

# CORE CAPSTONE

## PARTICIPANT TRAINING MANUAL

REVISED 11/29/2021

#### **CORE CAPSTONE**

This course is the culmination of the 2015 Core Supervisory program and is required to receive credit for completion. In this workshop, participants will actively engage with each other in cooperative learning experiences through discussions, simulations, and group activities.

#### INTERVIEWING SUCCESS

#### **LEARNING OUTCOMES**

- ☑ Analyze targeted strategies for each stage of the employee lifecycle
- ☑ Evaluate opportunities for improved employee motivation
- ☑ Implement recommended practices for disciplinary issues

#### PREPARING FOR AN INTERVIEW

# CRITICAL BEHAVIORS What are critical behaviors? What are good sources to help you collect information to determine critical behaviors for a position? Sample critical behaviors:

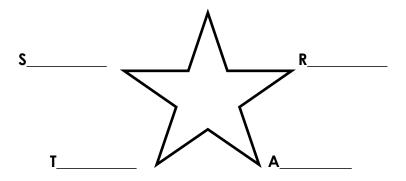
#### PREPARING FOR AN INTERVIEW

#### **CRITICAL BEHAVIOR ACTIVITY**

1.	This will be a class discussion.
2.	Individually, create a list of critical behaviors that will help a person be successful as an Administrative Assistant.
3.	Share your list of critical behaviors.
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	EHAVIOR-BASED INTERVIEWING  UESTION TYPES
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Q	UESTION TYPES
Th	UESTION TYPES  eoretical/Hypothetical
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#### **BEHAVIOR-BASED INTERVIEWING**

#### STAR METHOD



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#### BEHAVIOR-BASED INTERVIEW QUESTIONS ACTIVITY

- 1. In your groups, develop one behavior-based interview question based on the assigned critical behavior for an Administrative Assistant.
- 2. Select a spokesperson to share your question with the class.
- 3. Record each group's question on page 7.

#### SAMPLE FOLLOW-UP QUESTIONS

- Could you tell me more about that?
- What other factors contributed to your decision, success, or failure?
- Can you take me through each step you took?
- Why did your solution work?
- What was your specific part of the project?

#### **APPLICATION REVIEW**

#### APPLICATION REVIEW ACTIVITY

1.	In your groups, compare the applications of two applicants.
2.	Both have applied for an Administrative Assistant position.
3.	Your spokesperson should be prepared to explain: Whom would you interview? Why?

#### **RECOGNIZING BIAS**

#### STRATEGIES FOR RECOGNIZING BIAS

Here are some questions that will help you in discovering biases:

- •Do I have a preference for people who are like me?
- •Do I look for information to confirm my decision?
- •When I make decisions, am I trying to keep group harmony and avoid conflict?
- •Do I seek advice or opinions from someone who thinks differently from myself?

#### **MANAGING BIAS**

STRATEGIES FOR MANAGING BIAS
1. Take our time during decision-making processes.
2. Think about each candidate's qualifications.
3. Include a variety of people in interview processes.
4. Be honest with ourselves.
NOTES

#### **BEHAVIOR-BASED INTERVIEWING MATRIX**

**Interview Date:** 

**Applicant Name:** 

Interview Panel:						
Interview Question	Critical Behavior/Skill	Does the applicant demonstrate behavior? Yes (Y) or No (N)	Is this skill Trainable (T) or Non-trainable (N)?	Does the applicant require additional training? Yes (Y) or No (N)		

#### **BEHAVIOR-BASED INTERVIEWING**

INTERVIEW DO'S
What are some best practices we can do when setting up and conducting interviews?
Interview Reflections
<ol> <li>After the interview, answer the following questions:</li> <li>Which of the practices used in this activity do you plan to use in any interviews that you conduct?</li> <li>How could the findings from this activity help you in the future when you are an interviewee for a position?</li> </ol>

#### **ORIENTATION & ONBOARDING**

Orientation Activities:	
Onboarding Activities:	
NOTES	

#### 12 ELEMENTS OF ENGAGEMENT

Gallup uses 12 Elements of Engagement to determine the national average level of engagement among employees. The following survey results data are from Gallup's 2017 State of the American Workplace Report.

What percentage of your employees would strongly agree with the following statements?	Percentage of my employees that would strongly agree:	National survey results:
I know what is expected of me at work.		
I have the materials and equipment I need to do my work right.		
At work, I have the opportunity to do what I do best every day.		
In the last seven days, I have received recognition or praise for doing good work.		
My supervisor or someone at work, seems to care about me as a person.		
There is someone at work who encourages my development.		
At work, my opinions seem to count.		
The mission or purpose of my organization makes me feel my job is important.		
My fellow employees are committed to doing quality work.		
I have a best friend at work.		
In the last six months, someone at work has talked to me about my progress.		
This last year, I have had opportunities at work to learn and grow.		

#### **MOTIVATION STRATEGIES**

#### THINGS THAT MOTIVATE YOU PROFESSIONALLY

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1.					

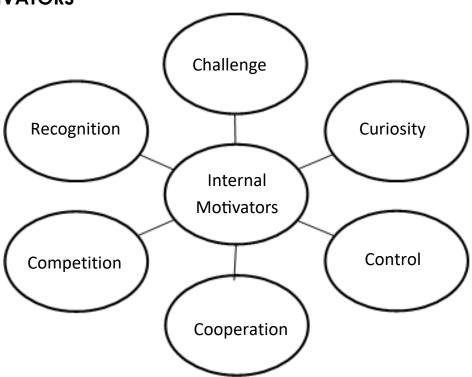
2.

3.

4.

5.

