanasia on unwanted animals  
Responding to injured animal calls  
Caring for a wide variety of farm animals  
Checking animals for diseases, pregnancies and injuries  
Tending cattle  
Calving cattle  
Caring for a wide variety of farm animals  
Administering medication and giving shots

### **Bookkeeping**

Counting tills  
Preparing deposits and delivering to bank  
Managing accounts payable and receivable  
Completing purchase orders  
Collecting on past-due accounts  
Entering new accounts on computer  
Producing month-end reports  
Preparing customer invoices  
Accepting payment for services and providing receipts  
Balancing daily sheets and ledgers  
Checking time sheets  
Processing payroll  
Writing quarterly and annual reports  
Analyzing financial records  
Keeping detailed sales records  
Taking inventory and restocking products  
Operating computerized cash registers  
Performing light bookkeeping and billing duties

## **Child Care**

- Monitoring and caring for children
- Assisting with educational activities
- Providing playtime activities for children
- Working with special needs children
- Assisting in day care center
- Assisting youth with library research
- Communicating with parents and teachers about children's behavior
- Comforting upset children
- Encouraging children to use their imaginations and creativity
- Teaching children self-sufficiency, personal safety and independence skills
- Monitoring playground activities

## **Clerical**

- Typing and entering data on computer
- Utilizing a variety of word processing programs including: MSDOS, WordPerfect Microsoft Works
- Proofreading and editing documents
- Researching, writing and processing outgoing correspondence
- Producing and editing newsletters
- Typing case files
- Organizing and filing records
- Maintaining personnel files
- Reviewing and updating policies and procedures
- Running daily reports
- Filing and sorting documents alphabetically and numerically
- Photocopying
- Operating various office machines including postage machine, photocopier, 10-key, fax machine, shredder, Dictaphone, stenograph and micro encoder
- Addressing, stuffing and mailing
- Mailing information packets
- Answering multi-line phones
- Scheduling appointments
- Sorting and directing mail
- Shipping and receiving packages
- Running errands
- Taking and organizing minutes and reports
- Organizing meetings
- Providing support to staff
- Performing opening closing procedures
- Cashiering service at the counter
- Processing catalog orders and mailing out sale information and money handling
- Providing customer service

## **Construction**

Setting forms and foundations  
Running concrete mixer  
Bending and tying rebar and pouring concrete  
Finishing sidewalks and walkways  
Framing buildings  
Calking siding  
Hanging aluminum siding  
Hanging, taping and texturing drywall  
Fitting and installing interior molding  
Constructing cabinetry and countertops  
Installing cabinets, doors and windows  
Operating forklifts, bobcats and other equipment  
Landscaping  
Erecting small buildings  
Remodeling rooms  
Completing all wiring tasks  
Installing plumbing  
Painting interior and exterior surfaces  
Performing maintenance on equipment and tools  
Measuring and cutting logs and lumber  
Roofing with hot tar  
Roofing with tar paper  
Applying shingles  
Repairing leaks in roofs  
Managing tarring equipment  
Installing insulation  
Performing home repairs  
Light welding  
Cutting steel using acetylene torch  
Building fences  
Preparing for carpet laying  
Sweeping and scraping floors  
Laying parquet, hardwood, vinyl and tile flooring  
Operating table saws, routers, lathes and sanders  
Using wood planes and files

## **Customer Service**

Explaining products and available services  
Handling solving customer complaints and problems  
Greeting customers in a friendly, professional manner  
Assisting customers with product decisions  
Calming unhappy customers  
Using patience in stressful situations  
Mediating conflicts and solving problems  
Ensuring customer satisfaction through excellent service  
Cooperating well with others in a team atmosphere  
Communicating effectively with a wide variety of people  
Answering customer questions and providing information  
Filling customer orders  
Handling money  
Managing time effectively while working alone  
Assisting customers in completing paperwork  
Researching customer requests  
Taking and filling customer orders  
Assessing customer needs  
Handling phone calls  
Training new employees about procedures and responsibilities  
Completing tasks independently  
Completing exchanges and refunds in a positive manner

