

Hiring and Firing

Chapter 28

Unit 7

Performance Objectives:

You will read and discuss the differences between chronological and functional résumés. You will use Microsoft® Word to create your personal résumé. With a partner you will evaluate several résumés and discuss the pros and cons of each potential employee. As a class you will create a list of legal and illegal interview questions. You will discuss interview presentation (body language, dress, etc.). You will research and discuss the reasons for, the procedure for, and the legal implications of terminating an employee.

Evaluation Criteria:

Successful completion of this chapter requires you to:

- 1 Read through sample résumés.
- 2 Gather information on past jobs for your résumé.
- 3 Write a paragraph describing your duties/accomplishments in each relevant job.
- 4 Create your résumé in Word using a résumé template.
- 5 Evaluate three fictitious résumés.
- 6 Discuss and write your impressions of each potential employee.
- 7 Decide which fictitious candidate you would hire and explain your reasons.
- 8 Brainstorm a list of interview questions with a partner.
- 9 Label each question as legal (L) or illegal (I).
- 10 With a partner discuss how job candidates should present themselves in terms of grooming, dress, body language, etc.
- 11 List reasons for firing an employee.
- 12 Describe the best way to fire an employee.
- 13 Use the Internet to research and record a list of the legal implications of firing an employee.

Résumés

A résumé is your personal sales pitch that shows off your skills, experience, and capabilities to potential employers. It is your personal promoter that helps get you an interview. It is vital that your résumé be accurate, professional, and factual. It should emphasize the positive and not contain anything negative. The purpose for writing a résumé, at this point in the course, is to evaluate your management experience. Lenders and business investors will want to see that you are capable of running and managing a business, so the money they invest in you and your business won't be wasted. You will include this résumé in your business plan.

Task 1: Types of Résumés

Read through the résumé below.

John R. Doe

94523 Rocky Road
(740) 555-6666

email: jdoe@best1.org

SUMMARY

- Innovative and creative
- Highly organized and results-oriented
- High-energy and dependable
- Proven ability to work within a demanding work schedule

RELEVANT SKILLS & EXPERIENCE

As owner:

- Developed and incorporated small landscaping business with gross annual revenue of \$20,000
- Responsible for all operational management aspects of Jack and Jill's Lawn Care, including budget, business development, administration, and customer service.

As manager:

- Supervise and train 5 employees.
- Continue to manage daily operations of landscaping business
- Increased profits by 23% by reducing waste and increasing efficiency via a network with recycling businesses
- Developed and implemented training procedures including operations, quality, and safety for new equipment

Customer Relations

- Built and maintained a base of hundreds of satisfied customers, as entrepreneur, creating and operating a business.
- Developed a reputation among customers as a dependable, reliable, and trustworthy business person.
- Established cooperative working relations with local suppliers
- Trained in conflict resolution and people management as resident advisor

Music

- Belong to several music LISTSERVS to stay current on the latest music news
- Own and update extensive collection of classic vinyl records spanning five decades and a myriad of musical styles

EMPLOYMENT HISTORY

2000-present **Owner** – JACK AND JILL'S LAWN CARE, Athens
1998-2000 **Resident Advisor** – HOCKING COLLEGE, Athens

EDUCATION

Hocking College coursework:

Marketing - Merchandising - Retailing - Psychology

Task 2: Three Steps to a Better Résumé

Work through the following steps to create a draft of your résumé.

Step 1 – Gather Information

Complete the following worksheets. For example:

Company 1: The Hometown Bank

Address: 32 West Main Street, Hometown, Ohio 45000

Job Title: Bank Teller

Duties & Responsibilities: Process savings/checking account transactions, accept loan payments, cash checks, and sell money orders/traveler's checks. Balance daily transactions and verify cash totals. Cross sell and refer bank products and services.

Tools & Equipment used:

10-key calculator, computer, change sorter, ATM machine, cash register, bank vault

Special Training & Certifications: Notary Public, Securities & Exchange Commission Investment advisor certification.

Awards and Accomplishments: Employee of the Month 11/1994, Chamber of Commerce award for Customer Service, 1995

Other Activities: Treasurer of PTA, member Bank Security Committee, Union Rep for Bank Workers Local 364.