#### **INTERNAL MOTIVATORS**



#### INTERNAL MOTIVATORS ACTIVITY

1.	in your groups, come up with at least three ideas of motivational practices or activities. The only
	rule is that they must fulfill at least one of the internal motivational factors listed above.

#### **MOTIVATION STRATEGIES**

MOTIVATION PRACTICE  1. Supervisors, hold a discussion with your employees regarding their motivation level. Use the Sample Motivation Questions to assist in your conversation.  NOTES	<ul> <li>SAMPLE MOTIVATION QUESTIONS</li> <li>What do you like about what you do?</li> <li>What do you like about those you work with?</li> </ul>
employees regarding their motivation level. Use the Sample Motivation Questions to assist in your conversation.	•
	<ul> <li>What do you like about where you work?</li> <li>What do you like best?</li> <li>What do you like least?</li> <li>Are you using your talents fully?</li> <li>Is there more you can do or offer?</li> <li>What is something new or different that you would like to learn?</li> <li>What keeps you excited or interested in what you do?</li> <li>What kind of recognition would be meaningful to you?</li> <li>How can I support and encourage you?</li> <li>What would you change about what you do?</li> <li>Are there things you would change about your work team or where you work?</li> </ul>
OBSERVATIONS	
1. Did the supervisor listen more than he/she ta	lked?
2. Was the supervisor clear about what he/she	
3. Do you have any other ideas about how the s	upervisor could motivate the employee?

#### MOTIVATION DISCUSSION CASE STUDIES

#### A. Supervisor – Administrative Assistant

- You have scheduled a meeting with one of your employees. Your job is to have a
  motivation discussion with your employee; find out what motivates him/her and develop
  a motivation plan for the employee. Be honest about what you can and can't control.
  Sample questions are listed in your manual. Use these questions to find relevant internal
  motivators for your employee.
- Employee: 1.5 years at agency, beginner level, feeling discouraged

#### B. Supervisor - Corrections Lieutenant

- You have scheduled a meeting with one of your employees. Your job is to have a
  motivation discussion with your employee; find out what motivates him/her and develop
  a motivation plan for the employee. Be honest about what you can and can't control.
  Sample questions are listed in your manual. Use these questions to find relevant internal
  motivators for your employee.
- Employee: 1 year at agency, beginner level, frustrated

#### C. Supervisor – Registered Nurse

- You have scheduled a meeting with one of your employees. Your job is to have a
  motivation discussion with your employee; find out what motivates him/her and develop
  a motivation plan for the employee. Be honest about what you can and can't control.
  Sample questions are listed in your manual. Use these questions to find relevant internal
  motivators for your employee.
- Employee: 1 year at agency, beginner level, underappreciated

#### D. Supervisor - Mobile Equipment Operator

- You have scheduled a meeting with one of your employees. Your job is to have a
  motivation discussion with your employee; find out what motivates him/her and develop
  a motivation plan for the employee. Be honest about what you can and can't control.
  Sample questions are listed in your manual. Use these questions to find relevant internal
  motivators for your employee.
- Employee: 1.5 years at agency, beginner level, feeling discouraged

#### **E. Supervisor – Accountant**

- You have scheduled a meeting with one of your employees. Your job is to have a
  motivation discussion with your employee; find out what motivates him/her and develop
  a motivation plan for the employee. Be honest about what you can and can't control.
  Sample questions are listed in your manual. Use these questions to find relevant internal
  motivators for your employee.
- **Employee:** 1 year at agency, beginner level, feeling inexperienced.

#### DEALING WITH DISCIPLINARY ISSUES

#### CIVIL SERVICE RULE 12.3

The four disciplinary actions:

- 1. Suspension (without pay)
- 2. Reduction in pay
- 3. Involuntary demotion
- 4. Dismissal

#### PROGRESSIVE DISCIPLINE\*

\*Not required by Civil Service Rules. (May be required by Agency policy.)

#### **Possible Responses**

- Informal Talk
- Formal Counseling
- Written Improvement Plan
- Final Warning
- Disciplinary Action

NOTES			

Rule 12.1 Authority to Discipline, Remove, and Separate

This rule
empowers the
appointing
authority to
discipline, remove,
or separate
employees under
his jurisdiction.
Every action
authorized by
Chapter 12 must
be taken by an
appointing
authority.

### Rule 12.3 Discipline; Restrictions

(a) Discipline includes <u>only</u>: suspension without pay, reduction in pay, involuntary demotion and dismissal.

#### **DEALING WITH DISCIPLINARY ISSUES**

TOP ADVICE ABOUT DOCUMENTING FOR A NEW S	SUPERVI
DOCUMENTATION CASE STUDY NOTES	
What are the facts? Who? What? When? Where? Why? How	?
What action has already been taken?	
What information do you need from the individual?	
What information do you need from other sources?	
Your group's response:	

You supervise a grounds crew. Responsibilities include:

Caring for the grounds and maintaining the equipment.
Keeping a maintenance list and knowing how long cleaning each piece of equipment should take.

Your team generally meets this timeline, except for Tom. Tom consistently takes much longer to complete routine maintenance tasks than the other team members and longer than you think is acceptable.

