Dear Students,

We at Business Career Services are vested in your success. Our mission is to prepare you for the job search and to create job opportunities. This is your guide to utilizing the services of Business Career Services (BCS). Use information in this Career Search Guide to stay ahead of the game:

- Get an overview of the career search process
- Create a stand-out résumé and cover letter
- Connect with prospective employers through I-Link
- Prepare for career fairs and interviews
- Evaluate offers of employment

Employers recruit at Illinois because College of Business students consistently meet their high expectations for academic and professional preparation. You need to bring to the table employable qualities such as demonstrated leadership and problem-solving abilities; quantitative, analytic and communication skills; and unquestionable personal and professional ethics. We encourage you to develop these skills through involvement in College of Business activities.

Having these skills is not enough, however. To be hired, students need to actively pursue career-building opportunities, leverage your personal network, and interact with potential employers in multiple settings. BCS arranges opportunities for you to connect with employers. Take advantage of all opportunities to engage employers throughout your academic program, to learn about companies and industries and become known by alumni and recruiters. In addition to participating in BCS events, strive to build and leverage your personal network to create opportunities for yourself.

Consider BCS a partner as you work to find the right job for you. We have the same goal in mind: find you employment that will lead to a successful career. Read this guide. Then, meet with your BCS Adviser to discuss your career goals.

Best wishes along the way.

Ron Watkins
Assistant Dean
Business Career Services

MEET WITH A BCS CAREER ADVISER

You are invited to walk-in to 1033 BIF to talk with a career adviser anytime between 10:00 am and 4:00 pm, Monday through Friday, when you have an urgent situation or a quick question.

When you want to meet with a career adviser for 30 minutes to discuss the status of your internship or full-time career search, have your résumé reviewed, review an offer of employment, or discuss career-related topics; or for 60 minutes for a mock interview, schedule an appointment using the I-Link homepage link to “Request a Career Advising Appointment”.

Fall 2014
Welcome to Business Career Services

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Get to Know Business Career Services

You’ve figured out where your classrooms are, found your academic adviser’s office, the bookstore, ARC, the Union and the best campus hangouts. Graduation seems like a long way off. You have a lot to accomplish between now and then. Selecting a major, getting good grades, participating in a Job Shadow, joining student organizations, and landing an internship are just a few of the experiences that will make your Illinois experience memorable. But, you also need to take steps to prepare for your career. Stay on track by utilizing the resources offered by Business Career Services.

Early on, make an appointment to visit with a BCS adviser. An adviser will help you identify your skills, interests, and values, and relate them to the workplace. By visiting BCS early, you can get started on your personal career action plan, and take appropriate steps throughout your college experience to keep you headed in the right direction.

UNDERGRADUATE STUDENTS:

Pick a Major
Have you figured out yet what you want to be when you graduate? Selecting a major helps give focus to your college education and can provide a career direction. If you’re undecided about your major, BCS can help you select a major based on your interests, skills, values and career goals.

Explore Career Paths
After you’ve chosen a major, you need to find out more about those career paths available. Chances are, you are not familiar with all of the career options available.

Participating in Job Shadows, conducting informational interviews, attending company information sessions and workshops, volunteering or finding a part-time, summer job or internship can all help you test your chosen career field. By offering workshops and advising sessions on topics such as résumé writing, interviewing skills and evaluating offers, BCS can help you discover and land a great summer or part-time job or internship. BCS can also offer suggestions on how to build your skills now, through practice, campus involvement, and other activities.

Choose Your Direction
The career planning process really can take four years. However, if you get a late start, just be prepared for a more intense and time-consuming process. Prepare for the interview process by doing mock interviews at BCS and by researching potential employers. Participate in career fairs and on-campus interviews. Network with professionals—especially alumni who might be supporting your job-search efforts—in the field you have chosen. Then, pursue your first career.

GRADUATE STUDENTS:

Business Career Services exists to provide career search resources and to partner with you to develop your career management skills that will ultimately lead to a new exciting career. Your job search, both the process and the results, are our top priorities, just as they are for you. We know that you have made a significant commitment and maybe even a sacrifice to pursue a graduate degree with the expectation that you are positioning yourself to improve your career opportunities and experiences. We do not take this responsibility lightly. All of our resources are geared toward helping you reach your goals.

Our full-time career advisers are professionals with a wealth of experience, equipped with the latest information and strategies to advance your career. Think of Business Career Services as your partner in the quest for landing the right job opportunity. We encourage you to take advantage of the many resources and services available to you.
BUSINESS CAREER SERVICES

Individual Advising: Career advisers can help you make good career decisions that match your values, interests and skills. They can also offer advice on résumés (pg. 12), cover letters (pg. 26), networking (pg. 9), interviews (pg. 40), and assessing job offers (pg. 50). Appointments are scheduled on I-Link.

Career Resources: BCS’s website www.buisness.illinois.edu/bcs provides extensive information. All BCS activities are announced on I-Link.

On-Campus Recruiting: Every year, thousands of interviews take place on campus. To participate in on-campus recruiting, activate your I-Link account and submit your résumé for consideration for either internship or full-time positions. Each position has strict application deadlines.

Career Fairs: Business Career Fairs are held each semester and host up to 100 different companies each day. They provide an opportunity for introductory conversations between students and prospective employers. These pre-recruiting events allow students to investigate internship and full-time employment options while promoting their qualifications and interests to targeted employers.

Information Sessions: Company information sessions provide a good opportunity to explore and network with company representatives. It is also critical for all students who have a scheduled interview with a particular company to attend the pre-night information session. If you have an interest in a company but were not selected for an interview, the information session provides a good opportunity to let the company know of your interest.

Career Development Workshops: Offered in both the fall and spring semesters, these workshops address special topics on career planning including résumé preparation, interviewing, and employment search techniques.

Corporate recruiters and other professionals from the business community conduct many of these seminars.

Mock Interview Programs: Practice your interview skills and build self-confidence by participating in a mock interview with BCS staff and/or with employers. Mock interviews with BCS staff are arranged by appointment throughout the semester whereas mock interviews with employers are typically available on a limited basis during the week of the career fair, and scheduled on I-Link.

Employer Forum Series: Explore different career paths by meeting alumni from various industries in a series of panel discussions. The forums are held in both the fall and spring semesters and are open to all students.

Undergraduate Job Shadow: [Freshmen and Sophomores only] Take a look at a company or industry by ‘shadowing’ professionals through a normal day on the job. The Job Shadow Program allows you to see firsthand how classroom skills relate to the workplace and it helps you investigate different career paths.

Report Your Job/Internship: Where do we get our stats? From you. All information is confidential and only average salaries are reported.

Salary Info and Statistics: Find out what last year’s students were offered. Statistics are available by major for full-time and internship offers.
Exploring Career Paths

UNDERGRADUATE STUDENTS’ CAREER SEARCH PLAN

Successful careers start with a strong plan, and helping you develop and execute that plan is what we do at Business Career Services (BCS). As a student in one of the finest business colleges in the world, you’ve already taken an important first step. Use the plan found on the BCS website at www.business.illinois.edu/bcs to guide your participation in events and activities during freshman, sophomore, junior and senior year to prepare for success in your career search.

NETWORKING

You’ve probably heard the phrase, “It’s not what you know, but rather who you know.” With this in mind, networking should be one of your top strategies for exploring career paths. Approximately 80% of all jobs are filled through some form of networking. So, what exactly is networking and how do you network?

Simply put, networking is just connecting with others. You probably do some networking every day when you talk with family, friends, relatives, classmates, co-workers, or faculty. Networking can help you obtain advice about your job search, confirm your career choice, uncover job opportunities and obtain employer information. Networking becomes easier with practice. BCS provides countless opportunities for you to network with recruiters. Challenge yourself to: talk with recruiters at the career fair, do a mock interview, talk with alumni, professors, mentors, neighbors and others. Develop a list of contacts in your own personal network! To learn more about networking, read the article on page 9.

INFORMATIONAL INTERVIEW

Informational interviews are interviews that you initiate with the goal of gathering information about a field, company or career. They are great networking tools which can help you also build contacts in the field.

Step 1: Arrange the Interview: Take a look at your personal network, utilize the U of I alumni network, LinkedIn, or visit BCS to discuss ways to develop new contacts. If you don’t have a personal contact at the company, then try calling the company and asking for someone in a specific department. When you contact the person, state your reason for calling. For example: “Hi, my name is NAME and I am a business student at the University of Illinois. I am interested in a career in JOB TYPE. Would you have 15 minutes to talk with me about your career?” Be sure to be flexible when scheduling the interview. If this person is unable to talk with you, politely ask who he/she would recommend that you speak with.

Step 2: Conduct the Informational Interview: Prepare for your interview by knowing what questions you are going to ask and being professional. Arrive properly dressed and on time and bring paper and pen. Also, be respectful of the person’s time. When you are finished, make sure to thank the person for taking the time to speak with you and be sure to send a thank you note within two days.

Some examples of questions to ask include: What is your educational background? What education and training are required to get a job in this field? What skills are necessary to be successful in this position? What are some examples of projects or activities that you do on a regular basis? What do you like most/least about this position? Has your work changed recently due to technology, the marketplace, etc.? How? How do you see this job changing in the future? What is the career path/advancement for this position? What is the employment outlook for this career option? Is there anyone else that you think I should speak to?

VOLUNTEERING

Volunteering can also be a way to learn about careers or to get relevant work experience. Investigate volunteer opportunities on or off campus and see if there is an option for you to explore your interests, education and career goals.
Managing Your Professional Image

The first impression you make on a recruiter is permanent. Therefore, carefully consider your personal appearance and actions – and be mindful of conclusions recruiters will draw from the information available about you on-line. (See following articles on social media.)

Dressing appropriately for recruiting events is very important, and your grooming should enhance (not detract from) your personal presentation. This includes:

- Neatly trimmed and styled hair. Men should be freshly-shaven.
- Conservative make-up, nail polish, and fragrance (or no fragrance).
- No excessive jewelry or accessories.
- Polished shoes, no runs in stockings.
- No missing buttons, crooked ties, lint or pet hair.

For all On-Campus Interviews, Mock Interviews and the Business Career Fair, ‘Business Professional’ attire is appropriate. ‘Business Professional’ is dressing professionally:

- Men: tailored suit with a pressed dress shirt, necktie and leather shoes. Socks always the same color as the pants, and long enough so that no skin shows when sitting with crossed legs.
- Women: tailored skirt or pant suit and coordinating pressed blouse with conservative neckline and close-toed shoes. Hosiery must be worn, and should be nude or skin-tone.

When attending an Employer Résumé Critique, Company Information Sessions and BCS workshops presented by employers, ‘Business Casual’ attire is appropriate. ‘Business Casual’ is dressing professionally, looking relaxed yet neat and pulled together:

- Men: neatly pressed dress slacks with dress shirt (no necktie), and leather shoes.
- Women: knee-length or longer skirt/slacks with a blouse or sweater set, or skirt/slacks and coordinating jacket and blouse. Shoe options include low-heeled pumps or loafers.

Athletic shoes are not appropriate for either ‘Business Professional’ or ‘Business Casual’.

When you are invited to visit a corporate office or attend an on-campus event hosted by a corporate recruiter, follow the dress code stated in the invitation. If no dress code is indicated, contact the event host and inquire about appropriate attire. (Asking demonstrates your professionalism, and attention to detail.)

SOCIAL NETWORKING TIPS

Social networking has evolved from a way to socialize with friends in cyberspace to a means of professional networking. While in many cases the most effective networking is face to face, being electronically connected can be a powerful tool in your career search. But for all the advantages of connecting on-line, carefully consider the long-term impact of all personal information shared on-line. Information posted on-line is labeled one’s ‘digital tattoo’: once it’s out there it can be difficult and very painful to remove. With your career search in mind, consider these points:

- What do you find when you Google your name?
- Be careful of sharing personal information; never post your address or telephone number.
- Be very cautious in disclosing information about sexual orientation, gender, race, relationship status, political views, religious preference, and all other potentially discriminatory information.
- Never post inappropriate photos.
- Never discuss information about professors, employers, or clients.
- Think about the on-line communities you have joined. What do they say about your character?
- Would you be comfortable with your supervisor seeing your on-line networking profile? Photos? Comments? Friends’ comments?
- Would you be comfortable with a prospective employer/colleague reading your blog?
- Join your program’s LinkedIn group to make professional contacts.
Social Media in Your Job Search

Courtesy of the National Association of Colleges and Employers

Social media is a great way to stay in touch with friends and relatives, but it also can be a useful tool in your job search. Employers are using social media sites like LinkedIn, Twitter, Facebook, and YouTube to both promote their organizations and connect with potential job candidates.

While social media can help you research employers (critical to your job-search success), be sure to use it more actively—as a way to connect with potential employers. By following a few basic tips, you can use social media to get in front of hiring managers.

GET NOTICED

There are a few key points to keep in mind when using social media as a job-search tool.

Create a Profile That Gives a Positive Impression of You
Think of it as your online résumé: What do you want it to say about you? Hiring managers can get a stronger sense of who you are, and if you’re a potentially good fit for their company, through your profile.

Be Aware of the Keywords You Include in Your Profile
This is particularly true for sites focused on professional networking, such as LinkedIn. Many employers do keyword searches to find profiles that contain the skill sets they’re seeking in potential hires.

Don’t Include Photos, Comments, or Information You Wouldn’t Want a Potential Employer to See

Don’t Mix Personal With Professional
The social media you use in your job search has to present you as a potential employee—not as a friend. Follow the rules for writing a résumé.

Make Sure Your Profile Is Error-Free
You wouldn’t offer up a résumé rife with misspellings, would you?

Choose Appropriate Contact Information
Your e-mail address or Twitter handle should be professional—a simple variation on your name, perhaps—rather than suggestive or offensive.

CONNECT

Many organizations have embraced social media as an extension of their hiring practices, and provide information that you can use to research the organization and connect with hiring managers and recruiters.

• Check social media groups that are focused around your field of interest or career.
• Search for the social media pages, profiles, and videos of organizations that interest you. Many organizations post job descriptions, information about salaries, and more.
• Ask questions. Even something as broad as “Is anyone hiring in [industry]?” may bring responses, and asking questions about a specific organization—“What’s it like to work at Company X?” can give you insight into the organization and its culture.

STAY CONNECTED

Keep in touch with recruiters or other decision makers you may interact with in cyberspace. There may not be an available opportunity at their organization right now, but that could change, and you want to be considered when it does.

Finally, in addition to maintaining your network, use social media to build your network. Don’t just establish a social media presence—work it. Reach out. Interact. You will get out of social media what you put into it.

Make the Most of your Presence on LinkedIn

Visit university.linkedin.com/linkedin-for-students.html and take a few minutes to learn about LinkedIn and how it can help in your career search. Creating a strong professional profile is a key differentiator in the job market.

Tips for building your profile include:
• Craft an informative profile headline which puts you in a professional context
• Include an appropriate businesslike photo (headshot only)
• Include all post-secondary education; include honors and awards
• Develop a professional summary statement; include goals and qualifications
• Fill your “Specialties” section with keywords relevant to positions you want
• Update your status weekly; include what you’d mention at a networking reception
• Show your connectedness with LinkedIn Group badges; join campus and industry groups
• Collect diverse recommendations; ask mentors, employers, colleagues, etc.
• Claim your unique Linked URL and include it in your email signature
• Share your work: add examples of your writing, or projects
Find Your Next Job by Networking

You are good at networking already. Think about it—you have accounts with Facebook, LinkedIn and twitter, and you blog. What makes you successful in these environments are the same skills that can aid and even lead a successful job or internship search.

Networking is developing professional relationships that provide you with insight, mentorship, and information. Just like knowing what your friends are doing this weekend or keeping up-to-date with events in your hometown, professional networking gives you insight into what is happening in companies and industries.

WHERE TO START

Set goals regarding how many contacts you want to make daily, weekly, or monthly to reach the ultimate job or internship. Have a planned, practiced 30-second pitch that is clear and delivered with energy that creates interest.

Get your contacts from some of the following resources:
- **Recruiting Events**
  Every employer event posted in I-Link is a networking opportunity. When an employer comes to campus, engage in a short conversation. At the completion of the conversation, exchange business cards and follow-up.
- **Alumni Events**
  Attend functions arranged by your academic program.
- **Student Organizations**
  Most student organizations in the College of Business have an alumni list or a list of contacts. Become an active member of an organization and take advantage of these contacts and your common affiliation.
- **Social/Professional Networking**
  Career search contacts can be made via LinkedIn, and Facebook, among others.
- **Alumni Association**
  As a student, you have free access to the online directory of alumni who registered to connect with you and other alumni. You can search the database by the alumnus’ campus and college, degree year, major, company, job title, and geographical location of both home and work. To register, go to www.ualumninetwork.org and click on the blue “UI Alumni Sign in Here” button. Then go to Alumni Directory on the navigation bar.
- **Friends and Family**
  With a little searching, you will be able to find someone in your social network that might be a great career contact.

### Business Alumni Mentors Program

It’s important at all stages of your professional life to find a mentor or strong role model to guide you. A mentor can play many roles in your life including coach, teacher, friend, advocate, cheerleader, and opener of doors.

The College of Business Mentoring Program offers a mentor to any student in the College. Students are matched with College of Business Alumni through an online smart program that allows you to make preferences about your mentors’ occupation, years out of school, degree, and region of the world.

This is a one-on-one, year long, mentoring relationship providing benefits such as:
- Education and career advice
- Networking opportunities
- Life-long professional contact

For information about the program or to register for a mentor visit www.business.illinois.edu/mentoring

### Business Cards

A business card will be helpful in providing new acquaintances with your contact information, especially in situations where presenting a résumé would be inappropriate.

Although you may create and print your own business cards, University of Illinois’ Document Services is the only source of officially branded cards including the University of Illinois logo. These cards are referred to as ‘Job Search Business Cards’ and can be ordered online at https://w2p.printing.illinois.edu/. Click on “Continue to Document Services” and follow instructions. Keep a record of your unique user id and password for future access to this account. The cost will be charged to your student account, and it may take up to 5 days to receive your cards.

### BUILDING YOUR NETWORK

Networking can occur by phone, e-mail, and in person. Everyone has been where you are and is willing to help, provided you approach them professionally. To start a dialogue, briefly introduce yourself and explain that you are seeking information about the firm, the person’s career path, or industry. From there, ask questions. Keep your questions brief and focused, being cognizant of your contact’s time. See 'Informational Interview'(pg. 6) for questions to start a dialogue.

In the same way your online communities have unwritten rules, so does professional networking. When networking, never ask for a job or internship. When this is done it appears that you are “using” the person. In addition, keep your network up-to-date on what is happening in your professional development. Following these simple rules will allow you to grow your professional network. Keep track of who you contacted, what you talked about, when you should follow up. Stay in touch with your contacts in order to maintain the relationships that you developed.
International Students

Students from other countries who are in the U.S. with non-immigrant (most commonly F-1 student) status must consider immigration regulations when making career plans. All questions regarding your legal employment eligibility should be directed to International Student and Scholar Services, located at 400 Student Services Building, 600 E. John Street, or online at http://www.isss.illinois.edu.

In the present economy, many employers are not able to hire international students for U.S.-based positions. Take all opportunities to meet recruiters on campus, however, as the recruiter may be your link to career opportunities outside the U.S. with this organization. Build your network, so that when a position opens, the company employees you have met will be in a position to recommend you for an interview.

More specific steps in an effective job search include:

• Identify companies that hire international students, and target these companies. Use sources on page 59, and the link to Going Global, on I-Link, which lists employers who have petitioned for H-1B immigration status on an employee’s behalf.
• Acknowledge that international students are typically not hired for certain job functions, and modify your target function while satisfying career interests. For example, sales and marketing positions may not be open to international students, but you might be considered for market analysis positions. Contacting people in your target companies, and building a network from which you receive current information, is the best way to obtain this information.
• Reach out to international and domestic alumni for career advice specific to your needs and skill set, and information about opportunities with their companies.
• Pursue job shadow, leadership program and unpaid opportunities that may lead to an internship.
• Leverage your background and previous professional experience.
• Leverage your personal, family and professional networks.
• Utilize job boards (see list on page 59) to identify opportunities with unfamiliar employers.
• Conduct your search for both U.S.-based and overseas positions simultaneously, so you don’t miss application deadlines.

And – take advantage of BCS mock interview opportunities, so you are prepared and confident when invited to interview!

For Freshmen and Sophomores: Job Shadow Program

WHAT IS THE JOB SHADOW PROGRAM?

