

Preparing an Application Letter and Résumé

Course

Health Science

Unit IV

*Employability
Skills and
Professionalism*

Essential Question

*What are
employers
looking for in a
job applicant?*

TEKS

*130.204 (c)
6A, 6B*

Prior Student Learning

*Personal traits
of a health care
professional*

Estimated time

4 – 8 hours

Rationale

In the health care industry, professionals face aggressive competition for the most desired positions.

Objectives

Upon completion of this lesson, the student will be able to:

- Demonstrate procedures to gain employment
- Accurately complete a job application form using correct grammar, spelling and accurate information
- Write an appropriate cover letter
- Create a marketable resume
- Define appropriate interview and work attire
- Conduct practice interview
- Discuss the role of attitude in the workplace
- Develop list of jobs that are of interest to you based upon your personal skills and preferences
- Identify various workplace documents and explain their purpose

Engage

Ask students how many know what a resume is and what it is used for.

Key Points

- I. The application letter and résumé often are the first impression that a prospective employer will have of the applicant. They must be:
 - A. Visually appealing – typewritten on quality paper
 - B. Free of mistakes – spelling, punctuation, factual
- II. Application forms
 - A. Guidelines
 1. Print or type all items very neatly.
 2. Use black ink.
 3. All blanks must be completed.
 - B. Completing an application
 1. Read the instructions carefully.
 2. Answer the questions truthfully.
 3. Provide only positive information.
- III. Application letter - blocked business letter or a modified block business letter format may be used
 - A. Appearance
 1. Street Address, City, Province Postal Code at top left.
 2. Place date at top left under address.

3. Use professional language.
- B. Salutation
 1. Letter is addressed to an appropriate individual (if in doubt: Attention: Hiring Committee).
 2. Begins with appropriate prefix (i.e.: Mr., Mrs. Ms., Dr.).
- C. Opening paragraph
 1. Begins with an original opening line.
 2. Incorporates company-specific information on how the position fits student's career goals.
 3. Identifies desired position.
 4. Catches readers attention.
- D. Body
 1. Consists of one to three paragraphs.
 2. Highlights applicants most marketable attributes.
 3. Highlights qualifications and experiences as related to employer needs.
 4. Examples are used to demonstrate qualifications for the position.
- E. Closing Paragraph
 1. Begins with a summary statement – “Hire me – I would be good for the job because ”
 2. Indicates that the candidate is assertively seeking an interview; also indicates interview availability.
 3. Includes the student's contact information (phone number and email address).
 4. Email address is professional.
 5. Cover letter is closed with “Sincerely”; student's typed name is included below with signature.
- IV. Résumé format can vary but must contain a written summary of information in a concise, logical order.
 - A. A résumé should include:
 1. Personal identification
 2. Employment objective / career goal
 3. Educational background
 4. Skills
 5. Work experience
 6. Personal references
 - B. Types of resumes
 1. Functional résumé—focuses on what you know and what you can do rather than on your work history. Great for people just entering the job market.
 2. Chronological résumé—documents your work history with the most recent job listed first.
 3. Combined résumé—lists job skills first followed by employment history. Allows you to highlight skills needed for the type of job you are seeking.

V. Interview process

A. Preparing for interview

1. Maintain a positive attitude about qualifications
2. Prepare a list of all educational experience
3. Provide information concerning previous jobs
4. Provide three personal references

B. Rehearse the interview

1. Role play in front of a mirror
2. Record an interview to critique

C. Scheduling interview

1. Speak clearly
2. State the purpose of the call
3. Set an appointment

D. Appropriate physical appearance

1. Be well groomed
2. Clothes must be clean, in good repair, and a step above the standard work attire for the organization
3. Clothes should be conservative, not loud and flashy
4. No flip-flops, shorts, tank tops, or jeans!
5. Take a portfolio or brief case with pad and pen

E. Common interview questions

1. For what type of position are you applying?
2. What are your qualifications for this position?
3. What skills do you have that would help you in this position?
4. What motivates you?
5. How do you rate yourself as a leader?
6. What do you feel are your greatest strengths?
7. What do you feel are your greatest weaknesses?
8. What are your short term and long term goals?
9. Have you been dismissed from another job? Why?
10. Why did you leave your previous job?
11. How many days of school / work did you miss during the previous year?
12. What is your most important accomplishment to date?

