



# Career Services

*"Your journey to career success begins here..."*

Gwynedd-Mercy College • Campbell Hall • Ext. 230 • [careerservices@gmc.edu](mailto:careerservices@gmc.edu)

## RESUME and COVER LETTER Writing



This guide was created by Gwynedd-Mercy College Career Services and is designed to help you develop your marketing package: resume, cover letter, and reference page.

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# ADDITIONAL RESOURCES

In addition to this workbook, Career Services has an abundance of other resources and guides to help you. These materials can be found in our Career Library and/or on our website.

➤ Some of our resources/books include the following:

- Resumes: Knock ‘em Dead Resumes; Gallery of Best Resumes; Expert Resumes for Teachers and Educators; and Expert Resumes for Health Care Careers.
- Cover Letters: Gallery of Best Cover Letters.

➤ In addition, make sure to review the Major-Specific Resources section on our website to find more examples of resumes geared toward your major/career.  
([www.gmc.edu/careerservices](http://www.gmc.edu/careerservices))

Before sending out your resume and cover letter, make sure it is error free and markets you in the best way. Schedule an appointment with Career Services to have your documents reviewed. We can be reached at 215-646-7300 ext: 230 or [careerservices@gmc.edu](mailto:careerservices@gmc.edu).

# INTRODUCTION AND PURPOSE OF THE RESUME

Your resume – just a typewritten sheet with your education and work history...right? WRONG! Your resume is an important reflection of you. It summarizes your education, work and life experiences, skills, and abilities in a succinct, readable document. Your aim is to interest the reader enough to invite you in for an interview. No resume alone has gotten someone a job – its whole purpose is to get you in the door for an **interview**, and that's where you land the job. **Your challenge is to get into that interview!**

To capture in your resume the key skills and experiences that the employer needs, you must find the most appropriate and professional way you can to make yourself the exceptional candidate. **Your resume should change slightly or significantly each time you send it, in order to customize it to the position sought.**

## TAKING INVENTORY OF SKILLS, ABILITIES AND ACCOMPLISHMENTS

You need to know what you have to offer before you can write a good resume. Use the worksheets below to assess and organize your skills and talents which an employer might need. **Complete these before you begin to format your resume.** Once you have completed these, you can then explore the various components found in most resumes.

### SKILLS AND ACCOMPLISHMENTS WORKSHEET

#### STEP 1

Complete this exercise to pull together all information you will use in your resume. Take several sheets of blank paper and put the following headings on each:

#### EDUCATION

List colleges and universities attended; special educational experiences like study abroad; special training or certifications received; GPA (if over 3.0); if you graduated with honors; list degrees, majors, minors, and concentrations.

#### RELATED COURSEWORK

List any courses that are relevant to success and performance in your future career, especially if it is in addition to your major. Please note this does not mean listing every course taken as you should list no more than 5 courses total. Also, you don't need to list the course number of the grade you received in it. This section is recommended when applying for internships and other pre-graduation positions.

#### SKILLS

Computer skills; fluency in foreign languages; other unique capabilities.

#### CAREER RELATED EXPERIENCE

Internships, full-time or part-time jobs related to your career field; volunteer experiences are relevant.

#### WORK EXPERIENCE

All jobs you have held, your duties and accomplishments. Don't worry about length right now – write down everything. You will be editing later.

#### LEADERSHIP ACTIVITIES

List everything you have done in college clubs, community involvement, team or individual sports, etc.

## OTHER CATEGORIES

Write down anything else that doesn't fit into any of the above categories, such as: Professional Affiliations or Research.

### STEP 2

Go through each section and ask the following questions:

- Are there things in this section that I feel proud about?
- Can I make these things relate to what an employer might be looking for?
- What things in this section show positive attributes or strengths about my work ethic, my personality, etc.?
- Which activities have been replaced by more recent accomplishments?
- How can I make my best capabilities show in this section?

