The Future Awaits

A Guide for Young Adults Entering the Workplace

Arkansas Division of
Workforce Services

Nurse? Teacher? CEO?

Explore Your Future Occupation

www.discover.arkansas.gov

Employment Statistics

Business Listings

Wage and Salary Information

Economic and Demographic Data

Education and Training

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THE FUTURE AWAITS:

A YOUNG ADULT'S GUIDE TO THE MYSTERIES AND ETIQUETTE OF APPLYING FOR WORK

This program has been developed to build the confidence of young adults who want a job but do not have much, if any, experience in applying for a job.

This program is free to any group of five or more participants and will be made available at their location for their convenience. Participants should be at least 14 years of age.

This program is intended to address the concerns of the following types of young adults:

Those from upper income families,

Those from lower income families,

Those participating in gang prevention programs,

Those with physical or mental disabilities,

Those with prison records or about to be released,

Members of athletic teams or youth groups,

Members of church or community groups.

The topics that will be presented in this program include:

How to prepare for the interview,

How to dress appropriately for the interview,

What to bring to the interview,

How to fill out the job application and other common employment forms,

What kinds of questions will be asked and how to respond to them,

What is a "winning" attitude,

What to expect of an interview and questions the applicant should ask.

While this program has areas, which are common to all groups of young adults, there are specialized areas as well, depending upon the type of group who is attending this program. These areas will be identified and highlighted in each section.

This program is divided into three sessions.
Each session takes about 45 minutes.

Session 1:

Purpose: Building self-esteem and the confidence to fill out a job application. Discussing the importance of honesty on the job application, and how to be prepared for the job interview and the job.

Schedule: Introduction, How to Fill Out the Job Application and Other Important Forms, Questions, and Evaluation Forms.

Session 2:

Purpose: Building self-esteem, identifying one's strong points, and determining career options.

Schedule: Review of Session 1, How to Write a Resume, Questions, and Evaluation Forms.

Session 3:

Purpose: Building self-esteem through the understanding of what kind of jobs they are interested in, how to interview for them, and getting experience through practice.

Schedule: How to Dress for the Interview, Interview Questions and How to Answer Them, Mock Interviews, Available Resources, Questions, and Evaluation Forms.

Introduction to Facilitator

The sessions in this manual are presented as if you are speaking to the participants. For the most effective presentation, you should become familiar with the material, but talk in your own words rather than as if you are reading from a script. This presentation has been divided into three sessions. The three sessions are set up so the participants can get actual practice in showing up on time, get all of the information they need, and gain the feeling of accomplishment when they have completed the program. It is therefore important that this schedule not be changed.

It is important in the introduction to explain to young adults the difference between job satisfaction and getting a paycheck. Sometimes a paycheck is the most important thing in a job, but in life, it is better to look around, see what jobs are available, understand what you enjoy doing and look for a job that is fulfilling – a job that provides satisfaction and builds self-esteem.

They need to understand that there are a wide variety of jobs they have the skills to do depending on their interests, time schedules, and education. If they are interested in interacting with other people, there are jobs in sales, in health care, in taking care of children or older adults, etc... If they are interested in working outside, there are jobs in gardening, landscaping or yard work, building highways, construction, etc... If they like working on engines, they can work fixing cars, appliances, heavy equipment, etc... If they like driving, they can become bus drivers, truck drivers, taxi drivers, etc... If they like computers, there are many jobs in the computing world available to them from using computer programs to building them.

It also is important to make the point to these young adults that one very important part of every job is showing up every day (no matter what their schedule is) and actually doing the job. A dependable employee really impresses employers, and he/she is a real asset.

The purpose of this session is to build the self-esteem of the participants through their ability to describe themselves on the application. This session focuses on being able to fill out the job application and other important forms, and to make the participants comfortable with this part of the "applying for work" process.

Young adults will be interested in deciding what activities or jobs they have participated in or done which will help them in terms of job experience (for example babysitting or yard work).

Those participating in gang prevention programs also will be interested in the above issues and in issues about their past juvenile records.

Those with physical or mental disabilities will be interested in what they need to put on the application about their disabilities and how they will fill out the form (they may need help). They need to take their time and not rush through the application. If they don't understand a question, they need to ask for help. It is important to get these people to talk about their feelings and discuss how they can best present themselves to employers.

Those with prison records or who are about to be released from prison will be interested in what they need to say on their application about their records and how they should present themselves in the interview. Conviction records should only be discussed if it is relevant to the job. You also need to make them aware of the Federal Bonding Program, which is available to them through the Division of Workforce Services which provides a form of "insurance" to the employer who hires employees with criminal records. It is important to get these people to talk about their feelings and discuss how they can best present themselves to employers.

Members of athletic teams or youth groups will be interested in how they can transfer skills from participating in youth groups and athletic teams to work teams. They will also be interested in what other activities or jobs they have done that can be used to show their experience on the job application.

All will be interested in what a job application, I-9, W-4, W-2, W-5, and direct deposit forms look like, as well as, what they mean and how to fill them out. A pocket resume to help them fill out applications rapidly also is included for their use. All of these forms are included in this section, and you may copy and distribute them to your class.

All sessions end with an evaluation form.

What is a Job Application?

When you apply for a job, you will be asked to fill out an application form. All of these forms require the same type of information on them: your name; address; Social Security number; where, when, and how long you attended school; your job history; your references – names and addresses of people who know you (and are not your family) and who can speak of your good qualities; and what job you want.

This form is used by the company to decide whether or not you will be interviewed for the job. Most job application forms are used to screen people out, so it is very important how you fill out the form. By the time you get the application, you should have a pretty good idea how you are going to fill it out. In addition, you should always be prepared by carrying a pen and any information that you can't carry in your head (a list of references for example). Since the form will in most cases decide whether or not you will be interviewed for the job, be sure to fill it out neatly, completely, and accurately.

CARDINAL RULE: Always indicate the type of job that you want. If you don't, the company will think you do not know what you want to do and therefore, probably won't interview or hire you.

Just because you have completed an application form and left it does not mean that you are finished with that company. You should follow-up regularly so the employer does not forget you. There is always the possibility that you will get an interview and a job because the employer needs someone immediately.

The first requirement to building your self-esteem and confidence in seeking a job interview is to identify the unique job skills you have. You must look at yourself to decide what you want to do and how your schooling and/or experience will benefit you in getting a job interview.

Why should this person hire me?

What do I have to offer this company?

How will I be an asset to this company?

Once you have decided what your strong points are, you need to decide what kind of jobs these skills qualify you for.

In determining what job to seek, you must be realistic about the amount of time you have to devote to it. You will not be successful in either your job or school work if you think you can attend school for six hours, do homework, and then work from 6 p.m. until midnight.

Before you begin the job hunt, you should prepare yourself by knowing not only what job you want but also something about the company. You certainly wouldn't want to ask for a job flipping hamburgers in a vegetarian restaurant. Do your homework about a company before you apply.

There is nothing as important in a job as the performance of it. Therefore, you must show prospective employers you are dependable. You should plan your travel so that you can be on time for job interviews.

CARDINAL RULE: Be on time and be neat and clean. Know something about the company before you ask for an interview.

Completing Applications

Even if a company does not have any job openings at the moment, you need to fill out an application form. Many companies fill their entry-level jobs with people whose applications are on file. You will have a chance only if you fill out the application.

Here are some basic rules in filling out an application:

READ the application once (beginning to end) before you write anything on it.

BRING a pen, not a pencil. Don't be in the embarrassing position of having to borrow from the person who wants to hire you.

EVEN if you're just dropping by to fill out an application, dress as if you were coming to work. You may meet the person doing the hiring and be asked to interview for the job right away. REMEMBER, FIRST IMPRESSIONS ARE IMPORTANT AND THEY COUNT THE MOST.

