



## User's Guide



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# Contents

<b>Chapter 1. Welcome to WinWay Resume Deluxe</b> .....	1
Introduction .....	2
Technical Support .....	4
Conventions Used In Guide .....	4
WinWay Resume Deluxe - Canadian Edition.....	6
WinWay Resume Deluxe-Site/Network Edition .....	6
<b>Chapter 2. Installing WinWay Resume Deluxe</b> .....	7
System Requirements .....	8
Installing WinWay Resume Deluxe .....	8
Registering WinWay Resume Deluxe .....	9
Updating WinWay Resume Deluxe .....	9
Uninstalling WinWay Resume Deluxe .....	10
<b>Chapter 3. Getting Started</b> .....	11
Overview: Creating a Resume .....	12
Using the Resume Wizard .....	13
Creating a Chronological Resume Manually .....	27
Creating a Functional Resume Manually .....	35
Changing the Layout .....	47
Saving Your Resume .....	51
Printing Your Resume .....	52
Using WinWay Resume Deluxe Help.....	52
Viewing Video Clips.....	53
<b>Chapter 4. WinWay Resume Deluxe Tutorial</b> .....	55
Starting WinWay Resume Deluxe .....	56
Opening the Tutorial Example.....	56
Changing the Address.....	57
Changing the Font .....	58

Changing a Heading.....	60
Adding a Job .....	61
Including a Phrase from AutoWriter .....	62
Changing the Experience Order .....	63
Saving the Resume.....	64
Printing the Resume .....	64
<b>Chapter 5. Resume-Writing Advice .....</b>	<b>65</b>
The Importance of a Good Resume.....	66
Four Key Points To Cover in a Resume .....	66
Two Types of Resumes: Chronological and Functional.....	67
Sections in a Basic Resume .....	69
Resume Tips and Techniques.....	73
Cover letters.....	78
Cover Letter Tips and Techniques.....	80
<b>Chapter 6. Using WinWay Resume Deluxe .....</b>	<b>81</b>
The Welcome Screen.....	82
WinWay Resume Deluxe Workspace .....	83
Creating a New Document .....	89
Opening an Existing Document.....	92
Switching Documents.....	94
Saving a Document.....	95
<b>Chapter 7. Editing and Formatting Documents .....</b>	<b>97</b>
Editing Documents .....	98
Modifying Headings.....	99
Formatting Text.....	104
Adding SuperText.....	107
Using Word Tools.....	108
<b>Chapter 8. Working with Graphics and Layouts .....</b>	<b>111</b>
Working with Images.....	112

Working with Themes .....	115
Adding Borders .....	118
Changing a Section's Layout .....	121
Changing Page Settings .....	124
<b>Chapter 9. Checking Your Resume .....</b>	<b>129</b>
What To Check for in Your Resume .....	130
The Resume Auditor .....	130
<b>Chapter 10. Printing or Sending Your Resume .....</b>	<b>135</b>
Printing a Document .....	136
Sending a Resume by E-mail .....	142
Sending a Resume or Job Application Worksheet to an iPhone .....	146
Exporting a Resume .....	148
<b>Chapter 11. Managing Your Contacts .....</b>	<b>153</b>
Using the Contact Manager .....	154
Working with Contacts .....	157
Merging Contacts .....	159
<b>Chapter 12. Getting the Job You Want .....</b>	<b>163</b>
Job Search Methods .....	164
Searching for a Job Online .....	165
Job Application Worksheet .....	166
Internet Job Agent .....	168
Job-Hunting Tips .....	171
Preparing for an Interview .....	173
Interviewing Tips .....	179
<b>Chapter 13. Negotiating Salary and Benefits .....</b>	<b>185</b>
Considering a Job Offer .....	186
Using the Salary Maximizer Simulator .....	187

Using the Salary and Benefits Guide .....	190
<b>Appendix A. Troubleshooting WinWay Resume Deluxe .....</b>	<b>193</b>
CDs .....	194
Posting .....	194
Printing .....	195
Cutting, Copying and Pasting.....	197
Formatting.....	197
Default Resume .....	200
<b>Appendix B. Interview Strategy .....</b>	<b>201</b>
Before the Interview .....	202
During the Interview .....	211
After the Interview.....	220
<b>Appendix C. Salary and Benefits Guide .....</b>	<b>225</b>
Overview .....	226
Cash-Related Benefits.....	226
Insurance Benefits .....	229
Vacation/Time-Off Benefits .....	232
Educational Benefits .....	234
Other Benefits .....	236
<b>Appendix D. Bonus Fonts .....</b>	<b>239</b>
Working with Bonus Fonts.....	240
Agfa Font License Agreement.....	244
<b>Index .....</b>	<b>247</b>

# Chapter 1. Welcome to WinWay Resume Deluxe

WinWay® Resume Deluxe is the easiest and most complete job-winning system available. With it, you can write your resume, track your contacts, write cover letters and print associated envelopes. Also, you can practice interviewing techniques, search job banks and, when offered a job, prepare for salary and benefits negotiations.

This chapter includes the following topics:

- [“Introduction” on page 2](#)
- [“Technical Support” on page 4](#)
- [“Conventions Used In Guide” on page 4](#)
- [“WinWay Resume Deluxe - Canadian Edition” on page 6](#)
- [“WinWay Resume Deluxe-Site/Network Edition” on page 6](#)

# Introduction

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With WinWay Resume Deluxe software, it's easy to develop a resume and then edit the resume to target specific employers.

WinWay Resume Deluxe includes:

- Step-by-step resume creation using Resume Wizard
- A detailed job application worksheet for organizing and saving all your detailed information in one location
- Ability to send resumes and job applications to your iPhone
- More than 14,000 ready-to-use resumes
- More than 100,000 Job-Winning Phrases™ for resumes and cover letters
- More than 350 different design themes
- Ability to check for more than 100 common resume-writing errors with the Auditor
- Ability to create a PDF file, word-processing file or web pages of your resume
- Video clips covering virtually all areas of resume preparation, job searching, interviewing techniques and more
- Integrated Internet job search capability
- Multimedia Interview simulator
- Multimedia Salary Maximizer® simulator
- 400 professionally-created fonts

To get started and quickly create your first resume, see [Chapter 3, “Getting Started” on page 11](#) which provides an overview of the process and describes how to create chronological and functional resumes either manually or by using the Resume Wizard. You’ll also find information about themes and styles.

See [Chapter 4, “WinWay Resume Deluxe Tutorial” on page 55](#) to learn how to edit a sample resume for your own purposes.

To learn conceptual information about resumes and cover letters, read [Chapter 5, “Resume-Writing Advice” on page 65](#).

[Chapter 6, “Using WinWay Resume Deluxe” on page 81](#) covers basic information about creating, opening, and saving documents as well as instructions for customizing your copy of WinWay Resume Deluxe.

You’ll use the procedures in [Chapter 7, “Editing and Formatting Documents” on page 97](#) to adjust the content of your resume and you’ll learn how to use the integrated Spell Checker and the Thesaurus.

In [Chapter 8, “Working with Graphics and Layouts” on page 111](#) you’ll learn how to change headings to emphasize specific areas, apply themes, adjust styles, add borders and, if desired, reduce the resume to one page.

Before sending a resume to a prospective employer, you’ll want to check your resume manually as well as with the Resume Auditor®. Both methods are covered in [Chapter 9, “Checking Your Resume” on page 129](#).

When you’ve finalized your resume, see [Chapter 10, “Printing or Sending Your Resume” on page 135](#) to determine the best method for getting your resume out there, whether it’s e-mailing it directly from WinWay Resume Deluxe or sending it to your iPhone so you have it available at any time.

If your job search is extensive, you may want to use the Contact Manager to keep track of contacts, companies and interviews. See [Chapter 11., “Managing Your Contacts” on page 153.](#)

Additionally, WinWay Resume Deluxe helps you search for jobs efficiently using the latest online job banks and lets you post your resume to multiple sites easily. The multimedia Interview simulator prepares you for any interview you may get. See [Chapter 12., “Getting the Job You Want” on page 163](#) and [Appendix B., “Interview Strategy” on page 201](#) for details.

When you get a job offer, you can use the Salary Maximizer simulator to prepare for any discussions and the Salary and Benefits Guide to help you get the best benefits package. It can even help you choose among multiple job offers. For this information, see [Chapter 13., “Negotiating Salary and Benefits” on page 185](#) and [Appendix C., “Salary and Benefits Guide” on page 225.](#)

## Technical Support

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Our technical support staff is ready to help. To get answers to your questions and help with problems:

- Visit [www.WinWay.com](http://www.WinWay.com) to view frequently asked questions, troubleshooting tips or to request technical support by e-mail.
- Call 818-591-6245. Technicians are available Monday through Friday.

## Conventions Used In Guide

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- **Bold** text is for buttons, check boxes, radio buttons, menus or menu items, and text that you are directed to type.

- *Italicized* text refers to names for folders, files, disks or discs, windows, and dialog boxes. It's also used for new terms, chapter or section references, and important ideas.
- *Ctrl*, *Shift*, or *Alt* followed by a letter means hold down that key while pressing the letter. For example, *Ctrl+Alt+S* means hold down the *Ctrl* and *Alt* keys while pressing the '*S*' key.
- *Click* means click the left mouse button. *Double-click* means click the left mouse button twice in quick succession. *Right-click* means click the right mouse button. *Shift-click* means hold down the *Shift* key while clicking the left mouse button.
- All instructions for interacting with the Microsoft® Windows® operating system are written for Windows XP. If you have a different version of Windows on your computer, adjust the steps as needed.

- A shortcut menu refers to the menu that appears when you click the right mouse button over an object.
- Cautions appear like this:

**CAUTION: Be sure to make backups of any important files before reformatting.**

- Notes appear like this:  
**Note:** Remember to save your file often.



## WinWay Resume Deluxe - Canadian Edition

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WinWay Resume Deluxe-Canadian Edition, includes the full U.S. version of WinWay Resume Deluxe plus a wide variety of examples for Canadian users. You will find hundreds of ‘made in Canada’ resumes and letters that reflect your job-seeking environment:

- Canadian job titles and descriptions
- Canadian spelling and references
- Canadian employers and institutions
- Canadian credentials and professional associations.

The Canadian edition also provides all the tools you need to find employers and jobs in both Canada and the United States.

To learn more about the Canadian Edition, or to purchase the software online, go to [www.WinWay.com](http://www.WinWay.com).

## WinWay Resume Deluxe-Site/Network Edition

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WinWay Resume Deluxe offers a site/network edition that allows you to install WinWay Resume Deluxe on multiple computers for multiple users. This multi-use option includes security, privacy, and deployment features required for schools, libraries, employment offices, and similar organizations.

For more information, or to request an online quote, go to [www.WinWay.com](http://www.WinWay.com). To speak to a representative directly, call 1-800-4-WINWAY.

# Chapter 2. Installing WinWay Resume Deluxe

In this chapter you'll learn how to install WinWay Resume Deluxe, how to obtain updates, and how to uninstall the software.

This chapter includes the following topics:

- [“System Requirements” on page 8](#)
- [“Installing WinWay Resume Deluxe” on page 8](#)
- [“Registering WinWay Resume Deluxe” on page 9](#)
- [“Updating WinWay Resume Deluxe” on page 9](#)
- [“Uninstalling WinWay Resume Deluxe” on page 10](#)

# System Requirements

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WinWay Resume Deluxe requires a personal computer running Windows® XP, Vista®, or 7 with:

- Intel® Pentium® microprocessor or better
- CD-ROM drive
- 512 MB of RAM
- Internet Explorer 4.0 or greater

## Installing WinWay Resume Deluxe

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The installer on the WinWay Resume Deluxe CD guides you through the installation process.

To install WinWay Resume Deluxe:

1. Insert the WinWay Resume Deluxe CD into the disk drive.

If the *Welcome* screen doesn't appear automatically, from the **Start** menu, choose **My Computer**, right-click the **CDROM** icon, and choose **Explore**. Open the **Setup** application file.



2. Click the **Install** button and follow the on-screen instructions.

## Registering WinWay Resume Deluxe

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Before you start composing your resume, please take a moment to register. Once you register, you'll be entitled to:

- **Technical Support:** We're committed to making WinWay Resume work for you. If you have questions, please contact our support staff.
- **Immediate Notification of Upgrades:** You'll know about new versions of WinWay Resume Deluxe as soon as they're available.
- **Registered User Discounts:** As a registered user, you're eligible for special prices on many new products and bonus offers on other bestselling software products.

## Updating WinWay Resume Deluxe

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If you have an Internet connection, you can check for software updates. After installing WinWay Resume Deluxe you may want to check to see if there is an update that you should install.

To check for updates:

1. From the **Start** menu, choose **All Programs > WinWay Resume Deluxe > Free Updates via Internet**.  
or  
If WinWay Resume Deluxe is already running, choose **Get FREE Updates via Internet** from the **Help** menu.
2. If a free update is available at the WinWay web site, click **Check Out**.
3. Follow the on-screen instructions to download and save the update file.
4. Make sure WinWay Resume Deluxe is closed and double-click the update file to install the software.

# Uninstalling WinWay Resume Deluxe

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To uninstall WinWay Resume Deluxe software, use the uninstall program. The WinWay Resume Deluxe uninstaller will properly remove all program files.

To uninstall WinWay Resume Deluxe:

1. From the **Start** menu, choose **Control Panel**.
2. Click **Add or Remove Programs**.
3. In the *Add or Remove Programs* control panel, select **WinWay Resume Deluxe** from the list of programs that you can remove. Click **Remove**.
4. Follow the instructions on screen to remove WinWay Resume Deluxe from your hard drive.
5. Close the *Add or Remove Programs* control panel.

# Chapter 3. Getting Started

This chapter explains how to quickly get started using WinWay Resume Deluxe. By the end of the chapter you'll have created a resume and printed it.

If you prefer to learn by going through a step-by-step example, see [Chapter 4., "WinWay Resume Deluxe Tutorial" on page 55.](#)

This chapter includes the following topics:

- ["Overview: Creating a Resume" on page 12](#)
- ["Using the Resume Wizard" on page 13](#)
- ["Creating a Chronological Resume Manually" on page 27](#)
- ["Creating a Functional Resume Manually" on page 35](#)
- ["Changing the Layout" on page 47](#)
- ["Saving Your Resume" on page 51](#)
- ["Printing Your Resume" on page 52](#)
- ["Using WinWay Resume Deluxe Help" on page 52](#)
- ["Viewing Video Clips" on page 53](#)

# Overview: Creating a Resume

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The following procedure is a quick overview of the process for creating a resume.

To quickly create a resume:

1. Start WinWay Resume Deluxe.
2. In the *Welcome* screen, click **Create a new resume**.
3. Type information about the type of job you are seeking.
4. Click **Next** and follow the on-screen instructions to create the resume.
5. After typing in your educational information, click **Finish**.
6. When the resume appears in the workspace, you can edit the information by double-clicking the area and entering your edits into the dialog box that opens. When through making changes, click **OK**.
7. To add another piece of information, such as adding a job to the Experience section, double-click the section and in the dialog box, click **New**. When through making changes, click **OK**.
8. To change the overall layout and format, click **Themes**. Select a new theme and click **Keep**.
9. To change the layout of a individual section, select the section and click a style button on the Styles toolbar.
10. To have your resume reviewed for common errors, click **Tasks** on the left and then click **Auditor**.
11. To save your resume, choose **Save As** from the **File** menu.
12. To print your resume, choose **Print** from the **File** menu.

Other features, such as the ability to change fonts, insert AutoWriter® phrases, add graphics, and create PDF versions of your resume are describe in greater detail later in this guide.

# Using the Resume Wizard

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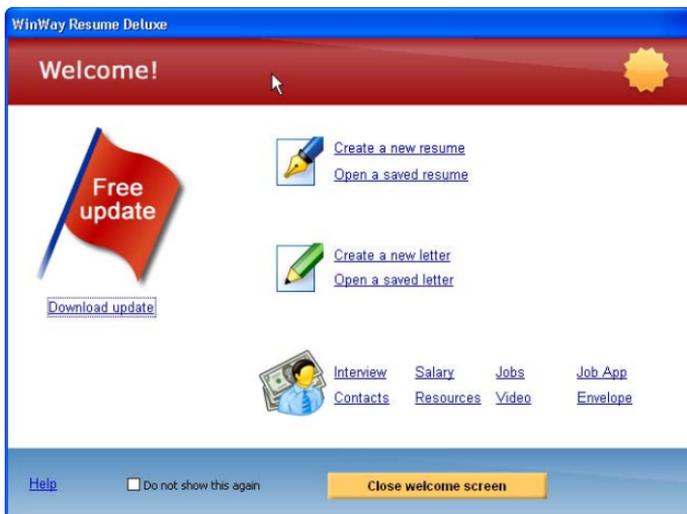
WinWay Resume Deluxe includes the Resume Wizard, an on-screen guide that helps you create your initial resume. After using Resume Wizard, you can edit and refine the resume in the workspace.

To develop your resume manually, see the next two sections: “Creating a Chronological Resume Manually” on page 27 or “Creating a Functional Resume Manually” on page 35.

**Note:** For specific information about chronological and functional resumes, see “Two Types of Resumes: Chronological and Functional” on page 67.

To start WinWay Resume Deluxe and open the Resume Wizard:

1. From the **Start** menu, choose **All Programs > WinWay Resume Deluxe > WinWay Resume Deluxe**.



2. In the *Welcome* screen, click **Create a new resume**.

# Determining the job

WinWay Resume Deluxe includes example resumes for many different jobs. The job titles and keywords you type in this screen help the Resume Wizard to find the best example for your resume.

Resume Wizard

## Resume Wizard

**Resume Wizard**

- Please answer a few questions about your experience and education
- The Wizard will then create a resume outline based on your answers

3% Completed

**Describe the job you are looking for**

Primary job title (e.g. Elementary School Teacher)

Alternate job title (e.g. Class Instructor)

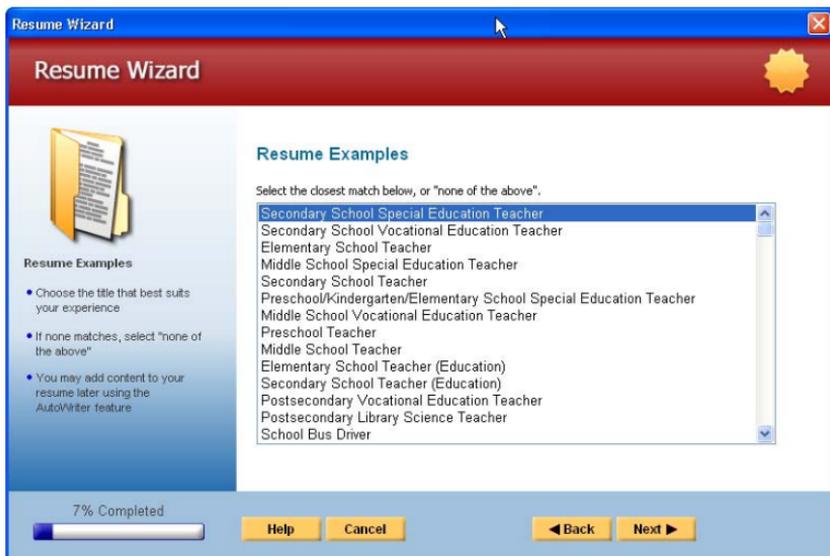
Job-related keywords (e.g. parents children lessons books)

Help Cancel << Back Next >>

1. Type the job title in the **Primary job title** box.
2. If the job has a common alternate title, type that title in the **Alternate job title** box. (For example, a lawyer may be referred to as an attorney or public defender.)
3. Type one or more keywords that may help refine the search.
4. Click **Next**.

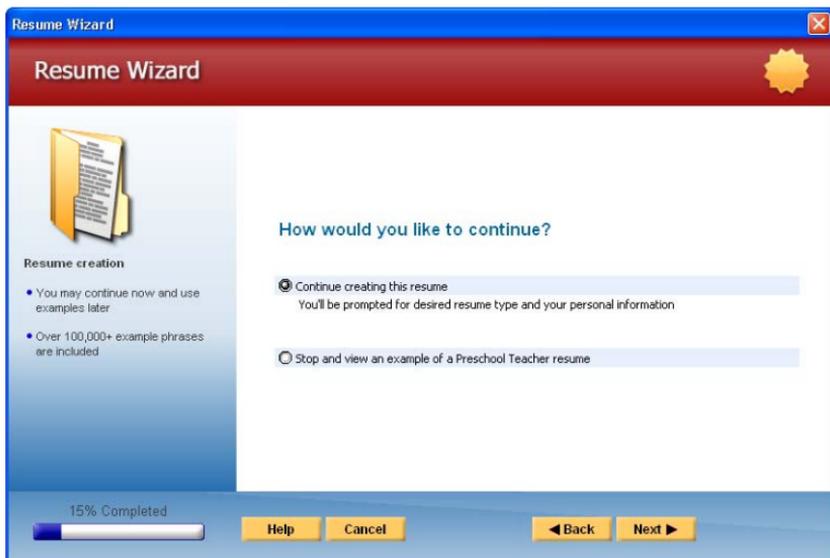
## Selecting an example

The Resume Wizard lists resume examples from the most relevant to the least relevant. The advantage of using a resume example is that it lists samples of relevant experience for the job. When you refine the example resume, you may edit the content, delete the items that are not applicable or add your own items.



1. Select the example that most closely matches the job you are seeking. If you don't see a close match, select **None of the above** at the bottom of the list.

## 2. Click Next.



## 3. To continue with the Resume Wizard, select **Continue creating this resume**.

## 4. Click Next.

**Note:** To work on the example resume directly without going through the Resume Wizard, select **Stop and view an example of a <job> resume** and click **Finish**. The example resume opens in the workspace for you to edit. See “[Editing and Formatting Documents](#)” on page 97 to learn how to edit the example.

# Adding your contact information

In this next step you add your personal contact information to the resume.

**Resume Wizard**

**Your name and address**

Name: Pat Greene

Address: 1111 Main Street  
Anywhere, USA 12345

Phone: 555-555-5555

**e-mail**

e-mail: |

Web page: |

**Options**

Add an alternate address to the resume

23% Completed

Help Cancel ◀ Back Next ▶

1. Type your name, address and phone numbers.
2. To be contacted by e-mail, type your address.

**Note:** If you are currently employed, you may not want to receive job search-related messages at work.

3. If you have a web page available, particularly if it is an online resume, include the URL for the web page.

**Note:** Be cautious about including the URL for a personal web page. It may give a prospective employer information that you don't want them to know and wouldn't include on your resume.

4. If you have more than one address (perhaps, a local address if you're applying for a job out of town) and want to include it on your resume, select the **Add an alternate address to the resume** check box. Click **Next**.

# Setting your experience level

The next step is to indicate the level of the job that you're seeking.

**Resume Wizard**

**Resume Wizard**

**Emphasis and focus**

- Recent graduate resumes emphasize recent degree
- Experienced resumes emphasize working skills
- Manager resumes focus on leadership and vision
- When in doubt — use the higher-level resume format

**Which of the following best describes you?**

Recent Graduate  
You do not have significant experience in your newly acquired profession, and your degree is the key to opening employer doors.

Entry Level  
You have less than 2 years experience and are looking for an opportunity to work your way up.

Experienced  
You have at least 2 years of experience. You wish to build upon this experience and advance your career.

Manager / Executive  
You are in a leadership position. Your primary responsibility is coaching your subordinates.

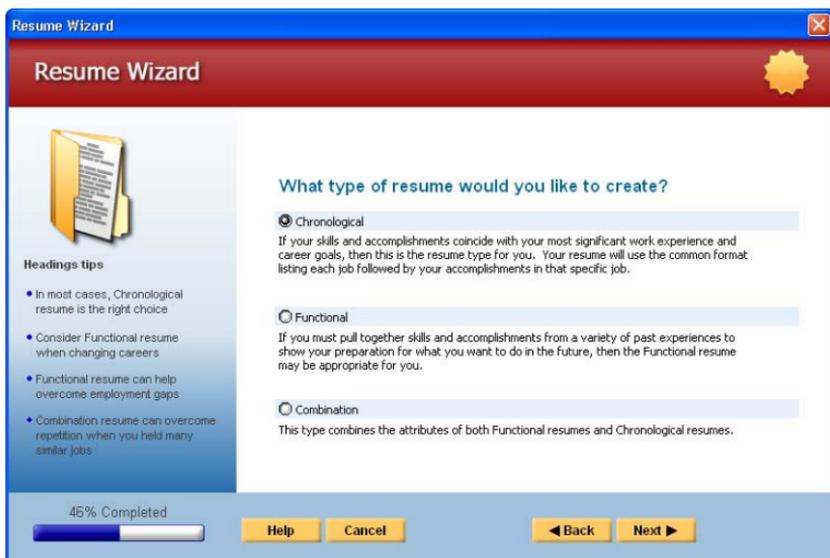
38% Completed

Help Cancel Back Next

1. If you've just recently graduated and don't have any related work experience, select **Recent Graduate**.  
or  
If you've haven't had employment in this category, or if you are changing careers, select **Entry Level**. If you have a lot of experience in this particular job, select **Experienced**.  
or  
If you are a manager, supervisor or other type of leader and are looking for a similar or higher position, select **Manager/Executive**.
2. Click **Next**.

## Specifying the type of resume

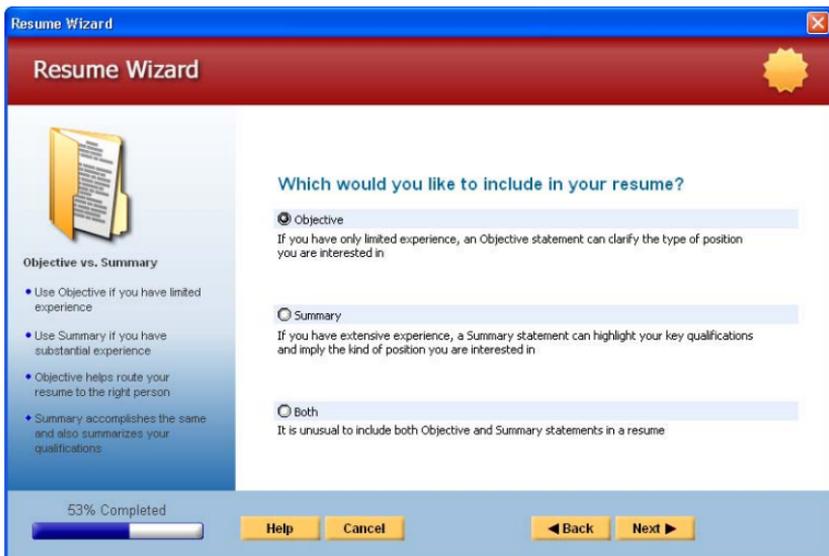
The type of resume determines the sections included in a standard resume. There are two types of resumes: Chronological and Functional. During this step, you select the type that you want to use for your resume. (You can also use a combination of both. For more information, see [“Two Types of Resumes: Chronological and Functional”](#) on page 67.



1. If you have experience in one area and the job you are seeking is in that same area, select **Chronological**  
or  
If you've had a variety of work experience, select **Functional**.  
or  
To include sections from both types of resumes, select **Combination**.
2. Click **Next**.

## Including overview information

Most resumes include some type of overview information immediately after the contact information. Usually this is a statement related to the type of job you are seeking. With WinWay Resume Deluxe you may include an objective (or career goal), a summary of your experience related to the position or both.



1. If you have limited experience, select **Objective**.  
or  
If you have job-related experienced, select **Summary**.  
or  
To include both, select **Both**.
2. Click **Next**.

## Adding optional items

In this step you may select optional items to include on your resume. You should include those items that are job-related and which you feel would help you get the position you are seeking.

Resume Wizard

### Resume Wizard

**Include the right information**

- Include key items that qualify you for the job
- Do not elaborate on activities that are not job-related
- Include testimonials only if you have written permission

\*Other qualifications\* can be used for just about anything

**Check all items you wish to include in your resume:**

- Additional classes and workshops
- Career related community service and volunteer work
- Foreign languages
- Job-related hobbies
- Honors and awards
- Licenses, permits and certificates
- Professional affiliations
- Publications you authored (books, articles, patents, etc.)
- Security clearance and certificates
- Testimonials about your job performance
- Other qualifications

61% Completed

Help Cancel < Back Next >

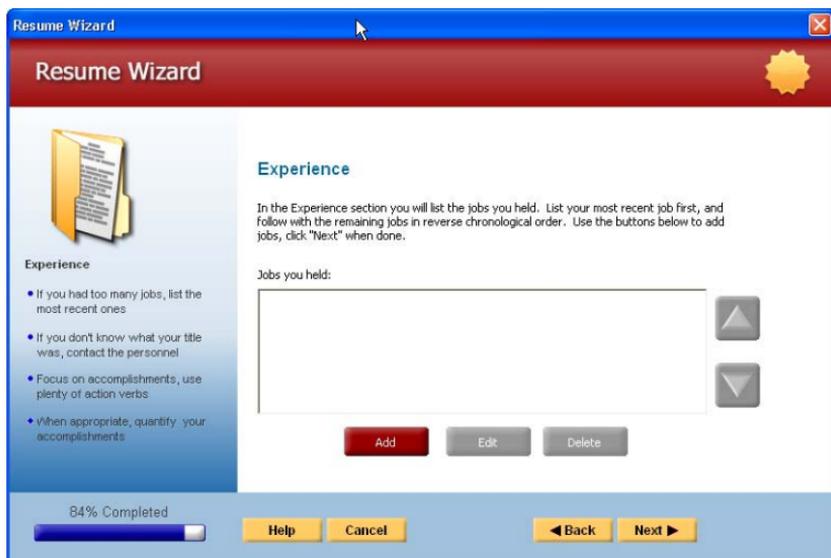
1. Select the check boxes for those items that are relevant to the job you are seeking.
2. If you change your mind about an item, clear a check box by clicking it again. Click **Next**.

## Completing the Resume Wizard

The type of resume you selected earlier determines the next steps.

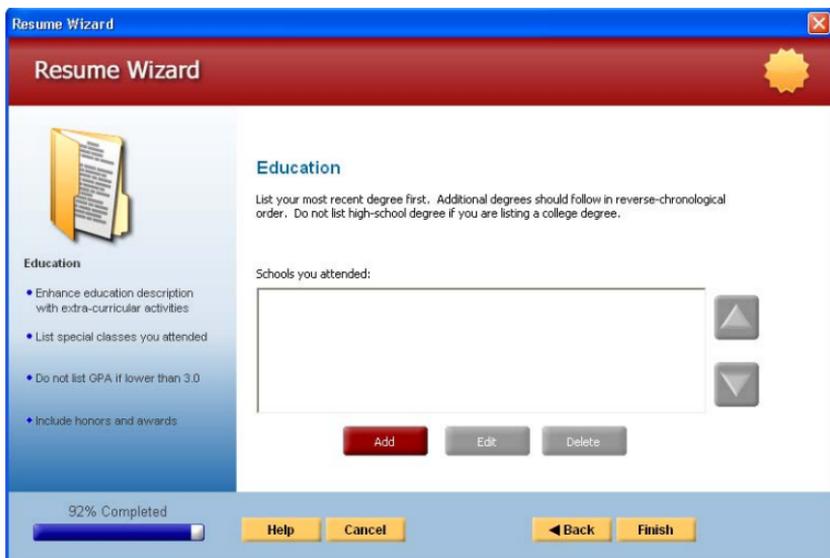
## Chronological Resume

If you are creating a chronological resume the next step is an *Experience* screen.



1. In the *Experience* screen, click **Add**.
2. Type the information about your most recent job and click **OK**.
3. Repeat **steps 1 and 2** for each job that you want to include in the resume.
4. When you've added in all the jobs, click **Next**.

With a chronological resume the next step is where you add in your educational background.

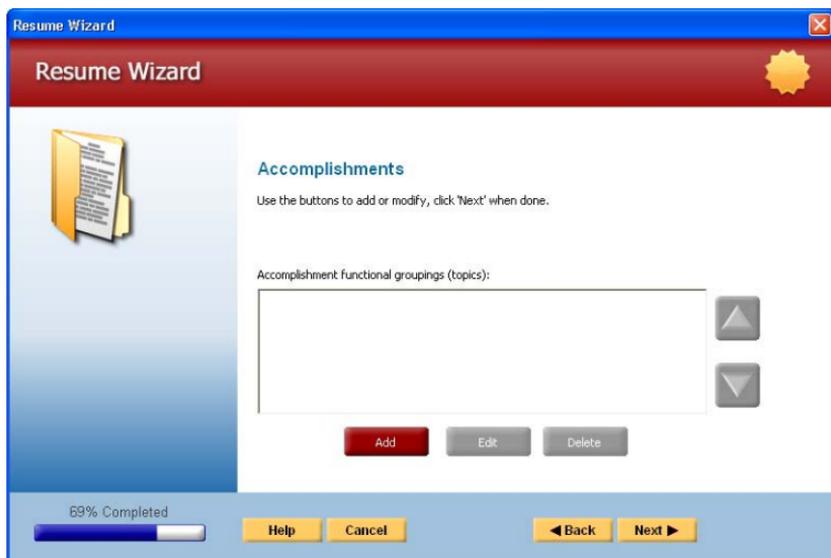


1. In the *Education* screen, click **Add**.
2. Type the information about your most recent degree and click **OK**.
3. Repeat **steps 1 and 2** for each degree that you want to include in the resume.
4. When you've added in all the degrees, click **Finish**.

Your resume appears in the workspace for you to refine further. See [Chapter 7, "Editing and Formatting Documents"](#) on page 97, and [Chapter 8, "Working with Graphics and Layouts"](#) on page 111 to refine your resume.

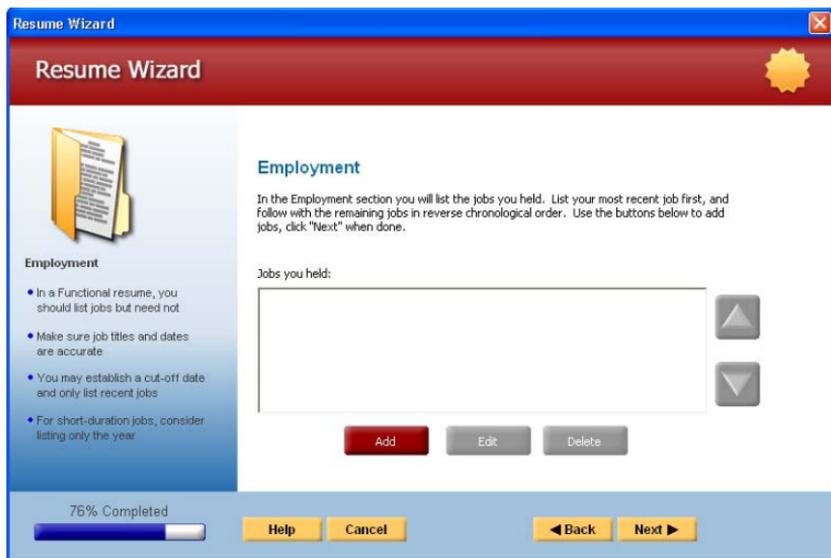
## Functional Resume

If you are creating a functional resume, the next step is an *Accomplishments* screen.