F. During the interview

1. Display confidence, a positive attitude, and assertiveness
2. Shake hands and look the interviewer in the eye
3. Focus on accomplishments
4. Smile ☺
5. Answer questions completely and truthfully
6. Maintain a good posture
7. Speak clearly
8. Focus on the job opening
9. Do not chew gum

10. Be positive
 11. Don't be a know-it-all
 12. Remember your body language sends a strong message
 13. Do not interrupt the interviewer
 14. Answer thoughtfully
 15. No slang or cursing
 16. Make eye contact
 17. Thank the interviewer before leaving
- G. Interview follow-up
1. Send a thank you note within two days of the interview
 2. Make a phone call to secure information
 3. Self-evaluate performance during the interview
- VI. You got the job! Making the most of your first day
- A. Listen and ask questions
 - B. Complete all forms accurately and legibly
 - C. Bring your identification (picture ID required)
 - D. Request copies of appropriate documents
 - E. Take notes
 - F. Learn where reference materials are kept such as work schedules, employee handbooks, How To manuals, safety information, emergency procedures, time reporting documents, phone numbers, and security procedures
 - G. Create a file of important documents.
 - H. Read employee handbook! This document will contain the company's Code of Ethics as well as general rules regarding attendance, employee behavior, benefits, emergency procedures, security procedures, dress code, and general information regarding operational procedures.
 - I. Every company is different. Learn the rules and what is expected of you. Don't be afraid to ask questions if you are uncertain about anything!

Activity

- I. Research and choose a career of interest.
- II. Accurately complete the Application for Employment for chosen career of interest. A sample job listing is provided.
- III. Complete the Résumé Worksheet.
- IV. Create professional application letter and résumé.
- V. Complete the interview activity.
- VI. Complete the dress to impress activity.
- VII. Create an Employee Handbook – see the following website:
<http://www.sba.gov/content/employee-handbooks>

Assessment

Application for Employment Rubric
Letter of Application Rubric
Résumé Rubric
Interview Rubric

Materials

Any source(s) of career exploration
Access to a computer, software, and printer
Sample Job Listing
Sample Block and Modified Block Business Letter
Sample Résumé
Résumé Worksheet
Application for Employment

Accommodations for Learning Differences

For reinforcement, students will list and define the components of a résumé.

For enrichment, students will interview a director of human resources and develop a synopsis/summary of additional strategies for successful interviews.

National and State Education Standards

National Health Science Clusters Standards
HLC05.01 Systems

Health care workers will understand how their role fits into their department, their organization and the overall health care environment. They will identify how key systems affect services they perform and quality of care.

HLC09.01 Employability and Career Development

Health care workers will understand how employability skills enhance their employment opportunities and job satisfaction. They will demonstrate key employability skills and will maintain and upgrade skills, as needed.

TEKS

130.204 (c)(6)(A) research specific health science careers; and
130.204 (c)(6)(B) review employment procedures for a specific health science career.

Texas College and Career Readiness Standards

CROSS-DISCIPLINARY STANDARDS

I. Key Cognitive Skills

A. Intellectual curiosity

2. Accept constructive criticism and revise personal views when valid evidence warrants.

D. Academic behaviors

1. Self-monitor learning needs and seek assistance when needed.
 2. Use study habits necessary to manage academic pursuits and requirements.
 3. Strive for accuracy and precision.
 4. Persevere to complete and master tasks.
- E. Work habits
1. Work independently.
- F. Academic integrity
1. Attribute ideas and information to source materials and people.
 2. Evaluate sources for quality of content, validity, credibility, and relevance.
 4. Understand and adhere to ethical codes of conduct.
- II. Foundational Skills
- A. Reading across the curriculum
1. Use effective pre-reading strategies.
 2. Use a variety of strategies to understand the meanings of new words.
 3. Identify the intended purpose and audience of the text.
 4. Identify the key information and supporting details.
 5. Analyze textual information critically.
 6. Annotate, summarize, paraphrase, and outline texts when appropriate.
 7. Adapt reading strategies according to structure of texts.
 8. Connect reading to historical and current events and personal interest.
- B. Writing across the curriculum
1. Write clearly and coherently using standard writing conventions.
 2. Write in a variety of forms for various audiences and purposes.
 3. Compose and revise drafts.
- C. Research across the curriculum
1. Understand which topics or questions are to be investigated.
 5. Synthesize and organize information effectively.
 6. Design and present an effective product.
 7. Integrate source material.
 8. Present final product.
- E. Technology
1. Use technology to gather information.
 2. Use technology to organize, manage, and analyze information.
 3. Use technology to communicate and display findings in a clear and coherent manner.
 4. Use technology appropriately.

Anytown Medical Center Vacancy Announcement Immediate Openings

Transport Aides Needed

Anytown Medical Center Radiology Department
Temporary Positions, Starting at \$10.50 per hour

POSITION REQUIREMENTS:

High school diploma or GED preferred,
High school students with clinical experience may apply.

People with positive attitudes and excellent organization skills with data entry and filing are needed. Applicants need to possess the ability to work well with others and exhibit excellent guest relations skills.