The BCS Job Shadow Program for freshmen and sophomores is a one-day experience that occurs over winter break. Students shadow professionals, most of whom are alumni, to observe first-hand a typical day on the job. Students learn about careers in business and see how their classroom studies relate to the workplace.

In 2013-2014 College of Business students were matched with Job Shadow opportunities at 78 companies, including: 3M, AbbVie, Accenture, American Chartered Bank, Belvedere Trading, Caterpillar Inc., CNA Insurance Companies, ConAgra Foods, Inc., Coyote Logistics, Deloitte, Ernst & Young, Healthscope Advisors, Horizon Hobby, Huron Consulting Group, John Deere, Kimberly-Clark Corporation, KPMG, Liberty Mutual Insurance Group, McDonald’s Corporation, Milwaukee Electric Tool Corporation, Monsanto, Morningstar, Inc., Nestle USA, PricewaterhouseCoopers, The Private Bank and Trust Company, Quill (Staples), State Farm Insurance, Unilever, W.W. Grainger, Inc., Walgreens Corporation and WMS Gaming, Inc.

WHY DO A JOB SHADOW?

“The professionals emphasized that relationships with companies can never start too early, and students need to make an effort to form these relationships and networks as soon as possible, by starting with going on job shadows.” Sophomore, Class of 2016

“I was still deciding which major I wanted to pursue and I think this job shadow helped me realize that I do really like marketing, and I think that I am going to follow this path now.” Sophomore, Class of 2016
“I learned that I would seem to fit more into the tax side of accounting than the audit side, which before the job shadow I had no idea what side was a better fit for me.” *Freshman, Class of 2017*

“Specifically for me, the woman I shadowed gave me insightful and helpful interview tips, that gave me confidence about interviewing that I needed.” *Sophomore, Class of 2017*

“I got exposed to a real world case study. We had to work with a team and develop a solution for a real-life client issue. Then, we had to present in front of a panel of marketing judges. This was beneficial because we got critiqued on our plan and presentation skills.” *Sophomore, Class of 2016*

“This job shadow exposed me to an industry that I was unaware of before. It was helpful to be in an office setting and see what actual business people do during the day. It gave me a little bit of a clarification on a major as well.” *Freshman, Class of 2016*

“The main benefit was experiencing the work environment and learning more about what it’s like to be a new hire and adjusting to a firm’s expectations. It was also interesting to learn how to apply the knowledge you learn in school in the real world.” *Freshman, Class of 2016*

“It really opened up my eyes to what HR is, I didn’t know much going into my job shadow. And it actually made me think again about my career and educational goals.” *Freshman, Class of 2016*

“It clarified what I should be doing in college in order to best set myself up for a job that I will enjoy in the future.” *Sophomore, Class of 2015*

“The Job Shadow helped me to see that not knowing exactly what I want to do career-wise right now isn’t as big of a deal as I had thought it was before.” *Freshman, Class of 2013*

“The Job Shadow definitely opened my eyes to accounting and the services lines involved with field. In addition, it clarified my ambitions in the future.” *Freshman, Class of 2016*

“I realized that I do not want to [be in this career path]. Although this may not be the news I wanted to hear, this is definitely important to learn now rather than after I get my degree.” *Freshman, Class of 2016*

“I learned how corporate world differs from public accounting world. It was a wonderful experience, and I hope to have an internship in the future.” *Sophomore, Class of 2015*

“I benefitted from the Job Shadow by learning that I may be interested in commercial banking. I also got exposure to a new kind of corporate culture; one which was very attractive to me.” *Freshman, Class of 2016*

“I think I benefitted from the Job Shadow visit in that I was able to really see what it would be like to work in Corporate Finance. I know I want to work in Finance, but right now I am trying to figure out whether I want to be in Investments or Corporate. This helped a lot with that.” *Freshman, Class of 2016*

“I learned that I would definitely enjoy working in a company like this because you get to directly see your output and what you are creating.” *Freshman, Class of 2017*

In addition to investigating different career options, some students **landed a summer internship!**

**HOW TO PARTICIPATE**

To get involved in the Job Shadow Program students **must have an active I-Link account.** Come to BCS in 1033 BIF if you do not have an active I-Link account.

**“Career Exploration Opportunity” on I-Link**

Some employers offer opportunities similar to the BCS Job Shadow Program. These may be called “Leadership Program”, “Job Shadow”, or another title, and may be offered at any time of the year. Some are multi-day programs. Typically such programs are intended for specific target audiences. These opportunities are posted on the I-Link Job Board with the “Position Type” label “Career Exploration Opportunity.” If you are eligible and interested, follow instructions to submit your résumé for consideration. Remember to check I-Link for an invitation to schedule an interview, and check the email account listed on your résumé as the recruiter may contact you directly.
Résumé Worksheet

By Pnina Steiner, Senior Director, BCS

This worksheet is designed to help you gather relevant information for use in your résumé.

RÉSUMÉ FORMATTING TIPS

- Have your résumé reviewed and critiqued by a BCS adviser in 1033 BIF
- Use white or off-white résumé paper
- Print on one side of the paper
- Use 8-1/2 x 11-inch paper
- Use font size 10 to 14
- Use non-decorative typefaces
- Choose one typeface for the entire résumé
- Do not fold or staple your résumé
- If you must mail your résumé, put it in a large envelope and include a cover letter

Discuss Your Résumé with a BCS Adviser

Schedule an appointment by clicking on the shortcut “Request a Career Advising Appointment” on the I-Link frontpage. Then select ‘Résumé Critique’ as the ‘Career Advising Appointment Type’ and continue to schedule your appointment.

Bring a paper copy of the résumé you want to review in the appointment.

CONTACT INFORMATION

Begin your résumé with:

1) your formal name, centered at the top of the page or at the far left margin. Your name should be in capital letters or bold type.
2) address (include your campus and home address)
3) your telephone number
4) e-mail address

Name ____________________________________________________________________________________________________
Campus Address __________________________________________________________________________________________
Campus Telephone Number (______) ___________________ Campus E-mail Address ________________________________
Home Address ____________________________________________________________________________________________
Home Telephone Number (______) ____________________ Home E-mail Address __________________________________

OBJECTIVE

The next item on your résumé may—or may not—be an objective. The objective is not a must, especially if you have a cover letter, but some employers prefer to see an objective on a résumé. On the other hand, including an objective may NOT be beneficial on a résumé that will be delivered to a wide variety of prospective employers. If included, the objective should be a concise statement of the work you want to do. In writing your objective do not focus on your needs, but rather target it to the employer’s needs. An objective should have 2-3 components: 1) type of position (Accounting, Financial Analyst, Marketing, etc.); 2) type of employer (banking, consulting, manufacturing, etc.); 3) optional — geographical preference.

Examples:
- Accounting or financial management trainee with potential to utilize proficiency in Spanish.
- Obtain a summer internship in the information systems field to utilize communication, management and organization skills.
- Seeking a position with a small- or medium-sized accounting firm, preferably in tax accounting in the Chicago area.

Objective ________________________________________________________________________________________________
The third step is to write the résumé content. You should not include every bit of information about yourself. You should include only the most important and most relevant information to the position you are seeking. While you are a student, you should lead with your education. Only if you have significant relevant experience, should you lead with work experience.

**EDUCATION**

Write your present or most recent educational experience first. Include the name and location (city and state only) of your school, the degree and major you received or expect to receive (no abbreviations) and date of graduation. Include study-abroad experience, indicating name of school, country, dates, and study concentration if it is relevant to your objective.

Name of School

City __________________________ State __________________________

Degree __________________________ Major/Concentration __________________________

Date of Graduation __________________ GPA __________ (Include GPA if above average: 3.0 or above on a 4.0 scale)

Name of School

City __________________________ State __________________________

Degree __________________________ Major/Concentration __________________________

Date of Graduation __________________ GPA __________ (Include GPA if above average: 3.0 or above on a 4.0 scale)

**Relevant Courses**

It is often helpful to include a list of significant courses that relate directly to the job you are seeking. However, if your work and leadership experience fill the space, you may not be able to include courses.

**Examples:**
- Investment Management, Accounting Principles, International Economics

**Honors & Awards**

Academic honors, scholarships, leadership awards, etc.

**Examples:**
- Dean’s List 2013-2014, Ernst & Young Scholarship Award

**WORK EXPERIENCE**

(Full-time, part-time, co-op, internship, volunteer, summer, work-study, etc.) List experiences you have had within your last one to three jobs. Chronologically list your work experiences starting with your present or most recent experience. Write the title of your position, the name of the employer, the city and state where your job was located, and the beginning and ending dates of employment (month & year only). Then, describe what you did; do not just list your responsibilities. Write a brief statement of your accomplishments. See example below. Do the same for each position.

**Examples:**
- Hired, scheduled, and supervised 17 employees.
- Accurately compiled depreciation figures for use in internal reporting.
- Monitored 100 computers in five rooms. Provided technical assistance to users.
- Increased department sales by 30%.

(Continued)
Company Name _______________________________________ City _________________________________ State ________
Job Title _____________________________________________ Dates ____________________________ to ________________
Responsibilities & Accomplishments __________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________

Company Name _______________________________________ City _________________________________ State ________
Job Title _____________________________________________ Dates ____________________________ to ________________
Responsibilities & Accomplishments __________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________

Company Name _______________________________________ City _________________________________ State ________
Job Title _____________________________________________ Dates ____________________________ to ________________
Responsibilities & Accomplishments __________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________

COMMUNITY & CAMPUS ACTIVITIES

Describe your participation in campus and community activities, highlighting leadership positions. Be careful when including political or religious activities.

Examples:
- President, Social Sorority Name, Year-Year
- Treasurer, AMA (American Marketing Association), 2013–2014
- Initiated Excel record-keeping system and prepared chapter’s financial statements

Community & Campus Activities __________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

SPECIAL SKILLS

Foreign languages, computer skills.

Examples:
- Fluent in Chinese
- Margolis Market Information Lab Software Proficiencies Basic Certification

Special Skills __________________________________________________________
________________________________________________________________________________________
### Action Verbs by Skill Set

Use action verbs to give punch to your résumé and cover letters.

<table>
<thead>
<tr>
<th>Communication Skills</th>
<th>Summarized</th>
<th>Synthesized</th>
<th>Translated</th>
<th>Wrote</th>
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<tr>
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<tr>
<td>Creative Skills</td>
<td>Acted</td>
<td>Adapted</td>
<td>Applied</td>
<td>Began</td>
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<tr>
<td></td>
<td>Combined</td>
<td>Composed</td>
<td>Conceptualized</td>
<td>Condensed</td>
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<td></td>
<td>Created</td>
<td>Customized</td>
<td>Designed</td>
<td>Developed</td>
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<td></td>
<td>Directed</td>
<td>Displayed</td>
<td>Drew</td>
<td>Entertained</td>
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<td>Explained</td>
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<td>Furnished</td>
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<td>Interpreted</td>
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<td>Lectured</td>
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<td>Listened</td>
<td>Marked</td>
<td>Mediated</td>
<td>Moderated</td>
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<td></td>
<td>Motivated</td>
<td>Negotiated</td>
<td>Observed</td>
<td>Outlined</td>
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<tr>
<td></td>
<td>Participated</td>
<td>Prepared</td>
<td>Presented</td>
<td>Promoted</td>
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<td></td>
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<td>Published</td>
<td>Reconciled</td>
<td>Recruited</td>
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<td></td>
<td>Receded</td>
<td>Responded</td>
<td>Solicited</td>
<td>Specified</td>
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<tr>
<td></td>
<td>Spoke</td>
<td>Suggested</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Data/Financial Skills | Administered | Adjusted | Allocated | Analyzed |
|                      |             |          |           |         |
|                       |             |          |           |         |

| Helping Skills       | Adapted     | Advocated | Advised    | Answered |
|                      | Arranged    | Assessed  | Assisted   | Built    |
|                      | Clarified   | Coached   | Collaborated | Contributed |
|                      | Coordinated | Cooperated | Counseled | Demonstrated |
|                      | Directed    | Elaborated | Estimated | Forecasted |

| Efficiency Skills    | Accelerated | Allocated | Boosted   | Centralized |
|                      | Down sized | Edited    | Eliminated | Enhanced |
|                      | Expedited  | Heightened |Lessened | Leveraged |
|                      | Optimized  | Optimized | Optimized | Optimized |
|                      | Standardized | Streamlined |Systemized | Systematized |

| Management/Leadership Skills | Achieved | Administered | Analyzed | Approved |
|                             |         |             |          |         |
|                             |         |             |          |         |

| Organizational/Detail Skills | Approved | Arranged | Catalogued | Categorized |
|                            |         |          |           |           |
|                            |         |          |           |           |

| Research Skills          | Analyzed | Clarified | Collected | Compared |
|                         |         |          |           |         |
|                         |         |          |           |         |

| Technical Skills     | Adapted | Analyzed | Applied | Assembled |
|                     |         |          |         |           |
|                     |         |          |         |           |

| Enhanced             | Enriched | Enlarged | Expanded | Equipment |
|                      |          |          |          |           |
|                      |          |          |          |           |

| Improved            | Increased | Investigated | Investigated | Investigated |
|                     |           |             |             |             |
|                     |           |             |             |             |

| Facilitated | Focused | Fostered | Guided | Helped |
|            |         |          |       |       |
|            |         |          |       |       |

| Incorporate | Individualized | Initiated | Initiating | Instructor |
|            |                |           |            |            |
|            |                |           |            |            |

| Upgraded | Transmitted | Standardized | Specialized | Specialized |
|          |            |             |            |            |
|          |            |             |            |            |

| RÉSUMÉS | 15
Most Common Résumé Mistakes

1. Work in Progress
Creating an effective résumé is more an art than a science. Like the masters who create meaningful works, your résumé will improve through experience and practice. Your résumé will never be a finished masterpiece because it evolves as you develop more experience, talent, and skill.

2. Incorrect Degree Title
Spell out your complete degree title. Degrees awarded by the College of Business are:
• Bachelor of Science in __(Accountancy, Business Process Management, Finance, Information Systems and Information Technology, Management, Marketing, Supply Chain Management)__
• Master of Accounting Science
• Master of Science in __(Accountancy, Business Administration, Finance, Technology Management)__
• Master of Business Administration

If you will earn multiple degrees, list each degree separately.

If you will have a double major in the Department of Business Administration, list your degree:
• Bachelor of Science in __(Primary BADM major)__ and __(Secondary BADM major)__

Note: The College of Business does not award Bachelor of Arts or Master of Arts degrees.

3. Typo’s and Grammatical Errors
Your résumé needs to be grammatically perfect. The view is that if you would make a mistake on your résumé, you’ll probably make a lot more mistakes on the job. It’s easy to miss your own typos. Use spell check, but remember it won’t catch every error. Ask friends or an adviser from BCS to proofread your résumé.

4. Highlighting Duties Instead of Accomplishments
It’s easy to slip into a mode where you simply start listing job duties on your résumé. Employers, however, don’t care so much about what you’ve done as what you’ve accomplished in your various activities.

5. Grade Point Average
Generally speaking all undergraduates’ résumés should include a grade point average whether it is a cumulative or a major grade point average (select the highest grade point average of the two), and it is labeled accordingly. Typically recruiters prefer a minimum grade point average of 3.0 out of 4.0.

For some recruiters, your grade point average may show how hard-working you are, while others may see it as an indicator of your intelligence, motivation, and ability to set goals. Remember, even though grade point average plays an important role in the recruiting process, employers will need more than your GPA to prove that your experience is consistent with their company’s needs.

6. Attempting One-Size-Fits-All
Whenever you try to develop a one-size-fits-all résumé to send to all employers, you almost always end up with something employers will toss in the recycle bin. Employers want you to write a résumé specifically for their organization. They expect you to clearly show how and why you fit the position in a specific organization. It is important to customize the objective to the position or company of interest when submitting your résumé for a specific purpose.

7. A Bad Objective
Employers do read the objective statement, if you choose to include one. Give employers something specific and, more importantly, something that focuses on their needs as well as your own. Do not use personal pronouns. Example of a bad objective: “A challenging entry-level marketing position that allows me to continue to develop my skills and gain experience in fund-raising for nonprofits.”

8. Including Inappropriate Information
American résumés never include the applicant’s photograph, date of birth, birthplace, marital status, or information about other family members. In the business world it is not advisable to include information that reveals an applicant’s personal beliefs. Names of references are also not included on a résumé.

9. Leaving Off Important Information
You may be tempted, for example, to eliminate mention of the jobs you’ve taken to earn extra money for school. However, the soft skills you’ve gained from these experiences (e.g., work ethic, time management) are important to employers.

10. Going on Too Long or Cutting Things Too Short
You don’t need complete sentences in your résumé. Concise, understandable phrases are sufficient.

11. Visually Too Busy
Keep the layout simple and clean. Avoid too many layers of indentation. Use one font size for the document; only make your name larger. Don’t mix font types.

12. Unique Layouts
The best way to stand out in a crowd is with high quality content in a clearly written, neat, error-free document. For business jobs, employers are not looking for fancy content or a dangerously creative layout.
Marcy Doe
mdoe@illinois.edu

Current Address
123 East Green Street Apt. 7
Champaign, IL 61820
Cell: 773-567-1234

Permanent Address
123 Custer Street
Chicago, IL 60616
Cell: 312-123-4567

Objective
To obtain a full time position working with investments in a competitive environment utilizing analytical skills.

Education
University of Illinois at Urbana-Champaign, IL
Bachelor of Science in Finance, May 2015
Cumulative GPA: 3.68 / 4.00

Work Experience:
1/14 – present
Business Career Services, Champaign, Illinois
Undergraduate Assistant
• Encourage Business students’ participation in career enhancing events
• Maintain up-to-date alumni contact information
• Inform students of career opportunities for certain majors

5/14 – 8/14
Fifth Third Bank, Cincinnati, Ohio
Bankcard Intern
• Advised banking center managers on proper cross-sell initiative for credit cards
• Produced a tax refund generating over $75,000 for the bank
• Initiated development of improving cost center designation for employee cards

8/13 – 5/14
Residence Life, Champaign, Illinois
Resident Advisor
• Served as a role model and resource person for a floor of 50 students
• Assisted in residents’ education, growth, and sense of belonging at Illinois
• Provided program planning and on-call responsibilities for 450 students

Activities
9/13 – 5/14
Philanthropy Chair, Business Council
• Coordinated numerous community service events for over 100 students

9/12 – 5/13
BCS Advising Chair, Business Council
• Trained students to use the College of Business online recruiting system

9/11 – 5/14
Intramural Sports
• Soccer, Volleyball, Flag Football, Softball

9/11 – 5/12
Financial Committee for University Residence Halls
• Approved monetary requests for hall events within budget constraints

Volunteer Experience
8/12
I-Guide, University of Illinois
• Contributed freshmen move-in for Residence Halls

6/11
Mission Trip, Monticello, KY
• Traveled as part of a select mission team to help Appalachian families
• Repaired housing, taught Bible School, interacted with juvenile residents

10/11
Canned Food Drive, University of Illinois
• Collected canned foods for the Residence Halls’ annual Food Drive

Honors
Academic Scholarship, University of Illinois
Leiby S. Hall Scholarship, College of Business
Dean’s List

References Available Upon Request

Avoid excessive formatting
Recommend using an objective
No Abbreviations
Bachelor of Science in Finance
No Toppin

Don’t forget to include dates!
List achievements not duties: Results, Results, Results!

