



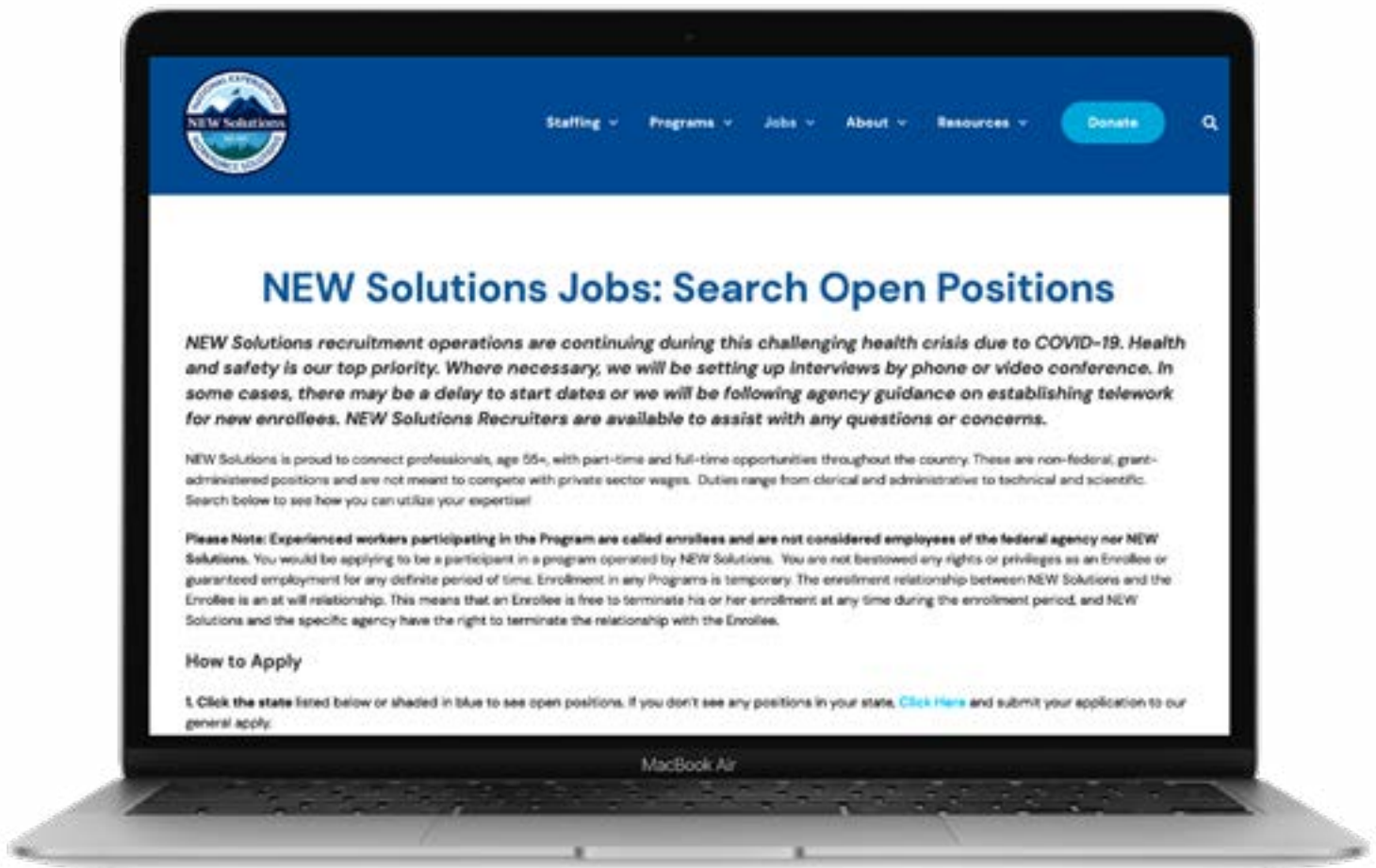
The 7 Step Job Search for NEW Solutions Positions Toolkit



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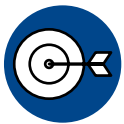
NEW Solutions Application Website: www.newsolutions.org/jobs



Apply 7 Steps to New Solutions Positions



Step 1: Get organized



Step 2: Pick your job target and update your skills



Step 3: Research Federal Agencies and Positions



Step 4: Customize your resume and cover letter for each position



Step 5: Set up your NEW Solutions Profile, Apply for positions & Keep track of Applications



