A HANDBOOK FOR LAKE COUNTY YOUTH

Job Center of Lake County

An Illinois workNet® Center

TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

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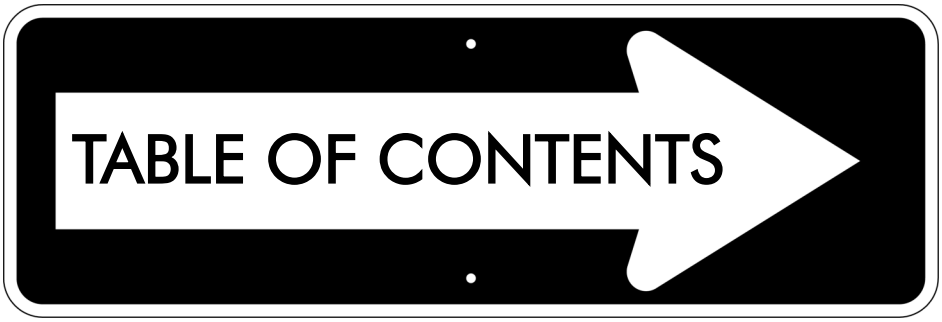

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Revised June 2019

You Can Get a Job!

The job market is competitive, but you can succeed if you are prepared!

Create a plan! Put your plan on paper! Start today!! *(see pg. 6)* Make two lists: Wants & Skills. Where do you want to work and what do you have to offer an employer? Visit www.illinoisworknet.com and complete an interest inventory and personality profile. Both of those tools will help you find career clusters that match your interests and abilities. Within each cluster, you will find suggestions of jobs within the cluster. If you like a job, you are more likely to work harder and stay longer.

Now, who do you know? Teachers? Pastors? Neighbors? Parents? Beauticians? Dentists? Doctors? Networking is important. Tell everyone you know what type of job you are looking for. If you say you are looking for ANY job, they might not be able to help you. But, if you tell them that you are looking for pet sitting/dog walking jobs, they are more likely to remember you when they hear of opportunities.

Brainstorm about your options. Some creative employment opportunities may include:

- Small local business or restaurants
- Park districts, summer camps, libraries, churches or schools
- Internships
- Volunteer programs
- Start your own business

Research your target employers

- Visit the employer and ask about opportunities. Don't bring all your friends when you're job hunting. Walk into a company alone and dressed professionally.
- Most businesses have a website. Read about the company before you begin applying for jobs at that company. The more you know, the more effective your application will be!

Prepare

- **Create a resume** *(see pgs. 4 & 5)***;** share your resume with all your networking contacts and upload it to company websites

Interview *(see pg.12)*

What is a resume?

1. A resume is a document that quickly summarizes your work history and education.
2. It is a powerful marketing tool!

Why is a resume important?

1. Employers want to learn about you!
2. It can help you get you a job faster!

Where can you go in Lake County to get free help with creating a resume?

Job Center of Lake County
1 N. Genesee St.
Waukegan, IL 60085

Find the schedule for Resume Lab or resume workshops on our website lakecountyjobcenter.com or call 847.377.3450

Like us on Facebook!
Lake County Workforce Development

Follow us on Twitter!
@LakeCountyJobs

Tips for Resume Writing

1. Include all skills, work experience, education and volunteer experience. Show that you would be a good employee.
2. Be positive. Emphasize your strengths and accomplishments.
3. Feature the most relevant information at the top!
4. There are different styles of resumes. Look at examples and choose the style that complements you!

achieved	developed	performed
arranged	established	planned
assembled	evaluated	processed
built	helped	projected
communicated	inspected	repaired
compiled	learned	solved
completed	maintained	summarized
coordinated	operated	supervised
created	organized	taught

Design Tips for your resume:

- Print on quality, light-colored paper (no neon colors—they don't scan well). Never hand-write in after-thoughts.
- Your name and contact information should be featured clearly at the top.
- Make the resume ERROR FREE.

Not sure what to write on your resume?
Start the process by answering these questions.

Have you ever received a reward or prize? If so, what for?

Have you ever done something "above and beyond the call of duty"?