Create at least three strong bullet points using action verbs. See p. 15 for a list of action verbs
Add bullet points
Be consistent with formatting
Make sure activities follow the same format as work experience

Reviews Available Upon Request

Marcy Doe
mdoe@illinois.edu

Current Address
123 East Green Street Apt. 7
Champaign, IL 61820
Cell: 773-567-1234

Permanent Address
123 Custer Street
Chicago, IL 60616
Cell: 312-123-4567

Objective
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10/11
Canned Food Drive, University of Illinois
• Collected canned foods for the Residence Halls’ annual Food Drive

Honors
Academic Scholarship, University of Illinois
Leiby S. Hall Scholarship, College of Business
Dean’s List
Mike Jones
mjones14@illinois.edu

Temporary Address:  Permanent Address:
123 Green Street  456 Anystreet
Champaign, IL 61821  Anytown, IL 60001
(217) 121-1212  (222) 222-2222

OBJECTIVE  To obtain a summer 2015 position that utilizes organization, presentation, and leadership skills

EDUCATION  University of Illinois at Urbana-Champaign  Expected Graduation: May 2018
Bachelor of Science in Accountancy  GPA: 3.4/4.0 [note: add GPA after Fall Semester grades are posted]

Central High School  Anytown, IL
GPA: 3.9/4.0  Graduated: May 2014
Class Rank: 5th out of 300

EXPERIENCE  Mom and Pop Business  Anytown, IL
Administrative Assistant  Summer 2014
• Managed administrative needs of ten full-time employees by writing professional
  correspondence, taking messages and recording the minutes of all staff meetings
• Answered phone calls as first point of contact between public and the organization
• Maintained records and files in an orderly and systematic manner

Hometown Restaurant  Anytown, IL
Wait Staff  May 2012 – May 2013
• Provided outstanding customer service to over 70 customers per shift by enthusiastically
  describing menu items, promptly taking orders, and accurately calculating bills
• Utilized independent judgment and analytical ability to anticipate and solve problems,
  improving operation speed by 20% and increasing revenue by 10%
• Developed strong interpersonal skills by building trust with co-workers and managers

LEADERSHIP  Key Club  Anytown, IL
President  September 2013 – June 2014
• Planned and led meetings with 25 student members by creating the agenda, managing
  discussion flow and achieving group consensus
• Created year-long goals and successfully achieved 100% of goals through rigorous
  planning and delegation to team members
• Worked with school administration to ensure compliance with governing regulations

Boy Scouts  Anytown, IL
Eagle Scout, Assistant Troop Leader  September 2011 – August 2013
• Led troop of fifteen boy scouts on a five-day hike through the Rocky Mountains
• Organized transportation, purchased trip supplies, collected and counted fees, taught
  valuable camping skills and resolved conflict among group members through
  successful mediation

HONORS & ACTIVITIES  National Honor Society
National Merit Scholar
Habitat for Humanity, volunteer
Mercy Nursing Home, volunteer
University of Illinois Marching Band, Flute Corp member
Church handbell choir, member
Central High School Baseball Team, starting pitcher
Sample Résumé - Marketing Internship

Mary Smith
smith@illinois.edu
123.456.7890

Campus Address: 
123 Busey Apt. 1
Urbana, Illinois 61801

Home Address: 
123 My Street Drive
Anytown, Illinois 60010

OBJECTIVE:
To obtain a summer 2015 internship in marketing utilizing strong time management and creative approaches

EDUCATION:
University of Illinois at Urbana-Champaign
Bachelor of Science in Marketing
GPA 3.2/4.0

Expected Graduation Date: May 2016

Lakeland College, Mattoon, Illinois
Associates Degree
GPA 3.7/4.0

May 2013

EMPLOYMENT:
Server/Waitress, Office II, Champaign, IL
03/14 – Present
• Handle customer requests and maintain customer satisfaction
• Compute customer bills
• Initiate relationships with regular customers in order to meet their needs

Intern, Walgreen’s Accounting- Accounts Receivable, Danville, IL
5/13 – 08/13 and 12/13 – 01/14
• Reconciled statements to look for evidence of payment
• Analyzed and adjusted direct deposit slips via computer

Intern, Vermilion County State’s Attorney’s Office, Danville, IL
05/12 – 08/13
• Worked closely under the State’s Attorney with legal issues
• Documented plea bargains from police reports
• Observed how the law system works in all aspects
• Mediated truant minors to present cases to the judge

Sales Clerk, FinishLine, Danville, IL
04/11 – 08/11
• Conducted sales transactions with customers, including returns and exchanges
• Screened detailed inventory to keep it current

SKILLS:
Proficient with Access, Excel, PowerPoint, Visual Basic, Microsoft Word, Adobe Programs

ACTIVITIES:
• Volunteer Basketball Coach, Boys & Girls Club
• Phi Theta Kappa Member, Illinois Leadership Academy
• Academic All-American, Hospital Volunteer, Hospice Floor
• American Marketing Association, University Partners Project
Jon Doe
jdoe@illinois.edu

Current Address
123 Green Street
Champaign, IL 61820
217-123-4567

Permanent Address
45678 Anystreet
Anytown, IL 60001
123-456-7890

OBJECTIVE
To obtain a full-time position that utilizes communication, analytical, and leadership skills in the accounting industry

EDUCATION
University of Illinois at Urbana-Champaign
Master of Accounting Science
May 2015
Bachelor of Science in Accountancy
May 2014
Cumulative GPA: 3.4/4.0
Plan to sit for CPA exam Spring 2015

EXPERIENCE
KPMG
Audit Intern
Chicago, IL
January 2014 – April 2014
• Tested and audited cash for clients
• Prepared benefit plan worksheets
• Priced, referenced, and filed audit reports for client portfolios
• Researched accounting practices for client’s quarterly filing

University of Illinois Department of Accountancy
Champaign, IL
Student Assistant
August 2013 – December 2013
• Researched and developed questions for interviews with intra-department professors
• Interviewed and established relationships with university professors
• Created visual and audio media used in Accountancy 202 lectures

University of Illinois Foundation
Champaign, IL
Student Development Representative
June 2012 – September 2013
• Developed and maintained existing alumni relations
• Trained new employees on computer system
• Updated and maintained alumni information on computer system
• Organized and facilitated contact information for university campaigns

LEADERSHIP
Alpha Kappa Psi (Professional Business Fraternity)
Fall 2010 – Present
Mentor/Mentee Chair (Spring 2012)
• Implemented relationships for upperclassmen to mentor underclassmen
• Provided social and professional settings to initiate mentoring activities
• Organized résumé workshops
Pledge Coordinator (Fall 2011)
• Organized social events to integrate thirty pledges into the organization
• Planned and implemented bi-weekly activities for over 100 members
• Acted as liaison between pledge and active members

HONORS
National Society of Collegiate Scholars
Phi Eta Sigma Honor Society
Dean’s List
JOE SAMPLE
123 Armory, Champaign, IL 61820
(847) 123-4567
jsample@illinois.edu

CAREER OBJECTIVE
To obtain a full-time position in finance utilizing analytical and financial software skills

EDUCATION
University of Illinois at Urbana-Champaign
Bachelor of Science in Finance, May 2015
Cumulative GPA: 3.7/4.0

International Business Immersion Program
Summer 2013
• Attended classes, toured companies, and visited government agencies in Europe
• Studied the challenges companies and government agencies face

WORK EXPERIENCE
Smith Barney – Northbrook, Illinois
Intern, Assistant to the Sales Manager
• Assisted with financial planning by analyzing clients’ current investments, income, liabilities, and risk tolerances to provide advice on asset allocation
• Researched and analyzed stocks, bonds, annuities, and REITs using Bloomberg terminal, MorningStar, Smith Barney Radio, and others
• Assisted Sales Manager in analyzing and recommending various products to customers and Financial Consultants
• Managed databases by organizing customer data to provide Financial Consultants the ability to perform filters, set-up call cycles, and analyze clients
• Created Microsoft Excel sheets, PowerPoint presentations, and assisted with technology

Hedge Fund Partners – Northbrook, Illinois
Intern
• Assisted in development of hedge fund investment strategies by testing strategies and providing managers with statistics including return and risk
• Managed hedge fund data and provided managers with current balances and positions

SKILLS
Margolis Market Information Lab
• Software Proficiencies Basic Certification 2014

HONORS & ACTIVITIES
Johnson & Johnson Case Study
• Worked with a group of six students to determine if a product should be introduced in a foreign market
• Analyzed to see if the product would be profitable, then provided a marketing strategy and insight on how the product should be delivered into the market
• Presented the results to a panel of Johnson & Johnson management and University of Illinois Professors
• Finished second place out of six teams

Zeta Beta Tau Fraternity, Assistant Secretary, Assistant Treasurer 2012 – 2013
• Analyzed current financial status, and presented to executive board
Illinois MBA Résumé Instructions

GENERAL GUIDELINES

• The Illinois MBA default résumé has the following formatting features that you should not change:
  
<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>1 page</td>
</tr>
<tr>
<td>Margins</td>
<td>1” on all sides</td>
</tr>
<tr>
<td>Font</td>
<td>Times New Roman</td>
</tr>
<tr>
<td>Font Size</td>
<td>No smaller than 10 point and no larger than 16 point</td>
</tr>
<tr>
<td>Order of Sections</td>
<td>Name and Address, Education, Experience, Additional</td>
</tr>
</tbody>
</table>

• When entering your information, keep the following points in mind:
  
<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates</td>
<td>All dates should be in reverse chronological order (from most recent to oldest) within any section. Include both the month (spelled out) and year.</td>
</tr>
<tr>
<td>Content</td>
<td>Never include pictures, marital status, age/date of birth. Do not use the words “I,” “me,” or “my”</td>
</tr>
<tr>
<td>File Name</td>
<td>Save your default résumé using the following name format: Last Name, First Name_Illinois MBA Resume.doc Example: Jones, Chris_Illinois MBA Resume.doc</td>
</tr>
<tr>
<td>Presentation</td>
<td>Print on a laser printer using high quality résumé paper</td>
</tr>
</tbody>
</table>

NAME AND ADDRESS

• Your name should be the largest text on your résumé (16 point), in capital letters and bolded
• Enter the address where recruiters will be able to contact you throughout the academic year. Adjust the font size so that the entire address fits on one line. Note the telephone number format in the example below. Include your Illinois e-mail address (i.e., cjones@illinois.edu, not party_animal@hotmail.com)
• If you need additional separator bullets in the address line, copy and paste the ones provided
• Include US states using the standard abbreviations – Examples: Illinois = IL, New Jersey = NJ, etc.

Example:

CHRIS JONES
100 West Elm Street, #205 • Urbana, IL, 61821 • (217) 555-1212 • cjones@illinois.edu

BRANDING STATEMENT

• Your branding statement should be one line, approximately 100 characters and should reflect your personal brand attributes that you are marketing to a prospective employer.

Example:

Accomplished engineer and team leader with an extensive, global background in project management

EDUCATION

• If you have more than one degree from the same institution, only list the institution’s name once
• Abbreviate academic degree names without periods – Examples: BA, MS, etc.
• If you don’t know your MBA concentration, write “MBA Candidate” and delete the comma in the template
• Include scholarships, fellowships or memberships in academic honor societies
• You may choose to include your GPA and/or GMAT score if you so desire
• Do not include your plans to sit for the CPA or CFA exams unless you have already registered

Example:

UNIVERSITY OF ILLINOIS
MBA, Finance
Dean’s Scholar

Urbana-Champaign, IL
May 2015
STANFORD UNIVERSITY  
MS, Mechanical Engineering  
BS, Mechanical Engineering  
Tau Beta Pi Engineering Honor Society

EXPERIENCE

- If you held more than one position with the same company, only list the company name once
- Include professional full or part-time, military, summer, volunteer, or classroom experience
- Begin each description with a past tense action verb unless you still hold the position
- Give the most space to the positions that are the most relevant to your future career
- Quantify – show the scope of accomplishments by using US dollar amounts and/or percentages
- Don’t use periods at the end of each line of text and don’t have just one word on a line
- Spell out numbers under and including ten

Example:

GOLDMAN, SACHS & CO., INC.  
Financial Analyst, Mergers and Acquisitions  
New York, NY  
February 2008 – August 2010

• Analyzed acquisitions and securities offerings using mergers and acquisitions (M&A), leveraged buy-out (LBO), divestiture and pro forma financial models
• Drafted Securities and Exchange Commission (SEC) documents, performed due diligence, presented road shows, and marketed securities issues
• Completed $1.4 billion in transactions, including sell-side advisory assignments for Exxon Mobil, IBM, and Chapter 11 reorganization for Kmart

ADDITIONAL

- Include foreign languages only if you are fluent in the language and it is required for your target position
- Include computer skills that you are proficient in and are required for your target position
- Include relevant leadership experience, achievements, licenses, certifications, and memberships
- If your education or work experience is not in the US and you possess permanent US employment authorization, include your authorization status
- Do not include hobbies, interests, religious or political affiliations

Example:

Fluent in Mandarin and Taiwanese  
Proficient in C/C++, Visual Basic, Perl  
President, International Business Society, University of Illinois, January 2014 – Present

US PERMANENT RESIDENT

When completed, please double check your résumé for the following items:

- You may include your current GPA on your résumé if you prefer to do so
- Do not include information in the “EDUCATION” section that should go in the “ADDITIONAL” section (see the “EDUCATION” description above)
- Do not include wordy sentences to describe your work-related achievements and results in the “EXPERIENCE” section. Be concise!
- Do not use bullet points in the “ADDITIONAL” section; make the list without them and indent any second lines
- Do not use present-tense verbs to describe past work or academic experiences in the “EXPERIENCE” section
- Do not start bullet points with non-action verbs in the “EXPERIENCE” section
- Do not use numbers for the month of the year in each of your dates (e.g. 04/10 (incorrect) vs. April 2010 (correct))
- Do not include periods at the end of your bullet points
- Do not forget to include/update your specific concentration in the “EDUCATION” section once it is known
- Do not submit a two page résumé – to ensure there is no trailing blank page at the end of your résumé, remove all extra spaces and line returns after the last character in your document
FIRST NAME INITIAL (OR SECOND NAME) LAST NAME

Branding Statement should be one line – approximately 100 characters. Example:
Accomplished engineer and team leader with an extensive, global background in project management

Street Address • City, STATE  ZIP • Phone # (XXX) XXX-XXXX • email netid@illinois.edu

EDUCATION

UNIVERSITY OF ILLINOIS
Urbana-Champaign, IL
MBA, Concentration (if concentration is not yet known, write “MBA Candidate”) May 2015
Academic Honor(s)

PREVIOUS INSTITUTION(S)
City, STATE (or Country if non-US)
Degree, Major or Concentration Graduation Month & Year
Academic Honor(s)

EXPERIENCE

MOST RECENT EMPLOYER COMPANY NAME
City, STATE (or Country if non-US)
Title, Department Starting-Ending Dates (Month year – Month year)
• accomplishments in following formula:
  • action verb + accomplishment + results (example below)
  • Analyzed cash flow across three departments and identified $500,000 in savings
  • (maximum of five bullets)

PREVIOUS EMPLOYER COMPANY NAME
City, STATE (or Country if non-US)
Title, Department Starting-Ending Dates (Month year – Month year)
• accomplishments in following formula:
  • action verb + accomplishment + results (example below)
  • Developed new brand strategy and re-launched product gaining additional 15% market share
    in frozen foods category
  • (maximum of five bullets)

PREVIOUS EMPLOYER COMPANY NAME
City, STATE (or Country if non-US)
Title, Department Starting-Ending Dates (Month year – Month year)
• accomplishments in following formula:
  • action verb + accomplishment + results (example below)
  • Designed and managed implementation of 2,000 PC WAN across five regional offices,
    streamlining division’s communications and knowledge sharing
  • (maximum of five bullets)

ADDITIONAL (DO NOT USE BULLETS IN THIS SECTION)

relevant languages and computer skills as required by target job description, such as:
Fluent in Japanese and German (no need to list English; it’s assumed)
Proficient in C/C++, Java, HTML, SQL, Unix, Oracle 8i
additional information in following formula:
involvement + organization name + sponsoring institution + dates with month & year spelled out (if an entry is two
lines long, indent the second line)
President, Graduate Finance Association, University of Illinois, January 2010–Present
include relevant leadership experience, achievements, licenses, certifications, memberships – DO NOT include
hobbies, interests, religious or political affiliations
Specialized Master’s Degree Programs Résumé Template

For students in a Specialized Master’s Degree program, this template is available in electronic format. Replace the content descriptions with your personal information to create the ‘Default Résumé’ to upload into I-Link. See your BCS career adviser for assistance with your résumé.

1. Campus address should be the building number, street name, and then apartment number. For example, 500 E. White St., Apt. 301

2. Date of your expected graduation from the University of Illinois

3. Enter your Illinois GPA after summer semester; update after Fall and Spring semesters

4. Use the grading scale appropriate for your institution.

5. You may delete one of the institutions, if not needed.

6. Always start with the most recent experience and work your way back to the first.

7. Start and end month and year

8. Means you have the capabilities of a native speaker, but this is not your first language

9. Means you have a very strong command of the language – both written and oral, and feel comfortable conducting business in that language

10. Use same date order as “Experience”

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**GIVEN NAME (SECOND NAME OR NICKNAME) LAST NAME**

- Local Street Address · City, STATE ZIP · (XXX) XXX-XXXX · e-mail@illinois.edu
- Permanent Street Address · City, STATE ZIP · (XXX) XXX-XXXX · other e-mail

**EDUCATION**

- **UNIVERSITY OF ILLINOIS**
  - Candidate for Master of Science in (Program), May 2015
  - Plan to sit for CPA/CFA/other exam, Month Year
  - Urbana-Champaign, IL
  - GPA: X.X/4.0

- **PREVIOUS GRADUATE INSTITUTION** (IF APPLICABLE)
  - Exact Degree Title, Month Year
  - City, Country
  - GPA: 99/100

- **UNDERGRADUATE INSTITUTION**
  - Exact Degree Title, Month awarded, Year awarded
  - City, State (or Country if non-US)
  - GPA: X.X/4.0
  - (List academic honors)

**EXPERIENCE**

- **MOST RECENT COMPANY NAME**
  - Title, Department
  - City, State (or Country if non-US)
  - Dates (month and year)
  - June 2013 – August 2013

- **DOE & DOE**
  - Intern, Marketing Department
  - Chicago, IL
  - GPA: X.X/4.0
  - June 2013 – August 2013

  • accomplishments in following formula:
  • action verb + accomplishment + results (example below)
  • (maximum of 5 bullets)

**SKILLS**

- **Language:** Native speaker of xxxx, fluent in xxxx, proficient in xxxx
- **Computer:** (relevant skills for target job such as SPSS, SAP, SQL, Quickbooks, HTML, VBA)

**ACTIVITIES**

- additional information in following formula:
  - involvement + organization name + sponsoring institution + dates (example below)

- President, Graduate Student Association, University of Illinois, June 2014–Present

**HONORS**

- Honor received + organization name or sponsoring institution + dates (example below)

- Morgan Stanley Outstanding Investment Associate Award, 20XX

**ADDITIONAL**

- include licenses, certifications, memberships – do NOT include hobbies, interests, religious or political affiliations
Cover Letter Template

Unless specifically requested, cover letters are not necessary on I-Link or when submitting your résumé online. When meeting recruiters at a career fair, your 30-second pitch and conversation take the place of a cover letter. When used, cover letters serve as an introduction to accompany your résumé. Always send a cover letter along with your résumé when responding to a job opening or requesting information about a job possibility. A well-written cover letter is often the first opportunity you have to communicate with a potential employer and is sometimes used as a screening device. Take time to carefully prepare and proofread your cover letter and customize it for the job you are applying to. A general outline of a cover letter is provided below.

Your street address
City, State  ZIP

Date
First and Last Name of Person
Title
Company/Organization
Street Address
City, State  ZIP

Dear Mr./Ms. Last Name Only:

First Paragraph. In your initial paragraph, state the reason for the letter, the specific position or type of work for which you are applying and indicate from which resource you learned of the opening.

Second Paragraph. Indicate why you are interested in the position, the company, its products or services. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you had some practical work experience (i.e. internships, class projects), point out the specific achievements or unique qualifications. Be specific.

Final Paragraph. In the closing paragraph, refer the reader to the enclosed résumé which summarizes your qualifications, training, and experiences. Further, indicate your desire for a personal interview and your flexibility as to the time and place. Repeat your phone number and e-mail address in the letter and offer any assistance to help in a speedy response. Finally, close your letter with a statement that will encourage a response.

Sincerely,

Your Signature

Your Full Name
Enclosure (1)

Cover Letter Tips

Customize: Make sure your cover letter is tailored to the position you are applying for.

Be positive: Tell the employer about the experiences you have had that match the requirements of the position, don’t point out the required attributes you don’t have.

Be concise: Never exceed one page.

Be honest: Don’t embellish the accomplishments, skills or qualifications you have.

Beware of cut and paste: Reformat font style, size and color to ensure uniform presentation.

Proofread: Many employers consider the cover letter to be a writing sample. Make sure you review your cover letter for spelling, grammatical and punctuation errors.

Email: The cover letter should be the body of the message. Attach a résumé, in pdf format.
Sample Cover Letter (Intern or Full-time)

205 N. Armory Street
Urbana, IL  61801

December 10, 2014

Ms. Kris Jones
ABC Company
1010 N. Illinois St.
Anywhere, IL  61710

Dear Ms. Jones:

I am writing to express my sincere interest in the _________ (position title) ________ position ABC Company announced in the _________ (date) ________ issue of _________ (name of publication) ________, I am a senior at the University of Illinois studying _________ (your major) ________, and will graduate in May 2015. I am especially interested in starting my career with your company because ________________________________________________________________________.