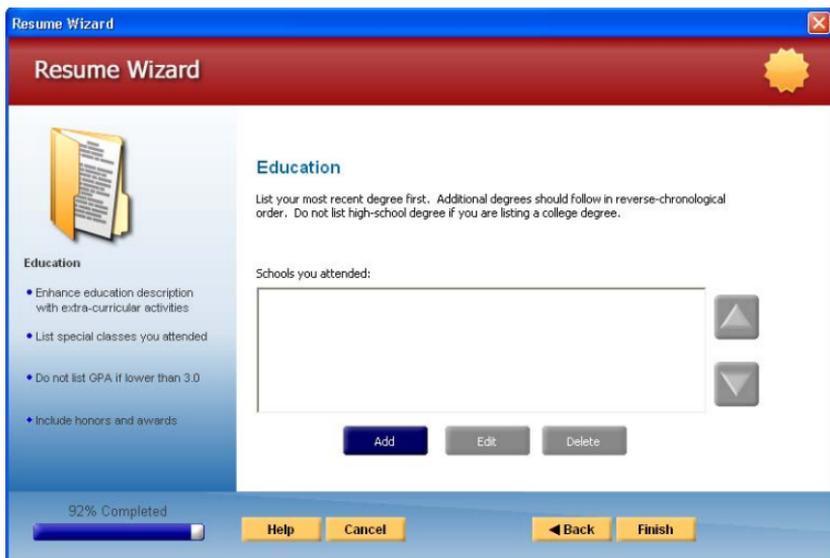
1. In the *Accomplishments* screen, click **Add**.
2. Type in the topic of your most relevant accomplishment and click **OK**.
3. Repeat **steps 1 and 2** for each accomplishment grouping that you want to include in the resume.
4. When you've added in all the accomplishments, click **Next**.

The next step is an *Employment* screen.



1. In the *Employment* screen, click **Add**.
2. Type information about your most recent job and click **OK**.
3. Repeat **steps 1 and 2** for each job that you want to include in the resume.
4. When you've added in all your past jobs, click **Next**.

The next step is where you add in your educational background.



1. In the *Education* screen, click **Add**.
2. Type in the information about your most recent degree and click **OK**.
3. Repeat **steps 1 and 2** for each degree that you want to include in the resume.
4. When you've added in all the degrees, click **Finish**.

Your resume appears in the workspace for you to refine further. See [Appendix 7, “Editing and Formatting Documents” on page 97](#) and [Appendix 8, “Working with Graphics and Layouts” on page 111](#) for details on how to refine your resume.

**Note:** If you selected Combination when selecting the type of resume, you'll see the following sections: *Accomplishments, Employment, Experience, and Education*.

# Creating a Chronological Resume Manually

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You have the option of developing your resume manually using a resume template. The default resume that appears on the workspace is for creating a chronological resume, which is the most common type of resume. .

**Note:** For specific information about resume writing and the different types of resumes see [Chapter 5, “Resume-Writing Advice” on page 65](#). You may also develop a chronological resume using the Resume Wizard. For details on working with the Resume Wizard, see [“Using the Resume Wizard” on page 13](#).

You can format the contents of the various sections in the dialog boxes when you enter the information. To do so, select the content in a box and use the lists and buttons on the Format toolbar. Although, if you subsequently change the theme for the resume, any formatting applied this way will be discarded.

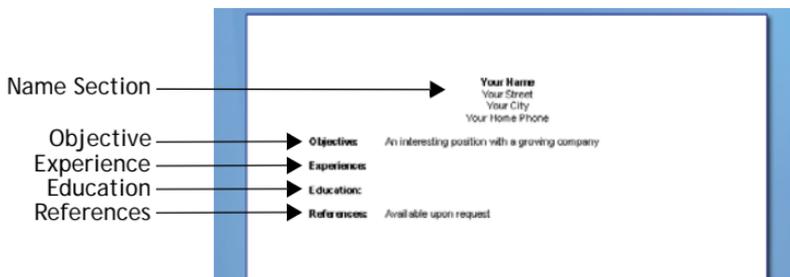
## Starting WinWay Resume Deluxe

1. From the **Start** menu, choose **All Programs** > WinWay Resume Deluxe > **WinWay Resume Deluxe**.
2. If the *Welcome* screen appears, click **Close welcome screen**.

**Note:** If WinWay Resume Deluxe is already open, close any open resume and then click the **RESUME** tab.

A template for a standard chronological resume is open in the workspace. You can now edit any of the five sections by double-clicking within the area designated for each section: Name (for your name and contact information), Objective,

Experience (for listing your work experience), Education and References (with the generic statement “Available upon request”).



## Adding your name and contact information

The first step in developing your resume is to add your name and contact information by using the *Name* dialog box. Minimally, you should add your name and address to the **PRIMARY ADDR** tab. If you have a second address (perhaps a local address where you are staying as you search for a job) include it in the **SECONDARY ADDR** tab. If you have a web site or an e-mail address, use the **E-MAIL & MORE** tab to add that information.

To add your name and contact information:

1. Double-click the Name section at the top of the resume.



2. In the *Name* dialog box on the **PRIMARY ADDR** tab, select the contents of the **Name** box and type your name.
3. Press the *Tab* key to move to the next text box.

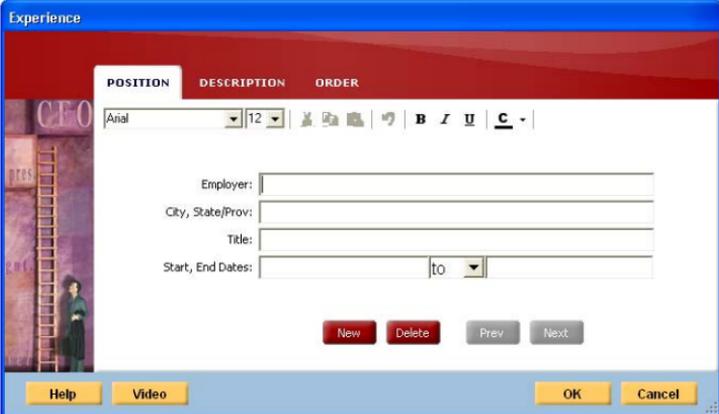
When you use the *Tab* key to move to the next text box, the contents of the next text box are automatically selected for editing. To move back to the previous text box, press *Shift+Tab*.
4. Type your contact information into the appropriate boxes.
5. To include an additional address on your resume, click the **SECONDARY ADDR** tab and type the information.
6. To include a web site or an e-mail address, click the **E-MAIL & MORE** tab and type the information as needed.
7. Click **OK** to update the Name section of the resume.

## Adding your work experience

Next, you'll add your work experience to the resume. What you include here may depend on your circumstances — such as how long you've been working, if you are changing careers or if you've been going to school. You can use the AutoWriter® feature to add information to the **DESCRIPTION** tab quickly.

To add your work experience:

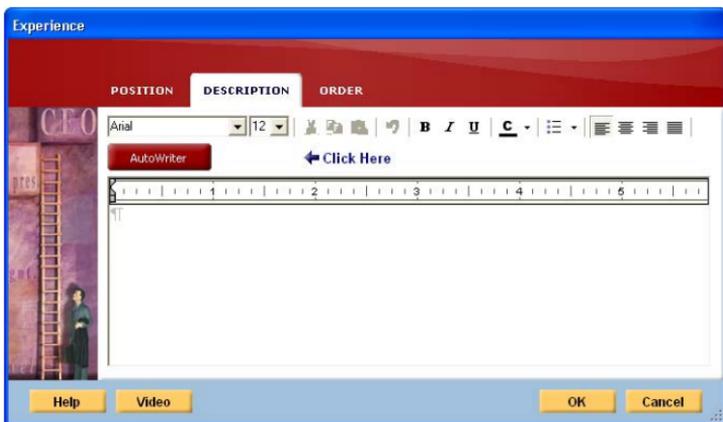
1. Double-click the Experience section in the resume.



2. In the *Experience* dialog box on the **POSITION** tab, type the pertinent information about one of your jobs.

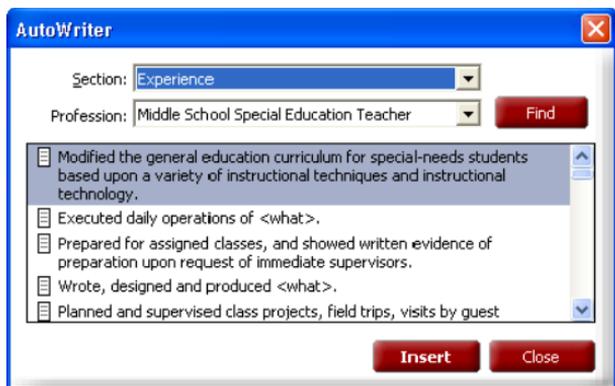
**Note:** You don't have to add to your employment history in any particular order. When you've finished typing your job history, you put the jobs in chronological order on the **ORDER** tab.

- To add a description of the functions you performed in this job, click the **DESCRIPTION** tab.



- Type a description of the work you performed.  
or  
Click **AutoWriter** and select a job from the **Profession** list.  
Then double-click appropriate descriptions as needed to add to the job description (or select a description and click

**Insert**). Click **Close** when you've added all the necessary phrases for this job.



**Note:** If you can't locate a profession in the AutoWriter dialog box that applies to this job, click **Find**. Type keywords and click **OK**. Then, select a profession from the list.

5. To add another job, click the **POSITION** tab and click **New**.
6. Repeat **steps 2–5** until you've added all the jobs you want to include in your resume.
7. To list jobs in the correct order, click the **ORDER** tab. Select an item on the **Order** list and click either the **Up** or **Down** arrow as needed to move the job to the correct position. Continue until all jobs are listed chronologically with your current or most recent job first.

**Note:** You can also organize the list using the **Headings** tree in the left navigation bar. In the **Headings** tree, right-click the item you want to move and choose **Move up** or **Move down** in the shortcut menu.

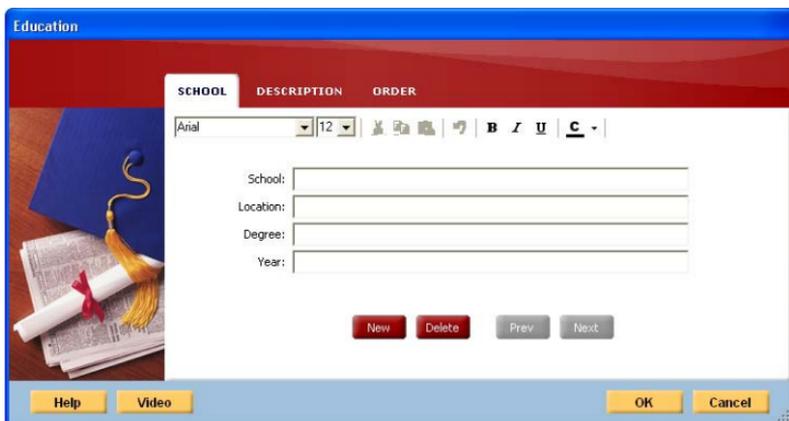
8. Click **OK** to add the jobs to your resume.

## Adding educational information

The final step in developing a chronological resume is to add pertinent educational information. List your most advanced degree first. Typically, if you have a bachelor's degree, you do not need to include high school. However, if you have an associate's degree or a vocational school certification, you may want to include high school information so that you can include those activities and accomplishments as well.

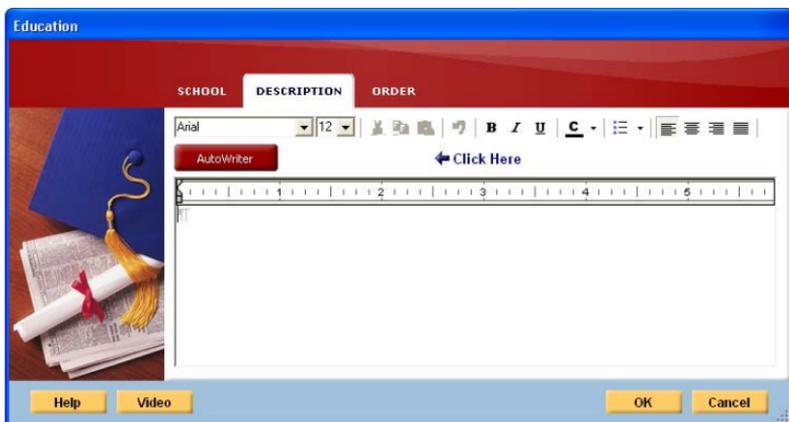
If you have skills and knowledge from informal education (such as CPR training or self-study), you can include this information either after your formal education or in a separate training section.

1. Double-click the Education section in the resume.



2. In the *Education* dialog box, type the information for one of the schools you've attended.

- To add a description to this entry, click the **DESCRIPTION** tab.

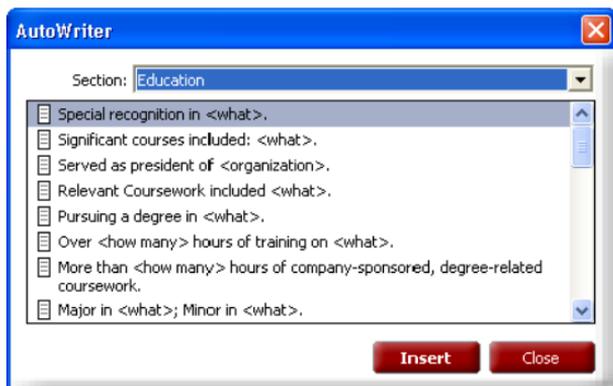


**Note:** Adding a description isn't required, but if you're a recent graduate, you may want to include information about your grade point average (GPA), extra courses you took, and notable activities.

- Type the descriptive information.

or

Click **AutoWriter** and double-click the phrases you want to include (or select a phrase and click **Insert**). Click **Close** when you've finished inserting phrases.



5. To add another school, click the **SCHOOL** tab and click **New**.
6. Repeat **steps 2–5** for each school you want to add.
7. To order the schools correctly, click the **ORDER** tab. Select an item on the **Order** list and click either the **Up** or **Down** arrow as needed until that school is in the proper position in the list. Continue until all schools are listed chronologically with your current or most recent school first.

**Note:** You can also organize the list using the **Headings** tree in the left navigation bar. In the **Headings** tree, right-click the item you want to move and choose **Move up** or **Move down** in the shortcut menu.

If you've included training that isn't related to your formal education, you may want to keep that information listed separately after the schools.

8. Click **OK** to add your educational information to your resume.

## Creating a Functional Resume Manually

---

Although most resumes are chronological resumes, there may be reasons that you want to create a functional resume. The functional resume organizes your skills and accomplishments into groupings that relate to the objective you've written. Here are three reasons for creating a functional resume:

- If you're changing careers, a functional resume can highlight the skills that you currently have from a variety of past jobs.
- If you've been out of the workplace for several years (for example, if you've been at home to raise a family or attend to sick or elderly family members), a functional resume draws attention to what you did rather than when you did it.
- If you've gained necessary skills through personal experience, miscellaneous jobs, or volunteer jobs, you can

describe the skills you learned and practiced, rather than where you got them.

For specific information about resume writing and the different types of resumes see [“Two Types of Resumes: Chronological and Functional”](#) on page 67.

You can format the contents of the various sections in the dialog boxes when you enter the information. To do so, select the content in a box and use the lists and buttons on the Format toolbar located along the top of the screen. Although, if you subsequently change the theme for the resume, any formatting applied this way will be discarded.

## Starting WinWay Resume Deluxe

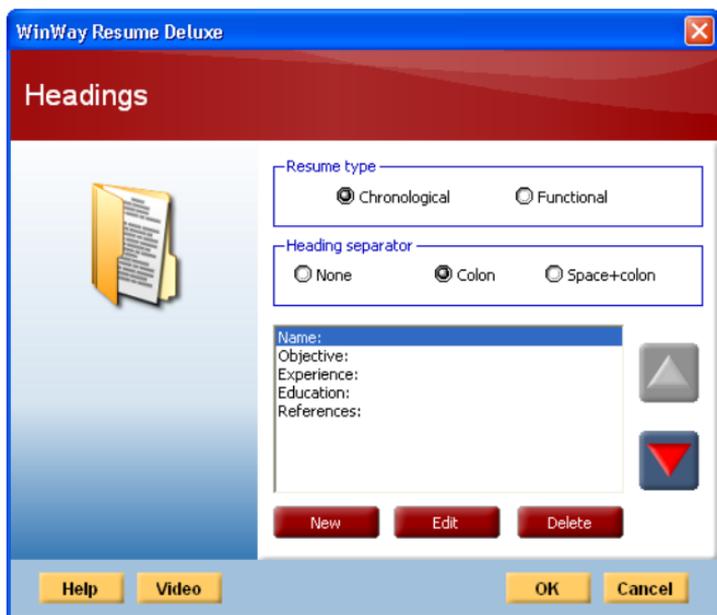
1. From the **Start** menu, choose **All Programs** > WinWay Resume Deluxe > **WinWay Resume Deluxe**.
2. If the *Welcome* screen appears, click **Close welcome screen**.

A standard chronological resume is displayed in the workspace.

You may also develop a functional resume using the Resume Wizard. For details on working with the Resume Wizard, see [“Using the Resume Wizard”](#) on page 13.

To change the standard chronological resume into a functional resume:

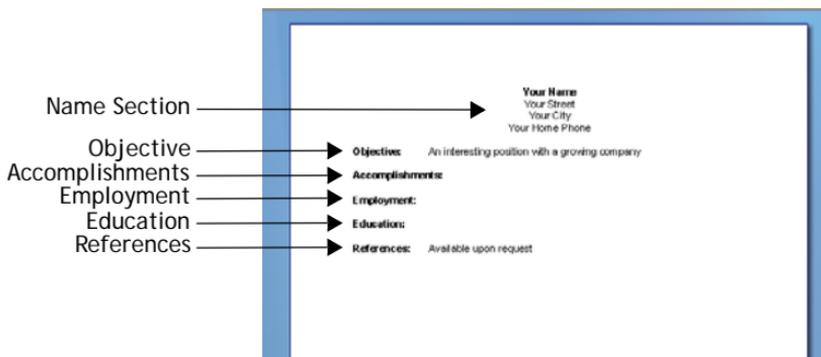
1. From the **Format** menu, choose **Headings**.



2. In the *Headings* dialog box, select **Functional**.
3. Click **Yes** when asked about deleting the Experience section.  
or  
If you plan to go back to a chronological resume, click **No**.
4. Click **OK**.

The functional resume template is open on the desktop. You can now edit any of the six sections: Name (for your name and contact information), Objective, Accomplishments (for listing your skills), Employment (for listing your job history),

Education and References (with the generic statement “Available upon request”).



## Adding your name and contact information

The first step in developing your resume is to add your name and contact information by using the *Name* dialog box. Minimally, you should add your name and address to the **PRIMARY ADDR** tab. If you have a second address (perhaps a local address where you are staying as you search for a job) include it in the **SECONDARY ADDR** tab. If you have a web site or an e-mail address, use the **EMAIL & MORE** tab to add that information.

To add your name and contact information:

1. Double-click the Name section at the top of the resume.



2. In the *Name* dialog box on the **PRIMARY ADDR** tab, select the contents of the **Name** box and type your name.
3. Press the *Tab* key to move to the next text box.

When you use the *Tab* key to move to the next text box, the contents of the next text box are automatically selected for editing. To move back to the previous text box, press *Shift+Tab*.
4. Type your contact information into the appropriate boxes.
5. To include an additional address on your resume, click the **SECONDARY ADDR** tab and type the information.
6. If you have a web site or an address, click the **EMAIL & MORE** tab and type the information as needed.
7. Click **OK** to update the Name section of the resume.

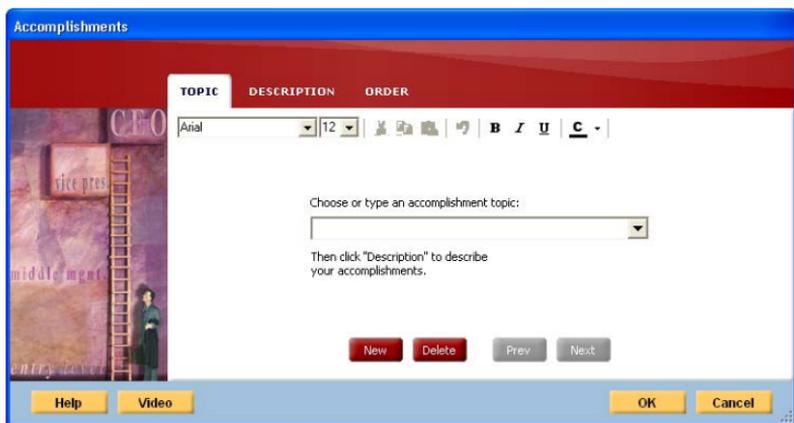
## Adding your accomplishments

Next, add your pertinent accomplishments and skills to your resume, which you will break into job task groupings. List these groupings in the order that you think will be most relevant to the

potential employer. Be sure to use short, action verb phrases — not complete sentences.

To add in your skills:

1. Double-click the Accomplishments section in the resume.



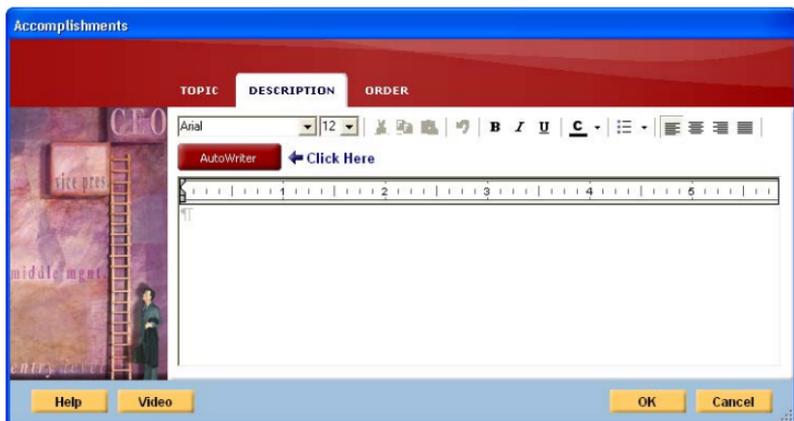
2. In the *Accomplishments* dialog box on the **TOPIC** tab, type a topic in the box.

or

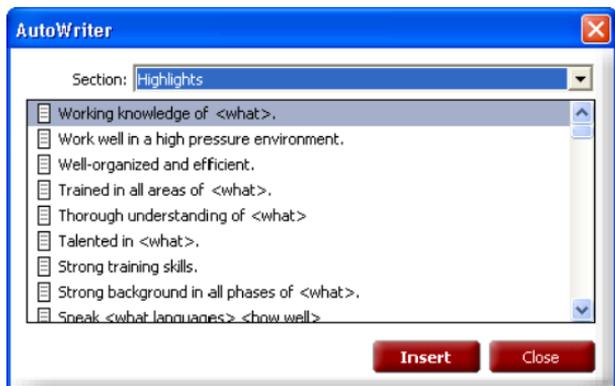
Click the arrow and select a topic from the list.

**Note:** You don't have to add topics in any particular order. When you've finished typing your accomplishments, you put the topics in a relevant order in the **ORDER** tab.

3. Click the **DESCRIPTION** tab.



4. Type a description of the skills you have in this category.  
OR  
Click **AutoWriter**, locate and double-click the description(s) you want to use for that topic (or select descriptions and click **Insert**). Then click **Close**.



5. To add another task or skills group, click the **TOPIC** tab and click **New**.

6. Repeat **steps 2–5** until you've added all the accomplishments you want to add to your resume.
7. To order the topics correctly, click the **ORDER** tab. Select an item on the **Order** list and click either the **Up** or **Down** arrow as needed until that item is in the proper position on the list. Continue until all topics are listed with the most relevant topics first.  
**Note:** You can also organize the list using the **Headings** tree in the left navigation bar. In the **Headings** tree, right-click the item you want to move and choose **Move up** or **Move down** in the shortcut menu.
8. Click **OK** to add the accomplishments to your resume.

## Adding your work history

Next, you add your work history to your resume. What you include may depend on your circumstances (for example, how long you've been working, whether you're switching careers, if you've been unemployed or if you've been going to school). With a functional resume you normally don't include a description with each job. If you do, keep the description very brief.

To add your work history:

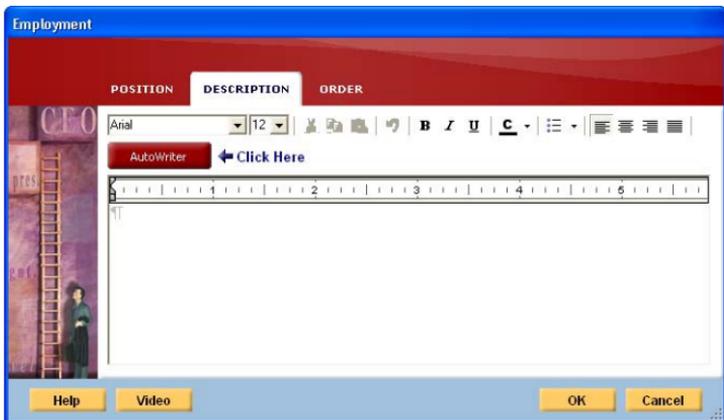
1. Double-click the Employment section.



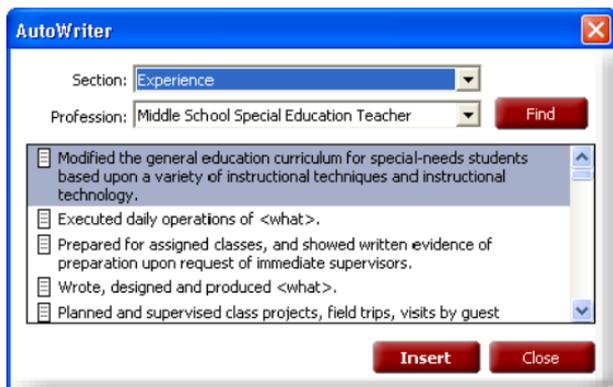
2. In the *Employment* dialog box on the **POSITION** tab, type the pertinent information about one of your jobs.

**Note:** You don't have to add to your employment history in any particular order. When you've finished typing your job history, you put the jobs in chronological order in the **ORDER** tab.

3. If you decide to add a description, click the **DESCRIPTION** tab.



4. Type a description of the work you performed.  
OR  
Click **AutoWriter** and select a job from the **Profession** list. Then double-click appropriate descriptions as needed to add to the job description (or select a description and click **Insert**). Click **Close** when you've added all the necessary phrases for this job.



**Note:** If you cannot find a profession that applies to this job, click **Find**. Type keywords and click **OK**. Then select a profession from the list.

5. To add another job, click the **POSITION** tab and click **New**.
6. Repeat **steps 2–5** until you’ve added all the jobs you want to add to your resume.
7. To order the jobs correctly, click the **ORDER** tab. Select an item on the **ORDER** list and click either the **Up** or **Down** arrow as needed until that job is in the proper position on the list. Continue until all jobs are listed chronologically with your current or most recent job first.

**Note:** You can also organize the list using the **Headings** tree in the left navigation bar. In the **Headings** tree, right-click the item you want to move and choose **Move up** or **Move down** in the shortcut menu.

8. Click **OK** to add the jobs to your resume.

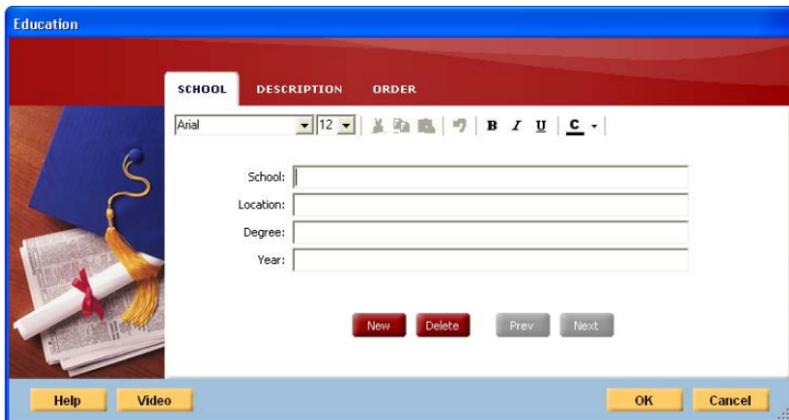
## Adding educational information

The final step in developing a functional resume is to add pertinent educational information. List your most advanced degree first. Typically, if you have a bachelor’s degree, you do not need to include high school. However, if you have an associate’s degree or a vocational school certification, you may want to include high school information so that you can include those activities and accomplishments as well.

Be sure to include any other training that you’ve received if it’s pertinent to the job you’re seeking (for example, CPR training if you’re trying to get a job as a life guard). You may also add a separate Training section if you acquired most of your skills through means other than formal education.

To add educational information:

1. Double-click the Education section in the resume.

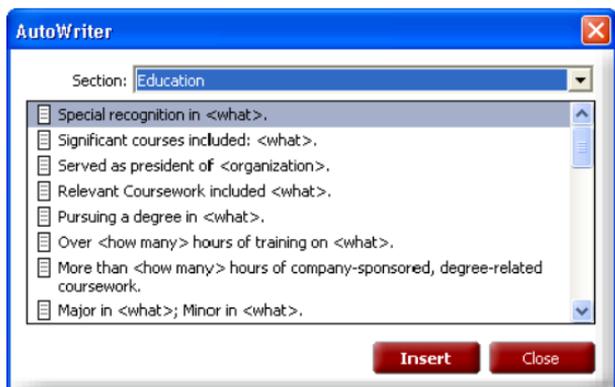


2. In the *Education* dialog box, type the information for one of the schools you've attended.
3. To add a description to this entry, click the **DESCRIPTION** tab.

**Note:** Adding a description isn't necessary, but if you're a recent graduate, you may want to include information about your grade point average (GPA), extra courses you took, or notable activities.

4. Type the descriptive information.  
or  
Click **AutoWriter** and double-click the phrases you want to

include (or select a phrase and click Insert). Click **Close** when you've finished inserting phrases.



5. To add another school, click the **SCHOOL** tab and click **New**.
6. Repeat steps 2–5 for each school you want to add.
7. To order the schools correctly, click the **ORDER** tab. Select an item on the **Order** list and click either the **Up** or **Down** arrow as needed until that school is in the proper position on the list. Continue until all schools are listed chronologically with your current or most recent school first.

**Note:** You can also organize the list using the **Headings** tree in the left navigation bar. In the **Headings** tree, right-click the item you want to move and choose **Move up** or **Move down** in the shortcut menu.

8. Click **OK** to add your educational information to your resume.

## Changing the Layout

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WinWay Resume Deluxe makes it easy for you to apply layout changes globally (throughout your entire resume). There are two different layout tools — themes and styles.

## Applying a theme

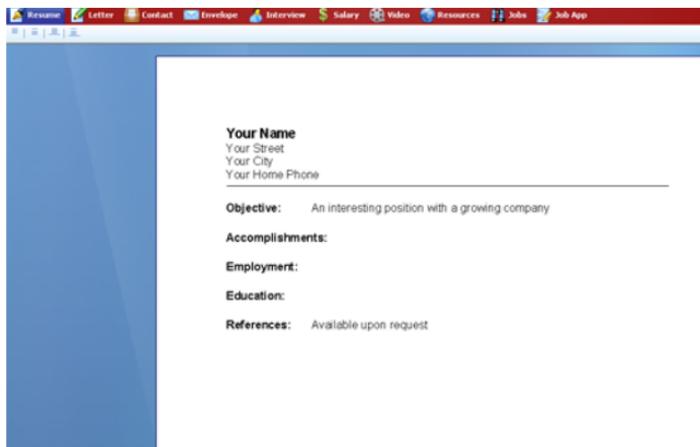
Themes are page layout options, which may include graphics and overall formatting changes. Using themes is a quick way to format your resume so that it looks professional without having to format individual items or sections.

WinWay Resume Deluxe includes 350+ themes for you to apply to your resume. Some of the themes include text, called SuperText, that you customize for your resume. For example, a theme may have <Your Profession> at the top of the page and a name at the bottom. In this case, you would double-click <Your Profession> or double-click the name at the bottom and edit the text as needed in the **SUPERTEXT** tab of the *Format* dialog box. For more information, see [“Adding SuperText” on page 107](#).

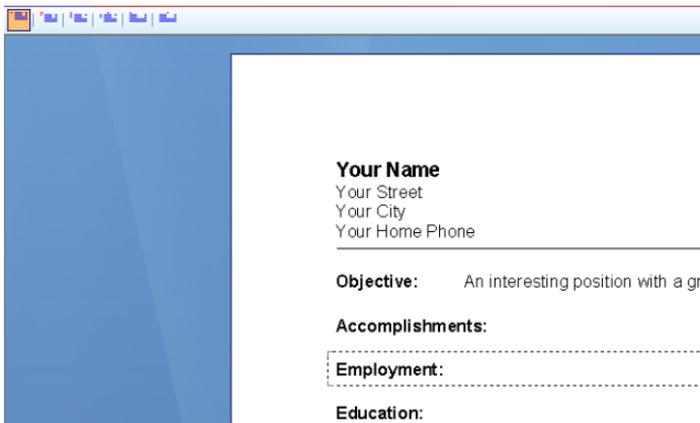
**Note:** If you’ve applied a style to a section or changed the formatting of text in a dialog box, applying a theme may override the style or formatting. If so, you may re-apply the style or formatting after applying the theme.



resume in the workspace. The number and type of available styles depend on the selected section.



A section's style may include hanging indents, separator lines, centered text or other formatting related to a specific section. The button for the current style is darkened on the Styles toolbar.



To change the style of a section:

1. Select the section.
2. Click a style button on the Styles toolbar.
3. If you don't like how that style looks in your resume, click another button.

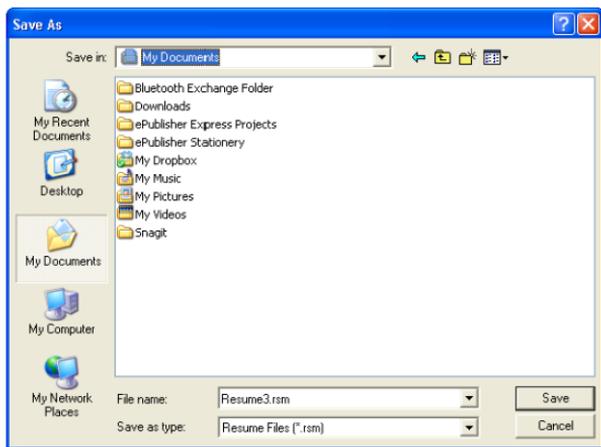
## Saving Your Resume

---

Now that you have a draft version of your resume, you should save it. It's actually a good practice to save your resume frequently as you work on it so no changes get lost accidentally.

To save a resume:

1. From the **File** menu, choose **Save**.



2. If this is the first time you've saved the project, in the *Save As* dialog box, type a name for the resume. You may want to include the date to keep track of how current the resume is.
3. To save the resume to a different location, locate and open the folder where you want to save the file.
4. Click **Save**.

## Printing Your Resume

---

After you've developed your resume, you may want to print a draft copy to see how it looks in print.

To print your resume:

1. From the **File** menu, choose **Print**.
2. In the spell check message box, click **No**.

**Note:** You can spell check the resume at any time. For more information, see ["Using the spell checker" on page 108](#).

3. Make any needed changes in the *Print* dialog box.
4. Click **OK** to begin printing.

If you've followed all the steps throughout this chapter, you should have a printed version of your resume in hand.

Remember that developing a resume is a process. You most likely will go back and refine your resume further. Also, you may want to try different themes to make sure your resume stands out. In the next chapters you can learn more about writing resumes and taking advantage of other powerful features in WinWay Resume Deluxe.

## Using WinWay Resume Deluxe Help

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WinWay Resume Deluxe features a complete help system that includes context sensitive help. You can open the help system from the **Help** menu. You can get context sensitive help from dialog boxes by pressing **F1** or clicking the **Help** button in a dialog box.

# The Help menu

The **Help** menu contains the following items:

- WinWay Resume Deluxe **Help** opens the help system to view general information and step-by-step instructions for WinWay Resume Deluxe tasks. You can also press **F1** to open WinWay Resume Deluxe Help.
- **Get FREE Update via Internet** gives you a quick and easy way to keep your version of WinWay Resume Deluxe up to date. See *Chapter 2: Installing WinWay Resume Deluxe* for details on updating your software.
- **Online Support** takes you to a web page where you can view FAQs about WinWay Resume Deluxe.
- **Register** takes you to the Nova Development online registration page.
- **About** displays version information along with copyright and credit information for WinWay Resume Deluxe.

