

Activities/ Resources for Outcomes

**Activities/
Resources
for
Outcome #1 & 4**

Outcomes #1 & #4

Sample Employment Application

**PLEASE PRINT ALL
INFORMATION REQUESTED
EXCEPT SIGNATURE**



APPLICATION FOR EMPLOYMENT

PLEASE COMPLETE PAGES 1-5. DATE _____

Name _____
Last First Middle Maiden

Present address _____
Number Street City State Zip

How long _____ Social Security No. _____ - _____ - _____

Telephone (____) _____

If under 18, please list age _____

Position applied for (1) _____
 and salary desired (2) _____
 (Be specific)

Days/hours available to work
 No Pref _____ Thur _____
 Mon _____ Fri _____
 Tue _____ Sat _____
 Wed _____ Sun _____

How many hours can you work weekly? _____ Can you work nights? _____

Employment desired FULL-TIME ONLY PART-TIME ONLY FULL- OR PART-TIME

When available for work? _____

TYPE OF SCHOOL	NAME OF SCHOOL	LOCATION (Complete mailing address)	NUMBER OF YEARS COMPLETED	MAJOR & DEGREE
High School				
College				
Bus. or Trade School				
Professional School				

HAVE YOU EVER BEEN CONVICTED OF A FELONY? No Yes

If yes, please explain. _____

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APPLICATION FOR EMPLOYMENT

MILITARY

HAVE YOU EVER BEEN IN THE ARMED FORCES? Yes No

ARE YOU NOW A MEMBER OF THE NATIONAL GUARD? Yes No

Specialty _____ Date Entered _____ Discharge Date _____

Work Experience Please list your work experience for the **past five years** beginning with your most recent job held.
If you were self-employed, give firm name. **Attach additional sheets if necessary.**

Name of employer Address City, State, Zip Code Phone number	Name of last supervisor	Employment dates	Pay or salary
		From To	Start Final
	Your last job title		

Reason for leaving (be specific)

List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.

Name of employer Address City, State, Zip Code Phone number	Name of last supervisor	Employment dates	Pay or salary
		From To	Start Final
	Your Last Job Title		

Reason for leaving (be specific)

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Your last job title			

Reason for leaving (be specific)

List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.

May we contact your present employer? Yes No

Did you complete this application yourself Yes No

If not, who did? _____

AGREEMENT (PLEASE READ CAREFULLY BEFORE SIGNING)

I certify that all the information on this application is accurate and complete to the best of my knowledge and understand that misleading or false statements will constitute sufficient cause for refusal of hire or termination of my employment.

I understand that neither the acceptance of this application nor the subsequent entry into any type of employment relationship with [the Company] creates an actual or implied contract of employment. I understand that, if I accept employment with [Company Name], it will be on an at-will basis. This means that either [Company Name] or I have the right to terminate the employment relationship at any time, for any reason, with or without cause.

I agree to submit to drug and alcohol testing, if requested by [Company Name]. I release [Company Name], and its employees, plus other persons or companies, from any and all liability arising out of or related in any way to such testing.

I authorize [Company Name] to investigate information concerning my education, employment experiences and all other aspects of my background relevant to my proposed employment. I release [Company Name] and its employees from all liability arising from such investigation.

Signature of applicant _____ **Date:** _____

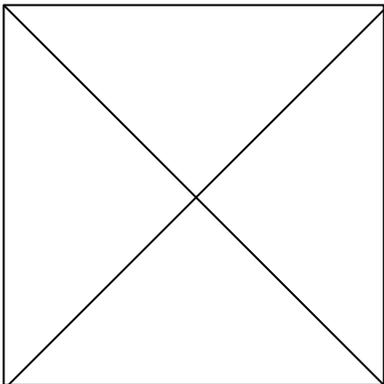
[Company Name] is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, age or disability. We assure you that your opportunity for employment with [Company Name] depends solely on your qualifications.

