ABOUT THE CAREER CENTER AND SERVICES

Our Vision
All Hofstra students are empowered to create meaningful careers and lives.

Mission
The Career Center supports the mission of Hofstra University and the Division of Student Affairs by creating a positive environment where personal and professional growth lead to successful outcomes for students, alumni and employers.

Values
The core values of the Career Center are applied equally to our staff, students, alumni and employer partners:

• Relationships and community
• Personal and professional growth
• Collaboration and support
• Trust and empowerment
• Diversity, inclusion and equity

The Hofstra University Career Center is a team of professionals who put students first. We achieve our vision of empowering all Hofstra students toward meaningful careers and lives through **one-on-one appointments** for career counseling available in person, via Skype, and by telephone Monday through Friday from 9 a.m. to 5 p.m., anytime the University is open. Call **516-463-6060** or visit the Career Hub to schedule online. We also have quick question drop-in hours on Tuesdays and Thursdays from 3:30 to 4:30 p.m., and on Wednesdays from 11 a.m. to 1 p.m., each day the University is open.

Topics covered in career counseling can range from uncovering your strengths, to making decisions about experiential learning (including internships, study abroad, on-campus experiences, etc.), to searching for a major and/or career path, to making changes in your chosen career or major, to preparing to tell your story on a job search or in graduate school applications (including interviewing, resume, cover letters, applications, etc.).

We also partner to provide **programming** for the entire campus that empowers Hofstra students to uncover their strengths, determine their path, and tell their story. If your organization would like to partner with the Career Center, give us a call at **516-463-6060** or visit the Career Hub to submit a program request.

Once you are ready to share your strengths and tell your story, the Career Center facilitates **connections with employers** both online via Handshake and in person at career fairs, on-campus interviews, information sessions, service networking, and other creative events that bring you together with employers who want to hire Hofstra students. Check out our events in Handshake!

hofstra.edu/career

hofstra.edu/careerhub
# TABLE OF CONTENTS

About the Career Center and Services .............................................. 2
Hofstra Career Hub and Handshake .................................................. 4
Hofstra Career Readiness ................................................................ 5
Tell Your Story .................................................................................. 7
Learn More About Yourself .............................................................. 8
Getting to Know Your Options ....................................................... 10
Informational Interviews ................................................................. 11
Social Media ..................................................................................... 12
LinkedIn .......................................................................................... 13
STAR Method .................................................................................... 14
Resume Samples and Examples ....................................................... 17
Action Verbs ..................................................................................... 21
Cover Letter Template and Examples ............................................. 23
Reference List .................................................................................. 25
Pitch Perfect ..................................................................................... 27
Types of Interviews and How to Prepare ......................................... 28
Top 10 Tips for Interviewing In-Person .......................................... 29
Types of Interview Questions .......................................................... 30
Strategies to Answer Common Interview Questions ..................... 31
Questions to Ask the Interviewer .................................................... 34
Thank-You Note After the Interview ............................................... 36
Accepting/Declining the Offer ......................................................... 37
THE HOFSTRA CAREER HUB AND HANDSHAKE

No need to search all over the web. Go to The Career Hub for one-stop resources!

WHY USE THEM?

Find internships and jobs on Handshake, UCAN, GoinGlobal, and ArtSearch

Research and explore careers and industries

Schedule appointments

Take self-assessments

Read the Career Guide

Research companies

hofstr.edu/careerhub
ABOUT HOFSTRA CAREER READINESS

Based on the National Association of Employers (NACE) Career Readiness Competencies and the 21st Century Skills initiative, the Hofstra Career team has developed the following list of the skills necessary to launch a meaningful career.

**How to use it:**

1. Rank yourself on each section on a scale of “mastered” (5) to “needs substantial work” (1).
2. Using the space under each section, list several ways in which can you work toward improving in that set of skills. You can use the Career Hub website to get ideas.

<table>
<thead>
<tr>
<th>Hofstra Career Center: 21st Century Career Readiness</th>
<th>Rank: _____</th>
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<tbody>
<tr>
<td>Learning and Innovation:</td>
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<tr>
<td>Creativity, Problem Solving, Critical Thinking, ...</td>
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<tr>
<td>Information and Technology:</td>
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<tr>
<td>Information Literacy, Using Technology as a Tool,</td>
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<tr>
<td>Evaluating Information, Ethics of Using ...</td>
<td></td>
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<tr>
<td>Life Skills:</td>
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<tr>
<td>Career Management, Flexibility, Adaptability, ...</td>
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<tr>
<td>Enthusiasm, Initiative, Accountability, Responsibility,</td>
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<td>Professionalism, Work Ethic.</td>
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<tr>
<td>Interaction Skills:</td>
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<td>Teamwork, Communication Skills, Leadership, Empathy,</td>
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<tr>
<td>Public Speaking, Meeting Management.</td>
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<tr>
<td>Cultural Skills:</td>
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<tr>
<td>Understanding Difference, Global Mindset, Sensitivity,</td>
<td></td>
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<tr>
<td>Openness, Respect.</td>
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</tbody>
</table>

⭐ **PRO TIP:** This is a great starting point for career counseling! Call 516-463-6060 or visit the Career Hub at hofstra.edu/careerhub to schedule an appointment.
TELL YOUR STORY

The first part of creating a meaningful life and career is getting to know who you are and then determining who you want to be. YOU are the author of your own story! It’s you who gets to decide the next chapter, and, how you want to tell your story to others (including potential employers!).

Main Character: YOU

What words best describe you?

In life, what roles do you play? *Note which role takes most of your time/energy
(For example: Are you a student, a sister, a brother, a cousin, a friend? – We play many roles!)

What major life events have influenced who you are?

Who are your role models? Who do you look up to, and why?