What do you consider your most outstanding accomplishment?

What are you good at? What comes naturally to you?

Have you ever volunteered to do anything?

Have you ever completed a project more quickly (or effectively) than expected?

Have you ever made a suggestion which others used?

Have you ever understood something more quickly than others?

Describe your short-term and long-term goals.

Now figure out what skills you have that an employer might want.

Here are a few . . .

SELF-MANAGEMENT SKILLS *are part of your personality or qualities that make you a great employee*

◊ Mature	◊ Punctual
◊ Assertive	◊ Follow instructions
◊ Learn quickly	◊ Self-motivated
◊ Honest	◊ Creative
◊ Leadership	◊ Friendly
◊ Patient	◊ Consistent
◊ Sense of humor	◊ Confident

JOB-RELATED SKILLS *are specific to a particular job.*

- *A construction worker operates a crane.*
- *A telemarketer can answer a multi-line telephone.*

What are the job-related skills in your field?

_____

_____

TRANSFERABLE SKILLS *are useful in a wide variety of jobs and and help you adapt and excel in new situations*

◊ Written communication	◊ Oral communication
◊ Meeting deadlines	◊ Handling cash or numbers
◊ Telephone etiquette	◊ Instructing others
◊ Fixing objects or equipment	◊ Using complex equipment
◊ Driving/ Operating vehicles	◊ Researching information
◊ Computing	◊ Observing/Inspecting things
◊ Training or leading others	◊ Planning events
◊ Organizing material	◊ Organizing projects
◊ Classifying data	◊ Researching information
◊ Solving problems	◊ Multi-lingual

Sarita Low Experience

Waukegan, IL
847.555.2222
Sarita.exp@somemail.com

OBJECTIVE

An entry-level position in **landscaping**

LANDSCAPING SKILLS

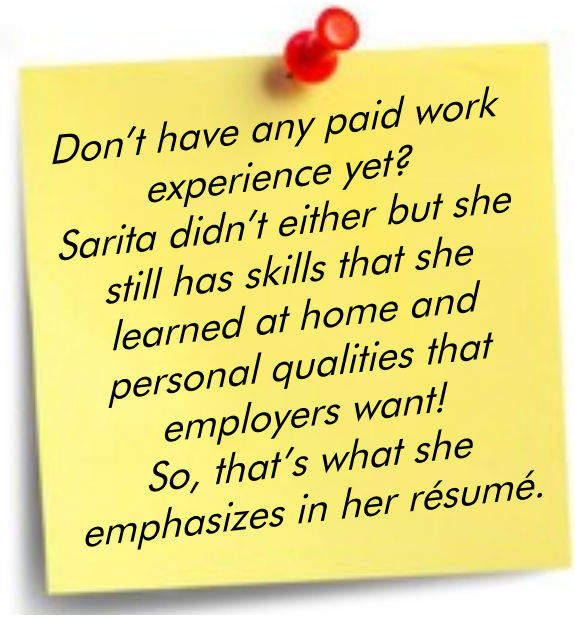
- Mowed lawns using both riding and push lawn mowers.
- Successfully maintained a garden for the past five years--harvested more than 20 bushels of tomatoes last year!
- Familiar with different types of trees and shrubbery.
- Strong: able to lift up to 50 pounds.

ADDITIONAL SKILLS

- Reliable: missed only two days of school this year.
- Bilingual: speak both Spanish and English fluently.
- Team player: member of basketball team.
- Good writing skills: informally tutored a number of fellow students in résumé writing.
- Hard worker: will graduate one semester early.

EDUCATION

Waukegan High School — Waukegan, IL
projected graduation date: May 2021 — Sept. 2018 to present
Passed Botany course with A+. Additional science coursework included:
Biology I and II and Astronomy. Also completed numerous computer classes.



Timothy More Experience

Gurnee, IL
847-555-6543
Timothy.yee@someemail.com

SUMMARY

Experience in food service and childcare.
Skilled at bookkeeping, money handling, and other office functions.
Good word processing and interpersonal skills.

