

# Starting From Scratch

A guide to crafting your résumé and professional letters



## Career Services

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Sam Houston State University Is A Member of The Texas State University System

All résumé information in this packet is purely fictional and not meant to represent any individual person(s).  
Content adapted in part from Job Sources Magazine 2010 and Jobweb.com

# Getting Started...

## What is a résumé?

A résumé is a snapshot of your experience, skills and qualifications. It is a professional introduction<sup>1</sup> meant to capture the interviewer's attention and convince them that you are an ideal candidate to interview.

## Why should I have one?

A résumé isn't information thrown on a page – it is a skillfully crafted tool to showcase what makes you qualified for the open position. Preparing one early helps you fine tune and perfect it, and increase your chances of getting an interview.

## What should my résumé include? (see detailed description on next page)

- Contact information
- Objective
- Education
- Experience
- Additional Sections – Activities, Honors/Awards, Community Service, Skills, Languages, Volunteer Work, and Computer Skills related to industry

## Tips for beginning your résumé:

- **Keep it short** – preferred length is **one** page
  - Avoid using first person references (Me, My, I)
  - Leave out *irrelevant* information
  - Recommended font size is 10-12 for body, and 14-16 for your name
- **Prioritize**
  - List the most important information to your prospective job first
- **Organize**
  - A simple, logical format helps the reader find important information quickly and easily in the short time they are viewing it
- **Connect**
  - Make a connection between academic and employment experience to the job for which you are applying
  - Use **key words** from job postings throughout your résumé
- **Proofread!**
  - Typos, grammatical errors, poor grammar, and spelling mistakes are *unacceptable*
- **Presentation is important**
  - Make a good first impression by having a clean, well organized résumé
  - Print on high quality white or off-white paper only – 8 ½" x 11"
  - Use a simple font – no scripts or block letter fonts
  - Do not fold, staple, wrinkle, etc.

## Freshman are *not* exempt!

Just starting college? Get a head start on your résumé by using high school information. By your sophomore year you should remove high school information and replace it with your experience and credentials from college.

<sup>1</sup>Sue Campbell "What is a Resume", 1<sup>st</sup>-writer.com

# Building Your Résumé ...

Content and formatting are both important! Look here for help with content, and the following pages for examples that may help with formatting.

## Contact Information:

- **Name** – make it pop! Make sure they remember who you are by making your name stand out. 14-16 font is recommended; stay consistent with the font style. Use creative formatting (bold, all caps, etc.)
- **Address** – Street Address, City, State, Zip Code. (Preferably a permanent one.)
- **Phone Number** – include the number where you can be reached. Have a *professional* voicemail in case you are unavailable to answer the telephone.
- **E-mail Address** – make sure it is professional as well. Avoid hyperlinks.

## Objective:

- Is a brief, specific statement of the type of position you are seeking
- Should be thoughtful and well crafted
- Acts like a thesis statement for a term paper – the rest of your résumé should support it
- Should answer questions: What type of position do I want? What are my early goals?
- If you do not include one on your résumé, you must include it in your cover letter

## Education:

- List the schools you've graduated from, or from which you expect to graduate, in reverse chronological order. List their location as well.
- Include your full degree (ex. Bachelor of Arts in Dance), minor, and graduation date
- Grade point average is optional. Should be at least a 3.0 if it is included
- May include relevant coursework, honors, etc.

## Experience:

- List paid and volunteer experience
- Include Company, Position Title, Location, and Dates
- Emphasize 3-5 duties, skills, accomplishments, and/or results in a bulleted list
- Use *action words* whenever possible to describe duties (see next page for a list)
- Use present tense for current position, and past tense for previous positions
- Can include sports, community service, and organizations to highlight experience
- Be specific in amounts and numbers – How often? How much?
- Avoid repetition

## Other Sections:

- Are a way to expand on experience and education, and to show you have the skills the company needs
- Only include headings that are relevant to your objective
- Some examples: Honors, Activities, Key Skills/Competencies, Athletic Involvement, etc.

## References:

- May indicate that they will be furnished upon request
- Names, addresses, and phone numbers of references should be listed on a separate page with the same heading as your résumé
- Always request permission to include references beforehand

# Developing Good Statements...

Use these action verbs to help craft thoughtful, descriptive duties/responsibilities for your résumé.

