



Resumés, Interviews, and HR/Recruiting Best Practices



Resumés

The “Do’s” of Resumés

▶ Master Résumé

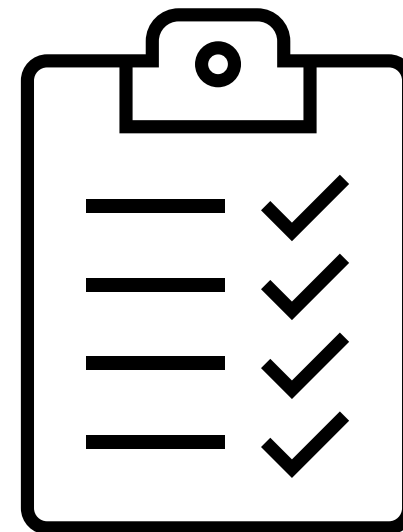
- ▶ Optional
- ▶ Starting point
- ▶ Info dumping

▶ Sections

- ▶ Do you have the rights ones?
- ▶ What is relevant to the job?
- ▶ Why are you the best candidate?



The “Do’s” of Resumés (con.)



▶ Formatting

- ▶ Big bold name
- ▶ Clean with good white space
- ▶ Structured and aligned
- ▶ Reverse chronological order

▶ Content

- ▶ Relevant
- ▶ Concise but thorough
- ▶ Grammar
- ▶ Action Verbs
- ▶ Consistency (past/present)



Example Resume

Your Name Here

123.555.6789 | yourname5@ncsu.edu | [linkedin.com/in/yourname](https://www.linkedin.com/in/yourname) | myportfolio.wordpress.ncsu.edu

Summary

Collaborative, ambitious problem-solver with inclusive leadership qualities, seeking internship position in Communication, Marketing, or Media. Prioritizes attention to detail, thoroughness, and aesthetic appeal. Energized by forming connections, learning from others, and embracing creativity.

Education

North Carolina State University, Raleigh, NC | Anticipated May 20XX

Bachelor of Arts in Communication, Media Concentration | GPA 3.528 | Dean's List 20XX

Skills and Coursework

- | | | |
|-------------------------------------|-------------------------|---------------------|
| - Communication Theory | - Creative Thinking | - Canva |
| - Newsletter Writing and Production | - Relationship Building | - Adobe Illustrator |
| - Academic Writing and Research | - Psychology | - iMovie |

Experience

Social Media Chair, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Managed social media accounts across various platforms such as Instagram, Tik Tok, and Facebook, while curating content that catered to each respective audience
- Edited and uploaded photos and videos to produce content that accurately reflected the values stated in Delta Zeta National By-Laws and upheld the standards of the Panhellenic Association
- Designed and distributed engaging infographics to clearly communicate information to sorority members, alumni, and potential new members
- Promoted fundraising events that benefited the Starkey Hearing Foundation and the American Society for Deaf Children, which amassed 193% of the previously stated monetary goal
- Collaborated extensively with the Vice Presidents of Recruitment and Philanthropy to maintain consistency throughout posts and brainstorm new ways to boost engagement and gain support

Standards Delegate, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Applied communication tactics to facilitate productive discussions with chapter members who have violated Delta Zeta policies
- Collaborated with the Vice President of Risk, Standards President, and fellow committee members to develop effective plans of action to aid chapter members in accessing any resources that may help them, and minimize the risk of repeat occurrences

Fitness Assistant, NC State Wellness and Recreation Center | Raleigh, NC | April 20XX-January 20XX

- Enthusiastically greeted patrons and provided accurate information about programs, services, and facilities.
- Ensured safety of fitness space users by demonstrating proper use of equipment, maintaining cleanliness of the facility, and enforcing facility policies and guidelines