In addition, I am uniquely qualified for the _________ (position title) ________ position and offer the following experience and skills:

• Built financial spreadsheet capturing live Bloomberg data to provide weekly market updates
• Helped negotiate and secure a deal that resulted in $1.5MM issuance of asset-backed debt financing for manufacturer
• Built company debt schedule and cash flow analysis to assess transaction debt burden on future cash flows
• Proven teamwork and communication skills earned through classroom projects and summer work programs

Enclosed is my résumé that further highlights my experience and skills. Once you have had the opportunity to review it, I would like to meet with you to discuss my qualifications and how I can add value to your company. I can be reached at (217) 265-0864.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Chris Smith

205 N. Armory Street
Urbana, IL  61801

December 10, 2014

Ms. Kris Jones
ABC Company
1010 N. Illinois St.
Anywhere, IL  61710

Dear Ms. Jones:

I am writing to express my sincere interest in the _________ (position title) ________ position ABC Company announced in the _________ (date) ________ issue of _________ (name of publication) ________, I am a senior at the University of Illinois studying _________ (your major) ________, and will graduate in May 2015. I am especially interested in starting my career with your company because ________________________________________________________________________.

In addition, I am uniquely qualified for the _________ (position title) ________ position and offer the following experience and skills:

• Built financial spreadsheet capturing live Bloomberg data to provide weekly market updates
• Helped negotiate and secure a deal that resulted in $1.5MM issuance of asset-backed debt financing for manufacturer
• Built company debt schedule and cash flow analysis to assess transaction debt burden on future cash flows
• Proven teamwork and communication skills earned through classroom projects and summer work programs

Enclosed is my résumé that further highlights my experience and skills. Once you have had the opportunity to review it, I would like to meet with you to discuss my qualifications and how I can add value to your company. I can be reached at (217) 265-0864.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Chris Smith

E-mail Cover Letter Etiquette

Applicants who create a professional e-mail cover letter have an advantage over an applicant with a less formal note. Since e-mail tends to be conversational and quickly written, there is a tendency to just type off a few lines and attach a file. However, e-mail cover letters should contain the same information as written letters, but they should be shorter – only two to three paragraphs. Here are a few other tips:

• Don’t fill in the ‘to’ field with the recipient’s address until you finish writing and editing the cover letter and attached résumé. This prevents you from accidentally sending the message before it is ready.

• If responding to an ad or job posting, include the job title and/or reference number in the message subject line.

• Blind copy yourself on what you send. This will allow you to resend the message if a problem arises or you want to follow-up.

• Mention the attached résumé in your cover letter.

• Open the attachment before you send the message, to be sure it is the correct résumé, and it is error-free.

• To bring your application to the recruiter’s attention, follow-up an e-mail message with a hard copy sent in the mail. Be sure to mention that this is a duplicate of your recent e-mail message.
Business Dining Etiquette

By Beth Reutter, Corporate Etiquette Consultant and Program Coordinator, Hospitality Management, Department of Food Science and Human Nutrition, University of Illinois at Urbana-Champaign

PRE-DINNER ETIQUETTE

- Arrive on time
- Call ahead if you know you will be late
- Wait 15 minutes before calling to check on the arrival status of your dinner partners

SITTING DOWN

- Do not place any bags, purses, sunglasses, cell phones, or briefcases on the table
- When you are all seated, gently unfold your napkin and place it on your lap, folded in half with the fold towards your waist
- Keep utensils in the same order they appear on the table
- Do not rearrange to accommodate yourself if you are left-handed
- Wait for all parties to arrive before beginning any part of the meal

PLACE SETTING

- Solids on your left:
  - Forks
  - Bread plate
  - Napkin (may also be on your plate)
- Liquids on your right:
  - Glasses/Cups
  - Knives
  - Spoons
- Whether basic or formal place setting, use your utensils from the outside in
- Dessert utensils may be above the place setting or served with dessert

EATING STYLES

- Continental or European style: cutting the food with the right hand and using the left hand to hold the food while cutting and when eating
- American style: cutting the food with the right hand and holding the food with the left, then switching hands to eat with the right hand
- Resting and finished utensil positions:
  - American:
    - resting – knife across top of plate and fork at 10:20
    - finished – knife and fork parallel at 10:20, fork tines up
  - Continental:
    - resting – inverted v
    - finished – knife and fork parallel at 10:20, fork tines down

ORDERING

- When in doubt, follow the lead of the host
- Don’t order the most expensive item
- Order simply
- Avoid finger foods or foods that are difficult to eat
- In general, don’t order alcohol at a business meal

DO’S AND DON’TS OF DINING

General Etiquette

- Turn off cell phones and pagers
- Have proper posture
- Keep elbows off the table
- Do not apply makeup or comb your hair at the table

Utensils

- Remember never to hold a utensil in a fist
- Do not talk with your utensils
- Set the utensils on your plate, not the table, when you are not using them

Napkins

- Use your napkin frequently
- Do not use your napkin as a tissue
- If you have to sneeze, turn your head away from the table

While Eating

- Wait for everyone to get their meal before starting yours
- Don’t talk with your mouth full
- Don’t chomp ice
- Take small bites
- Cut your salad into bite size pieces if necessary
- Pace yourself to finish at the same time as everyone else
- If you leave the table, excuse yourself and place your napkin on your seat

Helpful Hints

- When you are finished eating, place your napkin neatly to the left of your plate, but do not push your place setting away from you

Appropriate Conversation Topics

- Host’s career interests/path
- Leisure travel
- Sports, especially current season’s college sports
- Hobbies, free time interests
- Entertainment: movies, music, books
- Weather, nature, environment
- Avoid: politics, religion, personal issues

Paying the Bill

- You should prearrange how the bill is being paid – in general, the host pays
- Make sure the bill is accurate
- Tip appropriately
  - 15% for moderate service
  - 20% for excellent service
Ethics in Recruiting

Professional Integrity involves maintaining honest and respectful relationships between students, the College of Business and employers. Expectations for representing the College of Business and fellow students include (but are not limited to) the following:

GUIDELINES

• Students should positively represent the University of Illinois and the College of Business in all professional situations.
• Students must represent themselves ethically, responsibly, and honestly in all professional settings.
• Students must not lie or provide incorrect or incomplete information to an employer, university or any other academic or professional institution in an oral, written, or indirect manner.
• Misrepresentation on an I-Link profile, résumé, application or official document is not tolerated.
• All information disclosed during the entire interview process should be reported honestly.
• Commitments for interviews at all stages of the recruiting process must be honored and should not be cancelled without good cause. Failure to honor such obligations denies opportunities to fellow students and negatively impacts the reputation of the College and University.
• Any privileged information received during a company visit, co-op program, internship or Job Shadow should be kept strictly confidential unless otherwise specified.
• After an offer (full-time or internship) has been accepted, students must stop pursuing all other positions and notify employers who may be considering you for a position that you are no longer available.
• A student who reneges a Job Shadow commitment or an internship acceptance or will be immediately removed from I-Link.
• Any unethical behavior could result in permanent deactivation from I-Link, and/or the actions could be brought to the College’s disciplinary board and the Senate Committee’s Disiplinary Action Board.

Tips on Recruiting Etiquette

Business Career Services hears from recruiters on how Business students perform during the recruitment and selection process for both intern and full-time positions. The little things that you do—or don’t do—can leave a big impression. The way you interact with recruiters and their colleagues sends signals about the way you will interact with future clients and colleagues.

Recruiters report that their top candidates:
• Submit a résumé for a position with every employer of interest on I-Link.
• Always acknowledge employers’ communication in a timely manner.
• Take advantage of various “networking” opportunities to demonstrate interest in employment with their company. Unless recruiters meet you at one or more of the following events, you may not be chosen for a campus interview
  – Company Information Sessions
  – Workshops
  – Career Fairs
  – “Meet and Greet” events
  – Student organization meetings featuring guest speaker from company
• Sign up for interview time as soon as possible when invited.
• Arrive for interviews on time and prepared.
• Send a thank you note after each interview.
• Are sincere when accepting off-campus interviews and are reasonable about expenses.
• Use tact in dealing with decision deadlines included in offers of employment.
• Respond graciously to all job offers, whether accepting or declining the offer.
• Never renege on a job acceptance.
• Maintain and cultivate professional contacts made during the job search.

Stop by BCS to discuss your career search with a BCS career adviser and learn how you can apply proper recruiting etiquette at all times.
ILLINOIS Business students have a distinct advantage in the employment marketplace: On-Campus Recruiting. Hundreds of companies come to campus to meet students informally at company-sponsored networking events and Company Information Sessions, and more formally as participants in the Business Career Fairs held at the beginning of each Fall and Spring Semester. Students are highly encouraged to attend these events starting freshman year to learn about industries and companies, while developing and maintaining relationships with recruiters and alumni from these companies.

The application process is very easy, but is driven by specific timelines that are set according to when the company will be on campus to conduct interviews. For each interview opportunity, there is a short timeframe for students to submit a résumé, followed by a period during which the employer selects interview candidates, and then at midnight on the specified date students who submitted a résumé need to logon to I-Link to see if they have been invited (also called pre-selected) to interview – and those students who are invited to interview need to immediately schedule an interview time that fits into that day’s class/ work schedule. A day to two later, students who are selected as ‘Alternate’ interview candidates will be able to schedule interview times that have not been scheduled by the ‘Pre-Selected’ interview candidates. Once the interview schedule closes on I-Link, students who have scheduled interview appointments are not allowed to cancel the interview unless there are extreme circumstances such as severe illness or an unavoidable emergency on the day of the interview.

All positions for which first-round interviews will be held on campus are posted on I-Link in the “JOBS” tab. To find on-campus interview positions, select “I-Link Jobs”, then use ‘Advanced Search’ and ‘Show Me’ “All Interviews” – or select “Interviews I Qualify For” to see the on-campus interview opportunities open to students whose qualifications match those in your profile. To be considered for an interview for a particular opportunity, you must submit your résumé for the specific position on the I-Link posting page. (This is in addition to meeting the recruiter at an event, and in addition to applying on the company website and any other action you may have taken to introduce yourself to the company. For each position on I-Link, the employer will select students for on-campus interviews from among the students who submit their résumé on I-Link for that specific position.)

On-campus interviews take place throughout the year, with certain times being peak interviewing season. Fall semester is the busiest time, with a larger number of companies conducting interviews for both intern and full-time positions (both typically for employment the following summer). During Spring Semester there are typically fewer companies recruiting on campus. However, note that spring interviewing is often for:

- ‘Career Exploration Opportunities’ such as ‘Leadership Programs’ which are pre-internship experiences for freshmen and sophomores, typically offered during the summer

- Summer internships; employers define target applicant group by graduation years(s)

- ‘Winter Internships’ to take place during Spring Semester of the following year (if in public accounting: interns are juniors who will graduate with a bachelor’s degree, or seniors who will continue to the MAS program), or

- Full-time positions to begin anytime following the end of the semester.

Obtaining an Unofficial Transcript

You can get a paper copy of your Unofficial Transcript by going in person to the ‘Records Service Center’ in the Office of the Registrar, 901 W. Illinois St. in Urbana. Present your i-card, and your Unofficial Transcript will be prepared while you wait – at no cost. This one-page Unofficial Transcript (NOT your DARS report) is the document to upload and submit via I-Link for positions requiring an Unofficial Transcript in addition to your résumé.
**THINGS YOU SHOULD KNOW ABOUT INTERVIEWING ON-CAMPUS**

**Scheduling:**

- **LOCATION AND TRAVEL TIME:** Be very careful to note the interview location before you schedule your interview time. While most interviews for College of Business students are conveniently held in BIF, some companies hold interviews in interview rooms on Green Street, in the Illini Union, in the Digital Computer Lab building or nearby off-campus locations. Consider travel time, and schedule your interview accordingly.

- **ATTEND CLASS:** Schedule interviews around your class schedule; faculty do NOT excuse students from class to interview.

- **MULTIPLE INTERVIEWS SAME DAY:** If you are invited to interview with more than one company on the same day, DO NOT schedule ‘back-to-back’ interviews. Leave at least one hour open between interviews.

- **PRE-INTERVIEW “HOMEWORK”:** Many companies require students to complete an on-line application or other exercise as a pre-condition of an on-campus interview. If this is requested, each interviewee must complete these steps prior to the interview. If an interview is cancelled because the requested documents were not completed, the interviewee is considered a ‘no-show’ and the I-Link account will be closed.

- **CANCELLING/EMERGENCIES:** Interview appointments scheduled on I-Link can be cancelled up to 4 days prior to the interview, using I-Link. Once the option to cancel has passed on I-Link, interviewees are obligated to prepare for and participate in the interview. If an emergency arises, immediately contact the BCS office at (217) 333-2840 and ask to speak with a BCS career adviser about the emergency. BCS will work with both the student and the recruiter to accommodate the emergency.

**The Interview:**

- **PRE-NIGHT EVENTS:** Many companies host information sessions, dinners or other events the evening before interview day. The event may be announced as an “Information Session for Interviewees Only” in the I-Link events tab, or you may receive an invitation from the recruiter by email as your only notification of the event. These events are considered a part of the actual interview process and all students who schedule an interview need to attend. Any interviewee who cannot attend (due to a scheduled class at that time, for example) should contact the recruiter as soon as possible so that the recruiter is aware of the conflict and possibly able to suggest an alternate opportunity to meet before interview day.

- **DRESS CODE:** The dress code for on-campus interviews is typically business professional; certain employers request other attire, however, so read the invitation to interview very carefully.

- **CHECK-IN:** Details of the exact time, length, and location of your on-campus interview can be confirmed in the ‘Interviews’ tab in I-Link. Interviews typically last 30-45 minutes. The interview will begin at the scheduled time. Plan to arrive at the interview location 5-10 minutes before your scheduled interview. For interviews held in the Business Instructional Facility, check-in at the BCS reception desk in 1033 BIF to be directed to your interview location.

- **DON’T BE A ‘NO-SHOW’:** If an interview is missed and the student did not notify BCS in advance, the student is considered a ‘no-show’ for the interview and the I-Link account will be closed. The student will need to meet with a BCS career adviser to discuss the situation.

**Following the Interview:**

- **COMMUNICATE:** Send a thank-you note to every company representative you met in the interview process (see page 48).

- **ON-SITE INTERVIEWS:** After on-campus interviews, companies select certain students to continue in the selection process by attending a second round of interviews. The invitation to continue interviewing is sent directly to the student; I-Link is not utilized to communicate information or schedule appointments beyond the on-campus interview stage of recruitment. However, students are encouraged to talk with a BCS career adviser to inform the adviser of your status with the company. A BCS career adviser can assist you in preparing for successful second-round interviews.

Remember that the only way a recruiter will know you are interested in interviewing for the position is if you submit your résumé on I-Link. Read position descriptions and submit your résumé for every position that you qualify for and that interests you. Companies recruit at ILLINOIS because they expect a large and strong candidate pool — and return to recruit here because ILLINOIS Business students show interest in their career opportunities.

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**Students with Low GPAs**

Do not become discouraged or give up during the recruiting process! There are several factors other than grades that employers consider, such as progressive improvement of GPA in core courses, attitude, leadership, extracurricular activities, prior work experience, awards, and community involvement. Talk with a BCS adviser about your strategy to become known by recruiters.
What is I-Link?

I-Link is the on-line Career Management System provided by Business Career Services. Using I-Link, students can search for and apply to Job Shadow, Career Exploration, Internship and Full-time positions; schedule an on-campus interview if pre-selected by the company; obtain details on upcoming events such as Career Fairs, Company Information Sessions and BCS workshops; schedule an appointment with a BCS career adviser, and more.

I-Link accounts use a student’s ‘netid@illinois.edu’ email address. As a College of Business student, BCS has created an I-Link account for you – please do NOT request a new account from I-Link. When you logon to I-Link from the BCS website for the first time, click on ‘reset password’ to reset your password to one you will remember.

Every I-Link account holder agrees to the Student Participation Agreement before gaining access to I-Link. The complete I-Link Agreement is available on the ‘Academic’ Profile tab in I-Link, for your reference. When using I-Link each student is expected to conduct himself or herself in a profession manner and agrees to:

1. Provide accurate information and maintain confidentiality
2. Practice professionalism in communications
3. Accept interviews only with employers that genuinely interest me
4. Keep all interview appointments
5. Honor Job Shadow matches
6. Notify employers of my acceptance or rejection of offers by the mutually agreed upon date/time
7. Honor an accepted offer and discontinue interviewing upon providing verbal or written acceptance
8. Allow BCS to disclose documents

I-Link, provided for College of Business students by BCS, is part of the campus-wide I-Link system. Students who obtain career services from The Career Center, Engineering Career Services, ACES Career Services and several other career services offices on campus also use I-Link to obtain information on career development events and employment opportunities. This means that all students can get information on events and job opportunities that are arranged by career services offices in other colleges or academic departments across campus. For example, the Job Board will include positions for which the employer will consider students from many University of Illinois colleges and/or majors. Therefore, it is very important that a student’s individual profile is complete, current and correct, to ensure that each student is able to view the appropriate opportunities available on I-Link when using the ‘Advanced Search’ to select “Interviews I Qualify For” or “Jobs I Qualify For”.

Managing an I-Link account is each student’s responsibility. Specifically, you need to:

- Complete your personal and academic profile, and update it at the beginning of each semester
- Upload your résumé and other documents required to apply for positions
- Review upcoming programs (such as Company Information Sessions, Career Fairs and BCS workshops) in the ‘Events’ tab, RSVP if you plan to attend, and note your personal calendar
- Search the “Jobs” tab for positions you qualify for; submit your résumé in the specified timeframe
- Use the “Interviews” tab to see if you were selected to interview for positions for which you have submitted your résumé
- Schedule an on-campus interview appointment immediately when you see in the “Requested Interviews” column that you are “Invited” to interview
- Add scheduled interview times to your personal calendar to ensure that you do not miss an on-campus interview

Complete instructions for using I-Link are posted on the BCS website. (business.illinois.edu/bcs/_shared/pdf/COB-I-Link_.pdf) Whenever you have a question about how to use I-Link, contact BCS. Come to the reception desk in 1033 BIF for immediate assistance or call BCS at (217) 333-2840 and ask to talk to a BCS career adviser.

Students who will be off campus studying abroad for a semester should contact BCS to receive additional instructions if they wish to use I-Link to apply for ‘on-campus recruiting’ positions while overseas. If the BCS instructions are followed, many employers are able to conduct ‘on-campus’ interviews by phone or SKYPE.
Fraudulent Job Postings

Would it not be wonderful to work from home, get paid a large salary, and not have to work more than 40 hours a week? This may sound like a “dream job,” but unfortunately, many of these job postings, and others like them, are scams.

As a student in the College of Business, you may think you are immune to these scams. Unfortunately, this is not the case.

Business Career Services screens positions that are posted on I-Link for College of Business students, as well as every employer that recruits our students. In spite of our best efforts, we cannot guarantee that 100% of the jobs posted on the I-Link Job Boards are legitimate. You will find this to be true in your independent career search as well. You must use your common sense and professional judgment when applying for positions. The list below offers some “red flags” that you should be on the lookout for, and that should cause you to take a much closer look at a company or job posting before applying. Consult a BCS adviser immediately if you suspect a job posting to be fraudulent.

FIVE SIGNS IT MAY BE A SCAM

1. The contact information for the company is very generic, not from a professional e-mail account, or there are typos within the job description. Pay attention to details! If you get an e-mail from “Joe Smith,” and it is from a personal e-mail account (Hotmail/g-mail/Yahoo), not a company e-mail account, check into “Joe Smith.” Look on LinkedIn, Facebook, and Google to see if this person is really affiliated with the company. The company may really exist, but the person may not be an employee. In addition, if there are typing errors in a job description, within e-mail communications, or on a company website, this should make you question whether you want to work for that company. Details matter!

2. The job seems “too good to be true.” Jobs that say that you can “work from home” and make a large sum of money are often scams. As the old adage goes, “if it sounds too good to be true, it probably is.” Do not be blinded by how great it sounds.

3. The job description does not tell you much, or is very vague and general. While some legitimate companies are guilty of posting job descriptions that fit this description, you should have a basic understanding of the job before you apply. Do your research before applying, by contacting the company directly or by researching online, through networks, and so on.