<b>Communication /People Skills</b>	Recruited	Analyzed	Prevented	Oversaw	Submitted	Guided
Addressed	Referred	Appraised	Provided	Planned	Supplied	Individualized
Advertised	Reinforced	Assessed	Referred	Presided	Standardized	Informed
Arbitrated	Reported	Audited	Rehabilitated	Prioritized	Systematized	Instilled
Arranged	Resolved	Balanced	Represented	Produced	Updated	Instructed
Articulated	Responded	Budgeted	Resolved	Recommended	Validated	Motivated
Authored	Solicited	Calculated	Simplified	Reorganized	Verified	Persuaded
Clarified	Specified	Computed	Supplied	Replaced	<b>Research Skills</b>	Simulated
Collaborated	Spoke	Conserved	Supported	Restored	Analyzed	Stimulated
Communicated	Suggested	Corrected	Volunteered	Reviewed	Clarified	Taught
Composed	Summarized	Determined	<b>Management/ Leadership Skills</b>	Scheduled	Collected	Tested
Condensed	Synthesized	Developed	Administered	Secured	Compared	Trained
Conferred	Translated	Estimated	Analyzed	Selected	Conducted	Transmitted
Consulted	Wrote	Forecasted	Appointed	Streamlined	Critiqued	Tutored
Contacted	<b>Creative Skills</b>	Managed	Approved	Strengthened	Detected	<b>Technical Skills</b>
Conveyed	Acted	Marketed	Assigned	Supervised	Determined	Adapted
Convinced	Adapted	Measured	Attained	Organized	Diagnosed	Applied
Corresponded	Began	Netted	Authorized	<b>Organizational Skills</b>	Evaluated	Assembled
Debated	Combined	Planned	Chaired	Approved	Examined	Built
Defined	Composed	Prepared	Considered	Arranged	Experimented	Calculated
Developed	Conceptualized	Programmed	Consolidated	Catalogued	Explored	Computed
Directed	Condensed	Projected	Contracted	Categorized	Extracted	Conserved
Discussed	Created	Qualified	Controlled	Charted	Formulated	Constructed
Drafted	Customized	Reconciled	Converted	Classified	Gathered	Converted
Edited	Designed	Reduced	Coordinated	Coded	Inspected	Debugged
Elicited	Developed	Researched	Decided	Collected	Interviewed	Designed
Enlisted	Directed	Retrieved	Delegated	Compiled	Invented	Determined
Explained	Displayed	<b>Helping Skills</b>	Developed	Corrected	Investigated	Developed
Expressed	Drew	Adapted	Directed	Corresponded	Located	Engineered
Formulated	Entertained	Advocated	Eliminated	Distributed	Measured	Fabricated
Furnished	Established	Aided	Emphasized	Executed	Organized	Fortified
Incorporated	Fashioned	Answered	Enforced	Filed	Researched	Installed
Influenced	Formulated	Arranged	Enhanced	Generated	Reviewed	Maintained
Interacted	Founded	Assessed	Established	Incorporated	Searched	Operated
Interpreted	Illustrated	Assisted	Executed	Inspected	Solved	Overhauled
Interviewed	Initiated	Clarified	Generated	Logged	Summarized	Printed
Involved	Instituted	Coached	Handled	Maintained	Surveyed	Programmed
Joined	Integrated	Collaborated	Headed	Monitored	Systematized	Rectified
Judged	Introduced	Contributed	Hired	Obtained	Tested	Regulated
Lectured	Invented	Cooperated	Hosted	Operated	<b>Teaching Skills</b>	Remodeled
Listened	Modeled	Counseled	Improved	Ordered	Adapted	Repaired
Marketed	Modified	Demonstrated	Incorporated	Organized	Advised	Replaced
Mediated	Originated	Diagnosed	Increased	Prepared	Clarified	Restored
Moderated	Performed	Educated	Initiated	Processed	Coached	Solved
Negotiated	Photographed	Encouraged	Inspected	Provided	Communicated	Specialized
Observed	Planned	Ensured	Instituted	Purchased	Conducted	Standardized
Outlined	Revised	Expedited	Led	Recorded	Coordinated	Studied
Participated	Revitalized	Facilitated	Managed	Registered	Critiqued	Upgraded
Persuaded	Shaped	Familiarized	Merged	Reserved	Developed	Utilized
Presented	Solved	Furthered	Motivated	Responded	Enabled	
Promoted	<b>Data/Financial Skills</b>	Guided	Navigated	Reviewed	Encouraged	
Proposed	Administered	Helped	Organized	Routed	Evaluated	
Publicized	Adjusted	Insured	Originated	Scheduled	Explained	
Reconciled	Allocated	Motivated	Overhauled	Screened	Facilitated	
					Focused	