Lifeguard, JCC Bridgewater | Bridgewater, NJ | June 20XX-Present

- Demonstrated crucial attention to detail in performing pool maintenance tasks and documenting chemical and thermostat data throughout shifts
- Practiced active surveillance to prevent and identify potential emergencies while supervising swim team training sessions, aquatic fitness classes, and free-swim sessions for campers
- Utilized interpersonal skills when interacting with patrons, enforcing safety policies, and mediating conflicts between community members
- Mentored and trained new hires by thoroughly explaining tasks and responsibilities, such as alertness, empathy, and decision-making

Extracurricular and Service

- Public Relations Society of America
- Feed the Pack Food Pantry Volunteer

Example Resume

POWELL FINWOOD

BUSINESS CONSULTANT

+123-456-7890

hello@reallygreatsite.com

123 Anywhere St., Any City

ABOUT ME

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

EDUCATION

Borcelle University

Bachelor of Business
Management

2010 - 2013

3.8/4 GPA

Borcelle University

Bachelor of Business
Management

2010 - 2013

3.8/4 GPA

EXPERTISE

Management Skills

Digital Marketing

Negotiation

Critical Thinking

Communication Skills

EXPERIENCE

Business Consultant

Jan 2022 - Present

Liceria & Co.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Business Consultant

Jan 2018 - Nov 2022

Liceria & Co.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Business Consultant

Dec 2015 - May 2017

Liceria & Co.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

CERTIFICATION

Digital Marketing Manager

Arowwai Business Academy

2014 - 2015

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua ut enim ad minim veniam

Digital Marketing Manager

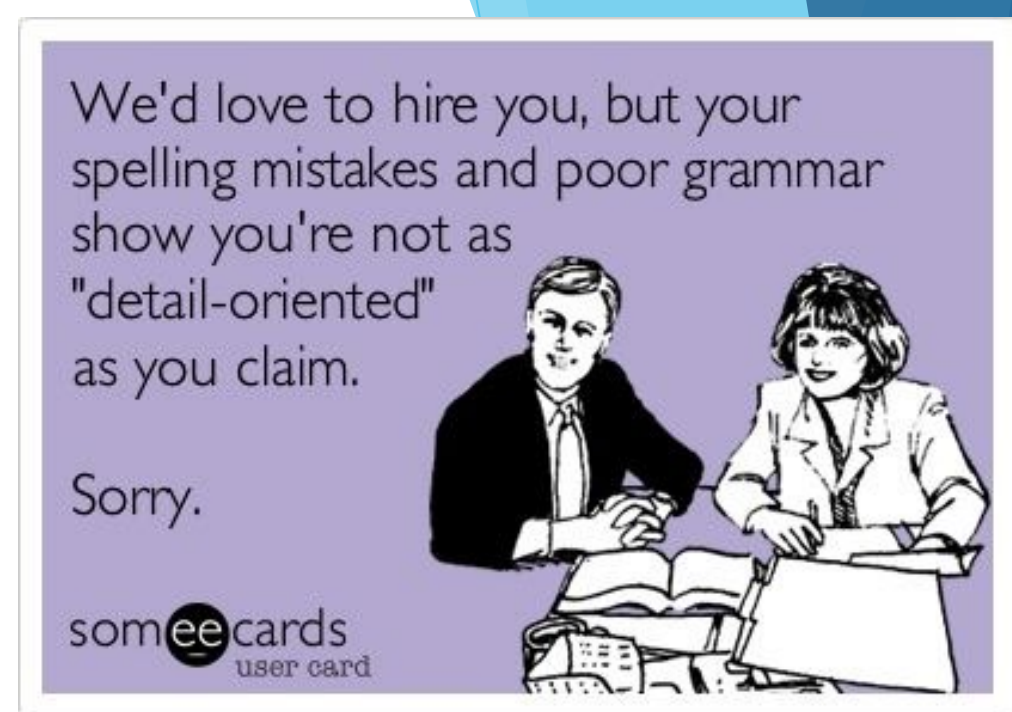
Arowwai Business Academy

2016 - 2018

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua ut enim ad minim veniam

The “Do Nots” of Resumés

- ▶ Never say “I”, “me”, “my”, etc.
- ▶ Poor grammar and spelling (verbs!)
- ▶ Lack of matching experience or skills
- ▶ Too much/too little info
- ▶ False/Contradictory info (ex. LinkedIn vs. your resume)
- ▶ Too many pages
- ▶ Personal interests