MY FACT SHEET

Complete and carry with you on your job search

Applicant's Name (Last)		First	Middle Initial	Social Security Number - -
Mailing Address (Number)		Street		Work Telephone Number ()
City	State	Zip Code		Home Telephone Number ()
EDUCATION				
Name of School	Location of School		Degree or Course of Study	Date Completed
EMPLOYMENT HISTORY – Begin with your most recent job. List each job separately.				
Job Title		Dates Worked From _____ To _____		Pay \$ _____ Per _____
Name of Employer			Name of Supervisor	
Address:				
		City	State	Zip Code
Telephone Number ()		Reason for Leaving:		
Duties Performed:				
Job Title		Dates Worked From _____ To _____		Pay \$ _____ Per _____
Name of Employer			Name of Supervisor	
Address:				
		City	State	Zip Code
Telephone Number ()		Reason for Leaving:		
Duties Performed:				
Job Title		Dates Worked From _____ To _____		Pay \$ _____ Per _____
Name of Employer			Name of Supervisor	
Address:				
		City	State	Zip Code
Telephone Number ()		Reason for Leaving:		
Duties Performed:				
Job Title		Dates Worked From _____ To _____		Pay \$ _____ Per _____
Name of Employer			Name of Supervisor	
Address:				

City		State	Zip Code
Telephone Number ()	Reason for Leaving:		
Duties Performed:			
PERSONAL REFERENCES: List the names of three references that employers may contact.			
1) Name	Telephone # ()	Relationship (Teacher etc.)	
Address:			
City		State	Zip Code
2) Name	Telephone # ()	Relationship (Teacher etc.)	
Address:			
City		State	Zip Code
3) Name	Telephone # ()	Relationship (Teacher etc.)	
Address:			
City		State	Zip Code



**Activities/
Resources
for
Outcome #3 & 5**

Outcomes #3 & #5

Sample Person
87902 Santa Street
Groton, CT 68653
(745) 586 3567

Objective: Hard-working, self-motivated, and experienced cargo handler seeking a full-time position with reputable organization.

Professional Skills:

- Familiarity with shipping, receiving and stock operations
- Ability to operate trucks, tugs, conveyors, and other freight-handling equipment
- Ability to sort, route, load, and unload packages
- Ability to stretch, bend, and climb as well as lift 50 pounds
- Ability to add, subtract, multiply, and divide
- Ability to manage pressure and frequent walking
- Ability to multi-task and prioritize in a timely manner

Educational Qualifications:

Associate in Applied Science—TDL from Clinton Community College, IA (1997)

Experience:

Cargo Handler

Ryder System, Modesto, CA
August 2005—Present

Executed assigned tasks with regard to position's Level 4 processes.
Conducted material moves with logical transactions.
Coordinated in workgroup and team activities.
Loaded and unloaded trailers and monitored scanning.
Coached train dock employees.

Cargo Handler

Landmark Aviation, Modesto, CA
May 2000—July 2005

Managed safety policies and procedures.
Handled packages from aircraft.
Operated trucks, tugs, conveyors and freight handling instruments.

Source: <http://www.greatsampleresume.com/Sample-Handler-Resumes/Cargo-Handler-Resume.html>

Eric Jones
100 University Square
Erie, PA 16541
Telephone: 814-871-4109
Email: eric.jones@gmail.com

Objective:

Seeking to obtain a freight team associate position that is challenging and which offers growth, based on enthusiasm and ability.

Academic Qualifications:

- Completed courses related to freight team associate post
- High school diploma from HL College, AL (1996)

Organizational Experience:

Crosse Freight Co, Erie, PA
Freight Team Associate (2011 to Present)

- Accountable for stocking products on the shelves to get 100 percent in-stock rank
- Making new entries in register and computer systems and maintaining stockpiles
- Making an effort to appear presentable to welcome and assist customers as required
- Answering queries about merchandise and providing assistance to customers

Scaling Freight Pro, Erie, PA
Dispatcher (2009 to 2011)

- Arranged, picked up, and delivered computers and peripherals
- Directed drivers and solved customers' queries
- Checked logs for correctness and the DOT rules
- Explained processes to and appraised performance of new-recruited drivers; guaranteed correctness of paperwork
- Interacted with other terminals regarding problem solving

Summary of Skills:

- Terminal, HR, financial management, customer service skills
- Ability to do report daily, record maintenance, and dispatching
- Superb managerial & communication skills
- Communicate well with staff, management, and customers at each level
- Able to support team work for resourceful process of company

Source: <http://www.bestsampleresume.com/sample-freight-team-associate-resume.html>

Date

Ms. Jane Doe
Human Resources Director
ABC Company
Company Street Address
City, State zip code

Dear Ms. Doe:

I read with interest your advertisement for inventory and distribution positions at ABC Company. Your company is one of the leaders in the transportation, distribution, and logistics industry, and I am interested in being employed by a company with your background.

Enclosed is a copy of my resume that details my academic qualifications and practical experience gained through the cooperative education program. As you can see from my résumé, I have a firm foundation in inventory management.

Thank you for taking your time to review my résumé. I would welcome the opportunity to discuss how my education, practical skills, and background would qualify me to be a member of the ABC Company.

Please contact me at 555-555-5555 or name@email.com to set up a time for an interview. I look forward to hearing from you.

Sincerely,

(3-4 blank lines)

Your signature goes here if sending hard copy.

John Jones (your typed name)

Enclosure

Source: http://jobsearchtech.about.com/od/gettingthejob/a/Cover_Template.htm

**Activities/
Resources
for
Outcome #7 & 9**

Outcomes #7 & #9

Practice Warehouse Interview

1. Tell us about your experience in warehousing.
2. What are the steps to lift a box safely?
3. What experience have you had with barcoding materials?
4. Which aspect of your current warehousing job do you dislike the most?
5. Tell us about your experience with handling hazardous materials, such as paint and cleaners.
6. When would you use a pallet jack instead of a forklift?
7. How would you safely stack and move boxes of various sizes on a pallet?
8. Assume that you've been hired as a Warehouse Worker and you're in charge of the toolroom. All tools must be checked out. If one of the work crew members demands a tool and says that checking tools out isn't required, how will you handle the situation?
9. Of which work-related achievements are you are the most proud?
10. Tell us about your experience in training and guiding others in work instructions, safety requirements, or company policies.
11. How do you approach a problem? Do you prefer to assess a problem quickly and initiate a fix, or take some time to consider the situation and possibly seek advice before arriving at a decision?
12. When was the last time you had a conflict with a co-worker or supervisor? How did you both resolve it?
13. Give an example of a failure or disappointment that you've experienced and what you learned from it?
14. How do you handle stress?
15. What questions do you have for us?

Source: <http://www.job-interview.net/sample/Warehouse.htm>

Interview Preparation for a Logistics Career

Behavioral questions will always be used at large companies as a way to determine how a potential job candidate will behave or perform at a job based upon past experience. Now, these questions are not always easy. I recall a previous customer of mine who interviewed at The Home Depot and was given 25 behavioral questions over a 2-hour interview. I think that's a rare example. Typically, expect around five questions. Here are some examples:

- Describe for me an instance when a project deadline was changed to earlier than you anticipated. What did you do to meet the deadline? How did your work change as a result of this change?
- Give me an example of when you disagreed with your supervisor and argued for a better way to do the job? How did the supervisor react? What was the result?
- Describe your most noteworthy accomplishment. What were the context, the challenges, and the results?
- Give me an example of how you solved a problem in a creative way?
- Describe an example at work where you caught yourself from making a big mistake? Describe to me what you were thinking and how you prevented it.

Even these questions are not so difficult that you would lose sleep over trying to answer them. But you have to do some prep work. Write down well thought out, truthful, unique answers and memorize them. You don't want to "ah" and "um" while reciting the answer. Rather, you want to focus on a confident delivery style, which usually seals the deal with a job offer.

Source: <http://www.interviewsuccessformula.com/interview-preparation/interview-preparation-for-a-logistics-career.php>

Interview Questions for Supply Chain Candidates

How much should you charge to wash all the windows in Seattle?