Step 6: Prepare for the Interview



Step 7: Accept, Decline or Apply to Different Position

Your Job Targets

#1: Job Target:	#2 Job Target:
#3: Job Target:	#4 Job Target:

Skills Training & Social Media Sessions

- NEW Solutions: www.NEWSolutions.org
- NEW Solutions Jobs: <https://newsolutions.org/jobs/>
- NEW Solutions Free Workshops and Events: <https://newsolutions.org/free-workshops/>
- Tips on Virtual Communications with Joyce Feustal, Boomers Social Media Tutor: <https://tinyurl.com/ms8m4r2r>
- Creating & Optimizing LinkedIn Profiles with Joyce Feustal: <https://tinyurl.com/mrxk9re7>

Building Your Social Network

**Watch the *Creating and Optimizing Your LinkedIn Profile* with Joyce Feustel for tips on LinkedIn:
<https://tinyurl.com/mr2upub3>**

Your Social Media Presence

Joyce Fuestel Webinars on New Solutions Website



RESUME Template

John Smith

City, State

Phone Number | Name@Gmail.com | [Linkedin.com/name](https://www.linkedin.com/name)

HOSPITALITY PROFESSIONAL CANDIDATE

CORE COMPETENCIES

Customer Service • Problem Solving • Inventory Planning • Travel Logistics • Scheduling • Issue Resolution • Communication • Team Leadership

SUMMARY

Food and beverage operations manager with more than 10 years of experience in the restaurant and hospitality industry. Proven track record in managing all aspects of food service, including recruiting, and training staff, developing menus, and ensuring compliance with health and safety regulations. Speaks English and French.

- Manages a team of 20+ employees to ensure the smooth operation of room service, breakfast service, and special event catering, including but not limited to scheduling staff, training new hires, and conducting performance reviews
- Managed a team of 20+ employees in the management and execution of daily food and beverage operations
- Assisted Manager with all aspects of POS operation including sales, labor, inventory control and projections

EXPERIENCE

Food and Beverage Operations Manager

February 2020– Present

Crystal City Marriot at Reagan National Airport, Arlington, VA

- Manages a team of 20+ employees to ensure the smooth operation of room service, breakfast service, and special event catering, including but not limited to scheduling staff, training new hires, and conducting performance reviews
- Monitors compliance with all policies, standards, and procedures; assists in the ordering of Food and Beverage (F&B) supplies, cleaning supplies and uniforms for 343 room hotel. Manages operating budget
- Maintained safety standards within the department through proper use of equipment and adherence to company policies regarding health & safety practices (e.g., COVID 19 procedures, etc.)
- Achieved an overall sales growth of 10% within 1st year at new location by implementing various strategies such as restaurant remodel, menu re-engineering with healthier options that resulted in 3 times increase in catering orders among others

Hotel Operations Assistant

November 2015–January 2020

Samuelson Vacation Planning Service, Chicago, IL

- Coordinated 20+ bookings a month at select Mexico, Aruba and other Caribbean properties. Reviewed hotel contracts and aligned with information in travel system
- Liaised with destination representative, hotel properties, resorts, and internal teams to facilitate above standard travel experiences, managed details, answered questions, and resolved issues. Attained perfect booking record with no oversells

RESUME Template cont

Shift Supervisor

El Traviata Restaurant, Alexandria, VA

February 2013–October 2015

- Progressed from hostess to shift supervisor, at restaurant serving more than 200 guests during busy Saturday and Sunday services
- Provided attentive service managing needs for multiple guests in fast-paced environment; directly assisted floor manager, leading 15 servers per shift; ensured smooth service and prompt issue resolution
- Developed lasting relationships with customers through prompt, accurate service; trained new waitstaff on safety procedures, proper food handling, and friendly customer service

Assistant Manager

Hardee's, Chicago, IL

October 2008–February 2013

- Managed a team of 20+ employees in the management and execution of daily food and beverage operations
- Assisted manager with all aspects of POS operation including sales, labor, inventory control and projections

EDUCATION & CERTIFICATIONS

AAS, Hospitality Management. Northern Virginia Community College, Culinary Arts & Hospitality

Certified Food Safety Manager, NFSFP

SKILLS

Industry Knowledge: Food Safety, Restaurant Standards, Menu Creation, Point of Sale, Customer Service, Inventory Management

