



Employability Skills Handbook



TABLE OF CONTENTS

Introduction	1
Resume Writing	1
Identify Skills You Already Have.....	2
Tips for Writing Your Resume.....	3
Resume Components.....	4
Types of Resumes	4
Chronological	5
Functional	6
E-Resume.....	8
Cover Letters	11
Job Interviews	12
Getting the Interview	12
Internet Job Search Techniques	12
Dress for the Interview	13
Interview Types.....	14
Interviewing Techniques.....	15
Ten Common Interview Questions.....	16
Some Last Minute Tips.....	17
BizTech Career Programs	
BASIC	18
Advanced Office Specialist.....	19
Desktop Support Technician.....	20
Bookkeeping Specialist.....	21
Medical Office and EHR Specialist	22

Introduction

Employability Skills Training is an integral component of every BizTech Career Program. We believe that our mission is not complete if you attend our training and still can't get a job. If you complete one of our Career Programs you should not only have the skills to be "well qualified" for jobs in that career field but also be able to locate and secure a job you are trained for.

Your Employability Skills Training gives you the additional tools you need to produce a great resume, effectively use Internet job sites, market yourself and be prepared and confident for your interviews.

This booklet contains the essential techniques and tools you can put to use immediately to help you achieve your employment goals.

BizTech students are encouraged to check out these primary references from our library for additional study:

1. *Who Moved My Cheese*, by Spencer Johnson, M.D.
2. *The Perfect Resume*, by Susan Ireland
3. *The Everything Job Interview Book*, by Bob Adams

Resume Writing

Purpose of the Resume

A resume is a concise document that effectively presents your most relevant and positive credentials for employment. It is a marketing tool for you. It's primary purpose is to get you an interview.

First - Pass the "8 Second Test"¹

Your resume has about eight seconds to grab a screener's attention. To pass this test and get an interview, your resume must tell the screener:

1. I am applying for *your advertised job*
2. I have the qualifications you asked for
3. My resume looks professional and is short, neat, and easy to read

1 "The Perfect Resume" third edition, by Susan Ireland

Identify Skills You Already Have

Go online to www.onetonline.org

This website(O*NET) is the nation's primary source of occupational information. Its' database, contains information on hundreds of standardized and occupation-specific descriptors. It is continually updated by surveying a broad range of workers from each occupation.

Click on **Find Occupations**

At the top left of the page, you will see the following text "**Keyword or O'Net-SOC code**". Click the mouse pointer into the white text box and type your last job title into that area. Then click the **GO** button.

You will be given a list of similar job titles to match your search.

Click on the link that best matches your last job title. This will give you a summary report of your job title. You can select the following buttons near the top: **Summary, Details, and Custom.**

Narrowing the Information down

By selecting the **Custom** tab, you can select (check the boxes) the **Tasks, Skills, Knowledge, and Job Zone** areas to display and click on the **GO** button on the bottom of the page. This will help to narrow the information.

Skills

You can copy and paste any of the skills that you have from the **Tasks** section into your resume. Most people find that they have more skills than they thought. Some make a skills list to use in future resumes.

Modify your Resume

After you copy and paste your skills into the Relevant Experience section, you can re-word and organize your sentences.



TIP

Change provides exciting new prospects. It's a chance to acquire new skills and take a different path with your life. Don't fear change - get excited by it. Adapt to Change quickly and move to new opportunities.

Tips for Writing your Resume

Write about your Future

Although your resume will contain your previous work history, do not write it as a historical document. Create a resume tailored around the new job you're striving for, not the past ones you've previously held.

Do not confess unnecessary things

Do not waste space on your resume by putting anything that does not support your job objective. You always want to cast yourself in the best way possible with regard to experience and ability.

Do not write job descriptions

Write about achievements instead of duties. These statements are a powerful way to show an employer your strengths. They should be appropriately stated for the job your interested in.

Write about things you want to do

Do not write about duties that you do like or want to do again. Your resume should have things that you are eager to do.