**JAMES C. DAVIS**

student@email.com

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Local Address:

919 Bearkat Blvd.  
Huntsville, TX 77341  
(936) 294-1713

Permanent Address:

PO Box 2238  
East Bernard, TX 77435  
(979) 335-6070

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**OBJECTIVE** Flexible problem solver seeking an entry-level management position, preferably in finance

**EDUCATION** **Sam Houston State University** Huntsville, TX  
*Bachelor of Business Administration in Finance, 3.60* August 2011  
*Minor in Spanish*

Coursework:

- Strategic Management
- Business Finance
- Business Law
- Business Communications
- Labor Economics
- Operations Management

**EXPERIENCE** **The Dow Chemical Company** Midland, MI  
*Finance Intern* Summer 2010

- Reviewed current Cash Flow reporting process and prepared 2Q99 Cash Flow Statement using current process
- Designed, tested, and implemented new process for Cash Flow reporting
- Researched Securities and Exchange Commission's "Plain English" rule and rewrote large portion of Dow's 2009 10K in "Plain English"

**Sam Houston State University, Department of Accounting** Huntsville, TX  
*Student Assistant* 8/2008-8/2009

- Created Excel spreadsheets for grading purposes
- Designed Excel spreadsheets for agriculture data and test banks
- Assisted professors with general office work and other special assignments

**COMPUTER SKILLS**

- Microsoft Office
- Corel Office
- Mainframe Focus
- SAP/R2 - Financial Mode

**HONORS & ACTIVITIES**

- Dean's List: Spring and Fall 2009
- President's Honor Roll: Spring 2010
- The Dow Chemical, SHSU Alumni Scholarship recipient
- Habitat for Humanity
- National Collegiate Scholar

**REFERENCES** Available upon request

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**KAREN L. JAMES**

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919 16<sup>th</sup> Street \* Huntsville, TX 77341 \* (936) 294-1713  
student@email.com

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**OBJECTIVE** Seeking a classroom position at the junior high or high school level, with a strong emphasis in math and the sciences

**EDUCATION**  
Graduating 12/10

**Sam Houston State University**, Huntsville, TX

*Bachelor of Science in Math*, 3.88

Anticipated Certifications (ExCet Examination will be taken 3/11):

- All Level Certification
- Math Specialization

Related Coursework:

- Foundations of Mathematics
- Mathematical Thought
- Euclidean Geometry
- Mathematical Problem Solving
- A Survey of Mathematical Ideas
- Topics in Applied Mathematics

**PRE-TEACHING  
EXPERIENCE**

8/10-present

**George Bush Junior High**, College Station, TX

*Student Teacher*

Sixth Grade, Jason Williams, Mentor Teacher

- Observe, assist, and teach sixth grade pre-algebra honors course
- Develop lesson plans for the accelerated students
- Collaborate with mentor teacher to develop programs for the gifted and talented students
- Manage an after-school math club consisting of 50 students from diverse backgrounds

1/10-5/10

**Knippa Junior High**, Knippa, TX

*Student Teacher*

Eighth Grade, Mary Simmons, Mentor Teacher

- Taught eighth grade mathematics and science lessons to a class of 15
- Organized weekly lesson plans and activities focused on Texas Assessment of Knowledge and Skills (TAKS) preparation
- Created and implemented an innovative classroom management plan that increased student compliance by 90 percent

**EXPERIENCE**

8/08-present

**Dillard's**, The Woodlands, TX

*Sales Associate*

- Coordinate all cash and credit transactions via computer register
- Maintain and design advertising displays
- Assist supervisor in the ordering of the spring and fall children's clothing lines

**HONORS AND  
AFFILIATIONS**

- Sam Houston State Association for Math Majors
- Golden Key National Honor Society
- National Dean's List
- SHSU Dean's List: Fall 2009, Spring 2010

**REFERENCES**

Available upon request

**SAM SANCHEZ**

919 16<sup>th</sup> Street      Huntsville, Texas 77341      (936)294-1712      student@email.com

**SUMMARY**      Seeking a management position that requires excellent interpersonal, organizational, and supervisory skills. Would welcome assignments in operations, sales/marketing, customer service, human resources, or related areas.

