

# JA It's My Job (Soft Skills)

## Student Guide



NAME \_\_\_\_\_

DATE \_\_\_\_\_

# Job Application

Name		Address	
Phone		Email Address	
Age: <input type="checkbox"/> <16 <input type="checkbox"/> 16-17 <input type="checkbox"/> 18+		Are you eligible to work in the U.S.? <input type="checkbox"/> Yes <input type="checkbox"/> No	
SSN#			
School Name		Address	
Dates Attended		Graduation Date	
Additional Education (e.g., seminars, training)			
Certificates and Licenses			
Awards			
Special Skills (Languages, Computer Programs)			
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have a driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Previous Employer 1		Address	
Job Duties and Details			
Supervisor Name		Phone	OK to contact? <input type="checkbox"/> Yes <input type="checkbox"/> No
Previous Employer 2		Address	
Job Duties and Details			
Supervisor Name		Phone	OK to contact? <input type="checkbox"/> Yes <input type="checkbox"/> No
Type of Job Sought		Available Start Date	
<input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Hours Available	Referred by	
Relevant Knowledge, Skills, and Abilities			
Personal Reference		Phone	Relationship
Professional Reference		Phone	Job
Emergency Contact		Phone	Relationship
Signature			Date

# Your Resume

## Sample Resume

### Simone Lucentio

1313 Mockingbird Lane, Tucson, AZ 85745

555-555-5555

xandgal@live.com

### EDUCATION

**Sunview High School**, Tucson, AZ. Anticipated graduation 2020.

Graphic design, GPA: 3.5.

### ACHIEVEMENTS

Volunteer Award from Tucson Public Library for work with after-school program

National Chemistry Association Award

Led chess team to regional championship, 2019

Volleyball team co-captain

### WORK EXPERIENCE

#### March 2017–Present

**Critter Crew**, Tucson, AZ, Owner. Started company to provide reptiles for children's parties. Entertain guests, provide fun information that teaches about reptiles. Care for animals year round at my home.

#### September 2018–Present

**Sonic Drive-In**, Vail, AZ, Shift Leader. Worked taking orders, promoted to current position after nine months. Open and close, monitor employee compliance with policies, train team members, resolve customer complaints.

### KEY SKILLS and ACTIVITIES

- Fluent in Spanish, proficient in Italian
- Science columnist for school paper junior and senior years
- Officer of Future Business Leaders of America
- Proficient in MS Word, Excel, and PowerPoint; online research
- Outgoing personality, great at sales, customer service, employee training
- Punctual and dependable self-starter

## Resume Template

First and Last Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State & ZIP Code \_\_\_\_\_

Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

### EDUCATION

School Name, City, and State \_\_\_\_\_

currently \_\_\_\_\_ (grade). Graduating in \_\_\_\_\_.

GPA if 3.5 or above; AP classes if applicable \_\_\_\_\_

### ACHIEVEMENTS

School honors and awards \_\_\_\_\_

Extracurricular and club awards or accomplishments \_\_\_\_\_

Other significant achievements \_\_\_\_\_

**WORK EXPERIENCE** *List paid and volunteer work, most recent first. If still current, write Present for date ended.*

**Month, year started – Month, year ended** \_\_\_\_\_

Name of employer \_\_\_\_\_, City \_\_\_\_\_ your job \_\_\_\_\_

Job description and skills required \_\_\_\_\_

**Month, year started – Month, year ended** \_\_\_\_\_

Name of employer \_\_\_\_\_, City \_\_\_\_\_ your job \_\_\_\_\_

Job description and skills required \_\_\_\_\_

**KEY SKILLS and ACTIVITIES** *List any skills and activities **that reflect job skills** and how long you have participated in them. Examples: Additional languages, computer skills, job skills (e.g., working with children, using a cash register), sports, extracurricular activities and clubs, and hobbies.*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Cell Phone Etiquette

Read the list of Cell Phone Dos and Don'ts. Add at least one more Do and one more Don't to the lists.