According to a blog posting at *Business Insider*, this is one of the questions Google asks prospective employees during the interview process. Other questions include:

- How many golf balls can fit in a school bus?
- How many times a day does a clock's hands overlap?
- You're the captain of a pirate ship and your crew gets to vote on how the gold is divided up. If fewer than half of the pirates agree with you, you die. How do you recommend apportioning the gold in such a way that you get a good share of the booty, but still survive?

(The pirate question is my favorite because it resembles the situation shippers and 3PLs face all the time. And because they usually take a "I win, you lose" approach, each party ends up with less booty than if they had taken a vested outsourcing—aka performance-based outsourcing—approach).

This *Business Insider* posting made me think: What questions should hiring managers ask prospective supply chain and logistics employee candidates?

Of course, the answer depends on answering a different question first: What skills and attributes will define the next generation of supply chain and logistics leaders? Here is my short list:

- **Analytical Skills:** Companies are starting to view the information they collect about their customers and supply chains as a corporate asset they can leverage to create more efficient, flexible and impactful business processes (see "Making Smarter Decisions Faster"). This is what's fueling the growth in business intelligence and analytics solutions. Therefore, tomorrow's supply chain and logistics leaders must possess strong analytical skills—i.e., enjoy working with numbers and math to identify trends, evaluate the potential impact of different decisions, and develop differentiated business processes.
- **Business Acumen:** But being a math geek is not enough. Numbers only tell you so much about what is happening in the market. There are always other factors at play—e.g., financial, relationships with suppliers and customers, not sacrificing long term objectives for short term gains. Sometimes going against what the numbers suggest is the best decision. Therefore, in addition to having a calculator in their shirt pocket, tomorrow's supply chain and logistics leaders will always need to put on their business hat when making decisions.
- **Global Perspective:** Simply stated, as supply chains have become more fragmented and global, supply chain and logistics leaders have to work with suppliers, customers, and business partners from around the world. The cultural and business norms in Asia differ greatly from the norms in the US, which differ greatly from the norms in the Middle East, which differ greatly from the norms in Latin America, and so on. If a candidate has never left their home country (or state!), has never had to work (even in a school setting) with people from different

countries, they are less prepared to face the global realities of supply chains than candidates that have studied abroad or have other multi-cultural experiences.

- **Relationship-Building:** This point is related to the one above (and the one below too). Companies are no longer masters of their own destiny; their success is dependent on the success of their business partners. Look no further than the automotive industry to see what happens when relationships are managed with an iron fist instead of built on partnership and trust. Tomorrow's supply chain and logistics leaders will embrace the concepts of vested outsourcing, which are grounded in game theory, to develop true win-win partnerships.
- **Communication Skills:** This one shouldn't even be on the list. Having strong communication skills should be a given. But sadly, many people enter the workforce with poor writing and speaking skills. And while I'm a big fan of social media in general, I think its use has further degraded people's writing and communication skills, especially face-to-face communication. Simply put, if you can't communicate your ideas clearly and concisely to fellow employees and business partners, you will never be an effective leader.

by Adrian Gonzalez

November 17th, 2010

<http://logisticsviewpoints.com/2010/11/17/interview-questions-for-supply-chain-candidates/>

Top 40 Situational Interview Questions

1. What is Situational interview?

Situational interview in the interview in which, the candidates are asked for their opinions on certain situations that may arise in relation to the job. The candidates are supposed to give their opinions and provide solutions to such hypothetical situations.

The purpose of a situational interview is to evaluate the candidate's problem solving skill in the workplace environment. A typical tip to address such situations is to tell a story of your previous experience in which, you have dealt with a similar problem.

2. Steps to answer situational questions

- Describe the objectives of the situation and method to resolve it;
- List down steps to resolve the situation;
- Recommend measures to prevent and correct the situations.

3. Some examples of situational interview

1. Your colleague was repeatedly making mistakes that effect on the customer service and your ability to do your work. You talked to this colleague about the problem but he kept making mistakes again. What would you do next?
2. You figured out that an employee was stealing from the company. What would you do?
3. Have you ever worked with a customer who seemed dislike you? How did you do under such a situation?
4. Have you ever been in a situation in which the customers have difficulties describing their needs? How did you do under such a situation?
5. Describe a difficult decision you had to make with assistance with your managers?
6. What did you do in your last job in order to be effective with your organization and planning? Be specific?
7. How would you handle it if you believed strongly in a recommendation you made in a meeting, but most of your co-workers shot it down?
8. In a training session, you find that the trainer has a thick accent, and you can't understand what's being said. What would you do?
9. List the steps that you would take to make an important decision on the job?
10. What would you do if you realized at deadline time that a report you wrote for your boss or professor was not up to par?