## **Food Service**

Taking customer orders  
Handling money and making change  
Bartending  
Clearing tables  
Working with slicers  
Preparing food for serving  
Making sandwiches and deep-fried food  
Grilling sandwiches  
Cleaning up after preparation  
Assisting cooks with food prep  
Pricing and putting away stock  
Setting up for banquets  
Cooking meals for large numbers of people  
Working as a short order cook  
Cleaning and maintaining various kitchen appliances and machinery

## **Janitorial / Housecleaning**

Washing windows  
Sweeping, mopping, stripping and waxing floors  
Cleaning walls and countertops  
Dusting and vacuuming  
Emptying trash containers  
Disinfecting bathrooms  
Washing dishes  
Stripping and making beds  
Laundering bedding and clothing  
General housecleaning  
Lifting heavy objects  
Working with cleaning chemicals  
Shampooing carpets  
Cleaning and maintaining pools

## **Retail Sales**

Explaining products and available services  
Handling and solving customer complaints and problems  
Assessing customer needs  
Ensuring customer satisfaction through efficient, friendly service  
Calming unhappy customers  
Pricing and stocking merchandise  
Cashiering and handling money  
Preparing and counting tills  
Taking and filling customer orders  
Taking inventory  
Setting up store displays  
Performing shipping and receiving duties  
Completing receipts, purchase orders, delivery slips and other necessary forms  
Training customers on products use and maintenance  
Ordering and purchasing  
Bagging merchandise for customers  
Making daily deposits  
Keeping detailed records  
Utilizing excellent customer relations skills

## **Heavy Equipment / Equipment and Power Tool Operation**

Nail gun / staple gun  
Forklift / ivylift  
Skill saw  
Radial arm saw  
Rotary hammer  
Pallet jack  
Cutting torch  
Arc welder  
Jackhammer  
Router  
Airless spray painter  
Grinder  
Sander  
Caterpillar (D6, D7, D8)  
Skidder (518, 528)  
Front end loader (966)  
Dump truck  
Water Truck  
Hay truck  
Bobcat  
Excavator  
Tractor

## **Patient Care**

Taking and recording temperature, pulse and respiration  
Bathing patients  
Feeding patients  
Stripping and making beds  
Helping patients dress  
Aiding in daily living activities  
Assisting with client exercise  
Preparing patients for examinations  
Dispensing medication as needed  
Transporting people to and from appointments  
Providing companionship and entertainment to elders  
Assisting and caring for elders  
Providing patient care  
Following confidentiality guidelines  
Offering comfort and support to patients and families  
Planning and serving nutritious meals  
Communicating with doctors and nurses  
Answering patient and family questions

## **Maintenance**

- Performing general repair
- Painting signs and billboards
- Maintaining sanitation sites
- Performing maintenance on equipment and tools
- Servicing sinks and toilets
- Replacing parts
- Loading, stacking, cutting and hauling firewood
- Landscaping
- Caring for lawn and plants
- Operating lawn maintenance equipment
- Cleaning windows
- Removing snow from roofs
- Digging ditches

## **Management**

- Delegating duties to employees
- Organizing and conducting meetings
- Training new employees
- Managing crew members
- Mediating conflicts and resolving problems
- Evaluating employees
- Interviewing, hiring and terminating employees
- Public speaking
- Negotiating employment contracts
- Maintaining workplace safety standards
- Organizing volunteers
- Conducting board meetings
- Negotiating fees for services rendered
- Scheduling employee shifts
- Developing rules and regulations
- Delegating assignments and tracking their completion

## **Painting**

- Preparing surfaces for painting
- Cleaning walls and filling holes and cracks
- Operating airless sprayer and high-powered washer
- Using roller and brushes to paint walls and trim
- Cleaning up