Technical Skills: Microsoft Office Suite (MS Excel, Teams), POS Systems, QuickBooks, Zoom, Travel Booking Engines

Soft Skills: Communication, Leadership, Problem Solving, Teamwork, Decision Making, Time Management, Organization

VOLUNTEER EXPERIENCE

Volunteer, Animal Welfare League of Arlington, Arlington, VA

January 2020–Present

Cover Letter Template

Date

Dear (Insert Recruiter name, or insert the name of the hiring manager),

Option 1: My friend and former colleague Maxine Sanchez, told me you're looking for a detail-oriented person with experience in natural resources for an Administrative Assistant position in the SEE Program which supports the U.S. Environmental Protection Agency. I believe I am that person. I can contribute project management, administrative, and organization skills to support the mission of the SEE Program. I have always respected EPA's work and would be honored to be part of the "team behind the team."

Option 2: I was excited to learn of the job announcement for a detail-oriented person with experience in natural resources for an Administrative Assistant position in the SEE Program which supports the U.S. Environmental Protection Agency. I believe I am that person. I can contribute project management, administrative, and organization skills to support the mission of the SEE Program. I have always respected EPA's work and would be honored to be part of the "team behind the team."

In my previous positions, I:

- Successfully managed multiple phone lines, routing approximately 75 calls daily with 100% accuracy
- Managed the domestic and international travel for seven executives, and their staff for three years
- Created PowerPoint presentations and reports for our weekly team meetings and quarterly Board Member meetings

As well, I am adept at using the most common office applications including MS Teams, and MS Office, making sure I complete training on each tool as the new updates are released.

Finally, one excerpt from a recent performance review indicated that I am "organized, a team player, and detail oriented."

My resume is attached for your convenience, and I look forward to the opportunity to visit with you in person, to discuss the position and my qualifications in greater depth.

Feel free to contact me by phone/text (xxx-xxx-xxxx) or email (name@gmail.com).

Thank you for your time and consideration.

Sincerely,

First Name Last Name

Phone Number

email@gmail.com

Interview Question Examples – To Practice for NEW Solutions Interviews

Keep in mind the Star Method when answering interview questions. The STAR method stands for situation, task, action, and result, and it is a great structure for answering behavioral interview questions. To use it, explain the situation you were facing, your task in the situation, what you did to complete that task, and the result of your actions.

- Are you currently employed? Yes or No
- What is the reason for leaving your current employer? or What is the reason for leaving your previous employer?
- Why does this position interest you?
- Briefly describe your _____ experience
- What were your most significant professional accomplishments?
- Briefly describe your technical skills and software knowledge
- What do you know about this agency?
- What do you like most about working in the _____ profession?
- What do you like least?
- What aspects of your current or previous position did you find the most professionally challenging?
- What three things are most important to you in a position?
- What is your interpretation of success in a position?
- What type of professional development would make you more effective in your position or profession?
- How would your coworkers and supervisor describe you?
- Tell me about a conflict you had with a peer or supervisor. How did it start and how did it get resolved?
- Tell me about yourself
- Tell me about a time or situation where you helped to contribute to a team.
- What is your biggest weakness/strength?
- On a scale of 1-5, how is your use of Microsoft Outlook?

Competency Based Questions:

Problem Solving:

What was the toughest work-related problem you ever solved? What process did you go through to solve it?

Initiative:

Can you tell me about a time during your previous or current employment when you suggested a better way to perform a process? What happened? How did you respond?

Communication:

Give me an example of how you carefully considered your audience prior to communicating with them. What factors influenced your communication?

Customer Service:

Describe a time when you exceeded a customer's expectations.

Team Orientation:

What do you think makes a team of people work well together? What makes them not work well together?

Project Management:

Describe a time when you supported the planning and implementation of a project. What was your specific role? What were some of the critical success factors? How did you evaluate the success at the end of the project?

Analytical Skills:

Describe a time where you used your analytical or attention to detail skills to resolve a problem?

Self-Insight:

What has been the most difficult feedback you have ever received? Was it accurate? How did you handle it?

