



THE OFFICE OF CAREER ADVANCEMENT

DO THE MATH...PREPARATION + PRACTICE =PROFESSIONAL POSITION!



Your Guide to Finding the Perfect Internship

**Monroe College
Office of Career Advancement
Bronx and New Rochelle**

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Monroe College Office of Career Advancement

Dear Student:

Welcome to the ***OCA Internship Program at Monroe College!*** You are about to embark on an exciting adventure in experiential learning. The OCA Internship Program offers you an excellent opportunity to prepare for your future professional career with planned work experiences, which will compliment your academic program.

As in many other aspects of life, the benefits you receive from the Internship Experience will be directly related to the effort you demonstrate. The ***Office of Career Advancement*** will assist you in acquiring challenging work assignments in your field of interest, but your ultimate success in the program will depend upon your own initiative and ability.

The staff of the Office of Career Advancement wants you to achieve maximum benefits from the program. This handbook is designed to acquaint you with the aims and objectives of the Internship Program and the basic procedures and rules which are necessary for success. It also offers you guidelines and suggestions for writing resumes and cover letters and preparing for interviews.

Please ***keep this handbook!*** It will be useful to you in future job searches. The handbook is a general guide and is not designed to cover all the individual situations that might need special attention. For more information and personal counseling, our staff is always available to help you.

Sincerely,

Carol Genese
Dean
The Office of Career Advancement

Sharon Teta-D'Amelia
Internship Coordinator
New Rochelle Campus

Cathy Carbonelli
Internship Coordinator
Bronx Campus

INTERNSHIP FAQ'S

1. WHAT IS AN INTERNSHIP?

The ***OCA Internship Program*** gives students the opportunity to integrate academic study with professional work experience in job placements that directly relate to their college majors and/or career interests. As the name implies, it is a joint effort in which businesses, government, social and cultural agencies work with the college. The program is designed to enhance academic and personal growth through the practical application of theoretical and technical knowledge gained in the classroom. Students get a head start networking and making professional contacts, exploring their career options while building their resumes for future employment opportunities.

Through the program, students learn about the variety of possibilities that are open to them with their particular academic training, personal interests and values. They acquire a clearer understanding of the work environment and a greater appreciation of the considerable skills that they themselves bring to the work environment. Since they have an opportunity to relate theory to application in their Internship placements, students more easily see the relationship between the “world of the classroom” and the “world of work.”

2. HOW DOES AN INTERNSHIP WORK?

The Internship Program provides students with a series of work experiences, either at the same organization or at two or more organizations. Students are allowed to earn up to 9 credits during their college career (6 during their Bachelor's degree and 3 during their Associates degree **OR** 6 during their Associates degree and 3 during their Bachelor's degree). Each successive work experience offers new responsibilities and challenges and builds on the previous one and on the academic work completed between or during the work experiences.

3. DO I EARN CREDIT FOR INTERNSHIPS?

You can earn 3 academic credits for your work experience through the Internship Course. If you are interested in getting work experience in your field and do not meet the requirements, you can gain work experience without earning academic credit.

4. HOW DOES THE OFFICE OF CAREER ADVANCEMENT ASSIST WITH PLACEMENTS?

We will do all we can to assist you in finding an internship. Whether or not you obtain a placement will depend on how well you fare in the job search process. We will help you develop an effective resume and we will coach you on successful interviewing. Once provided with the opportunity for an interview, however, you must secure the position yourself, often in competition with other students, from both Monroe College and other colleges. The prospective employer makes the final decision on whether or not you are hired. The Internship placement process takes time. **Get Started Early!**

GENERAL GUIDELINES FOR THE INTERNSHIP PROGRAM

- **Criminal Justice** majors are required to work 100 hours for the semester, in a position related to their major. It can be in an industry in their course of study or a specific job or responsibility in their field.
- **Accounting, Business, Health, Hospitality, Culinary, Information Technology** majors are required to work a minimum of fifteen hours per week, for a total of 160 hours for the semester.
- A Faculty Advisor is assigned to you according to your major. Your Faculty Advisor will give you the syllabus for the course.
- You must have at least 30 credits in the Associates program in order to register for the program.
- You must have at least 30 credits in the Bachelor's program to register.
- You must attend a mandatory internship information session held by your School and the OCA the semester **prior** to the semester that you will actually take the internship.
- Meet with the Office of Career Advancement (OCA) immediately to get assistance with your internship placement and create a marketable resume.
- Upload an OCA approved resume onto e-recruiting.
- Search e-Recruiting for internship opportunities and apply to internship positions. ***The process of securing an internship placement takes time, so give yourself at least a month to search and obtain the best placement for you.***
- Set up an appointment the OCA with for a mock interview (optional).
- Students majoring in **Hospitality, Culinary, Baking and Pastry Arts, Criminal Justice and Information Technology** **MUST** complete at least 3 credits in an internship prior to graduation. ***It is highly recommended for all other majors if a student does not have work related experience.***
- All students must attend a mandatory **Internship Informational Session** prior to the semester of internship.
- All students must come into the OCA for placement **before** registering an internship (please note, students will not be permitted to register for an internship during registration without having an Employer Agreement Form from the OCA).