Less is More

Compile all your skills and experience into a minimum of words on one sheet of paper. This allows you to put the best qualities that you have into less information.

Do not write in paragraphs

Busy employers are unlikely to read a resume with long paragraphs. Start each statement with bullet points to make each statement easier to read.

Do not Lie

Never tell a lie on your resume. A lie will undermine your self-confidence in the interview and can be grounds for termination later on.



TIP

IShakeMyBooty@hotmail.com or anything similar does not belong on your resume. Create something plain and professional like **jane.smith@gmail.com**.

Types of Resumes

Chronological Resume

This is a traditional resume that highlights a job seeker's dates and places of employment. Most conservative fields such as law and finance, prefer this type of resume because they can see clearly a job seeker's history. Other key points of this type of resume are:

- Most accepted format – especially for conservative businesses
- You are proud of your most recent position
- You want to make a horizontal or vertical move within your current field
- No major gaps in work history
- Do not show more than 10 years work experience unless it is needed to justify your skills for the job

See example *Chronological Resume* on the next page ➤



TIP

If a prospective employer calls your home or cell phone for a telephonic interview and they have to listen to 3 minutes of your favorite music to leave a message - you probably won't get an interview or a message.

Save the jams for the party.

Goody Twoshoes

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JOB OBJECTIVE

The employer's advertised position name

Edit the areas in Blue to match your skills as closely as possible to each job listing

SUMMARY OF QUALIFICATIONS

- Over five years of progressively responsible office administration experience
- Six years providing excellent customer service
- Highly proficient in Microsoft Word, Excel, Outlook and PowerPoint
- Typing 40 wpm, 10 key and Alpha data entry
- Organized, conscientious and punctual worker

PROFESSIONAL EXPERIENCE

2005 – 2006	My Last Company	My Last Job Title	Location
	<ul style="list-style-type: none">• Begin with an action verb, describe key activity you performed• Begin with an action verb, describe key activity you performed		
2004 - 2005	My Previous Company	My Previous Job Title	Location
	<ul style="list-style-type: none">• Begin with an action verb, describe key activity you performed		
2003 – 2004	My Old Company	My Old Job Title	Location
	<ul style="list-style-type: none">• Begin with an action verb, describe key activity you performed• Don't show any breaks in employment or activities• Show any skill that you have that will get you an interview		
2001 – 2003	My Really Old Company	My Really Old Job Title	Location

EDUCATION

Current	BizTech Career Centers	Business Software	Clearwater, FL
2001	Charles Tuna Comm. College	Undersea Biology	Hanson, FL

Functional Resume

Use the functional resume to highlight your skills instead of your work history. This resume is great for:

- Career changers
- Re-entering the workforce
- Students just out of school
- Formerly self-employed
- Same responsibilities for many years at multiple job sites

See example Functional Resume on the next page >



TIP

If you use just one resume to send to 500 companies you may as well go to Vegas and put all of your money on Red.

Create your own resume based on your skills and the job description you just found. Use the key words and skills in the order in which they were listed in the job listing. Use the exact job title in the listing as your Objective.



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JOB OBJECTIVE

Advertised Job Title

Edit the areas in Blue to match your skills as closely as possible to each job listing

SUMMARY OF QUALIFICATIONS

- X years experience providing X services, supervision and counseling for clients in a variety of X settings
 - Ability to eliminate barriers to effectively communicate and service any client
 - Highly proficient with Microsoft Word, Excel and Outlook
 - Organized, conscientious and punctual worker
-

RELEVANT EXPERIENCE

- Supervised X number of people to accomplish
 - XX Job Title for over X years
 - Managed a large project or activity
 - Administered a XX program at XX business
-

WORK HISTORY

2005-2006	Last Job Title	Last Company	and Location
2004-2005	Next to Last Job Title	Next Company	and Location
2003-2004	Early Job Title	Early Company	and Location
2001-2003	Earlier Job Title	Earlier Company	and Location

EDUCATION

Current	BizTech Career Centers	Business Software	Clearwater, FL
2005	Hanging Tree College	BA Degree	Deadwood, SD

E - Resume

E-resumes (the E is short for electronic) are delivered via e-mail or uploaded to Internet job boards. The benefits of e-resumes are :

- Employers can save money in recruiting costs
- They can be processed faster than hardcopy resumes
- Resume databases can store, sort, and search thousands of e-resumes according to a variety of criteria.