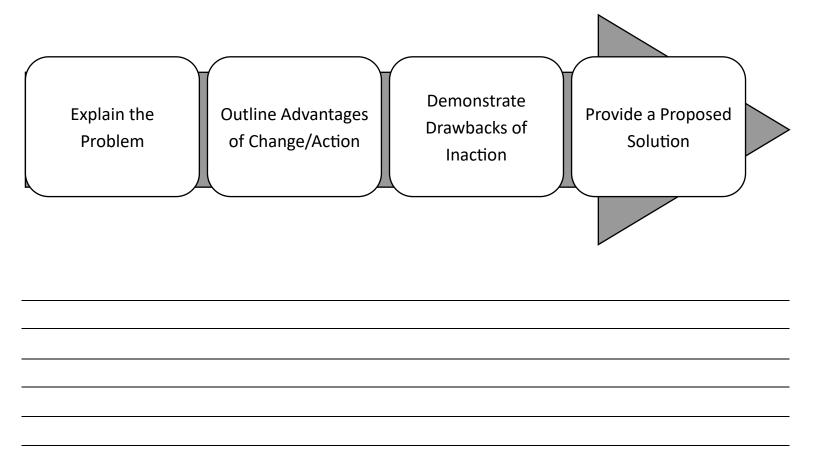
Examples of Tom's Behavior:

It should only take an employee two hours to mow and edge the facility's lawn, but Tom took three hours to complete this task yesterday. Cleaning the equipment for the day should take no more than 90 minutes, but Tom takes over two hours for this. As a result, your team is often behind schedule. The others on the team are complaining about having to pick up Tom's slack.

#### **COUNSELING SESSIONS**

Counseling Session Don'ts	Counseling Session Do's
What practices should we avoid when planning for and conducting counseling sessions?	What are some best practices we can do when planning for and conducting counseling sessions?
Counseling Session Planning	COUNSELING SESSION OBSERVATIONS
<ul> <li>What are the main points that you need to address in this session?</li> </ul>	<ul> <li>See if you can identify answers to each of the questions in the left column.</li> </ul>
<ul> <li>Why are you addressing this situation?</li> </ul>	
- Wily are you addressing this steation:	
<ul> <li>What action will be required by the employee?</li> </ul>	
• What will be the deadline for these actions?	
What resources are available to help the	
employee?	
What are the consequences if the required	
actions are not successfully completed?	

#### **GET YOUR CHAIN'S SUPPORT!**



#### **CLASS NOTES & RESOURCES**

#### **COURSE PREREQUISITES**

- ☑ Civil Service Essentials (WBT)
- ☑ Hiring and Retaining Top Talent (WBT)
- ☑ Common Myths of Good Supervision (WBT)
- ☑ Leave Management (WBT)
- ☑ Validating Employee Performance (WBT)

#### **ADDITIONAL NOTES**



# CORE CAPSTONE APPENDIX

#### **EMPLOYMENT APPLICATION ACTIVITY – Group 1**



#### **STATE OF LOUISIANA**

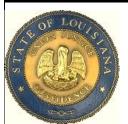
For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:
For official Use Only:
QUAL:
DNQ:
-Experience
-Training
-Other:

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity			
NAME:		SOCIAL SECURITY NUMBER:			
Jamal Jackson			XXX-XX-5722		
ADDRESS: (Street, City, St	ate/Province, Zip	o/Postal Code)	EMAIL ADDRESS:		
1010 Canal St, New Orlean	is, LA		Jamal@aol.com		
<b>HOME PHONE:</b> (555) 219-	2913		NOTIFICATION PREFERENCE: E-mail		
DRIVER'S LICENSE:	DRIVER'S LICEN	ISE:	LEGAL RIGHT TO WORK IN THE UNITED STATES?		
⊠Yes □No	State: LA I	Number: 002164344	⊠Yes □No	0	
		PREFE	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WIL	<b>L ACCEPT:</b> Full-Ti	ime			
SHIFTS YOU WILL ACCEPT:	: Day				
OBJECTIVE: To obtain a ful	ll-time Administr	ative Assistant position	n with Louisiana State (	Civil Service.	
		EDUC	ATION		
<b>DATES:</b> 09/2013-05/2016			SCHOOL NAME: Bato	on Rouge Communi	ity College
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	?	DEGREE RECEIVE	D:
New Orleans, LA		⊠Yes □N	0	Associate's Degre	ee
MAJOR:				UNITS COMPLETE	D:
<b>Business Administration</b>				120 semester hou	urs
		WORK EX	PERIENCE		
DATES: 09/2016 - Present EMPLOYER: Black Commerce POSITION TITLE: Front Desk Clerk					
ADDRESS: 1200 Poydras Street New Orleans, LA 70130					
PHONE NUMBER:		SUPERVISOR:		MAY WE CONTAC	CT THIS EMPLOYER?
(555) 735-9821		Darius Jenkins		⊠Yes	□No
<b>HOURS PER WEEK:</b> 40			# OF EMPLOYEES SU	PERVISED: 0	
<b>DUTIES:</b> Technological skil	ls necessary to p	erform data entry, ma	nage team calendars, a	and create compan	y reports. Use of
Microsoft Office software	like Excel, Word,	PowerPoint, Outlook,	and more.		
REASON FOR LEAVING: St	ill employed				
		ı			
<b>DATES:</b> 08/2013 – 05/2016		EMPLOYER: Platinum	n Tours	POSITION TITLE:	Office Manager
ADDRESS: 700 Tulane Ave	nue, New Orlean				
PHONE NUMBER:		SUPERVISOR: MAY WE CONTACT THIS EMPLOYE		CT THIS EMPLOYER?	
(555) 293-1233		Angela Davis			□No
HOURS PER WEEK: 40	HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0				
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.					
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Communication Skills, Attention to Detail, Clerical Skills, and Customer Service					
ADDITIONAL INFORMATION					
		Nothing entered	for this section.		