FILL out all items on the application. If a question does not apply to you, write "N/A" (not applicable) so the employers know you read and understood the question.

PRINT! It's much easier to read.

BE NEAT!! If you make a mistake, ask for another application. In fact, it's a good idea to ask for two applications to start with. Another good idea would be to use one of the erasable ballpoint pens.

NEVER LIE ON AN APPLICATION. If you get caught, you will not get the job, or if the boss finds out later, you most certainly will get fired. You should have a list of references with you. Teachers, counselors, family friends, coaches, and ministers are the types of people most commonly used. You should have their names, addresses, and telephone numbers. Employers may contact these individuals to find out more about you before deciding whether to offer you a job. Be sure you tell your references you have used their names so they can expect the call.

Young adults who have been fired or arrested: An application can uncover some events in your past that you're not proud of. For example, you may have been fired from one or more jobs; or perhaps, you have an arrest record. Most application forms have a question such as "Reason for leaving previous job?" or "Have you been convicted of a crime?"

While there is no easy answer to the first question about the reason for leaving a previous job if you were fired, you may respond that you were "let go" or the "job was unsuitable." Either of these responses will allow you to explain in more detail what happened during the interview. On the other hand, if you have been fired from several jobs, you may have a specific problem either in attitude, skills, or are applying for the wrong kinds of jobs.

If you have been convicted of a crime, federal law prohibits application or interview questions about prior convictions unless a clean record is a written requirement for the job. The law does not require you to list the following kinds of convictions:

TRAFFIC TICKETS - Unless the job you're applying for requires a clean driving record.

JUVENILE COURT CONVICTIONS - If you're under 18 years of age and were tried and convicted as a juvenile, your record is not available to the public, and if you stay out of trouble, your record can be wiped clean.

Adults with a criminal record will have a much tougher time convincing employers they want a chance to prove themselves. There are a lot of rules in the workplace which may seem unimportant but which are real. You must be on time. You must look neat and clean. You must sit up straight and speak clearly. Say "yes" not "yeah." Look the interviewer in the eye but do not stare or make them nervous.

There is a Federal Bonding Program, which provides individual fidelity bonds to employers, a form of insurance, for job applicants who, due to a criminal record, poor credit history, or many other situations, would not otherwise be hired.

FACILITATOR'S NOTE

At this point if you have not already handed out the sample applications, hand them out and go through each area on the application so that the participants will understand what each question means. You need to point out to the participants that some jobs require drug testing (safety sensitive jobs such as driving, etc.). Some companies may do it routinely.

You also need to hand out samples of the Immigration and Naturalization Form (I-9), the Wage Reporting Form (W4), and a direct deposit form. Go through these forms and make sure the participants understand them.

Now practice filling out and reading the forms. Note that no matter how complicated the application looks – the same information is being requested.

Sample Job Application

(Fill out and save for future reference)

Social Security Number	__-__-____	Date	

NAME: _____
LAST FIRST MIDDLE INITIAL

ADDRESS: _____ TELEPHONE: _____
STREET / POST OFFICE BOX

_____
CITY STATE ZIP CODE

Position Applied For:_____ Date Available:_____

Salary Expected:_____ Hours Available:_____

Shift Desired: ☐ Day ☐ Night ☐ Afternoon ☐ Rotating

Education History	Name and Location	Degree
High School		
University / College		
Other		

Employment History (most current first)	
Employer:	Job Title:
Address:	Duties:
Phone:	Reason for Leaving:
Employment From: To:	Salary:
Employer:	Job Title:
Address:	Duties:
Phone:	Reason for Leaving:
Employment From: To:	Salary:

APPLICATION FOR EMPLOYMENT

Please answer all questions which apply to you. If they do not apply, mark them N/A. Please print, type or write legibly.

LAST NAME	FIRST NAME	MIDDLE NAME
COMPLETE MAILING ADDRESS	CITY / STATE / ZIP CODE	COUNTY
HOME PHONE NUMBER	WORK PHONE NUMBER	MESSAGE OR OTHER PHONE NUMBER

Position(s) for which you are applying (give title(s) and position number(s), if known):

1. _____
2. _____
3. _____
4. _____

Name: _____ First _____ Middle _____ Last _____

EMPLOYMENT STATUS SECTION

Will you accept employment anywhere in the State? . . . . . ☐ Yes ☐ No

If no, where would you accept employment? _____

Will you accept any type of employment? ☐ Yes ☐ No

If no, check which type(s) of employment you will accept. ☐ Full Employment ☐ Part Time ☐ Temporary

Have you ever filed an application for employment with this agency? ☐ Yes ☐ No

If yes, what was your name at that time? _____

Have you ever been employed by Arkansas State Government? ☐ Yes ☐ No

List professional license(s) relevant to position(s) for which you are applying. Give type of license, license number, date of expiration, and state. _____

May we contact your current employer? . . . . . ☐ Yes ☐ No

May we contact your former employer(s)? . . . . . ☐ Yes ☐ No

EDUCATIONAL HISTORY

HIGH SCHOOL	Received: ☐ Diploma ☐ G.E.D. ☐ Certificate: Type Awarded: _____	If None, Highest Grade Completed ___

■ List below post secondary schools, colleges, universities, trade/vocational, or others attended:

Name and Location	From		To		Major/Minor	Hours Completed (See note below)	Degree/ Diploma Awarded	Date Graduated
	Mo.	Yr.	Mo.	Yr.				

Note: *For hours completed indicate whether semester hours, quarter hours, clock hours, etc.*

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WORK HISTORY

List **all** prior work experience, **including military service,** beginning with your most recent employment. (Include **all** work experience **even if** you do not believe that experience to be related to the position or positions for which you are applying.) You may **include volunteer or unpaid work** as part of your history; however, you should include the number of hours per week which you performed these duties. If you do not have enough space to list all your work experience, use a separate sheet for continuation. If you wish to include a resume instead of completing the work history section, make sure all the requested information is included.

1. Current or most recent employer		Business phone number		Employment dates
Complete mailing address	City	State	Zip Code	From _____ Month Year
Type of business				To _____ Month Year
Supervisor's name				Average hours worked
Name under which employed	Your job title			per week _____
Your job duties (be specific)				Salary
				$_____ Lowest $_____ Highest
Reason for leaving				
2. Employer		Business phone number		Employment dates
Complete mailing address	City	State	Zip Code	From _____ Month Year
Type of business				To _____ Month Year
Supervisor's name				Average hours worked
Name under which employed	Your job title			per week _____
Your job duties (be specific)				Salary
				$_____ Lowest $_____ Highest
Reason for leaving				
3. Employer		Business phone number		Employment dates
Complete mailing address	City	State	Zip Code	From _____ Month Year
Type of business				To _____ Month Year
Supervisor's name				Average hours worked
Name under which employed	Your job title			per week _____
Your job duties (be specific)				Salary
				$_____ Lowest $_____ Highest
Reason for leaving				

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SPECIAL SKILLS

Typing Speed (corrected words per minute):
Stenographic Speed (words per minute):
Can you transcribe machine dictation? ☐ YES ☐ NO
List the business machines, computers and word processors you can operate:
List any other skills relative to the job(s) for which you are applying:

REFERENCES

■ Please list three (3) persons not related to you, who have knowledge of your work qualifications, are not previous or current employer(s), and can serve as a reference for you.

	Name	Address	Telephone
1.			
2.			
3.			

NEPOTISM

■ Do you have any relatives employed by the state agency to which you are submitting this application for employment? ☐ Yes ☐ No If yes, complete the remainder of this section.
(This question is being asked for the sole purpose of ensuring compliance with any applicable law or policy concerning nepotism.)