**Cell Phone Dos and Don'ts Chart**

Cell Phone Dos	Cell Phone Don'ts
<b>Do</b> keep your phone stored away and muted at work.	<b>Don't</b> text or answer your phone while on the job.
<b>Do</b> tell friends and family not to call or text you while you're at work.	<b>Don't</b> check social media or use other apps while on the job.
<b>Do</b> use your phone only on breaks, standing at least 10 feet away from people (or better yet, outside) and speaking softly.	<b>Don't</b> use your phone in the workplace bathroom.
<b>Do</b> use your phone for purposes requested by your supervisor.	<b>Don't</b> use your phone in the workplace without permission.
<b>Do</b> use a professional tone and language when using a cell phone in the workplace.	<b>Don't</b> use profanity, whether speaking or texting.
<b>Do</b> be discreet about personal and workplace information on your phone.	<b>Don't</b> share company information on your cell phone.
<b>Do</b> keep your phone off or muted during meetings and in workplace conversations.	<b>Don't</b> text during a meeting or when with a colleague or supervisor.
<b>Do</b> keep your phone off or muted on job interviews.	<b>Don't</b> take out your phone during an interview unless asked to do so by the interviewer, such as to set an appointment.
<b>Do</b> follow your employer's rules and any additional instructions regarding cell phones.	<b>Don't</b> try to sneak a peek at your phone while on the job.
<b>Additional Dos:</b>	<b>Additional Don'ts:</b>

# Cell Phone Productivity

For each job duty listed, explain how you can use your cell phone to complete the task. Be sure to include the app or feature that you would use.

**Cell Phone Productivity Chart**

Job Duty	How to Use Your Cell Phone (App/Feature and Function)
Find the address of a local dry cleaner for a customer who needs one.	
Make a lunch reservation for your boss.	
Book an appointment on your calendar and invite someone else to come to it.	
Check the price of a product at two different locations.	
Figure out how to pronounce an unfamiliar word.	
Translate a phrase into another language.	
Contact a group of coworkers to tell them their hours are being changed.	
Contact your supervisor to say you will be late.	
Check the weather for tomorrow.	
Document a training session for later viewing.	
Calculate a math problem.	
Find out how your company is ranked on a review site.	

# Cell Phone Scenario Cards

Cut out the scenario cards. Draw a scenario card and act out what might happen if a person in that situation were not to use good cell phone etiquette or started using the phone to text, make a call, use social media, etc., while working.



<p>You are a camp counselor in charge of a group of fourth graders who need to be chaperoned at all times.</p>	<p>You are a salesperson at a clothing store, and you are expected to help customers select items and then show them to the dressing room.</p>
<p>You are the receptionist at a doctor's office, answering phones, greeting patients, giving them paperwork to fill out, and scheduling appointments.</p>	<p>You work as a salesperson in a cosmetics store and have been trained to answer questions about products.</p>
<p>You work behind the counter taking orders at a fast food restaurant during the busiest shift.</p>	<p>You've been hired to stand in front of a new grocery store distributing flyers promoting the store's opening.</p>
<p>You are a busboy in a busy restaurant with demanding customers.</p>	<p>You are a cashier at a diner where patrons pay you on their way out.</p>
<p>You are a teacher's aide in a preschool classroom with 12 four-year-olds.</p>	<p>You work washing dogs at a local pet store.</p>

# Texting Professionally

Read each message. Decide how you would text the information to a friend or to a coworker.

### Two Ways to Text

Message	How would you text the message to a friend?	How would you text the message to a coworker?
<p>You've just remembered that tomorrow is Election Day. You need to know how your school/work schedule might be affected.</p>		
<p>Your friend/supervisor asks you to bring a picture of a grandparent for a special photo collage being designed for a wall at school/work.</p>		
<p>A friend/coworker needs to leave early and asks you to babysit for a younger sibling/fill in at work.</p>		



## Active Listening Skills



### Active Listening Tips

- Use full concentration.
- Show sensitivity to the speaker's feelings and emotions.
- Ask open-ended questions, not "yes" or "no" questions.
- Show you care about what the person is saying.
- Request clarification when you don't understand something.
- Paraphrase the speaker's words.
- Use eye contact, nodding, and other body language to show attentiveness.
- Summarize what the speaker said.



### Active Listening No-No's

- Don't be distracted, whether by technology, your own thoughts, or otherwise.
- Don't interrupt.
- Don't race ahead mentally to think about what you're going to say.
- Don't be nervous.

## Build on the Conversation

Work with a partner to use active listening for a workplace discussion. Choose roles and answer the questions to develop some ideas for your character to discuss. Then follow the sequence provided to take turns sharing ideas and actively listening.

### CHOOSE A ROLE AND DEVELOP IDEAS

Kai and Darnell are employees at the same workplace, a company called **Good and Small** that makes small dessert items, including chocolates, cookies, cupcakes, and mini cups of pudding and fruit salad.

**Kai** develops new product ideas. Kai will present an idea for a new addition to the Good and Small product line and explain why it will be a strong seller to the business's existing customers.

**Darnell** runs Quality Control for Good and Small and is responsible for product consistency and safety. Darnell should react to Kai's new product idea, raising aspects of the idea that raise concerns and aspects that sound like they will work well.