#### **EMPLOYMENT APPLICATION ACTIVITY- Group 1**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Re	eceived:
Fo	or official Use Only:
Q	UAL:
D	NQ:
-E	xperience
-T	raining

PERSONAL INFORMATION							
		<b>EXAM ID#:</b> Alt Core Capstone Workshop   Activity					
NAME:		SOCIAL SECURITY NUMBER:					
Mary Smith		XXX-XX-1932					
ADDRESS: (Street, City, St	ate/Province. Zir	/Postal Code)	EMAIL ADDRESS:				
2300 Edenborn Ave, Meta	=	o, i ostai couc,	MLSmith@aol.com				
HOME PHONE: (555) 571-			NOTIFICATION PREF	ERENCE: E-mail			
DRIVER'S LICENSE:	DRIVER'S LICEN	ISE:		RK IN THE UNITED STATES?			
⊠Yes □ No		Number: 006709323	⊠Yes □N				
2103	otate: Ex.	PREFER		<u> </u>			
WHAT TYPE OF JOB ARE Y	OU LOOKING FO		LINCLO				
TYPES OF WORK YOU WIL							
SHIFTS YOU WILL ACCEPT		·····C					
OBJECTIVE: To obtain a fu	•	vith your organization					
Objective. 10 obtain a ta	ii-time position w	EDUC	ATION				
DATES: 01/2012 - 12/2014	1	LDOCA		ado Community College			
LOCATION: (City, State/Pr		DID YOU GRADUATE		DEGREE RECEIVED:			
New Orleans, LA	ovince)	⊠Yes		Associate's Degree			
, , , , , , , , , , , , , , , , , , ,		△ res □ No	U				
MAJOR:				UNITS COMPLETED:			
Business Administration		WORK EV	DEDIENIOS	60-semester hrs.			
WORK EXPERIENCE							
DATES: 01/2017 - Present EMPLOYER: Sell Sweep POSITION TITLE: Front Desk							
ADDRESS: 711 Airline Dr. I	Metairie, LA 7000			_			
PHONE NUMBER:				MAY WE CONTACT THIS EMPLOYER?			
(555) 354-1239		William Landry		⊠Yes □ No			
` '			HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0				
` '			# OF EMPLOYEES SU	PERVISED: 0			
HOURS PER WEEK: 40	f computer softw	vare, browsers, and op		PERVISED: 0 er to perform the job. Help input data into			
HOURS PER WEEK: 40	•		erating systems in ord	er to perform the job. Help input data into			
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HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642	anagement (CRN ill employed 5 c, Metairie, LA 70	EMPLOYER: Geaux, Loo1 SUPERVISOR: Michael Richard	erating systems in ord ervice platform, or virtue.  A  # OF EMPLOYEES SU	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642  HOURS PER WEEK: 40	anagement (CRN ill employed 5 c, Metairie, LA 70 attitude when in	EMPLOYER: Geaux, Loo1 SUPERVISOR: Michael Richard	erating systems in ord ervice platform, or virtue.  A  # OF EMPLOYEES SU	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
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HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642  HOURS PER WEEK: 40  DUTIES: Having a positive	anagement (CRN ill employed 5 c, Metairie, LA 70 attitude when in	EMPLOYER: Geaux, L 001 SUPERVISOR: Michael Richard teracting with custome	# OF EMPLOYEES SUers, guests, and other of this section.	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642  HOURS PER WEEK: 40  DUTIES: Having a positive	anagement (CRN ill employed 5 c, Metairie, LA 70 attitude when in	EMPLOYER: Geaux, Looo1 SUPERVISOR: Michael Richard teracting with custome CERTIFICATES Nothing entered	# OF EMPLOYEES SUers, guests, and other of this section.	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642  HOURS PER WEEK: 40  DUTIES: Having a positive  REASON FOR LEAVING: Gr	anagement (CRN ill employed 5 c, Metairie, LA 70 attitude when in raduated	EMPLOYER: Geaux, Looo1 SUPERVISOR: Michael Richard teracting with custome CERTIFICATES Nothing entered	# OF EMPLOYEES SUers, guests, and other of this section.	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
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HOURS PER WEEK: 40  DUTIES: Understanding of a customer relationship m  REASON FOR LEAVING: St  DATES: 01/2011 – 12/2011  ADDRESS: 2378 Division St  PHONE NUMBER: (555) 643-8642  HOURS PER WEEK: 40  DUTIES: Having a positive REASON FOR LEAVING: Gr	anagement (CRN ill employed 5 c, Metairie, LA 70 attitude when in raduated	EMPLOYER: Geaux, Looo1 SUPERVISOR: Michael Richard teracting with custome CERTIFICATES Nothing entered	# OF EMPLOYEES SUers, guests, and other of this section.	POSITION TITLE: Receptionist  MAY WE CONTACT THIS EMPLOYER?  Yes  No  PERVISED: 0			
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#### **EMPLOYMENT APPLICATION ACTIVITY – Group 2**



#### **STATE OF LOUISIANA**

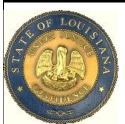
For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:
For official Use Only:
QUAL:
DNQ:
-Experience
-Training
-Other:

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity			
NAME:		SOCIAL SECURITY NUMBER:			
John Smith			XXX-XX-5722		
ADDRESS: (Street, City, St	ate/Province, Zij	o/Postal Code)	EMAIL ADDRESS:		
1010 Sherwood Forest, Ba	ton Rouge, LA 70	0806	John@aol.com		
<b>HOME PHONE:</b> (555) 519-	2913		NOTIFICATION PREFI	ERENCE: E-mail	
DRIVER'S LICENSE:	DRIVER'S LICEN	ISE:	LEGAL RIGHT TO WO	ORK IN THE UNITED STATES?	
⊠Yes □No	State: LA	Number: 002164344	⊠Yes □No	□No	
		PREFE	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WIL	L ACCEPT: Full-T	ime			
SHIFTS YOU WILL ACCEPT:	: Day/Evening				
OBJECTIVE: To obtain a ful	ll-time Administr	ative Assistant positio	n with Louisiana State	Civil Service.	
		EDUC	ATION		
<b>DATES:</b> 09/2012 - 05/2016	6		SCHOOL NAME: Loui	siana State Univers	sity
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	?	DEGREE RECEIVE	D:
Baton Rouge, LA		⊠Yes □N	0	Associate's Degre	:e
MAJOR: UNITS COMPLETED:			D:		
Business Administration				60 semester hours	
		WORK EX	PERIENCE		
DATES: 09/2016 - Present EMPLOYER: Baton Rouge Commerce POSITION TITLE: Front Desk Clerk				Front Desk Clerk	
ADDRESS: 1200 N 3rd Street Baton Rouge, LA 70806					
PHONE NUMBER: SUPERVISOR: MAY WE CONTACT THIS EMPLOYER?			CT THIS EMPLOYER?		
(555) 735-9821		David Jones		⊠Yes	□No
HOURS PER WEEK: 40					
<b>DUTIES:</b> Technological skil	ls necessary to p	erform data entry, ma	nage team calendars, a	and create compan	y reports. Use of
Microsoft Office software	like Excel, Word,	PowerPoint, Outlook,	and more.		
REASON FOR LEAVING: St	ill employed				
DATES: 08/2013 - 05/2016	 5	EMPLOYER: Capital (	City Tours	POSITION TITLE:	Office Manager
ADDRESS: 700 Florida Blvo					<u> </u>
PHONE NUMBER:	.,	SUPERVISOR:		MAY WE CONTAC	CT THIS EMPLOYER?
(555) 293-1233		Elizabeth Williams			□No
HOURS PER WEEK: 40			# OF EMPLOYEES SU		
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.				sional manner.	
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Communication Skills, Attention to Detail, Clerical Skills, and Customer Service					
ADDITIONAL INFORMATION					
			for this section.		

#### **EMPLOYMENT APPLICATION ACTIVITY- Group 2**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:	
For official Use Onl	y:
QUAL:	
DNQ:	
-Experience	
-Training	

PERSONAL MILES CONTROL OF THE PERSON OF THE					
PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity			
NAME:		SOCIAL SECURITY NUMBER:			
Mary Smith		<i>t</i>	XXX-XX-1932		
ADDRESS: (Street, City, St		p/Postal Code)	EMAIL ADDRESS:		
2300 Edenborn Ave, Meta			MLSmith@aol.com		
HOME PHONE: (555) 963-			NOTIFICATION PREF		
DRIVER'S LICENSE:	DRIVER'S LICEN			ORK IN THE UNITED STATES?	
⊠Yes □No	State: LA	Number: 006709323	⊠Yes □N	0	
			RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WIL	L ACCEPT: Full-T	ime			
SHIFTS YOU WILL ACCEPT	: Day				
<b>OBJECTIVE:</b> To obtain a fu	ll-time position v	vith your organization.			
		EDUC	ATION		
<b>DATES:</b> 01/2012 – 12/2014	4		SCHOOL NAME: Delg	gado Community College	
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	:?	DEGREE RECEIVED:	
New Orleans, LA		⊠Yes □N	0	Associate's Degree	
MAJOR:				UNITS COMPLETED:	
<b>Business Administration</b>				60-semester hrs.	
		WORK EX	PERIENCE		
<b>DATES:</b> 01/2017 - Present		EMPLOYER: Sell Swe	ер	POSITION TITLE: Front Desk	
ADDRESS: 711 Airline Dr. Metairie, LA 7001					
		MAY WE CONTACT THIS EMPLOYER?			
(555) 354-1239 William Landry ⊠Yes □No		⊠Yes □No			
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0					
<b>DUTIES:</b> Understanding o	f computer softv	vare, browsers, and op	erating systems in ord	er to perform the job. Help input data into	
a customer relationship m	-		= :		
REASON FOR LEAVING: St		, , ,	,	·	
DATES: 01/2011 - 12/2015	5	EMPLOYER: Geaux, I	_A	POSITION TITLE: Receptionist	
ADDRESS: 2378 Division St	t, Metairie, LA 70	0001			
PHONE NUMBER: SUPERVISOR:			MAY WE CONTACT THIS EMPLOYER?		
(555) 643-8642		Michael Richard		⊠Yes □No	
HOURS PER WEEK: 40		•	# OF EMPLOYEES SU	PERVISED: 0	
<b>DUTIES:</b> Having a positive	attitude when in	teracting with custom	ers, guests, and other	employees.	
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Detail-Oriented					
Written and Verbal Communication					
Problem Solving					
Secretarial					
		ADDITIONAL I	NFORMATION		
Nothing entered for this section.					

#### **EMPLOYMENT APPLICATION ACTIVITY – Group 3**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:
For official Use Only:
QUAL:
DNQ:
-Experience
-Training