## **Interpersonal**

Dealing well in a stressful, fast-paced environment  
Cooperating well with others as part of a team  
Mediating conflicts and resolving problems  
Communicating with various kinds of people and personalities  
Communicating effectively with customers and co-workers  
Using patience to handle various situations  
Understanding and following instructions  
Solving customer problems and handling customer complaints  
Utilizing excellent customer relations skills  
Maintaining quality through detail-oriented work  
Utilizing good time management skills  
Explaining complicated information and ideas  
Utilizing strong phone etiquette skills  
Preserving client confidentiality  
Working well alone or as part of a team  
Using compassion in stressful situations  
Maintaining flexibility in a changing environment  
Using tact and a polite manner  
Providing friendly, professional customer service  
Demonstrating responsibility and reliability  
Using excellent organizational skills  
Handling emergencies and solving problems  
Ensuring customer satisfaction through good service  
Maintaining a positive attitude in stressful situations  
Assisting clients with necessary information  
Training other employees  
Working effectively with other agencies and the public  
Handling numerous tasks at once  
Explaining detailed rules and regulations to customers  
Providing information about services  
Communicating with co-workers in several different departments  
Maintaining comfortable personal and professional relationship with clients  
Performing tasks quickly and efficiently  
Meeting deadlines individually and in team situations

## PERSONAL STATEMENT

Personal statements are an optional addition to your resumé. Select qualities that show the employers you have the qualifications they are looking for. Personal statements can tie your skills and abilities together to make your resumé stronger.

### SAMPLE PERSONAL STATEMENTS:

I am thorough and well organized.

I have very high standards and take pride in the work I do.

I'm a responsible, self-motivated person who enjoys a challenge.

I work well under pressure and enjoy using my mind.

I'm a strong and dependable worker who believes in doing a day's work for a day's pay.

I'm a solution-minded person who enjoys helping others.

I can function well in stressful situations and make clearheaded decisions.

I believe in giving every task my full attention.

I learn quickly and am willing to work hard to provide customers with excellent service.

I am a self-starter and manage my time wisely.

Life experiences have given me the ability to problem-solve and adapt to change positively.

Compose your own personal statement using two or three personal qualities. If you use any more than that, even your mother wouldn't believe it! Use the attached list of character traits/values for ideas. Be creative and make your personal statement unique to you. Use the space below to work on your rough draft, then add to the appropriate area of the functional resumé outline.

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## SUGGESTED CHARACTER TRAITS/VALUES

accountable	dedicated	impartial	self-starter
adaptable	dependable	integrity	self-motivated
attentive	detail oriented	loyal	sincere
balanced	diligent	motivated	stable
bold	diplomatic	patient	steady
calm	eager	pertinent	straightforward
candid	effective	polite	strong work ethic
capable	energetic	positive	supportive
caring	enthusiastic	prepared	tactful
committed to excellence	experienced	problem solver	take pride in work
competent	flexible	professional	team oriented
conscientious	friendly	proficient	team player
consistent	generous	qualified	trustworthy
cooperative	genuine	quick learner	versatile
courteous	hard worker	reliable	vigorous
creative	honorable	resourceful	work well under pressure
	honest	responsible	
	high standards		

JANE WORKER  
2387 Looking Avenue  
Klamath Falls OR 97601  
(541) 555-8505

*CAREER OBJECTIVE:* A responsible position in the clerical field

*SKILLS AND ABILITIES:*

- |               |   |   |
|---------------|---|---|
| Clerical      | * | Typing  |
|               | * | Filing  |
|               | * | Ordering supplies   |
|               | * | Reading and understanding government contracts                          |
|               | * | Procuring job contracts   |
|               | * | Calculating bids  |
|               | * | Figuring payroll  |
|               | * | Compiling payroll and expense account reports                           |
|               | * | Recording information for licensing                                     |
|               | * | Processing and distributing licenses                                    |
|               | * | Preparing inventory   |
| Interpersonal | * | Interviewing and hiring employees                                       |
|               | * | Scheduling employees and tasks  |
|               | * | Training and supervising employees                                      |
|               | * | Assisting customers with product needs                                  |
|               | * | Communicating with various customers, clients and employers             |
|               | * | Providing personal care to patients                                     |
|               | * | Aiding clients with daily decisions ranging from medical to financial   |
|               | * | Working closely with patients having mental or substance abuse problems |
|               | * | Using good customer service abilities in various situations             |