Your Current Chapter:

What do you want to do academically at Hofstra?

What do you want to do experientially?
(Can include clubs, internships, volunteer work, and getting involved on campus)

Who are the people who are most important to you, right now?

Your Next Chapter:

What do you want to do when you leave Hofstra?

What type of person do you want to be?

What do you want to be known for?
Focus 2 is an online system that links self-assessments with real-time information about careers. Through Focus 2 you can take three career-related assessments: work interest, leisure interest and personality.

Log into Focus 2 from the Career Hub using access code: pride

When you register to use Focus 2, don’t forget to write down your login and password information!

Login: _____________________________   Password: _____________________________

• Once you take all three assessments, select “combine assessments” to see potential careers and majors where your results overlap.

• You can select “What can I do with this major in …?” to read about careers that align with majors you are considering.

Use the lines below to write what is true and not true from your Focus 2 assessment results.

________________________________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

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________________________________________________________________________________
Using Focus 2, start your research into majors and careers here:

<table>
<thead>
<tr>
<th>Possible Major 1</th>
<th>Possible Major 2</th>
<th>Possible Major 3</th>
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<tr>
<th>Careers of Interest</th>
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<th>Likes</th>
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<th>Dislikes</th>
<th>Dislikes</th>
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★ **PRO TIP:** Where do your results overlap? What do you think of the list of potential careers? This is a great starting point for your discussion with a career counselor! Call **516-463-6060** or visit the Career Hub at [hofstra.edu/careerhub](http://hofstra.edu/careerhub) to schedule an appointment.
O*NET (available on the Career Hub and onetonline.org) provides an in-depth analysis of what many positions entail, including information on median salary and necessary qualifications.

<table>
<thead>
<tr>
<th>Positions of Interest</th>
<th>What Stands Out About It</th>
<th>What You Want to Learn</th>
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<tbody>
<tr>
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NETWORKING AND CONNECTING

Informational Interviews

What is an informational interview?

People are your best resources when on a job search and seeking information on careers. An informational interview allows you to speak with individuals who are currently employed in a position or field of interest to you. Through a quick meeting you gain a better understanding of an occupation or industry, and start to build a network of contacts in that field.

When requesting an informational interview by email, first explain how you found the person’s contact information (include who referred you, if you were referred) and that you are interested in learning more about their profession or organization. Informational interviews can be held in-person, over the phone or online. Always ask for an in-person meeting first; face-to-face meetings make the best impression!

DO:
• Prepare how you want to introduce yourself
• Ask your friends, family and professors to determine who to contact
• Send a thank-you note within 24 hours of the informational interview
• Periodically reach out to your new contact after the informational interview to maintain the relationship

DON’T:
• Ask questions that can be easily answered by looking at the company’s website
• Ask for a job or internship during the interview
• Take advantage of the person’s time; keep meetings to 20-30 minutes

Suggested Questions for Informational Interviews:
• What led you to your current position and what keeps you here?
• How does a person progress in your field? What is a typical career path in this field or organization?
• How well did your college experience prepare you for this job?
• What advice would you have for someone looking to enter this career?
• Is there anyone else that you recommend I reach out to?

Write three questions of your own!

1. ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

2. ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

3. ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
SOCIAL MEDIA

When it comes to using social media, it’s important to be smart and put your best foot forward! Here are some tips to maintain a positive and professional online presence:

• **Clean up digital dirt:** Google yourself to see what comes up. Remove any content, pictures and unwanted links that may send a negative message to employers. Ask yourself, “How do I want to show up in the world?” and make sure your online presence matches.

• **Contribute to your online presence:** Utilize your social media accounts to engage in conversations about your industry and further your knowledge. This is also your chance to showcase your personality, skills and what you’ve learned about the field.

• **Don’t start fights:** Employers are going to check your social media before they hire you! Do not post anything inappropriate, offensive, negative or revealing. Do not associate with groups that could be considered offensive and do not badmouth your job or employers! A good rule of thumb: don’t post anything you wouldn’t want to see as a news headline.

**What do you want employers to see about you online?**

---

**Checking your online reputation:**
Google yourself and take note of what appears. Write your findings in the spaces below

<table>
<thead>
<tr>
<th>What You Discovered</th>
<th>What You Liked</th>
<th>What You Did Not Like</th>
<th>Action Steps</th>
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</table>
LinkedIn

LinkedIn is a great online resource for career exploration and making career connections. Here are some tips to get you started and to get the most out of LinkedIn.

**Make sure your profile is updated:** Potential employers have access to your profile, so make sure your content is up to date and reflects your professional brand.

**Follow the LinkedIn Checklist:**
- Professional headshot or solo photo with a non-distracting background
- List of jobs, volunteer, and leadership positions you’ve held along with descriptions of your roles that use the STAR method (see page 14)
- Five or more skills that can benefit your work in the industry
- Educational information, such as courses, projects, honors and awards
- Summary to highlight who you are and what you want to do (include your accomplishments!)
- Recommendations – you can request these from all of your positions, even volunteer and unpaid positions
- Endorsements

**Develop your network:** LinkedIn is for networking. It allows you to search for members within your personal and professional network, and you can also utilize your Hofstra network. The “Find Alumni” feature allows you to connect with graduates in your field of interest to request career advice and informational interviews.

**PRO TIP:** For help in building and reviewing your LinkedIn profile, visit the Career Center. Call 516-463-6060 or visit the Career Hub at hofstra.edu/careerhub to schedule an appointment.
SITUATION/TASK ACTION RESULT (STAR) METHOD

Strong resumes, cover letters, and interviews tell the specific stories of instances in which you have used your strengths. Three reasons to use stories in your job search:

- Telling stories personalizes your experiences
- Stories bring alive your strengths in a way that is tangible to employers
- It also demonstrates to an employer that you know how to use your strengths for the success of an organization and/or project

Coming up with specific examples takes preparation. Luckily, we can help you using the STAR method!

