

Family Employment Readiness Program

Certificate of Completion

has successfully completed

Instructor

Date

your Career

Pretest

RESUME WRITING

Last four digits of Social Security Number _____

True or False

- | | | |
|---|---|--|
| T | F | 1. A resume is a job search tool. |
| T | F | 2. A resume is a summary of your qualifications and work experience. |
| T | F | 3. Most employers prefer the chronological resume format. |
| T | F | 4. A functional resume is a good resume format for individuals with limited experience. |
| T | F | 5. A resume should NEVER be more than one page. |
| T | F | 6. A curriculum vitae is commonly used in medical, scientific, higher education fields and for international employment. |
| T | F | 7. A disadvantage of the chronological resume format is that it shows gaps in employment. |
| T | F | 8. A networking card is a "mini" resume. |
| T | F | 9. Volunteer work should not be included on a resume. |
| T | F | 10. You should send a cover letter with an electronic resume. |

Draft Resume

Contact Information

Name _____

Address _____

Telephone Number _____

Email Address _____

Put on Each Page of Your Resume

Objective

Type of Position _____

How You Will Assist Employer if Hired _____

Also Called "Focus Statement" or "Goal", May Omit for Generic Resume, Short Statement – 1 or 2 Lines

Summary of Accomplishments

Bullet List of Qualifications _____

Placed in "Visual Center" of Resume. Use Instead of Objective, Also Called a "Career Summary", "Professional Qualifications", "Summary of Qualifications" and "Highlights", Longer Than Objective

Work Experience

Paid and Volunteer Positions _____

Company _____

Location _____

Dates _____

Accomplishments _____

Paid and Volunteer Positions _____

Company _____

Location _____

Dates _____

Accomplishments _____

Paid and Volunteer Positions _____

Company _____

Location _____

Dates _____

Accomplishments _____

Also Called "Professional Experience", "Employment History", and "Experience".

Education

Degrees or Hours Towards or Estimated Completion Date _____

Credentials _____

Licenses _____

Relevant Training _____

Awards and Honors

Awards Relating to Career Accomplishments _____

Community Volunteerism _____

Contributions to Service Organizations _____

Academic Accolades _____

Place Towards Bottom of Resume

Affiliations

Career Organizations _____

Civic Organizations _____

Volunteer Organizations _____

Also Called "Community Service", "Professional Memberships", and "Organizations".

Publications

Books Written or Contributed to _____

Published Articles _____

Self-published Items _____

Speech Writing _____

Training Curricula _____

Also Called "Professional Writing"

Computer Skills

Programming Experience _____

Languages _____

Languages and Other Skills

Languages Spoken/Proficiency _____

Sign Language _____

Relevant to Position

Key Words

From Ad or Job Announcement _____

Ensures "Hits" in Scanned Resumes

Ed Jones
1234 Alphabet Drive
Millington, TN 45637
(204) 444-4444
Ed@yahoo.com

OBJECTIVE: A position as an Office Manager

COMPUTER SKILLS:

- Proficient in Microsoft Word, Excel, and PowerPoint
- Skilled researcher on the Internet

WORK HISTORY:

2003 - Present

Administrative Office Manager, Emory Lake Inc., Charles, MO

- Organized and managed a work schedule for 15 employees
- Arranged logistics of office expansion and relocation
- Developed a filing system and reorganized the client billing system
- Implemented a new employee orientation program
- Developed, implemented, and facilitated an administrative training program

2001-2003

Administrative Clerk, Futon World, Sasebo, Japan

- Updated and maintained customer files
- Entered packing slips, invoices, and other material control information into computer through a CRT
- Typed and filed office correspondence
- Performed receptionist duties on occasion

2000-2001

Receptionist, Crow Imports, Omaha, NE

- Handled incoming calls
- Scheduled appointments
- Handled cash and operated cash register

EDUCATION:

- DEGREE: A.S. Business Administration, University of Nebraska

James Elliot
 10 Brookings Avenue
 Ashville, NC 23987
 (123) 456-7890
 elliot22@cox.net

Objective: Seeking armed security guard position for Pinkerton Services

HIGHLIGHTS OF QUALIFICATIONS

- Government Secret Security Clearance
- Bilingual - fluent in both English and Spanish
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