**EDUCATION**      **Sam Houston State University**      Huntsville, Texas  
*Bachelor of Business Administration in Management, 3.8*      May 2011  
Financed 90 percent of education through part-time employment and student loans

**PROFESSIONAL PROFILE**

- Management
- Supervised various youth recreational activities
  - Trained new employees in effective sales and direct mail techniques
  - Frequently served as store supervisor in the manager’s absence
- Interpersonal
- Demonstrated effective persuasive skills in retail sales
  - Provided excellent customer service by phone and in person
  - Resolved customer complaints effectively and efficiently
  - Served as a new student orientation facilitator and group leader
- Organizational
- Provided administrative support in producing all forms of office communications
  - Designed and developed a coding system for a university research project
  - Organized and recorded data as a research assistant
  - Recognized by supervisors as being efficient and detail-oriented

**LANGUAGES**      Speak, read, and write Spanish/English fluently  
Basic conversational ability in French

**COMPUTER SKILLS**      IBM, PC, and Mac formats  
Microsoft Word, Excel, PowerPoint, and Publisher

**EMPLOYMENT HISTORY**

- |                                                                       |                                      |
|-----------------------------------------------------------------------|--------------------------------------|
| <b>Good Luck Rent-A-Car</b><br><i>Customer Service Representative</i> | The Woodlands, Texas<br>2010-Present |
| <b>Sam Houston State University</b><br><i>Research Assistant</i>      | Huntsville, Texas<br>2008-2010       |
| <b>Gobs of Gifts</b><br><i>Sales Associate/Cashier</i>                | Conroe, Texas<br>2006-2008           |

## **Samantha H. Alumna**

919 16<sup>th</sup> Street  
Huntsville, Texas 77341  
936-294-1713  
professional@aol.com

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### **SUMMARY**

Self-directed financial professional with extensive experience in the financial analyst field. Strong skills in collecting, monitoring, and analyzing financial information for making productive investment decisions for both domestic and international clients. Proven ability to communicate with diverse groups of individuals.

### **EXPERIENCE**

#### **The Smith Group, LLP, Houston, Texas**

*Financial Analyst, June 2010-present*

- Compile and analyze financial information for general ledger accounts
- Install, modify, and coordinate accounting systems and control procedures to enhance efficiency and reduce retrieval time
- Analyze financial information detailing assets, liabilities, and capital gain for 25 international and domestic companies
- Assist the financial director in budget development, planning, and other corporate financial initiatives

#### **Capital Holdings Limited, Houston, Texas**

*Investment Manager, January 2006-May 2010*

- Scrutinized analysts' research reports
- Researched and compiled valuation data and financial ratios for Australian mid-cap stocks
- Met with management of top companies to discuss profitability and financial situations

### **PROFESSIONAL DEVELOPMENT**

- Certified Financial Planner
- Skilled in Quicken, QuickBooks, ProSeries, TurboTax
- Fluent in English, Spanish and French, proficient in Taiwanese
- Member of the Association for Financial Management Professional, the National Planning Association, and the Financial Planning Association of Houston

### **EDUCATION**

#### **Sam Houston State University, Huntsville, Texas**

*Master of Business Administration*

#### **Sam Houston State University, Huntsville, Texas**

*Bachelor of Business Administration in Finance*

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## **Samantha Student**

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1234 Bearkat Blvd  
Huntsville, Texas 77340  
samanthastudent@shsu.edu

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### **Objective**

Creative individual seeking entry-level management position, preferably at a museum of history

### **Education**

#### **Sam Houston State University**

*Bachelor of Business Administration in Management, 3.93*

Minor in History

#### Relevant Coursework

- Quality Management
- Organizational Behavior
- Public History
- Historiography

Huntsville, Texas

May 2013

### **Leadership Experience**

#### **Chi Eta Pi**

*Pledge Class President, Recruitment Executive*

- Planned, organized, and executed recruiting events throughout the year
- Recruited new leaders into sorority by planning dynamic events and utilizing networking skills
- Educated 15 women a semester in the history of Chi Eta Pi