AAS Internship Course Code Numbers for Registration:

Accounting	AC-290/291
Business Administration	MG-290/291
Information Technology	CT-290/291
Criminal Justice	CJ- 290/291
Hospitality/ Culinary Arts/Baking and Pastry Arts	HP-290/291
Medical Administration	HA-290/291

BBA Internship Course Code Numbers for Registration:

Accounting	AC-390/391
Business Management	MG-390/391
Information Technology	CT- 390/391
Criminal Justice	CJ- 490/491
Health Services Administration	HA-390/391
Hospitality Management	HP-390/391

GUIDELINES FOR APPLING TO/REGISTERING FOR AND FINDING AN INTERNSHIP

The OCA Seven Step Program

- Step 1:** Students must attend a *mandatory internship orientation* seminar or meet with an OCA Advisor prior to registration. The purpose of the seminar will be to:
- Review internship and academic requirements for the semester.
 - To receive “The How to Find an Internship Handbook”
 - Complete an Internship Application Form.
- Step 2:** Meet with the *Office of Career Advancement (OCA)* immediately to get assistance with your internship placement and create a marketable resume.
- Step 3:** Upload an *OCA approved resume* onto e-Recruiting, our job and internship database.
- Step 4:** Search *e-Recruiting* for internship opportunities.
- Step 5:** *Set up an appointment* the OCA with for a *mock interview* (optional).
- Step 6:** You will have 30 days to *secure an internship* prior to end of the semester. *(Repeat Steps 1- 5 as often as necessary to secure an internship).
- Step 7:** *Register for your internship course* (CJ majors will register for CJ 292) during registration. When you secure an internship, drop off *Employer Agreement Form* to the Office of Career Advancement.

Please note:

- *If you do not have an internship at this time, you must come into the OCA to discuss your options.
- The OCA will file all of your Internship Applications, Employer Agreement Forms (contracts), Time Sheets and Evaluation Forms in the OCA office. Please submit your timesheets during the semester.
- You will submit academic assignments to your internship professor, not the OCA.
- The OCA will send inter-office copies of all student documentation to all internship professors.

HOW TO REGISTER ON ERECRUITING AS A STUDENT AND USING IT TO SEARCH FOR AN INTERNSHIP



Welcome to the eRecruiting system from Monroe College's Office of Career Advancement! We are pleased to offer you this online tool to help manage your career development process.

- To login, please go to <http://mc.erecruiting.com>.
- At the top of the page, type in your username and password and click Enter.
- Your username is the first letter of your first name, your full last name and your birthday. (Example of your username: John Smith, born January 5, 1975; username is jsmith010575) and your default password is "MONROE".
- Please change your password as soon as you login to ensure your security and privacy.
- From the home page, you will see important popup messages and instructions from Career Services Office. Please read these messages carefully!

Now you are ready to complete the following steps:

- Complete your profile by clicking on "View/Edit Profile Data" listed under the "Profile" heading in the top navigation bar. The more complete your profile is, the more we can help you connect with opportunities!
- Upload a resume after it is check by a counselor by clicking on "Upload a Document" listed under the "Documents" heading and following the simple steps to upload a resume. Your resume must be in Word or .rtf format before you can upload it.
- If you're ready to begin looking for opportunities, click on "Job Search" listed under the "Jobs & Internships" heading to conduct a search.

For all jobs posted by Monroe College Career Services, click on "Monroe Jobs" listed under "Jobs & Internships".

New York Jobs, click on "All Jobs NY, NY" listed under "Jobs & Internships".

If you need further direction or have any questions, please do not hesitate to contact us for Bronx Campus 718-933-7065, New Rochelle Campus 914-632-5400, or email the IT Manager, Nicola Howard at nhowardwarner@monroecollege.edu. Welcome to eRecruiting!

RESPONSIBILITIES:

THE ROLE OF THE EMPLOYER

- The employer will work with the Office of Career Advancement staff to provide an exceptional educational experience that compliments and utilizes your academic background and skills and talents to date.
- The employer will provide the student with an orientation to the policies and procedures of the organization and the student's own specific role and responsibilities.
- Supervision is offered throughout the term of employment. As the name suggests, the Internship course is an academic partnership in which the College joins with employers to enrich the student's undergraduate education through meaningful work experience.
- The employer will provide continuous feedback to you on your performance and your growth in your role.