4. You cannot find any information about the company online. Most companies have a professional website, and also have been cited in articles or in other communications online. If you cannot find information on the company, this may be a scam.
   • However, even if the company does have a website and it looks legitimate, make sure to conduct further research. Check with the Better Business Bureau and other resources to see if there have been any complaints filed against the company. Google the company. Check with your social and professional networks to see if anyone else knows anything about the company. A little research never hurt anybody, and in fact could be a huge help!

5. You are asked for information about your personal bank account. Or, you are asked to pay money as part of the application process. Or, you are sent money before you have worked. You should never have to pay money to apply for any position. Even if the fees seem small, such as an administrative or processing fee, this should alert you to a possible scam.
   • A common scam is one in which a company sends you a check for a specified amount of money, asks you to deposit it in your personal bank account, and instructs you to keep a percentage of the money and then send the remaining money to a specific destination. Or, the sender asks you to purchase specific items. This may sound ideal, but it is a scam. Do not participate! The checks received in such arrangements are worthless, and the result is that the victim sends or spends personal funds which are gone forever.

Trust your gut. If you ever feel pressured to apply to a position or have any doubts, it is best not to apply, but first research the company. This research should include stopping into Business Career Services. We can help you evaluate the company/position, tell you what we know, and help you make the best decision. If you use your good judgment and be on the alert for these red flags, you will avoid falling for these scams, and becoming a victim.
Make the Most of On-Campus Career Fairs

Twice a year, students flock to the Business Career Fair. On-campus career fairs are also arranged by other organizations, including ACES Career Services, Engineering Career Services, The Career Center, and others. For many recruiters, Career Fairs are an opportunity to meet students and educate them about the career opportunities within the companies they represent. With over 1,500 students attending a fair each day, students may wait in lines and navigate crowded passages to meet with recruiters for only a few minutes. And, although it’s fun to visit many companies and to collect “freebies,” a good strategy will make a Career Fair less hectic and more rewarding.

A good Career Fair strategy involves being prepared—knowing what to expect and what’s expected of you. Students who are well prepared to make a positive impression have a good chance of being contacted for available openings. Here are some tips to help you be successful at a campus Career Fair.

PREPARE BEFORE YOU GO!

1. Research Companies and Industries. Investigate which employers are expected to attend the Career Fair (companies register on I-Link) and plan on targeting specific companies. Create a list of companies you want to see and learn about these companies ahead of time. Use the company website and Business Information Services of the university library (www.library.illinois.edu/bis) to gather information such as the company’s products, competitors, location(s), public vs. private, and industry growth rate. Know what positions the company has posted on the I-Link Job Board. Note your questions, to ask when meeting recruiters. Recruiters are more likely to follow-up with job seekers who know key information about their company and the positions being offered and demonstrate genuine interest.

2. Practice your 30-Second Pitch. Before the event, rehearse a 30-second self-promotion pitch that summarizes who you are, demonstrates that you know something about the company, the work they do and why you’re interested and qualified for an open position. Practice your pitch so that you can present it clearly and confidently.

3. Dress Professionally. Recruiters expect students to wear professional apparel. Invest in a professional suit or coordinating skirt and blazer for women. If you have a jacket or backpack, check them at the coat check. It will be cumbersome to carry these items through the Fair.

4. Perfect your Résumé and Submit it to Employers Online. Have your résumé critiqued and proofed several times. Submit your résumé to companies participating in the Career Fair ahead of time via the RSVP function on I-Link. Bring plenty of copies of your résumé to the Career Fair, keeping them in a nice portfolio until ready to hand out. Many employers actually prefer to have electronic versions of your résumé, so make sure you are registered on I-Link, where recruiters can easily obtain your résumé. See company registration details on I-Link, as some also require students to compete an on-line candidate profile prior to meeting at the career fair.

AT THE CAREER FAIR

1. Approach Recruiters. When you meet an employer, demonstrate confidence, interest, professionalism and enthusiasm. Shake the recruiter’s hand firmly and maintain good eye contact! Introduce yourself using your prepared 30-second pitch. Give the recruiter your résumé.

2. Ask Questions. After your 30-second pitch, you will have 2 to 3 minutes to talk with the recruiter (other students are waiting) about your interest in the company, and what you have to offer. You should ask basic probing questions: What are the qualities/skills necessary for this position? Inquire also about the interview process or confirm the information you found on I-Link: if/when the company will be on campus interviewing and when they will be hosting a Company Information Session so that you can learn more.

3. Network with Recruiters. Before you leave an employer’s booth, ask for the best way to follow up and who at the company should be your contact. The easiest way to do this is to ask for a business card. If a business card is not available, write down the contact’s name, company name and e-mail address. Be sure to get the correct spelling. As always, remember to be polite and thank the recruiter for his/her time and consideration.

4. Take Hand-out Materials. Pick up all the literature available from companies you are interested in, including free giveaways if you are able to carry them. These materials will help you understand the company and position, and may prove invaluable for future interviews.

AFTER THE CAREER FAIR

Follow Up with the People You Met. Recruiters typically talk to hundreds of students at a Career Fair. Since you’ll only meet a handful of recruiters, you’ll remember them better than they’ll remember you. Be sure to follow up with these recruiters by attending Company Information Sessions and sending a brief thank-you e-mail to those employers that interest you the most.

Many companies request applicants to complete on-line applications on company websites. If you want to be considered, complete the online application within 24 hours of the Career Fair.
Take Advantage of National Recruiting Events

Annual recruiting events such as the Midwest MBA Career Fair, the Boston Career Forum and those sponsored by the National Association of Asian MBAs (NAAMBA), the National Black MBA Association (NBMBAA), the National Society for Hispanic MBAs (NSHMBA), and other professional associations provide graduate students with opportunities to meet recruiters and potentially interview with companies that do not recruit at the University of Illinois. BCS strongly encourages you to include attending national events in your career search strategy. Visit professional associations’ websites for information on recruiting and networking events. The BCS website will include basic information on national recruiting events typically attended by Illinois business students.

These recruiting events are competitive. Hundreds of students are vying for an opportunity to make a positive impression which could lead to an internship or full-time position.

Tips for maximizing your presence at a national recruiting event include:

• Register on-line for the conference early! Get the early-bird discount rate!
• Revise your résumé specifically for the intended audience
• Submit your résumé as early as possible on the event website, closely following instructions
• If possible, submit your résumé for specific positions that interest you
• Be prepared to be contacted by recruiters in advance of the event: respond immediately
  - Many employers conduct ‘pre-screening interviews’ via phone in advance of the conference
  - Most employers schedule interviews with their top candidates well in advance of the event, leaving few open interviews for late-comers
• Be prepared to accept invitations to exclusive corporate networking receptions/dinners/etc. which take place during the recruiting event
Think Outside the State

Bruce Nixon, CMA, RCPA, 
Senior Financial Manager, 3M
‘89 Accountancy

It has now been 25 years since I left Illinois the summer between my junior and senior year of college to have an internship with 3M Finance in the Twin Cities of Minnesota. At that point in life, I had hardly ever been out of the state of Illinois and had never been to Minnesota. Also, I did not know much about 3M’s business units or what one did in Corporate Finance. What I did know was that I was going to graduate with an Accountancy degree the next summer from the University of Illinois and that the degree was going to give me the foundation to meet my goal of wanting to be a “business” person. I also knew that my siblings who were in Engineering advised that 3M was a great company and that I should definitely “go for it”.

Fast forward to the present. My wife (another ILLINOIS Accountancy alumnus) and I started out life together by moving to the Twin Cities and beginning our business careers—Lori in Tax with a major public accounting firm and me with 3M Finance after a great internship experience. We have lived in Minnesota, Alabama, and South Dakota and had a child in each state. My 25 year career at 3M has included approximately a dozen unique assignments that have exposed me to most of 3M’s businesses, and I have traveled to sixteen different countries on interesting assignments. Most importantly, Lori and I have been able to achieve many things working as a team and embracing where the opportunities have taken us. 3M has lived up to the expectations I had when I joined them—great global company that is diversified and is investing in innovation and R&D that will lead to its long term success, which in turn creates more opportunities for growth for its employees.

As you can see, I am very passionate about University of Illinois students thinking about what they would like their lives to be like and then going to where the opportunities are—which very easily could be outside the state of Illinois, as there are a lot of great companies and opportunities waiting for you beyond the border of Illinois. Here are some “helpful hints and advice” at three critical phases in your job search that I would recommend to you as you fully explore careers and “think outside the state.” I will also leave you with some reflections from other 3M employees/ILLINOIS alumni who are originally from Illinois.

PHASE 1 – START EARLY AND EXPAND YOUR MINDSET FROM YOUR FRESHMAN YEAR

- Have confidence that with your hard work ethic and degree from the College of Business, you can have many opportunities to go to places far beyond the state of Illinois and refrain from limiting your opportunities.
- Utilize the Business Career Services Office and other business organizations to learn more about companies outside of Illinois. Job shadows, internships, and campus presentations are all good ways to expand your mindset and learn more about the wealth of companies that you can connect to on campus.
- Cast a wider perspective on news and keep up with current dynamics in the business world and companies. Look for trends of growth in companies, industries, and geographical regions.
- Personally, see various areas of the country a little more in-depth when your family goes on vacation. When I ask recruits, “What do you know about Minnesota?” I often hear
about the “Mall of America.” With a little family discussion and planning, you could probably see a few more aspects of the Minneapolis-St. Paul area to get a more full impression of all the area has to offer.

• Have a general conversation early on with your parents about such questions as “What about if an opportunity takes me out of state after graduation?” This will start a discussion on what your parents’ thoughts might be and give you all time to adjust to the possibilities that might be down the road. This might help you to initially focus on the West Coast, Midwest, East Coast by narrowing the geographic scope of your search.

“There are many huge companies outside of Illinois, and you may find a better fit by expanding your job search.”
Hannah Palmer (2013 Finance)

PHASE 2 – THE INTERNSHIP/FULL TIME JOB SEARCH & TRUE RESEARCH ON WHAT FITS YOU BEST

• Research the different areas of the country and the business climate in various states. Which companies can fit your vision of the future? Which companies are in metro areas that are thriving? What do various rankings say about the states that you are looking at? What about quality of life?

• Once again, use the Business Career Services systems, resources, career fairs, and presentations—do not be afraid to ask them what they know about out-of-state companies and locations. They may also be able to tap into the large network of Illinois alumni out there to connect with at a wide variety of companies.

• Have an open dialogue with recruiters about your thoughts on the pros and cons of moving to their location and understand the longer term possibilities of relocations. Any prospective employer should be connecting you with various types of people so that you can feel comfortable with your out-of-state decisions, and both sides need to be sharing information. Be sure to get three different perspectives from employees at different levels in the company.

• Office Visits/Job Offers—When given an office visit/interview, find ways to work with the company to get a sense of what the commute looks like, where people might live, what characteristics are unique to their living/cultural/entertainment environment.

• When receiving an offer, understand the cost of living differences using internet resources. Look at all the factors that are important for you—both short and long term—as you try to find the best fit for you. It is easy to look at factors such as compensation dollars, but a mature job seeker understands that a lot of other factors go into a first job decision that can provide more work/life balance and an enjoyable first job in your career field.

“Besides salary, they should think about opportunities for growth and learning within the company, diversity of positions available, etc. I think this was the most important hurdle for me to get over when I decided to look for jobs outside of Chicago.”
Karen Achtien (2011 Finance and International Business)

PHASE 3 – STARTING OUT ON YOUR OWN—EMBRACE YOUR NEW LOCATION

• As part of your offer, your employer should have provided you the relocation policies and other details. Most employers realize the relocation transition you are making and make sure that they take care of a lot of your concerns about the relocation with their policies so that you can get to your new location without those worries and be ready to start your career with them.

• Network, Network, Network—Look to make new friends and connections at your employer in your function of expertise, outside your function, and through employee interest groups. Search for an ILLINOIS alumni club in your area where you can meet other alumni and find connections outside of work with different interest groups.

• Explore and Embrace—now that you are in your new location, get out and enjoy getting to know the culture and the sights. Think about taking short vacations to neighboring states to see more of the beautiful United States. Throughout your career, as you relocate, always embrace the local community you are living in like you will be there for the rest of your life. This attitude will help you connect with a lot of great life-long friends. Also, those communities will welcome your expertise, leadership, serving and giving to make the community a better place for everyone.

“By expanding to a new city, country, region, you immediately market yourself as a risk-taker, mobile, and stepping outside of your comfort zone. The world we live in is becoming more and more global and competitive, so starting that move early in your career can put you ahead.”
Lindsey Vritis (2010 Finance)

CLOSING THOUGHTS

We wish you the best as your start your adventure to find just the right company that has the attributes you are looking for. Make sure you start early and connect with Business Career Services, expand your mindset on locations outside of Illinois, thoroughly research different companies and different geographies, do a job shadow or internship in another state, find and accept the best job that has the most opportunity for you no matter where it is, and then enjoy and embrace the experience. You never know where your decisions might lead your life adventure in the next 25 years. I sure could not imagine all the positive ways my internship decision would shape my future!
Searching for a job can be stressful—being prepared can reduce stress! Collect and record relevant information ahead of time, so you have it when you need it. Most employers require applicants to complete an on-line application form and some companies conduct background checks for which you will be asked for references, your work history, and where you have lived over the last several years. This means you will need to provide the same information repeatedly. Having this information handy will help you complete these processes efficiently.

REFERENCES

Many students struggle with references. Here are the basics.

Why: Do not underestimate the power of your references. Remember, the employer is preparing to make a big investment in hiring you, and wants to be sure you are who you say you are. Having a few good references can be the deciding factor in you getting the job offer. Similarly, having one negative reference could cost you the job.

When: Provide references only when you are requested to do so by the employer. Do not include references on your résumé unless required. You need to ask each reference for his/her permission before giving out any contact information.

Who: Having a diverse list of potential references allows you to select the references you use for a particular position. Your candidacy for a position that values leadership experience could best be supported by an extra-curricular reference, whereas a professor might provide information needed for an analyst position. When in doubt, ask for your recruiter’s preference.

• Professors: Select those who know you well and can speak to your work product. Make an effort to get to know faculty by meeting with them outside the classroom so they know you, not just your grade.
• Professionals: supervisors from internships or jobs you have performed well.

• Extra-curricular reference: An adviser or a colleague who has observed your leadership experience outside of the work and classroom environment.

Keep a record of which references have been asked for assistance with which position and consider when you last asked for help (and for which position) before asking again.

How: For first-time references, start the dialogue with a short e-mail message. If you aren’t in frequent contact with the person, begin the message with how you know him/her (“I was in your Corporate Case Studies class spring of 2014”). Next, give a short update on where you are now and what type of position you are seeking. If you have a copy of the job description, attach it and provide bullet points of the job requirements. For the reader’s reference, attach your résumé and some key highlights from your experience in the class/job/activity you have in common. Finally, ask the individual if he/she would be willing to provide a letter of reference or be contacted by a recruiter, depending on what the recruiter wants.

Thanking your references is critical to maintaining a good relationship. Send a handwritten note after he/she has provided the written reference or been contacted by the recruiter. Follow-up with an e-mail or phone call once you have heard the results of your application. Your references will appreciate your efforts to keep them updated!

JOB HISTORY

Some employers require a security clearance, which means they will be conducting a background check that requires your full job history. These background checks often mean you will need information not on your résumé, such as all part-time or temporary employment. Having a spreadsheet with the employer name, address, supervisor name, title of position held, exact dates of employment, etc. will ensure you can easily and consistently answer all questions.

PAST RESIDENCES

Background checks may also require a history of everywhere you have lived for the past seven years. This information tells investigators where to look for a criminal history. This can be a time-consuming part of your application, but it doesn’t need to be! Make it easy by recording the information now, for future reference.

Now you know some of the critical information to have ready so that you can complete job applications completely, correctly and quickly. Make a schedule to review this information regularly, and update your spreadsheets as you change addresses and jobs, and acquire additional references. BCS career advisers can help you with any specific questions you have, such as selecting the best references to use and how to approach them. Stop by BCS, in 1033 BIF, for help!
Internships

A great way to strengthen your résumé is to do an internship, but the benefits don’t stop there. By interning, you can gain professional skills, insight into a particular industry or organizational culture, and connections that might lead to a full-time job. Internships can also be a testing ground for potential new employees. Companies are spending more time and resources developing internship programs because they provide an efficient way to identify excellent candidates for full-time positions.

There is a lot of competition for internships. The following suggestions may help you secure a rewarding internship:

Start Early. Companies advertise their summer internships during the Fall and Spring Career Fairs. You can network with employers throughout the fall by meeting them at the Career Fair, workshops, employer forums and Company Information Sessions. You may get a jump start by participating in the Job Shadow Program (see page 10). When recruiters are ready to hire interns, you will be top-of-mind.

Prepare. Make sure your résumé highlights your skills and accomplishments. Although an effective résumé will get you an interview, a successful interview will get you an internship. Take advantage of Business Career Services (BCS) Employer Résumé Critiques and participate in an Employer Mock Interview to hone your interviewing skills.

Network. Making contacts is instrumental in your search for an internship. Talk with alumni, friends, parents, neighbors, relatives, friends of your parents, parents of your friends, and anyone who is in the company or industry where you are interested in working. Attend Company Information Sessions, workshops, career fairs, and talk with recruiters, even if they are not currently seeking interns.

Be Creative. Because there are more students than there are internships, it can be difficult to find a productive internship. Be proactive and creative. Talk with companies and professionals in your target field and develop an opportunity for yourself. Consider volunteering, offering to help on a part-time or project-by-project basis. If an organization has not hired interns in the past, they may be willing to take a chance on an assertive, intelligent student.

There are a variety of internships available to students. Here are some things to think about when you are evaluating a potential internship:

Evaluate Paid vs. Unpaid. The majority of paid internships are offered by large companies. Consulting, investment banking, commercial banking, accounting, information technology, and marketing offer paying internships. However, unpaid internships still offer opportunities to gain valuable work experience and can have a pay-off when you are looking for full-time work. In addition to making connections, you can also get training and an understanding of the industry.

Compare Credit vs. Not-for-Credit. Depending on your major and the internship description, you may be able to earn credit for your internship. In some situations, employers may require interns to be registered for a university class as a condition of employment. Class registration requires payment of tuition and/or fees. Talk with your academic department about classes that provide credit for an internship.

Consider Summer vs. During School Term. The majority of internships are available in the summertime. However, more opportunities are becoming available for undergraduates who are willing to take a semester (or longer) off from school and participate in a semester-long internship or co-op. For example, public accounting firms offer Winter Internships during Spring Semester. These types of experiences can be extremely rewarding and can provide a break from the academic setting. Some employers are willing to extend internships over the academic year on a part-time basis. Part-time may not provide as clear a picture of what the daily demands are in a given profession, but you’ll learn enough to assess whether or not you enjoy a particular job or industry.

Looking for an internship is not different than searching for a full-time position. Utilize all of the resources available to you including on-campus recruiting, networking, websites and professional associations. Once you have secured an internship, make the most of the experience:

Be responsible. Show up on time and work hard.

Take initiative. Volunteer to help on projects. Be responsible for projects you work on by gathering information you need to complete them and by asking for guidance when it’s needed.

Learn the business. Get to know the company culture, the market, goals, clients, trends and competitors.

Network. Interact with coworkers whenever possible. Arrange for informational interviews to discuss how they got their jobs, what they do, and about the pros and cons of the industry and company. If you’d like to work at the company after graduation, make sure you stay in touch with your contacts. Send them e-mails with updates on relevant courses or your future plans. Even if your career takes a different direction, you will still have excellent professional contacts and references for future job applications.
The Interview Process

Interviews are critical to the hiring process. The impression you make in the first few minutes can determine if you will get an opportunity for a second interview or even an offer. There are basically three steps to the interview process, the before, during and after. Although there are no guarantees with interviewing, your actions can increase your chances of success.

BEFORE THE INTERVIEW

Preparation and practice are critical before each interview. You need to know yourself, your skills, accomplishments and career objectives. You also need to have a thorough understanding of the company you are meeting.

Evaluate and Know Yourself.
Interviewers use questions to measure your skills, experience, preparation and interests. Questions are used to determine how well you will “fit” with the employer.
- Make a list of your skills and abilities that qualify you for the position.
- Practice describing your accomplishments, experience, education and skills.
- Write out answers to commonly asked questions.
- Practice answering questions out loud with someone else or in front of a mirror. If you will have a phone interview, record yourself to hear how you sound.
- Participate in a mock interview with Business Career Services.