The ability to handle confidential information, maintain accurate record keeping, and have a working knowledge of medical terminology is required.

Second languages are preferred.
Dependable workers are needed who can maintain a fast work pace and exhibit a knowledge of good body mechanics for client transportation.

Contact: Personnel Director
Anytown Medical Center
1 Hiring Lane
Job City, Texas 27549

Anytown Medical Center Is The Place To Be!

An Equal Opportunity Employer

Employment Application

Print in black ink or type. Fill out application form completely.

APPLICANT INFORMATION			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
Date Available	Social Security No.	Desired Salary	
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references.</i>	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	

PREVIOUS EMPLOYMENT			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

DISCLAIMER AND SIGNATURE	
I certify that my answers are true and complete to the best of my knowledge.	
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.	
Signature	Date

FOR OFFICE USE ONLY

Application for Employment Rubric

Student: _____

Course: _____

Date: _____

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
Types or prints in black or blue ink on application form.					
Completely follows all directions provided on form.					
Completes all the appropriate information on form.					
Spells all words correctly.					
Leaves "Office Space Only" and similar areas blank.					
Completes form neatly and thoroughly; places "none" or "NA" in spaces as necessary.					

Scale:

26-30 A Excellent

21-25 B Good

16-20 C Needs Some Improvement

11-15 D Needs Much Improvement

6-10 F Not Appropriate

TOTAL=

Comments:

SAMPLE FORMAT - BLOCK BUSINESS LETTER

Candidate Name
Address
City, State Zip Code
Date

Name
Title
Employer Company
Address
City, State Zip Code

Salutation:

Paragraph 1 – Introduction: state the purpose for writing and express a desire for the position. Identify resources of information (responding to an advertisement; referral of another individual).

Paragraph 2 – Qualifications: state significant training / experience/qualifications for the vacancy. Information should be brief because a more detailed list may be found in a résumé. Explain reasons for a desire to be employed by this company.

Paragraph 3 – Enclosures / Attachments: make note of any enclosures (résumé, transcripts, and references). Draw attention to any important data that might be beneficial to hiring. List any material that can be made available upon request.

Paragraph 4 – Closing Paragraph: last chance for a final reminder. Thank the employer for considering the application for this opening. Be sure to include vital information.

Closing,
Your Signature
Typed Name
Title

SAMPLE FORMAT – MODIFIED BLOCK BUSINESS LETTER

Candidate Name
Address
City, State Zip Code
Date

Name
Title
Employer Company
Address
City, State Zip Code

Salutation:

Paragraph 1 – Introduction: state the purpose for writing and express a desire for the position. Identify resources of information (responding to an advertisement; referral of another individual).

Paragraph 2 – Qualifications: state significant training / experience/qualifications for the vacancy. Information should be brief because a more detailed list may be found in a résumé. Explain reasons for a desire to be employed by this company.

Paragraph 3 – Enclosures / Attachments: make note of any enclosures (résumé, transcripts, and references). Draw attention to any important data that might be beneficial to hiring. List any material that can be made available upon request.

Paragraph 4 – Closing Paragraph: last chance for a final reminder. Thank the employer for considering the application for this opening. Be sure to include vital information.

Closing,
Your Signature
Typed Name
Title

Application Letter Rubric

Student: _____ Date: _____

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
Salutation and closing have no errors in capitalization and/or punctuation.					
Ideas were expressed in a clear and organized fashion. It was easy to see what made this candidate qualified for the job.					
The writer uses the correct and complete form for a business letter.					
Letter is typed, clean, and is easy to read with no distracting errors.					
Sentences and paragraphs are complete and well-constructed.					
No spelling, grammar, or word usage errors.					
The letter is 3 or more paragraphs					

Scale:
 30-35 A Excellent
 25-29 B Good
 20-24 C Needs Some Improvement
 15-19 D Needs Much Improvement
 10-14 F Not Appropriate

TOTAL=

Comments:

Résumé Worksheet

Heading

First Name:

Middle Initial:

Last Name:

Street Address, Apt. Number:

City, State Zip Code:

Area Code, Telephone Number:

Email:

Objective

Name the position you are seeking:

Education

Courses

Name the most important skill needed for your occupation and give an example of how you have learned/used it:

Name the second most important skill needed for your occupation and give an example of how you have learned/used it:

Work History

Date(s) of employment, duration, title, employer, and job description listing three or four responsibilities:

Honors & Awards

Clubs & Organizations

Hobbies / Special Interests

Three personal references:

List name, title, employer, address, city, state, zip code, phone number, and how long this individual has known you.