Work with a career counselor to help you edit further from this point. Then have friends, relatives, professors, professionals in the field, etc. give you feedback on your resume before you begin sending it out.

## ESSENTIAL PARTS OF THE RESUME

### Heading

The Heading should be formatted in the following way:

#### NAME

Street Address City, State Zip  
(Area Code) Phone Number Email

If you have a current address and a permanent address, you can list them like this:

#### Name

(Area Code) Phone Number  
Email

Current Address  
Street Address  
City, State Zip

Permanent Address  
Street Address  
City, State Zip

Be aware that this is the first impression you will be making. Limit phone numbers to two or less and make sure your voice mail message is professional. Your email should be professional as well. We recommend using your GMC email or setting up a similar account elsewhere. Avoid addresses like [CrazyPartyPal84@aol.com](mailto:CrazyPartyPal84@aol.com).

### Objective/Professional Summary

“Should I or shouldn't I?” is often a question students ask about including an objective. Most employers prefer them, and they should be targeted towards specific positions in this day and age of technology. A good rule of thumb is to read a resume, and if you can very clearly understand what type of position the person may be applying for, then you may leave it off. Otherwise, it's best to go with an objective. Well-written objectives are usually no longer than 1 – 3 lines. Samples are listed below:

- Seeking a position as a Registered Nurse at X Hospital, with special interests in med/surg and acute care.
- To secure a position as a Computer Programmer, Systems Analyst, or Software Designer.
- Seeking a challenging internship in Accounting, preferably in corporate accounting.

**What is NOT appropriate is an objective like this:**

- Seeking a challenging position where I may use my skills and abilities

This objective doesn't give the employer any information about how you can be of use to him or her. A well-written, concise, focused job objective gives the reader an idea of your areas of skill or expertise and conveys a sense of direction and professionalism.

A **Professional Summary** is often used when a person has already acquired experience or expertise in a given field. While it doesn't always state a specific position sought, it is clear in which area the person might be best employed. An example might look like this:

- Over 12 years of experience in human resources, with special expertise in staff selection, training, and succession planning. Skilled in development and facilitation of management training programs.

A **Highlight of Qualifications:** Is a great way to showcase specific skills and traits that are important to the job you are applying for. An example might look like this:

- More than 10 years of experience in the newspaper and magazine industries as reporter and editor.
- Recipient of numerous writing awards for excellence in magazine and newspaper publishing.
- Experienced in launching print publications and Web sites.
- Accomplished freelance author with bylines in more than 30 professional publications.

**AREAS OF EXPERTISE:**

- ◆ Writing and editing
- ◆ Interviewing and Reporting
- ◆ Supervising staff
- ◆ Layout and design
- ◆ Recruiting freelance work
- ◆ Training new staff

**Education**

Here is a sample of how to format your educational background:

Gwynedd-Mercy College  
**Bachelor of Arts in Criminal Justice**  
**Minor: Philosophy**

Gwynedd Valley, PA  
Graduate: May 2012  
GPA: 3.8

Include your most recent degree, institution and location, date of graduation, majors, minors, concentrations, G.P.A. (usually only for your first job; after that, work experience is more important). You may also list honors and awards here (if numerous, you may want to create a separate heading), and some students may want to highlight specific relevant courses.

**Related Coursework**

When applying for an internship, list specific relevant courses that are related to your objective. Once you are seeking fulltime employment, Related Coursework is removed from the resume because your degree encompasses coursework.

**Skills**

Skills which are used on a regular basis in your future career field are excellent to include. Special competencies which could be an added asset to an employer are also helpful to include. Areas to consider might be computer skills, language proficiency, technical skills or knowledge, specialized training such as CPR, etc. Skills listed

should be “hard” skills, those which are objective and easily tested or proven.

### **Career Related Experience**

Include in this section such activities as internships, related work experience, related community service, and/or independent research or class projects which show special expertise in your field of choice. Having a section which is focused toward your future career path shows you have tried to gain important career related experience.