**Questions for Kai**

- What is a new product that you want to introduce?
- What are Good and Small's customers like (mostly adults, kids, people on quick breaks from work, etc.)?
- Why would your product idea appeal to them?

**Questions for Darnell**

- What are some of Good and Small's quality control concerns (for example, keeping products fresh, making sure that products can be consistent, making sure that products can be made by current employees and equipment)?
- What do you know about your customers and what they like in your products?

**HAVE THE CONVERSATION**

Use your ideas to have a conversation that follows the sequence shown.

1. **Kai:** Describe the new product idea. (*Darnell actively listens.*)
2. **Darnell:** Respond to Kai's idea, incorporating at least three active listening tips (for example, asking for clarification, paraphrasing, asking open-ended questions).
3. **Kai:** Respond to Darnell's questions, and describe why your product idea will appeal to the bakery's regular customers. (*Darnell actively listens.*)
4. **Darnell:** Share a quality control concern that can affect new products. (*Kai actively listens.*)
5. **Kai:** Respond to Darnell's concern, incorporating at least three active listening tips (for example, making eye contact, nodding, summarizing what the speaker said).
6. **Darnell:** Using information from the dialogue, agree or disagree with Kai. (*Kai actively listens.*)

# Professional Manners and Language



## Appropriate Manners for Work

- Be on time.
- Say “please” and “thank you.”
- Use good posture.
- Make eye contact.
- Shake hands firmly when introduced.
- Be kind.
- Use an “inside voice.”



## Appropriate Language for Work

- Use formal language.
- Address others as Mr. and Ms.
- Wait until speaker is finished.
- Talk about professional subjects using professional vocabulary.
- Say “please” and “thank you.”



## Inappropriate Topics for Work

- Casual language
- Slang
- Offensive language
- Gossip
- Insults
- Complaints
- Sensitive topics

Read the workplace dialogue. Identify inappropriate manners, language, and topics. Then answer the questions and rewrite the dialogue to fix the problems.

### Workplace Dialogue

**Boss:** Good morning, and welcome to your first day on the job.

**Employee:** Yeah, guess I’m late, bro.

**Boss:** I’m your supervisor, Juan Delgado. I hired you based on your resume.

**Employee:** Hey, Juan, who’d you vote for in the last election?

**Boss:** This will be your desk. Please have a seat, and I’ll be back shortly to give you a tour.

**Employee:** Seriously, I gotta sit here? Where’s the coffee, dude?

1. What inappropriate workplace manners do you see in the dialogue?
2. What inappropriate workplace language do you see in the dialogue?
3. What topics in the dialogue are inappropriate for the workplace?

4. Rewrite the dialogue to reflect appropriate workplace manners, language, and topics.

**Boss:** Good morning, and welcome to your first day on the job.

**Employee:**

**Boss:** I'm your supervisor, Juan Delgado. I hired you based on your resume.

**Employee:**

**Boss:** This will be your desk. Please have a seat, and I'll be back shortly to give you a tour.

**Employee:**

# Brag Sheet

**Brag Sheet:** A list of your life's achievements, key experiences, skills, and employment.

**Professional Reference:** A recommendation from someone you have worked for who can vouch for your qualifications.

**Personal Reference (also known as character reference):** A recommendation from someone who can vouch for your character, especially in ways that show you to be dependable.

Complete your own brag sheet to outline your achievements, experiences, and skills so you are ready to talk about yourself with potential employers.

## Academic Classes and Achievements

GPA

Extracurricular Activities

Community Service

Work Experience

Honors and Awards

Notable Personal Experience

Personal Traits

Future Goals

# Interview Etiquette

## Your Appearance

- Dress in nice but not formal clothes: collared shirts with no graphics (tucked in) and dark or khaki pants or skirt; no jeans, tank tops, shorts, or short dresses/skirts.
- Wear closed-toe shoes—no flip flops!
- Make sure your clothes are clean with no rips or tears.
- Have good grooming: deodorant, fresh breath, clean face.
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

## Your Body Language

- Act and speak appropriately and clearly.
- Show up on time.
- Make eye contact.
- Let the interviewer lead the conversation.
- Listen carefully to the interviewer.
- Respond appropriately, taking a moment to gather your thoughts if needed.
- Be honest.
- Remember to smile!
- Other: \_\_\_\_\_
- Other: \_\_\_\_\_

## From Profile to Interview

Select a job (Daycare Center Worker, Restaurant Server, or Pet Store Salesperson). Refer to your personal profile (brag sheet) and connect your information to the job requirements. Take turns practicing interviewing with a partner. Have your partner ask you the questions for your chosen job, and then switch roles.