Huntsville, Texas

September 2010-May 2013

#### **SHSU Campus Lions Club**

*President*

- Delegated responsibilities of upcoming service projects to active members of club
- Led meetings effectively by always starting on time and following a pre-established agenda
- Participated in at least 2 service projects every month that benefited surrounding communities

Huntsville, Texas

August 2010-May 2011

### **Work Experience**

#### **Starbucks**

*Barista*

- Utilized creativity to design product layouts around store that increased sales by 5%
- Provided exceptional customer service to each individual by being warm and positive, and striving to get every drink order correct
- Learned and flawlessly created over 30 drink recipes by first month of employment

Huntsville, Texas

January 2011-May 2013

### **Awards/Honors**

- Deans List, Fall 2009-Spring 2013
- Who's Who Among Colleges and Universities, 2011-2012
- President's Award in Lions Club, 2009
- Member of Elliot T. Bowers Honors College Fall 2009-Spring 2013

### **Volunteer Activities**

SAAFE House Volunteer, September 2012-May 2013

Relay for Life Participant, 2009-2013

SHSU Campus Lions Club Member, August 2009-May 2013

### **References**

Available upon request

## ***Military Résumé***

# MARSHALL GUNN

7836 Bearkat Boulevard ♦ Huntsville, Texas 77340 ♦ 936-294-1713 ♦ mgunn@email.edu

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## **Objective**

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Skilled critical thinker seeking an internship with the United States Secret Service

## **Education**

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### **Sam Houston State University**

*Bachelor of Science in Criminal Justice, 3.5*

Huntsville, Texas

May 2014

### Relevant Coursework

- Global Terrorism and Homeland Security
- Crime, Justice and Social Diversity
- Law and Society
- Criminal Investigation

## **Experience**

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### **Texas Department of Criminal Justice**

*Correctional Officer I*

Huntsville, Texas

August 2010 - present

- Supervise and provide security for 50 or more offenders during their daily activities
- Respond to emergency situations immediately and perform any actions necessary, such as providing first aid, escorting offenders, and contacting supervisors
- Maintain organized log of all activities during shift
- Contribute to creating a positive and amicable work environment, in part by adhering to all policies and procedures put forth by the state of Texas

### **\*United States Air Force, Laughlin Air Force Base**

*Radar Operator and Crew Trainer*

Del Rio, Texas

May 2006 - June 2010

- Lead operator for 5 different radar systems
- Instructed 20 - 50 entry-level personnel in proper radar techniques and tactics
- Developed and implemented training exercises for an 8 person crew
- Received outstanding unit award for 2008 and 2009

## **Honors**

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Donald J. Weisenhorn Criminal Justice Scholarship 2010-2011

Dean's List Fall 2010

## **References**

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Available upon request

\*Having problems developing statements for your military experience? Try going to **online.onetcenter.org** and choosing **Military** under the **Crosswalks** section. Search for your military job title and view related civilian jobs to assist you in targeting skills and duties.

# IMRAN JAMEEL

919 16<sup>th</sup> Street ▪ Apt. #123 ▪ Huntsville, TX 77341 ▪ 936-294-1713 ▪ student@shsu.edu

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## OBJECTIVE

Motivated leader pursuing a position as a personal trainer at a reputable fitness center

## EDUCATION

### Sam Houston State University

*Bachelor of Arts in Kinesiology, 3.20*

*Minor in Health*

#### Relative Coursework:

- Exercise Physiology
- Anatomy Physiology I & II
- Medical Terminology
- Sports Medicine
- Microbiology
- Biomechanics

Huntsville, TX

December 2010

## RELATED EXPERIENCE

### Joe's Gym

*Personal Training Intern*

- Evaluate and assess new and existing members
- Integrate nutritional components into fitness programs
- Educate members on proper use of equipment
- Facilitate instructional workshops on fitness techniques related to strength training

Huntsville, TX

September 2009- Present

### Sam Houston State University

*Basketball Team Captain*

- Prepared teammates on physical as well as mental level
- Assessed the strengths and weaknesses of opponents
- Encouraged 25 teammates to meet team goals

Huntsville, TX

March 2008 - June 2009

## SKILLS

- CPR certified for children and adults
- Basic knowledge of calisthenics and weight training
- Ability to speak and read Spanish

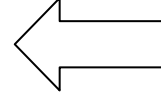
## AWARDS & ACTIVITIES

- First Team All-American Nominee 2008-Present
- Team MVP 2008-2009
- Boys and Girls Club-Basketball Trainer 2008-2009

**References Available Upon Request**

**WILL B. ALUMNI**

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
(936) 294-1713  
student@email.com



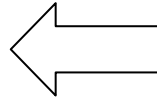
Use the same heading as you did on your résumé.

