


# SPIRAL GROUP, INC.

SHAPING TODAY'S JOB SEEKERS FOR EMPLOYERS OF CHOICE.®



DOCUMENT PREPARATION COURSE | 3

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## DOCUMENT PREPARATION COURSE

We know that employers want workers who have certain skills: people who can build relationships; who have presence and intellectual capacity; people involved in civic activities; and people who can engage professionally with others both inside and outside the company. Employers also want to know what distinguishes one job seeker from all the other equally qualified candidates.

Our Document Preparation course is the first step in the process of distinguishing you from all the other equally qualified job seekers. We discourage our participants from underestimating themselves, their skills, and experience. We encourage you to remain confident and realistic throughout your job search and while employed with Employers of Choice.

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# 1 | WHAT SKILLS DO YOU POSSESS?

Employers want workers with certain skills. Those who can build relationships, have presence, and intellectual capacity; people involved in civic activities; and who can engage with people both inside and outside the company. Below are the skills the most competitive job seekers possess.

## TECHNICAL | OCCUPATIONAL SKILLS

These are skills needed for a specific occupation. These include knowledge of specific procedures, equipment, or vocabulary necessary to perform a particular job. Examples of occupational skills include roofing, plumbing, carpentry, catering, cashiering, and waitressing.

List your Technical Skills.


## TRANSFERABLE SKILLS

These are skills that are applicable in many different occupations and can be easily transferred from one job to another, no matter the industry. Some examples of transferrable skills are organizing, promoting, planning, coordinating, instructing, customer service, negotiating, writing, etc.

List your Transferable Skills.


## CAREER DEVELOPMENT

This is a planned effort that links your career goals with an organization's strategic direction. When focusing on developing your career, seek training and development opportunities to meet the requirements for movement along your career path.

- I know and value my professional strengths and abilities, personality type, and work style.
- I seek training and development opportunities that are in alignment with my career goals.
- I understand my industry and common business practices.

What could you improve in this skillset?


## COLLABORATION | TEAMWORK

The ability to build collaborative relationships with colleagues and customers; capable of working among diverse teams; and managing conflicts.

- I can effectively contribute to team goals.
- I am capable of accepting constructive criticism, as well as providing positive feedback.
- I concentrate on behavior that can be improved.
- I take responsibility for my own share of work within the group.

What could you improve in this skillset?


## COMMUNICATION SKILLS

The ability to express ideas clearly when speaking or writing.

- I am capable of following written and verbal instructions. I can read and comprehend written materials.
- I can write memos, letters, and reports clearly and effectively while avoiding jargon.
- I listen attentively and ask pertinent questions when appropriate.
- I can gather, analyze, and arrange data in a logical sequence, as well as articulate thoughts and ideas clearly and effectively.
- I can clarify and summarize what others are communicating; help others define their problems.
- I make effective use of body language, dress, conduct, and speech.
- I can adapt my written and verbal style for various audiences.

What could you improve in this skillset?


## CREATIVITY | INNOVATION

The ability to demonstrate originality and inventiveness in your work.

- I can think of creative solutions that serve the organization and my own skill development.
- I can effectively communicate new ideas to others.
- I can integrate knowledge across different disciplines.

What could you improve in this skillset?


**CRITICAL THINKING | PROBLEM SOLVING**

The ability to exercise sound reasoning and analytical thinking to solve workplace problems.

- I can demonstrate efficiency; and seek ways to simplify processes.
- I can clarify the nature of a problem before deciding what action to take.
- I can use knowledge, facts, and data to solve problems.

*What could you improve in this skillset?*


**DIVERSIFIED**

The ability to learn from and work collaboratively with various individuals representing diverse cultures, races, ages, religions, and lifestyles. *Could your Career benefit from you becoming more diversifiable?*

**ENRICHMENT**

The ability to grow the job you currently have by expanding your job responsibilities and mastering new skills.

- I am capable of adding value to the organization while increasing my own visibility.
- I have the ability to create skill development opportunities for myself.
- I am confident in my ability to increase my decision-making authority.