## Context-sensitive Help

If a dialog box is open, press **F1** or click the **Help** button in the dialog box to get specific information about that dialog box.

## Viewing Video Clips

---

WinWay Resume Deluxe includes video clips that cover all aspects of resume writing, cover letter writing, job search techniques, interview techniques and more. Many dialog boxes have a **Video** button to access related video directly from there. You can also click the **Video** button at the top of the workspace to view a specific video.

If you don't have the correct versions of either Windows Media Player or DirectX installed on your computer, WinWay Resume

Deluxe displays a message and directs you to the web site where you can download and install the correct version.

**Note:** If you have problems viewing video, use the **Video Player Test** button in the *Options* dialog box to test your setup.

To view a specific video clip:

1. Click the **Video** button at the top of the workspace.  
or  
From the **Go** menu, choose **Video**. The *Video* window starts playing the *Job Search Methods* topic.



2. To view a different topic, click the **Topic** button. Scroll through the topic list and select a different topic.  
or  
Click one of the navigation buttons.
3. To see the text of the video, click the **CC** button. (This text is also available in the online help system in the Video Content book.)
4. To have the video run automatically from one topic to the next, select the **AutoPlay** check box.  
or  
To control the video manually, clear the **AutoPlay** check box.
5. To end the video session, click the **Close** button.

# Chapter 4. WinWay Resume Deluxe Tutorial

In addition to using the Resume Wizard or working from the resume template as shown in *Chapter 3: Getting Started*, you can edit an example resume to make it uniquely yours. This chapter includes the following topics. In this tutorial, you will update the resume of Terry Morgan, a salesperson from California. Terry has been happily employed for several years and is now ready for a career move.

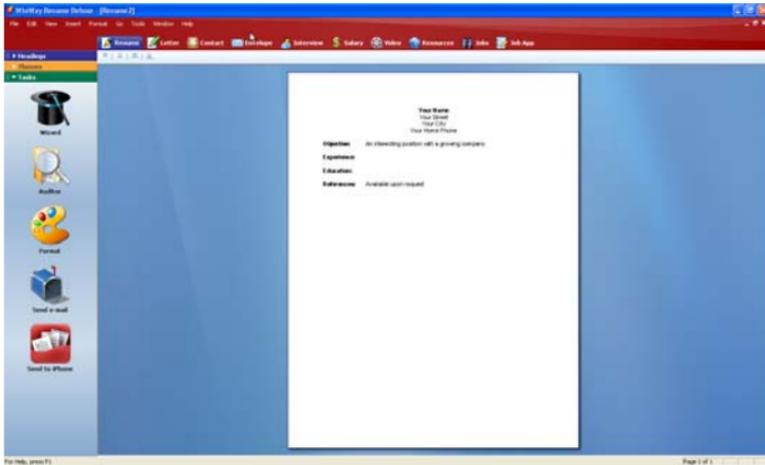
This chapter includes the following topics:

- [“Starting WinWay Resume Deluxe” on page 56](#)
- [“Opening the Tutorial Example” on page 56](#)
- [“Changing the Address” on page 57](#)
- [“Changing the Font” on page 58](#)
- [“Changing a Heading” on page 60](#)
- [“Adding a Job” on page 61](#)
- [“Including a Phrase from AutoWriter” on page 62](#)
- [“Changing the Experience Order” on page 63](#)
- [“Saving the Resume” on page 64](#)
- [“Printing the Resume” on page 64](#)

# Starting WinWay Resume Deluxe

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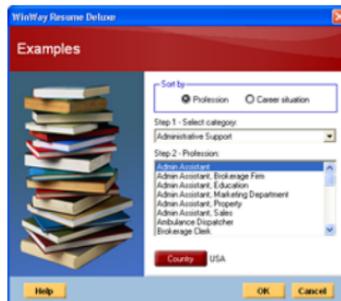
1. From the **Start** menu, choose **All Programs > WinWay Resume Deluxe > WinWay Resume Deluxe**.
2. If the *Welcome* screen appears, click **Close welcome screen**.  
A template for a standard chronological resume is displayed.



# Opening the Tutorial Example

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1. From the **File** menu, choose **Ready to Use Resumes > More Examples**.

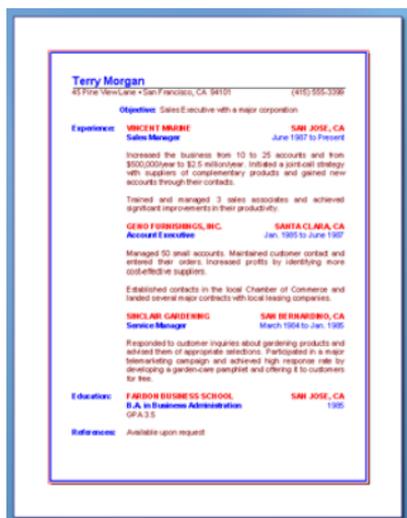


- In the *Examples* dialog box, click **Profession**.
- In the **Select category** list, scroll down and click **Sales and Marketing**.

The **Profession** list now contains positions related to Sales and Marketing.

- Scroll through the **Profession** list and select **Sales Manager**.
- Click **OK** to open the example.

**Note:** Throughout this tutorial you work with an American resume.



## Changing the Address

Terry has moved since this resume was written and would like to update the street address. Terry's phone number has not changed.

- Double-click Terry's name. (This area of the resume is called the Name section.)

The *Name* dialog box appears showing Terry's name and old address.



2. Select the contents of the first Address line and type **143 Geary St.** for Terry's new address.

**Note:** When in the Name dialog box, you may use the *Tab* key to move the cursor to the next line.

3. Select the ZIP code in the second **Address** box and type **94108**.
4. Click **OK** to update the resume.
5. With the **Name section** still selected in the resume, click the first style button, **Name Style 1**, on the Styles toolbar.

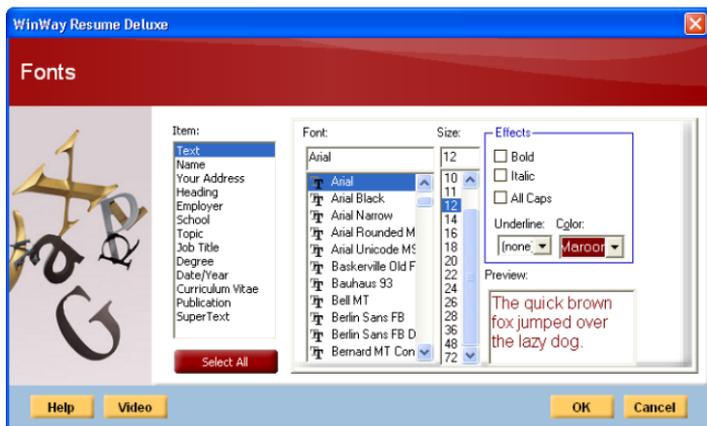
When you click a style button, the text reformats automatically.

## Changing the Font

---

The example resume you opened uses certain fonts for different items (such as the Name section or for headings). However, you may use other fonts. You will now change the fonts used in Terry's resume.

1. From the **Format** menu, choose **Fonts**.



2. In the *Fonts* dialog box, select **Name** in the *Item* list. By selecting **Name** you can change the font used for Terry's name.
3. Select the font, font size and the font effects that you want to use for the name.

The Font list shows all the fonts available on your system.

4. Repeat **steps 2–3** for **Employer**, **Job Title**, and any other text that you want to change.

**Note:** You may change the font and font characteristics of more than one item at a time. Press *Shift* to as you click the first and last items to select a range of items. Press *Ctrl* to select separate items.

5. To set the same font and other font characteristics of all *items*, click the **Select All** button under the *Item* list.
6. Click **OK** to see the results on the resume.

**Note:** If you decide to change the theme for this resume, these formatting changes will be discarded.

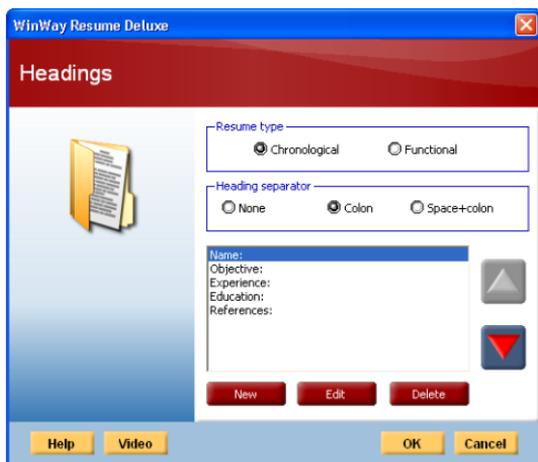
## Changing a Heading

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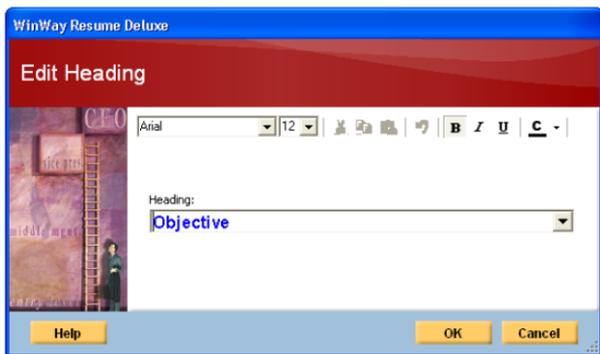
While Objective is a common heading, Terry would like the resume to start with the title: Career Objective.

To make this change:

1. From the **Format** menu, choose **Headings**.



2. In the **Headings** list click **Objective**.
3. Click the **Edit** button.



4. In the *Objective* dialog box, click the arrow in the **Heading** box and select **Career Objective**.
5. Click **OK** to make the change and click **OK** to return to the resume.

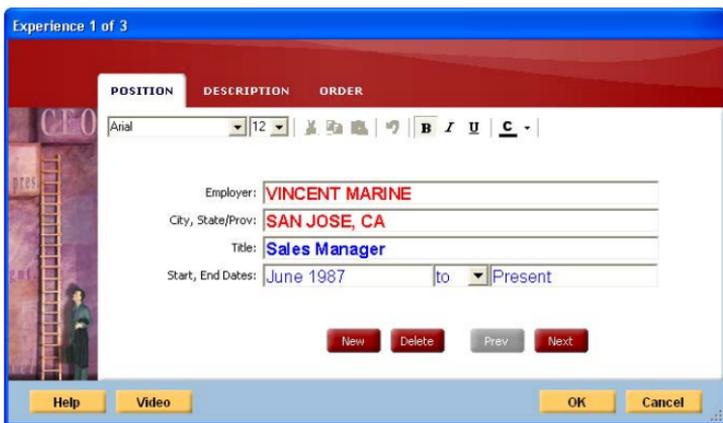
**Note:** You can also click **Headings** on the left of the workspace. Right-click **Objectives** and choose **Rename** to open the *Objective* dialog box.

## Adding a Job

---

Terry's most recent job is not on the resume.

1. Double-click the first job in the Experience section.



2. In the *Experience* dialog box, click the **New** button to add a new job.
3. Fill in the new job information as:  
Wave Corporation  
San Mateo, CA  
Sales Manager  
Sept. 2000 to Present
4. Click the **Prev** button.

- To change the **to** date of the “Vincent Marine” position, select **Present** and type **Sept. 2000**.
- Click **Next** to return to the “Wave Corporation” job.  
Next, you’ll add a description for Terry’s current job.

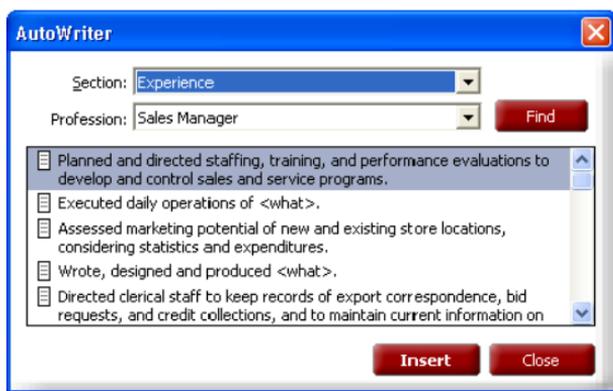
## Including a Phrase from AutoWriter

---

The *AutoWriter* dialog box is one of the most powerful features in WinWay Resume Deluxe. It suggests Job-Winning Phrases™ for you to add to your resume or cover letter.

To add an AutoWriter phrase to Terry’s resume:

- Click the **DESCRIPTION** tab in the *Experience* dialog box and click the **AutoWriter** button.



The *AutoWriter* dialog box shows a listing of phrases related to sales manager positions.

**Note:** If you don’t see phrases for sales manager positions, click the **Find** button, type *sales manager* and click **OK**. Select Sales Manager in the **Professions** list.

2. Double-click phrases **1** and **3** to add them to Terry's resume.

AutoWriter inserts the phrase at the insertion point in the text area of the dialog box. You may want to make sure that the insertion point is where you want the phrase to begin.

To add phrases for a job experience not directly related to the sales manager position, select a different profession from the list or click the **Find** button and search for phrases based on different keywords.

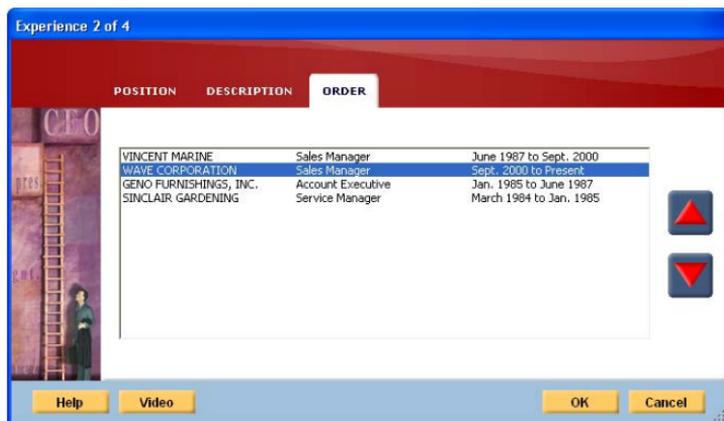
3. Click **Close**.

Some phrases include text where you substitute your own text (for example, <what>). If you use one of these phrases, be sure to edit the phrases in the **DESCRIPTION** tab.

## Changing the Experience Order

---

1. Click the **ORDER** tab to correct the order of the various jobs.



2. Select **Wave Corporation** and then click the **Up** arrow to move it up one position.

3. Click **OK** to see the results in the resume.

*Note: Alternatively, you can click **Headings** to the left of the workspace. In the **Headings** tree under **Experience**, right-click **Wave Corporation** and choose **Move up** in the shortcut menu.*

## Saving the Resume

---

You can save the changes to a new file.

To save the edited example:

1. From the **File** menu, choose **Save**.

The *Save As* dialog box appears with the name, **salesex.rsm**, filled in and set to save the file in your *My Documents* folder.

*Note: Because this is one of the example resumes, choosing **Save** is the same as choosing **Save As**.*

2. To save the file using a different name, type a different name in the **File name** box.
3. To save the file to a different folder, locate the folder.
4. Click **Save** to save this example.

## Printing the Resume

---

You are now ready to print this resume.

To print this edited example:

1. From the **File** menu, choose **Print**.
2. In the spell check message box, click **No**.
3. If you have more than one printer, select the printer you want to use for this resume.
4. Click **OK** to start printing.

Congratulations! You have just completed the WinWay Resume Deluxe tutorial. You are now ready to produce your own job-winning resume.

# Chapter 5. Resume-Writing Advice

This chapter covers what you need to know to create an outstanding resume and associated cover letter that gets you the job you want. It describes two major resume styles and the various sections that may appear in your resumes and cover letters. You may also want to view the video topics under the *Resumes and Letters* heading.

This chapter includes the following topics:

- [“The Importance of a Good Resume”](#) on page 66
- [“Four Key Points To Cover in a Resume”](#) on page 66
- [“Two Types of Resumes: Chronological and Functional”](#) on page 67
- [“Sections in a Basic Resume”](#) on page 69
- [“Resume Tips and Techniques”](#) on page 73
- [“Cover letters”](#) on page 78
- [“Cover Letter Tips and Techniques”](#) on page 80

## The Importance of a Good Resume

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The purpose of a resume is to give a prospective employer enough information to make the decision about whether to call you in for an interview or not. It is unlikely that an employer will ever hire you or anyone else solely on the basis of a resume, but the resume is your way of getting your foot in the employer's door. During the interview, the interviewer will ask you to fill in the specific details.

## Four Key Points To Cover in a Resume

---

There are four key points that you should cover to make an effective resume. If you don't include these points, you may not get asked in for an interview.

1. **Target a position for which you are qualified.** Be careful of stating the unattainable as your job objective.
2. **Highlight important information.** The average prospective employer spends no more than one minute (usually less) deciding if your resume deserves a second look.
3. **Be specific.** Be blunt. Explain exactly what you did in your previous jobs.
4. **Correct your grammar and spelling.** Of all of the types of errors that you can make in a resume, these are the worst. Be especially sure to have the potential employer's name and company name spelled correctly. Use the WinWay Resume Deluxe spell checker and the *Auditor* feature and, if possible, have several other people read your resume before submitting it to a prospective employer.

# Two Types of Resumes: Chronological and Functional

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WinWay Resume Deluxe offers two popular resume formats: chronological and functional. You can choose either of these styles, edit them, and even combine the styles for your specific resume.

*Chronological Resumes* are the most common. They emphasize job history and are best when you have had steady employment or your career has shown consistent progress. A typical chronological resume includes these sections:

- Objective
- Experience
- Education
- References

<b>Terry Gee</b> 941 Lakewood Gardens Kennesaw, GA 30144 (404) 555-6694		
<b>Objective:</b>	An interesting position with a growing company	
<b>Experience:</b>	Your Employer	Employer City
	<b>Bus Driver</b>	Start Date to Present
	<ul style="list-style-type: none"><li>• Drove bus to transport passengers over specified routes to local and distant points according to time schedule.</li><li>• Executed daily operations of &lt;what&gt;.</li><li>• Assisted passengers with baggage.</li><li>• Regulated heating, lighting and ventilating systems for passenger comfort.</li><li>• Trained and managed &lt;howmany&gt; &lt;what&gt; and achieved significant improvements in their productivity.</li><li>• Complied with local traffic regulations.</li><li>• Trained &lt;who&gt; in &lt;doing what&gt;.</li><li>• Reported delays and accidents.</li><li>• Successfully managed a &lt;howmany&gt;-person team &lt;doing what&gt;.</li><li>• Inspected bus and checked gas, oil and water before departure.</li><li>• Successfully handled &lt;what&gt;.</li><li>• Loaded and unloaded baggage checked by passengers in baggage compartment.</li><li>• Structured and maintained a &lt;what&gt;.</li><li>• Transported pupils between pickup points and school.</li></ul>	
<b>Education:</b>	Your School	School Location
	<b>Your Degree</b>	
<b>References:</b>	Available upon request	

*Functional Resumes*, on the other hand, emphasize skills acquired over the years in various positions. The functional resume does not typically associate functions with a specific job.

A typical functional resume includes these sections:

- Objective
- Accomplishments
- Employment
- Education
- References

<b>Jennifer Granger</b> 10293 39th Avenue Phoenix, AZ 85004 602-555-3982		
<b>Objective:</b>	A position as an administrative assistant in a major beauty supply company.	
<b>Accomplishments:</b>	♦ Work well in a high pressure environment. ♦ Skilled with computer systems and software.	
<b>Experience:</b>		
1990 to Present	<b>Beau Monde Modeling Agency</b> <i>Office Manager</i>	<b>Phoenix, AZ</b>
	♦ Selected appropriate models to meet client's specific job needs. ♦ Scheduled models and photographers for photo shoots. ♦ Prepared and made bank deposits. ♦ Set up forms and requirements for newagency models. ♦ Worked directly with Agency owner in formulating agency guidelines and policies.	
1988 to 1989	<b>Stylistics Salon</b> <i>Receptionist/Beauty Product Sales</i>	<b>Phoenix, AZ</b>
	♦ Supervised scheduling in 20-station full-service salon. ♦ Maintained familiarity with all major product lines. ♦ Marketed beauty care products of all major product lines. ♦ Increased gross sales by 150% when I was given responsibility for selecting, ordering and selling beauty products.	
<b>Education:</b>	<b>Jackson Beauty College</b> <i>Aesthetician</i>	<b>Phoenix, AZ</b> 1988
	♦ Special Recognition in the Greater Phoenix Salon Competition (Make-up)	
<b>References:</b>	Available upon request	

To determine which of the two you should use, compare your experience to the requirements for the new job. You may want to create a resume using each format and use the one that seems most appropriate for a specific prospective employer.

As a general rule, consider the traditional chronological resume first. It is the most common and employers expect this particular format. You should use the chronological format if your skills and accomplishments coincide with your most significant work experience and if these are in line with your career goals.

However, you may want to use a functional resume when:

- You've had long periods of unemployment. (A functional resume can make these periods less visible.)
- You've held positions that are not consistent with your future career goal.
- The new position requires skills that you acquired with several different employers.

The two resume formats can be intermixed. You may start a chronological resume with a **Highlight** section that lists your key qualifications. Alternatively, you may write a functional resume and add a few lines under each position you held. There are no hard and fast rules about resumes.

## Sections in a Basic Resume

---

WinWay Resume Deluxe has these standard section headings available for your resumes. Of course, when writing your resume, you may add your own headings or change the standard headings to whatever is appropriate for your circumstances.

### Name

The purpose of this section is to list your name, phone number, address and other contact information. You may include a

secondary address or your online information (address or web site URL) here.

## Objective

In this section you tell potential employers the type of position for which you are looking. You should not be too specific in this section or you may not be considered for positions you are willing to take. The best objectives state both a career field and an industry.

Some example objectives include:

- A supervisory position with an accounting organization.
- A marketing management position with a high-tech company.
- A position utilizing my extensive skills in public relations.

This section may also be called: Career Goals, Career Objective, Occupational Goal or Job Target.

## Accomplishments (in a functional resume)

This section lists your accomplishments in two or three key topics pertinent to the position you are seeking. This is the main section in a functional resume and is typically followed by a short Employment section that lists your past employers.

Typical accomplishment topics include:

- Marketing and Customer Service
- Supervision and Management
- Administration
- Computer Programming Skills

Under each topic, list the key accomplishments that demonstrate your skills.

## Employment (in a functional resume)

This section goes along with the Accomplishments section and lists your past employers. Most often, the list only includes employer (name of the company only), your job title and dates of employment. You may add additional information, but keep it very brief.

## Experience (in a chronological resume)

This is the most important section of a chronological resume and deserves the most attention. For each job, you should identify your employer (company name only), your job title, location (city and state) and dates of employment (month and year) and describe your key accomplishments. List anything measurable that shows your skills. Try to start your phrases with action words such as “Accomplished,” “Communicated” or “Increased.” Use the AutoWriter to get started.

Some example experience phrases include:

- Maintained a high standard of excellence throughout my department.
- Contributed to profitability by instituting major workflow efficiencies.
- Coordinated and improved sales distribution by establishing sales territories, quotas and goals.
- Conducted workshops and field trips for students and community groups.

## Education

List your relevant formal education. If you list a college or university, you may omit your high school. (On-the-job training and special classes may be added as a separate Training section or included after your formal education.) You do not have to fill

in all the blanks in the *Education* dialog box. In particular, consider avoiding the year you received your degree if many years have passed since then.

## References

This is an optional section. Most resumes that include this heading just state “Available upon request.”

It is strongly advised not to list references in the resume itself, but rather give references when asked. Good references are hard to come by and you should not expose your references to unnecessary phone calls or requests for information.

## Other

You may add other sections, such as Military Service, Community Service or Training to your resume. Also, some jobs traditionally use the term *Curriculum Vitae*, which you may want to add to your resume. You may need a curriculum vitae for applying to academic, research or scientific positions or for positions outside the United States. A curriculum vitae is normally longer than a resume and can include additional sections such as Research, Publications, Grants, Awards, Professional Memberships or Licenses.

You may change any section heading as needed by using the **Headings** command on the **Format** menu or by right-clicking a heading in the **Headings** tree on the left and choosing **Rename**. You may add section headings in the *Headings* dialog box or by right-clicking a heading in the **Headings** tree and then choosing items on the **Insert** submenus.

# Resume Tips and Techniques

---

Here are several important tips that you should consider when making your resume.

## TIP #1: What to leave out of your resume

You should leave certain information off your resume — unless you have a compelling reason to include it. Many personnel offices, in fact, will black out (literally) any potentially discriminatory information before the person reviewing the resume sees it to avoid future EEOC (Equal Employment Opportunity Commission) problems.

Avoid these 12 items:

1. Height
2. Weight
3. Health
4. Gender (Although they may be able to guess this because of your name, don't mention it anyway.)
5. Marital status
6. Number of children
7. Religion (However, if you are applying for a job with a religious organization, you might want to indicate your religion somewhere on your resume, perhaps in a community activities section.)
8. Ethnic origin (You should avoid mentioning your ethnic origin or heritage.)
9. Date of birth (For most jobs, the employer is only allowed to ask if you are between the ages of 18 and 65.)

10. Photographs (Only a few occupations, such as modeling, may actually require a photograph, but you would normally present a portfolio in the interview process.)
11. Reasons for leaving previous jobs
12. Salary history (Put this information in your cover letter if you feel that you must comply with a specific request from the prospective employer. Wait to discuss salary until the interview, if possible.)

## Tip #2: Tailor your resume

Don't think that one resume fits all jobs. With WinWay Resume Deluxe, you'll find it easy to tailor your resume to a specific job or to certain requirements. Don't make the employer guess how your skills fit their jobs; list your skills clearly in your resume.

## Tip #3: Make a professional-looking resume

One of the first impressions your employer will have of you is based on the visual appearance of your resume. Having WinWay Resume Deluxe will help you create a professional looking resume. But, if you pick the wrong font, you give the wrong kind of impression. It is usually best to use traditional, classic fonts. Choose one font (or two at the most) for your entire resume, then use variations, such as bold or italics, for highlighting information. The body text should be 10 to 12 points in size; you may make the headings and your name a bit larger.

Even if your prospective job is as an artist, don't add lots of graphics to your resume intending to attract attention. Keep most of your artwork in your portfolio to show during the interview. Any graphics added to a resume should enhance it. Remember, you have limited space to 'sell' yourself. Do the extra graphics take up space that you need to describe your qualifications?

## Tip #4: Use good paper

Another aspect of the visual appeal (and tactile appeal) of your resume is the quality and color of the paper you use. Don't print your resume on plain white printer paper used for everyday printing. If this is an important job search, it's well worth the money to buy high-quality paper and envelopes that you use for this entire process.

When selecting the paper, it is generally better to be on the subtle side. Select a light-colored bond paper, perhaps gray, light blue or buff. Textured and parchment paper are also good choices. Use standard-sized 8.5"x11" paper.

If possible, create and print an original resume for each prospective job. If you do photocopy your documents, use a high-quality service and, again, use high-quality paper.

## Tip #5: Consider your envelopes

You have two options for envelopes for mailing your resume and cover letter. The first option is a matching business-sized envelope. With the cover letter on top of the resume, fold the documents into thirds, and insert them into your envelope.

The other option is to use a 9"x12" envelope. If you use this size envelope, your resume and cover letter should arrive at the potential employer's office uncreased and fresh looking. You may want to write "Resume Enclosed" on the outside of the envelope — especially if you use a plain white catalog-style envelope.

## Tip #6: Make your resume scan friendly

In this high-tech world, most of the larger companies and many of the smaller ones are using resume tracking software to help them screen and select candidates more effectively and efficiently.

If you know (or even think) that your resume will be read by a computer rather than, or in addition to, a human, it's a good idea to prepare a computer-friendly resume. The easier and quicker your resume gets into the system at a company, the more likely that you will be called in for an interview. The best way to find out if the company you're applying to uses a resume tracking system is to call its personnel office directly.

To create a scan-friendly resume:

- Use standard fonts in ten or twelve point size.
- Avoid italic type.
- Include a summary of your skills, with key words that the software may be looking for, at the top under the *Name* section. If you are responding to an advertisement, be sure to include some of the ad's skill words in your resume.

## Tip #7: Consider an online resume

If you have an Internet Service Provider that gives you web space and you have the skills to do so, you may want to post an expanded version of your resume online and reference it in your paper resume. If the prospective job requires any type of web-based or online communications skills, this is a good way to present them before the interview.

However, if you post your resume on your home page, be careful what information you have available on the page. You may want to leave your address or phone number off of your online resume and have any prospective employers who find your resume online reach you by.

If possible, keep your resume pages separate from any personal pages. You don't want any prospective employer find out any information about you that you don't want them to know. For example, you might already have links to your favorite web sites

on your home page. What might these links say about you to an employer who does not know you personally?

Also, make sure that this online resume has a professional appearance, too, just like your paper resume. Evaluate carefully any animations, colors, graphics, video and music that you use to make sure they present the impression that you intend.

## Tip #8: Maintain professional communication

When communicating to a prospective employer, maintain a professional manner — whether on paper or online or on the phone.

Many people tend to become much more informal when corresponding by. Consider every message leaving your Out box as a formal piece of communication, as formal as it would be if it were a standard letter going to an employer. Use correct grammar and punctuation throughout. Although it is fine to use emoticons in messages to your friends, leave them out of any message to potential employers.

If you send your resume to an employer by, make sure you send it in a format that can be read. The safest method is to insert the entire body of your cover letter and resume into the message so that it can be read immediately by the employer. If you attach your resume or letter to an message, there is always the chance that it may not be received or that it may not be readable. You may want to call and ask if the person can receive attachments and the type of file to send.

Don't send and receive related to a job search from your current place of employment. This is the equivalent of using your current employer's letterhead on your resume — and some employers may consider it stealing. Get a personal account for and use it instead.

If contacting a prospective employer by phone — perhaps to check on the status of a job opening or to get the correct mailing address, speak clearly and courteously.

## Cover letters

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The purpose of the cover letter is to introduce you to a potential employer and to refer that person to your enclosed resume.

The cover letter template used in WinWay Resume Deluxe has three sections: *Name*, *Letter Contact*, and *Letter Body*.

**Maria Gonzalez**  
3083 Brooklyn Estate  
Cypress, CA 90630  
(714) 555-3789

---

July 23, 2010

Mr. Gary Nelsen  
Curator  
Bellingham Museum  
42945 Garden Avenue  
Garden Grove, CA 92643

Dear Mr. Nelsen:

In response to your recent Los Angeles Times advertisement for a curator, please accept this letter in application for the position.

I believe that the following items make me a strong candidate for the curator position:

- \* B.A. in Art History and Master of Museum Studies;
- \* continuing postgraduate education in Museum Studies;
- \* increasing Chadwick's collection by 25% during my years as curator; and
- \* ability to plan and implement successful fund-raising and acquisition strategies.

I have visited Bellingham Museum on various occasions and have been most impressed with your collection. I would consider it a privilege to be curator of this museum.

Please feel free to contact me at the number shown above. I hope that we may have the opportunity to meet in the near future.

Respectfully yours,

Maria Gonzalez

Enclosure: Resume

## Name

The purpose of this section is to list your name, phone number, address and your other contact information. As with your resume, you may include a secondary address or your online information (address or web site URL) here.

## Letter Contact

This section has the date, the name and address of the contact, and the letter's greeting. It's best if you can address the letter to a specific person.

In the *Letter Contact* dialog box, you can click **Use Today's Date** to enter today's date automatically. In the **SPACING** tab, you can customize the spacing between the four different parts of this section.

## Letter Body

This section contains an introduction (why you wrote this letter), which should include a reference to the specific job in which you are interested, plus a brief summary of why you would be perfect for the job. This section is where you need to catch the eye of the addressee. If you don't, the person who receives the letter may just ignore your resume. Remember, this is your introduction to the company and to any person that reads the letter.

After the actual body text, include your closing phrase, your name and mention any enclosures. Also, if you're sending a copy of this specific letter to someone else, you need to include that information here.

## Cover Letter Tips and Techniques

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You should send an original, typed (never handwritten) cover letter with each resume. Here are some tips to make your cover letters more effective.

- Address your cover letter to the person with the ability to hire you. If you do not know the name of the hiring individual, refer to the person by title (for example, Dear Personnel Manager).
- State the position you are applying for early in the letter, along with your most relevant qualification for the position. Refer to your enclosed resume, but do not repeat its contents.
- Customize your letter for each company if at all possible. (Employment ads and the company literature may provide clues about what to emphasize.)
- Be brief. A cover letter shouldn't be more than one page.
- Be careful about starting too many paragraphs with the word 'I'. Lead into most of your paragraphs with prepositional phrases instead.
- Sound upbeat and confident.
- Take the initiative at the end of the letter to tell the potential employer when you will follow up the letter with a telephone call.
- Pay special attention to proper grammar and neatness. As with your resume, you may want to have several other people review your cover letter.
- Use the same stationery for both your cover letter and resume.
- Sign your letter, with your full name, legibly in black ink.

# Chapter 6. Using WinWay Resume Deluxe

This chapter provides information about the WinWay Resume Deluxe workspace. With step-by-step instructions you'll learn how to customize your copy of WinWay Resume Deluxe and how to create, open and save resumes, cover letters and envelopes.

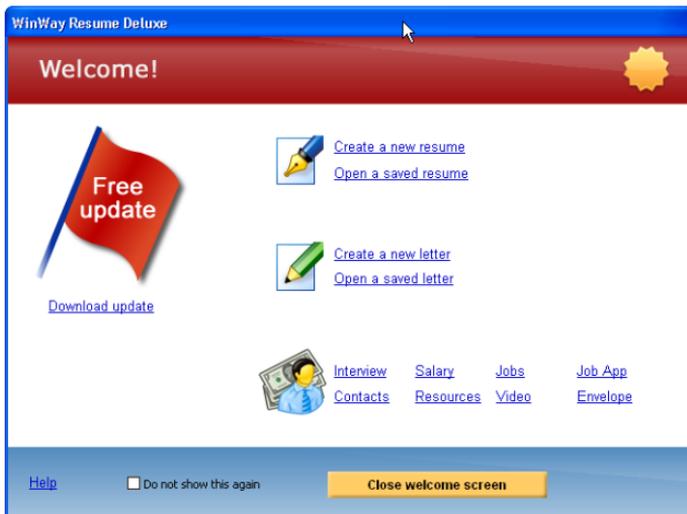
This chapter includes the following topics:

- [“The Welcome Screen” on page 82](#)
- [“WinWay Resume Deluxe Workspace” on page 83](#)
- [“Creating a New Document” on page 89](#)
- [“Opening an Existing Document” on page 92](#)
- [“Switching Documents” on page 94](#)
- [“Saving a Document” on page 95](#)

# The Welcome Screen

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When you start WinWay Resume Deluxe, a *Welcome* screen appears by default.