- | | |
|---------------|---|
| 2003- Present | <p>Security Specialist U.S. Marine Corps</p> <ul style="list-style-type: none"> • Responsible for 250 million dollars worth of highly sensitive equipment • Monitored restricted personnel in a correctional facility to ensure they remained incarcerated • Experienced in handling confidential material • Trained in diffusing hostile situations • Certified in the use of tear gas, C-4, and TNT • Qualified sharp shooter in small arms and assault weapons • Proofread and checked contents of investigative reports • Proven ability to communicate effectively in diverse environments • Instructed, supervised and evaluated 20 personnel |
| 2001- 2003 | <p>Warehouse Supervisor Micro Chemical, Inc., Denver, CO</p> <ul style="list-style-type: none"> • Developed inventory tracking system to reduce pilferage • Supervised a crew of 10 in daily operations, including evaluation and discipline • Monitored complex cataloging and ordering systems • Helped develop and implement an effective security system |
| 2000 – 2001 | <p>Security Guard Mayfield Malls, Denver, CO</p> <ul style="list-style-type: none"> • Coordinated work assignments, evaluated performance and disciplined a four -member security team • Investigated security and safety violations and wrote detailed incident reports • Helped diffuse conflicts in a public environment with regard to everyone's safety |

EDUCATION

U.S. Marine Corps Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication Skills
 Glen Oaks Community College: 37 Units in Administration of Justice, Denver, CO

Julie Smith
123 Harvest Way
Jacksonville, FL. 01234
904.753.1234

- KEYWORD SUMMARY:** Occupational Health Specialist Public Health. Alcohol Technician. Bachelor of Science in Community Health. Department of Health. Breathe Alcohol Technician. Environmental Control. Food Inspector. Work Effectively with Public. Organized. Strong Work Ethic. IBM. Apple. PageMaker, WordPerfect 6.0. Word. Excel. PowerPoint.
- OBJECTIVE:** A position in a health care setting with a focus on community health education and awareness.
- EDUCATION:** **Bachelor of Science**, Radford University, Radford, VA. 2004.
Major: Community Health.
- EXPERIENCE:** **Occupational Health Specialist**, Pulaski Community Hospital.
Pulaski, VA. 2004-current.
Responsible for the employee drug screening procedures of 30 industrial facilities.
- Includes urinalysis and alcohol testing.
 - Effective interpersonal skills.
- Assistant**, Virginia Department of Health and Environmental Control.
Radford, VA. 2003-2004.
- Served as student intern completing 400 hours of work focused on environmental health issues.
- Food Protection Permits.
 - Rabies Control, Lead Poisoning, Septic Tank Inspections.
 - Health Education and Health Promotion.
 - Nutrition, Smoking Cessation, STD's
- Assistant to Volunteer Coordinator**, Pulaski Community Hospital.
Pulaski, Virginia. 2002-2003.
- Planned holiday activities for hospital employees and their families.
- Worked extensively with computer systems.
 - Learned time management and workplace communications.

Samantha Smith
22 Elm Street
Sturgis, MI 49041
(646) 413-9887
samsmith22@juno.com

GOAL

Customer support position where my strengths in communications, sales, and administration will be utilized.

PROFESSIONAL EXPERIENCE

Communications: Public Relations, Advertising, Training, Staff Development

- **Writing/Verbal Skills:** Excellent communication skills for customer communications, correspondence, newsletters, internal communications, and public speaking.
- **Staff Development:** Successfully coordinated monthly training programs - assessed learning needs, created curriculum, presented instruction, and secured nationally recognized guest speakers.
- **Trainer:** Able to provide client-centered interactive training sessions, emphasizing practical applications for customer education and/or staff development.

Sales: Presentations, Negotiations, Customer Relations, Event Planning, Fund-Raising

- **Persuasive Communicator:** Sold new program ideas and secured funding approval. Demonstrated ability to sell varied products as “floater” for upscale retailer; generated daily sales equal to that of experienced sales associates.
- **Customer Relations:** Selected by management as liaison and troubleshooter to resolve concerns with coworkers, external customers, and vendors.
- **Event Planning:** Organized well-received special events in work and community volunteer capacities. Planned events for up to 250.