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity			
NAME:		SOCIAL SECURITY NUMBER:			
Melissa Nugent		XXX-XX-5722			
ADDRESS: (Street, City, Sta	te/Province, Zi <sub>l</sub>	p/Postal Code)	EMAIL ADDRESS:		
1010 Canal St, New Orleans	s, LA		melissa@icloud.com		
<b>HOME PHONE:</b> (555) 746-2	2913		NOTIFICATION PREF	ERENCE: E-mail	
DRIVER'S LICENSE:	DRIVER'S LICEN	NSE:	LEGAL RIGHT TO WO	ORK IN THE UNITED STATES?	
⊠Yes □No	State: LA	Number: 002164344	⊠Yes □N	0	
		PREFE	RENCES		
WHAT TYPE OF JOB ARE YO	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WILL	ACCEPT: Full-T	ime			
SHIFTS YOU WILL ACCEPT:	Day				
OBJECTIVE: To obtain a full	l-time Administr	ative Assistant position	n with Louisiana State	Civil Service.	
		·	ATION		
DATES: 09/2012 - 05/2016	ì		SCHOOL NAME: Bate	on Rouge Community College	
LOCATION: (City, State/Pro	ovince)	DID YOU GRADUATE	?	DEGREE RECEIVED:	
New Orleans, LA		⊠Yes □N	0	Associate's Degree	
MAJOR:		•		UNITS COMPLETED:	
Business Administration				60 semester hours	
		WORK EX	PERIENCE		
<b>DATES:</b> 09/2016 - Present		EMPLOYER: Crescent	t City Commerce	POSITION TITLE: Front Desk Clerk	
ADDRESS: 1200 Poydras Street New Orleans, LA 70130					
PHONE NUMBER: SUPERVISOR: MAY WE CONTACT THIS EMPLOYER?					
(555) 735-9821			⊠Yes □No		
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0					
<b>DUTIES:</b> Technological skills	s necessary to p	erform data entry, ma	nage team calendars,	and create company reports. Use of	
Microsoft Office software I	ike Excel, Word,	PowerPoint, Outlook,	and more.		
<b>REASON FOR LEAVING:</b> Still	ll employed				
<b>DATES:</b> 08/2013 – 05/2016			POSITION TITLE: Office Manager		
ADDRESS: 700 Tulane Aver	nue, New Orlean	is, LA 70130			
PHONE NUMBER:		SUPERVISOR:		MAY WE CONTACT THIS EMPLOYER?	
(555) 293-1233		Angela Daniels		⊠Yes □No	
HOURS PER WEEK: 40			PERVISED: 0		
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.					
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Communication Skills, Attention to Detail, Clerical Skills, and Customer Service					
ADDITIONAL INFORMATION					
Student Government Association (SGA) –Treasurer					

#### **EMPLOYMENT APPLICATION ACTIVITY- Group 3**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:	
For official Use Only	:
QUAL:	
DNQ:	
-Experience	
-Training	

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5			<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity		
NAME:			SOCIAL SECURITY NUMBER:		
Mary Smith			XXX-XX-1932		
ADDRESS: (Street, City, St	ate/Province, Zij	p/Postal Code)	EMAIL ADDRESS:		
2300 Edenborn Ave, Meta	irie, LA		MLSmith@bellsouth	.net	
<b>HOME PHONE:</b> (555) 571-	3192		NOTIFICATION PREF	ERENCE: E-mail	
DRIVER'S LICENSE:	DRIVER'S LICEN	NSE:	LEGAL RIGHT TO WO	ORK IN THE UNITED STATES?	
⊠Yes □No	State: LA	Number: 006709323	⊠Yes □N	0	
		PREFE	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WIL	L ACCEPT: Full-T	ime			
SHIFTS YOU WILL ACCEPT	: Day				
OBJECTIVE: To obtain a fu	•	vith your organization.			
	·	<del>-</del>	ATION		
DATES: 01/2012 - 12/2014	4		SCHOOL NAME: Delg	gado Community College	
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	•	DEGREE RECEIVED:	
New Orleans, LA	•	⊠Yes □N	0	Associate's Degree	
MAJOR:				UNITS COMPLETED:	
Business Administration				60-semester hrs.	
		WORK EX	PERIENCE		
<b>DATES:</b> 01/2017 - Present		EMPLOYER: Technolo	ogy King	POSITION TITLE: Front Desk	
ADDRESS: 711 Airline Dr. I	Metairie, LA 7001		<u> </u>		
PHONE NUMBER:	·	SUPERVISOR:		MAY WE CONTACT THIS EMPLOYER?	
(555) 354-1239 William Landry			⊠Yes □No		
HOURS PER WEEK: 40			# OF EMPLOYEES SU	PERVISED: 0	
<b>DUTIES:</b> Understanding o	f computer softw	vare, browsers, and op	erating systems in ord	er to perform the job. Help input data	into
a customer relationship m	•				
REASON FOR LEAVING: St			'	·	
			POSITION TITLE: Receptionist		
ADDRESS: 2378 Division St			•	•	
PHONE NUMBER: SUPERVISOR:			MAY WE CONTACT THIS EMPLOYER?		
(555) 643-8642		Betsy Richard		⊠Yes □No	
		# OF EMPLOYEES SU	PERVISED: 0		
	attitude when in	teracting with custome			
<b>DUTIES:</b> Having a positive attitude when interacting with customers, guests, and other employees. <b>REASON FOR LEAVING:</b> Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Detail-Oriented Detail-Oriented					
Written and Verbal Communication					
Problem Solving					
Secretarial					
		ADDITIONAL I	NFORMATION		
Mu Alpha Theta (2 yrs.); President					

#### **EMPLOYMENT APPLICATION ACTIVITY – Group 4**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received: For official Use Only:
QUAL:
DNQ:
-Experience
-Training