Name	Relation	Agency employed by

■ Before you sign this application

Check over your answers to make sure that all questions have been completed properly. If the job you are applying for requires a college degree or certification, a copy of your transcript, certificate, or license may be required as a condition of employment.

I, the below signed individual, hereby declare that, to the best of my knowledge and my ability, the information on this application is true and factual.

I understand that if I am hired, that my employment is not for any definite period of time, and I may be terminated at any time.

I understand that if I state that I have a college degree, and do not have one, that my application will be rejected or, if hired, I will be terminated in accordance with Arkansas Code 21-12-102.

I understand that my application may be subject to disclosure as a public record under the Arkansas Freedom of Information Act.

I understand that certain jobs may require an acceptable driver's safety record, and that if my current or future driver's record is unacceptable under the State Driver's Risk Program, my application may be rejected and, if hired, I may be subject to termination.

I understand that I will be required to provide proof of eligibility to work in the United States pursuant to the Immigration Reform and Control Act of 1986 as a condition of any employment.

I understand that false, misleading, or incomplete statements could lead to my dismissal as an employee or rejection as an applicant.

I also understand that some jobs require special background checks, security clearance, or compliance with other specific agency hiring policies prior to my employment, or as a condition of employment; and that failure to meet these requirements may lead to my rejection as an applicant for, or termination from, that job.

I affirm that it is my genuine intent to seek, and if offered, employment in Arkansas State Government, and this application is submitted solely for that purpose and for no other purposes.

Signature of applicant *Date of signature*

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Employment Eligibility Verification

Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9
OMB No. 1615-0047
Expires 10/31/2022

►START HERE: Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Attestation *(Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.)*

Last Name *(Family Name)*	First Name *(Given Name)*	Middle Initial	Other Last Names Used *(if any)*

Address *(Street Number and Name)*	Apt. Number	City or Town	State	ZIP Code

Date of Birth *(mm/dd/yyyy)*	U.S. Social Security Number	Employee's E-mail Address	Employee's Telephone Number
	☐☐☐ - ☐☐ - ☐☐☐☐		

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following boxes):

☐ 1. A citizen of the United States

☐ 2. A noncitizen national of the United States *(See instructions)*

☐ 3. A lawful permanent resident (Alien Registration Number/USCIS Number): _____

☐ 4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy): _____
Some aliens may write "N/A" in the expiration date field. *(See instructions)*

Aliens authorized to work must provide only one of the following document numbers to complete Form I-9: An Alien Registration Number/USCIS Number OR Form I-94 Admission Number OR Foreign Passport Number.

1. Alien Registration Number/USCIS Number: _____

OR

2. Form I-94 Admission Number: _____

OR

3. Foreign Passport Number: _____

Country of Issuance: _____

QR Code - Section 1
Do Not Write In This Space

Signature of Employee	Today's Date *(mm/dd/yyyy)*

Preparer and/or Translator Certification (check one):

☐ I did not use a preparer or translator. ☐ A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

(Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)

I attest, under penalty of perjury, that I have assisted in the completion of Section 1 of this form and that to the best of my knowledge the information is true and correct.

Signature of Preparer or Translator	Today's Date *(mm/dd/yyyy)*

Last Name *(Family Name)*	First Name *(Given Name)*

Address *(Street Number and Name)*	City or Town	State	ZIP Code

STOP *Employer Completes Next Page* STOP

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LISTS OF ACCEPTABLE DOCUMENTS
All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		**1.** Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**1.** A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		**2.** ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**2.** Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		**3.** School ID card with a photograph		**3.** Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		**4.** Voter's registration card		**4.** Native American tribal document
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: **a.** Foreign passport; and **b.** Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		**5.** U.S. Military card or draft record		**5.** U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		**6.** Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		**7.** Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		**10.** School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		

Examples of many of these documents appear in the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

Form **W-4**

Department of the Treasury
Internal Revenue Service

Employee's Withholding Certificate

▶ **Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay.**
▶ **Give Form W-4 to your employer.**
▶ **Your withholding is subject to review by the IRS.**

OMB No. 1545-0074

2020

Step 1: Enter Personal Information

(a) First name and middle initial	Last name	**(b) Social security number**
Address		▶ **Does your name match the name on your social security card?** If not, to ensure you get credit for your earnings, contact SSA at 800-772-1213 or go to *www.ssa.gov*.
City or town, state, and ZIP code		

(c) ☐ **Single or Married filing separately**
☐ **Married filing jointly** (or Qualifying widow(er))
☐ **Head of household** (Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)

Complete Steps 2–4 ONLY if they apply to you; otherwise, skip to Step 5. See page 2 for more information on each step, who can claim exemption from withholding, when to use the online estimator, and privacy.

Step 2: Multiple Jobs or Spouse Works

Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs.

Do **only one** of the following.

(a) Use the estimator at *www.irs.gov/W4App* for most accurate withholding for this step (and Steps 3–4); **or**

(b) Use the Multiple Jobs Worksheet on page 3 and enter the result in Step 4(c) below for roughly accurate withholding; **or**

(c) If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is accurate for jobs with similar pay; otherwise, more tax than necessary may be withheld . . . . . ▶ ☐

TIP: To be accurate, submit a 2020 Form W-4 for all other jobs. If you (or your spouse) have self-employment income, including as an independent contractor, use the estimator.

Complete Steps 3–4(b) on Form W-4 for only ONE of these jobs. Leave those steps blank for the other jobs. (Your withholding will be most accurate if you complete Steps 3–4(b) on the Form W-4 for the highest paying job.)

Step 3: Claim Dependents

If your income will be $200,000 or less ($400,000 or less if married filing jointly):

Multiply the number of qualifying children under age 17 by $2,000 ▶ $

Multiply the number of other dependents by $500 . . . . ▶ $

Add the amounts above and enter the total here . . . . . **3** $

Step 4 (optional): Other Adjustments

(a) Other income (not from jobs). If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income . . . . . **4(a)** $

(b) Deductions. If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here . . . . . **4(b)** $

(c) Extra withholding. Enter any additional tax you want withheld each **pay period** . **4(c)** $

Step 5: Sign Here

Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.

▶ **Employee's signature** (This form is not valid unless you sign it.) ▶ **Date**

Employers Only

Employer's name and address	First date of employment	Employer identification number (EIN)

For Privacy Act and Paperwork Reduction Act Notice, see page 3. Cat. No. 10220Q Form **W-4** (2020)

Step 2(b)—Multiple Jobs Worksheet *(Keep for your records.)*

If you choose the option in Step 2(b) on Form W-4, complete this worksheet (which calculates the total extra tax for all jobs) on **only ONE** Form W-4. Withholding will be most accurate if you complete the worksheet and enter the result on the Form W-4 for the highest paying job.

Note: If more than one job has annual wages of more than $120,000 or there are more than three jobs, see Pub. 505 for additional tables; or, you can use the online withholding estimator at *www.irs.gov/W4App*.