Administration: Program Management, Planning, Development, Budgeting, Supervision

- **Management:** Staffed, managed facilities, and coordinated educational program with 250 enrollees and 15 instructors. Hired, placed, and evaluated instructors.
- **Planning:** Served on cross-functional team that conducted strategic planning, developed budgets in excess of \$345,000, determined programming, and ensured compliance for school site serving 650+ students.

EDUCATION

Degree: B.S. in Public Relations. University of Michigan

PAUL KOCH
 25 Chicago Road
 Jacksonville, FL 88888
 (804) 234-5678
 paulkoch@aol.com

OBJECTIVE: A position as an Electronics Maintenance Manager

HIGHLIGHTS OF QUALIFICATIONS:

- 15 years experience in management and hands-on electronic maintenance
- Skilled technician with expertise in an array of electro-mechanical disciplines
- Articulate communicator who conveys technical concepts in clear terms

EXPERIENCE: Active Honorable Military Service

Management

- Managed five departments consisting of 45 electronic technicians performing a wide range of electrical and mechanical repair on over 20 aircraft
- Maintained 100% accountability of over 2,000 component parts, electronic test equipment, and materials with inventory values in excess of \$3 million
- Planned all electronic test equipment calibration schedules to prevent availability gapping
- Analyzed the performance of electronics equipment associated with electronic systems, radar search systems, and navigational systems

Electronics Technician

- Repaired electrical and electronic aircraft systems and components using industry-standard equipment, such as oscilloscopes, signal generators, voltmeters, and ammeters
- Skilled in wire, cable bundle, coaxial, and connector repair
- Utilized industry-standard test equipment to perform bench level repairs
- Repaired, adjusted, and calibrated electronics equipment in general use in the surface and submarine Navy

COMPUTER SKILLS:

Software

Office
 Word
 Excel
 Power Point
 Access
 Front Page

Applications

AutoCAD
 Vector Works
 Internet
 COBRA
 Safe Touch
 Scanner

Hardware

PC
 Mac
 General Office
 Plotter
 Fabrications

EDUCATION/TRAINING:

- Advanced Electrical and Electronic Training
- Digital Electronics Training
- Leadership and Management
- Logistics Management
- OSHA Hazards and Chemical Safety

SUSANNAH HOLT

346 Wall Street
Hayward California 94541
(415) 980-6774

Objective: Position as Volunteer Coordinator for Marin Humane Society

HIGHLIGHTS OF QUALIFICATIONS

- Demonstrated talent in assessing skills and making appropriate volunteer placements
- In-depth experience with pet therapy programs
- Established and managed a successful pet care business
- Supervised volunteers at local humane organizations
- Over 10 years of effective public relations experience

PROFESSIONAL EXPERIENCE**Pet Therapy Programs & Volunteer Work**

- Implemented new pet therapy program at The Latham Foundation for Human Education, thoroughly researching other programs and selecting the most appropriate features
- Introduced pet therapy program to nursing homes:
 - Made initial contacts and described the program benefits
 - Scheduled visits to nursing homes
 - Coordinated efforts with Oakland SPCA
- Served as a volunteer at three area humane organizations

Communication & Public Relations

- Worked directly with hundreds of pet care clients, advising and assessing their pet care needs
- Effectively handled emergencies and customer inquiries, as BART train operator, earning commendation for outstanding service to patrons
- Mediated between volunteers and staff to maintain harmonious working relationships, and maximized volunteer job satisfaction within the limitations of the program

Management, Supervision & Training

- Started a pet care business from scratch:
 - Interviewed job applicants, assessed their skills, placed, trained and supervised
 - Wrote all the contracts, generated billings, and followed up on billing
- Trained new BART train operators
- Trained new volunteers at Latham Foundation and at Oakland SPCA

Jennifer Johnson

19202 Nelson Court • Valley Lee, PA • (301) 994-0132 • jenniferjohnson9@hotmail.com

Qualifications Summary

- *Expertise with print, radio and television media. Led development of marketing plans and campaigns including media relations during disaster response.*
- *Five years experience recruiting, interviewing, placing and supervising volunteers.*
- *Over 10 years experience tutoring adults and children individually and in small groups.*

Supervision

- Supervised volunteers at three American Red Cross locations.
- Reduced turnover rates by 20%.
- Developed a new volunteer orientation program.
- Coordinated all volunteer recognition functions.