How to Create a E - Resume

1. Open your resume file in Microsoft Word.
2. Using your “Save As” function, save your resume as a “text only” file with “line breaks” (click on the dropdown arrow in the Save As type box and select “text only with line breaks”). Save and close the file.
3. At this point your computer will warn you that the document may “contain features that are not compatible with text only format. Do you want to save the document in this format?” Click “Yes”.
4. After you have saved the file, you will notice that the resume still looks the same. Close the file.
5. Now open the text only file. It will open in a text editor (e.g. Notepad).

You'll also notice that your original format has been altered. Some sentences may be staggered, the font has been changed to courier, and your fancy formatting has disappeared. Review your resume and replace all unsupported characters. For example, bullets may turn into question marks; apostrophes may turn into square blocks. You will need to replace these characters.

You can use an asterisk (*) to replace bullets. You will also need to make sure your resume only has 65 characters per line. Clean up your resume as needed. Save the file as “Text only”.

When you are ready to apply for a job online, reopen the text file and copy and paste your document into the body of an email. If you are applying for a position on an organization’s web site, copy and paste the resume when asked to “paste your resume below”.

See example Text Only Resume on the next page ➤

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JOB OBJECTIVE

Advertised Job Title

Edit the areas in Blue to match your skills as closely as possible to each job listing

SUMMARY OF QUALIFICATIONS

- * X years experience providing X services, supervision and counseling for clients in a variety of X settings
- * Ability to eliminate barriers to effectively service any client
- * Highly proficient with Microsoft Word, Excel and Outlook
- * Organized, conscientious and punctual worker

RELEVANT EXPERIENCE

- * Supervised X number of people to accomplish
- * XX Job Title for over X years
- * Managed a large project or activity
- * Administered a XX program at XX business

WORK HISTORY

2005-2006	Last Job Title	Last Company	Location
2004-2005	Next to Last Job Title	Next Company	Location
2003-2004	Early Job Title	Early Company	Location
2001-2003	Earlier Job Title	Earlier Company	Location
1978-1997	Much Earlier Job Title	Company	Location

EDUCATION

Current	BizTech Career Centers	Business	Location
2005	Hanging Tree College	BA Degree	Location

Resume Components

Heading

Tells the employer who you are, your address, phone number, and email and should be Centered or Right Justified at the top of the page.

Job Objective

Position you are applying for. Do not write a statement of your intentions in the company. The job objective will change to target each job you apply for.

Summary of Qualifications

Overall summary of your qualifications relevant to the job.

Relevant Experience – Functional Resume

Experience that is relevant to the position that you are applying for. You also must tailor this section for each job resume by including duties and skills from the job description of the position you are applying for.

- Use action verbs at the beginning of your job duties and achievement statements. (try http://www.quintcareers.com/action_skills.html#organize for action verb ideas)
- Prioritize bulleted points in order of importance (to the prospective employer)

Copy the most important skills you have from the job description and paste it into this section. Then you can make minor changes to the information to enhance this section. This can also help the employer to scan your resume for keywords,.

Work Experience – Chronological Resume

Work history including employers, dates (year range only), title, and job duties. You can use volunteer work to fill any gaps if it is relevant to the job.

Work History – Functional Resume

Table style list of your past employers, dates (year range only), title and locations.

Education

Include any apprentice training, on-the-job training, special workshops, vocational training, and colleges. Start with the most recent school or program. On one line, give the date of completion, school attended, degree or certificate, and location.