### **Additional Experience**

You do not need to list every part-time position you’ve ever held, nor do you need to go into great detail on positions you may have held many years before, but you do need to try to avoid huge gaps of time in your work history.

Were you responsible for training all new employees? Did you close out the cash drawers and make the nightly deposits? Were you “unofficially” in charge when the manager was out? Did you work 30+ hours per week while attending class full-time? Try to think about what could be related or transferable from your previous position to your new career field and clearly draw these connections.

Include such things as position title, organization, location, dates employed, and description of duties. Short phrases using “action” words should be used – see the list of “Action Words” included in this packet. “Bullets” are the preferred format to describe your activities. Here is an example:

KPMG

Harrisburg, PA

**Auditor**

2005-2007

- Supervised seven staff members in audits of banking and thrift institutions, manufacturing facilities, and healthcare organizations
- Designed complex pension plan test that uncovered problems in client software, resulting in \$10,000 annual savings for client

### **Leadership Activities**

Do not underestimate the weight that employers place upon campus involvement, leadership roles, participation in athletics and community service, and other extracurricular activities. If this was a strong part of your experience while in school, emphasize it! If it was not, emphasize your stronger areas, whatever they may be. When possible, don’t just list involvement; describe what your role as Vice President entailed.

### **Other Categories**

Other optional categories, which may fit your background, include: Volunteer or Community Service Activity, Honors/Awards, Military Experience.

## **CHOOSING THE RIGHT FORMAT**

There are several resume formats to consider, each of which has specific uses. While there is no one “right” way to do a resume, the formats and components discussed here tend to work well for most people.

**Chronological:** Emphasizes work history by listing experiences, with the most recent coming first. This format can highlight relevant experience, but it can also reveal spotty work history.

**Functional:** Highlights selected areas which relate to career interests. Effective for those changing careers who want to emphasize skills/talents/etc. more than positions.

## **INCLUDE ACCOMPLISHMENTS**

Although we stress that accomplishments are far more important than duties and responsibilities, a surprising number of people are unable to articulate beyond the day-today tasks they performed in their jobs.

Accomplishments are the points that really help sell you to an employer—much more so than everyday job duties, and you can leverage your accomplishments for job-search success at all stages of the process: resume, cover letter, interview, and more.

To understand how to include accomplishments on your resume, review the “**Accomplishments Style Resume**” packet on our website—[www.gmc.edu/careerservices](http://www.gmc.edu/careerservices)

## **FAQ’S ABOUT RESUMES**

### **Should I use first person?**

Avoid using first person. The first person (I, my, me) is implied when you write a resume, so it's not necessary to start a sentence with I. In fact, avoid the use of pronouns all together.

### **Should I put the resume on colored paper?**

Stay conservative with your color choices. White, off-white, buff, tan or light gray are all good choices. Good quality paper can be obtained in the bookstore, or office supply stores.

### **One page or two?**

Generally, you should keep your resume to one page unless you have significant work experience because you are an adult student. If you go to a second page, make sure the information is important and useful and fills the pages. Remember that an employer may only spend 15 – 30 seconds reviewing your resume.

### **How far back should I go in listing jobs?**

Whenever possible, account for all time periods from your last year in high school or beginning of college to the present. If you are a student with many years of prior experience, focus on the last 5 – 10 years in more detail, and list the most important positions before those with less detail. Too many jobs clutters up your resume and may give the impression that you are unable to hold a job. If you have held many part-time jobs at the same time, list the ones where you had the most responsibility or the ones which may have transferable skills applicable to the position you are seeking. The key is to minimize gaps in your resume. Be prepared to adequately explain large gaps in the interview.

### **How can I make my resume really stand out?**

Using descriptive “action words” can improve and strengthen any resume. Review the list provided in this packet to help you choose more powerful descriptions of the skills you have to offer. Try to make your descriptions “results-oriented.” When possible, add successful results, percentages of improvement, dollar amounts, etc. Also, focus on your accomplishments and not just your job duties/responsibilities.