1 **Two jobs.** If you have two jobs or you're married filing jointly and you and your spouse each have one job, find the amount from the appropriate table on page 4. Using the "Higher Paying Job" row and the "Lower Paying Job" column, find the value at the intersection of the two household salaries and enter that value on line 1. Then, **skip** to line 3 . . . . . **1** $ _____

2 **Three jobs.** If you and/or your spouse have three jobs at the same time, complete lines 2a, 2b, and 2c below. Otherwise, skip to line 3.

a Find the amount from the appropriate table on page 4 using the annual wages from the highest paying job in the "Higher Paying Job" row and the annual wages for your next highest paying job in the "Lower Paying Job" column. Find the value at the intersection of the two household salaries and enter that value on line 2a . . . . . **2a** $ _____

b Add the annual wages of the two highest paying jobs from line 2a together and use the total as the wages in the "Higher Paying Job" row and use the annual wages for your third job in the "Lower Paying Job" column to find the amount from the appropriate table on page 4 and enter this amount on line 2b . . . . . **2b** $ _____

c Add the amounts from lines 2a and 2b and enter the result on line 2c . . . . . **2c** $ _____

3 Enter the number of pay periods per year for the highest paying job. For example, if that job pays weekly, enter 52; if it pays every other week, enter 26; if it pays monthly, enter 12, etc. . . . . **3** _____

4 **Divide** the annual amount on line 1 or line 2c by the number of pay periods on line 3. Enter this amount here and in **Step 4(c)** of Form W-4 for the highest paying job (along with any other additional amount you want withheld) . . . . . **4** $

Step 4(b)—Deductions Worksheet *(Keep for your records.)*

1 Enter an estimate of your 2020 itemized deductions (from Schedule A (Form 1040 or 1040-SR)). Such deductions may include qualifying home mortgage interest, charitable contributions, state and local taxes (up to $10,000), and medical expenses in excess of 7.5% of your income . . . . . **1** $ _____

2 Enter:
- $24,800 if you're married filing jointly or qualifying widow(er)
- $18,650 if you're head of household
- $12,400 if you're single or married filing separately

. . . . . **2** $ _____

3 If line 1 is greater than line 2, subtract line 2 from line 1. If line 2 is greater than line 1, enter "-0-" . . **3** $ _____

4 Enter an estimate of your student loan interest, deductible IRA contributions, and certain other adjustments (from Part II of Schedule 1 (Form 1040 or 1040-SR)). See Pub. 505 for more information **4** $ _____

5 **Add** lines 3 and 4. Enter the result here and in **Step 4(b)** of Form W-4 . . . . . **5** $

Privacy Act and Paperwork Reduction Act Notice. We ask for the information on this form to carry out the Internal Revenue laws of the United States. Internal Revenue Code sections 3402(f)(2) and 6109 and their regulations require you to provide this information; your employer uses it to determine your federal income tax withholding. Failure to provide a properly completed form will result in your being treated as a single person with no other entries on the form; providing fraudulent information may subject you to penalties. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation; to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their tax laws; and to the Department of Health and Human Services for use in the National Directory of New Hires. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by Code section 6103.

The average time and expenses required to complete and file this form will vary depending on individual circumstances. For estimated averages, see the instructions for your income tax return.

If you have suggestions for making this form simpler, we would be happy to hear from you. See the instructions for your income tax return.

AR4EC

STATE OF ARKANSAS

Employee's Withholding Exemption Certificate

Print Full Name _____ Social Security Number _____

Print Home Address _____ City _____ State _____ Zip _____

Employee: File this form with your employer. Otherwise, your employer must withhold state income tax from your wages without exemptions or dependents.

Employer: Keep this certificate with your records.

How to Claim Your Withholding

See instructions below

	Number of Exemptions Claimed
1. CHECK ONE OF THE FOLLOWING FOR EXEMPTIONS CLAIMED	
a. ☐ You claim yourself. *(Enter one exemption)* 1a	
b. ☐ You claim yourself and your spouse. *(Enter two exemptions)* 1b	
c. ☐ Head of Household, and you claim yourself. *(Enter two exemptions)* 1c	
2. NUMBER OF CHILDREN or DEPENDENTS. *(Enter one exemption per dependent)* 2	
3. TOTAL EXEMPTIONS. *(Add Lines 1a, b, c, and 2)* If no exemptions or dependents are claimed, enter zero..... 3	
4. Additional amount, if any, you want deducted from each paycheck. *(Enter dollar amount)* 4	
5. I qualify for the low-income tax rates. *(See below for details)*..... 5 Please check filing status: ☐ Single ☐ Married Filing Jointly ☐ Head of Household	☐ Yes ☐ No

I certify that the number of exemptions and dependents claimed on this certificate does not exceed the number to which I am entitled.

Signature: _____ Date: _____

Instructions

TYPES OF INCOME - This form can be used for withholding on all types of income, including pensions and annuities.

NUMBER OF EXEMPTIONS – *(Husband and/or Wife)* Do not claim more than the correct number of exemptions. However, if you expect to owe more income tax for the year, you may increase your withholding by claiming a smaller number of exemptions and/or dependents, or you may enter into an agreement with your employer to have additional amounts withheld. This is especially important if you have more than one employer, or if both husband and wife are employed.

DEPENDENTS – To qualify as your dependent *(line 2 of form)*, a person must *(a)* receive more than 1/2 of their support from you for the year, *(b)* not be claimed as a dependent by such person's spouse, *(c)* be a citizen or resident of the United States, and *(d)* have your home as their principal residence and be a member of your household for the entire year or be related to you as follows: son, daughter, grandchild, stepson, stepdaughter, son-in-law or daughter-in-law; your father, mother, grandparent, stepfather, stepmother, father-in-law or mother-in-law; your brother, sister, stepbrother, stepsister, half-brother, half-sister, brother-in-law or sister-in-law; your uncle, aunt, nephew or niece *(but only if related by blood)*.

CHANGES IN EXEMPTIONS OR DEPENDENTS – You may file a new certificate at any time if the number of exemptions or dependents INCREASES. You must file a new certificate within 10 days if the number of exemptions or dependents previously claimed by you DECREASES for any of the following reasons:

(a) Your spouse for whom you have been claiming an exemption is divorced or legally separated from you, or claims his or her own exemption on a separate certificate, **or**

(b) The support you provide to a dependent for whom you claimed an exemption is expected to be less than half of the total support for the year.

OTHER DECREASES in exemptions or dependents, such as the death of a spouse or a dependent, does not affect your withholding until next year, but requires the filing of a new certificate by December 1 of the year in which they occur.

You may claim additional amounts of withholding tax if desired. This will apply most often when you have income other than wages.

You qualify for the low income tax rates if your **total** income from all sources is:

(a) Single	$12,493	to	$14,900
(b) Married Filing Jointly (1 or less dependents)	$21,068	to	$24,800
(c) Married Filing Jointly (2 or more dependents)	$25,356	to	$30,800
(d) Head of Household/Qualifying Widow(er) (1 or less dependents)	$17,762	to	$21,600
(e) Head of Household/Qualifying Widow(er) (2 or more dependents)	$21,173	to	$24,800

For additional information consult your employer or write to:

Arkansas Withholding Tax Section
P. O. Box 8055
Little Rock, Arkansas 72203-8055

AR4EC (R 01/14/2020)

22222	a Employee's social security number	OMB No. 1545-0008	
b Employer identification number (EIN)		1 Wages, tips, other compensation	2 Federal income tax withheld
c Employer's name, address, and ZIP code		3 Social security wages	4 Social security tax withheld
		5 Medicare wages and tips	6 Medicare tax withheld
		7 Social security tips	8 Allocated tips
d Control number		9	10 Dependent care benefits
e Employee's first name and initial	Last name Suff.	11 Nonqualified plans	12a Code
		13 Statutory employee ☐ Retirement plan ☐ Third-party sick pay ☐	12b Code
		14 Other	12c Code
			12d Code
f Employee's address and ZIP code			

15 State	Employer's state ID number	16 State wages, tips, etc.	17 State income tax	18 Local wages, tips, etc.	19 Local income tax	20 Locality name

Form **W-2** **Wage and Tax Statement** 2020 Department of the Treasury—Internal Revenue Service

Copy 1—For State, City, or Local Tax Department

Bank Details/Direct Deposit Enrollment Form (IT0009)

Agency/Institution Name and Number	Date *(MM/DD/YY)*
Name *(Last, First, Middle)*	Personnel Number

☐ **Add** ☐ **Change** ☐ **Delete**

BANK DETAILS (IT0009) **Main Bank** ***Please attach voided check.***

Bank Name		
Bank Transit Number *(9)*	Bank Account Number *(Up to 15 characters)*	Account Type ☐ Checking 01 ☐ Savings 02
Standard Value/$ Amount **OR** Standard Percentage		

BANK DETAILS (IT0009) **Other Bank** ***Please attach voided check.***

Bank Name		
Bank Transit Number *(9)*	Bank Account Number *(Up to 15 characters)*	Account Type ☐ Checking 01 ☐ Savings 02
Standard Value/$ Amount **OR** Standard Percentage		

WARRANT INFORMATION (Bank Details IT0009) **Main Bank/Other Bank**

Standard Value/$ Amount		Standard Percentage
$	**OR**	%

Enter 100% if no direct deposit options are chosen.