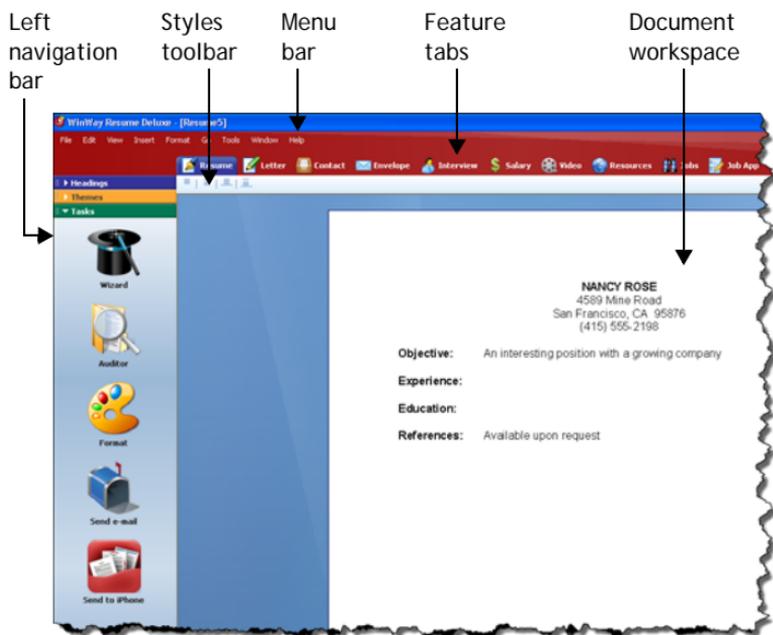


You may use this screen to start the Resume Wizard, work on a cover letter, open an existing resume or letter, or go directly to certain WinWay Resume features (such your contact list, the Salary Maximizer or other resources). Click a link to access the feature.

- To go directly to the workspace, click **Close welcome screen**.
- To always go directly to the workspace, click the **Do not show this again** check box.
- To view the *Welcome* screen at any time, choose **Welcome screen** from the **Go** menu.

# WinWay Resume Deluxe Workspace

You create and edit your resumes, cover letters and envelopes in the workspace.



The feature tabs above the workspace provide shortcuts to the items on the *Go* menu.

The styles toolbar provides formatting buttons that change depending on what section of a document you are editing.

The left navigation bar changes depending on which feature tab you have selected. For the **Resume** feature tab, there are three menu trees that expand in the left navigation bar.

- **Headings:** opens the Headings tree for working with various sections of the current resume.

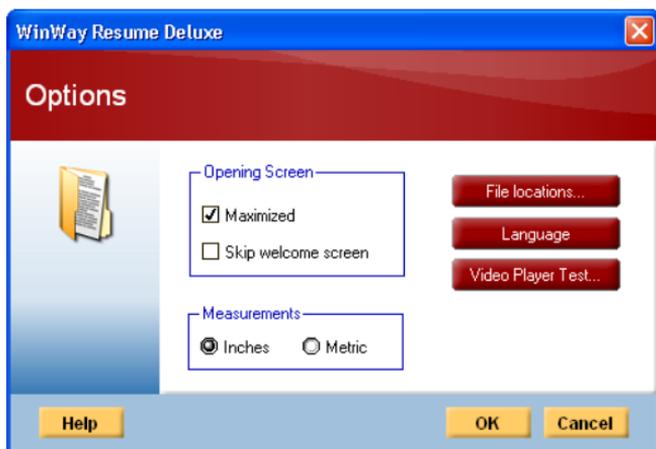
- **Tasks:** shows buttons for quick access to certain features applicable to the current document. (For contacts, the buttons appear directly on the left side.)
- **Themes:** shows the various themes that you can apply to a resume or cover letter.

## Customizing your workspace

You can reduce or enlarge your view of a resume, cover letter, or envelope by customizing the workspace. You may also choose whether you want to show or hide the Status bar.

## Setting WinWay Resume Deluxe options

WinWay Resume Deluxe has an *Options* dialog box where you can customize certain settings that affect the workspace. To set these options, choose **Options** from the **Tools** menu.



You can:

- Determine whether the workspace should be maximized or not on your computer's display.

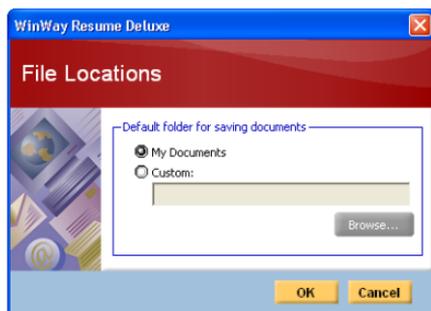
- Specify whether the *Welcome* screen should show or not when you start WinWay Resume Deluxe.
- Change from **Inches** to **Metric** units for the page setup values.

By default, your WinWay Resume Deluxe documents are stored into your *My Documents* folder. You can specify a different default folder for storing files in the *Options* dialog box.

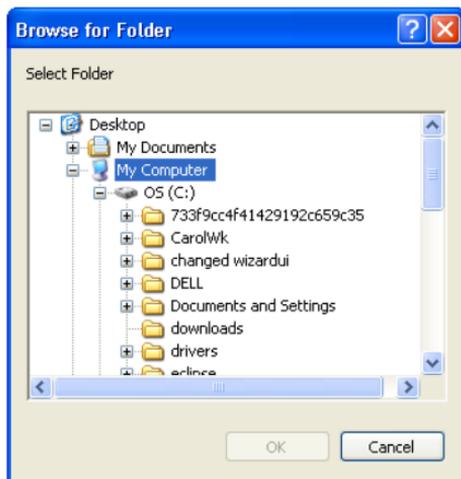
## *Changing the default folder for saved files*

To change the default folder:

1. From the **Tools** menu, choose **Options**.
2. Click **File locations**.



3. In the *File Locations* dialog box, select **Custom**.



4. In the *Browse for Folder* dialog box, locate and select the folder you want as the new default folder.
5. Click **OK** to use that folder.
6. In the *Options* dialog box, click **OK** to apply the change.

To later change to a different folder, click **Browse** to select the folder. To return to the original default folder, select **My Documents** in the *File Locations* dialog box.

## *Changing the default version of the English language*

The spell checker and thesaurus features offer three different English language options — American English, British English, and Canadian English. By default, WinWay Resume Deluxe uses the language associated with the Windows system settings.

To adjust the language:

1. From the **Tools** menu, choose **Options**.
2. Click **Language**.



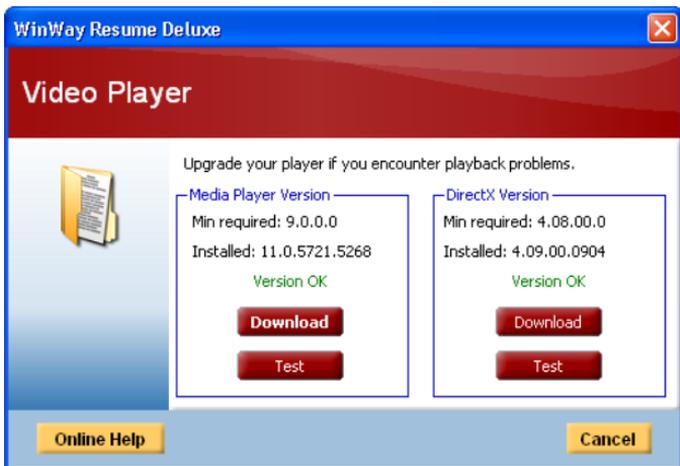
3. In the *Language Options* dialog box, select a different language from the list.
4. Click **OK**.

## ***Testing Windows Media Player and DirectX***

Additionally, in the *Options* dialog box, if you have problems with video playback, you can test the installed versions of Windows Media Player and DirectX and, if necessary, download new versions.

To test video playback:

1. From the **Tools** menu, choose **Options**.
2. Click **Video Player Test**.



3. In the *Video Player* dialog box, in the Media Player Version area, click **Test**.
4. If the video test file plays successfully, close Windows Media Player.  
or  
If the video test file doesn't play successfully, click **Download**. After downloading the file, click **OK**.
5. Click **OK** to close the *Options* dialog box.
6. If you have to install Windows Media Player, quit WinWay Resume. Install the downloaded version of Windows Media Player (or re-install the current version, if necessary).

If you're having sound problems with the video playback, click the **Test** button for DirectX. In general, you may be asked to do this by a technical support person, who may guide you through the test procedure.

## Using shortcut menus

The commands from a document's **Format** menu are accessible in shortcut menus when a document is open in the workspace.



To use a shortcut menu:

1. Right-click when the pointer is over a document in the workspace.
2. Click the command you want.

## Creating a New Document

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Creating a new resume, cover letter or envelope using a document template is easy with WinWay Resume Deluxe.

## Creating a resume

The default resume template is a basic chronological resume.

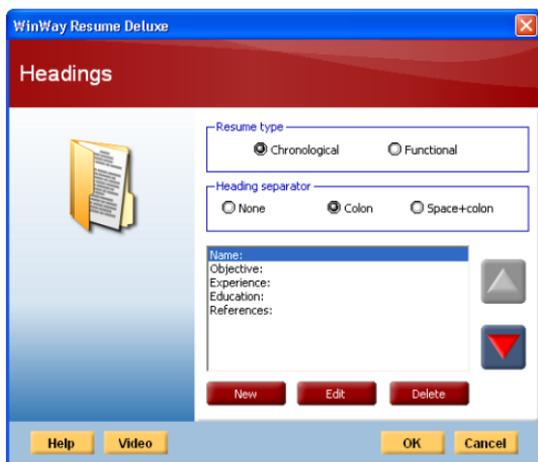
To create a new resume using the default template:

1. With no resume showing in the workspace, click the **Resume** label at the top of the workspace.
2. Double-click a section to edit the place-holder information.
3. Type the information into the dialog box and then click **OK**.

Once you have the template open in the workspace, you can change this to a functional resume.

To change the default chronological resume into a functional resume:

1. From the **Format** menu, choose **Headings**.



2. Select **Functional**.
3. When asked about discarding the Experience heading, click **Yes**.
4. Click **OK**.

## Creating a cover letter

The default cover letter uses information from the currently open resume.

To create a new cover letter from scratch:

1. From the **File** menu, choose **New > Letter**. Then, click **OK**.  
or  
Click the **Letter** label at the top of the workspace.

**Your Name**  
Your Street  
Your City  
Your Home Phone

July 24, 2010

Human Resource Manager  
Target Company  
Department  
Street address  
City, State, ZIP

Dear Human Resource Manager:

In response to your recent advertisement, please accept this letter in application for the <name of> position currently available within your company.

As you can see from my enclosed resume, my degree in<major>, as well as my diverse <types of> skills, make me a strong candidate for this position.

I would appreciate the opportunity to discuss my credentials with you at a mutually convenient time. Thank you for your consideration.

Respectfully yours,

Your Name

Enclosure: Resume

2. Double-click a section to edit the place-holder information.
3. Type the information into the dialog box and then click **OK**.

## Creating an envelope

If you have a cover letter open and click **Envelope**, the information for the person designated in the letter becomes the sending address on the envelope.

To make a new envelope:

1. Click the **Envelope** label at the top of the workspace.



2. Double-click a section to edit the place-holder information.
3. Type the information into the dialog box and then click **OK**.

## Opening an Existing Document

---

Do you need to open an old resume to update it for a new job search? Do you want to tailor an existing resume to target a different type of job? Do you want to send a cover letter to a different person for the same type of job with another company? To do so, you'll need to open a previously saved document.

## Opening an existing resume

In WinWay Resume Deluxe, resume files are always saved with the file extension `.rsm`.

To open a previously saved resume:

1. From the **File** menu, choose **Open**.
2. In the *Open* dialog box, locate and select the resume file (\*.RSM).
3. Click **Open**.

To open a sample resume:

1. From the **File** menu, choose **Ready to Use Resumes > More Examples**.
2. If necessary, click **Country** to change view samples from a different country. Select the country and click **OK**.
3. Select the **Sort by** type. (To see categories based upon attaining a certain level of education or training, use **Career situation**.)
4. Select the appropriate category for your profession or career situation.
5. Select a profession.
6. Click **OK**.

## Opening a cover letter

As with resumes, you may open a previously saved cover letter or a sample cover letter. Letter files are .LTR files.

To open a previously saved cover letter:

1. From the **File** menu, choose **Open**.
2. Locate and select the cover letter file (\*.LTR).
3. Click **Open**.

To open a sample cover letter:

1. From the **File** menu, choose **Ready to Use Letters**.
2. If necessary, click **Country** to change view samples from a different country. Select the country and click **OK**.
3. Select the **Sort by** type. (To see categories based upon attaining a certain level of education instead of a profession, use **Career situation**.)
4. Select the appropriate category for your profession or career situation.
5. Select a profession.

6. Click **OK**.

## Switching Documents

---

In addition to having a document set open (with a resume, cover letter and envelope), it's possible that you may need to have multiple resumes open in the workspace. For example, you may need to develop two or more slightly different versions of your resume to send in response to several different job opportunities. If so, you will have to switch to a different resume as you refine each one.

**Note:** You cannot have multiple letters or multiple envelopes open.

The easiest way to switch to another open document — whether to a resume, cover letter or envelope — and make it active in the workspace is to choose its name at the bottom of the **Windows** menu. For letters and envelopes, you can also click the label at the top of the workspace to view the currently open document.

Alternatively, you can use the *Select a Resume* dialog box to switch to another open resume.

To activate an open resume:

1. From the **Go** menu, choose **Resume**.



2. In the *Select a Resume* dialog box, select a different resume.

### 3. Click **OK**.

Once you have an active, you can create a cover letter or envelope for it. Any open, unsaved cover letter in the workspace will be discarded when creating a new letter. If you switch to open resume and then create a letter for it, you'll lose the existing open letter unless you save it before creating a new letter. See the next section, [Saving a Document](#), for details on saving resumes and cover letters.

## Saving a Document

---

You may save resumes and cover letters, but you cannot save envelopes. If you need to recreate an envelope, recreate it from the associated cover letter.

## Saving a resume

After creating a resume, you'll want to save it to keep in your files, to modify further or to adjust for a slightly different position.

To save a resume:

1. From the **File** menu, choose **Save**.

If you've saved this resume before, you're done. If you haven't saved this resume before, the *Save As* dialog box opens.

2. Type a relevant filename.

3. To save the file to a different folder, locate and open the folder where you want to save the file.

4. Click **Save**.

You may want to save a resume with a different name or in a different location and keep the original resume. Also, you can save one of the sample files that you've edited for your own use.

To save a resume with a different name or location:

1. From the **File** menu, choose **Save As**.
2. To change the file name, type a different filename with an .RSM extension (for example, MyResume\_10\_22\_2002.rsm).
3. To save the file to a different folder, locate and open the folder where you do want to save the file.
4. Click **Save**.

## Saving a cover letter

After creating a cover letter, you'll want to save it to keep in your files or adjust for a position in another company.

To save a cover letter:

1. From the **file** menu, choose **Save**.  
If you've saved this cover letter before, you're done. If you haven't, the *Save As* dialog box opens.
2. Type a relevant filename.
3. To save the file to a different folder, locate and open the folder where you do want to save the file.
4. Click **Save**.

You may want to save a cover letter with a different filename or in a different location and keep the original. Also, you can save one of the sample letters that you've edited for your own use.

To save a cover letter with a different filename or location:

1. From the **File** menu, choose **Save As**.
2. To change the filename, type a different filename with an .LTR extension (for example, Letter\_10\_22\_2002.ltr).
3. To save the file to a different folder, locate and open the folder where you do want to save the file.
4. Click **Save**.

# Chapter 7. Editing and Formatting Documents

Editing a resume, cover letter or envelope that you've made with WinWay Resume Deluxe is easy. This chapter shows you how to change information in your documents, how to add and modify headings and how to format text manually. Additionally, you'll learn how to work with SuperText, the spell checker, and the thesaurus.

This chapter includes the following topics:

- ["Editing Documents" on page 98](#)
- ["Modifying Headings" on page 99](#)
- ["Formatting Text" on page 104](#)
- ["Adding SuperText" on page 107](#)
- ["Using Word Tools" on page 108](#)

# Editing Documents

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With WinWay Resume Deluxe, you simply double-click the section of the document you wish to edit to access editing options. From there, you can enter and edit information by typing, or you can use the AutoWriter feature that is available for sections that contain full sentences or paragraphs.

## Manually Editing Documents

You can double-click any area of your document to manually edit the information. For simple identification information, such as your name or address, you simply type the information in the box and make corrections as needed. For more complex information, such as work experience, or your work objective, you can manually add and edit information much like you would using a word processor.

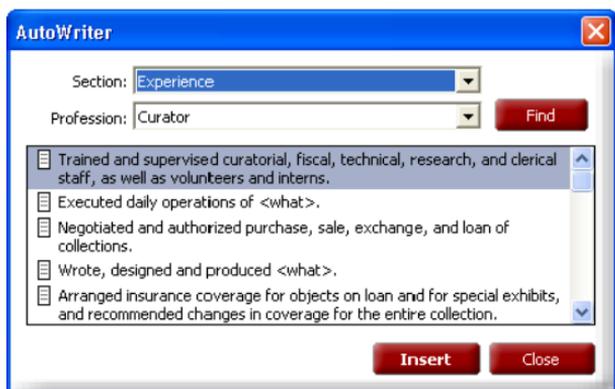
## Inserting an AutoWriter phrase

The AutoWriter feature is a powerful tool to help you write your document.

To use the AutoWriter:

1. Double-click a section in a document.  
or  
In the Headings tree to the left of the workspace, right-click an item under a heading and choose **Edit**.
2. If available, click the **DESCRIPTION** tab.  
**Note:** Not all dialog boxes have a **DESCRIPTION** tab.

3. Click the **AutoWriter** button.



4. Select a profession from the **Profession** list.  
or  
Click **Find** to search for a specific profession. Type one or more keywords (for example, teacher, writer, or mechanic).
5. Click **OK**.
6. Double-click the phrases you want to insert into your document.  
or  
Select the phrase and click the **Insert** button.
7. Click **Close**.
8. Customize each phrase as needed. Click **OK**.

**Note:** The AutoWriter always inserts text at the insertion point of the text box. Make sure the insertion point is at the end of a phrase before you add another phrase.

## Modifying Headings

---

You can add, delete, move or edit resume headings using the *Headings* dialog box or the Headings tree.

## Adding a heading

You may want to add one or more headings on your resume. For example, if you have had relevant training that was not part of your formal, academic education, you may want to add a Training heading to your resume.

To add a heading with the *Headings* dialog box:

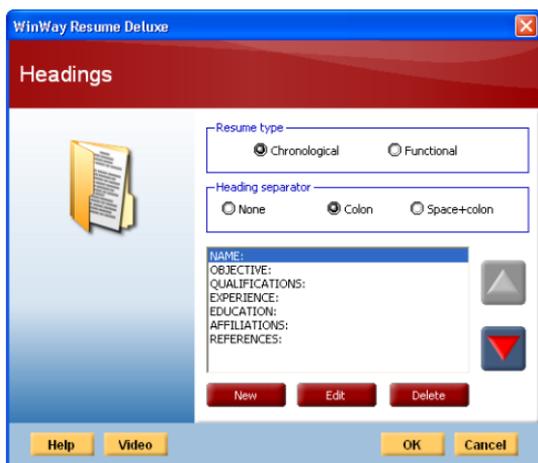
1. From the **Format** menu, choose **Headings**.

or

Click the **Tasks** heading on the left. Then click the **Format** button and click **Headings** on the shortcut menu.

or

Right-click anywhere in the document and click **Headings** on the shortcut menu.



2. In the *Headings* dialog box, select the heading you want to have before the new heading.
3. Click **New**, and choose the heading from the shortcut menu and submenu.
4. Repeat **steps 2–3** as needed.

5. If needed, re-order the headings by selecting a heading and clicking the **Up Arrow** or **Down Arrow** button.
6. When you have the headings you want, click **OK**.

In the Headings tree you can add headings quickly without opening the *Headings* dialog box.

To add a heading in the Headings tree:

1. Click **Headings** on the left of the workspace.
2. Right-click a current heading and in the shortcut menu, choose **Insert > Before <heading> > the heading category > the heading to insert**.  
or  
Right-click a current heading and in the shortcut menu, choose **Insert > After <heading> > the heading category > the heading to insert**.

## Deleting a heading

You can delete a heading that you don't want on your resume.

To delete a heading with the *Headings* dialog box:

1. From the **Format** menu, choose **Headings**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Headings** on the shortcut menu.  
or  
Right-click anywhere in the document and click **Headings** on the shortcut menu.
2. In the *Headings* dialog box, select the heading you want to delete. Click **Delete**.
3. Click **Yes** and then click **OK**.

To delete a heading with the Headings tree:

1. Click **Headings** on the left of the workspace.
2. Right-click the heading and choose **Delete**.
3. When asked to verify the deletion, click **Yes**.

## Editing or changing a heading

You can edit a heading to change it to say something different. For example, you may want to change Objective to Career Goal.

To edit a heading with the *Headings* dialog box:

1. From the **Format** menu, choose **Headings**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Headings** on the menu that appears.  
or  
Right-click anywhere in the document and click **Headings** on the shortcut menu.
2. In the *Headings* dialog box, select the heading you want to edit.
3. Click **Edit**.
4. Edit the text in the **Heading** box.  
or  
Select a different heading from the list.
5. Click **OK** twice to see the change in the resume.

To edit a heading with the Headings tree:

1. Click **Headings** on the left of the workspace.
2. Right-click the heading you want to change and choose **Rename**.
3. Edit the text in the **Heading** box.  
or  
Select a different heading from the list.
4. Click **OK**.

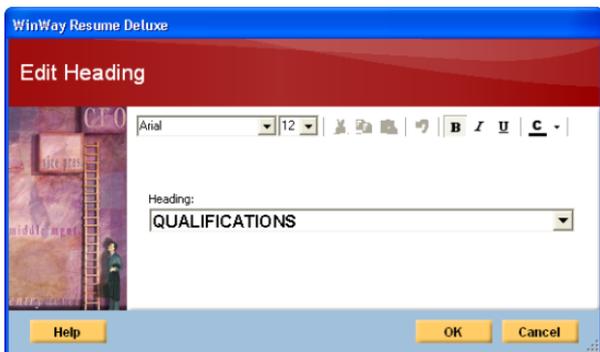
## Formatting headings

You can change the format of any heading on your resume. You can change the font, the font size, apply bold, italic or underline styles, and change the color of heading text.

**Note:** If you apply a theme to your resume, that theme may overwrite any manual formatting changes you've done. If you're planning to apply a theme, apply it first and then do any manual formatting.

To format a heading with the *Headings* dialog box:

1. From the **Format** menu, choose **Headings**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Headings** on the shortcut menu.  
or  
Right-click anywhere in the document and click **Headings** on the shortcut menu.
2. In the *Headings* dialog box, select the heading you want to format.
3. Click **Edit**.
4. Select the heading text in the box.



5. Use the lists and buttons on the Format toolbar in the dialog box.

6. Click **OK** twice to apply the formatting changes.

To use the Headings tree:

1. Click **Headings** on the left of the workspace.
2. Right-click the heading you want to format and choose **Rename**.
3. Select the heading text in the box.
4. Use the lists and buttons on the Format toolbar in the dialog box.
5. Click **OK**.

## Re-ordering headings

You can rearrange the headings (and, thereby, the sections) on your resume in the *Headings* dialog box or the Headings tree.

With the *Headings* dialog box open, select a heading and click the **Up Arrow** or **Down Arrow** button to move the heading. With the Headings tree expanded, right-click a heading and choose **Move up** or **Move down** from the shortcut menu.

## Formatting Text

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WinWay Resume Deluxe provides two methods to format text in your documents: global and local formatting.

# Global formatting

If you use global formatting, the changes apply to all relevant items that you specify.

To apply formatting to your entire resume, cover letter or envelope:

1. From the **Format** menu, choose **Fonts**.

or

Click the **Tasks** heading to the left. Then click the **Format** button and click **Fonts** on the shortcut menu.

or

Right-click anywhere on the document and choose **Fonts**.



2. In the *Fonts* dialog box select the specific item to format in the **Items** list. For example, if you select **Heading**, you can change all section headings.

**Note:** You may select more than one item to format. To select a range of headings, drag the pointer over them or press the *Shift* key as you click the first and last items. To select multiple, individual headings, press the *Ctrl* key as you click each one. To select all headings quickly, click **Select All**.

3. To change the font of the selected item(s), select a font on the **Font** list.

4. To change the size, select a size on the **Size** list.  
or  
Type a value in the **Size** box.
5. To apply a font style, click one or more check boxes.
6. To apply underlining, select an underline style from the list.
7. To change the color, select a different color from the **Color** list.
8. Click **OK** to have the font changes appear in the document.

## Local formatting

You use local formatting to format individual words, sentences or paragraphs within a section.

To apply local formatting within a document:

1. Double-click the section you want to format.  
or  
In the Headings tree, right-click an item under a heading and choose **Edit**.
2. From within the section's dialog box select individual words, phrases, sentences or paragraphs on a relevant tab.
3. Use the lists and buttons on the Format toolbar in the dialog box.
4. Click **OK** to apply the changes to the document and close the dialog box.

**Note:** Local formatting changes only apply to the selected text within a section — not the whole section.

# Adding SuperText

---

SuperText is large formatted text that appears at the top or bottom of the first page of your resume. It is designed to draw attention to your name or career objective.

To add SuperText to your resume:

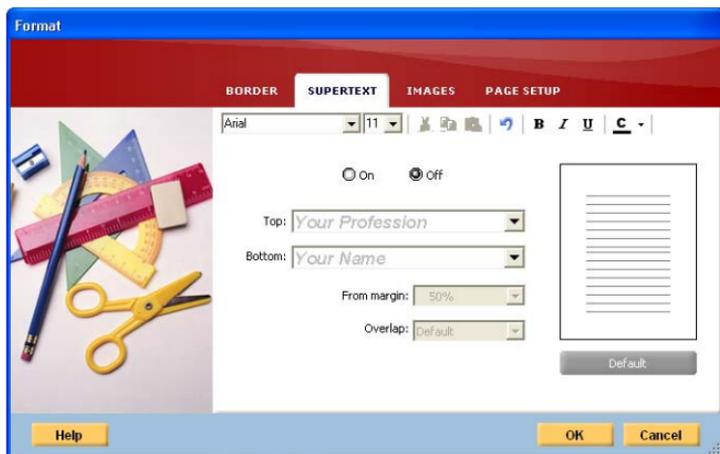
1. From the **Format** menu, choose **SuperText**.

or

Click the **Tasks** heading to the left. Then click the **Format** button and click **SuperText** on the shortcut menu.

or

Right-click the document and choose **SuperText**.



2. On the **SUPERTEXT** tab of the *Format* dialog box, select **On**.

3. Select the sample text and type your text into the **Top** or **Bottom** box.

or

Select the sample text in the **Top** or **Bottom** box and delete the existing text or click the arrow and choose the blank listing. (To automatically insert your names as you have it in the Name section, type *&n*.)

4. To set where the SuperText starts in relation to the margin and the top or bottom of the page, select a different **From margin** value.
5. To set where the next section starts (usually the Name section) in relation to the SuperText, select a different **Overlap** value.
6. Click **OK**.

**Note:** A document may have a page border or SuperText, but not both. For information about page borders, see [“Working with Graphics and Layouts” on page 111](#).

## Using Word Tools

---

WinWay Resume Deluxe has an integrated spell checker and thesaurus to help you develop your resume and cover letter.

### Using the spell checker

You use the spell checker on the currently open resume, cover letter or envelope. When you print, export or send a resume, WinWay Resume Deluxe will automatically ask you if you want to spell check the document if it hasn't been checked since the last modification. See [“Printing or Sending Your Resume” on page 135](#) for information about printing, exporting or sending documents.

To use the spell checker:

1. From the **Tools** menu, choose **Spell Check**.  
or  
If WinWay Resume Deluxe asks about checking the spelling, click **Yes**.

**Note:** If an envelope is open in the workspace, you may click the **Spell check** button in the **Tasks** list on the left to start the spell checker.



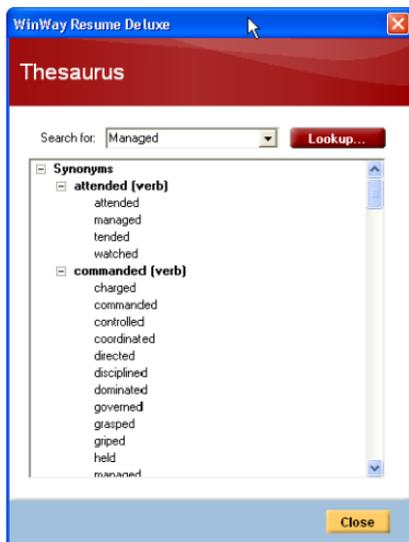
2. If everything is spelled correctly, you'll see a message saying that the spell check is complete. If so, click **OK**.  
or  
If the spell checker finds a questionable word, the *Spell Check* dialog box appears.
3. To replace the misspelled word, select a word from the **Suggestions** list or type a word into the **Change to** box. Click **Change**.  
or  
To make no change, click **Ignore**.  
or  
To add a correctly spelled word to your dictionary without making any change, click **Add** and then click **Yes**.
4. Repeat **step 3** until the spell checker finds no more words it considers misspelled.
5. In the 'spell check complete' message box, click **OK**.  
or  
To stop the spell check, click **Cancel** and click **OK**.

## Using the thesaurus

You use a thesaurus to get ideas of other words you can use that have a similar meaning. If you find that you are using the same term again and again in your resume, look for an alternate word using the thesaurus. You can also use the thesaurus to find antonyms, which are words that have the opposite meaning from a word.

To use the thesaurus:

1. From the **Tools** menu, choose **Thesaurus**.
2. Type the word you are using in the **Search for** box and click **Lookup**.



3. Scroll through the list to find a word you can use. If you don't find the word you want, select a similar word and click **Lookup** again to view a new list.
4. Click **Close**.

# Chapter 8. Working with Graphics and Layouts

In this chapter you learn how to add graphics to your resumes or cover letters. You can also learn how to add or change page layout features — such as changing section styles and adding or changing page borders.

This chapter includes the following topics:

- [“Working with Images” on page 112](#)
- [“Working with Themes” on page 115](#)
- [“Adding Borders” on page 118](#)
- [“Changing a Section’s Layout” on page 121](#)
- [“Changing Page Settings” on page 124](#)

# Working with Images

---

WinWay Resume Deluxe supports the following image types: Windows bitmap (.BMP), Windows Enhanced Metafile (.EMF), icon (.ICO), and JPEG (.JPG).

## Adding Images

You can use graphic files you have saved on your computer, or you can use clip art from the graphics library that was installed with WinWay Resume Deluxe.

Any graphic added to a document appears in the top left corner of the document in a background layer. If you have multiple images, you can overlap them by ordering them in the background layers.

To add an image from a file:

1. From the **Insert** menu, choose **Image** > **From File**.



2. Locate and open the folder containing the image.
3. Select the image and click **Open**.

To add an image from the provided clip art library:

1. Choose **Image** > **From Image Library** from the **Insert** menu.



2. Select an image's name from the list at the top of the *Image Library* dialog box.

A preview of the selected image appears below the list.

3. Repeat **step 2** until you find the image you want.
4. When you find the image you want, click **OK**.

**Note:** You may also add an image using the **IMAGES** tab in the **Format** dialog box if you already have it opened.

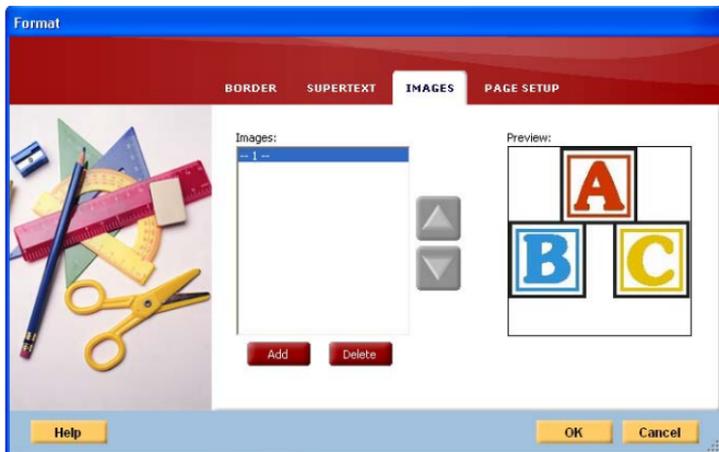
## Moving an image

You can drag the image when the pointer becomes a 4-headed arrow. If you have multiple images and want to layer them differently, you can move the images to be in different layers in the *Format* dialog box.

To move the image, drag it to a new location using the 4-headed arrow.

To adjust the layering of images:

1. Double-click one of the images in the resume.



2. In the *Format* dialog box on the **IMAGES** tab, select an image in the list and click the **Up Arrow** or **Down Arrow** button until the image is positioned correctly in the list.

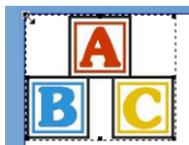
**Note:** The first image in the Images list is in the backmost layer; while the image at the bottom of the list in the frontmost layer.

3. Re-arrange the other images in the list as needed and click **OK**.

## Modifying an image

You resize the image with the pointer that is a 2-headed arrow. If you're working with a raster image, such as a .JPG file, it is best to only reduce the image. If you make the image significantly larger than the original image it can become jagged.

To resize the image, drag one of the black squares on its border using the 2-headed arrow.



## Deleting an image

You can delete any image you've added to a document.

To delete an image:

1. Select the image.
2. Press the *Backspace* key.  
or  
Press the *Delete* key.  
or  
From the **File** menu, choose **Cut**.
3. Click **Yes** when asked if you want to delete the image.

You may also double-click the image, select its name in the *Format* dialog box and click **Delete**.

## Working with Themes

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With WinWay Resume Deluxe themes you can apply all formatting, bullets, graphics and SuperText to your current resume (or cover letter) either from another resume (or cover letter) or from a pre-defined set of themes.

Applying a theme is the easiest way to give your resume a custom look. After applying a theme, you can further customize your resume by manually changing sections or page features. Each theme provides a different look using features like color, graphics, and special borders.

There are 350+ pre-defined themes available. The following resume shows one example of a theme.



You can modify some themes when you apply them. These themes will have active check boxes in the *Theme* dialog box.

To apply a theme:

1. Click the **Themes** heading on the left side of the workspace.
2. Scroll through the themes in the list until you find the theme you want to use.
3. Select the theme you want. The *Theme* dialog box opens and WinWay Resume Deluxe applies the theme temporarily to your document.
4. To adjust a theme with variable features, clear one or more check boxes.
5. When the document appears the way you want it, click **Keep**.  
or  
To apply a different theme, click **Cancel** and repeat **steps 2–4**.



To apply a theme from a previously saved document:

1. Click the **Themes** heading on the left side of the workspace.
2. Scroll to the last theme in the list until you see the sample marked **From resume file**.
3. Select the **From resume file** theme.
4. In the *Open* dialog box, locate and select a document you want to use. Then, click **Open**.

The *Theme* dialog box opens and WinWay Resume Deluxe applies the theme temporarily to your document.

5. If the document appears the way you want it, click **Keep**.  
or  
To apply a theme from a different, click **Cancel** and repeat **steps 3–5**.

**Note:** Remember that you can manually adjust the formatting for any text, section layout, or page layout after applying a theme.

# Adding Borders

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You may add borders to your documents — either around the outside edge (a page border) or around a section (section border).

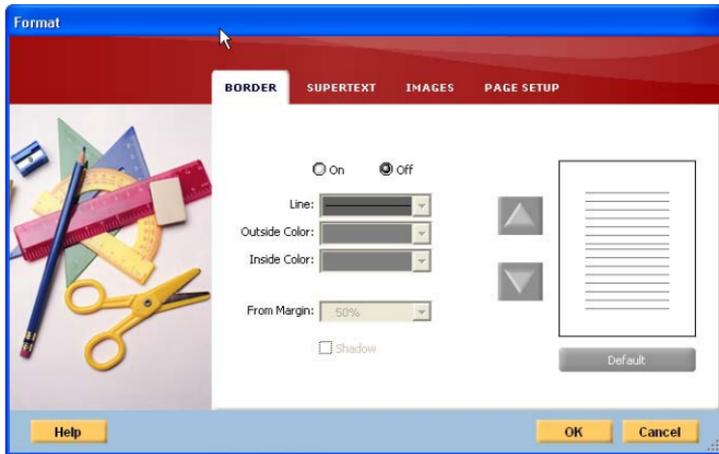
**Note:** A document may have SuperText or a page border, but not both. For information about SuperText, see [Chapter 7, “Editing and Formatting Documents”](#) on page 97.