Research the Employer.
Researching employers will help you prepare to answer and ask questions during an interview. It is important to learn what a company does, why it exists, how financially stable it is, what the work culture is like, and what jobs are available.
- Meet with company representatives at career fairs and information sessions on campus.
- Read the job description thoroughly. What would you be doing? What skills are required?
- Study annual reports, the employer’s website and LinkedIn page.
- Review industry and business publications for current information.
- Seek assistance with company and industry research from the Business Information Services of the university library.

Dress Professionally.
- It is better to be over-dressed than under-dressed in an interview.
- A suit is recommended for campus interviews unless an employer specifies other attire.
- Dress conservatively.
- Matching suits and shined shoes are recommended for men and women.
- Have neat hair and minimal jewelry. (For men: be clean or close shaven)
- Skip the nose rings, gum, smoking, sandals, spiked heels, cologne and perfume. Cover tattoos.

What to Bring
- Your résumé, transcripts, applications, list of references, paper and a nice pen.
- Organize and carry your documents in a portfolio for easy access.
- Notes on the company (to review while waiting) and questions you want to ask.

DURING THE INTERVIEW

How you present yourself and your comments is important. You must be able to communicate your abilities clearly and concisely.

Impress everyone.
- Assume that everyone you meet will offer input used in hiring decisions. This includes:
  - Participants in pre-night events
  - Greeters you meet at on-campus interviews
  - Support staff involved in on-site interview day

Listen attentively and be aware of your body language.

After the Interview

- Ask appropriate questions.
  - See samples on page 45.
- Ask about the next steps in the interviewing process.
  - Find out the next steps and the decision-making timeline in the organization’s hiring process.
  - Ask when and how should you follow up with the employer.

Thank the interviewer.
- Shake hands.
- Ask for a business card.
- Express interest in being hired for the position.

AFTER THE INTERVIEW

Send a thank you letter or e-mail within 24 hours of each interview. Also, reflect on how you did and determine how you might improve in future interviews. Evaluate your interview performance to identify your interviewing strengths and weaknesses. Discuss your interview with an advisor at BCS. Make each interview a learning opportunity and strive to continuously improve your interviewing skills.
Types of Interviews

There are many ways to conduct interviews. The format an employer chooses depends on the organization and the position you are interviewing for. Typically, on-campus interviews are behavioral interviews conducted with one interviewer, however, some companies may have several or even a panel of interviewers. Interviews can include aptitude testing, ‘Pre-Night’ information sessions for all students being interviewed, and formal meals. You should ask the recruiter what to expect when you are scheduling the interview.

TRADITIONAL INTERVIEWS

Traditional job interviews use broad-based questions to determine if the candidate has the skills and abilities to perform the job and if the candidate will fit into the organization.

Prepare but don’t memorize your answers to these straightforward questions.

Here are a few sample questions:
• Why did you choose the U of I/your major?
• What is your favorite class?
• Walk me through your résumé/tell me about yourself.
• What do you consider to be your top 5 strengths? Name 3 of your weaknesses.
• What two accomplishments have given you the most satisfaction? Why?
• What interests you the most about this position? About working here? What do you know about us?
• Why do you want this job? Why should I hire you?
• Is there anything else you want to tell me?

Technical Questions
• How are the three financial statements linked?
• How do you value a company?
• What are the DOW, NASDAQ and S&P 500 at today?
• Name 3 assets and 3 liabilities.
• Walk me through an income statement.

Brain Teasers
• What is the angle formed by the minute and the hour hands on a clock when it is 3:15 pm?
• You have 9 objects and a balancing scale. One object weighs more than the rest. You can only use the balancing scale 2 times. How do you find out which object is the heaviest?

BEHAVIORAL INTERVIEWS

CASE INTERVIEWS

The case interview is a specific kind of interview used by consulting companies in all different industries, as well as some banking and financial institutions. These types of interviews are aimed to test the candidate’s ability to think analytically, communicate professionally and handle ambiguity in order to evaluate the candidate’s poise, self-confidence, and level of enthusiasm for solving problems. There are several different types of case interviews including: market sizing questions, written cases and business/situational cases and brain teasers. Ask the company recruiter about what type of case interview to expect and prepare for, and visit your BCS career adviser for additional assistance.
Case Interview Tips

- Do not be intimidated by the interviewer’s questions. The interviewer is your ally and will try to guide you and better understand your thought process.
- Be concise. Utilize big picture thinking to focus on key issues in solving a business problem, do not use a “laundry list” approach.
- Think out loud. Constantly provide logic and reasoning for your decisions, share your assumptions.
- Stay focused. Ask clarifying questions and make sure you are answering the question the interviewer is asking.
- Practice, practice, practice out loud. The more practice you have with a partner on all different kinds of cases, the more prepared you will be.

For additional information visit career insider, powered by Vault (paid subscription link: www.business.illinois.edu/bcs, search BCS site for Vault); CaseQuestions.com and websites of the company you will interview with or Bain & Co., McKinsey & Co., Deloitte Consulting, Pricewaterhouse-Coopers, BCG, and others.

GROUP INTERVIEW

Group interviews help to highlight the attributes necessary to serve as a competent team member, such as leadership, teamwork, and time management skills.
- Interviews usually consist of 2-5 candidates participating in a team exercise.
- Candidates will plan, implement, and evaluate a specific project.
- Exercise will be completed under strict time constraints.
- Candidates will be evaluated on specific criteria.

Here are tips to help you perform well in a group interview:
- After reading the team exercise, brainstorm ideas and draft an outline to help complete the task.
- Take an active leadership role among candidates.
- Make sure to listen to other candidates’ opinions.
- Propose specific and realistic recommendations.

TELEPHONE INTERVIEWS

Telephone interviews may be part of the screening process before a formal interview. Sometimes, employers call, unannounced, to see how well you think on your feet. Other times, the phone interview is scheduled. Meet with a BCS advisor to prepare for a phone interview. Here are some tips to help you be prepared for phone interviews:
- Conduct interviews using a land-line, if possible. If planning to use a cell phone, make sure you will have good reception in your interview location.
- Be prepared for unexpected calls: keep your résumé and notes handy.
- Stand up and smile while you talk. Speak as if the person could see you.

Invited to Interview by Phone/SKYPE?
Request to Use a BCS Interview Room

- If the interview is NOT scheduled in I-Link, interview rooms in the BCS interview suite may requested for use by individual College of Business students to interview for employment by phone or Skype.
- BCS may request verification of the interview.
- Room requests must be made at least 24 hours in advance of the interview time.
- Only online requests will be considered.
- Space is limited during on-campus recruiting weeks. Available rooms will be assigned on a first-come, first-served basis.
- BCS reviews requests promptly and immediately contacts the requestor by email regarding room availability.

http://go.business.illinois.edu/InterviewRoom

- Provide detailed answers and specific examples.
- Ask appropriate questions about the job, the employer, and the interview process.

VIDEO INTERVIEWS

Employers may opt for video interviewing as a first-round interview. If the company recruits through BCS, BCS staff will assist with technical arrangements. Before a video interview, see a BCS career adviser for additional assistance.

Here are a few tips for a successful video interview:
- Prepare for and conduct the interview as you would an in-person interview.
- Choose colors wisely. Shades of blue and solids are preferred; reds and bright colors can be distracting on camera.
- Try recording yourself to see how you appear on video.
- If not interviewing at BCS, choose a quiet location where you will not be disturbed.
- Ask for assistance prior to the interview if you are unsure how to use the equipment.
- During the interview, show your personality; listen closely; do not be distracted or let your eyes wander; speak clearly and confidently; lay out notes and your résumé in front of you for reference; do not make any unnecessary noise; smile; sit properly and do not fidget; ask the interviewer to repeat the question if you could not hear it due to interference or connection problems.
- Remember: Treat this as you would a traditional interview. Maintain professionalism throughout, answer questions in the same way, and speak directly to the person—or camera.
Behavioral Based Interviewing

Behavioral based interviewing is a type of interviewing that many companies and organizations use in the selection process. The basic principle behind behavioral based interviewing is that: The most accurate predictor of future performance is past behavior in a similar situation. These questions often start with “Tell me about a time when...” The STAR method gives you a structured way of creating a story to respond to a behavioral based interview question. In your answer, discuss the specific Situation and the Tasks, Actions, and Results of the situation you described.

PREPARING FOR A BEHAVIORAL BASED INTERVIEW:

• Carefully read the entire job description, and make a list of the desired skills, characteristics, and qualifications.
• Review your résumé and identify examples of situations where you have demonstrated the behaviors a given company seeks. For example, if the employer is looking for leadership ability, recall an example of a time when you led a group to success.
• Use specific examples from past jobs, volunteer involvement, class projects, extracurricular activities or any other relevant experience.

DURING A BEHAVIORAL BASED INTERVIEW:

• Listen carefully to the question, ask for clarification if necessary, and make sure you answer the question completely.
• Be specific and detailed. Tell about a particular situation that relates to the question, not a general or hypothetical situation.
• Be honest. Do not embellish or omit parts of the story.
• Choose ONE situation to describe, not more, unless the interviewer asks for multiple examples; give a detailed account of that one event.
• Keep it POSITIVE – (do not try to make yourself look good by diminishing others).
• Vary your examples; do not draw from just one experience for all responses.
• Stay results and action oriented; do not forget to describe the RESULTS, and quantify your results when possible.

EXAMPLES OF BEHAVIORAL BASED INTERVIEW QUESTIONS:

• Tell me about a time when you led a group to success. (leadership)
• Tell me about a time when you were a part of a team. What was your part in making that team successful? (teamwork)
• Tell me about a time when you had to make a quick decision without all of the necessary information. (conflict/time management/judgment)
• Tell me about a time when you were able to help improve a work procedure by making good suggestions to your supervisor or co-worker. (initiative/leadership/innovation)
• Tell me about a time when you were able to strengthen a relationship by communicating effectively. (communication)
• Tell me about a time when you had to adjust quickly to a change in priorities. (adaptability/time management)
• Describe the most difficult troubleshooting challenge you have faced. (problem solving)

STAR Method

When responding to a behavioral-based interview question choose one experience you have had and tell a story by describing the...

Situation. Set the stage for the interviewer by providing an overview of the situation and any relevant background information. Be specific and succinct.

Tasks. Describe the tasks involved in that situation. What goal were you working toward?

Actions. Describe the actions you took to address the situation with an appropriate amount of detail. What specific steps did you take and what was your particular contribution?

Results. Describe the outcome of your actions and don’t be shy about taking credit for your behavior. Your answer should contain multiple positive results whenever possible. Finish with what you learned from the experience.

Incomplete STAR responses can negatively affect an interview outcome. Avoid:

• Replying with a vague statement that does not provide a specific example of what you did.
• Responding with what “we” did instead of what “I” did.
• Providing your opinion or view of a topic without describing your past behavior.
• Giving a theoretical statement on what you would, or should, do in the future.

PRACTICE!

MAKE NOTES AND PRACTICE YOUR RESPONSES.

Question: __________________________
(Targeted skill/characteristic/qualification:_________)

Situation: __________________________

_____________

Tasks: __________________________

_____________

Actions: __________________________

_____________

Results: __________________________

_____________
INTERVIEWS

Interview Tips and Sample Questions

Your diploma will open a lot of doors for you, but you have to demonstrate you possess a wide variety of skills to be offered employment. Be prepared to showcase your potential contributions when answering questions such as the following:

QUESTIONS MOST OFTEN ASKED BY EMPLOYERS

Personal and Motivational Factors
- What are some of your personal goals, and have you achieved them?
- If you could create a perfect job for yourself, what would you be doing?
- What is special about you that you feel would make you an attractive candidate?

Skills and Abilities
- Please discuss some of your past leadership roles and your accomplishments in them.
- What are your major strengths and weaknesses?
- Why should our organization hire you?
- For you, what are some of the pros and cons of working on a team project?
- How do you organize your time in school/work/play?
- In what organizational structure do you function best?
- Describe your leadership style.
- What skills and abilities do you bring to this job?
- What do you see as your greatest challenge when starting a new career?
- What motivates you to put forth your greatest effort?

Career Goals and Objectives
- What are your goals and aspirations for the next three years? Five years? Ten years?
- Why do you think you would be good at this profession?
- Why are you interested in this company/industry/profession/occupation?
- What is your timetable for achievement of your current career goals?
- Please tell me five things about yourself that would make you an asset to any organization that hires you.

Extracurricular Activities and College Experience
- With what extracurricular activities have you been involved? What responsibilities/positions have you held?
- Please cite examples of the challenges you experienced during your leadership positions with campus activities.
- If you could relive your college experiences, what would you do differently?
- Did you have an opportunity to work as a member of a team? If so, please explain.

Hypothetical Questions
- What could you see as the major objectives of this job?
- If you were hired by our organization, how would you identify the major roles and responsibilities of your new position?
- What have you admired in people who have previously supervised your work?
- In your opinion, what does it take to be effective in (insert functional role you’re interviewing for)?
- How would you resolve conflict in a group situation?

Academic Programs and Achievements
- Why did you choose this major field of study?
- Why did you choose the University of Illinois?
- What is your grade point average (GPA)? How do you feel about this?
- How satisfied are you with your accomplishments in this academic program?
- What elective classes did you take? Why?
- What courses gave you the most difficulty?

Accomplishments and Achievements
- In addition to your educational and professional experiences, what else would you like us to know about you in order to make an appropriate decision?

Relocation/Travel
- Are you willing to relocate? What is your view of traveling?

Work Experiences
- What were your accomplishments in prior positions?
- What would your last two employers say about you as an employee, either good or bad?
- What projects were accomplished during your time on the job? How were these done?
- What can you tell me that you enjoyed most about your previous job experiences? Least?
Knowledge of the Organization
- Why did you select XYZ Company?
- What are your expectations of the XYZ Company?
- Why do you want to work in this position?
- What attracts you to this industry?
- What other employers are you interviewing with?

Salary and Benefits
- When comparing one company’s offer to another, what factors will be important to you besides starting salary?
- How important is starting salary to you when considering a company’s job offer?

QUESTIONS STUDENTS ASK EMPLOYERS

During the course of your interview you will have an opportunity to ask the interviewer questions. These questions give you the opportunity to sell yourself by demonstrating your knowledge of industry issues, thus showing that you are making an educated decision to pursue that company. Thoughtful questions can revive an interview that has gone flat as well as enhance an interview that has gone well.

In order to ask relevant and thoughtful questions, you need to have a thorough understanding of the company and the industry with which it is involved. This can be accomplished through reviewing the company’s website, attending the company’s information session, and by reading trade journals, business weeklies and websites. The following are examples of questions students should ask:
- How is the company dealing with (named) current issues, trends, and concerns in the industry/company?
- How are clients responding to these issues and trends?
- What are the key issues the employer sees facing the industry/company?

Key Points to Remember

There are certain key points to remember whenever you have an interview:
- Always check your appearance before being greeted by the interviewer.
- Greet the interviewer by the individual’s title and last name in a friendly but businesslike manner. Do not address the interviewer by first name unless specifically advised to do so.
- Introduce yourself in a firm, confident manner.
- Shake hands firmly. It is appropriate for the candidate to initiate this gesture.
- When you get into the interview room, remain standing until you are offered a seat. After a certain period of time, if the interviewer has not offered you a seat, ask: “May I be seated?”
- Once seated, sit erectly but not rigidly. Place your arms and hands on the armrests of the chair or in your lap if there are not armrests. Avoid unnecessary gestures.
- Avoid writing notes during the interview. Immediately after leaving the interview, take a few moments to jot down key points that you want to remember.
- Avoid a boring presentation. Retain the interviewer’s attention by varying the tempo of your speech and the tone of your voice.
- Remember, this is your sales presentation. Take the opportunity to present yourself in a logical, confident manner.
- Do your research. Find out why the industry is interesting. Spend time researching what people do in the job for which you will be interviewing.
- Maintain eye contact with the interviewer throughout the interview.
- Project enthusiasm for the position and the company.

- What is the employer’s management philosophy?
- What is the nature of the training program and supervision given in the early years of employment?
- Has the organization hired graduates from this school in the past? If so, what’s the success record?
- What will be expected of me as a new employee?
- What are the company’s future plans?
- What has been the interviewer’s experience with the company?
- What is the typical career path with this organization?
- Tell me what your (the interviewer’s) perception would be of the “ideal” candidate.

An inappropriate question is one that deals with compensation. Once you receive an employment offer there will be ample time to discuss salary and fringe benefits.
Recruiters’ Feedback on Interviews

Students often ask BCS for advice on interview preparation and performance. The best source of advice is recruiters themselves, who provided the following feedback after on-campus interviews in 2013 and 2014:

LOGISTICS

“We had a student not sign up for an interview because he was confused about “first come first serve” and an alternate got the spot.”

“Remind students to always bring a current résumé to the interview! My office does not provide me with résumés. Being interviewed without a résumé is not in the student’s interest.”

“For our scheduling and because we value the students’ time, it may be best for future interviews where greeters are present, if candidates don’t arrive more than 15 minutes before their scheduled interview.”

Although the front board explicitly stated where our interviews were being held (2nd floor), students waited in the downstairs waiting area and missed the interview. I cannot recommend the students to our company as they demonstrated that they cannot follow basic guidelines.”

“I interviewed 11 students. 6 of them sent nice, brief thank-you emails the same day. 5 did not … I am sure the students are encouraged to link back to recruiters as a small but important part of developing relationships with, and making impressions on, potential employers.”

DRESS/APPEARANCE

“There was a candidate we really liked, but are questioning making an offer due to the dress attire.”

“Most candidates were well prepared. One however didn’t have his tie on right or his shirt fully buttoned.”

“Male students should be clean-shaven.”

PREPARATION

“I had 11 interviewees—4 of them came to my “Pre-night for Interviewees”. None of the no-shows sent emails to explain why they couldn’t make it. Students really need to understand that they should make time for the pre-nights as I really don’t want to waste time in their valuable 30 minute interviews rehashing company questions that were answered in the pre-night conversation.”

“Remind students to research the company. I sent out information multiple times to the students and some of them still seemed unprepared, HOWEVER some went above and beyond with their research and it was very impressive. The students that didn’t look into the role we were interviewing for did awesome when I asked questions regarding their skills and background, but struggled when I asked “why do you want to work for (name of company).”

“Encourage the students to do more mock interviews. A few candidates were very noticeably nervous and others did not know [answers to] simple questions about the industry. Technical questions could use some work as well.”

“Some of students did not research the program beforehand and once I explained it, they were not interested. It was a waste of these students’ time, and took an interview opportunity from classmates who may have been interested.”

“Ensure students understand fully what they are interviewing for. Some were not very well prepared for basic questions about the job and company they were interviewing for. Others did very well and would be a great addition to our team.”

“… if you are interviewing with a company - probably good to know at least one product we make when we ask what is your favorite product - so better basic knowledge of a company should be gathered.”

BCS invites you to schedule a mock behavioral interview to gain practice and prepare for a successful interview. Please follow specific scheduling instructions when you “Request a Career Advising Appointment” in I-Link.

“I was a little surprised how little our candidates knew about the [Fortune 50] company. I realize we aren’t on campus constantly like the Big Four accounting firms, but I would have expected students coming into an interview to be a little more knowledgeable about the company and where our employees are.”

“In general, the candidates should be more prepared to discuss the course work/class projects. Too many examples provided were in regards to events for either the Greek system or philanthropy work. When examples were provided in regards to course work/class projects, the candidates did not seem prepared to discuss the details of the projects (analysis completed, logistic strategies considered, solution that was selected, etc.). A few candidates came prepared to discuss the analysis and thought process behind the projects for their courses or internships and these are the candidates that clearly stand out as the best candidates.”

“In regards to the candidates, it seemed that many students memorized our company website in terms of what we do (very rehearsed). It would have impressed me more if someone thought outside the box and presented a piece of news regarding our company that they found interesting and [discussed] why.”

“Generally speaking, the students were well-prepared and responded well to our questions. Unfortunately, it is only a minority of students who are able to respond to questions about our industry or ask specific questions about our company business.”
EXPERIENCE

“Students should know that if they list a skill on a résumé, they should be able to prove it during an interview, and not just list something because they covered it, however briefly, in a class. In 5 out of 6 instances, candidates listed that they had a specific skill yet when I asked a skill-specific question they were unable to answer. I equate this to lying on the résumé.”

“Students need to better articulate why their experiences set them apart from others. Most candidates nicely provided lots of examples of their successes, but almost all candidates had similar experiences. If they can tie in those experiences to our organization more specifically, it more easily paints the picture of why they best would fit into the organization.”