EMPLOYEE SIGNATURE

Provided I have chosen a direct deposit option, I hereby authorize the Arkansas Direct Deposit System (ADDS) to deposit to my account(s) indicated above the net amount I am due as if a warrant has been delivered to me for that amount. I also authorize the Financial Institution(s) indicated above to credit the amount(s) to the account(s). Should an incorrect entry be made, ADDS is authorized to initiate debit entries to my account(s) necessary to correct the incorrect credit entries. This authority is to remain in effect until ADDS has received written notification from me of its termination. I understand that by having my payment(s) deposited in this manner, a direct deposit advice notification will be available on-line.

Employee Signature	Date *(MM/DD/YY)*	Phone

SUBMITTING OFFICE AUTHORIZATION

Agency Official	Signature
Entered By *(If different than Agency Official)*	Date *(MM/DD/YY)*

R 5/17/01

Education

Level Of Education	Name & Location Of School	From:(Mo./Yr.)	To:(Mo./Yr.)	Courses/Subject Of Study	Year Grad.
High School					
College					
Vocational					
Other Education Opportunities					

Prior Employment (Full And Part-time Jobs)

Dates:(Mo./Yr.)	Name & Address of Employer	Position	Supervisor	Phone Number	Reason for Leaving

References: (not related to you and ask permission first)

Name	Relationship to you	Address	Phone Number

DWS OCI 6/09

Fold Here

POCKET RESUME

The pocket guide for job applications and interviews

PREPARATION
- Fill in Pocket Resume.
- Learn something about the company.
- Have specific job or jobs in mind.
- Review your qualifications for the job.
- Be prepared to answer broad questions.

APPEARANCE
- Well groomed.
- Suitably dressed.
- Make-up in good taste.

INTERVIEW
- Be prompt.
- Answer questions directly and truthfully.
- Be well mannered.
- Use proper grammar and good diction.
- Be enthusiastic and cooperative.
- Don't be afraid to ask questions.

Arkansas Division of Workforce Services

www.dws.arkansas.gov

Fold Here

Skills and Abilities

Honors and Awards

Leadership Activities

Fold Here

Name

Driver's License Number

Address

Telephone

Job Application Presentation Evaluation Form

Was this presentation helpful?

Was it too long or too short?

If you were in charge, how would you change it?

Would you ever participate again?

Would you tell a friend to participate?

OPTIONAL:

Name:

Address:

Would you like to meet one-on-one for further help?

Session 2 – Facilitator's Note

The purpose of session 2 is to build the participants self-esteem by showing them how to present themselves on paper through the resume. This session will focus on how to fill one out. You will need to make sure the participants know about the available resources at the local Workforce Center offices, many of which have resume programs on computers where the participants may be able to type one.

You should begin session 2 by reviewing what you have covered in the last session. Review the application briefly and ask them if they have any questions. Once you have addressed any of their concerns, you are ready to begin the session on resumes.

Because the resume serves some of the same purposes as the application, the specific concerns of the participants will be much the same as for session 1.

You should be prepared to:

Discuss how they describe education, volunteering, babysitting, school activities on a resume;

Discuss how they should write clear action descriptions which list specific skills and dates;

Produce a resume that is clear and can be read, faxed, reproduced, or scanned into a computer;

Complete the Resume Exercise on pages 30-36 (pens, pencils will be needed);

To draft a clear simple cover letter.

In this section you will find samples of a cover letter and resume. Also included are examples and parts of the resume, which you will want participants to fill out and put together as a complete resume. They may be copied and distributed as needed.

What is a Resume?

A resume is a short description of your job history and your education or training. It should tell an employer who you are, where and when you went to school, where and when you have worked, what your responsibilities were in your jobs, what your career objective is, and where and how you can be reached for an interview. Your resume should reflect not only your knowledge, skills, and abilities but also your interests in such a way that it persuades a potential employer to meet and interview you. Think of your resume as getting a peek into a circus tent, the "peek" makes you want to see the show. In developing a resume, you want to interest the potential employer to take a good look at your qualifications.

FACILITATOR'S NOTE

At this point you want to hand out the sample resume and describe the various sections of it (page 29).

The objective of a resume is to tell what kind of job you are interested in and why. The education section gives your educational background, beginning with your most recent experiences. The experience section also begins with your most recent job and moves backward in time for all jobs that may be relevant for the job you want. You should also add a section on your interests or hobbies. You should always put on your resume that you have references available upon request.

THERE IS NO SINGLE PRESCRIBED WAY TO PREPARE A STRONG Resume.

Here is a sample resume. Check several samples to choose the best format for your needs. Most students and recent graduates should limit the resume to one or two pages. Type your resume on standard 8 ½" x 11" paper; make several copies for distribution. The information should not be crowded; space it neatly on the page so that the reader can pick up the important points in a few moments.

What is a Resume?

There is no need to include the following information on a resume:

Names and addresses of references. Simply state that references are available upon request. Be sure to keep handy the names and addresses of individuals who have agreed to give you a favorable reference. Most employers ask for this information on the job application or during the interview. NOTE: Be sure to ask before you use a person as a reference.

Salary information or salary desired.

Personal data such as your age, marital status, height, weight, race, national origin, sex, and religion. (Employers don't want this information because it opens them to charges of discrimination.)

The date the resume was written.

Resumes should:

Have a cover letter of introduction, if the resume is sent by mail.

Have your name and phone number, including your area code.

Typed in a font that is easy to read, such as Times New Roman.

Be on white or light cream 8 ½ x 11-inch paper so they can be copied, scanned into a computer, or filed easily.

Have your name and a page number on each page of any faxed resume.

Have specific identification of skills, especially if your resume might be read (scanned) into a computer.

Jan Smith

4130 7th Street
Big Horn, Arkansas 72277
(501) 555-7788

OBJECTIVE:
To work as a darkroom technician in photographic laboratory.

(A brief statement to explain the type of work you want.)

EDUCATION:
Big Horn High School
Big Horn, Arkansas 72277

High School Diploma, 2012

Honor Society
Visual Aids Assistant
High School Newspaper
Photography Club

(List the schools you have attended as well as any honors and activities. The EDUCATION and EXPERIENCE sections should be organized chronologically beginning with the most recent school or job.)

EXPERIENCE:
Photography Unlimited
Big Rock, Arkansas 72938
2009 to present: part-time position
Responsibilities: demonstrated and sold photographic and audiovisual equipment

(Include jobs or volunteer assignments that demonstrate skills relevant to the type of job you are seeking.)

INTERESTS:
Photography, jogging, hiking

REFERENCES:
Available upon request

Writing Your Own Resume

JOB OBJECTIVE

Most resumes begin with a brief paragraph that tells an employer about the kind of job you are looking for and why it sounds interesting to you.

In some cases, teenagers want a job that will help them obtain experience in work similar to their career interests. In other cases, a job might look good because it uses skills that a teenager learned in school.

SOME EXAMPLES OF JOB OBJECTIVES:

I would like a job as a nurse's aide, because someday I'd like to be a nurse.