Example Resume

May Riley

4567 Main Street, Buffalo, New York 98052 | (716) 555-0100 | m.riley@live.com | www.linkedin.com/in/m.riley

Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced restaurant manager passionate about food and beverages. A multi-tasker who excels at staff training and recruiting with a track record of inspiring great customer service and customer satisfaction. Regularly exceed sales goals. A master in the art of upselling.

Experience

RESTAURANT MANAGER | CONTOSO BAR AND GRILL | SEPTEMBER 20XX – PRESENT

- Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
- Reduced costs by 7% through controls on overtime, operational efficiencies, and reduced waste.
- Consistently exceed monthly sales goals by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food and beverage program.

RESTAURANT MANAGER | FOURTH COFFEE BISTRO | JUNE 20XX – AUGUST 20XX

- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
- Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
- Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
- Successfully redesigned existing inventory system, ordering and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

Education

B.S. IN BUSINESS ADMINISTRATION | JUNE 20XX | BIGTOWN COLLEGE, CHICAGO, ILLINOIS

A.A. IN HOSPITALITY MANAGEMENT | JUNE 20XX | BIGTOWN COLLEGE, CHICAGO, ILLINOIS

Skills & Abilities

- Accounting & Budgeting
- Proficient with POS systems
- Excellent interpersonal and communication skills
- Poised under pressure
- Experienced in most restaurant positions
- Fun and energetic

Activities and Interests

Theater, environmental conservation, art, hiking, skiing, travel



Example Resume

May Riley

Buffalo, New York | (716) 555-0100 | m.riley@live.com | www.linkedin.com/in/m.riley

PROFILE

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced restaurant manager passionate about food and beverages. A multi-tasker who excels at staff training and recruiting with a track record of inspiring great customer service and customer satisfaction. Regularly exceed sales goals. A master in the art of upselling.

EDUCATION

B.S. In Business Administration | Bigtown College, Chicago, IL
A.A. In Hospitality Management | Community College, Chicago, IL

Expected 2028
2026

RELEVANT COURSEWORK

- Business Administration
- Finance
- Supply Chain
- Macroeconomics
- Entrepreneurship
- Business Law & Ethics

EXPERIENCE

Restaurant Manager | Contoso Bar And Grill

September 2023 – Present

- Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
- Reduce costs by 7% through controls on overtime, operational efficiencies, and reduced waste.
- Exceed monthly sales goals consistently by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food and beverage program.

Restaurant Manager | Fourth Coffee Bistro

June 2019 – August 2023

- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
- Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
- Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
- Redesigned existing inventory system, ordering, and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

SKILLS & ABILITIES

- Accounting and budgeting
- POS systems proficiency
- Customer service
- Problem solving
- Communication
- Organization



Additional Information

- ▶ Once you are in college/graduate, remove high school info
- ▶ You don't need to add course numbers or grades to classes
- ▶ Utilize font size, italics, and bolding to help break up sections
- ▶ Change margin sizes to get more room
- ▶ Utilize your skills in your bullet points

Adding This Summer Experience to Your Resumé

- ▶ Skills that you've gained:
 - ▶ Customer service
 - ▶ Communication
 - ▶ Collaboration
 - ▶ Time management/multitasking
- ▶ Internship Section?