Here is an example of how to use STAR on a resume:

- **SITUATION/TASK**: What was the background? It may be something you were assigned to do or a situation in which you found yourself.
- **ACTION**: What did you do? Use strong action verbs (page 21-22) to describe the specifics of what you did.
- **RESULT**: How did your action turn out? What were the results?

**BEFORE STAR:**

*Weak Resume Bullet:*
- Utilize social media platforms to gain a following

**HOW TO BREAK DOWN YOUR BULLET POINT USING STAR:**

- **SITUATION/TASK**: Asked to increase social media engagement; found yourself moderating trolls, too
- **ACTION**: Posted relevant content; actively engaged users and deleted comments from trolls
- **RESULTS**: Attracted 200 new followers through focused content; heard from followers on the improved user experience

**AFTER STAR**

*Stronger Resume Bullet:*
- Attracted more than 200 new followers for company Facebook and Twitter accounts by posting relevant articles and interacting positively with outside organizations and individuals and eliminating troll content; received comments from followers on the improved user experience
Write out several examples you can use on your resume and/or in an interview using the STAR method to highlight your strengths.

<table>
<thead>
<tr>
<th>Strength</th>
<th>Situation or Task</th>
<th>Action</th>
<th>Result</th>
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<tbody>
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**Objective:** To obtain a summer internship to utilize and strengthen my knowledge of the healthcare industry.

**Education:**
**Hofstra University**  
Degree Name, Minor  
GPA:

**Related Course Work**
- Course #1
- Course #2
- Course #3
- Course #4

**Work Experience:**
**Company/Organization Name**  
**Position Title**
- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**AT&T Retail Store**  
**Store Manager**
- Oversee the daily functions of the store including opening/closing procedures, staff and break scheduling for over 10 employees, and new product shipments of over $5,000 daily resulting in seamless operation regularly exceeding sales goals.
- Utilize conflict resolution skills to manage all customer conflicts to retain 95% of customers.

**Sales Associate**
- Create relationships with customers both in person and over the phone by answering questions, updating on new products, and helping clients choose the optimal device for their lifestyles.
- Successfully reached monthly sales goals and was chosen as employee of the month for the months of June and August.

**Extracurricular Activities:**
**Organization/Club Name**  
**Position Title**
- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**Sustainability Club**  
**Member**
- Actively contribute to weekly meetings and planning; attend lectures and promote sustainability on the Hofstra campus through five volunteer events per semester.
- Promote sustainable behaviors, including using reusable water bottles, by tabling and petitioning resulting in the adoption of green water bottle refilling stations in three academic buildings on campus.

**Volunteer Experience:**
**Organization Name**  
**Position Title**
- Descriptions of your achievements and the results of carrying out your responsibilities in the role.

**Knights of Columbus**  
**Server**
- Served food and drinks at the community soup kitchen four days a week to create a safe and resourceful environment for those in need in our area.
- Recruited and trained over 30 new staff and managed scheduling for each volunteering shift of at least 10 people resulting in positive feedback from the community.

**Skills/Certifications:**
- Language:
- Computer:
- Certifications:
RESUME SAMPLE – CONTENT

Student A
Cell Phone # | Email Address | Address

To obtain a summer internship to utilize and strengthen my knowledge of the healthcare industry.

Education:
Hofstra University
Degree Name, Minor
GPA:

Objectives are helpful ways to target your resume. This can also be replaced by a summary of your qualifications. However, if your resume is running out of space, this section is not mandatory and can be removed.

Related Course Work
• Course #1
• Course #2
• Course #3
• Course #4

You can also include any honors/awards you may have received from school in this section.

Work Experience:
Company/Organization Name
Position Title
City, State
Start Date – End Date

When writing a resume bullet point, follow the STAR method (see tip sheet on page 14) to best highlight your responsibilities and achievements.

AT&T Retail Store
Store Manager
Merrick, NY
December 2014 – Present

• Oversee the daily functions of the store including opening/closing procedures, staff and break scheduling for over 10 employees, and new product shipments of over $5,000 daily resulting in seamless operation regularly exceeding sales goals.
• Utilize conflict resolution skills to manage all customer conflicts to retain 95% of customers.

Sales Associate
April 2013 – December 2014

• Create relationships with customers both in person and over the phone by answering questions, updating on new products, and helping clients choose the optimal device for their lifestyles.
• Successfully reached monthly sales goals and was chosen as employee of the month for the months of June and August.

Extracurricular Activities:
Organization/Club Name
Position Title
School Name/City, State
Start Date – End Date

Sustainability Club
Member
Hofstra University
Fall 2015 – Present

• Actively contribute to weekly meetings and planning; attend lectures and promote sustainability on the Hofstra campus through five volunteer events per semester.
• Promote sustainable behaviors, including using reusable water bottles, by tabling and petitioning resulting in the adoption of green water bottle refilling stations in three academic buildings on campus.

Volunteer Experience:
Organization Name
Position Title
City, State
Start Date – End Date

Knights of Columbus
Server
Beacon, NY
January 2015 – Present

• Served food and drinks at the community soup kitchen four days a week to create a safe and resourceful environment for those in need in our area.
• Recruited and trained over 30 new staff and managed scheduling for each volunteering shift of at least 10 people resulting in positive feedback from the community.

Skills/Certifications:
• Language:
• Computer:
• Certifications:

When choosing what skills and certifications to include, keep in mind the role you are applying for. Include skills that will be needed in the job or the industry you are applying for.