THE ROLE OF THE STUDENT

- We depend on you to keep us up to date on your placement progress. We like to know when you secure your desired internship or whether or not you would like to be referred for other placements at a later time.
- As you know, the Office of Career Advancement continually develops placement possibilities. Constantly check on the status of internship sites and again, when interviews are obtained and placements secured, please report all activity to the OCA office.
- By the end of the semester ***prior*** to your internship you are to submit the Employer Agreement Form to the OCA office. It is signed by you, your on-site supervisor and the Office of Career Advancement.
- Once placed, you must become familiar with and adhere to all policies of the employing organization, report to work promptly, and in the event of an illness or emergency notify the employer.
- The student must perform the work with professionalism, being alert to his/her learning/working expectations and maintain confidentiality of information acquired at the internship site.

- If for any reason early termination of employment is necessary, you must request a joint session with your internship professor, internship advisor and the employer.
- You must complete the academic requirements assigned by their faculty advisor in your course syllabus and attend all scheduled meetings.
- All timesheets and various forms must be submitted in a timely manner.
- Your supervisor will evaluate all aspects of your work. The evaluation accounts for a portion of your grade. At the end of your internship, your employer will complete an evaluation form.
- You are responsible for ensuring that the Employer Evaluation Form is completed and returned to the Office of Career Advancement two weeks before the semester ends.
- The success of the program and your experience depends upon **you** and your own initiative, sense of responsibility, time management and ability to work others. You are a representative of Monroe College and should always conduct yourself in the most appropriate manner at all times.

Once you have been placed, we will follow up to insure that your placement is going well. If you experience any problems with your placement, please notify us.

WRITING A RESUME

Purpose of a Resume

A resume is the key points of your educational and professional background, not an autobiography. Your resume is most often the first most important factor in finally obtaining a job. To make an effective “first impression” your resume should interest the readers and make them want to talk to you. You need to represent yourself in a unique and interesting way. You have about 20 seconds to interest the employer in meeting with you. Make sure the resume tells the employer:

- Who you are
- What you can do for the company
- Why you believe you can do the job (experience, coursework)

The “first impression” that you make to an employer really counts. Little things mean a lot to a potential employer. Check your resume carefully. Don’t rush through it.

- **Is your resume visually attractive and neat**
- **Did you check for spelling and grammatical errors; use Spell-check and proofread a printed version.**
- **Is your resume on one page; if not use Page Set-up to format resume**
- **Is it centered with generous margin and spacing**
- **Is the resume format consistent**
- **Are work experiences (paid and non-paid), activities, and honors listed in reverse chronological order, beginning with most recent on top**
- **Is it printed on good quality paper**
- **Have you shared your resume with a Career Counselor for feedback and suggestions**

Be proud. The resume is an opportunity to highlight those experiences that were successful and meaningful to you. Emphasize the positive aspects of your education, experience, and extra-curricular activities. Be sure to include any awards or honors that you received. If you have little or no experience in your field, include your coursework.

Never falsify information on a resume. Falsification of anything on your resume is a serious charge and it may eventually come back to you and haunt your present or future job searches.

RESUME GUIDELINES & SAMPLES

General Tips

The main purpose of a resume is to persuade a potential employer to interview you. A resume is a summary of your abilities, accomplishments, and experiences. This guide is an introduction. We recommend that you have a career counselor critique your resume before using it!

One-page resumes are preferable for most fields. Two-page resumes are appropriate if you have a great deal of relevant experience. If you use two pages, make sure your name is at the top of the second page.

Have others proofread your resume for clarity, grammar, and spelling.

There are two basic resume formats. The most common is the *reverse chronological*, which is particularly appropriate for individuals whose most recent work and educational experience match closely with their career/job objective. In this format, the most recent education and experience are listed first, followed by the next most recent, and so on.

The less frequently used *functional* format is most appropriate for people who do not have experience in their chosen field. It is designed to highlight specific transferable skills that would be relevant to an employer, rather than focus on chronology or employment history.

Use a word-processor, experimenting with different fonts and layouts to produce a resume that effectively presents your qualifications. Print the resume on 8 1/2 by 11 inch white, ivory, or light beige bond paper. It is preferable to use a laser printer to achieve the highest quality print of your resume.

The following categories are typically included in a reverse-chronological resume; however, your particular situation will dictate which ones are most appropriate for you.

THE OCA RECOMMENDED RESUME FORMAT

NAME

Include first (given) name FIRST, middle name/initial (optional), and then last name (surname).