## Applying a page border

You can apply a border to your entire document.

To put a border around the page:

1. From the **Format** menu, choose **Border > Page Border**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Border > Page Border** on the shortcut menu.  
or  
Right-click the document and choose **Border > Page Border** from the shortcut menu.



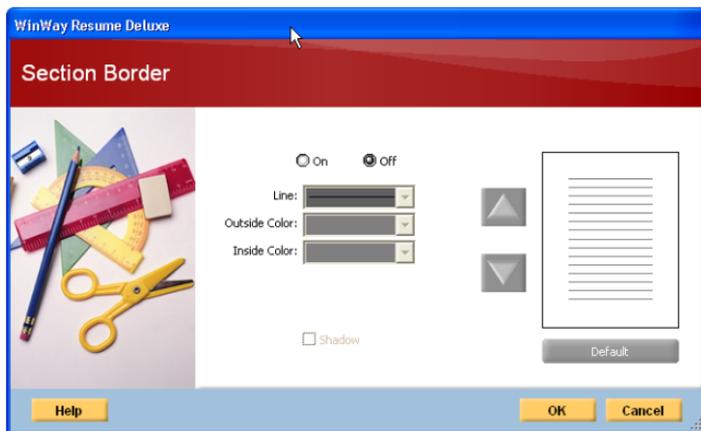
2. In the *Format* dialog box on the **BORDER** tab, select **On**.  
**Note:** The default border is a black line around all sides at a 50% offset. As you change the values in the **BORDER** tab, the preview area on the right shows how that change affects your document.
3. Select a line from the **Line** list.
4. Select a color from the **Outside Color** list.
5. If you're adding a border that has two lines, select a color from the **Inside Color** list.
6. To offset the border from the margin, select a value in the **From Margin** list.
7. To add a shadow to the border, click the **Shadow** check box.
8. To change the border to individual or pairs of lines, click the **Up Arrow** or **Down Arrow** button. (Continue clicking the arrow until you see the type of border you want in the preview area.) Click **OK**.

## Applying a section border

You can also put a border around a section of your resume. To apply a border around a section:

1. Select a section.
2. Choose **Border** > **Section Border** from the **Format** menu.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Border** > **Section Border** on the shortcut menu.  
or

Right-click the document and choose **Border > Section Border** from the shortcut menu.



3. In the *Section Border* dialog box, select **On**.
4. Select a line from the **Line** list.
5. Select a color from the **Outside Color** list.
6. If you're adding a border that has two lines, select a color from the **Inside Color** list.
7. To add a shadow to the border, click the **Shadow** check box.
8. To change the border from a full rectangle to individual lines or pairs of lines, click the **Up Arrow** or **Down Arrow** button. (Click an arrow successively until you see the type of border you want in the preview area.) Click **OK**.

## Removing a border

You remove a border by turning the border feature off.

To remove a border:

1. If you're removing a section border, select the section.
2. Choose **Border > Page Border** or **Border > Section Border** from the **Format** menu.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Border > Page Border** or **Border > Section Border** on the shortcut menu.  
or  
Right-click the document and choose **Border > Page Border** or **Border > Section Border** from the shortcut menu.
3. In the dialog box select **Off**. Click **OK**.

## Changing a Section's Layout

In addition to adding borders around a section, you can change the layout of a section — perhaps using hanging indents instead of centering the heading or adding bullets. With WinWay Resume Deluxe you can easily change a section's layout by selecting from styles that are pre-defined for each section. To add bullets to the contents of a section, you add those manually.



## Changing a style

You may apply various styles to each document section. For example, a heading may be centered or left justified.

To change the style of a section:

1. Select the section in the document.
2. Click one of the style buttons that appear on the Styles toolbar above the document area.

**Note:** *You may select any style for any section, but not all style combinations are visually attractive when used together.*

## Adding bullets to a section

Another way to change the layout of a section in a resume is to add bullets. For example, in an Experience section where you've added several AutoWriter phrases, you can have those phrases in a bulleted list.

**Note:** If the **Bullet** menu appears dimmed, the bullet feature is not available for that section.

To add bullets to a section in your resume:

1. Select the subsection that has a list of items.
2. From the **Format** menu, choose **Bullet > Apply**.

or

Click the **Tasks** heading to the left. Then click the **Format** button and click **Bullet > Apply** on the shortcut menu.

or

Right-click the document and choose **Bullet > Apply** from the shortcut menu. Each item (word, phrase, sentence or paragraph) in that subsection will start with a single bullet.

## Changing bullets

The default bullet style is a single black circle. You have the option of using standard WinWay Resume Deluxe bullets or bullets from an installed font.

To change the bullet style:

1. Select a subsection with a bulleted list.
2. From the **Format** menu, choose **Bullet > More**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Bullet > More** on the shortcut menu.  
or  
Right-click the document and choose **Bullet > More** from the shortcut menu.



3. In the *Bullet* dialog box, select the font in the top list that has the bullet you want to apply.
4. In the preview area, locate and select the bullet you want to use. Click **OK**.

**Note:** You can also double-click the bullet in the *Bullet* dialog box to use it in your resume.

## Removing bullets

You may decide that you don't want bullets in your resume after all. In that case, you can remove the bullets.

1. Select the subsection containing a bulleted list.
2. From the **Format** menu, choose **Bullet > Remove**.  
or  
Click the **Tasks** heading to the left. Then click the **Format** button and click **Bullet > Remove** on the shortcut menu.  
or  
Right-click the document and choose **Bullet > Remove** from the shortcut menu.

## Changing Page Settings

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As with other applications, you can change the page size and margins of your documents. Additionally, you can modify headings that appear on multi-page documents, insert page breaks or try to fit your resume or cover letter to one page.

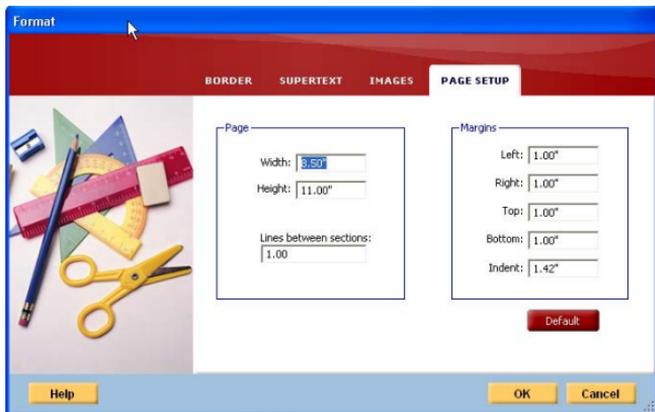
## Modifying page parameters

You can modify the page size and margin settings for resumes and cover letters in the **PAGE SETUP** tab of the *Format* dialog box. The default values are:

- Page size is 8.5" wide by 11" high.
- Spacing is to have one line space between sections.
- Margins are 1" from the edge of the page.
- Indent for content within a section is 1.25".

To change the page settings:

1. From the **File** menu, choose **PAGE SETUP**.



2. In the *Format* dialog box on the **PAGE SETUP** tab, if needed, type new values in the **Width** and **Height** boxes.
3. To change the spacing between sections, type a value in the **Lines between sections** box.
4. To change the margins, type new values into the appropriate boxes in the **Margins** area.
5. To change the indent, type a different value into the **Indent** box. Click **OK**.

## Inserting page breaks

If you have a multi-page document, you may want to make sure that a section begins at the top of a page.

To insert a page break:

1. Select the section that you want to start at the top of a page.
2. From the **Format** menu, choose **New Page**.  
or  
Click the **Tasks** heading to the left. Then click the **Format**

button and click **New Page** on the shortcut menu.

or

Right-click the document and choose **New Page** from the shortcut menu.

3. In the message box, click **Yes** to verify that you want the selected section to be at the top of a new page.

If you have a multi-page document, a default heading (with your name and a page number) is added to the top of the successive page. You may change this default heading — or eliminate it.

For example, by default, in the *Second Page Heading* dialog box, **&n** in the **Left** box puts your name on the left side of the page and **Page &p** in the **Right** box puts the word **Page** followed by the number of the page on the right side of the page.

To change the default heading:

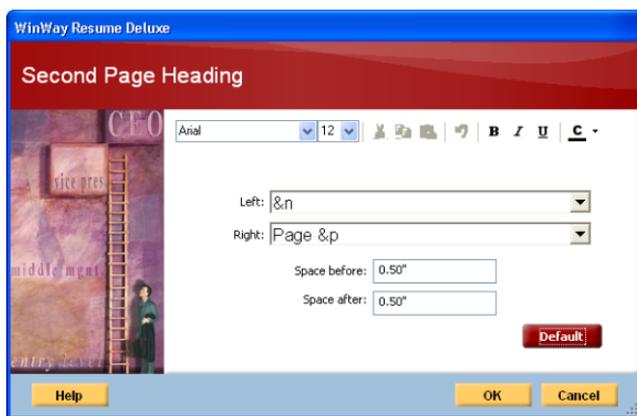
1. From the **Format** menu, choose **Second Page Heading**.

or

Click the **Tasks** heading. Then click the **Format** button and click **Second Page Heading** on the shortcut menu.

or

Right-click the document and choose **Second Page Heading** from the shortcut menu.



2. In the *Second Page Heading* dialog box, select the contents of the **Left** box and type what you want to appear on the left side of the page. (If you want nothing to appear, delete the contents of the box.)
3. Select the contents of the **Right** box and type what you want to appear on the right side of the page. (Again, if you want nothing to appear, delete the contents of the box.)
4. To change the placement on the page, type different values into the **Space Before** and **Space After** boxes. Click **OK**.

**Note:** You can format the content of the Left and Right boxes using the buttons and lists on the Format toolbar.

## Fitting to a single page

If your resume or cover letter is just over or under a page, you can have WinWay Resume Deluxe try to fit it to a single page by adjusting margins and spacing between sections.

To fit a document to a single page:

From the **Tools** menu, choose **Fit to Single Page**. If the resume is too long to fit on one page, this command minimizes the length of the resume. You may also reduce the length of the resume manually by adjusting the font size, section styles or the page margins or by changing the theme.



# Chapter 9. Checking Your Resume

One critical step in resume writing is checking your work. Simple errors won't help you get a job. It pays to take the time to make anything that you mail to a prospective employer absolutely perfect. WinWay Resume Deluxe with its exclusive Resume Checker™ technology gives you a head start on creating a perfect resume. By using the integrated Spell Checker and Resume Auditor® features, you'll minimize any errors. But remember that automatic checks can't pick up certain errors — like using the wrong word.

This chapter includes the following topics:

- [“What To Check for in Your Resume” on page 130](#)
- [“The Resume Auditor” on page 130](#)

## What To Check for in Your Resume

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Of all of the types of errors that you can make in a resume, spelling and grammatical errors are the worst. Why? Because they are the most easily avoided. With the number of resumes that each prospective employer gets, many resumes don't make it past the first cutoff due to minor errors. If a prospective employer (or, more likely, someone in Human Resources who is receiving and doing the first-level checking) sees typos, grammatical errors or spelling errors, that resume may not make it into the 'next step' pile. A prospective employer's philosophy is, "If you can't take the time and attention that you need to create a resume without errors, we probably don't want you working for us." Don't rely solely on the spell checker or the Resume Auditor. It can't tell you that you should have written 'launch' when in fact you typed 'lunch' accidentally.

Be sure to have the prospective employer's name and company name correct. If the person's name or company is misspelled, your resume may get discarded without being read. Double-check the spelling of all names, even if the name is Sharon Brown. (It could be Sherron Browne.)

Make sure that you proofread your resume, cover letter and even your envelope several times. Even better, have someone else read them to catch mistakes and give you feedback. It is difficult to catch your own mistakes and evaluate your own work.

## The Resume Auditor

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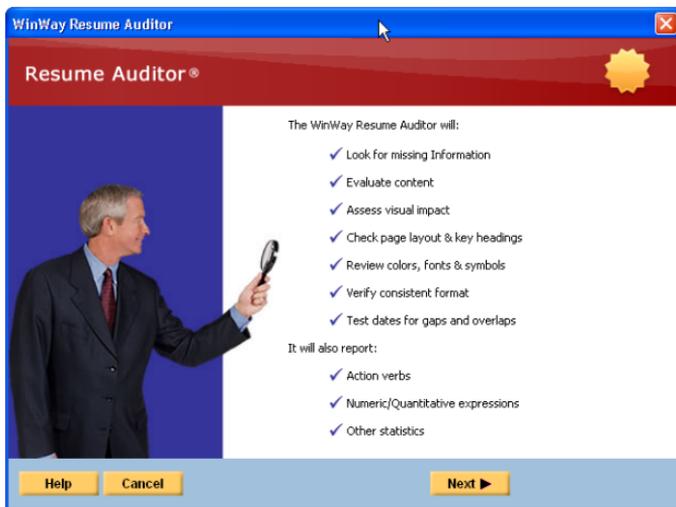
After using the spell checker on your resume or cover letter, you should use the Resume Auditor feature to check for other problems. If you have it run the full audit, it will look for more than 100 common errors.

The Resume Auditor checks for: Missing information (For example, the Resume Auditor makes sure that you have an Education section with at least one entry.) Missing or overlapping dates (For example, if you have two jobs listed and the dates overlap, that information is flagged as a possible error.) Visual impact (For example, the Resume Auditor checks for colored text that may be too light to read.) Layout problems (For example, your headings should be consistent throughout the resume.)

Additionally, the Resume Auditor evaluates your resume's content — checking for action words or whether you overuse the word 'I' in the resume. You can also request statistical information and view a report that contains warnings and advice.

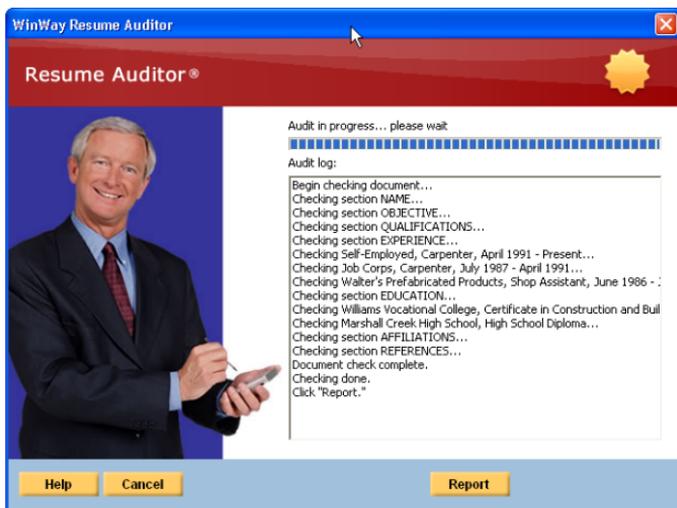
To use the Resume Auditor:

1. From the **Tools** menu, choose **Resume Auditor**.  
or  
Click the **Tasks** heading to the left and click the **Auditor** button.

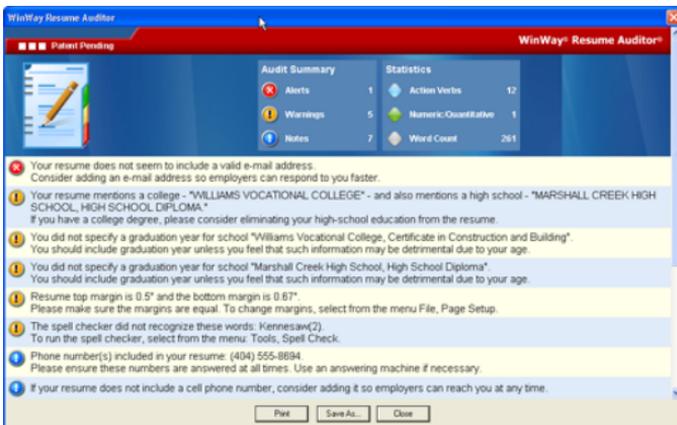


2. Click **Next**.

The Resume Auditor checks all the sections of your document as indicated on the first screen.



3. When the audit is complete, click **Report** to see the results.



4. To save the report click **Save As**. Select a folder, provide a name, and specify the file format. Then click **Save**.

5. To print the report click **Print**. Make any changes in the *Print* dialog box and click **Print**.
6. Click **Close** to close the *Results* screen.
7. Correct errors as needed.

Areas with warnings and advice should be checked and evaluated so that you can determine if they need to be changed.



# Chapter 10. Printing or Sending Your Resume

WinWay Resume Deluxe gives you great flexibility in how you get your resume to prospective employers. You can, of course, print your resume, cover letter and an envelope to send everything by mail. But, additionally, you can export the information and send it as an electronic file — with a selection of several different file formats, including HTML and PDF — or send it as an message either in the body of the message or as an attachment.

This chapter includes the following topics:

- [“Printing a Document” on page 136](#)
- [“Sending a Resume by E-mail” on page 142](#)
- [“Sending a Resume or Job Application Worksheet to an iPhone” on page 146](#)
- [“Exporting a Resume” on page 148](#)

# Printing a Document

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With WinWay Resume Deluxe you can produce high-quality documents using your printer. If you add color to your documents, you should use a high quality color inkjet or color laser printer.

## Previewing your resume or letter

It's always a good to view your resume using print preview to see how it will look when it is printed. This is especially important if, when you work on your documents, you can't see the whole page.

To preview the document currently displaying in the workspace:

1. From the **File** menu, choose **Print Preview**.
2. If your document has more than one page, click **Next Page** to view successive pages.  
or  
Click **Prev Page** to return to the previous pages.
3. If your document has more than one page, click **Two Page** to see two pages at a time.
4. To see more detail, click **Zoom In** and scroll to view a specific area.  
or  
To see less detail, click **Zoom Out**.
5. To print the document directly from the preview screen, click **Print**.  
or  
To return to the workspace without printing the document, click **Close**.

## Printing a resume

You may print a resume by itself or with a cover letter. To print a resume along with a cover letter see [“Printing a resume with a letter” on page 138](#).

To print a resume:

1. Open your resume.
2. From the **File** menu, choose **Print**.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the resume checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the resume checked, click **No**.
4. Make any needed changes in the *Print* dialog box.
5. Click **OK** to print your resume.

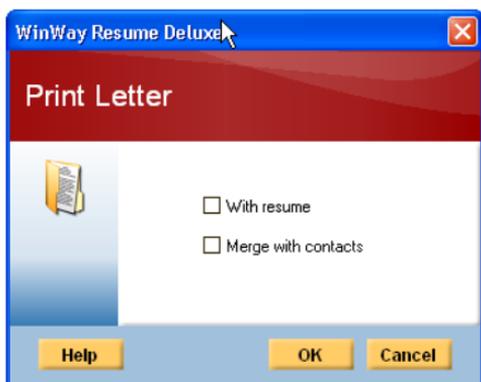
## Printing a cover letter

You may print a cover letter by itself. See the next section for printing your resume and cover letter together.

To print a cover letter:

1. Open your cover letter.
2. From the **File** menu, choose **Print/Merge**.

3. If WinWay Resume Deluxe asks about checking the spelling and you want the letter checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the letter checked, click **No**.



4. In the *Print Letter* dialog box, do not select any of the options and click **OK**.
5. Make any needed changes in the *Print* dialog box.
6. Click **OK** to print your cover letter.

You can print multiple cover letters containing information merged from your contact list. For more information, see [“Merging Contacts” on page 159](#).

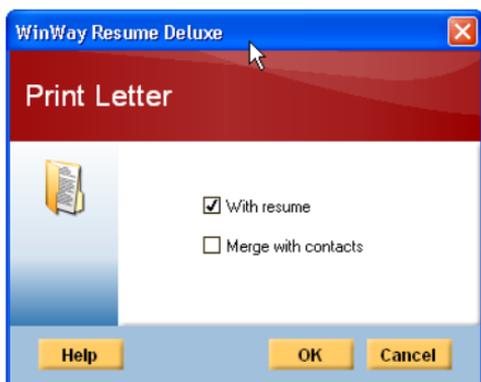
## Printing a resume with a letter

WinWay Resume Deluxe makes it easy for you to print your resume with a cover letter.

To print your resume and cover letter together:

1. Open both your resume and cover letter in the workspace.
2. Click the **Letter** label at the top of the workspace.
3. From the **File** menu, choose **Print/Merge**.

- If WinWay Resume Deluxe asks about checking the spelling and you want the letter checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the letter checked, click **No**.



- In the *Print Letter* dialog box, select the **With resume** check box.
- If you have more than one resume open, select the resume to print with this letter and click **OK**.
- Click **OK**.
- Make any necessary changes in the *Print* dialog box.
- Click **OK** to print the resume and cover letter.

## Creating and printing an envelope

Because you cannot save envelopes, you, most likely, will create an envelope right before printing it. You can create an envelope several ways:

- Type all the information in the *Envelope* dialog box.

- Type your return address in the *Envelope* dialog box, but select a contact to have that information added to the dialog box.
- Have a finished letter open and active in the workspace and then create an envelope. If there is no other envelope open, the program automatically fills the Delivery Address section with the contact information used in the letter.

You can format envelope information in the *Envelope* dialog box when creating the envelope or by opening the *Format* dialog box from the workspace. For more information about formatting, see [“Editing and Formatting Documents” on page 97](#).

To print an envelope:

1. Click the **Envelope** label at the top of the workspace.
2. Double-click the **Return Address** section.

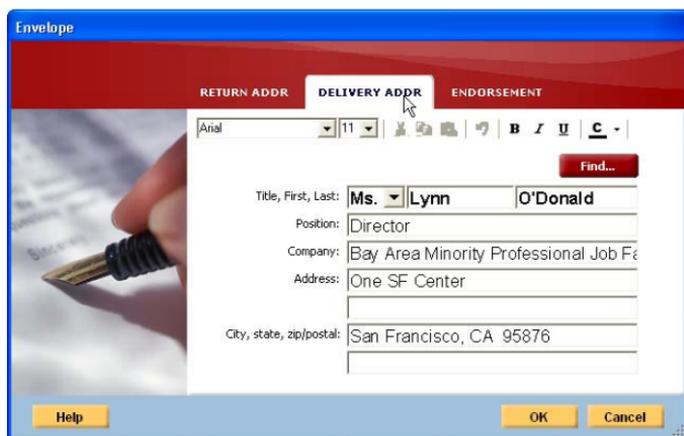
The screenshot shows the 'Envelope' dialog box with a red header and a white content area. The 'RETURN ADDR' tab is selected. The form contains the following text:

Name: NANCY ROSE  
 Address: 4589 Mine Road  
 City, state, zip/postal: San Francisco, CA 95876

There is an unchecked checkbox labeled 'Omit Return Address' at the bottom right of the form. The dialog box has a blue border and buttons for 'Help', 'OK', and 'Cancel' at the bottom.

3. In the *Envelope* dialog box, type your information in the **RETURN ADDR** tab.

4. Click the **DELIVERY ADDR** tab.



5. If you have an open letter, the information is automatically filled in.  
or  
Type the address information.  
or  
Click the **Find** button. Select one of the contacts in the list and click **OK**.
6. Click **OK**.
7. From the **File** menu, choose **Print Envelope**.

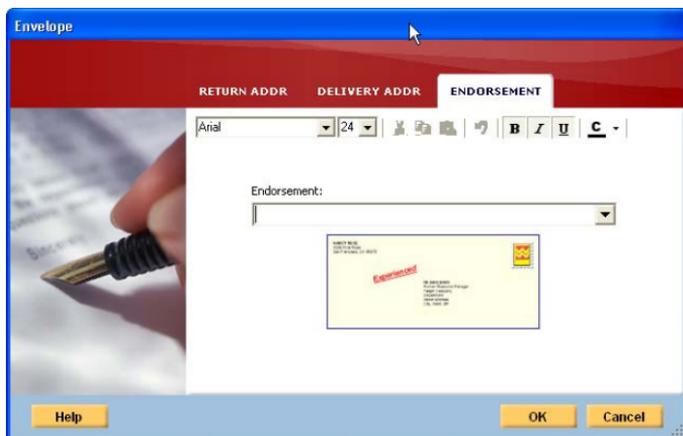
**Note:** Make sure there is a blank envelope loaded properly in your printer. See your printer's user manual to learn how orient the envelope in your printer's paper feeder.

## Adding endorsements to envelopes

You can also add an endorsement (such as 'Urgent' or 'Confidential') that will appear across the front of your envelope.

To add an endorsement:

1. Double-click the **Return Address or Delivery Address** section of the envelope.
2. Click the **ENDORSEMENT** tab.



3. Type your own endorsement.  
or  
Select one from the list.
4. Click **OK** to view the envelope.

## Sending a Resume by E-mail

One of the great features of WinWay Resume Deluxe is its ability to send resumes by electronic mail. Some employers prefer to receive resumes sent by in an ASCII text format. If you send your resume in this format; however, you will lose the borders and

text characteristics (such as font choice, underlines, italics and color).

Most employers are able to read resumes received as PDF (Portable Document Format), HTML (HyperText Markup Language) or RTF (Rich Text Format) files. Currently, the preferred method is to send your documents as a PDF file, which can be viewed with Adobe® Reader.

PDF files preserve all the formatting in your resume (including any nonstandard fonts that you use). You can also send your resume as an HTML file, which any browser can read, or upload the resume to a web site that you reference in a message. RTF files preserve all formatting except for borders. Most word processors read RTF files, but you may want to make sure that your prospective employer will accept RTF files before sending the file.

**Note:** When WinWay Resume Deluxe attaches a file to a message, it uses the current file name. If you decide to attach your resume to a message, make sure that you save your resume first and name it using your own name (for example, Chris\_Smith\_Resume. rsm). If you re-name your resume in this way, it will make more sense to the person who receives the message. (For example, if you attach a PDF file named resume-ver2.pdf, it may easily get lost.)

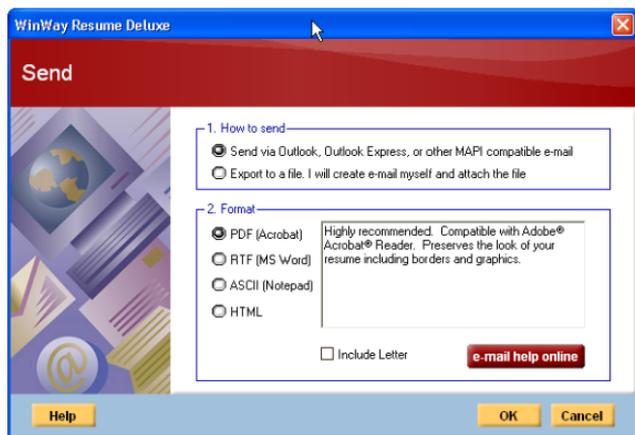
To minimize virus problems, many companies do not accept attachments. If you decide to attach a PDF or RTF file to a message, you should check with any person receiving the message to make sure that they will accept attachments. If they don't accept attachments, you can include your resume as ASCII (plain text) or, possibly, HTML in the body of the message.

If you have a program that is MAPI compatible, you can have WinWay Resume Deluxe automatically attach the resume to a blank message for you.

**Note:** If your program is not MAPI compatible or if you use a web-based service, you'll have to attach the message manually. See the following procedure for details.

To send your resume by as an attachment automatically:

1. Open your resume and cover letter.
2. From the **File** menu, choose **Send e-mail**.  
or  
Click the **Tasks** heading on the left. Then click the **Send e-mail** button.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the document checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the document checked, click **No**.



4. Select **Send via Outlook, Outlook Express, or other MAPI compatible**.
5. Select the format that you want to use for your resume.
6. To send your cover letter and resume together, click either the **Include Letter** or **Include Resume** check box.
7. Click **OK**.

Your default MAPI-compatible program opens. If you selected PDF, RTF or HTML, your cover letter and resume are attached to the e-mail message. If you selected ASCII, the cover letter and resume are in the body of the message.

8. Type the address information, subject and a message.
9. Send the message.

If you don't have a MAPI-compatible program or if you use a web-based service, you can export a resume and cover letter and attach them manually to a message. WinWay Resume Deluxe will export whichever document is currently active in the workspace.

To create a document and manually attach it to a message:

1. Make the document active in the workspace.
2. From the **File** menu, choose **Send**.  
or  
Click the **Tasks** heading on the left. Then click the **Send** button.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the document checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the document checked, click **No**.
4. In the *Send* dialog box, select **Export to a file**.
5. In the *File Export* dialog box, select the format that you want to use for this document.
6. Locate and open the folder where you want to save the file.
7. Type a name for the document in the **File Name** box.
8. Click **Save**.
9. To send both your resume and cover letter with the same message, repeat **steps 1–8** for the other document type.

**Note:** You can save your resume as a PDF file and then save the cover letter as an ASCII file to put into the body of the message.

10. Open your program  
or  
Go online and log into your service.
11. Create a new message with the prospective employer's e-mail address, a subject and message content.
12. Attach the exported document(s) to the message and send the message.

## Sending a Resume or Job Application Worksheet to an iPhone

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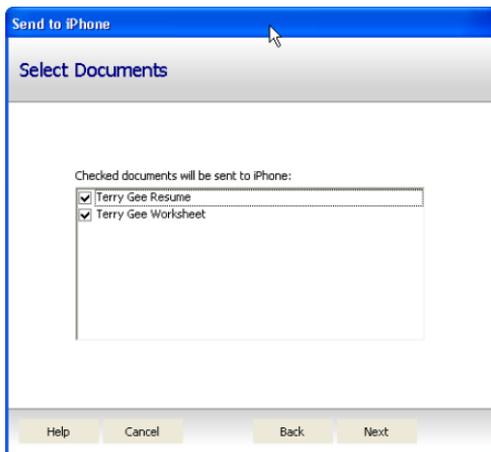
You have the powerful option of transferring your resume and your job application worksheet to your iPhone® so it is with you at all times. Then, you can send a current copy of your resume to employers from any location. You will never miss an opportunity to network and share your resume.

You do not need to install the iPhone application beforehand. When you choose the Send to iPhone option in WinWay Resume Deluxe, the free application is made available to you through WinWay Resume Deluxe. You also do not need to worry about the file format — WinWay Resume Deluxe converts your resume to PDF, a widely used format for portability.

To transfer your resume and or job application to your iPhone:

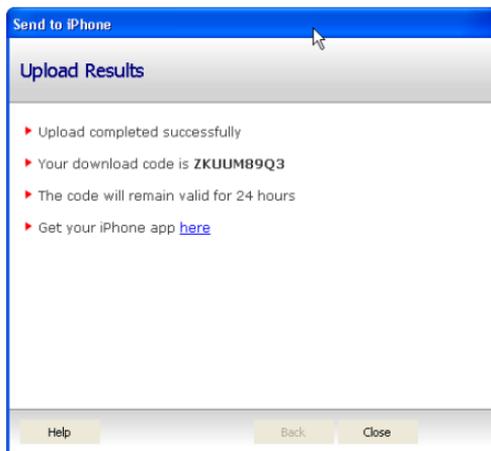
1. Open the documents you plan to send to your iPhone.
2. From the **File** menu, choose **Send to iPhone**.  
or  
Click the **Tasks** heading on the left. Then click the **Send to iPhone** button.
3. Review the service agreement. If agreeable, click **I accept the terms of the agreement**.
4. Click **Next**.

The **Select Documents** area lists the open documents.



5. Choose the documents you wish to send to your iPhone. The documents checked will be sent.
6. Click **Next**.

After the file uploads, the upload results provide a code and a link to the iPhone App (application) on iTunes.



7. Click the **here** link to get the iPhone app.
8. Follow the on-screen instructions to finish sending the documents.

## Exporting a Resume

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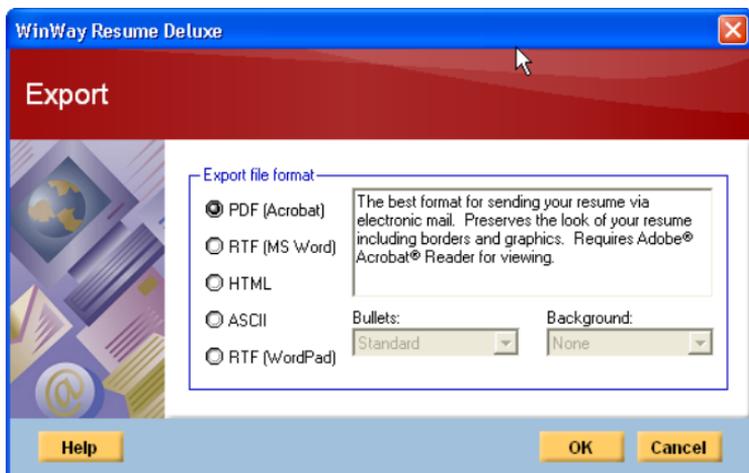
If you want to share your resume with others, upload the resume to a web site or work on the resume in a word-processing program, you must export the resume. You can export your resume (and cover letter) as a PDF, RTF, HTML or ASCII file.

## Exporting a PDF file

You can export your resume as a PDF file, which can be viewed in Adobe Reader. This format preserves all your formatting and font selections. This is the best format for sharing your resume with others.

To export your resume as a PDF file:

1. Open your resume, if it is not already open.
2. From the **File** menu, choose **Export**.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the document checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the document checked, click **No**.



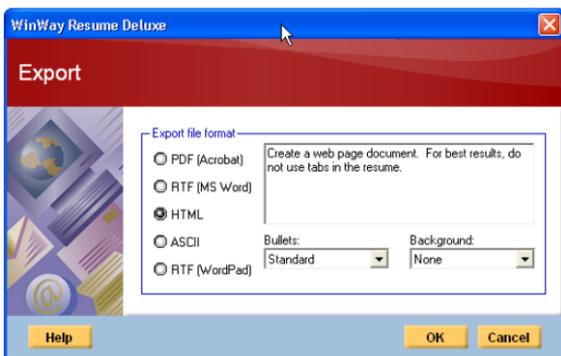
4. Select **PDF** and click **OK**.
5. Name the PDF file.
6. Locate and open the folder where you want to save the file and click **Save**.
7. To view the resume, click **Yes**; otherwise, click **No**.

## Exporting to HTML

HTML is a format that allows you to include formatting in a document such as special bullets and page textures. This format is primarily used for posting your resume on the Web, but the resulting files can also be opened on any computer with a web browser.

To export your resume as HTML files:

1. Open your resume.
2. From the **File** menu, choose **Export**.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the document checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the document checked, click **No**.
4. Select **HTML**.



5. Select the **Bullets** you want to use:
  - **Standard:** Saves bullets as bitmaps external to the primary HTML file. You must select this option if you also want a background.
  - **Self Contained:** Saves bullets as characters within your document. This option does not allow a background.

6. To add a background, select a background from the **Background** list. The default background is white. Click **OK**.
7. Locate and open the folder where you want to save the files.  
**Note:** If you're using standard bullets with a background, you may want to create a new folder just for your HTML resume to keep the files together.
8. Name the resume file. Click **Save**.
9. To view the resume in your default browser, click **Yes**; otherwise, click **No**.

You can send the HTML files attached to a message or you can upload the files to a web site. To post your resume to a web site, be sure to include all the files. If you added a background, you may have three files: *ResumeName.htm*, a *ResumeName\_Symbol.jpg* and another .jpg file for the background. If you selected self-contained bullets, you'll only have one file: *ResumeName.htm*.

## Exporting to a word processor

You may want to work on your resume in a word-processing program to refine it further.

To export your resume or cover letter:

1. Open your resume or cover letter.
2. Choose **Export**.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the document checked, click **Yes**. When errors are corrected, click **OK**.  
or  
If you don't want the document checked, click **No**.
4. In the *Export* dialog box, select **RTF (MS Word)**, **RTF (WordPad)** or **ASCII** for the file format and click **OK**.
5. In the *File Export* dialog box, locate and open the folder where you want the file placed. Click **Save**.