### Interview Questions: Daycare Center Worker

1. This job requires someone with leadership ability. Can you describe a time when you were a leader?
2. You'd be working with young children. What experience do you have spending time with children? Have you been in a leadership role with them?
3. We like to think of ourselves as a team. Share an example of how you contributed to a team or group.
4. It's important for our workers to take initiative and step up when they see something that needs to be done. Give me an example of a time you did that.

### Interview Questions: Restaurant Server

1. This job requires someone who pays attention to details. What experience do you have following through and making sure all details are handled?
2. Sometimes you might be responsible for closing and making sure all workers leave their space clean. What experience do you have overseeing a group or project?
3. We like to think of ourselves as a team. Share an example of how you contributed to a group or team.
4. You'll have to be able to carry a tray with up to 20 pounds. Are you strong enough to do that?

## Interview Questions: Pet Store Salesperson

1. This job requires someone with sales ability. What skills do you have that make you good at selling?
2. You'd be working with animals. What experience do you have with animals?
3. We like to think of ourselves as a team. Share an example of how you contributed to a group or team.
4. Sometimes the unpredictable happens, like an escaped iguana or a barking dog. How would you handle a situation where customers might be scared?



## Why Are You the Right Person?

Review your personal profile (Brag Sheet). Decide how you can share your skills, accomplishments, and experiences in response to common interview questions.

### Answering Interview Questions

Interview Questions	How to Answer	Your Answer
Tell me about yourself.	Have a brief story ready to tell that helps the interviewer understand why you're the right person for the job.	
What is your greatest strength? Give me an example.	Describe a strength and give an example of a time you used it that has relevance for the job.	
What is your greatest weakness? How have you worked to overcome it?	Have a story ready about a time when you made a mistake but learned from it and are now better prepared for the job.	
How are you at working with others?	Give an example of a time you worked with a group to get something done.	
Once you're given directions, can you work independently?	Give an example of a time you followed directions and worked independently to get something done.	
Things can change quickly. How are you at adapting to change?	Describe a time you successfully adapted to change.	
Who is someone you admire?	Name someone, preferably not controversial, whose achievements and skills you aspire to and have relevance to the job.	
What's the hardest thing you've ever had to do?	Describe an academic, personal, or professional challenge and how you overcame it.	
What do you consider your greatest accomplishment?	Describe a key achievement within the context of the job.	
Why do you want to work here?	Describe how your skills can help the organization. Your answer should show that you've researched and respect the company.	

# Mock Interview Scenario Cards

Cut out the interview cards. Draw cards to determine questions for a mock interview.



<p>Tell me about yourself.</p>	<p>What do you consider your greatest strength? Give me an example of a time it helped you achieve something you're proud of.</p>
<p>What is your greatest weakness, and how have you worked to overcome it?</p>	<p>Tell me about a time you were part of a successful team and what you accomplished.</p>
<p>Once you're given directions, can you work independently?</p>	<p>On this job, the situation can change quickly. How are you at adapting to change?</p>
<p>Tell me about a time you used logic to solve a problem.</p>	<p>Describe a time when you had to go above and beyond to get a job done.</p>
<p>Describe a stressful situation you had to deal with and how you handled it.</p>	<p>If you had too many things to do, how would you prioritize them?</p>
<p>Tell me about a time when you successfully dealt with a customer, teammate, or friend who was upset.</p>	<p>If you were on a tight deadline to get something done and had multiple interruptions, how would you handle it?</p>
<p>Who is someone you admire?</p>	<p>What's the hardest thing you've ever had to do?</p>
<p>What do you consider your greatest accomplishment?</p>	<p>Why do you want to work here?</p>

# Workplace Topics

Imagine that a coworker approaches you and tries to start a conversation with the statements shown. Decide how to respond to each of the inappropriate topics.

## Inappropriate Workplace Topics

A coworker approaches you and says...	Your response is...
I don't know what church you go to, but would you like to go to mine?	
Who are you voting for in the next election?	
I'm not going to be in this job for long. I want to be a manager by the end of the year.	
I feel sick. I've been having indigestion all day.	
Let me tell you about my argument with my cousin and you can tell me who's right.	
I can't believe I spent my entire paycheck going out last weekend. I'm in trouble now.	
Did you hear that Raj broke up with Jael? I hear there was cheating involved.	
I can't believe what Tonya wore to work today. Can you?	

# How Do You Say It? Scenario Cards

Cut out the cards and distribute. Use the prompts to role-play a workplace conversation. Assume the role of an employee and a customer at least once.

