

INITIAL JOB ASSESSMENT			
Always introduce yourself and ask the customer's name			
** Have you been helped by Digital Literacy before?			
How can I help you today?			
Remind the customer that resumes take at least 2 (one-hour) sessions			
Explore the questions below with the customer			
Fill in answers on a Resume Worksheet			
DON'T FORGET			
Use the active voice, action words and the present tense			
Do not use a street address or zip code			
Do not use year graduated for any education item			
Show on-going education! Start with formal degree, then certificates			
JOB SEARCH AND RESUME QUESTIONS			
Start by getting information, then tackle the "career highlights" section of the resume			
Do you have a resume?			
Where is it stored?			
When you do need the resume?			
Do you have an email account?			
What job are you applying for?			
Do you have a job description?			
Do you have the company's web address?			
Do you have an Indeed account?			
How will you get to your new job (car/bus)?			
RESUME BRAINSTORMING QUESTIONS			
What positions have you held in the past?			
What did you do every day on your last job?			
Why did you leave your previous positions?			
Which jobs did you like the most and why?			
Which jobs did you dislike and why?			
What are you most proud of working in your previous jobs?			
Were you promoted or given additional responsibilities?			
Were you recognized on the job (employee of the month, certificate of achievement, etc.			
WORK ENVIRONMENT			
	Yes	No	Notes
Highly organized, clear set of rules and procedures			
Close supervision with a high level of interaction with managers			
Fast-paced			
Work closely with others (team environment)			
Work alone or independently			
Flexible work schedule			
Many interruptions at work			
Steady, consistent pace with few interruptions			
Repetitive duties			
Physical work			
Use technology (cash register, handheld scanners, etc)			
Always indoors			
Interact with customers			