ADDRESS

Include local and/or permanent addresses. Refer to sample for possible layout.

PHONE NUMBER/E-MAIL

Include day and/or evening numbers, as well as e-mail if applicable.

OBJECTIVE (optional)

Briefly indicate a specific position. Do not state that you want a “challenging career opportunity.”

EDUCATION

List your education in reverse chronology. Include institution, location, school division, degree, graduation date or expected graduation date, all majors and minors, and GPA if above a 3.0.

HONORS

List any honors, scholarships, or awards you have received, including any received from community or civic organizations.

RELEVANT COURSEWORK

List your courses - even if they are outside your major - that are relevant to the position. Focus on electives and upper-level courses.

EXPERIENCE

Include paid employment, internships, volunteer work, and military service. You're your employer/organization, location (city and state only), job title, dates of employment, and a brief job description.

- When writing the job description, be concise and concrete. Use action verbs. Describe responsibilities and skills used. Emphasize results and accomplishments! **Do not lead with “Duties” or “Responsibilities.”** Omit pronouns.
- Include specific details of the experience that is relevant to your job objective. Six or seven lines of information are enough. For less relevant experience, (e.g., babysitting, when you want a job in broadcasting), summarize the responsibilities in one or two lines.

ACTIVITIES

Include Monroe College club memberships, student government, community service, and participation on athletic teams. Emphasize leadership duties, if any. If the bulk of your experience was gained through an activity, list it under EXPERIENCE, and describe your work as recommended above.

SKILLS

Be sure to include all computer, foreign language, and technical skills, even if you are less than proficient in them. Characterize your level of ability as “familiar with,” “knowledge of,” or “experience in.” COMPUTER SKILLS and LANGUAGES may be used as separate categories.

INTERESTS

This section adds a personal dimension to the resume. Be specific (see samples). Three is sufficient. Travel experience may be included.

REFERENCES AVAILABLE ON REQUEST

This is optional. Omit it if you need more space.

OCA RECOMMENDED SAMPLE RESUME - 1

NAME

Street Address
City, State, Zip Code
Phone #
E-mail address

OBJECTIVE:

What type of position are you looking for -Internship, full-time, part time? What type of industry?
What level- entry-level, management? Be specific in your objective statement.

EDUCATION:

MONROE COLLEGE

Bachelors of Business Administration, (MAJOR)

Associates Degree in (MAJOR)

List GPA if it is higher than a 3.2

Bronx, NY

expected (Date)

granted (Date)

Honors/Awards:

List Presidents or Deans List if you have earned these awards and list semesters.

Related Coursework:

List a few classes related to your major- NOT every class you have ever taken.

EXPERIENCE:

**Current Employer,
Position,**

City, State

start date- end date

- If this is your **current** position, job duties should be in present tense (file, fax, answer, prepare, schedule, arrange, assist).
- Description should **ALWAYS** begin with an action verb.
- **Try not to use** duties include... and responsible for....

**Past Employer,
Position,**

City, State

start date- end date

- If this is your **Past** position, job duties should be in past tense (filed, faxed, answered, prepared, scheduled, arranged, and assisted).
- Description should ALWAYS begin with an action verb.
- Action verbs describe your job duties (see reverse side for a complete list)

**Past Position,
Position,**

City, State

start date- end date

- If this is your **Past** position, job duties should be in past tense (filed, faxed, answered, prepared, scheduled, arranged, and assisted).
- Action verbs describe your job duties.

COMPUTER SKILLS:

- List all computer skills (Examples) Microsoft Word, PowerPoint, Excel
- Typing Speed (Type ___ WPM.)

LANGUAGE SKILLS:

List all language skills (Example) Fluent in Spanish and English

REFERENCES AVAILABLE UPON REQUEST

SAMPLE RESUME – 1

**Ernst Young
1234 Jerome Avenue
Bronx, NY 10468
718-486-9287
Eyoung1234@monroecollege.edu**

Objective:

A challenging position, utilizing abilities developed through my experience and education with the opportunity for growth based on performance.