★ PRO TIP: For more resume examples, visit the Career Hub and hofstra.edu/career.
An appointment with a career counselor can help you determine the right resume layout for you. Call 516-463-6060 or visit the Career Hub at hofstra.edu/careerhub to schedule an appointment.
Resume Example 1
123 Tax Avenue • New York, NY 11208 • (555) 555-5555 • student@email.com

EDUCATION
Hofstra University, Hempstead, NY expected May 20xx
Frank G. Zarb School of Business
Bachelor of Business Administration in Accounting
Recipient of New Opportunities at Hofstra (NOAH) Scholarship
Language: Fluent Spanish

RELATED EXPERIENCE
PricewaterhouseCoopers (PwC), New York, NY Summer 20xx
Semester of Discovery Internship (SDI)
• Engaged with over 100 PwC professionals, utilized my problem solving and organizational skills, and developed an understanding of PwC business units throughout the program
• Created and implemented 5 development projects focused on topics including client engagement and business development which senior managers praised for their content
• Contributed to project development meetings that included cross-functional partners which resulted in over 15 new ideas for the team
• Volunteered in 5 different community service projects, including home building with Habitat for Humanity

Hofstra Tax Society, Hempstead, NY Spring 20xx
Volunteer Income Tax Assistance (VITA)
• Collaborated with team to file over 175 tax returns and secure over $35,000 in earned income credits for low income families in the Hempstead and Uniondale communities
• Completed IRS certification program which allows me to legally process all tax forms
• Passed the Basic and Intermediate levels to perform duties as a tax preparer

ADDITIONAL WORK EXPERIENCE
Hofstra University, Hempstead, NY Sept 20xx-Present
Undergraduate Assistant
• Serve as bilingual specialist to inform over 100 Spanish-speaking parents of upcoming events and general issues resulting in greater family involvement in departmental programs
• Update and maintain office database in Excel which helps to maintain operating efficiencies and allows issues to be addressed quickly

Counselor - Collegiate Science and Technology Entry Program (CSTEP) Summer 20xx
• Mentored over 50 incoming first-year Hofstra students during CSTEP Summer Academy which help them transition into college through living tours, workshops and activities

CAMPUS LEADERSHIP
Collegiate Woman of Color (CWC) Spring 20xx-Fall 20xx
President
Secretary Fall 20xx
National Association for Black Accountants (NABA)
Secretary Fall 20xx
Hofstra Afrikan Students Association (HASA) Social Chair Fall 20xx
College Science and Technology Entry Program (CSTEP) Student Advisory Board Vice-President Fall 20xx-Spring 20xx

CONFERENCES
NABA Eastern Regional Student Conference Bethesda, MD Fall 20xx
CSTEP Statewide Conference Lake George, NY Fall 20xx & 20xx
National Conference for College Women Leaders College Park, MD Summer 20xx
Resume Example 2
1 Jane Eyre Lane · Cortland Manor, NY 10567 · (555) 555-5555 · studentfullname@gmail.com

EDUCATION
Hofstra University
Bachelor of Arts in English
Concentration in Publishing Studies and Literature, Minor in Dance
GPA: 3.75, Dean’s List (all terms) Magna Cum Laude

WORK EXPERIENCE
Something Greek
Social Media Specialist/Customer Service Representative
West Hempstead, NY
Aug 20xx-present
• Market seasonally popular items to customers across the country via WordPress, Facebook, Pinterest and Twitter
• Built the company’s Pinterest page from scratch, gaining over 5,000 followers
• Blog about topics important to Greek organization members, such as “Famous Greeks,” resulting in over 1,500 views in one day, making it the most successful post to date
• Regularly advise customers on how to solve problems that arise with their orders via phone and email conversations

Penguin Group
Online Marketing Intern
New York, NY
Feb 20xx-April 20xx
• Created weekly reports of social media statistics for the company’s Facebook and Twitter accounts to track outreach efforts; increased engagement with target audiences by 20% in four months
• Updated Excel databases featuring information such as the Facebook and Twitter accounts of Penguin authors
• Analyzed social media and website inventory of the company as well as the competition; developed recommendations for content that were implemented by Penguin Group
• Wrote blog posts to feature books pertaining to upcoming holidays and new releases to keep social content fresh

WRITING EXPERIENCE
The Chronicle, Hofstra University
Staff Writer
Hempstead, NY
Oct 20xx-May 20xx
• Conducted research and interviews to write over 30 entertainment features/reviews and news articles including “Trail of Crumbs Leads to Author’s Home” and “Hofstra Celebrates 25 Years of Dance”
• Worked effectively under pressure and met all deadlines for the weekly newspaper

The Montauk Sun
Freelance Writer
Montauk, NY
March 20xx
• Compiled research using online resources, interviews, and library archives in order to compose an 800-word feature article, “Manhattan & Suffolk Counties Plan for Looming Sea Level Rise”

CAMPUS INVOLVEMENT
Phi Epsilon Sorority, Hofstra University
President, Vice President, Fundraising Chair, Philanthropy Chair, PR Chair
Hempstead, NY
Jan 20xx-May 20xx
• Planned and led meetings for the executive officers to set the agenda and events each year for 150 members
• Contributed ideas to meetings with other Greek Life presidents to better the Hofstra Greek community
• Created a compelling blog post including viral memes for each event; managed the Facebook and Twitter pages
• Organized and spoke at the 16th Annual Spaghetti Dinner raising over $9,000 for cancer charities and scholarships
• Maintained relationships with alumni through formal newsletters and hosting on visits to campus

Hofstra University Welcome Week
Welcome Week Leader and Move In Volunteer
Hempstead, NY
Sept 20xx-Dec 20xx
• Facilitated conversations between 20+ first year students to help them assimilate to Hofstra life

SKILLS
• Computer Skills: Basic HTML, Word, Excel, PowerPoint, and Outlook
• Social Media Marketing Skills: Facebook, Twitter, Pinterest, WordPress, Tumblr, Instagram
## ACTION VERBS BY SKILL CATEGORY