PRESENTATION

“There were a couple of candidates who yawned their way through the greeting session before the interviews. I think a few of them forgot that the interview starts with the greeters and not just the interviewer.”

“Please provide the following coaching to students. One student almost was not invited to the second round due to one of these concerns. 1) Never, ever use the word “like”. Improper use of the word makes a very intelligent person sound juvenile and immature. Words are important. 2) Don’t interrupt. Let the interviewer finish their thought or sentence before making a comment.”

“Students continue to be challenged to answer behavioral questions in a concise manner. This hurts Illinois candidates when we bring them back to our HQ and they are up against students from other top business schools.”

“The students were well prepared overall. We have pretty high expectations of U of I students since they have such a good track record … the U of I has set the bar rather high. We did see one gap with the students. We interviewed about 20 students. Only a couple of them really tried to sell us at the end of the interview. They did not give their final 30 second “I really want to work for you” speech … it’s important for students to do this because it gives them a chance to show their genuine interest and honesty around a company.”

“I did have a few candidates that I really like and will consider moving forward with but, they did seem to be a bit casual in either dress or speech … remind them that they should not be too relaxed or sit too relaxed during an interview.”

“Undergrad students could definitely spend more time practicing their responses to basic questions. In several instances, students spoke at length without really answering the prompted question; could use some focusing of explanations.”

“Also [use] listening skills - through the interview, we usually explain what we are looking for and [find it] interesting that when we ask the students at the end why should we choose you, you would think they would summarize their skills against what we said we were looking for and yet they gave more random, non-specific answers.”

“For the success of the students I would like to provide constructive feedback that their interview skills were not as sharp as I would have expected. In 3 of the interviews we had a hard time getting students to relate their knowledge and work experiences to transferable skills that are desired by employers. The students that can do this easily stick out amongst the crowd.”

“I would like to see some different questions from the students. I’ve been on campus to interview for several years now and I’m still surprised to be asked “what’s a typical day like for you”. It’s a very generic question, there is no great answer (because all days are different) and it just seems like there is not a lot of thought put into it.”

“Only 1 of 11 candidates asked for a business card at the end of the interview. This [asking] shows a desire to want to reach out with more questions or just to follow-up with a thank you.”

“… all the individual students could have come prepared with more questions for us. Some didn’t even ask the next steps in the process.”

On occasion BCS receives specific feedback from recruiters on individual interviewees. BCS invites these students to schedule an appointment to address these comments.
The Power of Thank You Letters

Kay Cobetto, Talent Acquisition Specialist & Central Campus Recruiting Team, Hitachi Consulting

It’s your senior year and you’re gearing up for your plans post-graduation. You’ve attended career fairs, researched the company, prepared for the interview, met with the Recruiter and Hiring Manager, and feel confident that you will receive a job offer any day. But wait, you’re not done yet! There is still an important step that needs to be completed in your recruiting process – Preparing a well-crafted Thank You Letter.

SENDING THANK YOU LETTERS SERVES SEVERAL PURPOSES

• Demonstrates to the interviewer(s) that you appreciated their time.
• Enables you to reiterate to the interviewer(s) why you are the best candidate for the position.
• Differentiates you in many cases from other candidates.
• Promotes you and your personal brand.

In today’s job search market, it is critical that you utilize every opportunity to promote yourself – also called self-branding! Sending a thank you letter is another way to leave a positive and lasting impression. Think of the following before you begin to craft your thank you letter:

• What format will be best? (email, handwritten note, etc.) – The format is typically determined based on the culture of the organization, and what would be most appropriate from your interactions with the interviewers.
• What key points do you want to reiterate based on your conversation?
• Were there any skills or qualifications not discussed during the interview that you would like to highlight?

GUIDELINES TO CONSIDER

• Send your thank you the same day as the interview if possible, or within 24 hours.
• Use bullet points to highlight key notes and to improve readability.
• Utilize the same template/page layout as used for your résumé or any documents you provided. This shows consistency and promotes your brand.
• Keep it short and to the point (2-3 paragraphs max!) – Thank them for their time
  – Reiterate your qualifications
  – Highlight an important topic you discussed during the interview
  – Close with confidence and claim the position as yours

As a best practice, thank you letters should be sent to everyone that you interviewed with and should be unique to each person based on your conversation. If you met with multiple people, start each letter differently, (i.e. I appreciate you taking the time..., Thank you for meeting with me to discuss...) and highlight what was discussed in their particular conversation. This is important because the interview team often shares the thank you letters with one another, so you don’t want to send the same letter to everyone. It is even a nice ‘touch’ to send a thank you note to the receptionist or greeter who may have taken your coat, set you up in the interview room and brought you a cup of coffee. The unexpectedness would differentiate you from others, which also shows your appreciation for their efforts.

Always remember that the first impression from your handshake and appearance are extremely important too, but sending an effective thank you to close the loop on your interview process is a lasting impression!

Sample Thank You Letter

March 17, 2014

Ms. Mary Smith
Vice President for Marketing
A & B Corporation
10 Industry Park
Anywhere, AL 20538

Dear Ms. Smith,

The Management Trainee position we discussed this morning is very challenging and exciting. You gave me a list of the job requirements and after reviewing them, I am confident that I can make a substantial contribution to your organization.

As you may recall, during our conversation I briefly described some of my past experiences and their relevance to this position. The following points highlight some of those qualifications:

• Proven ability to make critical decisions quickly and successfully.
• Summer internships in budgeting and planning at a large corporation.
• Recognized ability to balance several projects simultaneously.
• Effective public speaking experiences to groups of 200+.
• Experience working with diverse populations.
• Strong desire to excel in any project that I undertake.

I appreciate your time and efforts in speaking with me. Do not hesitate to contact me at (123) 456-7890 if you have any additional questions. I look forward to hearing from you soon.

Sincerely,

John Doe

John Doe
Second Interviews/Office Visits

After the initial on-campus interview, an invitation to a second interview will come directly from the company, not through your I-Link account. The second interview is often an on-site visit with the company. These interviews allow the employer to make a more in-depth assessment of your qualifications and personal characteristics and to ensure a good match between the candidate’s goals and the career opportunity available. Some on-site interviews include technical skills testing as applicable to the position. They also allow you to meet additional people and learn more about the position, career opportunities, and the local community. This opportunity should help you decide whether you would like to work there, if a job offer is extended. After the company visit the employer may make an offer of employment.

Employers vary greatly in how they arrange these visits. Possible activities during an on-site interview include:

• A series of one-on-one interviews with a number of varied staff
• Panel interviews with department managers and first-line supervisors
• Group interviews with four to twelve candidates at one time
• Tours of the facilities and meeting with potential co-workers
• Meals with company employees
• Aptitude testing
• Group problem-solving activities
• Receptions with all the final candidates attending
• A social outing to a cultural or sports event

Many companies arrange for recruiters to take you to lunch or dinner during the interview. Meals allow you to meet a company representative in a more casual setting and can also expose you to the culture of the company and the city. You are still being interviewed during the meal, so remember to have good dining etiquette! (See page 28.)

Since arrangements for an on-site office visit are coordinated between you and the company, you will want to get directions to the company and an agenda. If the office visit is out of town:

• Schedule your flights, hotel, and get directions in advance to and from the airport, hotel, and the interview site.
• Arrive the night before to avoid airline delays and cancellations. When you arrive, check into your hotel. Pick up the information packet the company may have left at the front desk. Review your notes about the employer and the questions you will ask. Practice answering potential questions. Get a good night’s sleep.

During an on-site interview, anyone you meet, even for a minute, is a potential evaluator, so you should be polite to everyone you meet. Because you will meet several different people, you may find that many are asking you the same question. Answer it consistently and enthusiastically every time and continue to sell yourself and your qualifications.

At the conclusion of your office visit, you should ask when you could expect to hear from the company regarding their hiring decision. It is possible to receive a job offer on the spot, the next day, or within 2-6 weeks. If you are offered a job on the spot, you may accept OR you may thank them for the offer and ask when they need to know your decision. Beware! Employers consider a verbal acceptance to be a final commitment. Be careful of what you say and how it can be understood. It is advisable to receive complete terms of the offer in writing before accepting.

Remember to send a thank you letter (or e-mail) to everyone who interviewed you. A thank you letter tells the employer you are enthusiastic about joining the organization, that you value professional relationships, and that you pay attention to detail and follow-through.

HANDLING TRAVEL EXPENSES

Funding a site visit varies from company to company. Some companies may assist candidates by pre-paying all expenses and some will arrange to reimburse you—so keep all of your receipts. In most cases, the employer’s message inviting you for a follow-up interview will advise you if and what expenses will be covered. If no reference is made to travel expenses, you should inquire about the policy on travel expenses. Generally, the following expenses may be covered:

• Airline tickets
• Taxi/bus from airport to hotel and to interview site
• Lodging (charges for hotel movies and additional guests are not accepted)
• Meals. Use good judgment. Expensive dinners or alcohol on receipts will not be viewed favorably by the employer
• Automobile mileage and parking

You may be reimbursed before leaving the employer. Some employers will wait until you turn in all receipts at the conclusion of your trip, and reimbursement could take several weeks. Therefore, it is important to set aside some funds for this purpose. Be prudent in the expenses you submit for reimbursement. Do not put yourself in the position of being rejected as an applicant because your expenses were unreasonable.
Receiving a Job Offer

A company may offer you the position in writing, over the phone or in person. It is advisable to take some time to consider the offer, to make sure you make the right decision for you. Most companies will give you time to consider an offer and you may request an extension of your decision deadline if you need more time. Contact Business Career Services to discuss your offer or if you need assistance with preparing for the conversation in which you make requests. Carefully consider your situation before accepting an offer, as this is a final decision.

You may accept an offer in person or by telephone, but also write and mail a formal acceptance letter. Respond graciously to all job offers, whether you accept or decline the position.

- If you have not heard from a company by the indicated date or have an offer from another organization that requires a reply, you should contact the company representative to communicate your need to make a decision on another offer by a certain date.
- Once you have accepted an offer, you should withdraw from further consideration by other employers.
- Do not renege on a job acceptance. If you have second thoughts about accepting, discuss your situation with Business Career Services before you make any final decisions.

DECISION DEADLINES

The timing of offers and acceptances is a market-driven issue, with different industries experiencing varying degrees of need to fill positions. BCS supports practices that are reasonable and appropriate for both employers and students, and asks employers recruiting through BCS to inform students of the possibility to negotiate decision deadlines. BCS expects communication between the employer and student to be transparent from the point of offer to the employment start date.

BCS believes that providing sufficient time (minimum 2-3 weeks from the written offer date) for students to evaluate employment opportunities allows them to make the wisest decisions for all concerned, creating a positive experience for candidates and employers, and ultimately reducing renege and attrition rates.

REPORTING YOUR OFFER(S)

When you receive a job offer, please inform Business Career Services by completing a placement survey. Statistics on College of Business students’ success in the employment market are used by prospective students, employers considering recruiting on campus, and organizations evaluating academic programs, among others. It is very important that every student report the status of his/her search, for intern as well as full-time positions. Individual salary information will be used for statistical purposes only. Aggregate data will be compiled in the annual College of Business Employment Profile. Thank you, in advance, for providing this information.
Salary Evaluation

You don’t want to give the impression that you consider salary to be the most important aspect of your employment, rather you want the employer to know that you are genuinely interested in the position. However, you should go into an interview knowing how much you want to make, and work toward that goal.

When you are offered a job:

**Receive** your offer and any other promises in writing. Obtain an indication of what your base pay will be if commission is part of the salary.

**Pay attention to deadlines.** Ask the employer to allow a reasonable amount of time for you to consider the offer.

**Research** the typical salary range for the position(s) that you are considering, including the geographical consideration of what this type of position pays for the location.

**Keep in mind** that individuals may be extended different dollar amounts in the salary offer because they may bring more skills and experience to the table, for example internships, or other related work experience.

**Focus** on the qualities you bring to the job more than on the salary. You will be most persuasive if you make the employer feel you are worthy of the salary you want.

**Prepare a budget.** Know what you need to live on and what other expenses you will encounter.

**Think about whether you can afford to live on the salary being offered.** Be sure to account for all deductions from your paycheck (state and federal taxes, insurance, etc.). The cost of living varies from location to location.

**Take into consideration other benefits** of working for the organization. Weigh health insurance, stock options, retirement investment programs and vacation time just as heavy as salary. See pages 52–53 for a description of these benefits.

**Ask** how often salary reviews are conducted and the average salary increase that can be anticipated over the period of one year. In addition, ask if the company has other increase incentives.

**Avoid** reneging on an offer. You need to guard your reputation and may want to seek an opportunity with the organization in the future.

Salary Information

To investigate your value in the job market, review two helpful publications among BCS’s resource materials: the NACE Salary Survey and BCS’s annual Employment Profile, found on the BCS website.

The NACE Salary Survey is a quarterly report published by the National Association of Colleges and Employers. The study compiles salary offers submitted from career-planning and placement offices in colleges and universities across the United States. The report consists of starting salary offers made to new graduates by employing organizations in business, industry, government, and by nonprofit and educational institutions. The salary offers represent base salaries only and do not include bonuses, fringe benefits, or overtime rates.

The annual Employment Profile presents salary acceptances of College of Business graduates who were registered with Business Career Services. Salary data are reported for bachelor’s degrees by major and by industry and for master’s degrees by degree program.

Knowing these national and college figures will greatly assist you in determining your market value and in anticipating and evaluating job offers.

To get more information about salaries for specific business-related jobs and occupations visit: www.salary.com
Benefit Summary

Dental and/or Vision Insurance. These coverages may come as part of the health coverage or be offered separately. They are similar in design to traditional health insurance in many organizations in that they often have deductibles and co-payment arrangements but in many instances, these plans often take on some of the HMO characteristics such as preventative and early treatment emphasis. For example, many dental plans pay for the entire cost of routine cleaning, inspection and x-rays every six months. If restorative work is necessary (fillings, extraction, etc.), then a co-payment arrangement is very common.

Group Life Insurance. Many employers offer some form of term life insurance to employees as a benefit of employment. For example, your offer may include coverage in the amount of one times your annual salary at no cost to you and the ability to purchase additional death benefit coverage at very economical out of pocket cost through payroll deduction.

Educational Assistance. If you are considering pursuing an advanced degree, check to see if your employer offers any sort of Tuition Reimbursement plan. There is typically an approval process and minimum grade required per course. Look to see if you are required to make any commitments (minimum tenure at the organization, repayment procedure if you leave the company before that time, etc.).

Vacation Pay. Now that you no longer have seasonal breaks from school, check to see how much vacation time your employer offers. Is there a waiting period? How many days are offered for your first year of employment? Will you earn additional vacation days with tenure? Are there separate allotments for sick and personal time or is it one pool of paid time off?

Healthcare Benefits
Employers typically offer a choice among the following common types of healthcare coverage. The employee selects the health care plan that best meets individual/family needs.

HMO
- Employee must seek the services of the physicians, hospitals and clinics in the HMO network or the entire cost of services consumed elsewhere is the responsibility of the employee.
- Healthcare services in an HMO are often offered on a very comprehensive basis with little or no co-payment for services.
- HMOs emphasize preventative care and provide services such as routine physical exams, physician visits, prescription medicines and other procedures aimed at early detection and treatment of medical conditions.
- This plan has the potential to be the most cost efficient plan for the employee and the employer if the facilities were those you would choose.
  - Most HMO plans require employees to choose a "Primary Care Physician" who then refers them to specialists or other doctors when necessary.

Preferred Provider Organizations (PPO)
- PPOs encourage the employee to seek medical services at "Preferred Providers". The employee pays a co-pay for each service with a yearly deductible before the insurance begins paying medical fees.
- The employee may pay “out of pocket” expenses if they choose a physician, clinic or hospital outside the list of “preferred providers.”
- This plan is attractive to the new employee who does not already have a designated physician or medical facility, or if the employee’s physician is participating as a preferred provider.

Indemnity Plan
- Plan allows you to have free choice of physician, hospital and clinic services as you need and is a “reimbursement” arrangement. This plan is often called the 80/20 plan.
- A common plan feature is a “deductible” which is the amount of expense you will incur as you consume medical services before the insurance coverage begins to make payment. A second common feature is “coinsurance” which relates to the proportion of the medical expenses that you must pay for before the insurance pays for 100% of the expense.
- The deductible must be met prior to benefits beginning.
- After the deductible is met, you are typically responsible for 20% of the bill while insurance covers the other 80%.
EMPLOYMENT OFFERS

If costs are above the maximum annual expenses (typically around $5000), insurance covers 100% of the medical costs.

- These types of plans are highly prized by individuals who value their freedom of choice of physicians, clinics and hospitals or who may anticipate many costly, special procedures to be a part of their medical needs.

**Retirement Benefits**

Often times, when you are comparing job offers, retirement is the furthest thing from your mind, but that should be another important factor to evaluate in employers. Significant future personal wealth and income potential may be available through the prudent use of employer-sponsored incentive and retirement plans.

Retirement plans are generally grouped under one of two broad classifications, defined benefit or defined contribution plans.

- **Defined Benefit Plans.** As the term implies, a benefit to be received in the future is defined today. For example, at the specified retirement age, you may be entitled to receive 30% to 50% of your highest five-year average annual pay in the form of a monthly annuity for the remainder of your life. The longer you work for the employer, the higher the percent of benefit you receive. This type of plan is usually funded entirely by the employer and is structured to reward long service employees. Investment of funds necessary to pay benefits is entirely in the control of the employer who bears the investment risks of the funds. Because of the complexity, costs and greater mobility of the workforce, many firms augment pension plans with some form of a defined contribution plan. Many companies solely offer a defined contribution plan and do not offer pension plans.

- **Defined Contribution Plans.** This type of plan defines the amount of contribution made to the plan for your benefit rather than stating what will be there for you when you retire. The employee is responsible for making investment choices and assumes all of the risk. The most common forms of defined contribution plans are:

  - **Profit Sharing Plans.** Each year, the employer looks at the profitability of the firm and then, at its discretion, determines an amount of money (usually stated as a percent of each participant’s wage) that is contributed to a trust for the benefit of the employee. The annual contribution to the trust can be cash or employer stock or both, and cannot exceed 15% of the employee’s compensation in any given year under the current tax code.

  - **401(k) Plans.** This plan permits employees to direct employers to withhold some percentage of their wage (usually between 1% and 15% subject to certain limitations) and contribute it to a retirement trust. Since the income is “deferred” rather than received, the employee does not pay current year income tax on the amounts deferred, nor do they pay tax on the earnings of the trust, until the money is withdrawn for future use. Many employers offer incentive by matching company contributions of cash or stock. For example, a plan might match 50 cents of firm money on every one dollar put aside by the employee (typically there will be a cap on the total amount the employer matches per year). Essentially, the matching is free money to employees that contribute to their 401(k) plans. Start participating in these plans as soon as you can and to the maximum extent possible to plan for your future retirement.

When reviewing retirement plans, make sure you understand the following definitions:

- **Eligibility** – For 401(k)s, when are you eligible to begin contributing? Some companies offer immediate eligibility so you can begin immediately; others have a waiting period before you are eligible to contribute.

- **Vesting** – When is the money yours? When are you vested? Anything you invest from your personal funds is 100% yours. However, you typically have to work for a company for a certain period of time before the employer contributions are yours to keep. If you leave the organization before you are vested, the employer keeps the employer contributions that were made.

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**Other Benefits to Consider**

- On-site fitness centers or discounts to local gyms
- Cell phone plan discounts
- Health Care/Dependent Care flexible spending accounts
- Associate Assistance Plan
- Paid time off for volunteering in the community
The ABCs of Successfully Negotiating Your Offer

Gregory Northcraft and Robin Pinkley

Gregory Northcraft is the Harry J. Gray Professor of Executive Leadership and Associate Dean of Faculty in the College of Business at the University of Illinois. Robin Pinkley is Associate Professor and Director of the American Airlines Center for Labor Relations and Conflict Resolution, Cox School of Business, Southern Methodist University.

Negotiation is a process by which people decide what each will give and take in an exchange. What you exchange in a negotiation is value. When you negotiate for a job with a company, you bring value to the company in the form of your experience, your education, your expertise, and your enthusiasm. In exchange, the company offers you value in the form of salary, benefits, opportunity, and in many cases friendships, a social life, and a sense of community.