Dates Employed: 6/1/1990 – 11/31/1997

If you need more space to add other jobs, please use blank sheets of paper.

Company 1:

Address:

Job Title:

Duties & Responsibilities:

Tools & Equipment used:

Special Training & Certifications:

Awards and Accomplishments:

Other Activities:

Dates Employed:



Company 2:

Address:

Job Title:

Duties & Responsibilities:

Tools & Equipment used:

Special Training & Certifications:

Awards and Accomplishments:

Other Activities:

Dates Employed:

Company 3:

Address:

Job Title:

Duties & Responsibilities:

Tools & Equipment used:

Special Training & Certifications:

Awards and Accomplishments:

Other Activities:

Dates Employed:



Company 4:

Address:

Job Title:

Duties & Responsibilities:

Tools & Equipment used:

Special Training & Certifications:

Awards and Accomplishments:

Other Activities:

Dates Employed:

Step 2 - Examine Your Experiences

The next step is to look closely at each job and write strong positive statements about what you accomplished in each position. Below is an exercise to help you practice doing this.

This was the bank teller information from Step 1.

Duties & Responsibilities: Process savings/checking account transactions, accept loan payments, cash checks, and sell money orders/traveler's checks. Balance daily transactions and verify cash totals. Cross sell and refer bank products and services.

Tools & Equipment used:

10 key calculator, computer, change sorter, ATM machine, cash register, bank vault

Special Training & Certifications: Notary Public, Securities & Exchange commission Investment advisor certification.

Awards and Accomplishments: Employee of the Month 11/1994, Chamber of Commerce award for Customer Service, 1995

Note how it has been changed and rewritten for inclusion in a résumé.

Job Experience:

11/90 – 11/97 **Bank Teller, Hometown Bank, Hometown, Ohio**

Processed savings and checking account transactions and accepted loan payments using 10 key calculator, computer, and cash register. Cashed checks, sold money orders and traveler's checks. **Balanced** daily transactions and verified cash totals. **Sold** other bank products and services. **Trained** others on change sorter, ATM machine, and bank vault operation. **Provided** cheerful and efficient customer service to bank customers; Employee of the Month 11/1994; Chamber of Commerce Customer Service Award, 1995.

Special Training & Certifications:

- Notary Public
- S.E.C. Investment advisor certification

Below is a list of action words you could use to describe your job experiences:

- Applied
- Attained
- Administered
- Assisted
- Completed
- Counseled
- Created
- Developed
- Experienced
- Extended
- Achieved
- Analyzed
- Accessed
- Acquired
- Coordinated
- Collected
- Demonstrated
- Directed
- Elected
- Established
- Accomplished
- Activated
- Advised
- Began
- Collaborated
- Composed
- Designed
- Earned
- Enlarged
- Evaluated

- Enabled
- Facilitated
- Gave
- Handled
- Introduced
- Increased
- Led
- Managed
- Organized
- Planned
- Presented
- Reduced
- Simplified
- Stimulated
- Taught
- Expanded
- Formed
- Guided
- Hosted
- Invented
- Instructed
- Launched
- Motivated
- Operated
- Prepared
- Prevented
- Revised
- Succeeded
- Supervised
- Wrote
- Executed
- Gained
- Helped
- Initiated
- Implemented
- Improved
- Maintained
- Obtained
- Originated
- Produced
- Proved
- Saved
- Started
- Trained
- Won

Once you've read through this list of action words, circle any that you think describe what you did in your job. Use these words when constructing your résumé. Use short strong phrases to describe your accomplishments. Start each phrase with an action word. Include awards and recognitions. Write a paragraph for each job below.