*What could you improve in this skillset?*


**ETHICAL**

Capable of demonstrating integrity and ethical behavior. Ability to act responsibly with the interests of the larger community in mind.

- I take responsibility for my decisions and actions.
- I understand and follow company policies and procedures.
- I am honest and trustworthy.

*What could you improve in this skillset?*


**INTERPERSONAL SKILLS | PROFESSIONALISM**

These are effective work habits such as punctuality, assertiveness, politeness, thoughtfulness, personal accountability, cooperative, working productively with others, and time and workload management. These skills help you to get hired and keep any job.

- I respect supervisors and coworkers.
- I can resolve conflicts calmly and appropriately.
- I am sensitive to the values and feelings of others.
- I maintain the professional willingness to start, stop, and switch duties.
- I can work calmly in busy environments.

*What could you improve in this skillset?*


**LEADERSHIP SKILLS**

The ability to leverage the strengths of others to achieve common goals; delegate with respect; represent, coach, and develop others; build partnerships. Whether or not in a supervisory role, leadership skills are important.

- I can motivate and direct people as I work; provide support for others.
- I take charge of tasks, projects, team processes, goal setting, and decision-making.
- I accept responsibility for mistakes.
- I am capable of modifying goals in light of changing situations.

*What could you improve in this skillset?*


**NEGOTIATING**

The ability to develop a line of reasoned argument. Emphasize the positive aspects of your argument using tact and diplomacy.

- I understand the needs of the person with whom I am dealing, while challenging their point of view.
- I handle objections to my arguments and make concessions to reach agreement.

*What could you improve in this skillset?*


**PERSONAL GROWTH | SELF DIRECTION**

These are personal characteristics that contribute to our performance of work, which are necessary for workplace success.

- I am efficient; flexible; resourceful; diplomatic; results-oriented.
- I keep up to date with job, training, and development opportunities.
- I choose and set personal goals.
- I can formulate effective strategies for achieving goals.
- I am responsible for my own career management; able to continuously acquire new knowledge and skills.
- I monitor my own learning needs.

*What could you improve in this skillset?*


**PLANNING | ORGANISING | TIME MANAGEMENT**

Ability to manage time effectively by prioritizing tasks.

- I set objectives that are achievable and measurable.
- I can identify the steps needed to achieve goals.
- I can work effectively under pressure while managing stress.
- I can complete work to a deadline.

*What could you improve in this skillset?*


**RESEARCH SKILLS**

Capable of systematic investigation to establish facts.

- I can locate required information by identifying resources.
- I can extract important information.
- I can collate, classify, and summarize data.
- I can disseminate results effectively using text and info-graphs.

*What could you improve in this skillset?*


# 2 | FUNCTIONAL RESUME WORKSHEET

A functional resume is ideal for persons changing careers or who have gaps in their employment history. It highlights a job seeker's skills and experience, rather than a chronological work history. Use this worksheet to communicate your skills and work experience so you can begin the process of creating your own resume and general cover letter with the assistance of the *Cyber-Navigator* at your local library. If you don't already have a library card, here's your chance to acquire one.

Note: This worksheet can also serve as a job application aide, which is useful when completing paper and online applications. Some companies monitor how long it takes an applicant to complete the online application process. By having this completed document, you'll maximize the time allotted.