TARGET EMPLOYER RESEARCH WORKSHEET

TARGET JOB TITLE:

Employer Name	Website & Contact Information	Research Notes
1. Employer Name:	Company Website:	Wage Range:
Job Title at this company:	Career Website:	Worksite Location:
Mission, Vision, Values	Contact Person:	
	Contact Information:	Commute time from home:
	Follow on LinkedIn	Telework: Y N

Employer Name	Website & Contact Information	Research Notes
2. Employer Name:	Company Website:	Wage Range:
Job Title at this company:	Career Website:	Worksite Location:
Mission, Vision, Values	Contact Person:	
	Contact Information:	Commute time from home:
	Follow on LinkedIn	Telework: Y N

What story will you tell to highlight your skills and competencies?

Review the job description for your Target Job and identify the key skills or competencies requested in the position description. If the position description is not descriptive enough, review job summary of the position on O*Net (onetonline.org). How have you used those skills in previous job? Be prepared to respond to questions about how you will be able to provide the skills or competencies they're seeking. Your story should prove how hiring you can help the company achieve their objectives.

Skills or Competencies the job requires	What story will you tell to highlight your skills and competencies?

Once you decided if you've going to accept or decline the offer, your next step is to inform the employer/organization of your decision.

Decline Offer – When you inform the employer of your choice, you always want to be gracious and clear, even if you are declining the offer. You want to extend your gratitude for their interest and regard for your skills and experience. Then you can say something like, “However, after careful consideration, I don’t believe that this is a good fit for me at this time.” Do not talk too much. If you a have a competing offer, you might share that, but you do not necessarily want them to compete. Just be direct and decline the offer and say “thank you” for being considered.

Accept Offer – If your decision is yes and you like the package offered, then contact the recruiter or hiring manager and tell him/her that you accept. Hiring managers remember this call and appreciate when the candidate is grateful and enthusiastic.

If you choose to ask for more money, then you need to proceed directly, confidently and respectfully. You may choose to say something like this: “I am so excited about the prospect of working for XYZ, but I would like to ask if \$14.50 per hour could be considered. As you know, I bring X skills and find that, as I’ve researched this type of opening, that number better reflects the market for Front Office Personnel in our area with my skill set.” Be prepared to negotiate, but be prepared a for a no.

TASK: Confirm next steps – proposed start date, background check authorizations, drug testing requirements, etc. Once the offer has been accepted, be sure to confirm next steps. Use the **Start Date Checklist** below to keep track of your next steps.

Proposed Start Date:

✓	Start Date Steps	Responsible	Contact Info	Due Date
	Background Check			
	Drug Testing Requirements Where:			
	Fingerprinting Where:			
	Pre-Hire Paperwork			
	Training/Orientation Where:			

RESOURCES

FOCUS ON YOURSELF RESOURCES

Focus	Recommendation	Free Tools & Resources
Eyesight	Be able to see computer screen and text clearly. Wear glasses if needed.	AARP Eye Center: aarp.com/eyecenter New Eyes for the Needy: new-eyes.org
Hearing	Be able to hear instructor in training and coworkers.	AARP Hearing Center: aarp.com/hearingcenter
Attitude/ Mental Health	Reduce stress and mental health. gov anxiety. Manage anger and frustration. Feel calm and in control.	National Suicide Prevention Hotline: 1-800-273-3255 Veterans Crisis Hotline: 1-800-273-3255 (press 1)
Physical Health	Feel healthy, pain free and strong.	AARP Medicare Resource Center: aarp.com/medicare Health: aarp.com/health .
Nutritious Diet	Cook and eat nutritious food.	Healthy Eating: aarp.com/health
Exercise	Exercise daily.	Staying Fit: aarp.com/stayingfit
Sleep	Get 7-8 hours of sleep nightly.	Sleep: aarp.com/health
Caregiving Responsibilities	Arrange for help to care for a family member.	aarp.com/caregiving
Connections	Spend time with family & friends.	aarp.com/home-family
Budgeting & Saving	Create a new budget for your new income. Get applications and apply.	Budget Worksheet in this Workbook Money Basics: gcflearnfree.org/moneybasics
Bills	Find programs that can help cover costs.	Eligibility Screening Tool: BenefitsCheckUp.org
Taxes	Find a free tax-prep assistance site near you.	AARP Foundation Tax-Aide: aarp.com/taxaide
Time Management	Create job search schedule.	Free Online Tutorial at edu.gcfglobal.org/en/ Search "Time Management"



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AARP Foundation