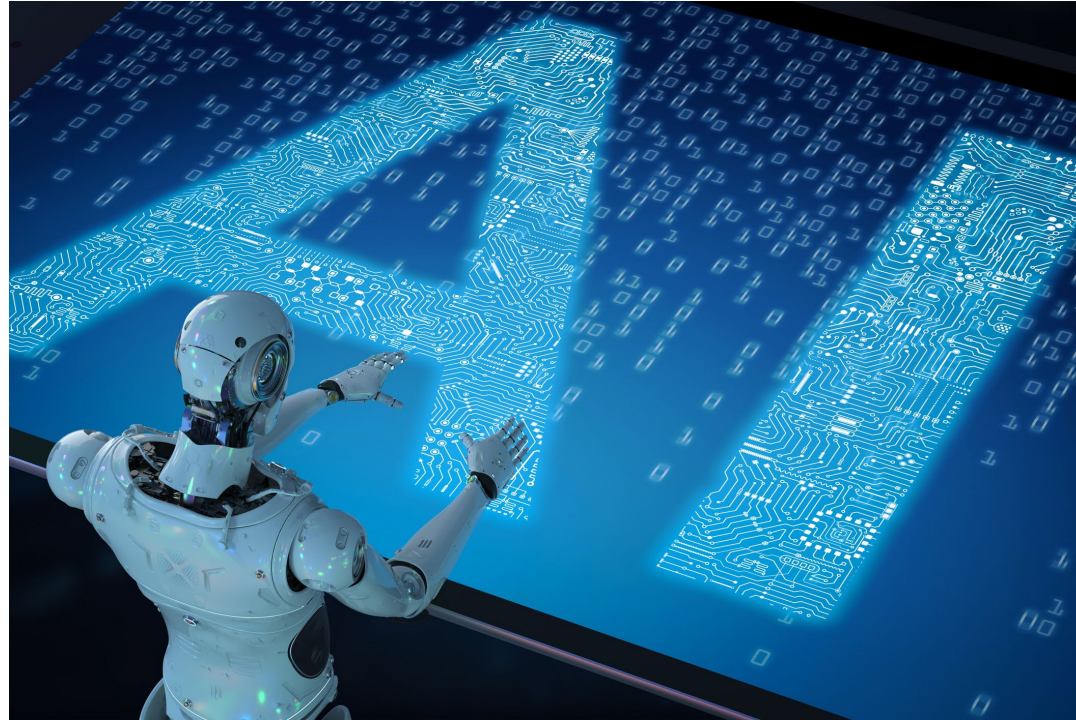


Resume Feedback

- ▶ Personal interests
- ▶ Order of experience - reverse chronological order
- ▶ Content/wording - too simple/too complex (buzzwords)
- ▶ Tenses - past v. present/keep it consistent
- ▶ Section order - order of importance
- ▶ Saying “I”
- ▶ Skills - a lot of Microsoft and systems but lack of soft skills