I am looking for a part-time job as a cashier so that I can save money for college. A cashier job sounds interesting to me because I am good in math.

I would like a job working in a kitchen, because I would like to be a chef.

I hope to be an engineer someday. A job using math would help me to polish my math skills further.

Think about the kind of job you want and why you want it!

WRITE YOUR OWN OBJECTIVE ON THE LINES BELOW.

Job Objective: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

WORK EXPERIENCE

All resumes include a section that tells about your previous jobs. This includes any jobs you've had that were part of an employment-training program.

Always list your most recent job first, and then work back in time. The information you give is in the same format as the format to be used in the "education" section.

You should list the name of the company or organization you worked for. Also include their address, phone number, and the dates you worked there.

If possible, you should briefly describe what you did on each job.

Here's how the Work Experience section of your resume might look:

WORK EXPERIENCE:

6/14 to 4/17 Project "YES"
MDC Skating Rink
15 Fawn Street
Big Rock, AR 72938 Telephone: (501) 270-2506

I worked with young children, supervising their games and activities.

1/13 to 6/14 Burger King
257 Roberts Highway
Deer Hoof, AR 72916 Telephone: (501) 243-3006

I prepared food, worked the cash register, made change, served customers, cleaned the work area, and took orders for menu items.

WRITE YOUR WORK EXPERIENCE BELOW, IN THE SAME WAY AS SHOWN IN THE EXAMPLE.

____to____ _____
_____
_____

____to____ _____
_____
_____

EDUCATION

All resumes include a section that tells about your education. You should include information about the school you are attending now. This includes its name, address, phone number, and dates attended.

If possible, you should also tell about the grade you are in; any subjects you take that might help you on the job; and your academic grades (if they are good).

If you have attended more than one high school, you should give information about all the high schools.

If you are in college, your college should be listed first. Here's how the "education" section of a resume might look:

EDUCATION:

2012 to 2014	Big Horn High School 300 Main Street Big Horn, Arkansas 72277	Telephone: (501) 308-2235
2010 to 2012	Big Rock High School 742 Remington Street Big Rock, Arkansas 72938	Telephone: (501) 270-0708

I am a senior in high school taking general courses with an emphasis on math and the sciences.

WRITE YOUR EDUCATIONAL BACKGROUND BELOW.
IF YOU NEED MORE SPACE, USE THE BACK.

EDUCATION:

____to____ _____
_____
_____
_____

____to____ _____
_____
_____
_____

ABILITIES

Many resumes include a section called "Abilities" or "Special Skills."

This section gives you a chance to describe other things about yourself that an employer might find interesting.

Some examples are:
Being bilingual (speaking 2 languages well)
Word Processing
Shorthand
Filing
Fixing or driving cars
Being good in math
Working well with people
Repairing bicycles
Having good writing skills
Having good grades in certain subjects (you must list the subjects)
Good oral skills
Painting
Being very patient
Being a fast learner

These skills are usually written in a sentence or short paragraph.

NOW DESCRIBE YOUR SKILLS IN A FEW SENTENCES.

ACTIVITIES

For persons with little or no work experience, it is acceptable to include a section telling the employer how you spend your free time.

You can include things such as hobbies, sports, teams you belong to, volunteer experiences, clubs, and other things you like to do.

This section should be written in a sentence, or as a list.

FOR EXAMPLE:

I am a member of the Big Horn High School Basketball team. I also play soccer, listen to music, and dance.

Swimming, reading, movies, playing guitar, baseball, dancing and chess are other interests and skills I have.

I have volunteered as a nurse's aide at the Big Rock Nursing Home for the past year. I also like to listen to music, play football, and I also like to work on cars.

I do a lot of babysitting after school and on weekends. I like to work with young children. I also am in the Business Education Club at my high school. I like to play and watch all sports.

NOW DESCRIBE YOUR INTERESTS AND ACTIVITIES IN THE SPACE BELOW.

AVAILABILITY

Employers need to know the hours that you are available to work.

You should let them know about all hours they could schedule you. This doesn't mean that you will have to work all of those hours; it just tells the employer whether your availability fits the hours that he/she needs.

For example, one way you could write you availability might be:

AVAILABILITY:

Weekdays: 3 p.m. until 9 p.m.
Weekends: Anytime

Another way might be:

AVAILABILITY:

Monday: 3 p.m. until 8 p.m.
Tuesday: 4 p.m. until 7 p.m.
Wednesday: 3 p.m. until 10 p.m.
Thursday: 3 p.m. until 10 p.m.
Friday: Not available
Saturday: 6 a.m. until 10 p.m.
Sunday: Not available

As you can see, there are many ways to write your availability. Choose the way that best fits your hours. Remember, it is very important for the employer to know up-front what hours you are available. This will prevent you from accepting a position that is not suited to your availability, and it will allow the employer to determine whether they will be able to arrange a work schedule to meet your needs.

WRITE YOUR AVAILABILITY BELOW

CONCLUSION

Now take a blank piece of white paper and do the following:

1. Put your name, address, and phone number on the top and in the center of the page.

2. Cut out the bottom part of each of the previous pages on the dotted lines.

3. Staple or tape those sections onto the blank piece of paper. Put them in the following order:

Job Objective

Education

Work Experience

Abilities

Activities

Availability

4. At the bottom of the page, write the words "References Available upon Request."

This will leave you with a rough copy of your resume. You are now ready to type this information on a clean piece of paper.

As you gain experience or skills, your resume will need to be updated. If you follow these same basic steps, you will always be able to update or change your resume to meet your immediate needs.

What is the Purpose of a Cover Letter?

The cover letter that you send with your resume serves to introduce you and your interest in the company. You should address your letter to a specific individual at each of the companies to which you write. You'll have to call each company or look in business reference books (ask your librarian) to find out the name of the director of personnel or the manager of the department in which you want to work. The cover letter should highlight certain facts in your resume, state that the resume is enclosed, tell what you can offer the company if hired, and request an interview.

FACILITATOR'S NOTE:

You should hand out the sample cover letter.

Sample Cover Letter

280 Whitetail Lane
Big Horn, Arkansas 72277

January 2, 2018

Ms. Jane Doe
Director of Personnel
Photographic Products, Inc.
35 Wheeler
Fork Horn, Arkansas 72172

Dear Ms. Doe:

I would like to apply for the position advertised in the *Arkansas Democrat-Gazette* for a darkroom technician at Photographic Products, Inc. As you can see from the enclosed resume, I will graduate from Big Horn High School this spring and have worked part-time for the past two years at Photography Unlimited.

Photography Unlimited works with your labs to process film for our customers. I have experience in darkroom techniques from the photography club at my high school. I plan to attend college at night in the fall to begin work toward an associate degree in photographic technology.

I would like to meet with you to discuss my career goals and the opening at Photographic Products, Inc. I will call your office in the near future to arrange an appointment. Thank you for considering my application.

Sincerely,

Betty Roger
Enclosure

Was this presentation helpful?

Was it too long or too short?

If you were in charge, how would you change it?

Would you ever participate again?

Would you tell a friend to participate?

OPTIONAL:

Name:

Address:

Would you like to meet one-on-one for further help?

Session 3 – Facilitator's Note

The purpose of this session is to build the participants' self-esteem through their presentation of themselves in the job interview. This would include their appearance, attitude, and oral communication skills.

Be prepared to ask questions appropriate to the audience.

Why would you like to work for us?

What school experience have you had that you think will help you do this job?

When are you available to work?

Is there any reason you could/could not lift groceries: 10 lbs?

Do you have transportation?

Will you take a drug test?

Ask the audience what questions they would expect to be asked in an interview.

In this section you will find examples of questions employers may ask and good questions for those seeking employment to ask. In addition, there are interviewing tips, a grooming guide, tips for keeping a job, and how to make the most of a first job. All materials in this section may be copied and distributed to participants.

What is the Purpose of an Interview?

In most cases, an interview will be arranged after the employer has seen a copy of your job application and/or resume. The interviewer will know the factual information about you from these pieces. The purpose of the interview is to allow you and a potential employer to become acquainted.

You should think of an interview as a conversation in which you and the employer exchange enough information to know whether or not you have the skills and abilities to work in that particular job. It also provides you with the opportunity to decide whether or not you would be interested in working for that company, in that job. In the interview you will be asked to give more details about your career goals, skills, experience, and hobbies.

It is the interviewer's opportunity to get a sense of your personality and to see how you "handle" yourself. Furthermore, it is your opportunity to ask questions about the job, the working conditions, the potential for advancement, and the benefits.

Before you go to an interview, take the time to find out as much as you can about the company. Be prepared to explain why you are interested in working at each particular organization.

It is illegal for an employer to discriminate on the basis of race, religion, color, national origin, age, or sex. An interviewer then should not ask you about any of these categories. In addition, you should not offer information about these factors.

If an employer has invited you for an interview, there is a good chance that you're being considered for a job. Each interview will probably last only about 30 minutes. That's not a very long time to convince an employer that you can do the job.

You'll have a better chance if you express your enthusiasm, respond maturely to the questions asked, pay attention, look the interviewer in the eye, show evidence that you will be willing to work hard, and demonstrate that you will be a responsible and loyal employee.

BE PREPARED
Practice! Practice! Practice!
Anticipate possible questions and practice answers to each of them.
Research! Know something about the company before the interview.
Prepare questions to ask in the interview.

BE PUNCTUAL
Don't just be on time, be early.

LOOK GOOD
Go to the interview neat and clean.
Clothes should be pressed. It is not necessary to wear expensive clothes.
Dress conservatively and comfortably.
Avoid heavy makeup and trendy or flashy clothes or jewelry.
Dress appropriately for the job. Sales jobs require different clothes from yard work.

WATCH YOUR BODY LANGUAGE
Offer a firm handshake.
Stand or sit erect, but comfortably.
Sit down only after offered a chair.
Lean forward in your chair and relax.
Don't fidget.
Use eye contact.

CARRY A PORTFOLIO
Show the interviewer that you plan ahead.
Bring all necessary information and more:
- Resume.
- Letters of recommendation.
- Samples or pictures of your work (if appropriate).

BE ENTHUSIASTIC
Have an absolutely positive attitude in the interview.
Be friendly, but not too familiar.
Don't be negative about anything!
Sell yourself - Remember the difference between bragging and self confidence is enthusiasm.
Use eye contact and voice expression to your benefit.

SMILE
Don't grin, but smile as you would in any conversation

SAY THANK YOU
At the end of the interview, thank the interviewer for his/her time.
Follow-up after the interview with a brief "Thank You" note that:
- Reviews points brought up in the interview.
- Adds ideas you forgot to mention.

SHOULD I MENTION PART-TIME AND VOLUNTEER WORK EXPERIENCE?

Yes. Don't underrate your experience and the skills you have picked up working during the summers or after school. Through part-time and volunteer work experiences you can learn to work with other people and find out how things are done in a business environment. You can help potential employers recognize the value of your experience if you analyze your duties and responsibilities in these jobs and present them in terms of what you learned and how they helped you to grow.

DOES MY APPEARANCE COUNT DURING AN INTERVIEW?

Yes. Before your interview, the employer will probably only know about you from your application or resume. Try to make a favorable first impression by dressing neatly and appropriately for a business occasion. Often clothing that is perfectly acceptable for school will leave you feeling out of place and ill at ease in a business environment.

GUIDE FOR GROOMING FOR EMPLOYMENT

INTRODUCTION

A job applicant's dress and grooming are often important critical factors in an employer's hiring decision.

To many employers, first impressions still matter. Poor personal appearance and careless dress at an interview are major factors leading to the rejection of applicants.

> 95 percent of the employers interviewed said a job seeker's personal appearance affected the employer's opinion of that applicant's suitability for a job.
>
> 91 percent said they believed dress and grooming reflected the applicant's attitude toward the company.
>
> 61 percent said dress and grooming had an effect on subsequent promotions.

Whether you are preparing for a job interview or concerned about advancement in your present job, it is important to think about what your appearance tells an employer about you.

First Impressions

Before you get a job, you must convince an employer to hire you. The first impression you make on an employer may be based on your appearance. If you appear for an interview carelessly groomed, a potential employer may assume you are careless about other things as well. He or she may think you lack initiative, may need close supervision, and may not be a good employee.

Dress to project the image you want the employer to receive. If a position requires maturity, don't dress like a college student going to class. Let your clothing reflect your knowledge of the type of job for which you are applying.

Your appearance also may affect how you feel about yourself. Knowing that your appearance is good may give you added confidence in yourself. Self-confidence is essential to make a good first impression.

Employers judge your appearance as a reflection of your total personality, and in relation to the type of work you will be doing. There are different standards of dress for different kinds of jobs.

For instance, employers hiring workers to unload boxcars or to work in a foundry may not want to hire the person who looks "too dressed up." On the other hand, don't wear overalls or blue jeans if you are applying for an office or sales job. Many employers, in fact, regard jeans as unacceptable for job interviews.

Prior to your interview, you will be learning about the company for which you hope to work. This is a good time to get an idea of the appropriate dress there. If you dress as employees do, you will give the interviewer the impression you are likely to "fit in."

There are no hard-and-fast rules to guide you as to the most appropriate way to dress, but you ought to consider the following advice.

When dressing for an interview, it usually is best to dress conservatively. If you wear loud colors or faddish clothes, the interviewer probably will remember your clothes, but not your name or qualifications. Common sense and simple good taste are the best guides to dressing for an interview.

One final tip: most employers regard a neat and clean appearance as being at least as important as the type of clothes worn.

Questions to Ask Employers

Be prepared to ask several good questions about the job (with whom you will work, how is work evaluated, how can you learn more about the job now, etc.). But, once again, don't focus on salary; let the employer bring that up. Also, before you leave the interview be sure to express interest (if you are) in the job and ask what will happen next and when.

QUESTIONS TO ASK EMPLOYERS

Does your company provide any financial assistance for further education?
How often are performance reviews given?
Are salary adjustments geared to the cost of living or job performance?
Please describe the duties of the job for me.
What kinds of assignments might I expect the first six months on the job?
What products (or services) are in the development stage now?
Do you have plans for expansion?
What are your growth projections for next year?
Have you cut your staff in the last three years?
How do you feel about creativity and individuality?
Do you offer flextime?
Is your company environmentally conscious? In what ways?
In what ways is a career with your company better than one with your competitors?
Is this a new position or am I replacing someone?
What is the largest single problem facing your staff (department) now?
May I talk with the last person who held this position?
How much authority will I have over decisions?
Does your company offer either single or dual career-track programs?
What do you (the interviewer) like best about your job/company?
Once the probation period is completed, how much authority will I have over decisions?
Has there been much turnover in this job area?
Do you fill positions from the outside or promote from within first?
What qualities are you looking for in the candidate who fills this position?
What skills are especially important for someone in this position?
What characteristics do the achievers in this company seem to share?
Is there a lot of team/project work?
Will I have the opportunity to work on special projects?
What is your vacation policy?
Do you have a standard benefits package or can I choose from a variety of options?
What is the salary range for this position?

Learn as much as you can about the company. Friends, family, or neighbors who work for the company are good sources of information. You should know what the company goals are, how the company fits into the community, what the company produces and why.