6. Start your word processor.
7. In the word processor, from the **File** menu, choose **Open**.
8. As **Files of Type**, select **Rich Text Format (\*.rtf)** or **Text Files (\*.txt)**.
9. Locate your file and select it. Click **Open**.

# Chapter 11. Managing Your Contacts

Some job searches can happen quickly and easily. Some take a lot more time and effort on your part — particularly if you are seeking a job during an economic downturn or if you are changing your career. In these cases, you may end up sending out resumes to many different people or companies in response to a range of job opportunities. The numbers can get overwhelming! WinWay Resume Deluxe has a special feature to help you manage your job search by providing an integrated Contact Manager.

This chapter includes the following topics:

- [“Using the Contact Manager” on page 154](#)
- [“Working with Contacts” on page 157](#)
- [“Merging Contacts” on page 159](#)

# Using the Contact Manager

To open the Contact Manager either click the **Contact** label above the workspace or, from the **Go** menu, choose **Contact**. There are two main views in the Contact Manager: the Contact list and the contact detail that appears in the *Contact* dialog box.

## Contact list

When you open the Contact Manager, you'll see the Contact list.



This view is a summary of the contacts you've entered into the Contact Manager. You add, delete and edit contacts through the contact list view. You can use the contact list as a phone reference, but most importantly it's where you access the contact detail.

## Contact detail

You can double-click a contact to view the contact details. The *Contact* dialog box is a powerful resource that allows you to conveniently keep track of any research that you do about a job or the company. It also helps you prepare for your interview by giving you a list of things to remember.

## NAME tab



The screenshot shows a window titled "Contact" with a red header bar. Below the header are four tabs: "NAME", "COMPANY", "PRODUCTS", and "INTERVIEW". The "NAME" tab is selected. On the left side of the form is a small image of hands typing on a keyboard. The form fields are as follows:

Title:	Ms.	Position:	President	
First:	Jo-Ann	Company:	Sample Company 1	
Last:	Mainstay			
Address:	5491 Richmond Road		Phone:	(510) 343-5555
City, state, zip, postal code:	Fremont, CA 94538		Fax:	(510) 343-5556
			e-mail:	Modem - Ext. 33

Notes:  
5/12 Ms. Mainstay called last week and said that a recruiter told her about me. They are looking for a person with my skills and education.

Buttons: Help, OK, Cancel

The **NAME** tab is where you enter the information you need to know for contacting a particular person — including extra notes.

## COMPANY tab

The **COMPANY** tab is where you can enter information about the company associated with this contact.



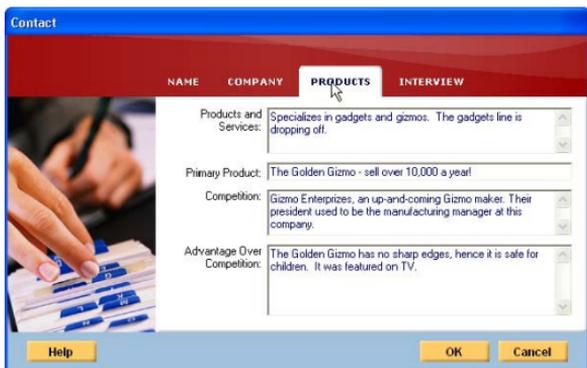
The screenshot shows the same "Contact" window, but with the "COMPANY" tab selected. The form fields are as follows:

Year Founded:	1950	Company History:	Founded by John Newman in the early 50's. Currently 120 employees and growing fast.
Annual Sales:	\$10M (\$5M last year)		
Number of Employees:	120		
Number of Plants:	1		
Stock Price (for public company):	N/A		
Key Personnel:	John Newman Rose Kart		

Buttons: Help, OK, Cancel

## PRODUCTS tab

The **PRODUCTS** tab is where you can enter information about the company's products or services — including competitive information.



The screenshot shows a window titled "Contact" with a red header bar. Below the header are four tabs: "NAME", "COMPANY", "PRODUCTS" (which is selected and highlighted), and "INTERVIEW". On the left side of the window is a vertical image showing a person's hands using a calculator. The main content area contains several text input fields with scrollable text:

- Products and Services:** Specializes in gadgets and gizmos. The gadgets line is dropping off.
- Primary Product:** The Golden Gizmo - sell over 10,000 a year!
- Competition:** Gizmo Enterprises, an up-and-coming Gizmo maker. Their president used to be the manufacturing manager at this company.
- Advantage Over Competition:** The Golden Gizmo has no sharp edges, hence it is safe for children. It was featured on TV.

At the bottom of the window are three buttons: "Help", "OK", and "Cancel".

## INTERVIEW tab



The screenshot shows the same "Contact" window, but with the "INTERVIEW" tab selected. The "PRODUCTS" tab is now greyed out. The main content area contains:

- Job Requirements:** Experienced sales person
- How you match the Requirements:** I sold gadgets, I can sell gizmos. The gadget market is far more competitive yet I consistently exceed sales quota. My knowledge of gadgets is directly applicable to gizmos. The gadget customers will be my first target, and I can apply my
- Things to remember...**
  - Resume
  - Money
  - Samples of your work
  - Map of the area
  - Briefcase
  - Paper pad
  - List of contacts
  - File folder
  - Pen
  - List of references

At the bottom of the window are three buttons: "Help", "OK", and "Cancel".

The **INTERVIEW** tab has space for you to make notes to yourself about the job your interviewing for and how you measure up to the job requirements. It also shows a handy list of things you should remember when you go on the interview.

# Working with Contacts

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First, open the Contact Manager and view the Contact list.

To open the Contact Manager:

1. From the **Go** menu, choose **Contact**.
2. Click the **Contact** label at the top of the workspace.

With the Contact Manager open to the contact list, you may add, delete or edit contacts.

## Adding contacts

When you search for job opportunities, you can the various contacts to your contact list.

To add a contact:

1. From the **Contact** menu, choose **Add Contact**.  
OR  
Click the **Add** button on the left side of the workspace.  
OR  
Press the *Insert* key on your keyboard.



The screenshot shows a dialog box titled "Contact" with a blue header and a red gradient background. On the left, there is a small image of a hand typing on a keyboard. The main area contains a form with the following fields:

NAME	COMPANY	PRODUCTS	INTERVIEW
Title: <input type="text"/>			
First: <input type="text"/>		Position: <input type="text"/>	
Last: <input type="text"/>		Company: <input type="text"/>	
Address: <input type="text"/>		Phone: <input type="text"/>	
City, state, zip/ postal code: <input type="text"/>		Fax: <input type="text"/>	
e-mail: <input type="text"/>			
Notes: <input type="text"/>			

At the bottom of the dialog, there are three buttons: "Help", "OK", and "Cancel".

2. In the *Contact* dialog box on the **NAME**, **COMPANY**, and **PRODUCTS** tabs, type the information you currently have available about the contact person, the company, its products and competition.
3. Click **OK**.

## Editing contacts

As you get more information about a particular job with a company, you'll want to update the contact information.

To edit a contact:

1. Select the contact in the Contact list.
2. From the **Contact** menu, choose **Edit Contact**.  
or  
Click the **Edit** button.  
or  
Double-click the contact's entry in the Contact list.
3. In the *Contact* dialog box, make your changes as needed in the various tabs.
4. Click **OK**.

## Deleting contacts

If the job related to a contact is filled, you may want to keep the contact just in case there's another opening at the same company. But, if you decide that you won't be pursuing any other jobs through a specific contact or company, you may want to delete that contact from your list.

To delete a contact:

1. Select the contact you want to delete.
2. From the **Contact** menu, choose **Delete Contact**.  
or  
Click the **Delete** button.

or

Press the *Delete* key on your keyboard.

3. In the confirmation box, click **Yes**.

## Merging Contacts

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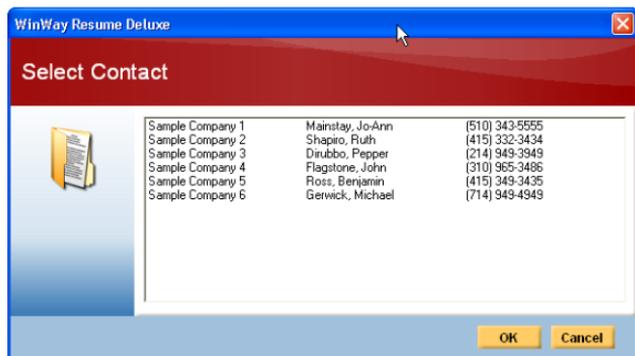
One handy way to use the Contact Manager is to merge the information from it directly into your cover letters. This is much more efficient and less prone to errors than if you re-type the information in different documents. You can merge a cover letter with a single contact or with multiple contacts.

To merge a single contact with a cover letter:

1. Open your cover letter.
2. Double-click the Letter Contact section (where the delivery address information is located in the letter).



3. In the *Letter Contact* dialog box, click the **Find** button.

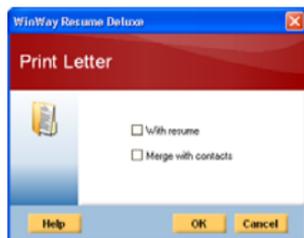


4. Select the appropriate contact from the list, and click **OK**.
5. Click **OK** again to return to your letter.

One way to make your job hunting more efficient is to send the same cover letter to different people. If you plan to do this, make sure your cover letter is appropriate for a range of jobs.

To print multiple cover letters with different contacts:

1. Open your cover letter.
2. Choose **Print/Merge** from the **File** menu.
3. If WinWay Resume Deluxe asks about checking the spelling and you want the cover letter checked, click **Yes** and when all spelling errors are corrected, click **OK**.  
or  
If you don't want the cover letter checked, click **No**.



#### 4. Select Merge with contacts.



5. Select the contacts you want to use with this cover letter.  
or  
To select all the contacts in your Contact list, click the **Select All** button.  
or  
To clear the selections to select other contacts, click the **Select None** button and make new selections.  
or  
If you've printed a letter to a group of contacts before, click the **Recall** button have those contacts selected again.
6. Click **OK**.
7. Click **OK** again to print your cover letters.

**Note:** For more detailed information about printing resumes and cover letters, see "Printing or Sending Your Resume" on page 135.



# Chapter 12. Getting the Job You Want

Writing a resume is just a small part of the process. You may need to do a lot of research and preparation to even find prospective employers for whom you would consider working. This chapter gives you information about searching for a job and interview tips for getting the job you want.

In addition to reading the sections at the beginning of this chapter, you may click the **Video** label to have a multimedia presentation of this information. For information about viewing the included video clips, see *“Getting Started” on page 11*.

Additionally, if you click the **Resources** label, you get access to information about resume writing, job transitions, career planning and access to resources like resume-writing services and federal employment forms.

This chapter includes the following topics:

- *“Job Search Methods” on page 164*
- *“Searching for a Job Online” on page 165*
- *“Job Application Worksheet” on page 166*
- *“Internet Job Agent” on page 168*
- *“Job-Hunting Tips” on page 171*
- *“Preparing for an Interview” on page 173*
- *“Interviewing Tips” on page 179*

## Job Search Methods

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If you decide to apply directly to a company, it will take you about one month's preparation before you'll be ready to send off your first resume and cover letter.

Read the newspapers. There you'll find which companies are getting government contracts, what new companies are moving to town, reports of promotions and new appointments, and other information that will help you to find out who may be hiring in the future.

Once you decide to tackle the job market, it will be easiest if you concentrate on one geographic region at a time. This will maximize your contacts and your activity.

In all, there are six basic methods for finding specific jobs. These are:

- **Networking** — This is the best and most common way of finding a job. Get help from any place and any person you can. Talk to friends, neighbors, librarians — anyone who can help you find information about companies with current job openings or that may have opportunities in the future.
- **Direct contact** — Call or write to employers in which you have an interest. Arrange for informational interviews. Get yourself known as someone who is looking for a job.
- **Want ads** — Want ads are a fine place to look, but do not limit yourself to looking in traditional newspaper want ads. You can also look in magazines, journals, and online resources.
- **Private employment agency** — Be sure that the employer pays the fee that the agency charges, or you may find up to 30% of your first year's salary going to the agency. Check the Better Business Bureau for complaints and compliments before signing any contracts with a private employment agency.

- Your school's placement office or alumni services — Even if your school or university does not have many employers coming to campus for interviews, the placement office may have a wealth of research information for you. Some will even videotape and critique a practice interview session for you. Alumni often are still be able to access career placement facilities and services. Additionally, your alumni association may have a job data bank available.
- Professional and trade associations — If you belong to an association, it is likely that there is a placement agency or, at least, job listings for your use as part of you membership fees. Even if there is not, contact with association members may yield you some information through networking. If you don't belong to an association, now might be the time to join.

In addition to these six standard job search methods, here are some idea to consider: take a Civil Service test, start your own business, attend workshops and seminars, volunteer with service agencies, work for the local Chamber of Commerce, place an ad in a journal or local newspaper, read bulletin boards in businesses and attend job fairs. And, of course, these days you can search for a job online — either on your own or with the WinWay Resume Deluxe Internet Job Agent!

## Searching for a Job Online

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Though nothing can replace face-to-face human contact, using the Internet is a great way to begin a job search, especially if you are looking for a job outside of your current geographic area. If you're looking for a position in your home town, you are better off focusing on networking with your circle of contacts and using your hometown newspaper.

Using the Internet can give you information in three major job search-related areas:

- Resume and job databases — Many databases are available to you on the Internet at little or no cost. Some of these databases allow you to post your resume; others only list jobs available. The best way to find these databases is to use one of the popular search engines available and your web browser. Search for the keyword ‘job’ or ‘resume.’
- Want ads from around the world — To see want ads from newspapers and journals from around the world, the World Wide Web is the place to find them. Some of these sites even post the want ads from the Sunday paper a day earlier, giving you an advantage over the local competition.
- Company information — One of the most exciting things for a job seeker is the opportunity to find information about a company before sending in a resume or going in for an interview. Most companies in the U.S. now have web sites where you can find a company brochure or annual report. Company web sites are often filled with the kind of information you want to know before sending a resume.

## Job Application Worksheet

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Employers may ask you to complete a job application at the time of the interview, or you may need to supply information that is not on your resume when filling out an online application. You can be prepared, with all the information at your fingertips, using the WinWay Resume Deluxe job application worksheet.

The job application worksheet allows you to record details about your work history, such as a past supervisor’s contact information, your salary history, the address of a previous employer, and other important information that is not typically on a resume. The job application worksheet is not a document that you will hand to potential employers or attach to resumes, it is a resource for organizing your information so that you can refer to it as needed.

Once you complete the job application worksheet, you can save it, print it, or send it to your iPhone. For more information about sending documents to your iPhone, see “[Sending a Resume or Job Application Worksheet to an iPhone](#)” on page 146.

To complete the job application worksheet:

1. Click the **Job App** label at the top of the workspace.  
OR  
Choose **Job Application** from the **Go** menu.

The screenshot shows a software window titled "WinWay Resume Deluxe - [Job Applications]". The menu bar includes File, Edit, View, Go, Window, and Help. The toolbar contains icons for Resume, Letter, Contact, Envelope, Interview, Salary, Video, Resources, Jobs, and Job App. The main workspace is titled "JOB APPLICATION WORKSHEET" and contains several sections: "INTRODUCTION" with bullet points about the worksheet's purpose; "YOUR NAME" with a name and e-mail field; "YOUR PHONE" with primary and secondary phone number fields; "YOUR CURRENT ADDRESS" with fields for street, city/state/zip, and start date; "PREVIOUS ADDRESSES" with a list box for past addresses; and "EXPERIENCE" with instructions to list previous positions.

2. Click on any blank line to enter information.
3. To enter additional information in *Education*, *Experience*, or *Reference* sections, click **Add**.
4. When finished entering information, choose **File > Save**.

5. When the **Save As** dialog box opens, enter a name for your job application worksheet.  
**Note:** It might be helpful to include “worksheet” in your file name so that you can distinguish it from resumes.
6. To print the job application worksheet, choose **File > Print**, change any needed settings in the Print dialog box, and click **Print**.

## Internet Job Agent

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With WinWay Resume Deluxe you can use the Job Agent feature to search for jobs online and to post resumes to the Internet. This software contains a powerful search engine that searches multiple job banks for you so you don't need to visit them individually — let the Job Agent do it for you.

WinWay Resume Deluxe Job Agent is constantly being updated to keep up with the changes on the Internet. With the Job Agent, each time you go online the latest version of the software is downloaded.

To use the Job Agent software:

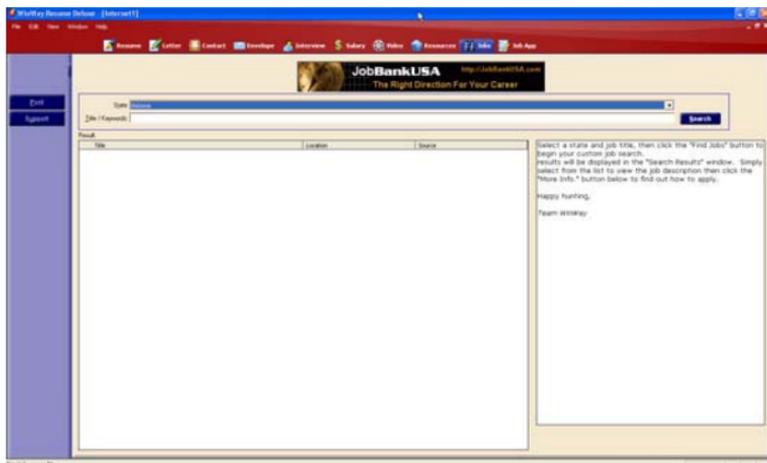
1. Click the **Jobs** label at the top of the workspace.  
or  
Choose **Jobs** from the **Go** menu.

If this is the first time you've accessed the Job Agent with this WinWay Resume session, WinWay Resume Deluxe asks you if it is okay to proceed with a connection to the Internet.

2. If you have a dial-up connection, connect now.
3. Click **OK** to have the Job Agent software updated.

**Note:** If you need assistance with setting up your Internet connection please contact your internet service provider.

Once connected, WinWay Resume Deluxe updates the Job Agent to the current release. After updating, you'll see the Internet window for the Job Agent.



The Job Agent has two modes of operation. You can search jobs online or you can post your resume to supported job sites.

## Searching for jobs

By default, when you activate the Job Agent you are in search mode.

To search for a job:

1. Select the state in which you are looking for work.
2. Type either job titles or keywords for the search. (For example, if you're searching for a job in Illinois, you could type: Product Manager, advertising, Chicago.)
3. Click **Search**.

The Job Agent software searches through various job sites that are available online and part of the Job Agent.

**Note:** There are times when job sites are not functional. There is no guarantee that you'll see a specific job on a specific job site.

4. Once the jobs are listed, scroll through the list until you find a job of interest.

*Note:* You can sort the list by clicking a column heading.

5. Select a specific job. When selected, a summary of the position appears to the right.
6. Click the **More** button underneath the summary area to visit the web site hosting the job.

If you have a dial-up connection, be sure to disconnect after you are through with your online activities.

## Posting your resume online

With WinWay Resume Deluxe you can easily post your resume to multiple sites on the Web. You can post your resume manually by exporting the resume as an ASCII text file and then opening it in the Notepad program. In Notepad, select all the content and copy it to the Clipboard. When you are online, you can then paste the contents of the Clipboard into area of the web site as requested.

To upload your resume using the Job Agent:

1. Click the **Jobs** label at the top of the workspace.  
or  
Choose **Jobs** from the **Go** menu.

If this is the first time you've accessed the Job Agent with this session of the software, WinWay Resume Deluxe asks you if it is okay to proceed with a connection to the Internet.

2. If you have a dial-up connection, connect now.
3. Click **OK** to have the Job Agent software updated.

Once connected, WinWay Resume Deluxe updates the Job Agent to the current release. After updating, you'll see the Internet window for the Job Agent.

4. In the Internet window, click **Post**.
5. In the *Resume Upload* wizard, follow the instructions on screen. This wizard asks you various questions and offers you the opportunity to post your resume to a variety of sites.
6. If you have a dial-up connection, be sure to disconnect when you are through with any online activities.

## Job-Hunting Tips

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There are many ways to search for jobs. Here are a few ideas.

### Informational interviews

Conduct informational interviews. This is especially important if you are considering changing careers.

Interview a few professionals in the career field you are considering to see if the field meets your expectations. Be sure to let the professional know that you are not seeking a position at this time and that you are simply looking for information to help you make a knowledgeable decision about your future.

When you set out on an informational interview, you are on a fact-finding mission — not a job search. Here are some questions to ask:

- How did you decide to become a \_\_\_\_\_?
- Tell me about your (or a typical) career progression. What is considered an entry-level position? Where does one go from there?
- What is a typical day like for you?
- What kinds of skills would I need to be successful in this industry? In your company?

- Tell me about a difficult problem you had to face on the job.
- Which trade or professional association represents this industry?
- What is a typical entry-level salary in this profession like? How do the salaries progress?
- Why do you like working for \_\_\_\_\_?
- Who do you recommend I contact for more information about job opportunities in this industry?
- Is there anything else I should know about your company? The industry?

After the interview send a written thank-you note to the person you interviewed.

## Company research

Before contacting a company, be sure that you want to work for it. One way to get data is through the informational interview. Another way is to research each company thoroughly using company literature, library searches and online resources.

Typically, it is easier to research a publicly held company. Besides using your networking contacts in the organization and in the industry, you can go to your local library to conduct research.

Privately held companies are a bit more difficult to research than publicly held companies. Because they have no stockholders, there is no legal requirement for them to disclose their financial status. However, many privately held companies still publish an annual report to their employees. Ask for a copy of this report and any other publications, from the public relations or corporate communication department within the company.

You can also find information about companies in newspaper and journal articles. Use indices and databases available at the library and online to help you find the information.

# Preparing for an Interview

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Job interviews are among the most stressful, yet exciting experiences in most peoples' lives. An interview gives you the opportunity to convince the employer in person that you are the right person for the position. The better prepared you are for the interview, the less nervous you will be during the interview. One way to prepare is to use the multimedia Interview simulator available with WinWay Resume Deluxe. But first, you may want to do some homework.

## Research the company

If you haven't researched the company before sending the resume, you should definitely do it now. You may decide that you really don't want to work for that company. At the very least, be sure to learn as much as you can about the company before you speak with its representatives in an interview.

Why should you do this? You want to show the interviewer that you care enough about the position that you took the time and effort to learn about the company.

What kind of information should you find out before the interview? At the very least, discover the following:

- The company's products and services
- Other company locations
- The number and makeup of the employees
- Annual sales or profits
- The president's name
- Something about the company's history

Where can you find this information? One good source for publicly held companies is the annual report. In the annual report, you'll discover this information and more. In addition,

you could check with your local library and ask the reference librarian to help you. Also, try searching on the Internet.

## Evaluate your potential as an employee

Since the prospective employer called you based on your resume, your qualifications must be sufficient for the job. But are you? There are ten character traits that a prospective employer would be looking for during the interview. If you go into the interview with these in mind, you might just get the job.

Employers are looking for:

- Communication skills
- Planning and scheduling ability
- Dependability
- Honesty
- Creativity
- Ambition
- Delegation skills
- Teamwork mentality
- Assertiveness
- Enthusiasm

Which traits do you possess? How do you rate yourself for each trait? Plan to show and stress the traits you have during the interview. For example, you will definitely want to arrive at the interview on time — showing your dependability. Also, by practicing using the Interview simulator and, perhaps, doing practice interviews with friends, your communication skills will be evident. Develop one specific example for other traits that you can mention sometime during the interview. Remember this is an opportunity to sell yourself.

# Interview simulator

The Interview simulator takes you through the most commonly asked interview questions and gives you an opportunity to:

- Hear a hint related to the question.
- Respond with your own answer.
- Hear a 'good' answer.

There are more than 20 topics with 3 to 20 questions in each topic. You can go through topics in order or you can select the topics that you want to practice. By default, the Interview simulator is in AutoPlay mode where the questions and responses are automatically played. You may want to go through the Interview simulator in AutoPlay mode at least once for each interview topic.

To configure the Interview simulator for AutoPlay mode:

1. Choose **Interview** from the **Go** menu.

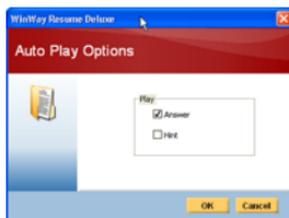
or

Click the **Interview** label at the top of the workspace.

The first question plays in the simulator window.



2. Select the **AutoPlay** check box.



3. In the *Auto Play Options* dialog box, select whether you want to hear **Hints** and **Answers** for to the questions.

**Note:** By default, you'll hear answers in AutoPlay mode, but you may want to go through the Interview and hear only the questions or listen to questions and hints.

4. Click **OK**.
5. Listen to the questions and answers (and, possibly, the hints) in this topic. To change to a different group of questions, select a topic in the list on the left.

**Note:** You may also click the **Topic** button in Interview simulator and select a different topic.

6. To end the session, choose **Close** from the **File** menu.  
or  
Click the **Close** button at the upper right.

To hear the questions and control the flow so you can respond to the questions, clear the **AutoPlay** check box.

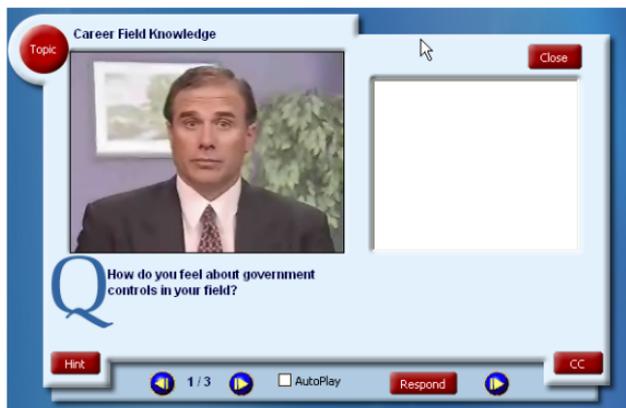
To use the Interview simulator in response mode:

1. From the Go menu, choose **Interview**.  
or  
Click the **Interview** label at the top of the workspace.

The first question, "How are you?" of the Introduction topic plays in the *Interview* window.

2. Clear the **AutoPlay** check box to disable the AutoPlay feature.

3. To hear a hint after hearing a question, click **Hint** in the lower left corner.
4. When you are ready to answer questions, choose **Your Response** from the **View** menu.



5. When you are ready to answer a question, click the **Respond** button and type your answer in the box on the right.
6. To hear the sample answer, click the yellow navigation arrow next to the **Respond** button.  
**Note:** To see the sample answers as text, click the **CC** button (Closed Caption). The answer text appears below the video playback area on the right. To hide the text, click the **CC** button again.
7. To move forward and backward through the questions, click one of the yellow arrows on the left side of the navigation area.
8. To change to a different group of questions, select a topic in the list on the left.
9. To end the session, choose **Close** from the **File** menu.  
or  
Click the **Close** button in the *Interview* window.

10. If you have typed responses to save your responses, click **Yes**. Locate where you want to save the file, name it (keeping the .IVW extension), and click **Save**.

or

To discard your responses, click **No**.

Saving an interview saves your responses. If you save an interview and open it, you'll be able to add to your original responses. You may open a saved interview after opening the Interview simulator or from the WinWay Resume workspace.

To start the Interview simulator from a saved file:

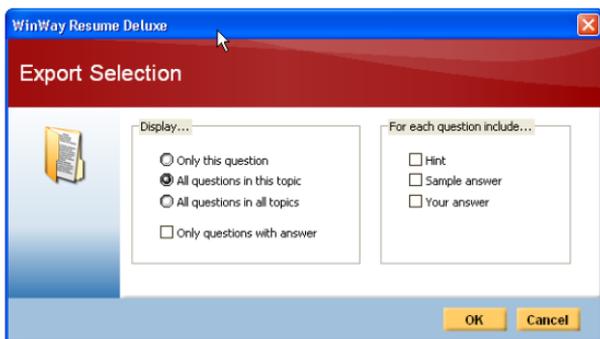
1. Choose **Open** from the **File** menu.
2. Double-click the saved \*.IVW file.

## Printing an interview

You may print your answers so you can read them offline.

To print your answers:

1. With the Interview simulator open, choose **Print** from the **File** menu.



2. In the Display area, select which questions you want to print.

3. In the *Export Selection* dialog box, if you've only answered certain questions in topics and only want to print those questions, select **Only questions with answers**.
4. Select whether you want to see the hints, your responses or the sample answers along with the questions. Click **OK**.
5. Make any needed changes in the *Print* dialog box and click **OK**.

## Interviewing Tips

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The Interview simulator gives many interviewing tips related to specific questions. Here are a few more interview tips. For more interviewing tips, see [Chapter B., "Interview Strategy" on page 201](#) or choose **Interview Strategy** from the **Tools** menu.

### Tip #1: Decide what to wear

Carefully consider what to wear to your job interview. Discover how people in the position you're applying for typically dress and then dress accordingly — probably slightly more formally. If you're interviewing for a management position you definitely would be more formal than for other positions. Wear a watch and avoid excess jewelry. Also, avoid strong aftershave lotion or perfume. And, if you smoke, you may want to make sure that your interview clothes don't smell like smoke.

### Tip #2: Ask questions

Prepare a list of questions that you want to have answered. Almost as important as how well you answer questions in the interview is how well you can ask questions of the interviewer. A lack of questions from you may appear as lack of interest on your part. You should pay attention during the interview to ask several well-planned questions during the process — not necessarily waiting until the end for 'your turn'.

Your questions can reveal a great deal about your values, interests and intelligence, so ask them carefully and thoughtfully.

Possible questions include:

- What challenges do you think I will face in this position?
- How did you get started in this company?
- How does this department fit into the organizational structure?
- How long has this department been in existence and how long have you been part of it?
- When can I expect to hear from you about the next stage in the interviewing process?

## Tip #3: Prepare for different types of interviewers

Most interviews fall into one of these categories: Question & Answer, Reaction, Quiet Interviewer, or Panel.

The majority of interviewers use a simple question and answer format. In such a case, your ability to answer each question quickly and intelligently is of great importance. Some interviewers like to do most of the talking and will judge you by your actions and reactions to what they say. Other interviewers speak hardly at all. If you find yourself in this situation, you can speak freely and naturally, but ensure that you are not rambling aimlessly.

If you find yourself in a panel interview, pay close attention to the person asking you the question, and direct your answer to that person. But, maintain eye contact with all panel members during the interview, being careful not to exclude anyone.

## Tip #4: Prepare for unlawful questions

Decide how you will handle unlawful questions. According to the Equal Employment Opportunity Commission, all questions must be job related. If you get asked what you consider an unlawful question you may:

- Ask how the question relates to the job. For example, “I’m not quite sure how that relates to my ability to do the job. Could you explain that to me?”
- Answer the question behind the question if you can figure that out. For example, “If you’re wondering how I’d react in a situation involving those people, I can assure you that have three years experience successfully supervising a staff of fifteen people from all walks of life.”
- Answer the question, and then ask the same question of the interviewer. For example, “I attend outside activities related to my religious beliefs. Do you?”
- Directly refuse to answer the question. For example, “I am sorry, but I do not care to answer that question.”

## Tip #5: Exit gracefully

The interviewer will let you know either verbally or nonverbally that the interview is ending. You should express your interest in the company and thank any interviewer by name for their time. If you have not already discussed it, ask the interviewer what the next step in the interview process will be and when you will find out about the company’s decision. Leave quickly, but do not appear to be overly anxious to leave.

## Tip #6: Follow up

To help increase your chances, send a brief letter, within a day or two of the interview, thanking the interviewer again for his or her time and repeat that you would like to hear about the decision as

soon as possible. Reaffirm your interest in the company and the position, and answer any questions that were left open at the end of the interview. Use the same kind of paper, envelope and font as you chose for your resume, cover letter and reference page.

## Tip #7: Evaluate each interview

If you aren't too nervous, evaluate yourself during the interview and correct yourself, as necessary. Ask yourself: "Am I being clear and concise in my answers?" "Am I motivated to present myself well?" "Am I coming across well?" "Are my answers consistent?" "Am I confident without being over confident?"

After the interview is over, ask yourself questions about the interview as a whole. Do this as soon as possible after the interview so you don't forget the details. Use your answers to the following questions to help you determine if the interview was a success and to prepare for your next interview.

- How adequately did I prepare myself for the interview?
- Was there anything I should have known about the company that I did not?
- How effective was my role in the interview?
- How appropriately was I dressed?
- Which questions did I handle well?
- Which questions did I handle poorly?
- How thorough were my answers?
- How well did I emphasize how my skills will benefit the employer?
- How well did I ask questions?
- What could I have done differently?

**Quiet Interviewer:** Other interviewers speak hardly at all. If you find yourself with such an interviewer, you may speak freely and naturally, but make sure that you are not rambling aimlessly. In

this kind of interview, you have to rely on your knowledge of yourself and the job for which you are interviewing to guide you through. Be prepared to answer broad questions, like “Tell me about yourself.”

**Panel:** You may find yourself in a panel interview where several people interview you at the same time. Pay close attention to the person asking you the question and direct your answer to that person. Maintain eye contact with all panel members during the interview, being careful not to exclude anyone.

## Strategies for answering questions

Though a potential employer may ask you hundreds of questions, Richard Nelson Bolles in his book, the 1992 edition of *What Color is Your Parachute?* says that an interview consists of four basic questions:

- Why are you here?
- What can you do for us?
- What kind of person are you?
- Can we afford you?

To answer these and other questions keep the following strategies in mind:

- Think and talk about the company’s needs, not yours.
- Emphasize how you can help add to the company’s bottom line and help it accomplish its goals.
- Reply quickly and honestly to all questions.
- When asked a “yes-or-no” question, elaborate.
- Use action words and confident language.
- Describe your past accomplishments, rather than simply reciting your job description.
- If you do not understand a question, ask for clarification.

- When you are asked a broad question, such as “Tell me about yourself,” stress your knowledge, skills and abilities as they apply to the specific position for which you are interviewing.
- Do not miss opportunities to sell yourself to the company.

# Chapter 13. Negotiating Salary and Benefits

Congratulations! With your WinWay Resume Deluxe resume and interview preparation you've received a job offer. Now what? It might be worth your while... and money to use the Salary Maximizer™ simulator to make sure that you get paid what you're worth. Also, WinWay Resume Deluxe has a Salary and Benefits Guide to help you get the right benefits package.

This chapter includes the following topics:

- [“Considering a Job Offer” on page 186](#)
- [“Using the Salary Maximizer Simulator” on page 187](#)
- [“Using the Salary and Benefits Guide” on page 190](#)

## Considering a Job Offer

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There are many factors to consider when you are offered a job with a new company. However, the decision is totally up to you. Only you will know if the job is right for you and if you are right for the job.

You may want to ask yourself the following questions before making the decision:

- How well does this job fit in with my long-range career goals?
- Does the job sound interesting and challenging?
- Will I mind working the hours required for success in this job?
- Are there good opportunities for advancement?
- Would I mind relocating if the company wanted me at another site?
- How well-respected in the community is the company?
- Do I fit in with the corporate culture?
- How well can I live on the salary that has been offered?
- Is the benefits package (insurance, vacation and other benefits) acceptable?
- Do I really want this job?

You may want to use the Salary and Benefit Guide included with WinWay Resume to determine the acceptability of the benefits package. You may want to use the Salary Maximizer simulator if you feel that the salary offer is not quite what you had planned. But, the final decision is up to you about whether you take the job or not.

You may decide that a medium-range salary is adequate and there are enough benefits that make up for it. You may decide that the advancement opportunities are the best with lowest paying job offer that you receive. You may decide that the highest

salary offer doesn't offset the possibility that you may have to relocate within six months. It's up to you to evaluate all offers and come to the best decision for you.