### Communication

- address
- advertise
- arrange
- author
- communicate
- compose
- contact
- convince
- correspond
- describe
- develop
- direct
- document
- draft
- edit
- enlist
- express
- follow up
- formulate
- influence
- inform
- interpret
- interview
- lecture
- market
- mediate
- meet
- moderate
- motivate
- negotiate
- network
- persuade
- present
- promote
- publicize
- publish
- question
- read
- reconcile
- recruit
- refer
- report
- rewrite
- speak
- suggest
- summarize
- talk
- translate
- write

### Creative

- act
- broaden
- compose
- conceive
- conceptualize
- conduct
- create
- design
- develop
- direct
- discover
- draft
- dramatize
- draw up
- entertain
- establish
- execute
- explore
- fashion
- forge
- found
- illustrate
- imagine
- improvise
- institute
- integrate
- introduce
- invent
- market
- modernize
- originate
- perform
- pilot
- pioneer
- plan
- redesign
- rehearse
- remodel
- renovate
- replace
- revitalize
- shape
- sketch
- spearhead
- start
- stimulate
- strategize
- transform

### Financial

- account for
- adjust
- administer
- allocate
- analyze
- appraise
- audit
- balance
- budget
- buy
- calculate
- compute
- control
- develop
- estimate
- finance
- forecast
- manage
- market
- monitor
- plan
- procure
- project
- purchase
- reconcile
- research
- transfer

### Helping

- advise
- advocate
- anticipate
- assess
- assist
- care for
- clarify
- coach
- counsel
- demonstrate
- diagnose
- educate
- enable
- encourage
- enlist
- ensure
- evaluate
- expedite
- facilitate
- familiarize
- forecast
- foster
- guide
- handle
- harmonize
- moderate
- observe
- orient
- predict
- prescribe
- protect
- provide
- reconcile
- rectify
- refer
- rehabilitate
- represent
- serve
- support
- utilize
- volunteer

### Management

- administer
- account for
- analyze
- appoint
- approve
- assign
- assume
- attain
- chair
- choose
- contract
- consolidate
- consult
- decide
- delegate
- determine
- develop
- devote
- direct
- dispatch
- dispense
- employ
- evaluate
- execute
- formulate
- handle
- head
- hire
- leverage
- manage
- maintain
- orchestrate
- order
- organize
- oversee
- perfect
- plan
- preserve
- prioritize
- produce
- propose
- protect
- realize
- recommend
- recruit
- regulate
- review
- revitalize
- reward
- save
- schedule
- set goals
- supervise
- terminate
- unify
- withdraw
### Organizational
- approve
- arrange
- catalogue
- classify
- collaborate
- collect
- compile
- conserve
- consolidate
- cut
diagram
dispatch
distribute
enlist
execute
expedite
extract
generate
identify
implement
inspect
integrate
interface with
join
list
log
monitor
operate
organize
pinpoint
prepare
prioritize
process
record
reorganize
reshape
retrieve
revamp
revise
schedule
screen
set up
shape
specialize
specify
streamline
stretch
substitute
systematize
tabulate
target
update
validate

### Research
- acquire
- amplify
- analyze
- calculate
- chart
- clarify
collect
compare
conduct
critique
design
determine
diagnose
disprove
evaluate
examine
extract
formulate
identify
inspect
interpret
interview
investigate
locate
modify
organize
process
research
review
study
summarize
survey
systematize
test
theorize
troubleshoot

### Results
- accelerate
- accomplish
- achieve
- add
- advance
- attain
- augment
- award
- complete
- compound
- contribute
- decrease
- double
- effect
- eliminate
- enlarge
- establish
- exceed
- excel
- expand
- extend
- fortify
- improve
- increase
- initiate
- introduce
- launch
- lower costs
- map
- maximize
- measure
- obtain
- pioneer
- prove
- reduce
- re-establish
- resolve
- restore
- selected as
- stabilize
- standardize
- succeed
- transform
- trim
- triple
- validate
- widen
- won

### Teaching
- accept
- adapt
- advise
- analyze
- apply
- appraise
- assess
- assign
- attend
- calm
categorize
classification
challenge
choose
clarify
coach
command
communicate
complement
consider
cooperate
coordinate
correct
define
demonstrate
designate
develop
direct
discipline
educate
elaborate
elicit
emphasize
enable
encourage
evaluate
excite
explain
explore
facilitate
focus
generate
guide
hypothesize
identify
implement
incorporate
indicate
infer
inform
initiate
inquire
instruct
integrate
interact
investigate
judge
listen
model
modify
motivate
observe
organize
persuade
ponder
postulate
praise
prove
question
reinforce
rephrase
reward
set goals
set standards
simplify
speculate
state
stimulate
structure
synthesize
systematize
teach
tell
thank
theorize
train
tutor

### Technical
- activate
- assemble
- began
- build
- calculate
- compute
- construct
devise
display
design
detect
maintain
navigate
operate
overhaul
participate
program
rehabilitate
remodel
repair
resolve
retrieve
screen
sell
service
solve
supply
train
upgrade
COVER LETTERS

Cover letters tell your story in relation to the position for which you are applying. What do you want the employer to know about you in relation to the job description?

• Most cover letters have three to four paragraphs. Each paragraph should make a statement.
• Use the job description as a guide to determine what you want to include in your cover letter; highlight key words you want to include.

First Paragraph – Introduce yourself. Write out some key points that you would want to make in your introduction. Include how your school, major and experience make you a good fit for the position. Consider including why you are interested in the field and why you are interested in the organization and position.

Second Paragraph – Give concrete examples/stories of your work. For example, if you want to say “you wrote a blog” – elaborate on the research involved, content and result (if any) of the situation.