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5			<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity		
NAME:			SOCIAL SECURITY NUMBER:		
James Smith			XXX-XX-5722		
ADDRESS: (Street, City, St	=	/Postal Code)	EMAIL ADDRESS:		
1010 Canal St, New Orlean			james@aol.com		
HOME PHONE: (555) 647-			NOTIFICATION PREFERENCE: E-mail		
DRIVER'S LICENSE:	DRIVER'S LICEN		LEGAL RIGHT TO WORK IN THE UNITED STAT	res?	
⊠Yes □No	State: LA N	Number: 002164344	⊠Yes □No		
		PREFEF	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	<b>R?</b> Full-Time			
TYPES OF WORK YOU WIL	L ACCEPT: Full-Ti	me			
SHIFTS YOU WILL ACCEPT	: Day/Evening				
<b>OBJECTIVE:</b> To obtain a fu	ll-time Administra	ative Assistant position	n with Louisiana State Civil Service.		
		EDUCA	ATION		
<b>DATES:</b> 09/2012 – 05/2010	6		SCHOOL NAME: Baton Rouge Community Co	llege	
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	? DEGREE RECEIVED:		
Baton Rouge, LA		⊠Yes □N	o Associate's Degree		
MAJOR:			UNITS COMPLETED:		
Business Administration			60 semester hours		
		WORK EX	PERIENCE		
<b>DATES:</b> 09/2016 - Present		EMPLOYER: Black Co	mmerce POSITION TITLE: Front	Desk Clerk	
ADDRESS: 1200 Poydras S	treet New Orlean	s, LA 70130			
PHONE NUMBER:		SUPERVISOR:	MAY WE CONTACT TH	IS EMPLOYER?	
(555) 735-9821 Darius Jenkins		⊠Yes □No			
HOURS PER WEEK: 40			# OF EMPLOYEES SUPERVISED: 0		
<b>DUTIES:</b> Technological skil	Is necessary to pe	erform data entry, ma	nage team calendars, and create company rep	orts. Use of	
Microsoft Office software	like Excel, Word,	PowerPoint, Outlook,	and more.		
<b>REASON FOR LEAVING:</b> St	ill employed				
<b>DATES:</b> 08/2013 – 05/2010		EMPLOYER: Platinum	n Tours POSITION TITLE: Office	e Manager	
ADDRESS: 700 Tulane Ave	nue, New Orlean				
PHONE NUMBER: SUPERVISOR:			MAY WE CONTACT TH	IS EMPLOYER?	
	(555) 293-1233 Angela Davis ⊠Yes □No				
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0					
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.					
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Communication Skills, Attention to Detail, Clerical Skills, and Customer Service					
ADDITIONAL INFORMATION					
NAACP President (2 years)					

#### **EMPLOYMENT APPLICATION ACTIVITY- Group 4**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:
For official Use Only:
QUAL:
DNQ:
-Experience
-Training

PERSONAL INFORMATION				
POSITION TITLE: Administrative Assistant 5			EXAM ID#: Alt Core Capstone Workshop I Activity	
			SOCIAL SECURITY NUMBER:	
			XXX-XX-1932	
ADDRESS: (Street, City, St	ate/Province. Zi	o/Postal Code)	EMAIL ADDRESS:	
2300 Edenborn Ave, Meta		,	Jones@aol.com	
HOME PHONE: (555) 674-			NOTIFICATION PREFERENCE: E-mail	
DRIVER'S LICENSE:	DRIVER'S LICEN	NSE:	LEGAL RIGHT TO WO	ORK IN THE UNITED STATES?
⊠Yes □No	State: LA	Number: 006709323	⊠Yes □N	0
		PREFEI	RENCES	
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time		
TYPES OF WORK YOU WIL	L ACCEPT: Full-T	ime		
SHIFTS YOU WILL ACCEPT	: Day/Evening			
OBJECTIVE: To obtain a fu	II-time position v	vith your organization.		
	·	-	ATION	
DATES: 01/2012 - 12/2014	4		SCHOOL NAME: Delg	gado Community College
LOCATION: (City, State/Pr	ovince)	DID YOU GRADUATE	?	DEGREE RECEIVED:
New Orleans, LA		⊠Yes □N	0	Associate's Degree
MAJOR:		•		UNITS COMPLETED:
Business Administration				60-semester hrs.
		WORK EX	PERIENCE	
DATES: 01/2017 - 11/202	0	EMPLOYER: Sell Swe	ер	POSITION TITLE: Front Desk
ADDRESS: 711 Airline Dr. I	Metairie, LA 7003	1		
PHONE NUMBER: SUPERVISOR:			MAY WE CONTACT THIS EMPLOYER?	
(555) 354-1239 William Landry			⊠Yes □No	
<b>HOURS PER WEEK:</b> 40			# OF EMPLOYEES SU	PERVISED: 0
<b>DUTIES:</b> Understanding o	f computer softv	vare, browsers, and op	erating systems in ord	er to perform the job. Help input data into
a customer relationship m	-			
REASON FOR LEAVING: M	anagement		·	·
	_			
<b>DATES:</b> 01/2011 – 12/2015 <b>EMPLOYER:</b> Geaux,		EMPLOYER: Geaux, I	_A	POSITION TITLE: Volunteer
ADDRESS: 2378 Division S	t, Metairie, LA 70	0001		
PHONE NUMBER: SUPERVISOR:			MAY WE CONTACT THIS EMPLOYER?	
(555) 643-8642	(555) 643-8642 Michael Richard			⊠Yes □ No
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0				
<b>DUTIES:</b> Having a positive	attitude when in	teracting with custom	ers, guests, and other	employees.
REASON FOR LEAVING: Graduated				
CERTIFICATES AND LICENSES				
Nothing entered for this section.				
SKILLS				
Detail-Oriented				
Written and Verbal Communication				
Problem Solving				
Secretarial				
ADDITIONAL INFORMATION				
Nothing entered for this section.				