*EMPLOYMENT HISTORY:*

*Janitor*, Mr. Clean's Janitorial Service, Klamath Falls, Oregon  
*Home Health Aide*, Lana Allen, Missoula, Montana  
*Home Health Aide*, Great Home Health Care, Missoula, Montana  
*Housekeeper*, Super 12 Motel, Broomfield, Colorado  
*Owner/Operator*, Mega Maid Janitorial, Klamath Falls, Oregon  
*Customer Service Representative*, Department of Motor Vehicles, Klamath Falls, Oregon

*EDUCATION AND TRAINING:*

*Klamath-Lake Employment Training Institute*, Klamath Falls, Oregon  
Computer Skills \* Job Search Skills \* Work Place Skills

*Merle West Medical Center*, Klamath Falls, Oregon  
Certified Nurse's Assistant Training

JILL M. JOBSEEKER  
5400 Employment Street  
Klamath Falls OR 97601  
(541) 555-7728

CAREER OBJECTIVE: Full-time employment in the clerical field that involves extensive use of my computer skills and knowledge

EDUCATION AND TRAINING:

*Mazama High School, Klamath Falls, Oregon*

Computer Clerical Skills: Macintosh and IBM/PC computers

WordPerfect 5.1 \* Windows \* DOS \* Keyboarding

Recordkeeping \* Office Aide Training

*Klamath-Lake Employment Training Institute, Klamath Falls, Oregon*

Lifeskills \* Workplace Skills \* Job Search Skills

Administrative Assistant Certification \* QuattroPro

SKILLS AND ABILITIES:

Clerical

- \* Typing and performing data entry
- \* Filing and information sorting
- \* Faxing
- \* Posting and sorting mail
- \* Answering multi-line phones
- \* Organizing staff offices
- \* Using Enable System software
- \* Managing office operations

Customer Service/Interpersonal

- \* Explaining products and services to customers
- \* Handling and solving customer problems and complaints
- \* Teaching handicapped children
- \* Working closely with military and civilian personnel
- \* Taking and filling customer orders

EMPLOYMENT HISTORY:

*Shift Manager, Food Value, Klamath Falls, Oregon*

*Security Guard, Montgomery Ward, Klamath Falls, Oregon*

*Administrative Assistant, Boeing Field, Klamath Falls, Oregon*

*Food Service Worker, McDougal's, Klamath Falls, Oregon*

References Available Upon Request

JESSE WORKFINDER  
516 Employment Street  
Klamath Falls OR 97601  
(541) 555-8327

**OBJECTIVE:** A full time position in a team oriented atmosphere

**SKILLS AREAS:**

*Clerical*

- \* Answering Phones
- \* Typing
- \* Filing
- \* Operation general office equipment
- \* Scheduling appointments
- \* Organizing

*Customer Service*

- \* Problem solving
- \* Conflict resolution
- \* Money handling
- \* Communicating with difficult individuals
- \* Selling concessions
- \* Supervising children

*Other Skills*

- \* Budgeting
- \* Stocking/inventory
- \* Visual merchandising
- \* Opening and closing procedures
- \* Remodeling (sheet rock, insulation, sanding, etc.)

**WORK EXPERIENCE:**

*Office Assistant*

Klamath Basin Chapter of American Red Cross  
Klamath Falls, Oregon

*State/props organizer*

Ross Ragland Theater  
Klamath Falls, Oregon

*Concessionist*

Pelican Cinemas  
Klamath Falls, Oregon

References Available Upon Request



# COVER LETTERS

Whenever you send a resumé by fax or mail, be sure it is accompanied by a **Cover Letter**.