Jane Morten

1021 1st Street ♦ Austin, TX 78701 ♦ (512) 555-1212 ♦ name@mail.com

Objective

To obtain knowledge of the day-to-day work of a business through a part time job.

Profile

A highly talented student skilled in mathematics and research with exceptional problem solving skills. Bilingual fluency of Spanish and English. Strong computer background. Committed to teamwork and personal training/development

Skills Summary

- ♦Organizing Skills
- ♦Customer Service
- ♦Presentation Skills
- ♦Communication
- ♦Problem Solving
- ♦Team building
- ♦General Office Skills
- ♦Telephone Reception
- ♦Bilingual

Professional Experience

ADMINISTRATIVE TASKS

- ♦Learned typing and basic office practices.
- ♦Helped to organize chapter records for Health Occupations Students of America.
- ♦Proficient with Microsoft Office products.

LEADERSHIP

- ♦Served as chapter Health Occupations Students of America Vice-President.
- ♦Taught leadership and teambuilding to middle school students at summer camp.
- ♦Assisted with organization of school-wide blood drive.

CUSTOMER SERVICE

- ♦Strong communication skills to understand customer needs.
- ♦Demonstrates outstanding problem solving and excellent listening skills

Employment History

- 10/11 – 8/12 Customer Service Associate, The Book Store, Austin, TX
- 6/11 – 8/11 Camp Counselor, Camp Pointe, Austin, TX
- 7/08 - present Babysitting, Austin, TX

Education

Texas High School Class of 2012 3.8 GPA

Recognition and Involvement

- National Honor Society: 2011 – 2012
- Academic Honor Roll: 2008 – 2012
- Health Occupations Students of America
- Autism Speaks

Résumé Rubric

Student: _____ Date: _____

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
All and only important résumé parts are included.					
Order of résumé parts fit the applicant's skills.					
Résumé items highlight strengths of applicant.					
White space, margins, and tabs used effectively and attractively.					
Strong action verbs are used.					
Information clearly provided.					
Effective use of fonts, bolding, and special effects; printed on bond paper with letter quality printer.					
No spelling, grammar, or word usage errors.					

Scale:

35-40 A Excellent

29-34 B Good

22-28 C Needs Some Improvement

15-21 D Needs Much Improvement

8-14 F Not Appropriate

TOTAL=

Comments:

Interview Activity

1. Prepare an answer for the following interview questions.
 - A. What in your past experience has prepared you for this job?

 - B. What makes you qualified for this job?

 - C. How would you handle a difficult customer?

 - D. Share an experience where you were able to turn a negative situation into a positive outcome?

 - E. What is your least favorite thing to do?

2. Prepare 3 questions you would ask at an interview at the company you hope to be working at in the next 5 years. Examples might include:
 - A. What opportunities are there for professional development?
 - B. What is the on-boarding process for new employees?
 - C. How does the organization engage with the local community to promote their community support activities?

3. Practice the interview
 - A. Students will form 2-person teams and conduct interview practice sessions. Each student will take turns as the interviewer and interviewee.
 - B. Use the responses and questions created as part of this assignment

Common Interview Questions

1. For what type of position are you applying?
2. What are your qualifications for this position?
3. What skills do you have that would help you in this position?
4. What motivates you?
5. How do you rate yourself as a leader?
6. What do you feel are your greatest strengths?
7. What do you feel are your greatest weaknesses?
8. What are your short term and long term goals?
9. Have you been dismissed from another job? Why?
10. Why did you leave your previous job?
11. How many days of school / work did you miss during the previous year?
12. What is your most important accomplishment to date?

Interview Rubric

Student: _____ Date: _____

Scoring criteria	5 Excellent	4 Good	3 Needs Some Improvement	2 Needs Much Improvement	1 N/A
On time or 5 to 10 minutes early.					
Displays confidence with body language and eye contact, smiles, introduces self.					
Firm, dry hand extended willingly.					
Dressed appropriately for interview.					
Responds in a clear, concise, grammatical, and appropriate manner to all questions.					
Prepared to ask questions; demonstrates awareness of background of company to which applying.					
Picks up interviewer's closure cues and responds appropriately.					

Scale:
 31-35 A Excellent
 25-30 B Good
 19-24 C Needs Some Improvement
 13-18 D Needs Much Improvement
 7-12 F Not Appropriate

TOTAL=

Comments:

Dress to Impress Assignment

1. Create a collage with one of the following themes:
 - A. What not to wear to an interview

 - B. What to wear to an interview

2. You will present your collage to the class and share why you chose the examples that represent your theme.

Employee Handbook

You are a new employee at XYZ Company. They have never created an employee handbook. Use the following website to help you create a basic employee handbook for them that will help other new employees such as yourself.

<http://www.sba.gov/content/employee-handbooks>