

NUMBERS ICEBREAKER

21 41 34 10

1 9 2 6

33 38 50 26

37 5 30 25 18

29 45 14 22

13 49 17 46 42

35 11 44 52

39 7 48 40

51 19 24 36

31 32 4 36

15 23 27 28 16

47 43 20 12 8

3 3

TELL ME ABOUT YOURSELF

VOLUNTEER #1 SCRIPT

Facilitator: “Tell me about yourself.”

Volunteer:

“What do you want to know?”

Facilitator: “Describe your experience.”

Volunteer: Choose ONE of the answers below and give no other information.

- “Like what for instance?”
- “What exactly are you looking for?”
- “What job are you hiring for again?”

VOLUNTEER #2 SCRIPT

Facilitator: “Tell me about yourself.”

Volunteer:

Well, I was born and raised in Houston. I mostly hang out with my friends and go to clubs on the weekends. I have the finest clothes and love music. I DJ on the weekends a lot and make a lot of money. I have had a couple of jobs but didn't like most of my bosses, but you know I did it. I got a family to feed and rent to pay, and my momma lives not too far from me. And she needs some help too.

I have been out of work for about six months now and I really need a job. I mean I'm not sure how I am going to pay my bills this month if you don't hire me. I'm truly willing to do just about anything if you will give me a chance.

Facilitator: “Can you work the 7 a.m. to 3 p.m. shift?”

Volunteer:

Yes, but I have to take my kids to daycare, so I won't actually be able to come in until about 9 a.m.”

TELL ME ABOUT YOURSELF

VOLUNTEER #3 SCRIPT

Facilitator: “Tell me about yourself.”

Volunteer: Act out the tip and read the script.

TIP: When you enter the room, shake hands, make eye contact, and introduce yourself to every person on the interview panel.

My name is _____. I have worked in construction about 2 ½ years, and I have laid concrete and worked in new construction. I have built frames and installed doors, have roofing experience and laid shingles. I’m good at using heavy equipment, drills, and nail guns. I have my own car, steel-toed boots, and safety equipment.

I have worked with and learned from a Master Electrician. Some projects I’ve worked on include Memorial Hermann hospital projects, local restaurants, and hotel buildings. I am coachable, get along well with others, and am looking for work in construction.

COMMUNICATION SCRIPTS

A. “I’m very confident I am the best candidate for this job.”
Say in a very soft voice, slouch, look down, and play with your shirt.

B. “I’m very confident I am the best candidate for this job!”
Use a very loud, arrogant tone, while making direct eye contact.

C. “I’m confident I’m a great candidate for this job!”
Speak in a friendly tone, with a smile, while making eye contact.

D. “I’m very confident I am the best candidate for this job!”
Talk really quickly and run the words together.

E. “I’m a people person.”
Cross your arms, frown, and use a harsh tone.

F. “I’m a people person.”
Deliver with a big smile, open arms, and with a friendly tone.

G. “I’m a people person.”
Pretend to chew gum and look at your cell phone.

H. “I AM a people person.”
Use lots of hand gestures and stress every single word.

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SPEED INTERVIEWING EVALUATION

NAME: _____

| RATE THE CANDIDATE | POOR | | | | | GREAT |
|--|------|---|---|---|---|-------|
| Tell me about yourself. | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| How would previous supervisors describe you? | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| How do you go about prioritizing tasks? | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| Tell me about a time you failed and what you learned from it. | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| Why should I hire you? | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| Do you have any questions? | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| Rate the candidate's body language. | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |
| Rate your overall impression of the candidate. | 1 | 2 | 3 | 4 | 5 | |
| Notes: | | | | | | |

ADMINISTRATIVE ASSISTANT

Staffing Now, Pearland, TX – STAFFING NOW, a division of SNI Companies, has partnered with a client in the **Consulting Industry** seeking to hire an **Administrative Assistant** to support its **Pearland TX** office. IMMEDIATE START opportunity! Additional details are below.

Position: Administrative Assistant

Location: Pearland, TX 77584

Type of hire: contract to hire

Pay: \$18.00 per hour to start and \$40,000 FTE

Hours: Monday—Friday (8:00 a.m.—5:00 p.m. with some flexibility)

Job Summary:

- Under general supervision, the Office Assistant/Office Administrator is responsible for ensuring that the Company’s commitments, goals, and objectives are on track
- Coordinating, organizing, and scheduling meetings for the Managing Partners. This would include:
 - Handling day-to-day schedules as well as booking conferences, hotels, rental cars, airfare or other travel needs.
- The position requires attending meetings to collect data and taking notes, tracking progress of action items and tasks, and providing status updates to the team(s).
- The Administrative Assistant is also required to review proposals and client documents and provide appropriate feedback, prepare and draft presentations, conduct research and present summary information to the Managing Partners.
 - Research and updates include providing industry trends, general news and current events, - potential blog.
- Managing expense reports, invoices, and following up with clients/vendors

Requirements:

This role typically requires at least 1—2 years of experience in an office environment. A general business degree is preferred. Basic Microsoft Office skills required.