Third Paragraph (optional) – What other skills do you bring to the table? This is your opportunity to tell stories about your soft skills related to the job description (teamwork, communication skills, analytical ability, etc.). This gives the employer insight about the type of worker you are. Relate these back to the job description!

Fourth Paragraph – Closing. Reiterate your interest in the position and why you would be a great fit.

★ PRO TIP: Use the same header for both your resume and cover letter for consistency and professionalism.
Ms. Anne Massiah
Human Resources
Hartford Hospital
P.O. Box 1212
Hartford, CT 00012

Dear Ms. Massiah,

Attached you will find my resume and references to apply for the position of a full-time Physician Assistant in the Emergency Department at Hartford Hospital. It would be a pleasure to fulfill a role in a hospital that is a part of a community where I have lived my whole life. My greatest passion is to take care of a diverse group of patients with a wide range of medical conditions and injuries.

Being a student at Hofstra has greatly expanded my didactic and clinical knowledge. During my emergency medicine rotation, I excelled at procedures such as suturing, splinting and pelvic exams. One patient came in with a laceration to the dorsal aspect of the right thumb and the PA on staff told me I could suture the laceration. However, upon irrigation and inspection of the wound, it appeared that an extensor tendon was severed. The patient was unable to extend the distal aspect of the thumb. I then reported back to the PA in charge and suggested we call for hand surgeon consult. I am confident in my ability to diagnose and treat patients. However, there is always more to learn about medicine and other perspectives to gain.

Some attributes that may be appealing to you are my outgoing and friendly personality. People always tell me to “keep smiling.” Before going into healthcare, waitressing was my forte for many years and provided me with plenty of experience working at a fast pace in a high-demand setting while providing customer service skills. Despite the fact that most emergency departments are hectic, I always make a point to keep patients informed about the status of their test results or roughly how many hours they will be waiting. This makes them feel much more at ease. These attributes also make me an ideal candidate for this position.

Thank you for your time and consideration in my request to meet with you to further discuss the position and how my skills and attributes will be a great addition to the hospital. You can easily reach me at 516-555-1212 or hofstra@gmail.com. I look forward to hearing from you.

Sincerely,

Ava Roberts
Ava Roberts
REFERENCE LIST

Who to ask?

Always ask professionals who know you well, who will speak highly of you, and can attest to your work ethic. Keep in mind that a great reference from someone who can really speak about your work is better than a mediocre reference from someone with a great title (example: choose your immediate supervisor over the CEO because you want the content of the reference to impress more than the big name). Consider asking: a professor, supervisor, club/organization leader, or co-worker.

A reference list is typically made up of three people and includes:
1. Name
2. Title
3. Organization
4. Address
5. Phone Number
6. Email Address
7. A short sentence about how you know the person and for how long you’ve know the person

Use the space below to start brainstorming who you would include in your reference list.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
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<td>2.</td>
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<td>3.</td>
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<td>4.</td>
<td></td>
<td></td>
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<tr>
<td>5.</td>
<td></td>
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</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

★ PRO TIP: Having difficulty coming up with a list of people that you would ask? Schedule an appointment with a counselor so that we can help you brainstorm current references as well as how to be intentional with future references! Call 516-463-6060 or visit the Career Hub at hofstra.edu/careerhub to schedule an appointment.
INTERVIEW
PITCH PERFECT

Make a great impression with your introduction!

Elevator Pitch
Scenario: It’s just you and an employee of a company that you want to work for on an elevator … What do you say in that 30-60 second timeframe to peak their interest?

Example:
Hi, my name is Maria Jones. I am a graduating senior from Hofstra University. I am a sociology major and am looking for an internship in a law firm this summer. I have had a strong interest in law since taking courses in criminal justice and having an internship at my district judge’s office. I understand your firm specializes in criminal law. What type of internship options are available at your firm?

Components: Your elevator pitch is a brief introduction of yourself that also engages the person you are talking to. Your pitch takes practice to craft and can be adapted according to the situation. Some components to address include:

• Name
• Year in school (or how many years you’ve spent in a particular industry)
• Major and/or career area of interest
• Skills and/or work experience that you possess that relate to the industry of interest
• An open-ended question to start the conversation (not a yes/no question)

Write your pitch!

★ PRO TIP: Work with friends to practice your pitch and help each other get better.

Did you know? Practicing your pitch will also help with your interview preparation and cover letter writing! Your elevator pitch can also be used for “Tell me about yourself” and other opening questions in interviews.
PHONE AND SKYPE/VIDEO INTERVIEWS

How to prepare

Interviews take place in different settings. Always ask what type of interview you will have so that you are prepared.

Phone:

- **What it entails**: Phone screens are typically used to decide if you are one of the candidates the company would like to meet for an in-person interview.

- **Tips**:
  - Confirm who is calling whom and at what time (and time zone!).
  - Secure a quiet space where you can take the phone call.
  - Try to have phone interviews on a landline as reception is usually better and the call is less likely to drop. You can reserve space in the Career Center for your phone interview!
  - Dress for the phone interview! If you feel professional, your responses will be professional.
  - Remember, your smile can be heard in your voice. Don’t forget to use it!
  - Keep your notes in front of you. It’s great to reference the research you’ve done during the interview.

- **What will you do to prepare?**

Video/Skype:

- **What it entails**: Similar to a phone interview, sometimes these are used for screening, other times it is the official interview because of the location of the company.

- **Tips**:
  - Make sure you know what step the interview is in the process: is it an initial screening or in lieu of an in-person interview?
  - Find a quiet spot with a neutral background. You can reserve space in the Career Center!
  - Prepare as you would for an in-person interview and be sure to make eye contact.