EMPLOYER 1				
COMPANY NAME			POSITION TITLE	
COMPANY ADDRESS			START DATE	END DATE
CITY	STATE	ZIP	BEGINNING SALARY	ENDING SALARY
PHONE			SUPERVISOR'S NAME	
LIST YOUR JOB DUTIES. THESE ARE THE TASKS YOU ACCOMPLISHED EACH WORK DAY.				
•			•	
•			•	
•			•	
LIST YOUR ACHIEVEMENTS. SOME EXAMPLES ARE BEING PROMOTED, DECREASING SERVICE WAIT TIMES, IMPROVING OPERATING PROCEDURES, ETC.				
•			•	
•			•	
LIST THE CERTIFICATIONS AND LICENSES YOU ACQUIRED WHILE WORKING FOR THIS EMPLOYER.				
•			•	
•			•	
EMPLOYER 2				
COMPANY NAME			POSITION TITLE	
COMPANY ADDRESS			START DATE	END DATE
CITY	STATE	ZIP	BEGINNING SALARY	ENDING SALARY
PHONE			SUPERVISOR'S NAME	
LIST YOUR JOB DUTIES. THESE ARE THE TASKS YOU ACCOMPLISHED EACH WORK DAY.				
•			•	
•			•	
•			•	
LIST YOUR ACHIEVEMENTS. SOME EXAMPLES ARE BEING PROMOTED, DECREASING SERVICE WAIT TIMES, IMPROVING OPERATING PROCEDURES, ETC.				
•			•	
•			•	
LIST THE CERTIFICATIONS AND LICENSES YOU ACQUIRED WHILE WORKING FOR THIS EMPLOYER.				
•			•	
•			•	
LIST YOUR EDUCATION				
HIGH SCHOOL		MAJOR		YEAR GRADUATED
ADDRESS		CITY	STATE	ZIP
COLLEGE OR UNIVERSITY		DEGREE		YEAR GRADUATED
ADDRESS		CITY	STATE	ZIP
TRADE SCHOOL		TRADE		YEAR GRADUATED
ADDRESS		CITY	STATE	ZIP
OTHER		CREDENTIAL		YEAR GRADUATED
ADDRESS		CITY	STATE	ZIP



# 6 | FUNCTIONAL RESUME SAMPLE

## MICHELLE A. JONES

500 North Itasca Street | Chicago, IL 60600 | (312) 555-0123 | michelleajones@spiralgroup.com

### PROFILE

Motivated, personable business professional with excellent management, customer service, team-building, and conflict resolution skills. Experienced in all aspects of operations in the foodservice industry. Capable of improving work culture and productivity; developing and / or revising business documents to ensure compliance with statutes and regulations; analyzing findings from documents and personnel interviews, and reporting how workflow and structure affect customer service. Talent for quickly mastering technology: Microsoft Word, Microsoft PowerPoint, and Web design (working knowledge of CSS, HTML, SHTML, Java, and JavaScript). Flexible, versatile, and able to maintain a sense of humor while under pressure. Most importantly, I thrive in a fast-paced, deadline-driven environment.

### PROFESSIONAL EXPERIENCE

#### • RESTAURANT MANAGER

- Managed teams ranging from 20-60 employees, including management personnel.
- Hired and trained new employees.
- Reconciled safe and cash drawers.
- Created and implemented employee rewards programs.
- Managed inventory and controlled labor costs.
- Controlled risks and hazards throughout the flow of food utilizing the 7 HACCP principles.
- Assured guest and team safety by employing MSDS (Material Safety Data Sheets) when required.
- Ensured overall restaurant cleanliness by developing and adhering to effective cleaning programs.

#### • FRANCHISE OPERATIONS CONSULTANT

- Directed 25-34 Subway restaurants to ensure compliance with company statutes and to increase overall profitability.
- Assisted franchise owners with achieving managerial control via comprehensive training programs, auditing financial records, personal hygiene policies, and incorporating standard operating procedures set forth by parent company.
- Authored monthly newsletter to convey menu changes; product recalls; revised food preparation methods; approved vendors; safety and security updates and alerts; new store openings; and other pertinent information. Distributed to over 200 Subway restaurants.
- Implemented local store marketing initiatives—designed and distributed coupons and other promotional materials.
- Coordinated exciting productivity contests to boost employee morale.

#### • DETAIL MASTERY & ORGANIZATION

- Manage all aspects of day-to-day operations as owner and operator of RMRC and as founder and instructor of Spiral Group, Inc. Design business documents; develop and facilitate various training modules.