### **Do I always need to include a cover letter?**

Yes, whenever you send your resume, you should include a cover letter.

### **Should I use a template?**

There are a wide variety of templates, wizards and software available that are designed and marketed to create the perfect and easy resume. While they may be tempting, consider the pros and cons of such software.

Pros - quick and easy, system prompts you for information and formats it for you.

Cons - resume loses its individuality because so many look the same. If you want your resume to stand out, it shouldn't look the same as everyone else's.

- Allow very little input from you
- Very difficult if not impossible to alter layout or categories
- Often use too many fonts and sizes which result in "busy" or unprofessional appearance.

### **CRITIQUES**

The Career Services Staff is available to review your resume and cover letters. Stop by or call (215) 646-7300, ext: 230 or email [careerservices@gmc.edu](mailto:careerservices@gmc.edu) to schedule an appointment.

## ACTION WORDS

accelerated	delegated	installed	
accomplished	demonstrated	instituted	recruited
achieved	designed	instructed	rectified
adapted	determined	interpreted	reduced
administered	developed	introduced	re-established
advised	devised	investigated	referred
aided	devoted	involved	regulated
allocated	diagrammed	launched	reinforced
amplified	directed	led	reorganized
analyzed	displayed	lectured	represented
answered	distributed	listed	researched
appointed	drafted	maintained	reshaped
approved	edited	managed	restituted
arbitrated	eliminated	mediated	restored
arranged	employed	modified	revamped
assessed	established	monitored	reviewed
assisted	estimated	motivated	revised
assumed	evaluated	negotiated	scheduled
augmented	examined	observed	selected
awarded	exhibited	operated	set-up
began	expanded	ordered	simplified
broadened	expedited	organized	solved
built	explored	oriented	specialized
calculated	extended	originated	streamlined
catalogued	fabricated	overhauled	structured
chaired	facilitated	participated	substituted
compiled	focused	performed	suggested
completed	fortified	planned	supervised
computed	founded	pinpointed	supported
conceived	generated	prepared	systematized
condensed	guided	presented	taught
conducted	handled	preserved	trained
constructed	harmonized	processed	tutored
consulted	headed	produced	unified
contracted	implemented	programmed	used
contrived	improved	proposed	utilized
controlled	incorporated	proved	volunteered
cooperated	increased	provided	widened
coordinated	influenced	received	worked
counseled	initiated	recommended	wrote
created	innovated	recorded	

## CHRONOLOGICAL RESUME

(FOR STUDENTS/ALUMNI WHO HAVE FULL-TIME WORK EXPERIENCE)

*\*This resume is available as a sample only.*

*Please use it as a guide and don't copy it word-for-word.*

### MICHAEL SCOTT

26 Manor Road; Gwynedd Valley, PA 19437

215-123-4567; [Scott.michael@gmc.edu](mailto:Scott.michael@gmc.edu)

**OBJECTIVE:** To secure the Communication Assistant position at Disney World utilizing my skills in product planning, buying, and analysis.

#### EDUCATION

Gwynedd-Mercy College

Gwynedd Valley, PA

**Bachelor of Arts in Communication**

May 2007

Minor: **History**

GPA: 3.5

#### EXPERIENCE

Smithville Youth Group

Smithville, PA

**Group Leader**

July 2008-Present

- Developed, coordinated, and facilitated educational and recreational activities for a group of 50 culturally diverse children.
- Trained in diversity issues, conflict resolution, and successful activity planning.
- Coordinated programs to foster community spirit and awareness.

Eden Toys

Elizabeth, NJ

**Market Research Analyst**

Summer 2006-2007

- Reviewed and approved samples for toy line.
- Determined materials and color selections for toy construction.
- Collaborated with engineering and design departments to design, manufacture and implement cost effective product lines.