- **What will you do to prepare?**

---

**Did you know?** The Career Center offers practice phone, video and in-person interviews. Call 516-463-6060 or visit the Career Hub to schedule one for yourself today.
IN-PERSON INTERVIEWS

How to prepare

• **What it entails:** A visit to the company offices; this is the formal interview.
• **Variations:** It may last anywhere from 30 minutes to a full day depending on your industry. It may be one-on-one, a panel, a group interview, or some combination. It’s likely you will meet with more than just one person at the company.

Top 10 Tips for Interviewing In-Person

1. Offer a firm handshake
2. Smile
3. Make eye contact
4. Express an interest in the position
5. Be positive
6. Turn your cell phone off
7. Use STAR method to answer questions completely *(page 14)*
8. Be prepared with at least five thoughtful questions to ask
9. Sit up straight with both feet on the floor
10. Ask about the next steps in the interview process

*(Additional tips to consider)*

• Wear the appropriate attire for the environment: remember, it is better to be overdressed than underdressed!
• Arrive early, plan your route ahead of time
• Be courteous to the receptionist and employees at all levels of the company
• Bring extra copies of your resume with you along with your list of references
• Bringing a padfolio will give you a place to store extra copies of your resume, paper on which to take notes, and provide a spot to store your research to review before the interview and a place to keep any business cards you are given; it also provides a streamlined professional look

**PRO TIPS:**

• Find out in advance who you will be meeting with and for how long. It’s okay to ask what to expect! It shows that you want to prepare.
• Save questions about salary until you have made it to the final round and they have extended you an offer; that is the only time to negotiate.
• Do not refuse a job during an interview, even if you decide that it is not a good fit for you. Ask for some time to think it over and let the interviewer know when you will let them know about the position.
• Consider leaving your purse at home/in the car trunk to avoid clunky maneuvering during the interview.

*What questions do you want to ask a career counselor about in-person interviews?*
TYPES OF INTERVIEW QUESTIONS

Depending on the type of interview, you may be asked a variety of questions.

Behavioral
- Used to gauge past behavior as an indicator of future behavior/performance
- Use the STAR method to answer (page 14)
- **Example:** Tell me about a time when …

Informational
- Straightforward, used to see how well you can be specific
- Can also use the STAR method to answer
- **Example:** How are you qualified for this job?

Technical
- Used to evaluate a candidate’s ability to do the job
- Frequently used in computer science industries
- **Example:** Write a program to determine whether one tree is a subtree of another.

Critical Thinking
- Come in the form of brainteasers, scenarios, skill tests or case studies
- Frequently found in marketing, technology, finance and consulting fields
- Used to gauge how a candidate deals with ill-defined questions under stress
- Think out loud as you answer the question
- **Example:** How many golf balls would fit inside of a 747 airplane?

The Negative Question
- Used to assess how you represent yourself in tough situations
- Avoid being both too vague and oversharing negative information about yourself
- For “What is a weakness?” identify a minor fault that you can, or have, overcome and use that as an example
- **Example:** Tell me about a time you failed.

Practice what to say in an interview
How would you answer the most common interview opener: “Tell me about yourself.” Focus on your background, how it relates to the position, a few strengths related to the position and why you are interested in the company/position. Make sure your enthusiasm shines through. Try it!

★ PRO TIP: If you are not sure how to answer a question, it’s okay to ask for a moment to think over your response!
Below are some common interview questions and strategies to use to answer them effectively. Use the space provided under each question to practice how you will answer.

Remember to use specific stories, details, examples of your work and accomplishments whenever possible.

<table>
<thead>
<tr>
<th>COMMON INTERVIEW QUESTIONS</th>
<th>STRATEGIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tell me about yourself.</strong></td>
<td>Employers ask this question to break the ice and find out who you are in relation to the position. Mention what you are studying in school, work experience, resume highlights, your accomplishments, your goals and how they all relate to the position. This is your opportunity to set the tone for the rest of the interview!</td>
</tr>
<tr>
<td><strong>What are your strengths?</strong></td>
<td>Provide a specific story of how you have displayed at least one strength, but have three key strengths prepared to use in either this or other questions. Relate your strength to the requirements of the position and use the STAR method (page 14)!</td>
</tr>
<tr>
<td><strong>What are your weaknesses?</strong></td>
<td>Answer this question with an area of development (weakness) that you are working on or have overcome. Choose an authentic weakness, not one that you think will sound good. Always finish with the silver lining of how you have overcome and/or are working to overcome the weakness.</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Why should I hire you over other candidates?</td>
<td>It is impossible to know about other candidates. Use this as an opportunity to highlight your strengths in relation to the position and your interest in the job and company. This is a great opportunity to showcase your research on the company!</td>
</tr>
<tr>
<td>What do you know about our organization?</td>
<td>Make sure you research the organization. You can give a brief summary of what you have learned about this organization and any questions you have based on this research. You can use more than just Google, check out the Career Hub and Axinn Library resources!</td>
</tr>
<tr>
<td>What interests you about this specific position?</td>
<td>Mention key responsibilities and qualifications from the posting and describe how they relate to your skills and experience.</td>
</tr>
<tr>
<td>What interests you about our company/organization/product?</td>
<td>Focus on what interests you about the specific company/organization/product based on your research and how you can contribute as a potential employee.</td>
</tr>
<tr>
<td><strong>What makes you qualified for this position?</strong></td>
<td>Give specific examples and details about how your past experiences have led to this position. Include past work/volunteer experiences, course work and accomplishments where you gained relevant experience.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Tell me something about yourself that is not on your resume.</strong></td>
<td>This is your chance to tell the interviewer about your interests or achievements outside of the workplace. Maybe you ran a marathon or you are a home chef. This is a question that showcases your personality.</td>
</tr>
<tr>
<td><strong>Describe a challenge you have faced and the steps you took to overcome it.</strong></td>
<td>Use the STAR method (page 14) here to provide a story with a beginning (situation), a middle (the action you took) and an end (the results).</td>
</tr>
<tr>
<td><strong>What do you do when people disagree with your ideas?</strong></td>
<td>Choose a specific story. Focus on how you resolved the conflict. Provide a positive answer that includes how you compromised with the other person to move the project forward.</td>
</tr>
</tbody>
</table>
QUESTIONS TO ASK THE INTERVIEWER

Always have questions ready to ask the interviewer both during and at the end of an interview!