## Scenario 1



### Restaurant Employee 1

Answer the phone and tell **Customer 1** that the restaurant is fully booked for all reservation times requested. You cannot take a reservation and cannot make any exceptions. Calm the customer down.

### Customer 1

Call **Restaurant Employee 1** and say you need a reservation for a party of 8 for a birthday celebration. Respond to what Restaurant Employee 1 says.

## Scenario 2

### Restaurant Employee 2

Respond to **Customer 2's** complaint, assuring them you will take care of it.

### Customer 2

Complain to **Restaurant Employee 2** that you got the wrong order. Be specific about what's wrong, and tell the server that you are allergic to what you were served and that you will sue the restaurant if you get sick.

## Scenario 3

### Restaurant Employee 3

Answer the phone and tell **Customer 3** that you need to put them on hold.

### Customer 3

Call **Restaurant Employee 3** and say you need a reservation for an hour from now. Resist being put on hold.

## Scenario 4

### Restaurant Employee 4

Respond to **Customer 4's** complaint by saying the restaurant is full and the table cannot be moved. Find a way to calm the customer down.

### Customer 4

Complain to **Restaurant Employee 4** that you don't like your table, and insist on being moved.

# Writing Basics

Practice using appropriate language and tone in written communications in the workplace.

1. You sent the following text to your supervisor, Dan Lopez, about your schedule:

hey I cant get in tomorrow til 415 😞 celia will cover

**Corrected version:**

2. You drafted an email to a group of coworkers to share an article.

Hey read this its about changes coming new mgmt and tecknology. imo need to be aware + relevant. anyone wanna take a class there's one at local comunity college starts next mo

**Corrected version:**

3. You work for a small clothing store chain. Your supervisor, the store manager Tania Bolton, has asked you to mail a copy of your store's newsletter to the regional manager, Emily Guardo, with a brief note. The note should explain that this is the first issue of the newsletter, and that it was created with the help of all store employees.

**Your note:**

4. You work for an electronics company. You receive orders by email, check to see if inventory is available, and forward the orders to a coworker, Taylor Kennedy, with a note explaining any inventory issues. You receive the following order:

Order 495  
75 Model C-45 cell phones  
25 Model P-23 phone covers  
40 Model H-11 headphones

You check inventory and find that there are only three units of H-11 headphones, but 1,000 new units are expected to arrive by 5:00 PM tomorrow. What would you say in your email to Taylor Kennedy?

**Your note:**

# Clarity and Style

## Tips for Professional Writing

- Follow the examples of your supervisor and others in the company—and any company rules—when it comes to fonts and other design choices. It's not just about what you write, but what it looks like.
- Always check the list of recipients on an email to make sure it's going to the right people.
- Check for errors before hitting *Send*. Once an email is gone, it's too late.
- Be precise so your message can't be misinterpreted.
- State your main point quickly. You are not telling a story, so focus on facts.
- Use a professional, straightforward style, not casual. This means complete sentences with proper spelling, grammar, and punctuation.
- Only use jargon (specialized or technical industry-specific terminology) if you are sure your reader will understand it. This includes initials that stand for words that people outside of your business might not understand.

## Translate the Message

You work for a company that tests software for clients. The software technicians have been testing a program called Trackit, and they have sent you an email explaining their progress.

We ran the bug check on the emulator & it not bad, not to many problems but def some. Software only has bugs in 2 places so its ready to go to acceptance testing after those are fixed. 1 bug is fatal, other 1 not serious but still should fix it. idk how long it will take cos I heard Emma is sick and shes suppose to do it.



Send

You need to report the information to the client, who does not have a technical background. Use the information from the technicians to write an email to your client, using best practices for professional writing. (Explanations for the jargon are provided.)



Send

### Jargon

**acceptance testing** final testing stage before a product is released to market

**bug** software glitch that must be fixed

**emulator** setup used to simulate final use conditions

## Get to the Point

You work for a toy company, and your manager has asked you to analyze holiday sales figures and report on which toys sold best and why.

**Holiday Sales Information**

Toy	Number Sold	Customer Feedback
Stuffed penguins	3,687	Like them because they seem like a good winter toy
Stuffed bears	5,409 (before stores ran out)	Saw them featured on a morning news show and thought they were cute
Stuffed ducks	821	Didn't feel like a winter toy

## Draft an Email to Your Manager

Answer the questions to identify the important information to include in your email. Then draft the email with your analysis.

1. What is the main point?
2. What are the important supporting facts?
3. Draft your email in the space provided.

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