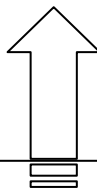
**REFERENCES**

Dr. Joe Smith  
Professor, Accounting  
Sam Houston State University  
Huntsville, TX 77341  
(936) 555-1712  
ccc\_xyz@shsu.edu

Mrs. Mary Jones  
Accountant  
The Smith Group, LLP  
Houston, TX 77090  
(713) 555-1234  
mjonesnotreal@yahoo.com

Mr. Timothy Marshall  
Office Manager – Cashier’s Office  
Sam Houston State University  
Huntsville, TX 77341  
(936) 555-5555  
omc\_xyz@shsu.edu

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- Ask permission before listing anyone as a reference
  - Do not list the reference’s email unless he/she has given you permission
  - List 3-5 professional references
  - You do not need a mailing address. However, if you choose to list the mailing address for one reference, list the mailing address for all of the references



Your reference page should be printed on the same *type* of paper as your résumé.

# Crafting Professional Letters...

Use the following letters and tips to help guide you in creating your own.

A few tips to remember:

- Tailor your letters to each situation
- Your letter is a marketing tool, and should address the needs of the employer and evoke their interest to learn more about you
- Always address your letters to a specific individual with his or her correct title and business address
- Keep letters to one page
- Make letters are easy to read and attractive
- Make sure you have no errors and typos
- Use high quality paper
- Show your appreciation
- Be honest

**Cover Letter**

**Structure your cover letter with three or four paragraphs**

**Paragraph 1:**

Identify the position and your source of information. Introduce your themes. Explain your purpose.

**Paragraph 2 & 3:**

Inform the reader about your education, work experience and strongest qualifications that match the position requirements. Reference your enclosed resume or other documents. Express interest in the employer and the job.

**Paragraph 4:** Request an opportunity to speak and indicate a specific time period when you will follow-up with him or her to discuss your qualifications. Thank them for their time and consideration.

**Closing:**

Don't forget to sign your name.

**Note:** Your cover letter should be printed on the same type of paper as your résumé .

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
March 1, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77340

Dear Ms. Boss:

I am interested in applying for the sales representative position recently advertised at Sam Houston State University Career Services. The skills I have developed from my work experience and academic background support my strong interest in a sales career.

As you can see from my resume, the internship I had with Little Dogs Incorporated provided an opportunity for me to gain practical experience with account maintenance and cold-calling new accounts. In addition, I have worked as a waiter for the past four years, learning first-hand how to effectively manage customers and their demands. I have been formally commended by the management several times, being named "Employee of the Month."

Since I decided to pursue a sales career, Big Dogs Incorporated has been at the top of my list of prospective employers. The strides your company has taken in the computer software market, namely the development of packages for use by pharmacies and hospitals, make Big Dogs Incorporated a leader in the industry.

I would very much like an opportunity to speak with you regarding the sales representative position. I will call you early next week to discuss my relevant qualifications. Should you need to reach me, please contact me at (936) 294-1713 or student@email.com. Thank you for considering me for this position.

Sincerely,

*Sammy Student*

Sammy Student

Enclosure

**Structure your  
networking  
letter with two  
paragraphs**

**Paragraph 1:**

Make a connection between you and the reader. Who is the person you have in common and do you have anything in common with each other? (Alumna, etc)

**Paragraph 2:**

State your purpose without pressuring the reader. Request a meeting and call to follow up.

**Closing:**

Don't forget to sign your name.

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
September 7, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

Dr. Clifton Carr, professor of economics at City College, suggested that I contact you. He thought that, as an alumna, you would be in an excellent position to assist me with a career decision.