Exercise: Review the sample questions below and put a check next to the questions you would want to ask an interviewer. It’s important to be present in an interview and open to asking questions as they come up during your conversation. You don’t always need to save your questions for the very end of the interview.

About the Position:
- [ ] What does a typical day in this position/internship look like?
- [ ] What are the most challenging aspects of the position?
- [ ] How will my performance be evaluated if I were to be hired as an employee? How often will this evaluation occur?
- [ ] What goals do you have for someone in this position?
- [ ] What concerns do you have about me in this position that I can address for you right now?
- [ ] What are the skills and abilities necessary for someone to succeed in this role?
- [ ] Tell me about the training/onboarding process for new employees and employees in this position.

Growth and Development:
- [ ] What are some of the typical career paths followed by others who have been in this position?
- [ ] What are the opportunities for professional development?

Interviewing the Company:
- [ ] What is the overall structure of the department where the position is located?
- [ ] What is the work environment like?
- [ ] What are the organization’s plans for future growth?
- [ ] What do you think stands out about your firm/company compared to its competitors?
- [ ] What current industry-wide trends are likely to affect your organization?
- [ ] How would you describe your corporation’s personality and management style?
- [ ] What is the vision for where the company/organization will be in 10 years?
- [ ] What are some of the challenges facing the company/organization currently?
- [ ] How will the work I’ll be doing contribute to the organization’s mission?

Personal Stories:
- [ ] Why did you join and stay with the firm?
- [ ] What do you like about working for this organization?
- [ ] How would you describe the culture of the company?
Write some questions of your own!

1. 

2. 

3. 

4. 

5. 

★ PRO TIP: If you have researched and/or had conversations with employees prior to the interview, be sure to weave that information into your question(s) so that you show the depth of your interest in the organization. For example, say “After speaking with one of your colleagues about this position, I was informed of [specific information] regarding what a typical day looks like, is that your experience?” as opposed to “What is a typical work day?”
THANK-YOU NOTE AFTER THE INTERVIEW

Once you have completed the interview you will stand out if you send a **thank you** to the person(s) with whom you have interviewed. This can be done via email or personalized card. Remember to ask for your interviewer’s contact information (and the contact information of each person with whom you interview).

**Example:**

Dear ______________________________,

Thank you again for taking the time out to interview me for the ________________ position. I was impressed with the company culture and how you invest in your employees through the growth program. To reiterate, I am enthusiastic about the opportunity and believe that my leadership, teamwork, and communication skills that I have developed through my ________________ experiences would be a great fit for the role and company. Have a great rest of your day, and I look forward to hearing from you soon.

Sincerely,
Your name

*Use the space below to practice writing a thank-you note.*

______________________________________________________________________________________________

______________________________________________________________________________________________

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______________________________________________________________________________________________

______________________________________________________________________________________________

**PRO TIP:** Reference something specific that happened during the interview in your thank-you note to help jog the interviewer’s memory. If there was something that you did not articulate as clearly as you would have liked to, you can use the thank-you note as an opportunity to clarify your points.

**Did you know?** Personalizing your thank-you and follow-up notes will help you stand out. After an interaction with someone in-person, you can step aside to write down important information about the conversation that you’d want to use in your follow-up note. You can also use this approach when thanking someone for their time after an informational interview.
Congratulations, you have received an internship or job offer! Quick note: the job search is not yet over. You must communicate with each company where you have interviewed in order to maintain the professional relationships you have created in the job search process: this means accepting an offer, declining an offer, and/or withdrawing from consideration everywhere you’ve interviewed but no offers have yet been made.

**Accepting the Offer**

Be professional and enthusiastic when accepting a job or internship offer. You may accept it via phone, but always ask that the offer be sent to you in writing and confirm your acceptance in writing.

Find out when the organization needs you to respond to the offer. You do not have to respond immediately; you may request time to think it over before your final decision. You may say, for example, “I’m very excited about this position, but this is a big decision. May I have until (date) to make a decision?”

**Steps to follow when accepting a job offer:**

- Once you have decided to accept a job offer, immediately confirm both the details of your offer and your acceptance in writing, stating the agreed upon salary, and outline the terms of your employment.
- Confirm the date you will be reporting to work, and address any questions you may have.
- Notify all other organizations with which you have been interviewing that you have accepted another offer and will be withdrawing from their consideration.

**Practice how you will accept an offer for an internship/job below:**

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________
Declining an Offer

Be gracious when rejecting a job or internship offer. It is possible that some day you will want to change jobs and may be interested in this employer, or the person hiring may move to another company where you want to work. Thank the person extending the offer, and give a brief reason for your decision to decline at this time. For example, you may have decided to attend graduate school, accepted an offer in your hometown, or decided to go with another offer that you feel is a better fit.

The following are steps to follow when declining a job offer:

• Once you have accepted and/or signed a contract or offer letter with an employer accepting a job or internship offer, contact all other organizations/companies that have made offers, and inform them of your decision so they can move on with other candidates.

• Be positive when declining an offer, after all, it’s business, not personal.

• You don’t need to explain why you have accepted the other position or share the starting salary.

• Always express your appreciation for any offers extended and for the interest and confidence the employer has shown in you.

Practice how you will decline an offer for an internship/job below: