



Sunriver Resort

Resume, Cover Letters,
Interviews, and Thank You Notes

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The Resume

- Always, always, always proofread everything you present
- The primary purpose of a resume is to get yourself an interview
- Therefore, evaluate every item you are tempted to include in your resume and ask, “Will this item help you get an interview?”



The Resume

- Set aside at least three hours to create your resume.
- Before you start, print out the following set of notes and tape it to your computer, on the wall next to your desk, or someplace where you'll see it throughout the process.



The Resume

- Your resume is about your future; not your past.
- It is not a confessional. In other words, you don't have to "tell all." Stick to what's relevant and marketable.
- Don't write a list of job descriptions. Write achievements!
- Promote only skills you enjoy using. Never write about things you don't want to repeat.
- Be honest. You can be creative, but don't lie.



Your Name

- Since your name is probably the most important piece of information on your resume, you want it to be seen quickly and easily.
- Place your name in the top middle or the upper-right corner of the page.
- Why? After your resume is read, it will probably go into a filing cabinet with the left-hand side of the paper placed against the spine of a folder. Your name will be noticed easily if it's in the top middle or in the upper-right corner of the page.



Address

- Putting your street address in your Heading is preferable to listing a P.O. box number, because a home address conjures up a more stable image.
 - Doesn't apply to rural areas



Phone

- List your work number on your resume only if you can talk freely from that phone and a message can be left without jeopardizing your job. Never assume a caller will be discreet on your behalf.
- If you list your cell phone, make sure your “ring-back” tone and voicemail greeting is professional.



E-Mail Address

- Providing your email address will often expedite the employer's response, while demonstrating that you're online savvy.



Objective Statement

- Your job objective statement should be as concise as possible.
- Some resumes mistakenly have fluffy opening statements with job objectives buried in them. They use phrases like:
 - challenging position
 - room for advancement
 - opportunity to grow
- Cut out the fluff since it doesn't say much to an employer.



Objective Statement Example

Position Desired:

I am looking to secure a position at Sunriver Resort, specifically as a Cafe Attendant



Resume Formats

- There are two basic resume formats:
 - Chronological
 - Functional
- To decide which will work best for you, here are some guidelines:



Chronological Resume

- The chronological format is the most traditional resume format. It highlights your job titles, places of employment, and dates of tenure by presenting them as headings under which your achievements are listed.
- The chronological format is most useful when:
 - You are staying in the same field.
 - Your overall work history shows growth, making your job objective a natural next step in your career path.
 - Your most recent (or current) position is one you are proud of.
 - You have no gaps in your work history.

Name
Street
City, State Zip
Phone, Cell Phone, E-mail

OBJECTIVE: The job you want next

SUMMARY OF QUALIFICATIONS

- How much experience you have in the field of your job objective, in a related field, or using the skills required for the position
- An overall career accomplishment that shows you'd be good at this job.
- What someone would say about you as a recommendation.

PROFESSIONAL EXPERIENCE

2005 – Present Job Title Company Name and City

- Accomplishments you are proud of that shows you're good for this position
- A problem you solved and the results.
- A time when you positively affected the organization, the bottom line, your boss, your co-workers, or a client.
- Awards, commendations, publications, etc. you achieved that relate to your job objectives.

2003 – 2005 Job Title Company Name and City

- A project you are proud of that supports your job objective.
- Another accomplishment that shows you are good at this line of work
- Quantifiable results that point out your skills.

1995 – 2003 Job Title Company Name and City

- An accomplishment you are proud of that shows you will be valued by your next employer.
- An occasions when someone took notice of your skills.

EDUCATION

Degree, Major, Date (Optional)
University, City, State

REWARDS and RECOGNITIONS



Functional Resume

- The functional format presents your experience under skill headings, giving you the freedom to prioritize your accomplishments by impact rather than by chronology. In this format, your work history is listed very concisely in a section separate from your achievements.
- The functional format is most useful when:
 - You are changing careers.
 - You are entering or re-entering the job market.
 - You need to emphasize skills or experience from an early part of your work history.
 - Your volunteer experience is relevant and needs to be highlighted.
 - Your most recent position is not impressive.
 - Your job titles don't accurately reflect the level of responsibility you had.

Name
Street
City, State Zip
Phone, Cell Phone, E-mail

OBJECTIVE: The job you want next

QUALIFICATIONS

- How much experience you have in the field of your job objective, in a related field, or using the skills required for the position
- An overall career accomplishment that shows you'd be good at this job.
- What someone would say about you as a recommendation.

RELEVANT EXPERIENCE

- Accomplishments you are proud of that shows you have this skill.
- A problem you solved using this skill, and the results.
- A time when you used your skill to positively affect the organization, the bottom line, your boss, or clients.
- Awards, commendations, publication, etc., you achieved that relate to your job objective.
- A project you are proud of that supports your job objective.
- Quantifiable results that point out your skills.
- An occasion when someone took notice of your skills.

WORK HISTORY (10 Years)

2005 – Present	Job Title	Company Name and City
2003 – 2005	Job Title	Company Name and City
1998 – 2003	Job Title	Company Name and City
1995 – 1998	Job Title	Company Name and City

EDUCATION

Degree, Major, Date (Optional)
University, City, State

REWARDS and RECOGNITIONS



Cover Letter

- **Rules for Writing a Cover Letter**

- **Make a personal connection.**
Establish a personal connection with the reader of your letter as quickly as possible.
- **Show personality.**
Give the employer a sense of your personality through your writing style, direct statements about your character, or testimonial references.
- **Initiate action.**
Understand what you would like the employer to do as a result of your letter — and ask him or her to do it.
- **Make it quick and easy to read.**
Format your one page letter using short paragraphs, bullet points, and white space to make your letter look quick and easy to read.



Sample Cover Letter

February 29, 2011

Huey Hewitson, Director of Human Resources
Sunriver Resort
P.O. Box 3609
Sunriver, OR 97707

Dear Mr. Hewitson:

I am writing you today to let you know of my sincere desire to meet with you and your hiring team for the position of Assistant Golf Professional at Sunriver Resort. Your position is truly a dream opportunity for me.

I am currently a Professional Assistant at South Mountain Golf Club and have also worked at Old Mill Golf Course, as well as Meadowbrook Golf Course. During this time, I have been able to work with many golf professionals and I know what it takes to run a successful golf operation. I know I can be a valuable asset to your team and would serve your organization well.

I have attached my resume for review. Please contact me if I can provide further information, or if you would like to schedule an interview. I am free Friday afternoons but will be available anytime to accommodate your schedule.

Thank you for your time and consideration. I hope to meet you soon.

Best regards,

John Smith
(123) 456-7890
jsmith@email.com

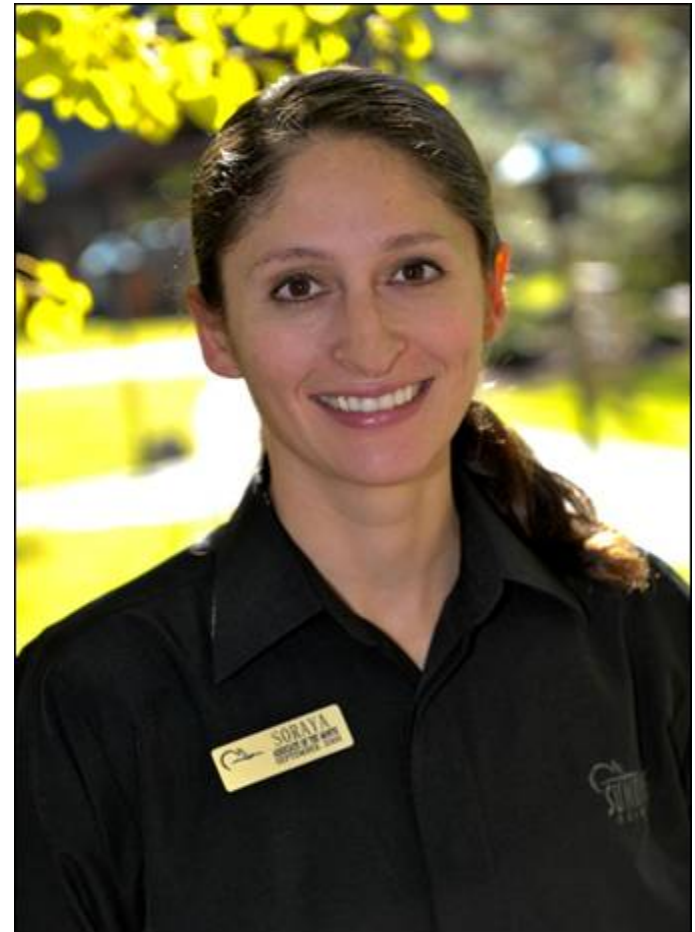


Interview

- Appearance

- You can never make a second, first impression.
- If you don't know what is appropriate to wear, ask.
- You can never be over-dressed but you can be under-dressed.
- Grooming – pressed shirts, shined shoes, hair, nails, make-up. Look the part!

Who would you hire to greet your guest at a 4-Diamond Resort like Sunriver?



SR won't hire anyone with visible tattoos or excessive piercings.





Interview

- **What Employer's Want**

- **BE ON TIME!**

- Interviews are likely to last between 20 and 30 minutes. During that time, the interviewer will try to learn the following:
 - The level of your experience and skills
 - Your willingness and ability to learn
 - A sense of your personality, professionalism, and commitment
 - An indication of how you would fit into the organization
 - Answers to specific questions



Traditional vs. Behavior-Based Interviews

- **Traditional** interview questions are direct and tend to give the interviewee the sense they are being tested, as if there are right and wrong answers. Traditional questions might be something like these:
 - Why do you want to hold this position?
 - Aside from money, what will you gain from having this job?
 - What motivates you to excel?



Traditional vs. Behavior-Based Interviews

- **Behavior-based** questions invite the job applicant to tell a story. The theory behind behavior-based interviewing is that by hearing about a job seeker's past behavior, the employer can predict future behavior. Here are some sample behavior-based questions.
 - What accomplishment are you particularly proud of?
 - When did you handle conflict with your boss, colleagues, or subordinates? Tell me about it.
 - Tell me about a situation that demonstrates your work habits.
 - Describe a time when you and your superior were in conflict and how it was resolved.
- Many managers have been trained in giving behavior-based interviews, so you're likely to run into them. Others will ask traditional questions, in which case, here's a tip:
 - Give behavior-based answers whenever possible. Even when asked traditional questions, take every opportunity to tell a short story about one of your accomplishments, a scenario that demonstrates your style of work, or an example of your skills in action. Your behavior-based answers will make your interview more memorable, more meaningful, and more fun for the manager.



Follow-up Thank You Letter

- Thank you notes are the most overlooked step in job hunting.
- Always, always, send a thank you note.
- Send it the same night or the next day. Not next week.
- If you want to stand-out, send thank you notes to everyone you interview with.



Sample Thank You Letter

February 29, 2012

Mr. John Smith, Director of Golf
Sunriver Resort
P.O. Box 3609
Sunriver, OR 97707

Dear Mr. Smith,

Thank you for spending such quality time with me last Thursday. I especially enjoyed hearing about your resort's operation and your vision for the future.

After our interview, I want to mention that I will work closely with my Guidance Counselors to continue to develop the customer service skills you spoke so passionately about. I can tell this is critical to the continued success of Sunriver Resort.

Also, I want you to know I will bring excellent work habits and judgment to this position. With the countless demands on your time, I am sure you require people who can be trusted to carry out their responsibilities with minimal supervision. I am not above doing what it takes to get the job done or enhance a guest's experience.

I do want to let you know of my sincere desire to continue with the process to become one of your team members. As you suggested, I spent time educating myself on your Resort by reviewing your web site and I even spend several hours at the resort last weekend seeing everything it has to offer first hand. All of this information has reinforced my decision to pursue this amazing opportunity.

I appreciate you giving me your direct number and I will contact you in two weeks as you suggested.

Again, thank you!

Regards,

John Smith
(123) 456-7890
jsmith@email.com



Ten Commandments for Job Interviews

- 1) Go after small organizations since they create 2/3 of all new jobs.
- 2) Hunt for interviews using mentors or friends, because job hunting requires many eyes and ears.
- 3) Do thorough homework on an organization before going there.
- 4) Identify who has the power to hire you and use all resources to contact that person.
- 5) Ask for 20 minutes of their time and keep your word when you get to see them.
- 6) Go to the interview with your agenda, your own questions and curiosities about whether or not this job fits you.
- 7) Talk about yourself only if what you say offers some benefit to the organization.
- 8) Remember; we have two ears and only one mouth for a reason. Listen closely to the question. When answering a question, talk only between twenty seconds and two minutes.
- 9) Approach them as if you were a resource person able to produce for them.
- 10) Always, always write a thank you note the same day!



Questions?
