

JOBS/VOLUNTEER WORK	SKILLS	FUNCTIONAL HEADING
<i>Example: Emerald Heights— dining room server</i>	<i>Took orders, waited tables, talked with the old people, set up tables, stocked serving area</i>	<i>Customer service, communications, shift set-up, order processing, problem solving</i>
<i>Example: Boy & Girls Club Once a week after school I watch the kids playing outside</i>	<i>I watch the kids on the playground, keep them from fighting, referee when they play basketball, calm them when they get mad, teach them the rules</i>	<i>Communications, activity coordination, group supervision, problem solving, teaching</i>

CREATING YOUR RESUME

Step #2

Matching Your Skills to Employer Needs

Look at the job description on the next page and list all the skills Starbucks requires to be a barista. What other skills would be helpful for this position that are not listed? Add these to the list as well.

SKILLS WANTED BY EMPLOYER	MY SKILLS THAT MATCH
<i>Ex.: Responsibility #1 requires Customer Service, Sales, and Communication</i>	<i>Customer Service—babysitting, fundraisers Sales—marketing classes, fundraisers Communications—marketing classes, soccer</i>

SAMPLE JOB DESCRIPTION

Part-time Barista

Partnership Mission

This job contributes to Starbucks success by ensuring our service and store standards are met. We do this by providing customers with prompt service, quality beverages and products. Starbucks and partners will experience a friendly, upbeat and clean atmosphere.

Key Responsibilities

1. Develops enthusiastically satisfied customers all of the time.

- Welcomes and connects with every customer.
- Discover customer needs and appropriately suggests product with every customer to enhance service and meet sales goals.
- Offers customer demonstrations and samples using brewing equipment.
- Customers creates opportunities for customer to interact with the product.
- Responds to customer needs and says thank you to every customer.
- Demonstrates the "Just Say Yes" behavior by taking care of customer needs.

2. Provides quality beverages consistently for all customers

- Prepares Starbucks beverages to standards.
- Follows health, safety and sanitation guidelines for all products.

3. Maintains Quality store operations

- Follows store policy and procedures for operational flow at each station.
- Follows standards for merchandising, stocking, rotating and storing products.
- Performs cleaning tasks in accordance with the duty rosters and cleaning standards and works as a store team member.
- Presents oneself professionally and demonstrates clear communication by using Star Skills with all customer and partner interactions.

4. Contributes to store profitability

- Follows cash handling procedures and cash register policies.
- Follows inventory stocking and recording guidelines.
- Contributes to store goals for increasing sales and improving profits.

5. Takes responsibility to learn all aspects of the barista position

- Is responsible for self-initiated learning.
- Learns and demonstrates creating the Starbucks Experience.
- Learns and demonstrates all performance standards listed in the Core Learning Journey Guides.

CREATING YOUR RESUME

Step #3

Demonstrate Your Skills

It doesn't matter where you developed and used your skills in the past. What is important is how you have used them. Use ACTION statements to clearly describe what you did.

<i>Ex.: Cash accountability</i>	<ul style="list-style-type: none">• <i>Handled up to \$2,500 weekly always balancing till to the penny.</i>• <i>Dealt with up to 50 customers weekly, generating over \$750 in sales.</i>• <i>Handled up to 10 customer returns and store credits daily.</i>
<i>Ex.: Team work/Communications</i>	<ul style="list-style-type: none">• <i>Communicated with members of sports team to coordinate plays on the field.</i>• <i>Dedicated time to improvement of skills as a team member during practices.</i>• <i>Coordinated shift work with team members to serve over 75 customers in a 4 hour shift.</i>• <i>Implemented and instructed practice plans for youth soccer team.</i>

CREATING YOUR RESUME

Step #4

Format Your Resume

Look at Sally Sample's resume and note the following:

- White space is your friend. Start with a 1 ½ to 2-inch top margin. Use the ENTIRE page for a professional look.
- Provide ALL contact information (the employer cannot read a crystal ball.)
- Use 3-4 functional heading sections only. You can combine similar headings as shown on Sally's resume.
- Alter 'slang' or questionable email addresses. For example: Hottie123@comcast.net doesn't project a positive image to an employer.
- Make skills headings stand out by using bold and/or capital letters, centering, underlines, etc.
- Be consistent in your format throughout the ENTIRE resume.
- Writing should be professional, not full of slang or 'texting' shortcuts. Statements should be written for an adult to read, not your BFF.
- Writing should be 100% perfect. Typos, grammar errors, misspelled words, etc. demonstrate that you do not care enough to pay attention to details.
- Keep a copy to take along to the interview so you can address items you have listed when answering questions.

The most important thing to remember is that your resume is a reflection of you. Your resume is what makes the employer want to invite you for an interview.

Sally S. Sample

ssample@lwsd.org

12345 Avenue West
Redmond, WA 98053
425-555-5555

Seeking a part-time position utilizing my Customer Service and Sales skills,
with an opportunity to learn and advance.

SALES/MARKETING/DECA

- Completed 180 hours classroom training in sales and marketing.
- Participated yearly in gift wrap and Entertainment Book sale drives always exceeding expected sales quota.
- Sold over \$600 of spirit items accounting for \$4,000 in inventory during school football game.
- Competed in DECA competition in Marketing Management Individual Series Event and Sports & Entertainment Marketing Team Event; placed 5th at the area level and 7th at the state level.

CUSTOMER SERVICE/COMMUNICATIONS

- Provided friendly prompt service during fundraisers for DECA and school.
- Delivered sold items to customers immediately upon receiving shipment; followed up with phone calls to assure all orders were correct.
- Provided accurate and detailed daily reports about children's activities during the day.
- Followed and completed detailed instructions about child care for 10-hour shifts.
- Wrote detailed phone messages and delivered to home owners daily.