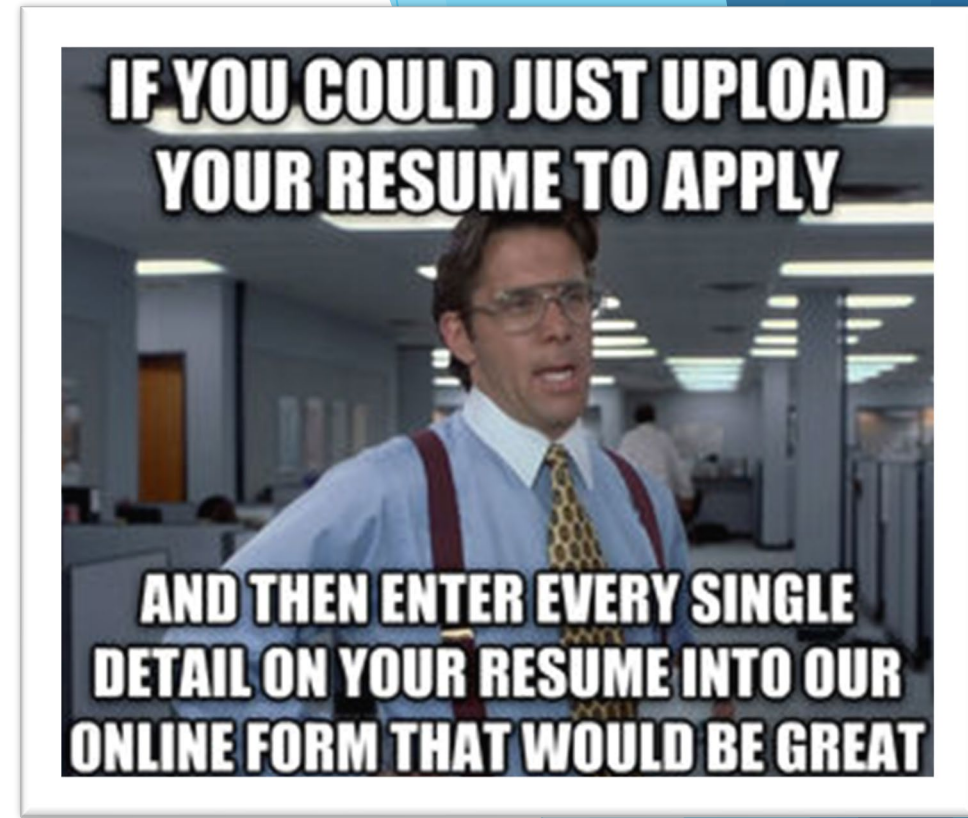
AI and Resumes

It's ok to use AI for help BUT do not use it to do everything



Notes on Applications

- ▶ Check your spelling and grammar
- ▶ Follow directions/complete it
- ▶ Recruiters are looking to see if you will follow through





Interviews

Remember...

- ▶ *You are interviewing them as much as they are interviewing you!*



Phone Interviews

- ▶ 15-30 minutes
- ▶ General topics
 - ▶ Do you understand the role?
 - ▶ Do you have relevant experience?
 - ▶ What are you looking for?
- ▶ Tips:
 - ▶ Speak clearly
 - ▶ Don't get distracted
- ▶ Goal: is it worth it to move forward?



Before You Go...

- ▶ Research the company
 - ▶ What do they do?
 - ▶ What do they stand for?
 - ▶ Why do you want to work for them?
- ▶ Prepare answers to standard questions
- ▶ Write out some questions to ask them
- ▶ Know your resume and experience inside and out
- ▶ Pick your outfit ahead of time
- ▶ Grab something to take notes with (not electronic!)



Candidate Questions

- ▶ Why is this position available?
- ▶ How would my performance be evaluated?
- ▶ What kind of growth opportunities are there for this position?
- ▶ How long have you (the interviewer) worked here?
- ▶ What do you like about working here?