## Using the Salary Maximizer Simulator

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Your starting salary at a company, even in your first “real” job, is crucial. This salary determines your future salaries with this company because most companies offer raises based on a percentage of the previous year's salary. The salary you accept may also determine future salaries with other companies. Often, future employers want to know your most recent salary. Think carefully before you accept any salary offered to you. Most employers want to pay fairly. However, when negotiating a salary the interviewer may have some constraints from the company.

These constraints may include:

- No negotiation — The company may have a firm budget for the open position. The interviewer may say that if you do not take what the company offers, they will find someone else. In this circumstance, carefully consider the benefits package.
- Pay grades — In some companies there may be firm ranges for each type of position with little room for negotiation. In this case, you may want to find out how quickly one can move up to the next range.
- Flexible — If you're lucky, the company is willing to pay the right person what it takes to employ him or her.

Like the Interview simulator, the Salary Maximizer® simulator has commonly asked questions with hints and sample responses about salary negotiations. Unlike the Interview simulator, there is only one topic that has 14 questions. You cannot type your own responses.

## Playing Questions Automatically

By default, the Salary Maximizer simulator is in AutoPlay mode where the questions and responses are automatically played. You may want to go through the simulator in AutoPlay mode at least once.

To configure the Salary Maximizer simulator for AutoPlay mode:

1. Choose **Salary Maximizer** from the **Go** menu.  
or  
Click the **Salary** label at the top of the workspace.  
The first question plays in the simulator window.
2. Clear the **AutoPlay** check box.  
The first question plays in the simulator window.
3. Select the **AutoPlay** check box.
4. In the *Auto Play Options* dialog box, select whether you want to hear the **Hints** or **Answers** (or both or neither) to the questions.

By default, you'll hear answers in AutoPlay mode, but you may want to go through the Interview and hear only the questions or listen to questions and hints.

5. Click **OK**.
6. To end the session, choose **Close** from the **File** menu.  
or  
Click the **Close** button at the upper right.

To control the questions and responses manually, you clear the **AutoPlay** check box.

## Controlling the Simulator Manually

To control Salary Maximizer manually:

1. Choose **Salary Maximizer** from the **Go** menu.  
or  
Click the **Salary** label at the top of the workspace.  
The first question plays in the simulator window.
2. Clear the **AutoPlay** check box.
3. To hear a hint for the current question, click the **Hint** button on the lower left corner.
4. Think about how you would answer the question.
5. To hear the sample answer, click the yellow arrow on the right side of the navigation area.  
**Note:** To see the sample answers as text, click the CC (Closed Caption.) The answer text appears below the video playback area on the right. To no longer see the text, click the CC button again.
6. To move forward and backward through the questions, click one of the yellow navigation arrows on the left side of the navigation area.
7. To end the session, choose **Close** from the **File** menu.  
or  
Click the **Close** button at the upper right.

## Printing the Salary Maximizer questions

You may print the Salary Maximizer questions to review and work further on your responses.

To print the questions:

1. While in the Salary Maximizer simulator, choose **Print** from the **File** menu.
2. Select which questions you want to print.

3. Select whether you want to see the hints, your responses or the sample answers along with the questions. Click **OK**.
4. Make any needed changes in the *Print* dialog box and click **OK**.

## Using the Salary and Benefits Guide

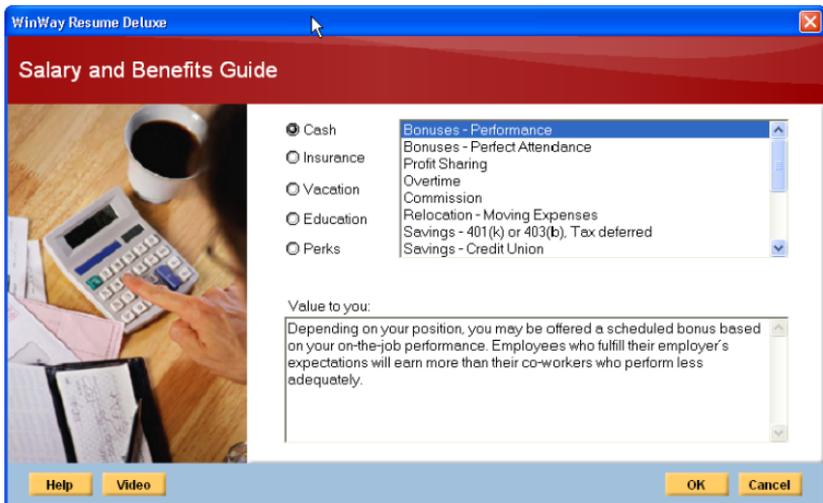
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The benefits you receive may make up to 30 percent of your compensation package. Determine which benefits are most important to you. Some common benefits that companies offer are insurance, 401K savings plans, child care, tuition reimbursement, flex-time and stock options.

WinWay Resume Deluxe includes an online Salary and Benefits Guide to let you know about the types of benefits that may be available through your prospective employer. This information is also available in [Appendix C., “Salary and Benefits Guide” on page 225](#). You should ask about benefits during any salary negotiations.

To view the Salary and Benefits Guide online:

1. Choose **Salary and Benefits Guide** from the **Tools** menu.



2. Select a benefit area on the left side.
3. In the list of associated benefits on the right, click one.  
The benefit information appears in the area below the list.
4. When you've researched the benefits that are pertinent to you and your job opportunity, click **OK**.

Some companies offer a fixed benefit package with a few options. Depending on your prospective position in the company, you may be able to negotiate additional benefits. Ask questions about the benefits that you find attractive and find out if and where there is room for negotiation. Additionally, if you are located out of town, find out the policy on moving expenses and relocation expenses (like helping a spouse find a new job or assistance in selling your current home). Remember, the final decision is up to you about whether you take the job or not, but be sure to consider the full package including salary and all benefits before making a decision.



# Appendix A. Troubleshooting WinWay Resume Deluxe

This appendix includes a variety of important tips and answers to questions you may have about using WinWay Resume Deluxe.

This chapter includes the following topics:

- “CDs” on page 194
- “Posting” on page 194
- “Printing” on page 195
- “Cutting, Copying and Pasting” on page 197
- “Formatting” on page 197
- “Default Resume” on page 200

## CDs

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**The CD doesn't start automatically and when I look at it, it appears empty — containing no files. How can I fix it?**

You most likely have a dirty or damaged CD. Inspect the bottom (unprinted) side of the CD-ROM and look for scratches, stains, fingerprints. Clean the CD-ROM with a soft cloth. You may wash it with soap and water, and then dry it completely. Re-insert the CD in the drive and try reading it again.

**I can't install the software. The Setup application starts and then stops with an error before installation is complete. What causes this?**

Again, this is most likely a dirty or damaged CD. Inspect the bottom (unprinted) side of the CD-ROM and look for scratches, stains, fingerprints. Clean the CD-ROM with a soft cloth. You may wash it with soap and water, and then dry it completely. Re-insert the CD in the drive and try re-installing the software.

## Posting

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**After posting a resume, I got a posting report showing that it didn't post to a particular site. What happened?**

One reason for a posting failure is that the site was not available. Try again at another time. The other reason is that you already have your resume with the site, and they only allow one posting. Check your previous posting reports and find whether you posted successfully to the site previously. If so and if this attempt was an updated resume, visit the site and delete your previous posting.

# Printing

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## **I want to send my resume printed at a print shop. How can they print my files?**

You need to convert your resume to another format. To preserve the formatting, export your resume as a PDF file. Most print shops can read PDF files.

## **Why can't I print envelopes on my printer?**

First, verify that your printer does, indeed, print envelopes. Then, check to see if there's an updated driver for the printer from the manufacturer's web site.

If your printer does print envelopes and has the latest driver, try this procedure:

1. Click the **Envelope** label at the top of the workspace.
2. Click **Setup** on the left.
3. In the *Envelope Print Setup* dialog box, in the Paper area change the **Size** to **Custom Envelope**.
4. For the **Width**, type **9.5**.
5. For the **Height**, type **4.375**.
6. Click **OK**, then click the **Feed Method** button.
7. In the *Feed Method* dialog box, select the appropriate orientations for your printer. (You may need to refer to your printer's user manual.) Click **OK**.
8. To print based on this custom setting, click **OK** in the *Print* dialog box.

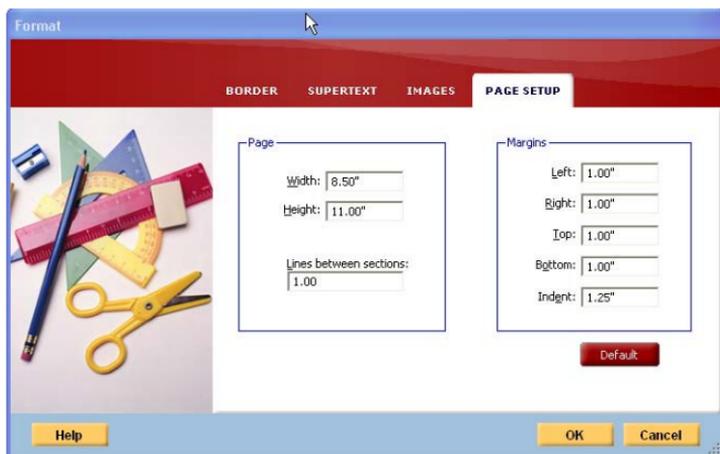
**Note:** These are the values for a standard size 10 envelope.

## **My resume has a page border. When I try to print it, parts of the border don't print. What is causing this?**

This happens when the border is too close to the edge of the paper. Your printer has a maximum print area. If any part of your resume is outside that area, it won't print. You'll have to adjust the margins on your resume to be within your printer's print area.

To adjust the margins:

1. Open the resume.
2. Choose **Page Setup** from the **File** menu.



3. On the **PAGE SETUP** tab of the *Format* dialog box, adjust the margin settings to print your resume on your printer. You may need to read your printer's user manual to get the values for the minimum margins.
4. Click **OK**.
5. Print your resume.

**Note:** You may want to view a Print Preview to see which margins are visually appealing and are within the printer's print area.

## Cutting, Copying and Pasting

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**I want to copy from (cut from or paste into) my resume, but the menu commands Copy, Cut, Paste are not available on the Edit menu. Why can't I see those commands?**

To copy content from your resume to the Clipboard, you may use one of two methods. You can export the resume, and then copy the information from the exported file.

Alternatively, you may:

1. Double-click a resume section,
2. Select the text in any one text box.
3. Right-click in the open dialog box and click **Copy**.  
or  
To remove the information from your resume, click **Cut**.

To paste information from the Clipboard into a resume:

1. Double-click the resume section into which you want the information pasted.
2. Select the text to be replaced.  
or  
Click the cursor where you want the information inserted.
3. Right-click inside the box and click **Paste**.

## Formatting

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**The bullets in my resume do not print or display correctly. How can I fix them?**

The font you used originally may no longer be installed on your system. If so, change to a different bullet.

**I've changed one of the headings and now it looks as though there's an extra space under it. I didn't put the space in. What can I do?**

This can happen if make a heading longer than the original heading, and it usually occurs with headings that are indented automatically. There are several ways to fix this.

The easiest way is to try a different style for the different sections of your resume. If you like that style, you'll have to change the indent value.

To change the indent value:

1. Choose **Page Setup** from the **File** menu.
2. On the **PAGE SETUP** tab of the *Format* dialog box, increase the value of the **Indent**. (This will move the second column over on a two-column style.)
3. Click **OK**.
4. Check the heading to see if the space disappeared.

Another way to correct this problem is to edit the heading and make it shorter.

To edit the heading:

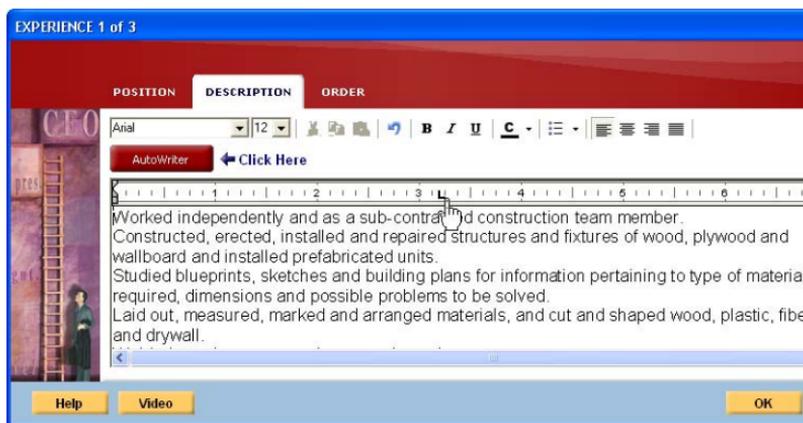
1. Choose **Headings** from the **Format** menu.  
or  
Right-click the heading in the Headings tree.
2. In the *Headings* dialog box, select the long heading.
3. Edit or change as necessary to make it shorter. Click **OK**.

**I'd like to have columns or tables in my resume. Is there any way that I can do this?**

WinWay Resume Deluxe allows you to create the look of columns using tabs. To set up your tabs, use the **DESCRIPTION** tab.

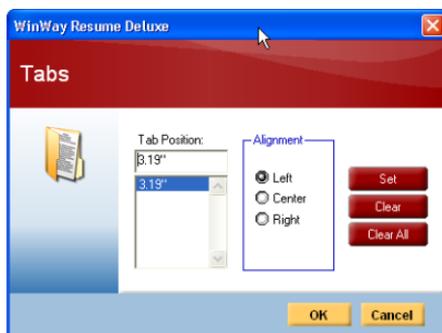
To use tabs:

1. Double-click the section where you want to have a table or columns.
2. Click the **DESCRIPTION** tab.
3. Click a place on the ruler where you want to set a tab.



**Note:** The default tab is a left tab.

4. To change a tab, double-click the tab.



5. In the *Tabs* dialog box, set a specific value, specify the alignment of a tab, change the type of tab, add other tabs or remove tabs.
6. Click **OK** to have the changes applied to the **DESCRIPTION** tab.bo
7. Once you have the tabs set up, use them as you would with any word processor.

## Default Resume

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**I've created a resume of my own that I'd like to use as the default resume instead of having to open it each time. Is this possible?**

Yes, sort of... You may have WinWay Resume Deluxe open automatically with a resume of your choosing.

To do this:

1. Locate the file for the resume you created. You can use My Computer or Windows Explorer to locate the file if necessary.
2. Right-click the file and click **Properties**.
3. In that file's *Properties* dialog box, select **Read-only** and click **OK**.
4. Right-click the file again, but this time click **Create Shortcut**.
5. Drag the shortcut to your desktop.

Now, if you double-click the shortcut on the desktop, WinWay Resume Deluxe starts up with this resume showing in the workspace. Since you made the file read only, you'll have to save the file with a new name or location to save any changes. Basically, this resume now acts as a template you use to create other resumes.

# Appendix B. Interview Strategy

This appendix covers how to prepare for an interview, what to do during the interview, and what to do after the interview. You can view this information online by choosing **Interview Strategy** from the **Tools** menu.

This chapter includes the following topics:

- [“Before the Interview”](#) on page 202
- [“During the Interview”](#) on page 211
- [“After the Interview”](#) on page 220

## Before the Interview

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Before your interview, you should spend a certain amount of time thinking about the interview.

### Review your strengths

Ask yourself not only, “What does the interviewer want to hear?” but also, “What do I want them to know about me?”

Review your resume, any performance evaluations you have from previous jobs and transcripts from school before the interview. Be sure you remember the dates of employment for all the jobs you list on your resume. Identify your major skills and work experience and be able to relate them specifically to the position and company with which you are interviewing.

### Review your skill set

You need to plan ahead to be able to emphasize your accomplishments. Practice describing the skills you used in previous jobs and what you learned from each job rather than just listing your duties. Review the following skills and identify the skills you would like to highlight during the interview. Think of a concrete example that demonstrates how you perform each skill.

**Tip:** Try to discover which skills the interviewer may consider most important for the position and for the company.

Here are some examples:

Accepting responsibility, Administering, Advising, Analyzing, Answering questions, Arbitrating, Asking questions, Chairing meetings, Constructively criticizing, Convincing, Coordinating, Correcting, Counseling, Creating, Data collecting, Debating, Decision making, Defining problems, Delegating responsibility,

Demonstrating, Developing ideas, Diagnosing problems, Disciplining, Documenting, Editing, Empowering others, Establishing priorities, Establishing objectives, Evaluating, Explaining, Following instructions, Gathering information, Implementing, Influencing, Inspecting, Leading, Listening, Managing, Managing a budget, Managing time, Meeting deadlines, Motivating, Negotiating, Organizing, Paying attention to details, Perceiving potential in others, Planning treatment, Problem solving, Reconciling conflicts, Recruiting, Referring, Representing, Researching, Revising, Speaking in public, Summarizing, Supervising, Taking risks, Teaching, Team building, Thinking, Translating, Using a computer, Using logic, Working with others, and Writing.

## Character traits employers seek

Most employers are looking for employees with the following traits. Which traits do you have? Think about how you could emphasize the traits you do have during the interview. Develop one specific example for each.

- Communication Skills
- Planning and Scheduling Ability
- Dependability
- Honesty
- Creativity
- Ambition
- Delegation Skills
- Teamwork Mentality
- Assertiveness
- Enthusiasm

## Character traits employers do NOT seek

If you have any of the following characteristics and they are evident during an interview, you lessen your chances of getting the job. With some of these traits, you would not be considered for any job — no matter how qualified you are.

- Arrogance or overt aggression
- Asking about salary or benefits “too early”
- Dishonesty
- Inappropriate attire or poor hygiene
- Lack of questions
- Lack of self-confidence
- Lack of knowledge about the industry and company
- Poor communication skills
- Prejudicial (racist or sexist) remarks
- Tardiness

## Research the company

If you haven't researched the company before submitting a resume, then you should do so before the interview. There are many methods available for you to research a company at little or no cost. Typically, it is easier to research a publicly held company. Besides using your networking contacts, you can use your local library to as a resource for business information. With the following publications, indexes and databases, you can get a lot of information about publicly held companies:

- Annual Reports
- Business Index
- Compact Disclosure (a CD-ROM database)

- McRae's Bluebook
- Dun & Bradstreet's Middle Market Directory
- Fortune's Plant and Product Directory
- Million Dollar Directory
- Moody's Industrial Manual
- Standard and Poor's Industrial Index
- Standard and Poor's Register of Corporations, Directors and Executives
- Thomas' Register of American Manufacturers
- US Industrial Outlook

Privately held companies are more difficult to research. Because they have no stockholders, there is no legal requirement for them to disclose their financial status. However, many privately held companies still publish an

annual report to their employees. Ask for a copy of this report and any other internal publications (such as newsletters), from the public relations or corporate communication department within the company. You can also find information on companies in newspaper and journal articles. Use indices at the library to help you find the appropriate articles. Certain databases exist online or on CDs that index business journals. These can be very helpful if you are researching a larger company.

## Prepare your references

At the same time you prepare your resume, you should gather your reference information. Most people use some combination of three types of references: professional, educational and personal. You should have at least two, if not three, different people willing to act as references for you.

Depending on your specific situation, you may select all professional or some professional and, perhaps, one personal reference. Usually, unless you've just recently graduated, you would only have one educational reference at the most.

**Professional references:** These may be former or current coworkers, employers or clients.

**Educational references:** These are teachers or professors who know you well enough to discuss how well you performed in their classes. You may need to maintain educational references for your first few jobs after completing your education.

**Personal references:** These are friends or colleagues who have known you for some time — not new acquaintances. They will be able to tell the interviewer about personal characteristics relevant to the job.

Before giving your references' names and contact information to a prospective employer, be sure to ask their permission. Although most of the time the people you want to use as references will be happy to help you, some people may not — for lots of reasons. Respect their wishes: a reluctant reference is worse than no reference at all.

Do not be surprised if the potential employer contacts people other than those listed as your references.

Before you send or give a reference page to a potential employer, give each reference a duplicate copy of your resume and cover letter that you sent to the employer. Also, supply each reference with a copy of the description of the position for which you are applying and a list of the specific features in your background that you would like for him or her to mention to the employer. The easier you make it for your references to help you, the more likely that they will.

A potential employer may ask the following questions of your references:

- How long have you known the applicant?
- Can you describe how the applicant interacted with other people?
- Was the applicant usually on time?
- Can you tell me about one project the applicant worked on?
- How fast does the applicant learn?
- What else would you like to tell me about the applicant?
- Who else would you recommend I speak to about the applicant?

If your job search continues over a period of time, at some point send a letter of thanks to your references along with an update of how your career search is going.

## What to wear to the interview

Deciding what to wear and what not to wear can be difficult. In general, when applying for a position, the safest thing to do is to discover how an employee in that position typically dresses at that company and dress accordingly but, perhaps, a little more formal. If you cannot find out how a company's employees dress, then dress the way most people in that position within the industry dress.

For any office or corporate positions, if you follow these guidelines, you should be fine:

**Wear a suit:** Men should wear a jacket, slacks, long-sleeved shirt and a tie; women should wear a jacket and skirt. Dress on the conservative side.

**Be sure your shoes are polished and free from scuff marks:** Some interviewers will judge you by the way you care for your

shoes. Men should wear shoes that tie, preferably black wingtips. Women should wear low (1" to 2") heels.

**Fingernails should be clean and neatly filed:** For women who wear nail polish, it should be an understated color and not chipped. Men, typically, should not wear polish.

**Wear a watch:** Wearing a watch signals that you care about the value of time.

**Do not wear much jewelry:** Any jewelry you choose should be gold or silver. Women should not wear more than one earring in each ear. Men should avoid wearing earrings (unless you know that most men in the company do wear them, which is unusual in most industries).

If you or someone in your home smokes, make sure that your clothing is free of the smoke smell: The smell of cigarette smoke is offensive to most non-smokers and interviewer may decide you are a health risk for the company.

**Wear something that you have worn before:** The day of the job interview is not the time to discover that your sleeves are too long or that your slacks are too tight.

**Engaged women may choose not to wear their engagement rings:** An engagement ring may prompt the employer to ask an illegal question such as, "Will you move if your fiancée does not get a job in this city?"

**Avoid wearing perfume or cologne:** While you may think you smell wonderful, your particular scent may be offensive to the interviewer. What if the interviewer is allergic to perfumes?

## What to take with you to the interview

Almost as important as what to wear to the interview is what to take with you to the interview. You may want to take the following items:

**Transcripts:** Get a copy of your college transcript from your most recent college or university. Even if the employer never asks to see your transcripts, you can use them to review the types of courses you took and verify your grade point average.

**Reference list:** Using the same paper and font as you did for your resume and cover letter, prepare a list of your references. The interviewer may ask for this list during the interview.

**Pad of paper:** So that you can take notes during the interview, you should take a relatively new pad of lined paper. If the pad does not have a hard back, you might want to attach it to a clipboard. However, if you think you will doodle on the pad during the interview, leave the pad in your briefcase for notes after the interview.

**Pen:** Have a pen to use during the interview — preferably a non-disposable one — and make sure it works beforehand.

**Resume:** Though the interviewer will probably have your resume available during the interview, you should take an extra copy with you just in case. You can also review your resume while waiting for the interview to start, to make sure you remember all of the employers and jobs you have listed on it.

**File folder:** Use a new manila folder to keep your papers (transcripts, reference page and extra copy of your resume) organized and clean.

**Briefcase:** If you already own a briefcase, you should clean it out, leaving only the most necessary items, and use it to carry your filled folder, pad of paper and pen. If you do not own a briefcase, do not bother to buy one solely for the interview.

**Purse (women only!!):** Do not carry a purse and briefcase at the same time unless you're used to handling both with ease.

**A clean automobile:** If you are driving yourself to the interview, be sure to have your automobile clean, both inside and out. This is for two reasons. First, you will feel better about yourself if your car is clean. Second, some corporations send an employee down to take a glance at your car while you are in the interview. A clean car shows your attention to detail. They could also discover information about your personal life by looking in your car (such as whether or not you smoke or if you have children).

**Money:** You should have a major credit card and some cash just in case.

If you are traveling out of town for your interview, you should also have the following with you:

**Change of clothing:** Be sure to have a change of business clothing with you. What will you do if you discover a big stain on your suit as you are getting dressed for the interview? What will you do if the interviewer asks you to return tomorrow for a second interview?

**An iron:** No matter how carefully you pack your clothes, wrinkles appear. You cannot always count on the hotel having an iron for you to use when you need it.

**More copies of your resume and reference page:** Take twice as many additional copies of your resume and reference page as you think you will need.

## Time and place of the interview

You must be on time for the interview. It is crucial that you find out the exact time and location of the interview. This may mean asking for directions as specific as “Which direction do I turn when I get off the elevator?” If you are driving, be sure to ask about parking — where to park and if there are any parking restrictions.

Immediately after you finish speaking with the company representative, write a note of confirmation to the interviewer (if it is two or more days until the interview). Express your interest and enthusiasm about the interview. Use the same letterhead as you did for your original cover letter to the company.

If possible, drive to the interview site a day or so before the interview at the time you will drive there on the day of the interview. If you do this, you’ll be able to better estimate how long it will take you to get there. You should allow for possible slowdowns that could occur along the way.

## During the Interview

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What you say and do during the first ten seconds of an interview may determine whether or not you get hired.

## First impressions

If the first impression an interviewer has of you is negative, you may get a quick interview and no job offer — without knowing why. The following suggestions may help you through the important first ten seconds.

**Dress appropriately:** See *“What to wear to the interview”* on page 207 for more information.

**Be on time:** This means allowing for the unexpected to happen on your trip. Pump your gas the night before your interview. Will

you be crossing railroad tracks? Are you allowing time for a train to slow your progress?

Arrive in the interviewer's office or waiting room about five or ten minutes before the interview is scheduled to begin: Any fewer than five minutes may make you nervous and out of breath. Any more than ten minutes of waiting may make you appear over anxious and you may get restless.

**Do something to occupy your time while you are waiting for the interview to begin:** Reading company literature or reviewing your resume are good options.

**Treat everyone you greet with respect:** When you first arrive in the interviewer's office, you may be greeted by a secretary or receptionist. Someone may escort you in to see the interviewer. Realize that anyone you interact with may be asked for their opinion about you.

**Once the interviewer appears in the office, greet them by name:** If you do not know their name prior to the interview, listen closely as they introduce themselves to you. Address the interviewer by name at some point later during the interview. Avoid using the interviewer's first name unless the interviewer specifically requests it.

**Be prepared to shake hands:** Wait for the interviewer to extend his or her hand to you. If a hand is extended, both men and women should respond with a firm, but not bone-crushing, handshake. What do you do if you have sweaty palms? Before arriving in the office, try to rinse them with cool water. You may want to carry a handkerchief or cloth to wipe your hands on if necessary.

**Maintain eye contact with the interviewer:** If you do not, they may feel that you lack self-confidence. However, be sure not to stare at them.

**Be enthusiastic:** Sound genuinely interested in the interviewer, in the company and in yourself.

**Try to match the mood of the interviewer:** If the interviewer is easygoing and relaxed, try to match that style, but don't get too casual. If the interviewer is cool, crisp and professional, act accordingly.

**Do not smoke, even if the interviewer asks if you want to:** Even if the interviewer is a smoker, you shouldn't smoke during an interview.

**Be well-prepared for the interview:** If you know the types of questions the interviewer may ask you and know that you can answer anything they ask, you appear more confident. Using the WinWay Resume Deluxe Interview simulator before to the interview should help you immensely.

## Interview goal

Your main goal should be to share enough about yourself and ask enough questions so that, together with the interviewer, you can decide whether this particular company would be a good place for you.

## Interview formats

**Question & Answer:** A majority of interviewers use a simple question-and-answer format for interviews. In such a case, answer each question quickly and intelligently. If your responses are confused or contradictory, you may lose the job. The best preparation for answering questions is using the Interview simulator and answering truthfully.

**Reaction:** Some interviewers like to do most of the talking and judge you by your actions and reactions to what they say. Be attentive and be prepared for a question at any time.

**Quiet Interviewer:** Other interviewers speak hardly at all. If you find yourself with such an interviewer, you may speak freely and naturally, but make sure that you are not rambling aimlessly. In this kind of interview, you have to rely on your knowledge of yourself and the job for which you are interviewing to guide you through. Be prepared to answer broad questions, like “Tell me about yourself.”

**Panel:** You may find yourself in a panel interview where several people interview you at the same time. Pay close attention to the person asking you the question and direct your answer to that person. Maintain eye contact with all panel members during the interview, being careful not to exclude anyone.

## Strategies for answering questions

Though a potential employer may ask you hundreds of questions, Richard Nelson Bolles in his book, the 1992 edition of *What Color is Your Parachute?* says that an interview consists of four basic questions:

- Why are you here?
- What can you do for us?
- What kind of person are you?
- Can we afford you?

To answer these and other questions keep the following in mind:

- Think and talk about the company’s needs, not yours.
- Emphasize how you can help add to the company’s bottom line and help it accomplish its goals.
- Reply quickly and honestly to all questions.
- When asked a “yes-or-no” question, elaborate.

Use action words and confident language.

- Describe your past accomplishments, rather than simply reciting your job description.
- If you do not understand a question, ask for clarification.
- When you are asked a broad question, such as “Tell me about yourself,” stress your knowledge, skills and abilities as they apply to the specific position for which you are interviewing.
- Do not miss opportunities to sell yourself to the company.

## Lawful and unlawful questions

According to the Equal Employment Opportunity Commission’s guidelines (as of the end of 2002), all questions that the interviewer asks you must be job related.

Examples of topics that usually are not job related are:

- Marital status
- National origin
- Race or color
- Religion
- Gender
- Birth date
- Birth place
- Native language
- Citizenship
- Appearance
- Arrest record (however, the employer can ask if you have been convicted of a felony if this matter is job related)

Each state has individual interpretations of the Equal Employment Opportunity Commission (EEOC) guidelines. Contact your local EEOC office for more information on lawful and unlawful questions.

Experienced interviewers, especially those in the human resources departments, know the guidelines well and will not ask you questions that do not pertain to the job. However, inexperienced interviewers may occasionally ask you a question that is unlawful according to EEOC guidelines. The question is most likely asked out of curiosity — not to discriminate against you. But, how you answer an unlawful question may affect your chances for the prospective job.

Here are some methods you can use to answer an unlawful question. If you really want or need the job, avoid choosing the last method. The examples respond to the questions “How old are you?”

- Ask how the question relates to the job: “I’m not quite sure how my age directly relates to my ability to do the job. Could you explain that to me?”
- Answer the question behind the question: “If you’re wondering if I’d feel comfortable supervising employees that may be older than I am, I can assure you that my subordinates’ ages are not important to me. I have three years’ experience supervising a staff of ten, some older than I am, some younger.”
- Answer the question, and ask the same question of the interviewer: “I am 32. I see that you graduated from college in 1983. That would make us about the same age, wouldn’t it?”
- Directly refuse to answer the question: “I am sorry, but I do not care to answer that question.”
- End the interview: “I find it interesting that your company chooses to evaluate its applicants based on discriminatory information that directly violates EEOC guidelines. I expect to file a complaint with the local EEOC office this afternoon.”

## Answering questions well

Keep these four qualities in mind as you answer questions from the interviewer:

- **Clear:** Answer each question simply and directly. If you do not understand the question or the motivation behind the question, ask for clarification. Use jargon or technical terms only if you fully understand them and if they will help show your knowledge of the industry.
- **Motivated:** Appear enthusiastic. Make each answer show how you can help the company achieve its goals. Keep your answers employer focused.
- **Credible:** Demonstrate honesty, integrity and tact in each answer. Be sure that your answers do not contradict each other.
- **Confident:** Show the interviewer that you are poised and self assured. Avoid using qualifiers (such as “I guess”) when asked for an opinion.

## Questions to ask the interviewer

When you go into a job interview, it is a good idea to have several questions prepared to ask the interviewer. A lack of questions from you may appear as lack of interest on your part. You should pay attention during the interview to ask several well-planned questions. Your questions can reveal a great deal about your values, interests, and intelligence, so ask any questions carefully and thoughtfully. With careful questioning, you should get a realistic picture of the organization.

The interviewer usually asks, “Do you have any questions for me?” If not, you should take the initiative toward the end of the interview and say, “Pardon me, but there are a few questions I have about this position and the company.”

The following questions show an interest in the position and organization. They are not overly self-centered and are tactful, open-ended and neutral. You may want to add some of your own questions based on the research you have done on the company and industry. Avoid questions about salary and fringe benefits unless the interviewer mentions these items first.

- What are your plans for company expansion?
- How many employees would I supervise?
- To whom would I report?
- What management style is most prevalent here?
- How many employees have held this position in the last three years?
- Is this a newly created position?
- What have you liked most about working for this company?
- How much supervision will I get as a new employee?
- Tell me about any training program I will go through.
- Describe your ideal employee for me.
- Who will I be working with most closely?
- How well does this company react to change?
- Does this company typically have a reactive or proactive strategy to dealing with problems?
- Imagine that I excel in this position. Where would I go from there?
- What are the company's plans for the next five years?
- Describe the corporate culture for me.
- Describe the performance evaluation procedures you use.
- What tasks will fill a majority of my time?
- What challenges do you think I will face in this position?

- Describe for me the staff I will supervise.
- Could you show me a formal job description?
- Does this position involve any travel?
- Describe for me my first assignment.
- How did you get started in this company?
- Does this company typically promote from within?
- How does this position (or department) fit into the organizational structure?
- When can I expect to hear from you about the next stage in the interviewing process?
- What else could I provide for you to help in making your decision?

## Ending the interview

The interviewer will let you know either verbally (“Thank you for your interest in our organization.”) or non-verbally (by getting up and walking to the door) that the interview is over.

A job offer usually does not come during the first interview, so do not expect an offer. If a job offer is made, do not accept or reject it immediately. The interviewer should expect that you need time to make a decision.

You should express your interest in the company and thank the interviewer by name for his or her time. If you have not already discussed it, ask the interviewer what the next step in the interview process will be and when you will find out about the company’s decision.

Make a prompt exit, but do not appear to be overly anxious to leave. Be sure to say farewell to the secretary or receptionist, also.

# After the Interview

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## Make notes

Do not relax too long immediately after the interview. After you are out of the building and back at your car (train or bus), take out your notepad and write a few notes for yourself. Recap the interview, outlining the main points both you and the interviewer mentioned, as well as the following items:

- What was the interviewer's full name and title?
- What was the secretary's name?
- Who else from the company did you meet?
- Exactly what does the job entail?
- What did you and the interviewer agree upon as the next step in the process?

## Post-interview evaluation

After the interview is over, ask yourself the following questions about the interview as a whole. Use your answers to these questions to help you prepare for your next interview.

- How adequately did I prepare myself for the interview?
- Was there anything I should have known about the company that I did not?
- How effective was my role in the interview?
- How appropriately was I dressed?
- Which questions did I handle well?
- Which questions did I handle poorly?
- How thorough were my answers?

How well did I emphasize how my skills will benefit the employer?

How well did I ask questions?

What could I have done differently?

## Was your interview a success?

How do you know if your interview was a success? D.G. Henderson, in his book *Job Search: Marketing Your Military Experience*, gives the following list as indications of a successful interview:

- The interview lasts more than 45 minutes. The employer probably will not “waste” that much time on an applicant the company is not interested in hiring.
- The interviewer wants you to meet other people in the department.
- The interviewer discusses salary with you in the first interview.
- You receive a compliment on the quality of your resume.
- You are asked back for another interview.
- You are asked if you’d like to start work tomorrow.

## Sending a follow-up letter

Within a day or two of the interview, follow up the interview with a brief letter thanking the interviewer again for their time and repeat that you would like to hear from them as soon as possible. Reaffirm your interest in the company and the position, and answer any questions that were left open at the end of the interview. Use the same kind of paper, envelope and font as you used for your resume, cover letter and reference page.

This letter provides you with an excuse to contact the interviewer and to provide any additional information that might help the company decide in your favor.