### EMPLOYMENT HISTORY

- Spiral Group, Inc. —08/2015-Present  
*Founder/Instructor (Chicago, IL)*
- Jeepers! Of Norridge —03/2004-07/2005  
*General Manager (Lansing, IL)*
- Franchise Services (Subway) —06/2002-07/2003  
*Franchise Field Operations Consultant (Lansing, IL)*
- Portillo's Hot Dogs, Inc. —01/2001-2/2002  
*Restaurant Manager (Chicago, IL)*
- Subway Development —08/1997-08/1999  
*Franchise Field Operations Consultant (Chicago, IL)*
- Burger King & Ameriking Corporations —09/1984-08/1997  
*General Manager (Various locations throughout Chicagoland)*

### EDUCATION

- Olive-Harvey College; Chicago, IL—GED, 1987
- Olive-Harvey College; Chicago, IL—Completed one year toward Associate's Degree in Psychology—1987-1989

### CERTIFICATIONS / LICENSES

- ServSafe Foodservice Sanitation Manager Certification, City of Chicago—Expires 3/2020
- ServSafe Foodservice Sanitation Manager Certification, State of Illinois—Expires 3/2020
- Certified ServSafe Instructor, State of Illinois



# 7 | COVER LETTER GUIDE

Your Full Name  
Your Current Address  
City, State, ZIP Code

Date

Contact Name—Job Title  
Name of Organization  
Street Address  
City, State, ZIP Code

Greetings, Mr. / Ms. \_\_\_\_\_:

**First Paragraph:** In this paragraph, you will state your reason for writing. Name the specific position for which you are applying. Mention how you learned of the opening. Specify which skills and experiences make you an ideal candidate for the position.

**Second Paragraph:** In this paragraph, you will depict yourself as a serious candidate and one worth inviting for an interview. Provide your history of responsibilities and successes. Explain why you're interested in working for this employer. Specify how you're suited for this position; how your skills and experience will benefit the employer; or how your transferrable skills can assist with doing the job if you don't have lots of experience.

**Third Paragraph:** In this paragraph, express your interest in discussing your application further in an interview. Suggest dates and times, or advise them of your flexibility. Alternatively, state that you'll call on a certain date to set up a meeting. Finally, mention that your resume is enclosed.

Sincerely,

(Your Signature in Black or Blue Ink)

Your Typed Name

Enclosure: Resume

# 8 | COVER LETTER ACTIVITY

Create your own cover letter using the job description below.

## *Wits & Bits*

*the essence of all our products and services is Gnosis.*

Our church has been providing Wits and Bits since 2002. We've expanded to over 202 locations throughout the Chicagoland area, and we are still growing. Our goal is to have over 500 locations by the year 2020. Because of our growth, we are seeking personable and dynamic customer service professionals to join our fun and fabulous team. The ideal candidate will have the following:

- Two years' experience dealing directly with customers
- Computer skills: Proficiency in MS Word, Excel, and PowerPoint
- Able to stand during an 8-hour work shift, and can lift up to 45 pounds
- Capable of working calmly in a fast-paced environment
- High School diploma or Equivalent—must provide transcripts
- ServSafe Food Handler's certificate

Qualified candidates can submit their cover letters and resumes by December 22, 2016 to:

### **WITS & BITS**

Minister Michelle A. Jones  
Director of Human Resources  
5615 West Race Street  
Chicago, IL 60644  
Office: 773.648.0476 | Fax: 773.648.0477  
E-Mail: MJones@Spiralgroup.org

## 9 | COVER LETTER SAMPLE

**MICHELLE A. JONES**

500 North Itasca Street | Chicago, IL 60600 | (312) 555-0123 | michelleajones@spiralgroup.com

Feb. 28, 2012

Janet Ramos—VP Marketing  
XYZ Company  
1515 Market St.  
Hometown, CA 55555  
888-123-4567

Greetings, Ms. Ramos:

I read your job posting for a Restaurant Manager with great interest. If you are seeking to enhance your leadership team with an experienced and accomplished professional known for realistic results, please consider my resume.

As a Restaurant Manager, I managed teams ranging from 20-60 employees, including management personnel. I decreased service times by up to 30 seconds, and controlled risks and hazards throughout the flow of food utilizing the 7 HACCP principles. Most importantly, I thrive in a fast paced and deadline-driven environment.