Visit the company, observe the employees entering or leaving the business to see how they dress. Look at brochures or simply call the company and ask the person who answers the phone the information you want to obtain. You need not identify yourself because many companies receive calls from numerous private or government organizations and the person answering the telephone will assume you represent one of these organizations. Have a list of basic questions to ask and be prepared to write the answers.

TOUGH JOB INTERVIEW QUESTIONS AND HOW TO HANDLE THEM

The final step in the employment process is the interview. This may be with a single person, a series with different people, or even an interview before a group. Regardless of the setting, you will be judged on the basis of your skills, personality, adaptability, and how well you respond to questions.

Just as the letter of application and the resume can be improved by careful planning, you should anticipate questions that you may be asked during the interview. Listen carefully to what the interviewer asks and make sure you fully understand the question before beginning to answer.

Here are a few questions and how they might be handled.

HOW DID YOU LIKE YOUR LAST EMPLOYER?

Never criticize a former employer in an interview. You might express appreciation for what you learned on that job. If pressed as to why you left, it might be for a situation offering more opportunities for advancement.

WHAT KINDS OF PEOPLE RUB YOU THE WRONG WAY?

This is no time to get into personal likes and dislikes. The interviewer really wants to see if you get along well with most people. A good answer may be that you generally like those with whom you have worked, but you get upset with people who don't do their share of the work.

WHAT ARE YOUR MAJOR WEAKNESSES?

Once again, this is no time to let it all hang out. The best approach may be to list a few "weaknesses" which may actually be advantages such as being impatient to get things done or that you have a tendency to take your work too seriously.

WHAT MADE YOU APPLY FOR THIS JOB?

Be ready to cite several reasons why you think your current level of skill and interest help qualify you for the position and also several points why you are particularly interested in the employer (which also reflects the research you have done on the organization).

WHERE DO YOU HOPE TO BE 10 YEARS FROM NOW?

Your best answer may be that you seek the opportunity to show how well you can perform and hope to go as far as dedication to the job and working intelligently will carry you.

WHAT ARE YOUR SALARY EXPECTATIONS?

Hopefully, you will not be asked this question until the employer has a strong interest in you. A good response is to ask if there is a salary range for the job and what it is. Then you can begin to quietly negotiate.

What should I do after the interview?

After an interview, send a brief "Thank You" letter. This letter should thank each of the individuals you met for their time, the opportunity to introduce yourself, and to learn about the company.

This basic courtesy should not be overlooked because it reminds the interviewer of your interest in the company and demonstrates your conscientious attention to seeing a project through to its conclusion.

If you're not sure what career you want, don't panic!

Approach this as a project: do the research, choose a direction, pinpoint some goals, trust your instincts, and act intelligently. Remember that although your immediate concern may be to get a job, your real goal is a succession of jobs that contributes to your well-being and allows you to continue to grow.

Some people feel that once they have a job they can just relax and collect their paycheck. Remember, you are getting paid to do a job. Listen carefully to instructions and take notes; don't be afraid to ask questions. Take pride in your work and show a willingness to learn. Be someone that others can depend on; if you say you are going to do something, do it without procrastinating. If you finish with all your assigned tasks, don't just wait to go home or work extra slowly to stretch out your task. Ask to help out others in your unit or ask the supervisor for an additional assignment. The more you learn, the more valuable you will become as an employee.

Other tips for being a good employee are listed below. The difference could mean getting a pay raise/bonus or not, or whether you will be retained in a layoff. If you are unhappy in a work situation, go through the proper channels to resolve legitimate complaints; otherwise, remember you are always free to keep searching for another job.

Keep your appearance neat and clean.

Be at work on time.

Don't miss work unless absolutely necessary.

When you are sick, call your supervisor.

Be polite and friendly to fellow employees and customers.

Try to avoid gossiping and complaining.

Don't grumble about having to do less appealing tasks.

Don't stretch your lunch or coffee breaks.

Don't show up for work exhausted.

Don't drink alcohol or take illegal drugs.

Keep personal calls to a minimum and ask permission to make them.

Ways to Make the Most of Your First Job

DO YOUR BEST ON THE JOB.
No matter how you feel about your current job, do your best. You will need references to get better jobs, and former bosses are the best sources. Also, your current boss might offer you a better position if he or she sees what a terrific worker you are.

TAKE ON EXTRA TASKS.
Your first job provides valuable opportunities to learn new skills that may help you launch your career. If you are working as a receptionist, for example, and want to break into the editing field, find out if you can help with the company newsletter. If you're waiting tables and studying to be an accountant, ask if you can help with some of the bookkeeping and other paperwork.

FIND OUT WHAT YOUR CO-WORKERS DO.
There are thousands of different occupations available. To help you decide on a career, learn about as many as you can. Make it a special point to talk with your co-workers about their jobs; what they do; what they like and dislike about their jobs; what their plans are. You may find an interesting new career you had never considered before. You may also discover which jobs you'll never want to have.

DISCOVER MORE ABOUT YOUR ORGANIZATION.
The organization where you work is probably one of many competing in the same market. Find out some basic information, such as: Is your company bigger or smaller than the same type of company in the area? How is it different from the rest? What is your company's reputation in the community? Is the market growing or shrinking? Has your organization grown or shrunk in recent years?

EARN A PROMOTION.
Even if you have no intention of making a career of the job you have now, aim for a promotion. You'll probably get a raise and more importantly, gain a wider range of skills, and a promotion looks good on your resume. It can help convince a future employer that you're a person with ambition.

FIND A MENTOR.
A mentor is a teacher or guide, someone to show you the ropes and offer you advice. At their best, mentors can have an enormous effect on your life. You may even develop a lifelong relationship. Mentors don't just show you how to do your job. They take extra time to point out your strengths and weaknesses and suggest ways you can achieve your career goals.

TAKE ADVANTAGE OF COMPANY PROVIDED TRAINING.
Many firms offer a wide range of workshops, seminars, and other training opportunities. Sign up for as many as you can, especially if they're related to management or supervision. Even if you have no plans to stay in the same field, extra training will look good on your resume and may help you get your foot in the door of your chosen career.

FACILITATOR'S NOTE

At this time you are ready to try some mock interviews. You should have a set of questions that you intend to use. Do as many as you have time for. Also, don't forget to discuss and hand out a list of services available to the participants from the Arkansas Workforce Centers.

You should conclude this presentation by telling the participants how important it is for them to make a good impression through their applications by being honest and neat. Through a brief resume, which should not be an autobiography, they should present their strong points in such a manner that an employer would be interested in discussing with them the possibility of hiring them.

The final point is how important it is for them to present themselves well in an interview. For the interview, they should be on time, be neat and clean, present an enthusiastic attitude, and be prepared to discuss why they should be hired for the job.

Reasons People Don't Get Hired

Poor personal appearance

Over aggressive

Inability to express self clearly

Lack of interest and enthusiasm

Lack of planning for career; no purpose or goals

Nervous, lack of confidence and poise

Overemphasis on money

Unwilling to start at the bottom

Makes excuses

Lack of tact and courtesy

Lack of maturity

Condemns past employers

No genuine interest in company or job

Fails to look interviewer in the eye

Sloppy application form

Little sense of humor

Arrives late for interview

Fails to express appreciation for interviewer's time

Fails to ask questions about the job

Vague responses to questions

NOTE: THESE REASONS WERE FROM THE RESULTS OF A NORTHWESTERN UNIVERSITY'S SURVEY OF PERSONNEL DIRECTORS FROM 153 COMPANIES.

Was this presentation helpful?

Was it too long or too short?

If you were in charge how would you change it?

Would you ever participate again?

Would you tell a friend to participate?

OPTIONAL:

Name:

Address:

Would you like to meet one-on-one for further help?

The Future Awaits

A Guide for Young Adults Entering the Workplace

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