QUALIFICATIONS

- One year successful experience in bookkeeping and cashiering at McDonald's.
- Earned *Exceptional Accomplishment Award* at McDonald's.
- Excellent at thinking through problem situations.
- Finished business classes with high grades.

WORK HISTORY

Babysitter, May 2019 to present
- Cared for children age 2 to 10 in their homes.
- Oversaw age-appropriate activities.
- Wrote "report cards" regarding childrens' behavior; this was a popular service with parents.

Cashier, McDonald's: Gurnee, IL: March 2018 to December 2018
- Took customers' orders and operated cash register.
- Assembled customers' orders and ensured each customer was satisfied with service.

EDUCATION AND TRAINING

Warren High School, Gurnee, IL: projected graduation date: June 2021

Certified in CPR and First Aid

Alexa Most Experience

My Town, IL
222-555-4444
aamore@emailaddress.com
linkedin.com/in/alexam

Summary

Bilingual individual with experience in customer service and office support.
Fluent in English and Spanish. Familiar with Microsoft Office (Word, Excel, PowerPoint)

Experience

Someplace Police Explorer — Someplace, IL
Someplace Police Cadet Volunteer — January 2019 to present

- Explored various police force departments including: Detective, Patrol, Dispatch, and Tactical.
- Learned techniques for conducting searches and self-defense.
- Observed officers during traffic stops and car inspections.

Avon — My Town, IL
Sales Representative — February 2018 to May 2019

- Acquired over 30 new customers in the first year.
- Sold a variety of cosmetic products.
- Delivered products to customers in a timely manner.
- Filled out expense reports for accounting.
- Completed documentation for product and service sales.

Someplace High School — Someplace, IL
Guidance Runner Volunteer — August 2018 to May 2018

- Used computer software including Microsoft Word & Pagemaker.
- Researched information for administrative staff via the Internet.
- Ran errands for Guidance office at school.
- Filed paperwork and organized materials.
- Escorted guests around school.

Education

Someplace Senior High School — Someplace, IL
High School Diploma — 2018

- Participated in Students Against Drunk Driving
- Completed a course in Survey Graphics and Photo Offset designing covers for memo pads and business cards.

As you contact employers, you may want to write a **cover letter**, a simple (but formal) letter, addressed to the hiring manager explaining which position you are applying for and why you're qualified for the job! A cover letter is a good way to show that you're willing to go that extra step to get the job, that you're a moti-

Ariel Adams
Gridlake, IL
223-223-7757
aadams@someemail.com

May 30, 2019

Human Resource Manager
Lucas County Health Department
Human Resources Office
111 West St.
Gridlake, IL 22222

Dear Human Resource Manager:

I would like to apply for the ***Patient Care Representative*** position that is listed on Lucas County's website. For the past few years, I have assisted with the care of two relatives with a variety of health issues. During that time, I gained experience scheduling appointments and communicating with medical staff and with patients. I have been told that I'm a patient and empathetic person.

Fluent in both English and Spanish, I have excellent interpersonal skills. Additionally, I have experience in handling cash and data entry. I am available to start work full time as soon as I complete my high school diploma next month.

I am eager to make a difference at the Lucas County Health Department. I will contact your office at the end of the week to verify that you have received my letter and résumé and to talk to you further about this opportunity. In the meantime, feel free to contact me at 223-223-7757.

Thank you for your time and consideration!

Ariel Adams

TOP INTERVIEW TIPS FOR YOUTH

PREPARE

- Bring multiple copies of your resume to every interview.
- Dress neatly and professionally. Everything (including your shoes) should be neat and polished.
- Pay attention to your overall hygiene!
- Research the organization where you are applying before the interview!
- Arrive early to every interview.
- Don't bring family or friends with you. The interview is all about you!

IN THE INTERVIEW

- Smile and give a confident handshake.
- Sit up and make eye contact with the employer.
- Turn off your cell phone. Never talk on the phone or text while in the office of a potential employer.