Cover Letters

This is a letter of introduction that accompanies your resume for employment. The three most relevant job skills must be highlighted. It should have exactly the same heading as your resume.

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January 21, 2011

Name of the Interviewer

Professional Title

Company

Mailing address

City, ST, Zip

Dear Mr. (or Ms.) << Last Name >>,

I was excited to see your job listing posted on <<Monster.com>> today for a <<One-Eyed Purple People Eater>>. I would like to be considered for this position and feel that I have sufficient qualifications to warrant your serious interest.

Please consider the following qualifications, as they relate to your requirements:

- Five years as an office manager training and supervising a staff of three
- Fifteen years of direct customer service experience
- Expert with Microsoft Word, Excel and Outlook

I have enclosed my resume, which provides a complete summary of my work experience and education. I would be pleased to answer any additional questions you may have, and welcome the opportunity of discussing this position with you during a personal interview.

Please call me at << (727) 555-1212 >> so we can schedule a meeting to discuss my future with <<Addressee Organization>>. Thank you for your consideration and I look forward to hearing from you shortly.

Sincerely,

Goody Twoshoes

1 Enclosure

Job Interviews

Getting the Job Interview

Networking is one of the most successful ways to find a new job. Talking with family and friends can lead to finding jobs that may not be publicly advertised. Other methods include:

1. Check the Careers webpage of your favorite company
2. Attend job fairs and meet employers face to face
3. Sign up for a temp agency
 - Temporary agencies match employers to job seekers. These jobs can be full time, part-time, and temporary placement.
4. Visit your One-Stop career center
 - These centers provide job listing, referrals, career counseling, workshops, Veteran's Programs assistance, and much more
5. Collect three or more references. People who have known you for several years are the best
6. Work the Internet – the most used way in our society today

Internet Search Engine Tips

1. Log onto a job search engine (for example Monster.com)
2. Type in your occupation, job title, or a keyword (e.g. clerical) into the occupation field and your city and state in the location field. Keywords can increase your search results because you are searching by a skill not just a job title. Click the search button. For example, search for "Excel" or "Word".
3. This will bring up all the jobs that fit your search criteria. Find a job that interests you and follow the instructions to apply for the job.
4. You can also post your resume with these sites by registering to have your resume available for employers to search, setup job search agents, and have access to many more features.
5. Use Advance Search Techniques to filter listings to your exact needs. Example job search using www.employflorida.com :
 - Zip code - 33765
 - Distance to travel - 10 miles
 - Keyword search - Customer
 - Salary requirement - \$12 per hour

Veterans Resources: www.floridajobs.org/workforce/vet_resources.html

Some Suggested Internet Sites

1. www.employflorida.com
2. www.monster.com
3. www.careerbuilder.com
4. www.indeed.com
5. www.jobing.com
6. www.simplyhired.com
7. www.job.com
8. www.USAjobs.com
9. www.alljobsearch.com
10. www.snagajob.com
11. <https://employment.pinellascounty.org/>



Medical specific job sites:

1. <http://www.hcahealthcare.com/careers/>
2. www.baycarejobs.com
3. <http://www.mortonplant.com/body.cfm?id=74>
4. www.suncoastmedicalclinic.com/careers

Staffing Agencies That Work With Ex-Offenders

Name of Company	Ex Offender Friendly	Type of Work	Contact
A-1 Temps	Misdemeanor w/Exclusions	Clerical and light industrial	(727)544-4500 http://www.a1temps.com
True Blue	Yes	Various	(727) 547-6406 https://www.trueblue.com
Select Staffing	Misdemeanor w/Exclusions - no violence	Business Clerical; Technical Light Industrial / manufacturing; Warehouse	(813) 792-3580 http://www.selectstaffing.com
Office Team	Case by Case depending on contract, legal team's advice	Business Clerical, Financial and Medical	1- (877) 297-1163 http://www.officeteam.com
Frank Crum Staffing	Yes/No Felonies	Various	1 - (800) 277-1620 http://frankcrumstaffing.com
Goodwill Temporary Staffing	Felonies w/Exclusions - initial application must be online	No Specializations	(727) 577-6411 http://www.sbsgoodwill.com
Spherion	Misdemeanor w/Exclusions	Admin/Clerical; Light Industrial; Accounting/Finance; IT; Legal & others	http://www.spherion.com Go online to find closest office
IR Staffing	Yes	Office/Clerical	(352) 515-6960 http://www.irstaffing.us
Express Pro	Yes/No Felonies	Various	(727) 515-6960 https://www.expresspros.com
JMI Resource	Yes	Various	(813) 297-1163 http://jmiresource.com