Education:

Monroe College, Bronx, NY
Associate degree in Business Administration, expected December 2005

Academic Honors

President's List, GPA 3.9

Related Coursework:

- Principles Accounting I & II
- Macroeconomics
- Human Resources
- Labor Relations
- Principles of Management
- Money and Banking

Computer Skills:

MS Word, MS Excel, MS Access, MS Power Point

Work History:

ABC Company, New York, NY

2/03-Present

Administrative Assistant

- Manage all employee personnel files
- Schedule all interview appointments
- Track all I-9 documents
- Facilitate orientation meetings

SAMPLE RESUME - 3

**NAME
ADDRESS
PHONE
E-MAIL ADDRESS**

SUMMARY

EDUCATION:

Associate degree in Hospitality Management, expected April, 2006
Monroe College, New Rochelle, NY
GPA 3.5

Related Coursework:

Front Office Management, Travel Sales, Services & Reservations, Hospitality Law,
Food and Beverage, Room Divisions Management, Travel and Tourism

Associations: Hospitality Club

SKILLS

MS Word, MS Excel, MS Power Point, Sabre

EXPERIENCE:

Park Central Hotel, New York, NY 6/04- present
Front Desk Receptionist

Assist all customers with their inquires, handle heavy volume of telephone calls,
coordinate travel arrangements for customers, entered customers information into a
database, and ensure customer satisfaction by providing a friendly environment.

Applebee's, New Rochelle, NY 1/03-5/04
Hostess

Greeted and seated customers, resolved issues, and provided a calm environment.

REFERENCES

You should select two to three people with whom you have a good relationship and who can knowledgeably discuss your work skills and capabilities, qualifications, and personal qualities. Previous employers, faculty members, and community leaders are appropriate for references; friends and family members are not appropriate.

Ask permission from your references before using their name. Make sure that you notify them in advance, so that they may be prepared to speak about your skills and abilities. Make sure you have their correct contact information.

REFERENCE SAMPLE SHEET

Your Name
Address
City, State, Zip Code

Mr. John Smith, Director
ABC Company
718-123-4567 (make sure the phone number is correct)
123 Employment address
Bronx, New York 11111

RESUME ACTION VERBS

Management/ Leadership Skills

Administered
Approved
Authorized
Considered
Consolidated
Coordinated
Developed
Directed
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired
Improved
Increased
Initiated
Inspected
Led
Managed
Organized
Overhauled
Oversaw
Planned
Produced
Reorganized
Replaced
Secured
Supervised

People Skills

Addressed
Advertised
Arranged
Clarified
Collaborated
Communicated
Consulted
Contacted
Directed
Discussed
Edited
Explained

Interacted
Interviewed
Marketed
Observed
Outlined
Participated
Presented
Promoted
Reconciled
Recruited
Resolved
Responded
Specified
Suggested
Translated
Wrote

Research Skills

Analyzed
Clarified
Collected
Compared
Conducted
Critiqued
Detected
Determined
Diagnosed
Evaluated
Examined
Explored
Identified
Measured
Organized
Researched
Reviewed
Summarized
Surveyed
Tested

Technical Skills

Adapted
Applied
Assembled
Built
Constructed
Converted
Designed
Determined

Developed
Engineered
Installed
Maintained
Operated
Programmed
Repaired
Replaced
Restored
Solved
Utilized

Teaching Skills

Adapted
Advised
Clarified
Communicated
Conducted
Coordinated
Critiqued
Developed
Enabled
Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Taught
Trained
Tutored

Financial/ Data Skills

Administered
Adjusted
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Computed
Conserved
Corrected
Determined
Estimated
Marketed

Measured
Planned
Prepared
Reconciled
Reduced
Researched
Retrieved

Creative Skills

Acted
Combined
Composed
Created
Customized
Designed
Developed
Directed
Displayed
Established
Initiated
Instituted
Introduced
Modified
Originated
Performed
Planned
Revised
Solved

Helping Skills

Adapted
Aided
Answered
Assessed
Assisted
Coached
Contributed
Counseled
Demonstrated
Educated
Facilitated
Guided
Helped
Insured
Provided
Referred
Represented
Resolved
Supported

Organization/ Detail Skills

Approved
Arranged
Categorized
Charted
Classified
Coded
Collected
Compiled
Corrected
Corresponded
Distributed
Executed
Filed
Generated
Incorporated
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Processed
Purchased
Recorded
Reserved
Reviewed
Scheduled
Updated
Verified

Other Accomplishment Verbs

Achieved
Completed
Exceeded
Improved
Reduced
Resolved
Restored
Succeeded

COVER LETTER

A cover letter introduces you to an employer. It should be warm, and personalized, but clear and business like in its emphasis on your strengths. It should make the employer want to meet and talk with you.

1. The cover letter should be brief, no more than one page, and 3-4 paragraphs long. The individual paragraphs should only be 4-8 lines long so the letter can be skimmed.
2. Write to a specific person in the organization, not "To whom it may concern" or "Dear Sir/Madam. You may use "Dear Hiring Manager" or Dear Human Resources", if you do not have a name. Be sure to have the correct spelling of the name and the title of the person to whom you are writing.
3. Always keep a copy of your letter.
4. After a week, follow up with a phone call in which you attempt to establish an interview appointment.