The job you should take is the one that offers you the most value. Critically, this means a salary negotiation is not just about your salary. It is about the total value of the package – including salary, benefits, job conditions, opportunities, location, etc. Would you be willing to accept a job that offered you no salary? Your answer should be, “It depends on what else they offer!” It is important to remember that what you want is the most overall value. You should be willing to consider giving ground on any issue in a negotiation – including salary in a salary negotiation – as long as you end up with the most value overall.

Because negotiation is the process by which people decide what each will give and take, negotiation is also the only way for you to find out which job offers you the most value. Job candidates often decide which company they want to work for – perhaps based on the company’s reputation, or what salary arrangements they expect the company will offer them – before they even know what salary package they are being offered. Having decided which job they want most, they then do everything in their power to land it, and to negotiate the best deal they can with that company.

This is short-sighted. The best offer you can negotiate with the company you prefer will not necessarily be your best offer. Companies that offer less in terms of reputation or location often are willing to offer more in terms of compensation or opportunities precisely because they know they have less to offer in terms of reputation or location. You can only land the best offer – the offer that provides you the most value – if you consider the total value you are offered in each job.

And you can only know the total value offered in each job if you negotiate with each employer, since the value initially offered is only rarely the value that is available. Our research found that 90% of the recruiters offered less than they were ultimately willing to pay, because they expected job candidates to negotiate. Surprisingly, our research also has found that only about 50% of job candidate negotiate at all – and the recruiters we surveyed felt it might even be less than that. On average, we also found that job candidates who negotiated did about 3.5% better than those who did not. So if you want to know the full value available, you must negotiate!

How do you negotiate a job offer effectively? While this is a big topic, here are a few simple rules – what we call “The ABCs of successful negotiation.”

(A) ACQUIRE Information
If you are going to negotiate successfully, there are two kinds of information you need.

First, you need to understand what you value. This may seem obvious, but it is not. What are you really looking for in a job? We encourage job candidates to make a list of the things they would like to see in a job offer: salary, benefits, opportunities, etc. And don’t forget location, lifestyle, cost of living, etc. Often this is easy. Then we encourage job candidates to assign relative values to each item on the list. (You assign numbers to each item to help do this.) For example, if two items on your list are salary and signing bonus, what is your relative preference between these two? How much more is $1000 in salary worth to you than $1000?
in signing bonus? Usually assigning relative value is not so easy. We are used to thinking about preferring more salary to less salary, and preferring more signing bonus to less signing bonus. We are probably not used to thinking about how much we prefer more salary to more signing bonus. But this is critical to being a good negotiator!

Second, you need to understand what the other side values. You may be able to find this out in your interviews, or in your discussions with your prospective employers. And we always advise job candidates to ask lots of questions. However, you will have more confidence in the information you get outside of the interviewing process. Do you know anyone currently working for the company? Does your Career Services office know anyone currently working for the company? Can you get information from salary surveys? Anything you can do to find out what items are likely to be in the offer, and which items are easier or harder to negotiate (because they are more or less valuable to the employer) will help you be a better negotiator.

(B) BUILD a Bigger Pie

Once you are offered a job, you can start negotiating to find out how much value a particular company is willing to give you. Most of negotiating is about making trades. When you make a trade, you are trying to change the mix of what you are being offered – for example, less signing bonus in exchange for more salary. The best trades to make are the ones that:

• Increase the value of the offer to you. If you value signing bonus more than medical benefits, then trading away $1000 in medical benefit to get an additional $1000 in signing bonus gets you more value – even though the employer may feel it is the same amount of money being exchanged!

• Increase the value of the offer to the other side at no expense to you. If you are indifferent between signing bonus and salary, and the company really prefers to give you more salary, then trading away $1000 in signing bonus to get an additional $1000 in salary is a good trade because it helps the other side at no expense to you. When you make it possible for the other side to realize more value, you make it more likely they will say yes to what you want.

• Increase the value of the offer to both sides. Maybe you prefer salary to signing bonus because salary is forever. And maybe your employer prefers to give you salary to signing bonus because signing bonus is now and that budget line is empty now. That means trading away $1000 in signing bonus for an extra $1000 in salary is a trade that actually brings more value to both sides.

(C) CLAIM your share of the value on the table

The goal of all negotiation is to satisfy your own goals and preferences. We make trades because it helps us find more value, and that gets us closer to satisfying our needs and accomplishing our goals. However, sometimes we can get more of what we want by convincing the other side that is what they should want to give us. An employer is much more likely to give you what you want if you can make what you want seem reasonable. For example, if you are looking for a salary of $50,000, you should be prepared to justify this number. Why is this the “right” number? Do you have evidence that proves this is what you deserve? You can use the information you have collected – for example, about what other companies are offering for a job like this, what other students with your qualifications have been offered, etc. – to provide an account that makes what you want seem reasonable.

Significantly, you can make what you want seem reasonable even if it isn’t what anyone else has received. Remember that negotiation is not just about what you are going to get from your employer – it is also about what you are going to give them. If you have more to give them than other candidates – more experience, more expertise, even more enthusiasm – then you should be worth more to your employer than other candidates. You can use information to help you claim more value in the negotiation.

In the end, our ABCs – acquire information, build a bigger pie, claim your share of the value on the table – can start you thinking about how to negotiate successfully. Of course, the more you negotiate, the easier it will become. But you must start, because you must negotiate in order to identify which job really offers you the most value.

Is it possible to negotiate even in tough economic times? It is ALWAYS possible to negotiate if negotiation is about changing the mix of what you receive, and doing so in a way that helps both sides. For example, in tough economic times it might not be possible to simply get more salary – but it might very well be possible to trade something else you have been offered for more salary. In tough economic times, employers also often expect gratitude for the opportunity, so maintaining a grateful tone is critical. In that sense, questions, requests, and demands in a negotiation all might be received quite differently. But if you can do so politely and professionally, and in a way that respects what the other side needs to accomplish, negotiation is always an option you should consider.
Responding to Job Offers

Cyndi Rotondo, Sr. Manager, University Relations
Navigant Consulting, Inc.

Congratulations! All your hard work and preparation have paid off and you’ve been extended a job offer by a firm that you have been interested in joining. You’ve already received another offer and, with both having similar salaries and benefits, it’s time to focus on which of them is the right one for you. Taking the time to evaluate all of the components of each offer will help you make the best decision.

First and foremost, you should be sure to get the offer in writing and confirm how long you have to make a decision. Every firm has a different offer process which means that you may need to respond to one offer before hearing back from other firms with whom you’ve interviewed. You can request an extension on the offer deadline but realize that it may not be granted.

When evaluating the offers, consider the entire offer not just the money. Think about what you have learned from each employer about job responsibilities, growth potential, developmental opportunities, company culture and other benefits. Create a list of the positives and negatives for each offer and discuss this list with your trusted advisors (family, friends, career counselors, etc.). Also create a list of what your goals are both from a short-term and long-term career perspective including the types of experiences you’d like to gain, opportunities to travel, or educational goals, etc. After gathering the information and reviewing your options, you should have a clearer picture of which is the right offer for you.

At this step whether you are accepting or rejecting an offer, the most important thing is how you respond. You should first contact the company whose offer you are accepting by calling the person who extended the offer to let him/her know of your decision before rejecting any other offer. Thank them for the offer and let them know how excited you are to be joining them. Do not just sign and return the offer paperwork. If you want to try negotiating your offer terms, you should do so before accepting the offer and make sure that you get any changes confirmed in writing prior to signing the final contract. Also you should confirm what the next steps are in the hiring process.

It is important also to remember the old adage about not burning your bridges. When you accept an offer, you have made a commitment to that firm that you will be joining them and should honor that commitment and not continue to look for other positions. Keep in mind that that the contacts you’ve made through the recruitment process may be of value to you in the future. How you handle yourself now can impact your potential consideration for future opportunities or using those contacts for future networking.

Format of Rejection Message

If the firm requests a formal rejection letter/email after you talk with them, here is a format to consider:

Dear (Company Representative’s Name),

First Paragraph (2-3 sentences). Express appreciation to the company for taking the time to consider you for a position. Mention one or two things that you liked about the recruiting process.

Second Paragraph (1-2 sentences). Graciously decline the job offer by stating that you have accepted another position that is a better match for you at this time.

Third Paragraph (1 sentence). Thank the recruiter/hiring manager for his/her efforts.

Sincerely,
(Your full name)

When declining an offer, you should communicate within the time frame given to you by the company. Don’t assume that if you let an offer expire that you don’t need to respond. While it may be uncomfortable, it is important that you call the other recruiters to let them know that you are declining their offer as soon as you have accepted your chosen offer. Thank them for the offer and provide a brief reason for not accepting it. If there were specific things that stood out between the firms, you should mention those so that the recruiters can better understand your decision.

Lastly, you should connect to the recruiters and interviewers with whom you had a positive experience through LinkedIn as a way to keep up with changes that may occur with them or their companies.
Dealing with Rejection in Your Career Search

After attending the Business Career Fair and Company Information Sessions, and submitting your résumé on I-Link and other job boards, you wait in anticipation. Surely several of these companies would like to hire you. Weeks later you get a few on-campus interviews, but from many companies you hear nothing. When you do hear back, the message is the same: “Thanks, but no thanks.” Your self-confidence melts and you begin to question your value to an employer.

Sometimes, job applicants begin to dread the BIG NO so much that they stop pursuing additional interviews, which results in a guarantee of not getting a job – because they’ve stopped looking! Don’t let your fear of rejection paralyze your career search efforts. Rather, let that fear fuel your determination to persevere until the successful conclusion of your search.

Acknowledge, from the beginning of your search, that in order to get to “We’d like to extend you an offer of employment” you’ll first hear uncountable versions of “We’re not able to offer you an interview at this time” or “Thank you for your interest in joining our organization. We interviewed many excellent candidates, and following much discussion we reached the difficult decision that we will not be able to extend you an offer.” Knowing this, be prepared to handle setbacks you will experience along the way.

Consider these suggestions for minimizing the pain in your career search, and continuing your search through adversity:

1. **Depersonalize the process.**
   Employers receive hundreds of résumés for one job opening. When you’re turned away, dismiss your emotional responses. When you receive a negative response, such as that your qualifications aren’t a fit for the position being filled, think to yourself “in your opinion”. Selection committees can conclude what they want, but you know that you’ve got a lot to offer and will keep working until you get an offer.

2. **Don’t make it all or nothing.**
   Don’t set yourself up for a letdown, thinking “If I don’t get this job, I’m a failure.” Tell yourself, “This could be mine. It’s a good possibility. It’s certainly not an impossibility.”

3. **Don’t blame the interviewer.**
   Realize interviewers know the position being filled, and look for the candidate who best fits the current need. (Following a full day of on-campus screening interviews, the recruiter’s goal is typically to continue the recruiting process with just a few students.) When you haven’t succeeded in making it to the next stage, consider asking the interviewer for feedback, so that you can improve your interview skills. Oftentimes interviewers are not able to provide specific information, but if your request seems genuine you may get helpful general advice.

4. **Don’t live in the past.**
   When you recall past failures, you bring back all the feelings that go with failure. Unwittingly, you overestimate the dangers ahead and underestimate yourself.

5. **Keep records of your successes.**
   Given the likelihood of receiving ‘bad news’ during your career search, make note of the small things that go well for you! When you get positive feedback on your résumé, when you are invited for an interview, when you receive information on a career opportunity through the professional network you’ve built, write these in your log! Then when you’re feeling low take a look at this list of your little successes. These little successes will lead to your next big success – an offer.

6. **Don’t get mad at the system.**
   Is there anything less pleasant than looking for a job? Regardless, you must adjust to the world rather than try to make the world adjust to you. You need a job, so you’ll need to conform, and do what millions of other people are doing. For example, consider part-time or temporary employment as an opportunity to gain experience while applying for full-time positions.

7. **Continue to build your professional network.**
   While your applications are being considered and you’re interviewing, continue to identify and reach out to new contacts. This investment of time and energy will provide a steady stream of new inspiration for your search.

8. **Keep applying, so you’ve always got something going.**
   By having multiple applications in the works, you’re increasing the odds that something good will happen, to balance the not-so-good turns in your search. Also, multiple applications will lead to a continuously-evolving search, and not leave you feeling like you are starting from the beginning (again) when you reach the end of the trail for the one position for which you were being considered. It’s all a numbers game – the more you try, the more chances you have to succeed.

9. **Enhance your qualifications.**
   Identify skills valued by your target employers, and acquire those skills. Professional certifications, specific computer skills (such as those taught in the Margolis Market Information Lab) or presentation techniques are examples of differentiators that recruiters notice.

10. **Maintain a winning attitude.**
    Keep your sense of humor, and your belief that ultimately you will win this challenge. Focus on positive thoughts and outcomes. Remember that when you don’t get offered one position, it’s because there is something better further along your path.
5 Tips for “On the Job” Success

Courtesy of The Business Young Alumni Committee, @UIUCBYAC

Congratulations on graduating! You are leaving Urbana - Champaign armed with knowledge and connections that can take you anywhere. Here is advice from some recent graduates on how to increase the results of your hard work, establish your professional credibility, and create unique opportunities that will help shape your career.

Find and Learn from Mentors
The people in your firm and industry have already overcome most of the obstacles you will face in the coming years. Leveraging the wisdom of more experienced professionals can help you maneuver the road ahead. Listen to their stories of success and failure. Your employer may assign you formal mentors who are wonderful at teaching you about the firm’s culture and its approach to the work. On your own, though, you can create less formal relationships that can help you steer the broader directions of your career. Developing these informal mentorships can be difficult. The best place to start is by asking your immediate network and identifying your field’s successful professionals. When reaching out to potential mentors, remember that common courtesy goes a long way, so be respectful, open, and polite. Their time is valuable, so use it wisely and be appreciative of it. Lastly, give them a reason to invest in you by creating a mutually beneficial relationship. Their reward is oftentimes not through financial gain but knowing that they are imparting earned wisdom on a hard-working person who will use it in a responsible manner.

Understand and Manage Expectations
While starting your career is exciting, your first job is also intimidating at times. Expectations are high. This can add stress to which you are not accustomed. Clearly understanding the expectations that are being placed on you will help alleviate this stress and make you more adaptable when the scope and deadlines of your work change. Your professional credibility will be determined by your ability to work with and meet the demands of colleagues, company leaders, and clients. It is wise to set up time with your manager as soon as possible and clarify what is expected of you and what you can expect in return. Communication is the key! Ask questions. Don’t be afraid to seek guidance and get clarification when needed. No one will fault you for taking the initiative to make sure that you produce quality and timely work while developing successful working relationships. Also, be ready to contribute your own thoughts about how you see your role taking shape. Engaging your manager this way helps others form reasonable expectations of you and helps increase your awareness of them.

Say “Yes” to Busy Work
Even though your degree from Illinois is a great accomplishment, most likely you will begin your career at the bottom of the ranks. The feeling of starting over can be discouraging, especially when you are assigned work that seems tedious, but keep in mind that even the most monotonous tasks can be critical to the success of your team and your company. Take this work on with a positive attitude and your colleagues will notice your efforts. The fact is every business has some amount of work that is not exciting or complex but has to be done. While it may be tempting to pass this work off, know that if you don’t do it, someone else will. Take advantage of the opportunity to demonstrate a high level of quality in your work. Your boss will appreciate it. And when more advanced opportunities come along, your can-do attitude and strong work ethic will put you in a great position to earn them.

Be a Champion of Quality
The quality of your work is no longer just a reflection of your individual, momentary effort. Rather, it represents the strength and reliability of your unique “Brand” and that of your company. Even tiny, occasional typos and errors in reports and communication can have a lasting impact on your credibility, particularly in front of clients or firm leadership. Do not rush to submit work product. Instead, afford yourself time to review it and perhaps ask a colleague to proofread it. Envision how your work will look to your supervisor and consider how it compares to that of your peers. Successful professionals take pride and ownership in their work and their dedication helps to set them apart from peers and competitors.

Be a Problem Solver
In addition to your top-notch academic training, part of the value you’ll bring to your new employer is a fresh perspective. Undoubtedly, you will find areas in need of improvement within your organization or its products. In these scenarios, think beyond the problem and be prepared to present solutions. You do not need to fully develop the solutions, but outlining high-level ideas shows your colleagues that you are a critical thinker invested in the success of the business.

Professional growth is a pro-active process. As you enter the office on the first day, make your first client call, or go through your first performance review you must reflect, learn, and make adjustments. You will make mistakes early on in your career, but if you work hard on your own improvement, success will come. We are excited for your energy and creativity entering the workforce.
Career and Industry Information Websites

Helpful links to resources for your independent career search

GENERAL RESOURCES
Career Research
Link from www.business.illinois.edu/bcs VAULT
Link from www.library.illinois.edu/bel Databases:
   - First Research
   - Lexis/Nexis
   - Datamonitor360
   - OneSource
   - Unworld
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Link from I-Link: Going Global

GENERAL RESEARCH
Wall Street Journal
www.careerjournal.com
Small Business
www.manta.com
Forbes.com
www.forbes.com/lists
Corporate Equality Index
Salary
www.salary.com
Glassdoor
www.glassdoor.com
Bureau of Labor Statistics
www.bls.gov/emp/
Job Boards
www.careerbank.com
www.careerbuilder.com
www.chicagojobs.com
www.collegerecruiter.com
www.indie.com
www.jobcentral.com
www.jobipedia.org
www.simplyhired.com
www.6figurejobs.com

GOVERNMENT/PUBLIC SERVICE
Partnership for Public Service
www.goprserv.org
A-Z Index of Federal Agencies (research, identify agency opportunities)
www.usa.gov
Federal Government (full-time)
www.usajobs.gov
(Click on ‘Students and Recent Graduates’)

GOVERNMENT/PUBLIC SERVICE
Action Without Borders
www.idealist.org
Non-Profit Organizations
www.npo.net

ACCOUNTANCY
American Institute of Certified Public Accountants
www.aicpa.org
Institute of Management Accountants
www.imanet.org

The Institute of Internal Auditors
www.theiia.org
American Association of Finance and Accounting
www.aafa.com
Job Boards
www.accountantjobs.com
www.auditjobschicago.com
www.taxjobschicago.com

FINANCE
American Association of Finance and Accounting
www.aafa.com
CFA Society of Chicago
www.cfachicago.org
IBankingFAQ
www.ibankingfaq.com
Job Boards
www.bankjobs.com
www.efinancialcareers.com
www.nbn-jobs.com
www.onewire.com
www.theladders.com

GENERAL MANAGEMENT
Society of Human Resource Management
www.shrm.org
American Society of Training and Development
www.astd.org
International Foundation of Employee Benefit Plans
www.ifebp.org/
International Public Management Association for Human Resources
www.ipma-hr.org
National Association of African Americans in Human Resources
www.naaahr.us
University of Illinois School of Labor and Employment Relations
www.ler.illinois.edu
NetImpact
www.netimpact.org
Benefit News
www.benefitnews.com
HR Hub
www.hrhub.com
Human Resource Executive Online
www.hreonline.com
Workforce Magazine
www.workforce.com
Job Boards
www.jobssports.com
www.workinsports.com

MARKETING
American Marketing Association
www.marketingpower.com
American Advertising Federation
www.aaf.org
Advertising Educational Foundation
www.aef.com

PROFESSIONAL NETWORKING SITES
www.facebook.com
   - BCS page
www.linkedin.com
   - Illinois MBA group
   - Illinois MSA group
   - Illinois MSF group
   - Illinois MSTM group
www.uiualumninetwork.org
   - On-line Illinois alumni directory

Ad Week Online
www.adweek.com
Job Boards
www.marketinghire.com
www.marketingjobs.com
www.showbizjobs.com
www.talentzoo.com
www.workinretail.com

INFORMATION SYSTEMS/INFORMATION TECHNOLOGY
Information Technology Association of America
www.itaa.org
Job Boards
www.computerjobs.com
www.dice.com
www.justtechjobs.com

SUPPLY CHAIN MANAGEMENT
Jobs in Logistics
www.jobsinlogistics.com
Job Boards
www.operationsjobs.com

DIVERSITY SITES
www.ascendleadership.org
www.diversityemployers.com
www.diversitylink.com
www.fortefoundation.org
www.haceonline.org
www.6figurejobs.com

INTERNERSHIPS
International Development
www.ciber.illinois.edu/events/programs/i-careers/job-list.html
Job Boards
www.careerbuilder.com
www.internqueen.com
www.internshippograms.com
www.internships.com
   - (PromoCode = Urbana)
www.summerjobs.com

Housing
www.internhousing.com
www.studenthousing.org

Website addresses correct as of July 31, 2014
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