Special note:

Candidate must be able to drive to and attend client meetings at various locations.

BETTY BOOP

3456 Cartoon Drive

Home: 555.123.4567 * Cell: 555.123.9876 * E-mail: bettyboop@aol.com

OBJECTIVE:

Seeking a position where I can provide clerical support.

QUALIFICATIONS:

- **Computer Skills:** WordPerfect 5.1, DOS, Microsoft Word, Excel, PowerPoint, Outlook, Access, Lotus 123, PeopleSoft
- * Analyzed internal processes and plans and implemented policy changes
- * Supervised and trained clerical office staff
- * Listened to and resolved customer complaints
- * Handled high pressure phone calls
- * Dictaphone transcription at 65+ wpm

WORK HISTORY:

- | | | |
|---|---------------------------|----------------|
| Houston Municipal Court | Deputy Court Clerk | 2004 – Present |
| <ul style="list-style-type: none"> • Entered court data into Justice info mgmt system; answered phones; directed citizens to right courtroom. • Communicated and interacted with citizens, attorneys, judges and law enforcement officials. • Prepared daily and weekly reports of court activity. | | |
| Human Resources Specialist | Happy Place | 10/03 – 2/04 |
| <ul style="list-style-type: none"> • Supervised and trained 10 employees in Data Entry • Developed reports for daily tracking of all coders • Prioritized work and managed business relationships | | |
| Lifetime Commitment | Secretary | 1/03 – 1980 |
| <ul style="list-style-type: none"> • Compiled, copied, sorted, and filed records of office activities | | |

EDUCATION:

- | | |
|--|---------------------|
| Secretary I-III, Texas Paraprofessional Certification | 1979 |
| <i>High School GED</i> | <i>June 1, 1978</i> |

JAMES JARVIS

301 Estelle, Houston, TX 77003 • 832.376.2542 • james.jarvis@gmail.com • linkedin.com/in/jamesjarvis

ACCOUNTANT, JOB POSTING #45342

College student with 2+ years experience in customer service. Member of Student Government Association and volunteer for Habitat for Humanity. Currently works on individual projects and in team environments. Understands tax, managerial, state/federal compliance and Generally Accepted Accounting Principles (GAAP). Looking to use knowledge of accounting principles to impact the bottom line at ABC Corp.

EMPLOYMENT EXPERIENCE

Resident Assistant – Calhoun Lofts – Houston, Texas: January 2016 - Present

- Conducts room visits in a 500 unit complex
- Checks inventory on supplies and equipment for office usage
- Presents to audiences of 15-30 staff employees and residents on new safety policies and procedures
- Uses Calhoun Loft's specific software to balance all Request for Proposals valuing of \$1000+

Sales Associate – Target – Spring, Texas: July 2014 – December 2015

- Used QuickBooks Point of Sale system to balance deposits of \$3000+ at day of business end
- Audited store inventory of various departments to report lost items
- Ran reports to assure management was meeting weekly sales targets of 80%

EMPLOYABLE SKILLS

Customer Service:

- Provides excellent customer service 20+ residents on a daily basis
- Uses Target's Universal Customer Service Code of Conduct in current and volunteer roles
- Works well in teams

Leadership:

- Motivates 15+ residents in their student life daily
- Presents positive image and mind-set to residents and customers
- Delegated tasks to fellow Student Government officers at UH

Computer usage:

- Advanced proficiency in various software including Microsoft Office Suite and
- Can operate hardware, such as printers, copiers, scanners, and fax machines
- Learns company specific software quickly

EDUCATIONAL BACKGROUND

University of Houston - Houston, TX - January 2015 - August 2018 (Expected)

Bachelor of Business Administration, Accounting

Lone Star College – Spring, TX – August 2013 – December 2014

Associates Degree. General Studies

HONORS

Treasurer, University of Houston's Financial Management Association Fall 2015- Spring 2016

WHAT'S WRONG WITH THIS RESUME?