Student Government Association—Gwynedd-Mercy College

Gwynedd Valley, PA

**Vice President**

Spring 2007

- Marketed and publicized events and fundraisers, including the Movie Marathon which raised money for the Children's Diabetes Association.
- Created and designed social media sites, including Facebook and Twitter to improve the organization's outreach to the GMC community.

#### ACTIVITIES

- Habitat for Humanity, Volunteer
- Women's Lacrosse Team

Summer 2006, 2007

Fall 2007-Present

#### SKILLS

- Microsoft Office
- Adobe Photoshop

## FUNCTIONAL OR SKILLS RESUME

(FOR STUDENTS/ALUMNI WITH A VARIETY OF EXPERIENCE IN DIFFERENT AREAS OR SOMEONE WITH A LOT OF EXPERIENCE IN THE SAME FIELD)

*\*This resume is available as a sample only.*

*Please use it as a guide and don't copy it word-for-word.*

## BRUCE WAYNE

8482 Marley Drive; Pittsburgh, PA 15244

(412) 123-4567; [wayne.b@abc.net](mailto:wayne.b@abc.net)

**PROFESSIONAL SUMMARY:** Intelligent, articulate, and conscientious individual with strong desire to pursue a career in finance. Self-starter with skills in communication, analysis, and organization.

### RELEVANT PROFESSIONAL SKILLS

#### *Organization and Leadership*

- Organized/maintained a 350 client database for financial consultant in brokerage firm
- Coordinated and supervised a successful community service campaign involving 40+ volunteers over a one year period
- Managed and maintained \$500,000 of product inventory

#### *Analysis*

- Initiated analysis and complete reorganization of client files, resulting in easier access to records and improved service to clients
- Developed and implemented marketing strategies, materials, and correspondence resulting in 12% increase in client base
- Conducted research and made recommendations aimed at improving departmental efficiency
- Skilled in development of spreadsheet applications through Lotus 1, 2, 3 and Excel

#### *Communication*

- Demonstrated ability to effectively handle difficult customer service inquiries
- Converted customer inquiries into sales on a regular basis
- Awarded numerous certificates for excellence in public speaking, debate, and persuasion

### WORK HISTORY

Del. Driver/Cust. Service Rep.	Regents Supply Corp.	2006-present
Finance Department Intern	Glatfelter Insurance	Summer 2005
Financial Services Intern	Smith Barney	Fall 2003
Driver	Pizza Hut	2000-2002
Package Handler	RPS	1995-2000

### EDUCATION

Gwynedd-Mercy College  
**Bachelor of Science, Business Administration** Gwynedd Valley, PA  
May 2003

- Concentration: Marketing

# COVER LETTERS

The cover letter you submit with your resume is an extremely important document. It should be written to enhance your resume as well as highlight other information which may not be a part of your resume. A cover letter should complement the resume, and not repeat phrases or information from the resume.

Its purpose is to introduce you to the reader, indicate the job for which you are applying, and to give supporting information on why you are qualified for the job. You should always include a cover letter with your resume. A well-written, targeted cover letter will greatly increase your chances of being invited to interview. Follow the format on the following page to construct your letter. Two examples (a bulleted style and a conventional paragraph style) and frequently asked questions are included at the end of this packet.

## ESSENTIAL PARTS OF THE COVER LETTER

(About a one-inch margin at top and bottom)

Your Street Address Your City,  
State, and Zip (Skip 2 – 3 lines)

Date (Skip 2 – 3 lines)

Mr./Ms./Dr. First Name Last Name Job Title  
Company Name Company Address City,  
State, Zip (Skip 1 line)

Dear Mr. (or other title) Smith: (Skip 1  
line)

### 1st Paragraph – The Opening

In this paragraph, you need to identify the job for which you are applying, how you found out about the job (referral, research, advertisement, etc.) and a brief statement indicating your interest in the position. Try to get a “hook” into this statement; something that will “hook” the reader to want to read on. This could be years of experience, type of knowledge the company is seeking, etc. Also, introduce the themes that you will elaborate upon in the second paragraph. For example, perhaps you will expand upon your educational qualifications and related experiences in the second paragraph. (Skip 1 line)