11. How would you deal with a colleague at work with whom you seem to be unable to build a successful working relationship?
12. You have recently begun managing a team within the organization. One of your team members applied for the same job, and she is resentful that she was not given the job. She is speaking in a manner that is disrespectful and undermining your authority. How will you handle the situation?
13. You see a coworker taking a shortcut with his job that could become a safety hazard. What will you do?
14. You disagree with the way your supervisor says to handle a problem. What would you do?
15. Who would you talk to if you discovered that a co-worker was disclosing confidential information that should not be divulged?
16. Describe the most creative work-related project you have completed?
17. Describe a time when you felt it was necessary to modify or change your actions in order to respond to the needs of another person?
18. Give me an example of a time when you had to analyze another person or situation carefully in order to be effective in guiding your action or decision?
19. When would it be appropriate to bring in your supervisor while dealing with an angry customer?
20. How would you attempt to make changes in the process if you felt a policy of your organization was hurting its members/workers?
21. What would a good manager do to build team spirit?
22. Describe a time when you were faced with problems or stresses at work that tested your coping skills. What did you do?
23. Give an example of a time when you could not participate in a discussion or could not finish a task because you did not have enough information?
24. Give an example of a time when you had to be relatively quick in coming to a decision?
25. How would you organize the steps or methods you'd take to define/identify a vision for your team or your personal job function?
26. What did you do in your last job to contribute toward a teamwork environment?
27. Give me an example of a problem you faced on the job and tell me how you solved it?
28. How would you react if two teammates were embroiled in a conflict that kept the team from completing its task?

29. Give me an example of a time when you felt you were able to build motivation in your co-workers or subordinates?
30. Tell me about a specific occasion when you conformed to a policy even though you did not agree with it?
31. Describe a solution in which you felt it necessary to be very attentive and vigilant to your environment?
32. You don't have the information you need to prioritize your projects. Your co-workers and supervisor are unavailable for you to ask for assistance. How do you handle the situation?
33. Describe a situation in which you were able to positively influence the actions of others in a desired direction?
34. Tell me about a situation in the past year in which you had to deal with a very upset customer or co-worker?
35. Describe a situation in which others within your organization depended on you?
36. Describe your most recent group effort. What was your role?
37. Describe the worse customer or co-worker you have ever had and tell me how you dealt with him or her?
38. As a supervisor, you've made an unpopular decision. What action would you take so that morale in the department is not negatively affected?
39. In a team-leadership role, you discover that a team member has gone "over your head" to propose an idea or complain about an issue without talking to you first. How do you handle the situation?
40. Tell me about a time when you had to use your spoken communication skills in order to get a point across that was important to you?

Source: <http://www.humanresources.hrvinet.com/situational-interview-questions/>

Illegal Interview Questions

Employers should not ask about any of the following since it is discriminatory to not hire a candidate because of any one of them:

- **Race**
- **Color**
- **Sex**
- **Religion**
- **National origin**
- **Birthplace**
- **Age**
- **Disability**
- **Marital/family status**

Your Options

Answer the question.

Answer the "intent" of the question. For example, if you are asked whether you are a United States citizen (not legal to ask), reply that you are authorized to work in the U.S., which is a question the employer can ask you and which is appropriate to answer.

Try to change the topic of conversation and avoid the question.

Refuse to answer the question if you are very uncomfortable with the question (but this might cost you the job). However, consider whether you really want to work in an environment where you are asked questions that are not appropriate.

Before You File a Claim

Before you file a claim for discrimination, you might want to consider that most discrimination is not deliberate. In many cases, the interviewer may simply be ignorant of the law. Even though the interviewer may have asked an illegal question it doesn't necessarily mean that the intent was to discriminate or that a crime has been committed.