Typically, only about 25% of applicants write a follow-up letter. If the interviewer is torn between you and another applicant, your follow-up letter may tip the scale in your favor.

If you know that the decision about who will be called back for a second interview will be made very soon, you may want to send the letter overnight. If the interview was with a local company, you may hand-deliver the letter or send it by courier.

You may also write a brief note to the secretary and to any other company employees you met during the interview. Thank them for their time and help, and offer to send them any additional information they may need to help get you this job.

## Business lunches

Sometimes, especially on later interviews, you will be invited out to lunch with the interviewer and other company employees.

Select a healthy meal and order something in the same price range as the interviewer's meal. Avoid alcoholic and carbonated drinks. Just as in the interview, you should not smoke — even if everyone else does.

Follow standard rules of etiquette when eating your meal.

It is a good idea to bring some cash with you to the interview. Most of the time the lunch will be on someone's expense account, but you can't be certain.

## Second interviews

For most management-level positions, you go through a series of interviews before being offered a position with the company. Only those applicants who pass a screening interview with the human resources department get to interview with the actual hiring managers.

When you are called back for a second interview, be especially sure to review your post-interview evaluation. Work on those areas you that you felt were weak and improve them. Apply the knowledge you have gained from each interview to the next one.

Women should wear a different suit to the second interview. Men can wear the same suit with a different long-sleeved shirt and tie.

Sometimes, the second (or third or fourth) interview will be held in a different site, such as the company headquarters or another operating center. If this is the case, the company should make all of your travel arrangements for you.

Remember to send a thank-you note after every interview.

## The job offer

There are many factors to consider when you are offered a job with a new company. However, the decision is totally up to you. Only you will know if the job is right for you and if you are right for the job. Also, you may want to look at [“Salary and Benefits Guide” on page 225](#) before making a decision.

Ask yourself the following questions:

- How well does this job fit in with my long-range career goals?
- Does the job sound interesting and challenging?
- Will I mind working the hours required for success in this job?

- Are there good opportunities for advancement?
- Would I mind relocating if the company wanted me at another site?
- How well-respected in the community is the company?
- Do I fit in with the corporate culture?
- How well can I live on the salary that has been offered?
- Is the benefits package (for example, insurance coverage and vacation time) acceptable?
- Do I really want this job?

# Appendix C. Salary and Benefits Guide

This appendix gives you valuable information about salary and benefits that may help you decide which job to take or help you negotiate your salary and benefits package.

You can also access this information in WebEasy Resume Deluxe by choosing Salary and Benefits Guide from the Tools menu.

This appendix includes the following topics:

- [“Overview” on page 226](#)
- [“Cash-Related Benefits” on page 226](#)
- [“Insurance Benefits” on page 229](#)
- [“Vacation/Time-Off Benefits” on page 232](#)
- [“Educational Benefits” on page 234](#)
- [“Other Benefits” on page 236](#)

## Overview

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This chapter covers five areas including:

- **Cash** — This is compensation other than your salary, such as profit sharing, bonuses, commissions and shift differentials.
- **Insurance** — This covers different types of health insurance plus disability, travel, auto insurance (if you use your own car for work) and other possible insurance-related benefits.
- **Vacation** — Besides actual vacation information this area also covers paid and unpaid leave such as maternity leave, jury duty and possible flex-time opportunities.
- **Education** — Before accepting a job you may want to know if the company covers tuition reimbursement or any job training. This area also covers counseling that might be available.
- **Perks** — This section covers a range of special benefits, from getting a company car to whether there's a fitness center at the job site.

## Cash-Related Benefits

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These benefits include those that either put extra money in your pocket or provide help meeting your financial goals.

**Performance Bonus:** You may be offered a bonus based on your performance on the job. With a performance bonus, if you fulfill your employer's expectations, you will earn an extra amount.

**Perfect Attendance Bonus:** Some employers offer a bonus to employees who never miss a day of work during a specified period of time.

**Profit Sharing:** Profit-sharing plans vary from company to company, so be sure to carefully read through the description of your company's plan in the employee benefits booklet.

**Overtime:** If you are an hourly worker, it is likely that you will earn more money per hour when you work more than 40 hours per week. You'll want to verify this with your employer.

**Commission:** In many sales positions, the commission you earn is based on your gross sales, and it can be much higher than your salary. You may want to make sure you understand the base pay rate and how your quotas are established. Typically, the better you are at selling products and services, the more you make, but it may take you some time to develop your customers.

**Relocation/Moving Expenses:** If you accept a position that requires you to move, most companies will pay for the move, including packing and shipping your household goods. You may want to ask whether you can earn the difference between packing and shipping the goods yourself and using the services of a professional moving company.

**401(k) or 403 (b) Tax-Deferred Savings:** Many companies offer employees the option of investing in a tax-deferred savings plan called a 401(k) (for-profit companies) and a 403(b) (not-for-profit companies). A 401(k) plan allows you to save a certain amount of your income before it is taxed. For example, you could save \$10/week in a 401(k) plan, only \$8/week in a bank savings account while maintaining the same take-home pay. Many for-profit companies match a portion of the 401(k) savings. The percentage of your income you can save and the total yearly matching amount varies by company. You are usually given choices as to how you have your savings invested. Typically there is a vesting period which is the amount of time you have to work with the company before the matched funds are yours. When you leave the company, you can withdraw your money (and be taxed immediately) or roll your money over into another tax-deferred savings plan.

**Credit Union:** Access to a credit union can save you several dollars a month if you use the credit union's share draft account

instead of a regular checking account. In addition, most credit unions offer loans, lines of credit, and other services at very competitive rates.

**Flexible Spending Accounts (FSAs):** With a flexible spending account, you contribute a certain amount of pre-tax income for health-care or dependent costs that are not reimbursed through any method. Some companies match contributions. The money you put aside is not taxed. For example, if you are in the 15% tax bracket and you put \$1000 in your FSA, you immediately save \$150 that would have gone to taxes. The biggest drawback to an FSA is that if you do not use the money for the specified purpose within the 12-month period, you lose it. The money cannot be transferred to the next year. Most companies that offer FSAs also offer resources for planning the FSA and managing the money that is put aside.

**Pension Plan:** Many companies offer pension plans to help you through your retirement years. Many of the plans fall into these broad categories: Defined benefits plans: the employer gives you a certain amount of money and benefits each year after you retire. Defined contribution plans: the company invests a certain amount of money for you each year that you are working for the company. Thoroughly review the company's pension plans, including the number of years before you are able to draw any funds from the plan (vest in the plan).

**Simplified Employee Pension (SEP) Plans:** Simplified Employee Pension plans are similar to Individual Retirement Accounts (IRAs), except that the employer invests the contributions to the SEP. (If you have an IRA, you would make your own IRA contributions.) The allowable yearly contribution in a SEP can be much higher than the allowable contribution for an IRA. Employers decide how much to contribute and are not required to make any specific contribution every year.

You do not pay tax on the investment made by the employer in your name until you withdraw the money from your SEP. Also, SEPs are portable — you can take your SEP with you if you leave the company.

**Stock Options:** Employee stock option plans allows you to save an amount of each paycheck and purchase company stock with the money you've saved.

**Dependent Care Reimbursement:** If you have children who require day care, a dependent care reimbursement benefit might save you up to \$1,000 a year depending on your tax bracket. Typically, with this reimbursement, an employer allows you to pay day care provider services using your pretax income.

**Direct Deposit:** If your employer offers direct deposit, your paycheck is automatically deposited into your bank account.

**Shift Differential:** Most companies that have several shifts offer a shift differential. If you work a shift other than the day shift, you should check if you will be paid at a higher per-hour rate.

## Insurance Benefits

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Company insurance benefits can cover a wide range including health, life, disability and accident insurance. Find out which types of insurance coverage your prospective employer offers and who pays the premiums.

## Health-related insurance

**General Health Insurance:** It's to your advantage to have your employer pay all or most of your health insurance premiums. You should judge the value of a specific insurance policy by how it handles catastrophic or serious illness, not solely by how well it pays for routine office visits.

In addition, consider the following medical insurance points:

- Summary of benefits: What does the plan cover?
- Exclusions: What is not covered?
- Claims filing procedures: How do you get reimbursed for out-of-pocket expenses? Do you have to be pre-approved before having tests or medical procedures performed?
- Deductibles: How much you must pay out-of-pocket?
- Coinsurance: After you meet the deductible, what percentage of the health-care costs do you pay? What percentage does the employer pay?
- Premium: How much per month does the policy cost you?

**Indemnity Health Insurance:** Indemnity insurance used to be the most popular type of health insurance. With indemnity insurance, your employer reimburses you for a specified percentage of your health care costs. You choose your own doctor; you pay the doctor; and then you submit your claim to the insurance company for reimbursement.

**Health Maintenance Organization (HMO) Plans:** Health Maintenance Organizations (HMO) are one of the most popular form of managed health care today. With an HMO, your employer pays a flat fee for each employee to be provided health care by a selected group of physicians and hospitals. If your company participates in an HMO, you are limited to using the physicians and hospitals that participate in the HMO. If you choose to see a doctor outside of the HMO, you may be required to pay for the visit yourself.

**Preferred Provider Organization (PPO) Plans:** Another form of managed health care is the Preferred Provider Organization (PPO). With a PPO, you are given a list of physicians and hospitals in your area that participate in the plan. You choose the ones you prefer. PPOs differ from HMOs in that the PPO list of providers usually is more extensive than that of the HMOs. Usually you have the option of using a PPO provider or using a provider “out of the network” at a higher price.

**Dental Insurance:** Dental insurance usually includes free (100% paid) preventative care, which includes exams, cleanings, and x-rays. There is usually an annual deductible and a co-payment for each family member for basic care (fillings and extractions) and for major care (crowns and dentures). Some plans also include orthodontia (braces) for dependents up to age 19. The employer may charge you a monthly fee (usually pre-tax) or it may pay the entire amount for this dental insurance.

**Disability Insurance:** If you become disabled, you will need disability coverage to cover the period before Social Security benefits start, typically being unable to work for five months. Disability insurance is either a part of your health insurance or it is paid separately by your employer. You should check to be sure you are covered.

**Health Care Spending Account:** With a health care spending account, you contribute a certain amount of pretax income for health-care costs not reimbursed through any method. These accounts are managed and have the same restrictions that the flexible spending accounts (FSAs) have. The money you put aside is not taxed, but you lose the money if you do not use it for the specified purpose within the 12-month period. As with FSAs, the company usually provides resources for you to plan and manage any money in a health care spending account.

**Optical/Vision Insurance:** Optical or vision insurance policies provide for low-cost or no-cost vision care, which may include annual eye examinations for you and your dependents, eye glasses, contact lenses and other optical services. Some policies also include safety glasses if your job requires them.

## Other insurance

**Life Insurance:** Many employers offer life insurance for their employees. Most employers offer term life insurance, which has no cash value and usually expires when you leave the company.

Other employers may offer different types of insurance, including whole life, universal life, variable life, and variable/universal life insurance policies.

**Auto Insurance:** Some employers provide automobile insurance if you have a job that requires that you use your personal car for business travel. If you must use your own car for extensive business travel, you should ask the employer to assist with the insurance premiums.

**Life Insurance for Dependents:** You may be able to purchase life insurance for your dependents at a group rate through your employer. This is usually less expensive than if you purchased the insurance on your own.

**Home Insurance:** Though it is rare, some companies pay for employees' homeowners or renters insurance. This benefit is more common when the employer relocates you and your family to another country or to a part of the country with especially high insurance premiums and if paying these premiums is the deciding factor in your making this move.

**Travel/Accident Insurance:** If your position requires travel, it is likely that your employer will provide travel accident insurance, which is in effect while you travel. This insurance provides benefits to your dependents should you die or lose a limb while traveling on company business.

## Vacation/Time-Off Benefits

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The most common benefits included vacation and sick leave, but many companies offer other time-off benefits.

**Vacation:** The vacation days you are offered will likely depend on your position in the company and your years of experience. Most salaried positions have one to two weeks of paid vacation time each year— with the weeks of paid vacation increasing as you stay with the company. Be sure to find out if you can or must

take all of your vacation days or weeks at one time or if you can scatter the days off throughout the year.

**Family/Maternity Leave:** Some companies will offer a pregnant woman a certain amount of time off with pay before and after the baby is born. Others will offer time off, but the only paid days are those sick days you've accrued. Still others view pregnancy as a short-term disability and treat it accordingly. If you want to take more time off than you require medically after the birth of your child, you should find out how the employer typically handles other non-medical leave requests.

**Adoption:** If you are planning to adopt a child, many companies assist employees financially in the adoption process. Most employers will also offer the same parental leave policies to adoptive parents as they do to birth parents.

**Floating Holidays/Personal Leave:** In addition to your typical vacation days, some employers offer you a small number of personal days or floating holidays for you to take whenever you like — within reason.

**Paid Holidays:** Some companies offer you paid holidays (usually coinciding with a weekend) in addition to your vacation days. You may want to find out if you get paid holidays and, if not, which holidays you are expected to work.

**Sick Days:** Some companies allot you a certain amount of sick days for you to use during the year. Some companies have a use-it-or-lose-it policy regarding sick days, while others let you carry over unused sick days from one year to the next.

**Flex Time:** Flex time offers you the opportunity to vary your working schedule to fit your lifestyle needs. Most companies with flex-time policies require that you work certain core hours during the day (for example, 10:00 am to 3:00 pm), but let you come in as early or late as you'd like to complete the eight hours a day or 40 hours a week.

**Funeral/Bereavement Leave:** If a member of your immediate family passes away, your company may offer you several days of leave with pay to cope with your bereavement and the arrangements you may need to make.

**Jury Duty:** Most companies give you your normal pay and benefits while serving on jury duty.

**Military Leave:** The law requires that your employer give you your normal pay (less what you make in your military duty) and benefits while you are on annual training — normally a maximum of two weeks a year.

**Sabbaticals:** In some positions, time away from the day-to-day rigors of the job is almost a necessity for you to complete all your goals. However, few companies offer the luxury of spending six months to a year away from the job with pay. If your prospective company offers sabbaticals, it's usually tied in with the length of employment. You may want to find out how long you must work before being available for a sabbatical and if the company pays part or all of your salary and benefits while you are on sabbatical.

## Educational Benefits

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Educational benefits such as tuition reimbursement and on-the-job training can be a significant part of a benefits package.

**Tuition Reimbursement:** If you hope to pursue or complete a college degree, find out if your company will provide tuition reimbursement. Normally, you pay for a class, take it, show your employer your transcript and then the employer reimburses you. Some companies reimburse you based on the grade you earn in the course. For example, a company may pay 100% of the tuition and books if you earn an A; 80% if you earn a B; and nothing if you earn a C or lower. At other companies, the school may bill your employer directly for the class fee, which is paid regardless of your grade.

**Job Skills Training:** Some employers offer free job skills training — both on-site and off-site. Take advantage of any of these opportunities, as they will make you more valuable to your current employer and may help with future employers.

**Scholarships for Dependents:** Many companies provide a limited number of college scholarships for dependents and spouses of their employees. If your dependents are nearing college age and would qualify for the scholarships, consider applying for a company scholarship.

**Personal Development Reimbursement:** If your company does not offer on-site training opportunities, it may reimburse you for seeking out and participating in personal development training, such as communication skills or time management.

**Matching Gifts:** If you typically donate money to your alma mater or, perhaps, to a non-profit organization each year, find out if your company will match your donation.

**Financial Counseling:** Financial counseling may include items from giving advice on balancing your checkbook to choosing which mutual funds in which to invest. However, be wary of accepting financial advice from only one person — especially when that one person is paid by your employer.

**Legal Counseling:** Legal counseling may include free assistance on preparing your will or other simple legal matters, which would typically cost you up to \$250 an hour.

**Marital Counseling:** Many companies have learned that employees who have stable marriages make better employees. For this reason, some of them offer free marital counseling for you and for your spouse, up to a certain dollar amount or number of visits per year.

**Psychiatric Counseling:** Psychiatric counseling can include help for depression or drug and alcohol counseling. Most companies have clauses, however, excluding pre-existing conditions for you and your dependents.

**Tax Preparation Counseling:** Some companies now offer free tax assistance, up to a certain limit, for their employees to help ease them throughout tax time.

## Other Benefits

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These benefits cover a range of special benefits — from having access to a company car to the availability of on-site child care.

**Company Car:** If your job requires extensive travel by automobile, it is likely that your employer will offer you a company car or a monthly car allowance.

**Unmarried Partner Benefits:** If you are living with a significant other who is not legally your spouse, some companies offer all benefits that would have been normally extended to a spouse.

**On-Site Child Care:** On-site child care is more likely to be available at larger companies. If it is available and you have children of child-care age, you should carefully consider this option. Use the same care in selecting this day care site as you would with any other day care provider. Two extra advantages to on-site day care are savings in transportation time to and from the center and being able to see your children during your work day.

**Discounts for Company Products:** Some companies have a company store or the equivalent, where you can buy company-made products at a discount. Depending on your company, these discounts can offer substantial savings to you and your family. Other companies reimburse you a certain amount for buying company products.

**Discounts for Cultural/Entertainment Events:** If you and your dependents go to cultural or entertainment events, find out if your prospective employer has discounted tickets for local events.

**Discounts for Local Businesses:** Your company, in conjunction with other businesses, may offer a discount card for goods and

services. Depending on the participating businesses and your interests, you might consider this a significant benefits.

**On-Site Fitness Center:** Some companies have on-site fitness centers to help keep employees healthy — thus reducing health insurance costs. Having the centers on-site makes it easier for the employees to actually use the centers, for example, during lunch breaks or just before or after work. If you don't have a regular exercise program, having a fitness center available may be a good incentive to start working out regularly.

**Fitness Center Membership:** Even if your prospective employer doesn't have an on-site fitness center, they may offer free or reduced-cost memberships in local fitness centers.

**Frequent Flyer Miles:** If you will do a great deal of airline travel, find out who retains the frequent flyer miles for your trips. If you keep the miles for yourself, you could earn several free flights a year for you and your family.

**Home Purchase Assistance:** If your position requires relocation, your company may help you find a new home or, more importantly, help you to sell your old home at market value.

**Job Sharing:** Job sharing is a popular work style for many people in the 1990s allowing you to split the responsibility and time (and the paycheck) for your job with another person. When you and your job sharing partner are compatible, this can be a wonderful option, especially for parents who want to spend more time with their children or for people who have their own small businesses on the side.

**Free Parking:** If your job is in a city, parking your car can be expensive. If your employer subsidizes this cost, you could save a lot of money.

**Secure-Lot Parking:** Even if your employer does not pay for your parking costs, if any, having a secured parking lot can be a big advantage, especially if your company is in a less-than-desirable part of town.

**Physical Exams:** Many companies offer free annual physical examinations — usually for those employees over a certain age. Participating in these exams can alert you to health problems before they escalate.

**Job Search Assistance for Spouses:** If you are married and your prospective job requires frequent moves, you will want to inquire about a spousal relocation program. Some companies will help your spouse find employment in each new location.

**Smoking Cessation Programs:** To help keep employees healthy and thus save on insurance costs, some employers offer free on-site smoking cessation programs.

**Telecommuting Opportunities:** If your job involves extensive computer use, your employer may let you work from home. Depending on your job requirements, you may be more productive working from home than at the office environment.

**Free Uniforms:** If your position requires a uniform, it would be a plus for the employer to pay for that uniform. Some employers go a step further and launder the uniforms for their employees, thus saving you time and effort to keep the uniform clean and pressed.

**Volunteer Recognition:** Companies that are community-minded sometimes offer recognition and time off from work for their employees to participate in community activities — such as being a scout leader, coaching a team or participating in charitable causes.

**Wellness Incentives:** Companies have discovered that by keeping their employees healthy, they save on insurance costs. For this reason, many companies offer wellness incentives — such as paying you to attend weight-reduction or stop-smoking classes.

# Appendix D. Bonus Fonts

WinWay Resume Deluxe includes bonus fonts that you can install on your computer.

This appendix includes the following topics:

- [“Working with Bonus Fonts” on page 240](#)
- [“Agfa Font License Agreement” on page 244](#)

# Working with Bonus Fonts

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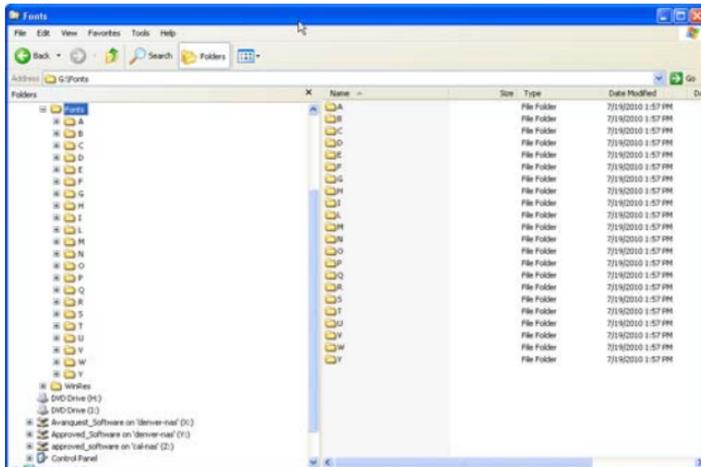
You'll find 400 bonus fonts in the *Fonts* folder on the WinWay Resume Deluxe *Deluxe* CD. Font families are arranged in folders alphabetically by name. For example, to find a font whose name begins with the letter 'A' open the A folder.

You can view the font styles by double clicking the specific font file within the folder. This section shows you how to view fonts and how to install fonts.

**Note:** The instructions in this procedures are for Windows XP. Adjust as needed for other versions of Microsoft Windows.

To view the fonts available.

1. Insert the WinWay Resume Deluxe CD into the disk drive.
2. Open the *Fonts* folder on the CD.



3. Open one of the folders that are listed in alphabetical order.
4. Choose a font and open that folder.

**Note:** Many font families include multiple type styles like bold and italic.

5. Double-click a font file to preview the typeface.



To install a font:

1. Insert the WinWay Resume Deluxe CD into the disk drive.
2. From the **Start** menu, choose **Control Panel**.
3. Click **Appearance and Themes**.



7. In the Folders area, double-click the *Fonts* folder on the CD, open the letter folder that contains the font folder, and then open the font folder for the font you want to install.



8. In the List of Fonts area, select the name for each of the typefaces within that folder you want to install. Click **Select All** to select all the typefaces in that folder.

You can select a range of fonts by holding down the *Shift* key while you select a range. You can select multiple fonts by holding down the *Ctrl* key while you select each font.

9. Click **OK**. Close the *Fonts* control panel.

# Agfa Font License Agreement

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PROPERLY AUTHORIZED REPRESENTATIVES OF EACH PARTY. BY OPENING AND KEEPING THE WINWAY RESUME DELUXE PACKAGE, YOU AGREE TO ACCEPT THE TERMS AND CONDITIONS OF THIS AGREEMENT.

# Index

## Numerics

401(k), 227

403(b), 227

## A

accident insurance, 232

accomplishments, 24, 39, 70

Accomplishments dialog box, 40

adoption benefits, 233

answering questions, 183, 214,  
217

asking questions, 217

attachments, to e-mail, 143

auto insurance, 232

Auto Play Options dialog  
box, 176, 188

AutoWriter, 98

education and, 34, 46

experience and, 44

highlights and, 41

## B

backgrounds, HTML and, 151

benefits

adoption, 233

cash, 226

counseling, 235

educational, 234

family leave, 233

financial counseling, 235

flex time, 233

holidays, 233

insurance, 229

legal counseling, 235

partner benefits, 236

sick days, 233

tax preparation, 236

vacation, 232

bereavement leave, 234

birth dates, 73

bonuses, 226

borders, 118–121

page borders, 118, 196

removing, 121

section borders, 119

briefcases, 209

Bullet dialog box, 123

bulleted lists, 122

HTML and, 150

bullets, 122

changing, 123

HTML and, 150

printing, 197

removing, 124

business lunches, 222

## C

cars, 210, 236

character traits, 203

checking spelling, 108

child care, 236

children, 73

chronological resumes, 67

education and, 23, 33

experience and, 22, 71

clip art, 113

clothing, 207

commission, 227

communication, 77

companies, researching, 204

company cars, 236

company information, 166, 172,

- 173, 204
- Contact dialog box, 154
- contact information, 69
  - chronological resumes and, 28
  - cover letters and, 79
  - functional resumes and, 38
  - Resume Wizard and, 17
- Contact Manager, 154–159
  - adding contacts, 157
  - Company tab, 155
  - deleting contacts, 158
  - details, 154
  - editing contacts, 158
  - Interview tab, 156
  - Name tab, 155
  - opening, 157
  - Products tab, 156
- contacts
  - adding, 157
  - deleting, 158
  - details, 154
  - editing, 158
  - merging, 159
- contacts list, 154
- copying, 197
- counseling, 235
- cover letters, 78–80
  - addressing, 80
  - body of, 79
  - border, 118
  - creating, 91
  - different, 80
  - formatting, 105
  - merging with contacts, 159–161
  - name and, 79
  - opening, 93
  - previewing, 136
  - printing, 137
  - saving, 96
  - spell checking, 108
- credit union, 227

- curriculum vitae, 72
- customer service, 4
- cutting, 197

## D

- deleting
  - borders, 121
  - bullets, 124
  - contacts, 158
  - graphics, 115
  - headings, 101
- dental insurance, 231
- dependent care
  - reimbursement, 229
- direct deposit, 229
- DirectX, 87
- disability insurance, 231
- discounts, 236

## E

- education, 71
  - chronological resumes and, 23, 33
  - functional resumes and, 26, 45, 47
- education benefits, 234
- Education dialog box, 33, 46
- e-mail
  - attachments, 143
  - job hunting and, 77
  - sending resumes by, 142
- employee discounts, 236
- employers
  - contacting, 164
  - information about, 166, 172, 173
  - what they're looking for, 174
- employment
  - functional resumes and, 42, 71
  - Resume Wizard and, 25
- employment agencies, 164
- Employment dialog box, 43

endorsements, 142  
Envelope dialog box, 140  
    Endorsements tab, 142  
envelopes, 75  
    creating, 91  
    endorsements, 142  
    formatting, 105  
    printing, 139, 195  
    spell checking  
        spell checker, 108  
Equal Employment Opportunity  
    Commission (EEOC), 215  
ethnic origins, 73  
examples, 15  
    cover letters, 93  
    resumes, 93  
    tutorial and, 56  
experience, 22, 30, 71  
Experience dialog box, 30  
Export dialog box, 151  
exporting resumes, 145, 148–152

## F

family leave, 233  
File Export dialog box, 151  
financial counseling, 235  
fit to single page, 127  
fitness center, 237  
flex time, 233  
flexible spending accounts, 228  
floating holidays, 233  
folders, resumes and, 85  
fonts, 74, 76, 240  
    installing, 241  
Fonts dialog box, 105  
Format dialog box, 107, 119  
    Images tab, 114  
    Page Setup tab, 125  
frequent flyer miles, 237  
functional resumes, 68  
    accomplishments and, 24, 39,

70

    contact information and, 38  
    creating manually, 35  
    education and, 26, 45, 47  
    employment and, 25, 71  
    when to use, 69  
    work history and, 42

funeral leave, 234

## G

gender, 73  
goals, 20  
    for interview, 213  
grammar, 66, 130  
graphics, 74  
    clip art, 113  
    deleting, 115  
    importing, 112  
    moving, 113  
    resizing, 115  
gym, 237

## H

handshake, 212  
Heading dialog box, 100  
headings, 99–104  
    adding, 100  
    chronological resumes and, 67  
    deleting, 101  
    editing, 102  
    formatting, 103  
    functional resumes and, 68  
    page breaks and, 126  
    rearranging, 104  
    spacing, 198  
Headings dialog box, 37  
Headings tree, 101  
health care spending accounts, 231  
health insurance, 229  
height, 73  
help, 4

- holidays, 233
- home insurance, 232
- home purchase assistance, 237
- how to use, 108
- HTML files, 143
  - backgrounds, 151
  - bulleted lists in, 150
  - exporting resumes to, 150

## I

- images, *See* graphics
- indents, 124
- informational interviews, 171
- inserting page breaks, 125
- installing WinWay Resume
  - troubleshooting, 194
- installing WinWay Resume Deluxe, 8
- insurance, 229
  - auto insurance, 232
  - dental insurance, 231
  - disability insurance, 231
  - health insurance, 229
  - home insurance, 232
  - life insurance, 231
  - travel insurance, 232
  - vision insurance, 231
- Interview simulator, 175–179
- interviews
  - after, 220
  - arriving, 211
  - asking questions, 217
  - evaluating, 182, 220
  - exiting, 181, 219
  - first impressions, 211
  - following up, 181
  - formats, 213
  - goals, 213
  - Interview simulator, 175–179
  - interviewers, 180, 212, 214
  - location, 211

- lunch and, 222
- preparing for, 202
- printing, 178
- questions, 179, 183, 214, 217
- second interviews, 223
- smoking and, 213
- strategy, 201–224
- thank you letter, 221
- time, 211
- travel and, 210
- unlawful questions, 181, 215
- what to bring, 209
- what to wear, 179, 207

## iPhone

- sending documents to, 146

italics, 76

## J

- jewelry, 208
- Job Agent, 168–171
  - posting resumes, 170
  - searching for jobs, 169
- job application worksheet, 146
- job databases, 166
- job experience, *See* experience
- job history, *See* experience or work history
- job offers, 186, 223
- job search assistance, 238
- job sharing, 237
- jobs
  - different cover letters for, 80
  - different resumes for, 74
  - experience, 30
  - level, 18
  - offers, 186, 223
  - online, 165
  - searching for, 164, 169, 171
  - where to find, 165
- jury duty, 234

## L

- language, 86
- Language Options dialog box, 87
- legal counseling, 235
- Letter Contact dialog box, 79, 160
- letters, *See* cover letters
- life insurance, 231
- lists, bullets in, 122

## M

- margins, 124
  - adjusting, 196
- marital counseling, 235
- marital status, 73, 208
- matching gifts, 235
- merging contacts, 159
- military leave, 234
- military service, 72
- money, *See* salaries
- moving expenses, 227

## N

- name, 69
  - cover letter and, 79
- Name dialog box, 39
- networking, 164
- newspapers, 164
- notes, 220

## O

- objectives, 20, 70
- online resumes, 76
- opening
  - Contact Manager, 157
  - cover letters, 93
  - default resume, 200
  - resumes, 92
- optional information, 72
- options
  - default folder, 85
  - language, 86

- video, 87
- overtime, 227
- overviews, 20

## P

- page borders, 118
  - printing, 196
- page breaks, 125
  - headings and, 126
- page size, 124
  - fit to single page, 127
- paid holidays, 233
- paper, 75
  - cover letters and, 80
  - notepad, 209
  - page size, 124
- parking, 237
- partner benefits, 236
- pasting, 197
- PDF files, 143
  - exporting resumes as, 148
- pension, 228
- personal leave, 233
- photos, 73
- physical exams, 238
- posting resumes, 170, 194
- preview, 136
- Print dialog box, 137
- Print Letter dialog box, 138, 139
- printing
  - bullets, 197
  - cover letters, 137
  - envelopes, 139, 195
  - interviews, 178
  - page borders, 196
  - print preview, 136
  - resumes, 52, 137, 195
  - Salary Maximizer
    - questions, 189
- professional associations, 165
- profit-sharing, 226

purses, 210

## Q

qualifications, 66

questions

- answering, 183, 214, 217
- asking, 217
- references and, 207
- Salary Maximizer and, 189
- unlawful, 181, 215

## R

references, 72, 205–207

list of, 209

registering WinWay Resume, 9

religion, 73

when to include, 73

relocation, 227

removing

- borders, 121
- bullets, 124
- contacts, 158
- graphics, 115
- headings, 101

researching companies, 172, 173, 204

resizing graphics, 115

Resume Auditor, 130–133

Resume Checker, 129

resume databases, 166

Resume Upload wizard, 171

Resume Wizard, 13–26

resumes

- accomplishments and, 70
- borders, 118
- bullets in, 122
- checking, 130
- contact information in, 17, 28
- default, 200
- different, 74
- education and, 71

e-mail and, 142

employment and, 71

envelopes and, 75

examples of, 15

exclusions, 73

experience and, 22, 71

folder for, 85

fonts and, 74, 76

formatting, 105

functional vs. chronological, 69

graphics and, 74, 112

importance of, 66

interviews and, 209

job level and, 18

multiple, 94

name in, 69

objectives in, 70

online, 76

opening, 92

optional items in, 21, 72

overviews in, 20

page size, 124

paper, 75

posting, 170, 194

previewing, 136

references and, 72

religion in, 73

saving, 51, 95

scannable, 75

schools and, 33, 47

sections in, 69–72

sending to iPhone, 146

single page, 127

spell checking, 108

summaries in, 76

SuperText and, 107

themes, 116

types of, 19

resumes, chronological, 22, 67

vs. functional, 69

resumes, creating, 12

- manually, 27–47
- new, 89
- with Resume Wizard, 13–26
- resumes, exporting, 145, 148–152
  - as HTML files, 150
  - as PDF files, 148
  - as text files, 151
- resumes, functional, 24, 68
  - vs. chronological, 69
- resumes, headings
  - adding, 100
  - deleting, 101
  - editing, 102
  - formatting, 103
  - rearranging, 104
- resumes, printing, 52, 137
  - at print shop, 195
- retirement
  - 401(k), 227
  - pension, 228
- .rtf files, 143
  - exporting resumes to, 151

## S

- sabbaticals, 234
- salaries, 187
  - bonuses, 226
  - commission, 227
  - overtime, 227
- Salary and Benefits Guide, 190,  
225–238
- salary history, 73
- Salary Maximizer, 188–190
- samples
  - cover letters, 93
  - resumes, 93
  - tutorial and, 56
- saving
  - cover letters, 96
  - resumes, 51, 95
- scanning resumes, 75

- scholarships, 235
- schools
  - adding to resume, 33, 47
  - services, 165
  - transcripts, 209
- second interviews, 223
- Second Page Heading dialog  
box, 126
- Section Border dialog box, 120
- section borders, 119
- sections
  - borders, 119
  - bullets in, 122
  - chronological resumes and, 67
  - functional resumes and, 68
  - layout of, 121
- Send dialog box, 145
- shifts, 229
- shoes, 207
- shortcut menus, 89
- sick days, 233
- skills, 202
- smoking, 213
  - cessation programs, 238
- spacing, 124
- specificity, 66
- spelling, 66, 108, 130
- starting WinWay Resume, 27, 36,  
56
- stationery, *See* paper
- stock options, 229
- strengths, 202
- styles, 49–51
  - bullets, 123
  - changing, 122
- suits, 207
- summaries, 20, 76
- SuperText, 107–108
- support, 4
- synonyms, 110

## T

- tax preparation, 236
- technical support, 4
- telecommuting, 238
- templates, default resumes, 200
- text files, exporting resumes to, 151
- thank you letter, 221
- Theme dialog box, 117
- themes, 48–49, 115–117
- thesaurus, 110
- trade associations, 165
- training, 72, 235
- transcripts, 209
- travel, 210
- travel insurance, 232
- tuition reimbursement, 234
- tutorial, 55–64

## U

- uniforms, 238
- uninstalling WinWay Resume, 10
- unlawful questions, 181
- updating WinWay Resume, 9

## V

- vacations, 232
  - floating holidays, 233
- video clips, 53
  - options, 87
- Video Player dialog box, 88
- vision insurance, 231
- volunteer work, 238

## W

- want ads, 164, 166
- web sites
  - company information, 166
  - job search and, 166
  - resumes on, 76
  - want ads and, 166
- weight, 73

- Welcome screen, 82
- wellness incentives, 238
- work experience, *See* experience
- work history
  - chronological resumes and, 71
  - functional resumes and, 42
  - See also* experience