### 2nd Paragraph – The Body of the Letter

This is the critical paragraph (or two paragraphs—depending on the length), the real “meat” to the letter. Many job seekers have difficulty understanding that their job is to clearly state the employer’s needs and tell how they can fill those needs. Give concrete examples, showing when, how much, what kind, etc. Your job is to convince the reader that you can immediately (or at least very quickly) perform those tasks which he or she requires. Your wants and needs are secondary to the employer’s wants and needs at this point. Target those needs which you know; those which you believe to be important based on your research are good to include as well. At the end of this paragraph, you may refer to the enclosed resume so the employer can find further supporting evidence of your candidacy. Lastly, mention why you want to work for this particular company. Do research on them. (Skip 1 line)

### **3rd Paragraph – the “Close” or Call to Action**

In sales terminology, this is the “close.” In the first paragraph, you set the stage to create interest. In the second paragraph, you stated all the benefits of the product (you) to the buyer (the employer). In the third paragraph, you want action to occur. You need to tell the employer what the next step should be (requesting an interview, for example), what action you plan to take (follow up), and what action you hope the employer will take (actually setting the appointment). Include your phone number and times you can be reached to make it easy for the employer. End your letter with a conventional closing such as “Sincerely,” “Cordially,” etc., and make sure to sign your name before sending the letter with your resume. (Skip 1 line)

Sincerely, (Skip 4 – 5 lines; enough room for your written signature)

Your typed name

## **FAQ’S ABOUT COVER LETTERS**

### **How long should the cover letter be?**

The cover letter should be no more than one page. Three to four paragraphs are sufficient.

### **To whom should I address the cover letter?**

Whenever possible, try to get the letter and resume on the desk of the person who will be doing the hiring. The job of the Human Resources Office is to screen applicants out, so you should try to get your application past them. You should actually address your letter to a real person, not just a title. The best way to obtain names is through your informational interviewing, research you have conducted, networking with others who work in that company, or even by calling the company or department and asking for the appropriate name. If you are responding to a blind ad in the newspaper and you can’t determine a name or even the company, it is acceptable to address the letter “Dear Sir or Madam.”

### **What kind of paper and envelope should I use?**

The cover letter paper should match the resume paper. Purchase your resume paper and matching envelopes at any office supply store. It is acceptable to fold the resume into a tri-fold and put it in a standard business-size envelope. Large, 9” X 12” matching envelopes are preferred.

### **How should I send my cover letter and resume (mail, fax, e-mail)?**

Follow the directions in the position posting and ask the employer if you are uncertain what method they would prefer. If you e-mail your resume, make sure the format will be accessible to the employer.

### **How can I make my cover letter stand out?**

Nothing distinguishes a cover letter better than well-written content. Your writing should be logical and should concisely express how your talents can be an asset to the employer. Also make sure your grammar is flawless and your spelling is correct. You may use a paragraph style letter or use bullets to emphasize key points. Both styles are included as examples in this packet.

**PARAGRAPH STYLE COVER LETTER**

*\*This cover letter is available as a sample only.  
Please use it as a guide and don't copy it word-for-word.*

26 Manor Road  
State College, PA 09876

July 30, 2010

Ms. Nancy Clark  
Regional Vice President, Marketing  
Nordstrom's Department Store  
5 Owings Mills Road  
Owings Mills, MD 76543

Dear Ms. Clark:

I am applying for the Regional Marketing Manager position at Nordstrom's Department Store which was recently listed on SimplyHired.com. As you can see in the enclosed resume, I have over six years of increasingly responsible experience in market research, marketing, and buying. My most recent position at the Bon Ton has given me an excellent understanding of department store marketing and management practices and I feel I could use this understanding well to benefit Nordstrom's.