QUESTIONS THEY MIGHT ASK YOU

- Tell me about yourself.
- Why do you want to work here?
- What do you know about our company?
- How are you doing in school? What is your best/ worst class?
- Are you involved in any extra-curricular activities?
- What are your goals?
- Have you handled a difficult situation? How?
- Describe a time when you worked in a team.
- Describe a situation when you made a decision.
- What salary do you expect?
- Do you have any questions for me?

SOME QUESTIONS TO ASK YOUR INTERVIEWER

- What are you seeking in the ideal candidate for this position?
- What do you like best about working for this organization?
- What is the next step in the hiring process?
- May I have a business card?

Top tips for applying for work online

- **Apply directly on your target company's website**.

  For example, if you want to work at Six Flags, visit www.sixflags.com/greatamerica. Fill out the application online. You may also want to email your resume directly to a recruiter from Great America.

- **Spelling, capitalization and grammar count**! Ask someone else to proofread your work before you push <send> on your computer.

- **When filling out online applications, be complete**. Read each question carefully and be sure that you respond accurately. Some online applications include assessment tests of 100+ questions. Allow enough time to finish the test.

- **Don't rely on your smart phone** for important communications with employers. You may miss key directions from the employer. Your resume might not transmit correctly to the employer from your smart phone. Find a computer in a quiet place to apply for jobs online. Feel free to use the Job Center computers.

- **Check your online profile.** Google your own name to see what an employer might see about you. Is your Facebook profile open to anyone? What does it say about you?

- **Don't sit in front of your computer all day**! The most effective way to find a job is networking. Get out there and talk to others about your job search. Do you want to work at a store? Visit the store and talk to the employees. Be sure to dress professionally!

Websites to help you find a job

indeed.com	Compiler that pulls job listings from multiple sites
simplyhired.com	Compiler that pulls job listings from multiple sites
snagajob.com	sales and food service positions
workinretail.com	sales positions
collegecentral.com/clcillinois	job listings maintained by CLC
illinoisjoblink.com	job database supported by the Job Center

Be sure to include a professional-sounding subject on the "subject" line of your email. Employers will not open your email if the subject is blank or vague.

Emailing your resume to an employer:

- Unless instructed otherwise, **attach** your resume as a Word-compatible document**.**
- Then type or paste the body of your cover letter into the body of the email. Spell-check!
- Test your email by sending it to a friend or teacher. Ask them to proofread your email note one more time.
- Send the email on to the employer. Be sure to spell his/ her email address correctly!

SUBJECT: Clerical Intern, job listing#99876
I am interested in the clerical internship available this summer with DA Muson. As you will see on my attached resume, I am currently completing my Junior year at Trender High School. I really enjoyed my classes in computer software and business communications and believe this internship would be the perfect way to build my skills. As Secretary for the Athletic club, I made flyers regarding sports events and helped to coordinate fund raisers. I hope to speak to you about this opportunity. I can be reached anytime at 333.999.0000. Thank you! Pat Douglas

Websites to help you build a career

mynextmove.org	Research career options based on your interests
illinoisworknet.com	Mega-site with assessments and career/ training info.

Other Websites for Lake County Youth

lakecountycareers.com	Research career paths in high-growth fields. Learn about career resources in Lake County.
lakecountyil.gov/275/Work-Permits-Age-Certificates	Work permits for minors (ages 0-15 years) in Lake County
clcillinois.edu	College of Lake County

After an interview, you will always want to write a **thank you letter**, a business letter thanking the person who interviewed you for his/her time. Many jobseekers forget to write a thank you letter. Do not forget this important step! A thank you letter will guarantee that the employer does not forget YOU.

Marty Person
111 La-la Lane,
Anytown, Illinois 60000
000-000-0000
mperson@someemail.com

Ms. Smith
Human Resource Manager
ABC Company
222 Drive St.
Anytown, Illinois 60000

Dear Ms. Smith

Thank you so much for the time you spent with me this past Wednesday.
It was a very informative interview, and I came away very enthusiastic about the Maintenance position you are seeking to fill.
You provided a good picture of the type of person you would like to hire: hard working, reliable, and a quick learner. I believe I am that person!

I hope to hear from you soon. Again, thank you very much for your time.

Sincerely,

Marty Person