COVER LETTER FORM

Your present address
City, State, Zip Code

Date of Writing

Employer's Name
Title
Name of Organization
Street Address
City, State, Zip Code

Dear Hiring Manager:

Paragraph One: State the reason for the letter, name the position or type of work that you are applying for and identify the source through which you learned of the opening (Office of Career Advancement, Newspaper, Personal Contact, etc.).

Paragraph Two: Indicate why you are interested in the position, the company, its products or services; most importantly, stress what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have practical work experience, point out specific achievements or unique qualifications. Try not to repeat the same information the reader will find in the resume. Refer the reader to the enclosed resume, which summarizes your accomplishments, training, and experience. Demonstrate that you have researched the organization and you have an understanding of how you would fit within the organization.

Paragraph Three: Reiterate your interest in the organization. Request a personal interview and indicate your flexibility as to time and place. Repeat your number and offer assistance to help in a speedy response. End by thanking the employer for taking the time to consider your credentials.

Sincerely, Yours
(Space four lines)
Signature
Typed Name

SAMPLE COVER LETTER - 1

123 Sedgwick Avenue
Bronx, New York 10468

October 10, 2---

Mr. John Smith
Human Resources Manager
WB11 TV
1234 Fifth Avenue
New York, NY 10001

Dear Mr. Smith:

I am a senior majoring in Computer Information Systems from Monroe College. I am very interested in obtaining an internship in the IT department during the spring semester.

As my resume indicates, computers have been one of my main interests all throughout school. My work as the Computer Information Systems Intern for the College IT department has increased my interest even more. In addition I have rebuilt and upgraded computers as well designed a web site for friends. I believe the combination of my skills and education will be a nice complement to your IT department.

WB11 has an excellent reputation in the TV industry and I would like the opportunity to intern at your company. I can be reached at (718) 423-1234, to arrange a meeting.

I appreciate your consideration and look forward to hearing from you.

Sincerely,
John Richards

SAMPLE COVER LETTER - 2

83 Fordham Road
Bronx, NY 10468

October 10, 2---

Ms. Mary Rider
Volunteer Coordinator
Jacobi Hospital
1400 Pelham Parkway
Bronx, NY 10461

Dear Ms. Rider:

I am obtaining my Associate degree in Medical Administration. I would like to serve as an intern at Jacobi Hospital for the fall semester.

I have a strong interest in working in an administrative support position in the medical field. I have taken courses in Health Office Operations, Billing Procedures, and Medical Terminology that will help me in the medical field and my internship. I have admired the facilities and programs that Jacobi Hospital offers. I welcome the opportunity to contribute and develop my skills.

I have enclosed my resume for your review. I am interested in setting up a meeting with you to discuss internship opportunities within the hospital. Please contact me at your earliest convenience.

Thank you for your consideration.

Sincerely,

Jessica Ford

PREPARATION FOR INTERNSHIP INTERVIEWS

RESEARCH YOURSELF!

What kind of person are you? What are your interests? What are your accomplishments? What has given you satisfaction in the past? What has made you unhappy? What do you expect to get out of this career? Make a list of your personal and professional strengths by giving examples of positive experiences. Reflect on your career interests and your personal aspirations and values. Be honest about your weaknesses, but prepare to talk about how you are working on changing them.

KNOW SOME OF THE COMMONLY ASKED QUESTIONS!

1. Tell me about yourself.

Your answer should be a short story about yourself. Answers should be business related- details about school and work only. Ex. "I am currently pursuing my bachelor degree in Business Management with a focus in human resources from Monroe College. While studying for my degree I interned as a Human Resources Assistant at the VIP Community Center, where I developed my communication and interpersonal skills as well as worked on highly confidential matters as they arose in the department. **DON'T GIVE ANY PERSONAL INFORMATION**, such as your age, family, religion, etc.

2. What is your favorite subject in school?

Mention a course that you have taken that is related to the position that you have applied for.

3. What was your least favorite subject?

Hopefully there are no courses that you have disliked. But be honest, you can say, "My most challenging course was...because..."

4. Why did you choose to attend Monroe College?

Tell them that you researched many different schools and felt that Monroe offered the best program for you.

5. What do you know about our company and why do you want to intern here?

This is where you can demonstrate that you have done all your research about the company.

6. What are your strengths?

Talk about something you accomplished in school or at your job. Always give examples to back your answer.

Ex. "While at Monroe College, I have taken many computer courses and because the assignments that I have done for my classes and preparing reports and documents I have prepared for my employer, my skills have improved dramatically".

7. What are your career goals/ where do you see yourself five years from now?

Your answer should be related to the position you have applied to. Talk about growing and learning in the position and taking on increased responsibility. Do not talk about an unrelated position or that you hope to own your business one day.