Here is what a good cover letter needs to accomplish:

- (1) Address someone in authority (by name and title) who could hire you. When it is impossible to get that information, use a functional title as “Dear Hiring Manager”, “Dear Hiring Authority” or “Dear Hiring Committee”.
- (2) Tell how and where you found out about the position, and (if appropriate) how you became interested in the company.
- (3) Demonstrate that you have done some “homework” on the company and see their point of view (their current problems, interests, priorities).
- (4) Convey your enthusiasm and commitment for this work.
- (5) Balance professionalism with personable warmth and friendliness. Avoid using generic, alienating phrases like “enclosed please find”, or “Dear Sir”. This is a personal and business letter.
- (6) Identifying at least one thing about you that is unique – say, a special gift for getting along with all kinds of people – something that goes beyond the basic requirements of the position, that distinguishes you, and is relevant to the position.
- (7) Be appropriate to the field you are exploring – stand out, but in a non-gimmicky way.
- (8) Outline specifically what you are asking and offering.
- (9) Point directly to the next step, telling just what you will do to follow through.
- (10) Remain as brief and focused as possible.

## COVER LETTERS ALWAYS GO WITH RESUMÉS \* \* \* \* KEEP IT SIMPLE

### Paragraph 1:

- Explain**
- ◆ where you heard about the job
  - ◆ the title of the job you are applying for
  - ◆ that your resumé is enclosed

### Paragraph 2:

**Points out unique skills that make you qualified for the job**

**Uses key words from the job ad and position description to show the hiring person you were seriously reading the announcement.**

### Paragraph 3:

**Clearly spells out what you will do to facilitate arranging an interview**

## THE COVER LETTER

Whenever you send a resumé by fax or mail, be sure it is accompanied by a **Cover Letter**.

The cover letter provides you with an opportunity to:

- Highlight and expand on some of the information in your resumé.
- Highlight information not on your resumé.
- Address directly the needs and interests of the employer.
- Suggest areas in which your skills match the organization's needs.

When organizing your cover letter, remember that it should be:

- **Individually typed** (not copied).
- On paper that is identical (at least similar) to that of the resumé.
- No more than one page.
- In business format.
- Addressed to a specific person, preferably the one who is likely to make employment decisions.

**It is important that YOU write your cover letter. If you do a fill-in-the-blank adaptation of someone else's letter, it will be obvious, and possibly embarrassing to you, if the organization received an identical letter from someone else. The cover letter should reflect YOUR personality and skills.**

*Start return address  
9-12 lines from the  
top of the page.*

*(One inch margins on both sides)*

333 West Good Street  
Portland, OR 97222-2222  
January 23, 2012

\_\_\_\_\_ Type the date directly  
below the address

Ms. Jennifer Jones  
Human Resources  
Able and Ready Company  
1234 SE 132<sup>nd</sup> Ave.  
Portland OR 97333-1111

\_\_\_\_\_ Start inside (employer's)  
address 5 lines below the date

Dear Ms. Jones:

\_\_\_\_\_ Double space

I would like to apply for the trainee position at the Able and Ready Company. Carol Taylor, your Accounts Payable Clerk, suggested I send you my resumé.

\_\_\_\_\_ Double space

The enclosed resumé details my education and previous work experience. As you can see, I am accustomed to handling a variety of duties. I work well with people and am fluent in both Spanish and English. I am willing to work any hours, including night shifts. If you are looking for an employee who works hard and is self-motivated, please give me a chance.

\_\_\_\_\_ Double space

I am looking forward to the opportunity to further discuss my qualifications during a personal interview. I can be reached at (503) 555-1234 anytime. Thank-you for your consideration.