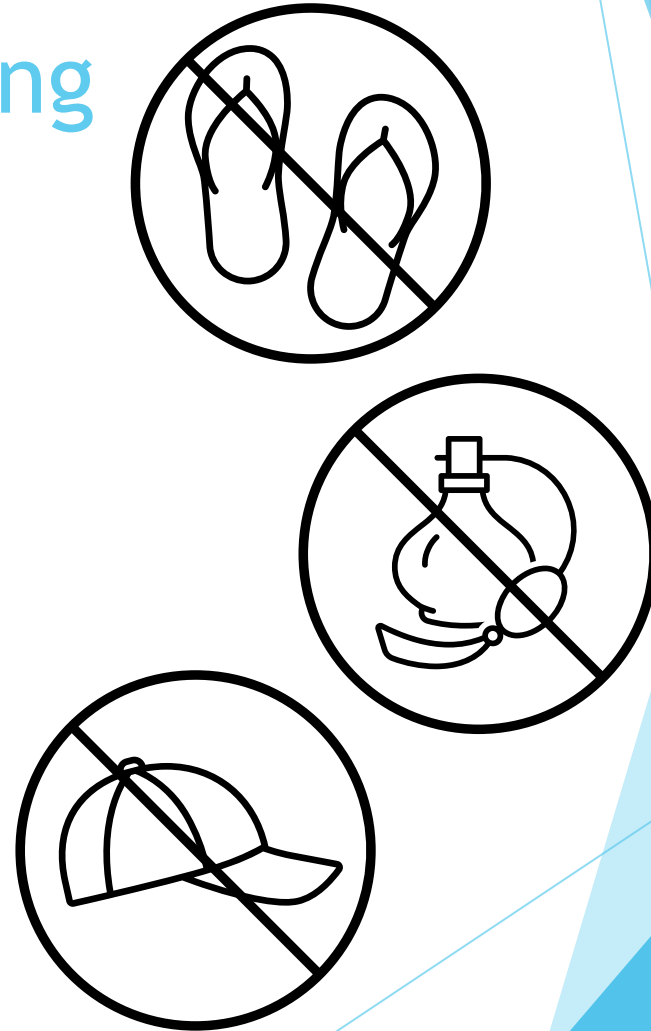
The “Do’s” of Interviewing

- ▶ Dress professionally
- ▶ Arrive early
- ▶ Speak politely to everyone
- ▶ Smile and make eye contact
- ▶ Listen carefully
- ▶ Ask clarifying questions
- ▶ Speak clearly
- ▶ Take notes
- ▶ Ask them questions
- ▶ Put your phone away



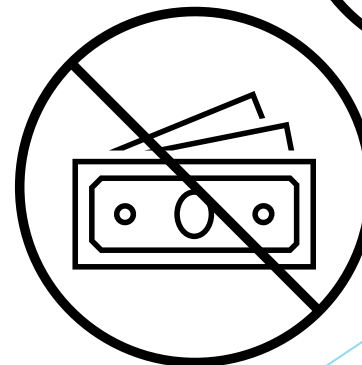
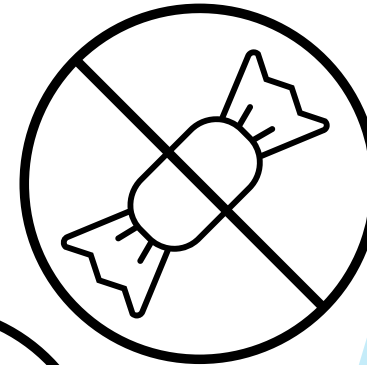
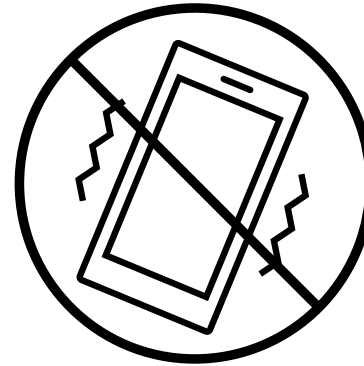
The “Do Nots” of Interviewing

- ▶ Be late
- ▶ Wear a “loud” outfit
- ▶ Dress casually
- ▶ Wear strong perfume/cologne
- ▶ Interrupt
- ▶ Overshare
- ▶ Cross your arms



The “Do Nots” of Interviewing

- ▶ Use filler words
- ▶ Chew gum
- ▶ Check your phone
- ▶ Talk badly about previous jobs/bosses
- ▶ Show a lack of interest
- ▶ Focus on money
- ▶ Lie/ oversell yourself



Virtual Interviews

- ▶ Treat it similarly to in-person
 - ▶ Dress professionally
 - ▶ Speak clearly
 - ▶ Prepare questions and answers
 - ▶ Stay focused
- ▶ Good lighting
- ▶ Quiet area
- ▶ Be aware of your background



Additional Insight

What makes recruiters pass or hesitate on a candidate?

- ▶ Not answering the questions that were asked
- ▶ Someone that I have “drag” the answers out of
- ▶ Canned language that seems “too good to be true”
- ▶ Unprofessional look and behavior
- ▶ Lack of Motivation
- ▶ Negativity

After You Go...

