

# PORTFOLIO WORKBOOK

### Job Skills Worksheet

What can you do well?	How do you know you are good at it?	Who else knows you are good at it?

## Reference List Worksheet

Name: _____	Position: _____
Company: _____	
Address: _____	
_____	
_____	
Phone: _____	

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Company: _____	
Address: _____	
_____	
_____	
Phone: _____	

Name: _____	Position: _____
Company: _____	
Address: _____	
_____	
_____	
Phone: _____	

**Carmen Hurtado**  
**429 Oak Street, Apt. 3**  
**Wheaton, MD 20116**  
**(240) 838-4402**  
**churtado@yahoo.com**

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### Reference List

Mr. Jeremy Blake  
Manager  
Blake's Department Store  
4445 Sudbury Lane  
Rockville, MD 20847  
(301) 439-3482

Ms. Diane McConnell  
Shift Supervisor  
Quality Electric  
85 Blackhawk Road  
Reston, VA 20190  
(703) 668-8427

Ms. Kelly Conerton  
Instructor, ESOL Customer Service Training  
MontgomeryWorks Sales & Service Learning Center  
11160 Veirs Mill Road, Ste. LLH-17  
Wheaton, MD 201110  
(240) 403-3600  
Kelly\_Conerton@montgomeryworks.com

## Employment History

<b>Employer:</b>	<b>Job Title:</b>
<b>Address:</b>	<b>Duties:</b>
<b>Telephone Number:</b>	<b>Supervisor:</b>
<b>Reason for Leaving:</b>	
<b>EMPLOYMENT DATES</b>	
<b>Start:</b>	<b>Finish:</b>

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## **HIGHLIGHTS OF QUALIFICATIONS**

- Over 7 years experience in Customer Service.
- Outstanding organizer and supervisor.
- Proficient in English and Spanish, with excellent communication skills.

## **PROFESSIONAL EXPERIENCE**

**Sales Associate, Blake's Department Store** **2004 - present**  
Rockville, Maryland

- Greet, assist, and ring up customers in the Housewares Department, and answer telephone calls.
- Maintain store appearance; design and coordinate product displays.

**Customer Call Operator, Quality Electric** **2002-2004**  
Reston, VA

- Answered up to 300 calls a day and transferred customers to appropriate departments in a large multi-division company.
- Coordinated shift schedules and facilitated team meetings..
- Trained new operators and participated in 3 professional development workshops.

**Banquet Server, Marriott Hotel** **1999-2001**  
Bethesda, MD

- Served meals to customers as part of a 20-server banquet staff.
- Efficiently managed set up of the evening meal shift, reducing set up time by 20 minutes.

## **EDUCATION**

**Customer Service and Retail Sales Certificate, Sales & Service Learning Center** **2007**  
Wheaton, Maryland

**Advanced English for Speakers of Other Languages, Montgomery College** **2006**  
Wheaton, Maryland

**BA, Political Science, University of Nicaragua** **1992**  
Managua, Nicaragua

*References Available Upon Request*  
**Key Past Tense Verbs for the Resume**

started	attended	obtained	managed
planned	assisted	participated in	organized
worked	volunteered	served	supervised
increased	conducted	coordinated	improved
developed	accomplished	completed	maintained
operated	reduced	reorganized	supported
utilized	set up	facilitated	achieved

**Key Adjectives for the Resume**

Effective	proficient	qualified	resourceful
Versatile	energetic	consistent	skilled
Trained	experienced	knowledgeable	familiar

## Common Interview Question Practice

Question: \_\_\_\_\_

Remember the Four Rules for answering interview questions:

1. Always be positive (about yourself and others).
2. Speak clearly (and not too fast).
3. Be informative but brief.
4. Give examples.

Good answers to this question:

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Other notes about this question:

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Other notes about this question:

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## Common Interview Questions

**Instructions:** Use the following 7 questions in your Interview Role Play.

1. Tell me about yourself.
2. Why should we hire you for this position?
3. What are your weaknesses?
4. Give me an example of a problem you had at a previous job. How did you resolve it?
5. Why do you want to work for our company?
6. Why did you leave your last job?
7. Do you have any questions for us?

### More Common Interview Questions for Practice:

What gives you satisfaction at work?

How do you handle complaints from customers?

What did you like the most about your last job?

What did you like the least about your last job?

Give me an example of something you've done that would show your attention to detail.

Give me an example of a time when you had to multitask at work.

How do you react when someone criticizes you at work?

Describe your ideal work day at your last job.