Filing a Claim

If you believe you have been discriminated against by an employer, labor union or employment agency when applying for a job or while on the job because of your race, color, sex, religion, national origin, age, or disability, or believe that you have been discriminated against because of opposing a prohibited practice or participating in an equal employment opportunity matter, you may file a charge of discrimination with the U.S. Equal Employment Opportunity Commission (EEOC).

Adapted from:

<http://jobsearch.about.com/od/interviewsnetworking/a/illegalinterv.htm>

**Activities/
Resources
for
Outcome #12**

Outcome #12

Sample Interview Thank You Letter

Date

Interviewer Name
Interviewer Title
Company Name
Company Address
City, State Zip code

Dear Mr./Ms. Contact,

Thank you for taking the time to discuss the Purchasing Manager position at XYZ Company, Inc., with me. After meeting with you and observing the company's operations, I am further convinced that my background and skills coincide well with your needs.

I really appreciate that you took so much time to acquaint me with the company. I feel I could learn a great deal from you and would certainly enjoy working with you.

In addition to my qualifications and experience, I will bring excellent work habits and judgment to this position. With the countless demands on your time, I am sure that you require people who can be trusted to carry out their responsibilities with minimal supervision.

I look forward to hearing from you regarding your hiring decision. Again, thank you for your time and consideration.

Sincerely,

Your Name
Your Contact Information

**Activities/
Resources
for
Outcomes #16, 17 & 18**

Outcomes #16, #17, & #18

Dependability and Problem-Solving

Through an all-class discussion, students will review how to identify a problem and then use this knowledge to identify and relate class and workplace attendance to dependability problems. Students then summarize through journal writings.

Learners: This discussion/activity is suitable for all learners

Time Frame: This activity takes from 1–2 hours depending on how much information participants offer.

Objectives

- Students will identify reasons why dependability is so important in the workplace
- Students will use problem-solving skills in relating workplace attendance to dependability
- Students will demonstrate the use of critical thinking, listening, talking respectfully, writing, following instructions, and problem solving skills to facilitate group discussions

How to Prepare

Review problem-solving steps to guide the discussion. Have board and markers ready to write during brainstorming

Active Learning Methods Used

Discussion, Writing, and Problem Solving

What to Do During the Activity

This session has a four-step format:

1. Review how to identify a problem (gather, organize, and interpret)
2. Discuss attendance as related to dependability
3. Identify the Problem
4. Journal Writing

Introduction: Review how to identify a problem and write on the board.

Discussion: As a group, discuss attendance as related to dependability.

Identify the Problem:

- a. Have students brainstorm possible “excuses” for not attending class and write all suggestions on the board
- b. Cross off unreasonable “excuses”
- c. Categorize reasons that are related
- d. Discuss “excused” reasons for an absence in class
- e. Discuss “excused” reasons for an absence in the workplace based on personal experiences
- f. Cross off all unexcused reasons for absence in the workplace (include death in the family, often not excused without an inclusive benefit package)

Journal Writing: Allow 10 minutes for students to write about what they learned and their reactions.

Pre-/Post-Assessment

Before actually identifying the problem, learners have the opportunity to review what they have learned in a previous session.

Evaluation by Learners

The journal writing serves as an indicator of the evaluations by learners

Reinforcement/Generalizations

By crossing off all unexcused reasons for an absence in the workplace, participants will realize how very important dependability is in the workplace.

**Activities/
Resources
for
Outcome #22**

Outcome #22

Visit <http://www.osha.gov/> for the website of the Occupational Safety & Health Administration to learn about potential safety and health hazards and how the OSHA works to create a safer work environment.

OSHA's Mission

With the Occupational Safety and Health Act of 1970, Congress created the Occupational Safety and Health Administration (OSHA) to ensure safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education and assistance.

Organization

OSHA is part of the United States Department of Labor. The administrator for OSHA is the Assistant Secretary of Labor for Occupational Safety and Health. OSHA's administrator answers to the Secretary of Labor, who is a member of the cabinet of the President of the United States.