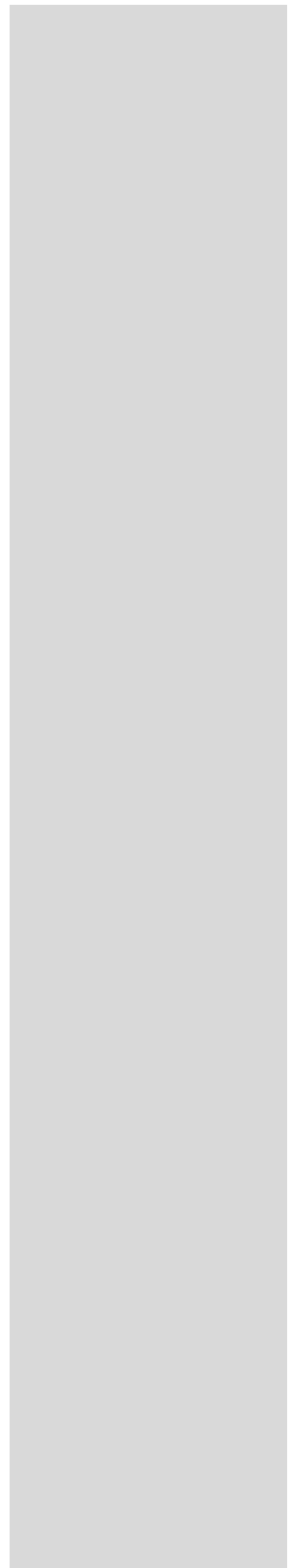
Remember to emphasize management, training, or supervisory experiences.

Job 1

Job 2

Job 3

Job 4



Step 3 – Arrange Your Accomplishments

In this step you'll be compiling all the information related to your employment history into a comprehensive professional résumé. Hand-written résumés and cover letters are not acceptable in today's job market. It's very important to make a good first impression with your résumé and cover letter. You could accomplish this with a typewriter; however **word processors** operate very much like typewriters but have many advantages over them. The word processor you will use in this activity is Microsoft® Word.

Review the **Blank Résumé Template** below. Fill in as much information as you can, using the data from the previous steps in this chapter.

Address Line 1
Address Line 2
City, State, Zip

Phone (555)555-5555
Fax (555)555-4444
E-mail: email@email.com

Name

Objective

[Type Objective Here]

Summary

[Click here and enter information.]

Employment

[Dates Attended] [Company/Institution Name] [City, State]

[Job Title]

- [Details of position, award, or achievement.]

[Dates Attended] [Company/Institution Name] [City, State]

[Job Title]

- [Details of position, award, or achievement.]

[Dates Attended] [Company/Institution Name] [City, State]

[Job Title]

- [Details of position, award, or achievement.]

Education

[Dates Attended] [Company/Institution Name] [City, State]

[Degree/Major]

- [Details of position, award, or achievement.]

[Dates Attended] [Company/Institution Name] [City, State]

[Degree/Major]

- [Details of position, award, or achievement.]

Professional memberships

[Click here and enter information.]

References

[Click here and enter information.]

Task 3: Choosing an Employee

1. Think of yourself as boss for RVC Fine Furniture and that you have just received these résumés for a job opening in your business as office manager.
2. Find a partner and look at the resumes that follow.
3. Write your impressions of these fictional job applicants in the spaces below.
4. Then decide which applicant you would hire. Explain your reasons in the space provided.

Job Applicant #1

Name:

Pros:

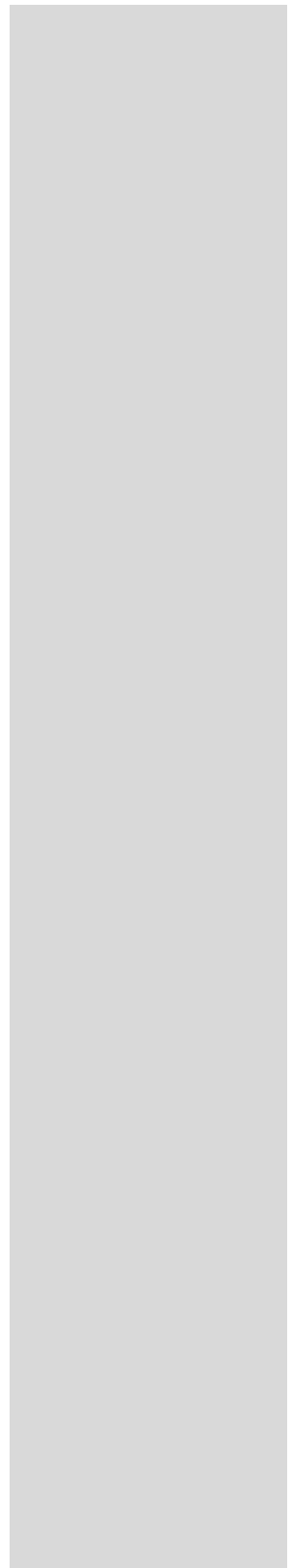
Cons:

Job Applicant #2

Name:

Pros:

Cons:



Job Applicant #3

Name:

Pros:

Cons:

I would hire job applicant _____ because:

Betty Sinclair

Objective

To obtain a position as Office Manager at a small but growing company

Education

1996-1998 Hocking College Nelsonville, Ohio

Office Management

- Trained in all aspects of office management. Proficient in Microsoft Office Suite, Lotus, PageMaker and FileMaker Pro database. Skilled in translation, managing multiple phone lines, and various office machines (fax, color copiers etc.). Took extra classes in Accounting.

Work experience

1998-2000 Ross Plastics Athens, Ohio

Office Manager

- Managed phone lines. Ordered and kept track of inventory and supplies using QuickBooks. Established customer database. Responsible for accounts payable and receivable. Did all company billing. Trained assistant on receptionist skills.

Volunteer experience

American Red Cross – Annual Heart Walk

Hobbies

Reading, Gardening, Antique Furniture

References

Available Upon Request

Professional memberships

American Association of Office Managers

Susan Telly

Education	1993-1994	Hocking College	Nelsonville, Ohio
		Business Management	
		<ul style="list-style-type: none">▪ Took classes in entrepreneurship and business management. Took classes in computers. Trained in office practices and using office equipment	
Work experience	2001-2002	ACE Hardware	Canton, Ohio
		Cashier	
		<ul style="list-style-type: none">▪ Responsible for customer transactions. Provided exceptional customer service to over 200 customers a day. Excellent work attendance. Missed only one day all year. Cash draw never under. Awarded employee of the month for December 2001.	
	1998-2001	DuFont Publishers	Athens, Ohio
		Secretary	
		<ul style="list-style-type: none">▪ Responsible for answering multiple phone lines. Established electronic database of customers. Setup and maintained company website. Edited copy in Word. Skilled in several email programs. Trained and supervised office volunteers.	
	1995-2000	BasketMagic, Inc.	Athens, Ohio
		Owner	
		<ul style="list-style-type: none">▪ Established small gift basket business with final annual sales of over \$15,000. Sold business after five years.	
Volunteer experience		Athens High School - Tutoring Math and Social Studies	
Hobbies		Gourmet Food, Restoring Old Furniture, Reading	

CRYSTAL LEAR

OBJECTIVE

To get a job as Office Manager with RVC Fine Furniture

EDUCATION

1999-2001 Hocking College Nelsonville, Ohio

Word Processing

- Took classes in Word Perfect, Word, Excel, Transcription and Office Publications and Presentations. Received

WORK EXPERIENCE

1999-2001 Subway Athens, Ohio

Manager

- Supervised and trained three employees. Counted cash drawer daily. Perfect attendance. Promoted from cashier in second month.

HOBBIES

Fishing, Gardening, Woodworking

REFERENCES

Available upon request

Interviewing

We have all had an interview of some sort or other at some point in our careers, even if it was a five-minute conversation with the store manager. Have you ever interviewed a potential employee? You are now in the position where you may need to hire employees. After looking at their résumés, interviewing is the next step. What kinds of questions would you ask? How can you best find out what you need to know? Are there any restrictions on the kinds of questions you can ask?

Task 4: Interview Questions

Find a partner and brainstorm a list of interview questions in the space below.

Task 5: Legal and Illegal Interview Questions

Next to each interview question above, mark which questions you think are legal (L) and illegal (I).

Task 6: Interview Presentation

With a partner discuss, then describe below, how an interview candidate should present himself during the interview. Consider dress, grooming, body language, speech, etc.