#### **EMPLOYMENT APPLICATION ACTIVITY – Group 5**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:
For official Use Only:
QUAL:
DNQ:
-Experience
-Training
-Other:

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5			<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity		
NAME:			SOCIAL SECURITY NUMBER:		
Muhammad Abdullah			XXX-XX-5722		
ADDRESS: (Street, City, St	ate/Province, Zip/	Postal Code)	EMAIL ADDRESS:		
1010 Canal St, New Orlean	is, LA		Quaran@icloud.com		
<b>HOME PHONE:</b> (555) 647-2	2913		NOTIFICATION PREFERENCE: E-mail		
DRIVER'S LICENSE:	DRIVER'S LICENS	E:	LEGAL RIGHT TO WORK IN THE UNITED STATES?		
⊠Yes □No	State: LA Nu	umber: 002164344	⊠Yes □No		
		PREFEF	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FOR				
TYPES OF WORK YOU WIL					
SHIFTS YOU WILL ACCEPT:					
OBJECTIVE: To obtain a ful	•	ive Assistant nosition	n with Louisiana State	Civil Service	
Objective: 10 obtain a fai	T time Administrat	EDUCASSISTANT POSITION		CIVII SCIVICC.	
DATES: 09/2012 - 05/2016	 S	LDOCA	SCHOOL NAME: Ame	erican Islamic Colleg	<u>-</u>
LOCATION: (City, State/Pr		DID YOU GRADUATE		DEGREE RECEIVED	
Baton Rouge, LA	-	$\boxtimes$ Yes $\square$ N		Associate's Degre	
MAJOR:			0	UNITS COMPLETE	
Business Administration				60 semester hour	<del>-</del> -
Business Auministration		WORK EX	DEDIENCE	oo semester nour.	<b>)</b>
<b>DATES:</b> 09/2016 - Present		EMPLOYER: Black Co		POSITION TITLE: F	Front Dock Clark
			illillerce	POSITION TITLE: I	TOTIL DESK CIEFK
ADDRESS: 1200 Poydras St		SUPERVISOR:		MANY INF CONTAC	T THE FMAN OVER 2
PHONE NUMBER:		Darius Jenkins			T THIS EMPLOYER?
(555) 735-9821		Darius Jenkins	# OF F14DLOVEES SU		□No
HOURS PER WEEK: 40			# OF EMPLOYEES SU		
<b>DUTIES:</b> Technological skill			_	and create compan	y reports. Use of
Microsoft Office software		owerPoint, Outlook,	and more.		
REASON FOR LEAVING: Sti	ill employed				
<b>5.177</b> 00/00/00 05/00/00			_		200
DATES: 08/2013 - 05/2016		EMPLOYER: Platinum	n Tours	POSITION TITLE: (	Office Manager
ADDRESS: 700 Tulane Ave					
PHONE NUMBER: SUPERVISOR:				T THIS EMPLOYER?	
, ,	(555) 293-1233 Angela Davis		Г		□No
	HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0				
<b>DUTIES:</b> Handling incoming		from customers, sup	pliers, or partners in a	timely and profess	ional manner.
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Communication Skills, Attention to Detail, Clerical Skills, and Customer Service					
ADDITIONAL INFORMATION					
NAACP President (2 years)					

#### **EMPLOYMENT APPLICATION ACTIVITY- Group 5**



#### **STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802 (555) 123-456

http://agency.governmentjobs.com/Louisiana/default.cfm

Received:	
For official Use Only	:
QUAL:	
DNQ:	
-Experience	
-Training	

PERSONAL INFORMATION					
POSITION TITLE: Administrative Assistant 5			<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity		
			SOCIAL SECURITY NUMBER:		
Robert Lee			XXX-XX-1932		
ADDRESS: (Street, City, St	ate/Province, Zip	p/Postal Code)	EMAIL ADDRESS:		
2300 Edenborn Ave, Meta	-	•	RealRepublican@aol	.com	
HOME PHONE: (555) 674-	2391		NOTIFICATION PREF	ERENCE: E-mail	
DRIVER'S LICENSE:	DRIVER'S LICEN	NSE:	LEGAL RIGHT TO WC	ORK IN THE UNITED STATES?	
⊠Yes □No	State: LA I	Number: 006709323	⊠Yes □N	0	
		PREFE	RENCES		
WHAT TYPE OF JOB ARE Y	OU LOOKING FO	R? Full-Time			
TYPES OF WORK YOU WIL					
SHIFTS YOU WILL ACCEPT		•			
OBJECTIVE: To obtain a fu		vith your organization.			
		EDUC			
DATES: 01/2012 - 12/2014	4		SCHOOL NAME: Univ	versity of Phoenix Online	
LOCATION: (City, State/Pr		DID YOU GRADUATE	?	DEGREE RECEIVED:	
New Orleans, LA	•	⊠Yes □N	0	Associate's Degree	
MAJOR:				UNITS COMPLETED:	
Business Administration				60-semester hrs.	
		WORK EX	PERIENCE		
DATES: 01/2017 – 11/2020 EMPLOYER: Sell Sweep POSITION TITLE: Front Desk					
ADDRESS: 711 Airline Dr. I	Metairie, LA 7001	1	·		
PHONE NUMBER: SUPERVISOR: MAY WE CONTACT THIS EMPLOYER?					
(555) 354-1239 William Landry			⊠Yes □No		
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0					
<b>DUTIES:</b> Understanding o	f computer softw	vare, browsers, and op	erating systems in ord	er to perform the job. Help input data into	
a customer relationship m	•	•			
REASON FOR LEAVING: M		· · ·	•	·	
	J				
DATES: 01/2011 - 12/2015	5	EMPLOYER: Geaux, L	.A	POSITION TITLE: Volunteer	
ADDRESS: 2378 Division St					
PHONE NUMBER: SUPERVISOR: MAY WE CONTACT THIS EMPLOYER?					
(555) 643-8642 Michael Richard			⊠Yes □No		
HOURS PER WEEK: 40 # OF EMPLOYEES SUPERVISED: 0					
<b>DUTIES:</b> Having a positive attitude when interacting with customers, guests, and other employees.					
REASON FOR LEAVING: Graduated					
CERTIFICATES AND LICENSES					
Nothing entered for this section.					
SKILLS					
Detail-Oriented					
Written and Verbal Communication					
Problem Solving					
Secretarial					
ADDITIONAL INFORMATION					
Nothing entered for this section.					