\_\_\_\_\_ Double space

Sincerely yours,

\_\_\_\_\_ Close with Sincerely or Sincerely yours  
followed with a comma. Type your name  
4 lines below your closing.

*(personal signature here)*

Judy Jobseeker

\_\_\_\_\_ Double space, then type Enclosure.

Enclosure

This tells the reader there is another  
piece of paper enclosed (your resumé).

## COVER LETTER SUGGESTION

111 SE 110<sup>th</sup>, Apt. 5  
Portland OR 97111  
March 2, 1985

Ms. Sara Jones  
Director of Personnel  
American Manufacturing Co.  
123 South Third St.  
Portland OR 97210

Dear Ms. Jones:

*Opening Paragraph:* State the reason for your letter including the type or job title of the position you are seeking, if possible. Mention how you became aware of the position and/or organization . Perhaps you read about one of the organization's projects in a trade magazine, you were referred by the State Employment Service, etc.

*Middle Paragraph:* Refer to the enclosed resumé or application form. If feasible, refer to and possibly amplify any skills within it that you particularly want the employer to notice.

*Closing Paragraph:* Request an interview appointment! Ask that she contact you to set a mutually convenient time or suggest that you will call her soon ("Thursday", "this week", "next week", etc.) to set up an appointment. Be positive in your attitude. If the place of employment is distant, state when you can conveniently travel to the community.

Sincerely,

*(personal signature here)*

George M. Smith

Enclosure

## COVER LETTER EXAMPLE

2534 NE 117<sup>TH</sup>  
Portland OR 97220

Mr. John Kennedy  
Polly Express  
4144 SE 24<sup>th</sup>  
Portland OR 97201

Dear Mr. Kennedy:

I am writing to convey my sincere interest for a DELIVERY DRIVER position with your company. As you can see from my enclosed resumé, I have experience in a variety of fields which, I believe, has developed me into a more flexible, resourceful, honest, tactful and dependable worker. This variety of experiences has given me a great base of knowledge from which to draw upon.

Born and raised in the city of Portland, I have extensive knowledge of the Portland-Metro and surrounding areas. I have a perfect driving record in addition to nearly two years of delivery experience. During this time, not one day was missed due to snow and ice conditions. I also handled money and accounts where there was never an error or shortage in the daily records. Although, I was not a sales person, I effectively handled other customer concerns such as answering difficult questions and handling conflicts regarding prices, schedules and product quality.

One reason I have developed a continued interest and preference for being a delivery driver is because of the independence and challenge that is brought from this type of work. I enjoy being outdoors, traveling through the city and making contact with the public. I am also able to effectively deal with stress without allowing "numerous deliveries" with specific time schedules to rattle me.

I appreciate you taking time out of your busy schedule to read my letter and resumé. I would enjoy meeting with you in person to discuss my genuine interest in this position. I will be calling you within the next few days to see if an interview, at your convenience, would be possible. I also may be reached by phoning (503) 456-7890. Thank-you.

Sincerely,

*(personal signature here)*

Linda Robinson

Enclosure

## COVER LETTER EXAMPLE

Today's date

Name of Hiring Authority

Title or Department

Name of Company

Street Address or PO Box Number

City, State, Zip code

Dear Mr. Authority:

I would like to apply for the position of Administrative Assistant which your company advertised in the Redmond Spokesman on September 29. My resumé is enclosed.

I am qualified for this position because, in addition to three years of experience as a filing clerk at Assurance Title Company, I have strong skills in generally accepted office procedures, teamwork and communication. Furthermore, I have recently completed a five week class at Central Oregon Skills Center where I learned basic computer skills including word processing and several other programs. The class also used team projects to address communication techniques. I believe the combination of my experience, skills and training would be an asset to your organization.

I would like to talk with you about this position. Next week, I will contact your office to see if an interview can be arranged.

Sincerely,

*(personal signature here)*

Your Name

Your Street Address

Your City, State, Zip code

Your Phone Number

Enclosure