As a Franchise Operations Consultant, I directed 25-34 Subway restaurants to ensure compliance with company statutes, and to increase overall profitability. I assisted franchise owners with achieving managerial control via comprehensive training programs, manager supervision, auditing financial records, personal hygiene policies, and incorporating standard operating procedures set forth by the parent company. I also implemented local store marketing initiatives; designed and distributed coupons, fliers, and other promotional materials.

I look forward to speaking with you soon so that we may schedule an appointment to discuss how my work experience, skills, and talents are a great fit for the Restaurant Manager position.

Best regards,

Michelle A. Jones

Enclosure: Resume

## 10 | REQUESTING A REFERENCE FOR EMPLOYMENT

A job reference is an individual who is willing to endorse you as a candidate to prospective employers. A reference can be quite helpful in securing a job offer. Therefore, you'll need to be sure the person you've selected to recommend you can attest to your qualifications, experience, and skills, and adequately discuss these if contacted by an employer on your behalf.

### HOW TO REQUEST A REFERENCE

Before listing someone as a reference on your job reference page, make sure you have requested his permission first. How you request a reference is important. You can make the request either by phone or email. When making the request by phone, you can say "Do you think you know my work well enough to provide me with a reference for employment?" If you prefer to make the request in writing, the **sample letter requesting a reference** on the next page can provide you with a framework.

## SAMPLE LETTER REQUESTING A REFERENCE

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Good morning, Mr. Johnson:

I am writing to ask if you would provide a reference for me. If you can attest to my qualifications for employment and the skills I attained during my tenure at Spiral Group, I would sincerely appreciate it. I am in the process of seeking employment and a positive reference from you would enhance my prospects of achieving my career goals.

Please contact me if there is any information I can provide regarding my experience to assist you in giving me a reference. I can be reached at [mjones@spiralgroup.org](mailto:mjones@spiralgroup.org) or 773-648-0476. Thank you for your time and consideration.

Best regards,

Michelle A. Jones

When the person replies positively, offer to provide an updated copy of your resume, to share your LinkedIn profile, and to provide further information on your skills and experiences so that he/she has the most recent and relevant information on your employment history and skills.

### SHOW YOUR APPRECIATION

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Your references can enhance the whole picture. Make sure they know you appreciate them for taking the time to endorse you, in writing. You may want to offer to reciprocate in the future.

### HOW TO ASK FOR A LINKEDIN REFERENCE

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**Go to:** <http://smallbusiness.chron.com/ask-references-linkedin-29539.html>, and then follow those steps when you'd like to ask someone to provide you with a LinkedIn reference.

### WHEN TO SEND A REFERENCE PAGE

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Unless specifically requested, do not include your reference page with your application materials. Typically, employers ask for three professional references and two personal. However, that number can vary. Provide your references only upon the employer's request.

### WHAT TO INCLUDE ON A JOB REFERENCE PAGE

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Include full contact information for each of your references. List their full name, occupation, and place of employment. Don't forget to include their street address, phone number, and email address. Double check to make sure the information is current and accurate. Proofread your list as carefully as you proofread your resume and cover letter. Here's your chance to show yourself what you've learned. Using the internet as your resource, create your own Job Reference page.

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# 12 | GUIDELINES FOR CHECKING REFERENCES

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### WHAT JOB SEEKERS SHOULD KNOW

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Employers must check the references of top candidates regardless of their impressions of the applicant's qualifications. Reference checks can reveal information about an applicant's behavior with previous employers that could be critical to an organization's decision regardless of the applicant's skills, knowledge, and abilities. Failure to check references can have serious legal consequences for the employer.

Typically, references are checked after the candidate has been interviewed, and prior to making a job offer. Checking references before the interview can create false expectations and affect the interviewer's ability to evaluate the applicant's qualifications objectively.

Candidates must be advised that the employer will be checking references and should ask permission to talk with the current supervisor, if the applicant is presently employed. The employer should ensure that each candidate is providing the same number of references.