Kathy Guessing
P.O. Box 111
Houston, Texas 77777
(555) 123-1155
keepinguguessing@hotmail.com

Administrative Skills

Computer Skills: Microsoft Word, Excel, PowerPoint, Internet Explorer, typing 55 wpm

Office Skills: Customer service, answering phones, faxing, copying, filing

Additional Skills: Money handling, order processing, timesheets, bank deposits, payroll processing

Work History

Assistant Manager, Creative Detailing, 10–16
Owner, Guessing, Inc., 03–10
Customer Service, 4B's, 00–03

Education

Walton University, BSBA

Patty Cakes

123 Second Street, Houston, Texas 77123
 (281) 123-1234 / (281) 123-5678
 pattycakepattycakebakersman@yahoo.com

Administrative Assistant

Team player with over ten years of experience in providing clerical and secretarial support to staff. Seeking a position where I can use my experience to provide support to your staff. Knowledgeable of all basic office functions including answering multi-line phone systems, using fax machines, copy machines, printers, scanners, and computers. Skilled in creating and modifying files in many computer applications including Microsoft Office. Also skilled in the use of Peoplesoft and Quickbooks.

Experience:

- | | | |
|--|--------------------------------------|---------------|
| Money Makers | Administrative Assistant | 01/12 – 05/18 |
| <ul style="list-style-type: none"> • Provide administrative support for the team, including assisting clients, managers, and colleagues • Initiate due diligence process for existing and potential clients • Coordinate with client services team to handle requests for high net-worth clients • Complete and reconcile expense reports via ePay • Maintain manager's contact list and coordinate invitation lists for meetings and events • Coordinate international and domestic travel arrangements • Gather and disburse all incoming and outgoing mail | | |
| Grin & Barrett Company | Team Administrator | 01/09 – 12/11 |
| <ul style="list-style-type: none"> • Assist with reviewing incoming and closing documents such as credit agreements, amendments, waivers, promissory notes, insurance certificates, and stock certificates • Scan and post legal documents to intralinks for internal use and send via e-mail for external use • Monitor current, past due, and upcoming reporting requirements in compliance database | | |
| Fun Ride Enterprise | Team Administrator | 10/07 – 12/08 |
| <ul style="list-style-type: none"> • Provide all administrative duties for 11 person team with 85 lending relationships • Assist team members and credit services with circulation of daily borrowing reports • Coordinate travel arrangements, maintain time and attendance reports, manage inventory of supplies | | |
| Show Me Incorporated | | 05/03 – 9/07 |
| | Credit Administrator (09/06 – 09/07) | |
| <ul style="list-style-type: none"> • Promoted to credit administrator in recognition of superior work ethic, attention to detail, and interpersonal skills • Provide credit administration functions for 10 person team with 95 lending relationships • Assist with review of compliance certificates and waiver / amendment requirements • Assist team members with submission and circulation of credit applications (CATS) | | |
| | Team Administrator (04/06 – 08/06) | |
| <ul style="list-style-type: none"> • Requested and was granted the opportunity to manage additional responsibilities of co-worker out on medical leave | | |
| | Record Keeper (05/03 – 03/06) | |
| <ul style="list-style-type: none"> • Maintain credit files for 150 accounts in the consumer goods, financial institutions, and healthcare sectors for credit capital markets | | |

Education:

| | | |
|-------------------------|--|---------------|
| Mount Everest Institute | Certificate in Business Administration | 12/09 – 12/11 |
|-------------------------|--|---------------|

WHAT'S WRONG WITH THIS RESUME?

Max (Bucky) Smith

300 East Mulberry • Houston, TX 77777

(713) 555-0000 • buckybeaver@yahoo.com

DOB: 01/09/1982 • DL#: TX 00000000

TRUCK DRIVER

Dedicated and reliable professional driver with 10+ years experience providing excellent customer service. CDL license with endorsements for doubles, triples, and tankers; previous experience with HAZMAT. Nearly 1,000,000 miles of OTR driving with an accident free safety record. Knowledgeable of DOT requirements, route planning, fuel economy, and vehicle safety inspections.

WORK EXPERIENCE

| | | |
|----------------|------------------|----------------------------|
| 2010 – Present | Field Dispatch | Fuel Delivery Driver |
| 2007 – 2010 | First Fleet | Over the Road Truck Driver |
| 2006 – 2007 | Coca Cola | Delivery Driver |
| 2005 – 2006 | BFG | Delivery Driver |
| 2003 – 2005 | National Freight | Over the Road Truck Driver |
| 2002 – 2003 | NX Warehousing | Local Delivery Driver |
| 2002 – 2002 | Daum Trucking | Over the Road Truck Driver |

TRAINING

| | | |
|--|--|----------|
| Smith System Driver Improvement Institute | | |
| On Road Defensive Driving / Traffic Safety Seminar | | May 2016 |
| CDL + | | |
| Class A CDL Training Course | | May 2002 |