- ▶ Write a Thank You note or email
- ▶ Connect with interviewers on LinkedIn





HR &
Recruiting

A Timeline of the Hiring Process

Day 1

- Job Posted

Day 10-20+

- Resumés Collected

Day 30+

- Phone Interviews

Day 30-45

- 1st Interviews

Day 45-60

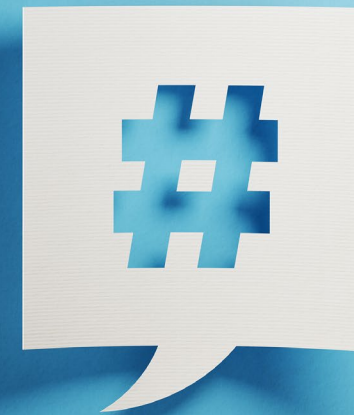
- 2nd Interviews

Day 60

- Job Offer Made

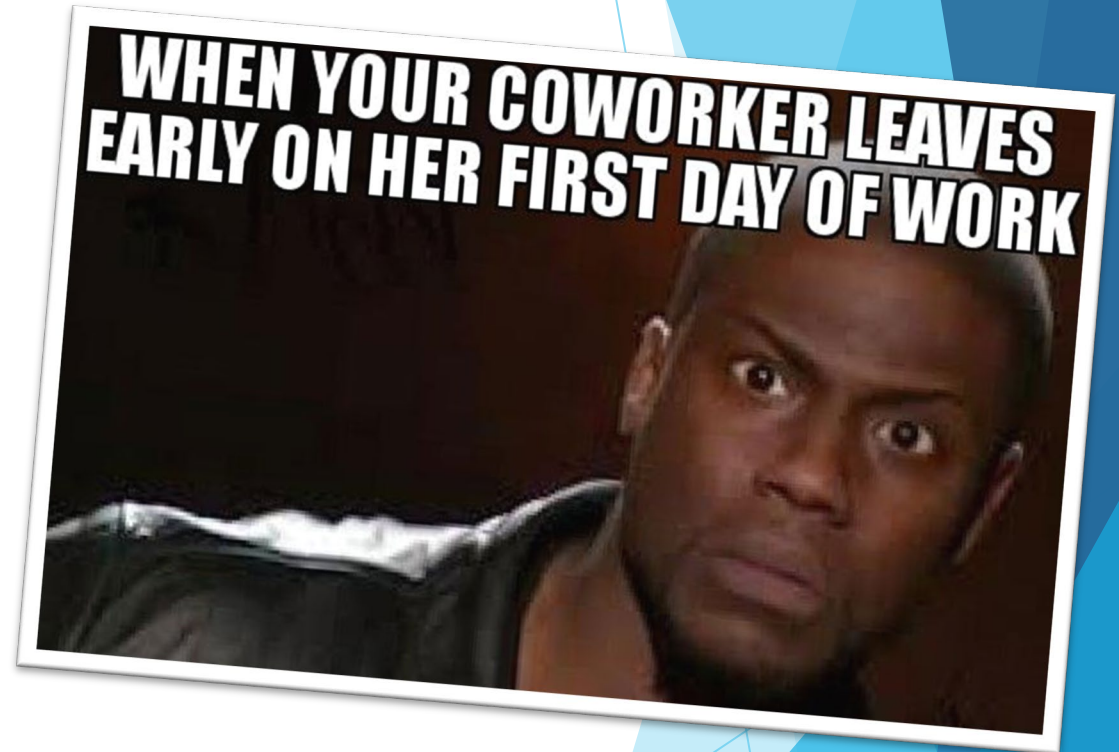
Social Media

- ▶ Know your “friends”
- ▶ Be careful what you post
- ▶ If you have to think twice, don’t post
- ▶ Companies will look at your social media



Remember...

- ▶ *The interview doesn't stop once you accept the job.*





Questions?