Also for Ex Offenders: The Federal Bonding Program - (727) 524-4344
www.worknetpinellas.org/wn/worknet_pinellas.php

Interview Types

1. Prescreening Interviews

- They can take place by phone, in person, or both
- This will help the employer to see if you are a good fit for their company
- It is necessary to make a good and lasting impression during the screening process

2. One-on-One Interviews

- Traditional job interview
- Build a strong rapport with the interviewer to show that you have the skills for the job, but also a compatible personality with their firm

4. Committee Interviews

- This is a method that saves the company time
- You will be interviewed by several employees at one time.
- Make sure you address the person that is asking you the question.
- Maintain eye contact and remain focused. Do not let the number of people in the room intimidate you

5. Joint Interviews

- Two or more candidates interviewed together with focused discussion
- Also used to judge interaction with your fellow candidates - your interpersonal skills
- Can provide opportunities to show leadership skills within a group

6. Computer Screening

- The computer interview involves answering a series of multiple-choice questions for a potential job interview



TIP

If you have the interview, you already have the job!

You know that you have the skills they need; they have reviewed your resume and they want to see you. They have spent a lot of time and money to find you so they will provide time enough for you to impress them.

The job is yours to keep if you are prepared to be the best candidate of the day.

Dress for the Interview

1. Avoid trendy fashions – Use conservative colors (e.g. dark blue, black)
 - Suits for men and women
 - Avoid strong perfumes or colognes
 - Women – not too much makeup.
2. Exceptional attention to grooming (nose hair, shoe shine)
3. Do not wear any piercing jewelry other than one set of small earrings (women only)
4. Remember: what you wear to the interview will signal your level of interest in the job before you even say the first word

Interviewing



- Never late – 10 to 15 min early
- Scout the route
- Know who you are seeing
- Firm handshake & smile
- Make eye contact
- Anticipate small talk (e.g. Did you have any problems getting here?) Always give short answers
- Be confident – *they want to talk to you*

TIP

You may be well qualified for a job you interview for, but if the interviewer doesn't like you your skills probably won't get you the job. You must be friendly, be extra polite and express your interest in the job and the company.

Try to charm everyone you meet. The receptionist may have a vote.

Ten Common Job Interview Questions

1. *“Tell me a little about yourself.”*
 - Briefly talk about your experience, training, and skills
2. *“What do you know about our company?”*
 - Before you go on the interview, visit that company website to get an overview of the company.
 - Search the internet for news about the company
3. *“What are your strengths?”*
 - Describe two skills you have that are most relevant to the position
 - Avoid using clichés (e.g. I’m a real people person)
 - Be prepared to back up every strength you give
4. *“What are your weaknesses?”*
 - Focus on your work not your character
 - Turn it into a positive for example, “I’m known to be a perfectionist. I like to do things right the first time.”
5. *“Why should I hire you for this job?”*
 - This is the opportunity to tell the employer all about the great skills you have (e.g. hard worker, team player)
6. *“Tell me about a problem you faced and how you solved it.”*
 - Tell a detailed story that is related to work or other professional situation
 - The interviewer wants to see how you identified the problem and solved it.
7. *“What are your salary requirements?”*
 - You can ask what the salary is for the position
 - Research the salary range for the job type in that state
8. *“Why are you leaving your job?”*
 - Give professional reasons (e.g. job stagnation)
 - Do not complain about the company
9. *“Are you best working alone or in a group?”*
 - The interviewer wants to determine if the working environment is compatible for you
 - You can answer, “Both. I enjoy working as part of a team and I can work independently with others as well.”
10. *“How long do you plan to work here?”*
 - The interviewer wants to know if you are considering a long term position or just a job to get by with until something else comes along
 - You want to always make the employer feel like this is the job you are looking for