ORGANIZATION/LEADERSHIP/TEAMWORK

- Effectively manage academic, extracurricular, and sports schedules maintaining a B average in all classes.
- Prioritize tasks to complete multiple academic projects meeting all due dates.
- Create and implement meeting agendas as DECA Events Officer.
- Organized 3 blood drives during the current school year enlisting 343 donors.
- As a member of a team, accurately completed required formal lab reports and DECA chapter events around the school.

Experience/Training

- DECA Member 2007 – Present; Chapter President 2009-2010
- Classes: Marketing 101; Entrepreneurship; Digital Graphics; 3 years Spanish
- Babysitting 2005 – Present
- RHS Track Team 2007 – present; Captain 2008-2009

Functional Skills Headings & “Action” Words

- Accounting
- Administration
- Advertising
- Architecture
- Artistic
- Bookkeeping
- Career Development
- Communication
- Community Affairs/ Relations
- Counseling
- Customer Relations/Service
- Data Processing/Collection
- Design
- Drafting
- Editing
- Education
- Finance
- Fund Raising
- Graphic Design
- Group Work
- Human Services
- Inspecting/Instruction
- Interviewing/Investigation
- Investment
- Layout
- Leadership
- Management
- Market Research
- Materials Handling
- Media Productions
- Medical Service
- Office/Clerical
- Organization
- Personnel
- Planning
- Political/Public Action
- Presentation
- Printing
- Production
- Product Development
- Program Development
- Program Evaluation
- Program Planning
- Program Promotion
- Promotion
- Publicity
- Public Relations
- Public Speaking
- Purchasing
- Research
- Resource Development
- Retailing
- Sales
- Scheduling
- Social Work
- Supervision
- Systems and Procedures
- Teaching
- Testing
- Training
- Volunteer Management
- Writing
- Youth Counseling
- **Administrative**
- administered
- coordinated
- designed
- established
- evaluated
- headed
- hired
- interpreted
- interviewed
- managed
- mediated
- negotiated
- organized
- prepared
- planned
- supervised
- **Clerical**
- approved
- arranged
- catalogued
- classified
- collected
- compiled
- computed
- dispatched
- executed
- generated
- implemented
- indexed
- inspected
- inventoried
- logged
- monitored
- operated
- prepared
- processed
- purchased
- recorded
- retrieved
- screened
- specified
- systematized
- tabulated
- validated
- verified
- **Communication**
- addressed
- arbitrated
- arranged
- authored
- communicated
- corresponded
- developed
- directed
- discussed
- drafted
- edited
- enlisted
- formulated
- handled
- influenced
- interpreted
- lectured
- published
- spoke
- translated
- wrote
- **Counseling**
- advocated
- assessed
- assisted
- clarified
- coached
- counseled
- crisis intervention

- demonstrated
- diagnosed
- educated
- expedited
- facilitated
- familiarized
- guided
- mediated
- mentored
- motivated
- referred
- rehabilitated
- represented

• Creative

- acted
- adopted
- composed
- conceptualized
- created
- designed
- developed
- directed
- established
- fashioned
- founded
- illustrated
- improvised
- instituted
- integrated
- introduced
- invented
- originated
- performed
- planned
- revitalized
- shaped

• Development

- analyzed
- applied
- catalogued
- compiled
- conceived
- created designed
- developed established
- formulated
- founded
- influenced
- implemented
- initiated
- instituted
- supported
- surveyed

- updated

• Research

- analyzed
- checked
- clarified
- collected
- conducted
- correlated
- critiqued
- deleted
- diagnosed
- discovered
- documented
- evaluated
- examined
- experimented
- extracted
- identified
- inspected
- interpreted
- interviewed
- invented
- investigated
- researched
- reviewed
- summarized
- surveyed
- systematized
- theorized
- verified

• Financial

- accumulated
- administered
- allocated
- analyzed
- appraised
- audited
- balanced
- budgeted
- calculated
- computed
- decreased
- developed
- financed
- forecasted
- earned
- economized
- managed
- marketed

• Management

- administered
- analyzed

- assigned
- attained
- authorized
- chaired
- contracted
- controlled
- consolidated
- coordinated
- delegated
- developed
- directed
- discharged
- established
- evaluated
- executed
- improved
- increased
- led
- managed
- organized
- oversaw
- planned
- prioritized
- produced
- recommended
- reviewed
- scheduled
- strengthened
- supervised

• Organizational

- analyzed
- applied
- arranged
- coordinated
- developed
- documented
- expedited
- facilitated
- handled
- implemented
- initiated
- organized
- planned
- prioritized
- summarized
- systematized

• Problem Solving

- analyzed
- clarified
- collaborated
- compared

- compiled
- conferred
- confronted
- consulted
- contributed
- decided
- evaluated
- forecasted
- helped
- investigated
- prepared
- recommended
- reorganized
- researched
- resolved
- reviewed
- solved
- surveyed

- **Time**

- **Management**

- administered
- developed
- directed
- generated
- improved
- initiated
- increased
- promoted
- reduced

- **Technical**

- assembled
- built
- calculated
- computed
- designed
- devised
- developed
- engineered
- fabricated
- maintained
- modeled
- operated
- mediated
- moderated
- motivated
- negotiated
- persuaded
- promoted
- provided
- publicized
- reconciled
- recruited

- spoke
- taught
- trained
- translated
- wrote

- **Training**

- adapted
- advised
- assisted
- clarified
- coached
- communicated
- coordinated
- developed
- enabled
- encouraged
- evaluated
- explained
- facilitated
- guided
- informed
- initiated
- instructed
- motivated
- persuaded
- presented
- stimulated