As an economics student, I am exploring which career path to pursue. Working in securities, trading, or investment banking all sounds interesting to me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term career implications of each path as well as a better understanding of the day-to-day activities of a broker. I will call you next week to see if we can arrange a brief meeting at your convenience. Thank you for considering my request. You can reach me at student@email.com, or (936) 294-1713.

Sincerely,

*Sammy Student*

Sammy Student

**Prospecting Letter**

**Structure your prospecting letter with three or four paragraphs**

**Paragraph 1:**

Indicate your interest and reveal your source of information.

**Paragraph 2&3:**

Outline strongest qualifications and how they match the work environment.

Convince the employer you have the personal qualities and motivation to contribute to the organization.

**Paragraph 4:**

Request an interview and indicate when you will call.

Express your appreciation to the reader for his or her time and consideration.

**Closing:**

Don't forget to sign your name.

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
September 7, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

I read your company's description in Sam Houston State University Career Services' website and would like to inquire about employment opportunities in your management training program. I want to work in retail management and would like to remain in the Houston area after graduation.

I shall receive my Bachelor of Science degree in communication studies this May. My interest in business started in Junior Achievement in High school and developed further through a variety of sales and retail positions during college. My internship with a large department store convinced me to pursue a career in retail. When I researched the top retailers in Houston, Southwest Mercantile emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional environment I seek.

My resume is enclosed for your consideration. My education and experience match qualifications you seek in your management trainings, but they don't tell the whole story. I know from customer and supervisor feedback that I have the interpersonal skills and motivation needed to build a successful career in retail management. In addition, my relatively extensive experience gives me confidence in my career direction and in abilities to perform competently.

I know how busy you must be during this time of year, but I would appreciate a few minutes of your time. I shall call you next week to discuss employment possibilities. In the meantime, if you need to contact me, my number is (936) 294-1713 and my e-mail is student@email.com

Sincerely,

*Sammy Student*

Sammy Student

**Structure your  
thank-you letter  
with three  
paragraphs**

**Paragraph 1:**

Express your sincere appreciation.

**Paragraph 2:**

Reemphasize your strongest qualifications. Draw attention to the good match between your qualifications and the job requirements.

**Paragraph 3:**

Thank the employer once again. Give contact information and again show your interest in the position.

**Closing:**

Don't forget to sign your name.

919 16<sup>th</sup> Street  
Huntsville, TX 77341

September 25, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

Thank you for taking the time to interview me at Sam Houston State University on September 24, 2010. I enjoyed talking with you and learning more about the sales representative position with Big Dogs Incorporated.

My enthusiasm for the position and my interest in working for Big Dogs Incorporated were strengthened after meeting with you. The skills that I have gained through my internship coupled with the knowledge that I gained from my education seem to fit nicely with the job requirements. I am confident that I could significantly contribute to your company over time. I greatly enjoy this career field and wish to apply my interest and knowledge to Big Dogs Incorporated.

Again, thank you for the opportunity to interview with you. Please feel free to contact me at 936-555-5555 or student@email.com if I can provide you with any additional information. I look forward to speaking with you soon.

Sincerely,

*Sammy Student*

Sammy Student

## **Letter of Rejection**

### **Structure your rejection letter with two or three paragraphs**

**Paragraph 1:**  
Acknowledge offer.

**Paragraph 2&3:**  
Show thoughtful consideration and express appreciation.

**Closing:**  
Don't forget to sign your name.

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
September 7, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

Thank you for offering me the position of commercial leasing agent with Colonial properties. I appreciate your discussing the details of the position with me and giving me time to consider your offer.

You have a fine organization and there are many aspects of the position that are very appealing to me. However, I believe it is in our mutual best interests that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your staff.

Sincerely,

*Sammy Student*

Sammy Student

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
September 7, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

I am writing to confirm receipt of your letter offering me a position at Big Dogs Incorporated as a sales representative at an annual salary of \$30,000. I am very pleased to accept this offer, and I am delighted that I will be joining Big Dogs Incorporated in Houston. The work is exactly what I have prepared to perform and hoped to do. I feel confident that I can make a significant contribution to the corporation.

As we discussed, I will report to work at 8:00 a.m. on October 1 and will have completed the medical examination and drug testing by the start date. Additionally, I shall complete all employment and insurance forms for the new employee orientation.

I look forward to working with you and your fine team. I appreciate your confidence in me and am very happy to be joining your staff.