Follow Up

- Thank the interviewer for his/her time
- Get their business card to have their contact information. A “Thank you” card or letter can be sent by email or writing . Email is a more efficient, faster way to send a response first
- Call or email the interviewer for a job status if there is no contact after 10 days.
- Express a continued interest in being considered for future openings if not selected
- Learn something from each interview. Assess yourself to improve your interviewing skills

Some last-Minute Tips

- Bring several copies of your resume carried in a simple manila folder
- Have the names, addresses, and phone numbers of your references
- Arrive 10 minutes before the interview begins
- Check your appearance upon arrival
- Bring a notebook and pen that writes
- Make a note of the interviewer’s contact information or get a business card
- Items to take with you to the interview:

1. Your resume - In case you need to refer to your statements
2. Their Job Listing - to help you focus on their requirements
3. Three questions about the company - so they know you are genuinely interested in the position.



Relax, you’ll soon be
another **biztech** Success Story!

References:

- “The Perfect Resume” third edition, by Susan Ireland
- “The Everything Job Interview Book”, by Bob Adams



BASIC

- Computing Fundamentals
- Using Word
- Using Excel
- Living Online including Outlook
- Employability Skills & Practical Exercises



5 Weeks: 9:30 a.m. to 2:30 p.m.

Advanced Office Specialist

- Advanced Word w/exam prep
- Advanced Excel w/exam prep
- 2 - *Microsoft Office Specialist* Exams with Retake
- Prerequisites:
Using Word & Using Excel



4 Weeks: 9:30 a.m. to 2:30 p.m.

To become well qualified for...

- • Administrative Assistant
- • Secretary
- • Sales Administrator
- • Customer Service Rep
- • Inventory/Parts Clerk
- • Service Coordinator
- • Medical Office /Admin
- • Receptionist
- • Data Entry Clerk
- • Office Assistant
- • Order Entry Clerk
- • Sales Assistant
- • Front Desk Clerk
- • Dispatcher



Network Support Technician

- *A+ PC Technician*
- *A+ PC Technician & exam prep*
- *CompTia A+ certification exams*



6 Weeks: 9:30 a.m. to 2:30 p.m.

Bookkeeping Specialist

- QuickBooks® Online
- Advanced Excel with exam prep
- *Microsoft Office Specialist* exam with Retake
- *QuickBooks® Certified User* exam with Retake
- *Florida Notary* training with certification exam



6 Weeks: 9:30 a.m. to 2:30 p.m.

To become well qualified for...

Network Support Technician

- Desktop Support
- PC Bench Technician
- Computer Support Specialist
- Help Desk Technician
- Technology Sales Assistant
- Network Administrator Assistant

Bookkeeping Specialist

- General Office Administrator
- Small business bookkeeper
- Accounts Payable / Receivable
- Shipping / Receiving Clerk
- Assistant Office Manager
- Receptionist / Clerk



Medical Office and EHR Specialist

- Medical Office Procedures
- Practice Management and EHR
- National Healthcare Association - *Certified Medical Administrative Assistant* exam

eClinicalWorks

6 Weeks: 9:30 a.m. to 2:30 p.m.

To become well qualified for...

- Patient Appointments Clerk
- Medical/Dental Records Clerk
- Medical/Dental Office Receptionist
- Nursing Home Receptionist/ Clerk
- Medical Office Receptionist
- Hospital Patient Admissions Clerk
- Medical/Dental Front Desk Clerk
- Electronic Health Records Technician



NOTES:

For More information Contact:



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