8. Do you participate in extracurricular activities?

Talk about any activities that you do at school. Are you involved in any clubs or activities at school? Talk about any hobbies that you have or any sports that you may play. You want to appear to be a well-balanced person.

9. Do you have any questions about our company or the position?

Ask questions related to the position. Ex. What type of training is available? How is performance measured?

RESEARCH THE COMPANY!

Study the organization. Learn how old the organization is, what its major product lines/services are, where its plants/offices/stores are located, what its growth has been, and what the future developments will be.

- Utilize the Internet, library, the newspaper, magazines to learn as much about the company as you can.
- Call the company for a copy of their annual report. The annual report may provide key information about the company.

BE PREPARED!

- Make sure you have a professional voicemail message. No music, religious or personal information. You do not want this information to influence your potential employer's decision.
- Always answer your phone in a professional manner. Be prepared for the employer to pre-screen you for the interview. This impacts whether or not you are invited for an interview.
- Be sure that you know the interviewer's name and pronunciation correctly.
- Make sure that you know the exact time, date and location.
- Give yourself adequate time to get to the interview and prepare the best possible route. If driving, check to see if there is a parking lot.
- Plan to arrive 10-15 minutes early. If you are running late, make sure you call the interviewer and let them know.
- You must contact the employer to cancel or reschedule your interview at the earliest possible opportunity if you cannot make the appointment or are not interested in the position.
- Bring a clean copy of your resume and a typed list of your references.
- Go alone to the interview - don't bring a parent or friend.
- Don't give simple "yes" or "no" answers.

DRESS PROFESSIONALLY!

- Wear a dark business suit and conservative shoes.
- Keep hair and nails well groomed. Wear light colored nail polish without designs. Women with long hair should pull back away from the face.
- Watch excessive makeup, jewelry, perfume and/or after shave.
- Don't smoke before the interview or chew gum during the interview.
- Have a self-confident handshake.
- Always look the interviewer in the eye and be sincere and enthusiastic.
- Turn your cell phone off- do not answer it if it rings in error.

RELAX!

Remember the interviewer is starting with favorable impression of you, whether from your resume, which has already been screened or from a personal recommendation. You will be fine!

FOLLOW-UP

- Immediately follow-up the interview with a thank you letter to the interviewer for discussing possible placement opportunity with you. Express your continued interest in the placement and review some of your relevant qualifications.
- Immediately after the interview, take some time to evaluate yourself. Review the interview step by step and analyze your strong and weak points. Think about the difficult questions that you had to answer and how you will answer them the next time.
- If you know that you were not hired, you must still thank the interviewer and close with a positive feeling. You may never know, but they may consider you for another department.

SAMPLE THANK YOU LETTER

123 Main Street
New Rochelle, NY 10550

November 10, 2---

Ms. Susan Jones
Volunteer Coordinator
Park Central Hotel
1740 Fifth Avenue
New York, NY 10550

Dear Ms. Jones:

It was a pleasure to meet and talk with you on Monday morning. Your clarification of the internship position was extremely helpful. Your description has enabled me to further see how my education and my communication skills, which I have developed in the last year at Monroe College, would be an asset to your organization. The broader responsibilities and new challenges are exactly what I am looking for.

Thank you for your time and interest in my application. I look forward to hearing from you soon.

Sincerely,

John Sanchez

THE INTERNSHIP OFFER

The phone rings. An employer on the line says, "I would like to offer you an internship position with our organization." Now what should you do?

- An internship offer is exciting, so be sure to take time to evaluate the offer objectively. Simply ask for a couple of days to think about the offer while expressing your continued interest in the position. You might say, "This position seems like a great opportunity. May I have a couple days to get back to you and give you a decision?" Then set a mutually agreeable time by which to make your decision. Most employers will respect the professionalism of your request and gladly agree.
- If you are still interested in interviewing elsewhere or waiting for an offer from another placement avoid accepting an offer immediately and follow the above instructions.
- If you are interested in the position and would like to intern at the company then accept the position.
- Remember that once you accept the position you should not accept another internship position. It is unethical and unprofessional. Declining an accepted offer could affect your reputation in the work force as well as the school's reputation.

Make sure you contact the employer on or before the agreed upon date to accept or decline the offer. When accepting the offer, be sure to find out when and where you should report on your first day. If you decide to decline, do so in a professional manner. For example you can say "Thank you so much for the offer. It was a difficult decision for me however I am unable to accept this opportunity. I hope that you will keep me in mind in the future."

KEEP US POSTED

Be certain to keep the Office of Career Advancement informed of any interviews and offers you have. We will be better able to assist you in your Internship search when we have all the information. In addition once you are placed keep us informed about experiences both positive and challenging.