### ONCE THE EMPLOYER HAS PREPARED HIMSELF, HE SHOULD ADHERE TO THE FOLLOWING GUIDELINES WHEN CHECKING REFERENCES BY PHONE:

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- Introduce himself and state the purpose of his call.
- Confirm that it is a convenient time to talk.
- Briefly describe the position for which the applicant has applied.
- Confirm the relationship between the person giving the reference and the applicant.
- When checking professional references, verify basic data such as job title, duties, salary, and dates of employment.
- Ask the same questions about all applicants. Weigh information he receives in the same manner for all applicants; what disqualifies one should be the basis for disqualifying any other.
- Consider the source. Employers must keep in mind that the information is limited by the perception of the person giving it. If he receives negative information about an applicant, he must weigh it with data from other references before using it to make a decision.

## QUESTIONNAIRE FORM

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Employers should have a set of job-related questions to be used on all reference checks. As with interview questions, questions should be targeted to the competencies needed in the job. Either an electronic or written questionnaire form should be used so that the employer can record notes next to the questions and document the reference check.

## SAMPLE REFERENCE CHECK QUESTIONS

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1. What was the nature and length of your relationship with the candidate?
2. How would you describe the candidate's institutional and personnel leadership skills?
3. Please describe the candidate's political acumen and ability to work with senior leadership?
4. Why did he/she leave the position?
5. In stressful situations, describe how the candidate reacts.
6. How does s/he handle difficult people? What is his/her conflict resolution protocol?
7. Has the candidate mainly been in the role of an initiator of projects and proposals?
8. How independently does the candidate work?
9. Does the candidate always conduct his/her dealings with others in a tactful manner?
10. What are the candidate's key accomplishments or impact on the organization?
11. In what area of development could the candidate focus?
12. If you were going to provide advice on how to best guide this person, what would it be?
13. Would you hire or want to work with this individual again?
14. If no, why?



[Click to begin the Cumulative Exam for this Course.](#)

## ABOUT THE AUTHOR

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Michelle A. Jones is the Founder-Instructor of Spiral Group, Inc. The not for profit organization provides online **Employment Preparation Training** for job seekers who are willing to learn how to become job ready; how to make effective use of the skills they already possess; and how to communicate these skills to Employers of Choice. As a useful services provider, our main goal is to assist individuals in achieving self-sufficiency.

Michelle has over twenty years' experience (1984-2005) in the hospitality industry as an hourly worker, cashier supervisor, assistant manager, general manager, training manager, and franchise operations consultant. She has worked with the following organizations: Subway, Portillo's, Quiznos, Dock's Great Fish, Burger King, Chili's, Target, and Jeepers.

She is a certified ServSafe® Instructor and registered ServSafe® Exam Proctor. She also holds the following diplomas and certifications: Diploma in Human Resources; Diploma in Business and Legal Studies; Certificate in Instructional Systems Design; and Certificate in Six Sigma. Michelle is a Web Developer. She designed and maintains SpiralGroup.org.

Michelle opened her first business, RMRC (Restaurant Materials Resource Center), in 1999 where she designed business documents, labels, and posters for the foodservice industry. In addition, Michelle is a mystic, cartomancer, and ordained minister. She received her ordination on April 19, 2007. Since 1994, she has been a student of Astrology, Mysticism, Magic, Mythology, Theosophy, Numerology, Gnosticism, Hermeticism, the Nordic Runes, Egyptian Hieroglyphs, and other Occult Sciences. From 2009-2012, she taught basic lessons in astrology online.

## SOME OF THE MUSIC THAT INSPIRES MICHELLE

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- ♪ "Mind Power" & "Superbad" by James Brown
- ♪ "Unbreakable" by Michael Jackson
- ♪ "Every Praise" by Hezekiah Walker
- ♪ "Black Man" & "Jesus Children of America" by Stevie Wonder
- ♪ "It's A Beautiful Thing" by Boney James
- ♪ "I Go To Work" by Kool Moe Dee