My career in marketing began with two positions in market research, which I believe provided me with an excellent perspective on customer needs and market trends. As a product planner and assistant product manager, I became very comfortable with the production and manufacturing side of the business, and believe I can make trend-setting yet cost-effective decisions regarding product lines. Having always been impressed with Nordstrom's high degree of customer service and satisfaction, I believe my personal philosophy of working hard to provide excellence to the customer would be valued by you.

I look forward to having the chance to speak with you regarding the Regional Marketing Manager position. My salary requirements are negotiable, and I am willing and able to relocate for such an excellent opportunity. I will plan to follow up within the next week to request an interview. If you need to reach me before then, you may call (215) 646-7300 and leave a message. Thank you in advance for your consideration.

Sincerely,

Jessica White

## **BULLET STYLE COVER LETTER**

*\*This cover letter is available as a sample only.  
Please use it as a guide and don't copy it word-for-word.*

123 W. Jackson Street  
Gwynedd Valley, PA 19437

July 30, 2010

Mr. Paul Smith  
Managing Partner Watson and Associates, CPAs  
123 West Spring Street  
Rochester, NY 12345

Dear Mr. Smith:

I am responding to your advertisement in the Philadelphia Inquirer for an entry level Accountant. As a recent Accounting graduate from Gwynedd-Mercy College, I feel sure I have the qualifications needed to be a true asset to your firm.

My accounting internship with Dentsply Corporation gave me an excellent overview of corporate accounting practices and procedures. I also have worked as an Accounts Clerk for an insurance company for four summers and have proficiency in several areas you mentioned in your advertisement. Specifically I have:

- Solid experience in Microsoft Excel and Word, and Lotus 1 2 3
- Excellent practical knowledge of both accounts payable and accounts receivable functions
- Coursework in Cost Accounting, Taxation, and Auditing
- Report writing and analysis capabilities

I also have developed excellent communication and leadership skills while in college through my involvement as a campus tour guide, and by holding several officer positions in clubs and activities. I believe my interpersonal skills will help me to effectively communicate with a variety of clients.

I am excited to begin my professional career in accounting as soon as possible. My short-term plans include sitting for the CPA exam in November so that I may be able to progress in the accounting field. I will plan to contact you during the week of August 15 to make sure you have received my resume. Perhaps at that time we can arrange an interview. You may also reach me before then at (215) 646-7300. I look forward to speaking with you soon. Thank you for your time and consideration.

Sincerely,

Max Benson

# REFERENCES

References can be a critical part of the decision-making process for the employer. You should always be prepared to supply a prospective employer with references should they be requested.

References should be drawn from the pool of people who are in the best position to assess your performance. Make sure you ask permission to use someone's name in advance as a reference. Three to five references is the norm. Best bets are employers, professors who know you and your quality of work well, internship supervisors, etc. Personal "character references (such as your neighbor or minister) are not as strong as the previously mentioned potential references. Make sure to supply your references with a copy of your resume, job description and ask them in advance if they will serve as a reference for you. Additionally, there is no need to write "References Available Upon Request" at the bottom of your resume. It is understood that references will be available.

Typically you would supply the prospective employer with the person's name, title, business address, and business phone number and their relationship to you.

## Sample Reference Sheet:

**Your name**  
Address/City/State/Zip code  
Phone/Email

## REFERENCES

### **John Doe**

V.P. of Operations  
Reporting Official  
123 Sumneytown Pike  
Gwynedd-Valley, PA 19437  
215-646-7300  
[jdoe@yahoo.com](mailto:jdoe@yahoo.com)

### **Dr. Jayne Smith**

Psychology Professor, Advisor  
Gwynedd-Mercy College  
123 Sumneytown Pike  
Gwynedd-Valley, PA 19437  
215-646-7300  
[Smith.j@gmc.edu](mailto:Smith.j@gmc.edu)