Sincerely,

*Sammy Student*

Sammy Student

**Structure your acceptance letter with two or three paragraphs**

**Paragraph 1:**  
Confirm, accept, and reaffirm your employment decision.

**Paragraph 2&3:**  
Confirm logistics and express your appreciation for the opportunity.

**Closing:**  
Don't forget to sign your name.

## Withdrawal Letter

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
September 7, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Huntsville, TX 77341

Dear Ms. Boss:

I am writing to inform you that I am withdrawing my application for the program coordinator position with the school. As I indicated in my interview with you, I have been exploring several employment possibilities. This week I was offered an administrative position with a local city government and, after careful consideration, I decided to accept it. The position provides a very good match for my interests at this point in my career.

I want to thank you for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. You have a wonderful school, and I wish you and your staff well.

Sincerely,

*Sammy Student*

Sammy Student

### **Structure your withdrawal letter with two paragraphs**

#### **Paragraph 1:**

State your decision,  
and provide an  
explanation.

#### **Paragraph 2:**

Express Appreciation  
for the employer's  
consideration and  
courtesy.

#### **Closing:**

Don't forget to sign  
your name.

919 16<sup>th</sup> Street  
Huntsville, TX 77341  
February 13, 2010

Ms. Ima Boss  
Recruiting Coordinator  
Big Dogs Incorporated  
Box 2238  
Houston, TX 77322

Dear Ms. Boss:

Please forgive my missing the interview with you on February 12, 2010 at Sam Houston State University. Due to a family emergency, I needed to cancel at the last minute on the day of the interview. I am very interested in Big Dogs Incorporated and would appreciate your consideration in scheduling another interview.

If you would be willing to re-schedule the interview, then I would be happy to visit you in Houston at your convenience. I am looking forward to a second chance to discuss my qualifications with you. Once again, please accept my apology.

Sincerely,

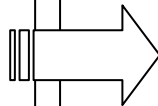
*Sammy Student*

Sammy Student

**Structure your  
apology letter  
with two  
paragraphs**

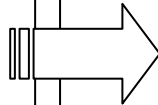
**Paragraph 1:**

Apologize and include a reason for the incident.



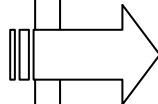
**Paragraph 2:**

Discuss the opportunity to reschedule the missed appointment or interview. Make sure to show appreciation and apologize once more.



**Closing:**

Don't forget to sign your name.



# Career Services

## Resume Critique

Schedule an appointment to review your completed resume with a Career Services graduate student or career counselor. You can also submit it online at [www.shsu.edu/careerservices](http://www.shsu.edu/careerservices) or upload it to Jobs 4 Kats for critiquing. We suggest that you begin this process in your Junior year or sooner.

## Mock Interview

In order to prepare for future interviews, you may want to practice your interviewing techniques. Mock interviews can be scheduled to identify strengths and weaknesses to better prepare you for the world of work through feedback from a career counselor. You will also be given tips on marketing yourself professionally and on making a good first impression.

## Career Fairs

Each year Career Services hosts a variety of career events open to all SHSU students and alumni including the Spring/Fall Teacher Job Fair, Career Expo, Agricultural and Industrial Sciences Job Fair, Criminal Justice Job Fair, Summer Camp Job Fair, and On-Campus Job Fairs. Log onto Jobs 4 Kats before the event to see a list of the employers who are coming and the positions for which they are hiring.

## On-Campus Interviewing

Many employers representing a wide variety of industries schedule on-campus interviews with SHSU students and graduates. Log onto Jobs 4 Kats to sign up during interview season!

## Career Counseling

Schedule an appointment with one of our career counselors to explore your interests and plan your career goals. We can help you gain information regarding the best use of your degree in a chosen field, and decide what steps need to be taken next. We also offer career assessments. Discover how your personality type and interests can direct your career choices that best suit you. For more information on the Myers-Briggs Type Indicator® and Strong Interest Inventory® assessments, we invite you to visit our office.

## Jobs 4 Kats

The Jobs 4 Kats online job posting system is a powerful tool for success. Its many features include: Job/Internship Postings, On-Campus Interview Scheduler, Online Resume Critiques, and Workshop Sign-Ups. Registration is free, students and alumni can create an account at: [www.myinterfase.com/shsu/student](http://www.myinterfase.com/shsu/student)