Internship Do's and Don'ts

1. Do not sign-up for an internship unless you plan on completing it. It is important for the college to maintain successful working relationships with these agencies.
2. Dress professionally. Your internship site will determine your particular dress code but make sure you still look professional and neat. This means no jeans, ripped pants, tank tops, mini-skirts, low cut blouses, etc.
3. Always behave professionally. If you are having a serious problem at your site, get in touch with your internship professor immediately.
4. Do not sign-up for an internship that requires drug testing if you know you will fail the test.
5. Get to your internship on time. If you are going to be late, or unable to come in on a specified day, make sure you call your site supervisor.

Internships are a great way to obtain practical experience. We believe that internships will be beneficial for all those involved.

MAJOR RELATED JOB/INTERNSHIP BOARD SITES:

a1ajobs.com	CareerBuilder.com	Erecruiting.com	Jobtrak.com
Aba.careersite.com	Careers.findlaw.com	Financialjobs.com	Labor.state.ny.us
Accesssalesjobs.com	CareerMosaic.com	Flipdog.com	Monster.com
Aecjobbank.com	CareerJournal.com	Foodindustry.com	Nytimes.com
Aftercollege.com	CareerPath.com	Headhunter.net	Quintcareers.com
Ajb.org	Careerweb.com	Healthcareerweb.com	Starchef.com
Allretailjobs.com	Collegegrad.com	Healthjobsusa.com	Studentjobs.com
Auditnet.org	Computerjobs.com	HigherEdJobs.com	Studentjobs.gov
BestJobsUSA.com	Computerwork.com	Hirediversity.com	Vault.com
BrassRing.com	Craigslist.com	Hotjobs.com	Volunteermatch.com
Brokerhunter.com	Diversitylink.com	Idealist.org	Westchestergov.com
Careerbank.com	Dice.com	Jobsonline.com	Wetfeet.com

ACCOUNTING	BUSINESS ADMINISTRATION	INFORMATION SYSTEMS
Erecruiting.com Accountingjobs.com Accounting.com Careerbank.com Craigslist.com Efinancialjobs.com Idealist.org Jobsinthemoney.com Myjobs.com	Erecruiting.com Americasjobbank.com Career magazine.com CareerMosaic.com CareerPath.com Careerresourcecenter.com Careerweb.com Craigslist.com Flipdog.com Hotjobs.com Idealist.org Monster.com Nationjobnetwork.com	Erecruiting.com Brainbuzz.com Computerjobs.com Computerwork.com Craigslist.com Dice.com Flipdog.com HightechNY.com Idealist.org Itcareers.com Justcomputerjobs.com Techies.com

HOSPITALITY	ALLIED HEALTH	CRIMINAL JUSTICE
Erecruiting.com Hcareers.com Hospitalitycareers.com Hospitalitycareernet.com Hospitalitycareersonline.com Hotelrestaurant.com Idealist.org Starchef.com Ttjobs.com	Erecruiting.com Alliedhealthjobs.com Healthmedjobs.com Idealist.org Medbulletin.com Alliedhealthemployment.com Alliedhealthcareers.com Westchestergov.com/hr/dlistexams.htm	www.search.nyc.gov/quiry www.statejobsny.gov.state.ny.us www.usajobs.opm.gov www.nyc.gov



FOCUS



Focus is a self-paced, online career guidance tool used to assist you in career exploration. Through using FOCUS, you are able to research careers, understand your values, interests, skills and potential career matches with greater clarity.

Detailed below are the exact steps for you to begin using FOCUS. In addition, please be sure to meet with your counselor upon receiving your results. Your career counselor has been trained to help you interpret the data and assist you in utilizing this information.

Get started. Be honest. Enjoy using this instrument to help guide your career decisions.

STEPS TO USE FOCUS

1. LOG onto http://www.monroecollege.edu/current_students/
2. Click on “Career Advancement” on the Left Hand side of the page
3. Click on “Career Assessment”
3. Then scroll to the bottom of the page. Find where it states under FOCUS, “I’m a New Student” and click that link.
4. You now should see a box requesting a Keycode. The Keycode is: **MUSTANG**
Enter that code.
5. Complete the remaining information (Username, Password, email address etc...). * Please use your e-recruiting username and password.
6. Now, begin using FOCUS. You may complete in many sittings or in one time period.

* Your e-recruiting username is the first letter of your first name, your last name and your birthdate (mmddyy). So for John Smith born on January 1, 1980 – his username is jsmith010180. The default password is always MONROE. If you have changed your password, use your personal password.

If you have forgotten any of your usernames or passwords – please contact your Career Advisor.

If you have any questions please call, 1-888-55-MY-OCA