Training

- Trained more than 100 volunteers.
- Facilitated first aid training, babysitter course and water safety courses.
- Did presentations at Commander's Conferences, Key Volunteer Training, and to community groups.
- Hosted numerous training sessions and conferences with up to 250 attendees.

Crisis Response

- Set up and staff family assistance centers.
- Interviewed with local, national and international media.
- Briefed families and provide counseling.
- Drafted after action reports.

Media Relations

- Developed regional marketing plan and support materials.
- Arranged interviews and filming with staff and customers.
- Wrote articles and took photos for submission to local newspapers.
- Posted web site information.
- Edited and distributed monthly electronic newsletter.

Education

B.A., Glen Oakes Community College, Centerville, MI.

HELEN E. MILLER
3999 West Cherry Lane • Fresno, CA 93792 • (209) 406-3210

QUALIFICATIONS SUMMARY

Management professional with over 20-year career distinguished by promotion to challenging multi-branch assignments.

FINANCIAL EXPERIENCE

Promoted through positions with leading financial institution, National Bank:

Assistant Vice President	2004 - Present
Customer Service Manager	1996 - 2004
Assistant Operations Manager	1989 - 1996
Customer Service Representative	1988 - 1989

Currently accountable for central California district containing 26 sites with total staff of 635 FTEs.

Provide operational support to division, district, branch, and customer service managers in the areas of production management, quality control, policy development, risk management, staffing, and customer service.

Highlights of responsibilities and career accomplishments include the following:

General Management - Business Development, Customer Service, Cost Controls, Productivity

- Increased district ranking from #8 to #1 for service and production management.
- Minimized total operating losses to 40% under plan, with 85% of sites under plan for risk management.
- Initiated new policy for currency handling with resultant savings to company of \$1.5 million.
- Played an integral role in organizing a new central California division comprising 250 branches.
- Designed an improved system (subsequently implemented statewide in some 500 sites) for out-of-balance conditions and cash shortages.
- Directed the integration of two newly acquired branches into corporate system with minimal downtime; success acknowledged by Senior Vice President with written commendation.

- Earned excellent biannual corporate audit ratings for cash control, security, and policy compliance.

Training / Development

- Certified Instructor for National Bank's Retail University: wrote and taught corporate courses for executive training program (topics included production management, ethics, understanding branch reports).
- Assisted in writing job descriptions for operations staff utilized system-wide (520 locations).
- Cross-trained operations staff well beyond scope of normal job profiles; efforts resulted in increased productivity, reduced loss liability, and improved customer service response time.

Human Resources Management

- Administered corporate human resource policies.
- Recruited and interviewed candidates for mid-management positions.
- Conducted monthly officer meetings, addressing policy changes, training, and problem-solving needs.

SPECIAL HONORS

- District Service Specialist of the Year (statewide award; selected among 45 candidates).
- Customer Service Manager of the Year (for effective management of high-volume \$145 million branch).

EDUCATION

Degree: A.S. Business Administration.

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 paulkoch@aol.com

OBJECTIVE Electronics Maintenance Manager

HIGHLIGHTS OF QUALIFICATIONS

- 10 years experience in management and hands-on electronic maintenance
- Skilled technician with expertise in an array of electromechanical disciplines
- Articulate communicator who conveys technical concepts in clear terms

EXPERIENCE Active Honorable Military Service (1994 –current)

- Managed five departments consisting of 45 electronic technicians performing a wide range of electrical and mechanical repair on over 20 aircraft
- Maintained 100 % accountability of over 2,000 component parts, electronic test equipment, and materials with inventory values in excess of \$3 million
- Planned all electronic test equipment calibration schedules to prevent availability gapping
- Analyzed the performance of electronics equipment associated with electronic systems, radar search systems, and navigational systems

Electronics Technician

- Repaired electrical and electronic aircraft systems and components using industry-standard equipment, such as oscilloscopes, signal generators, voltmeters, and ammeters
- Skilled in wire, cable bundle, coaxial, and connector repair
- Utilized standard test equipment to perform bench level repairs
- Repaired, adjusted, and calibrated electronics equipment in general use in the surface and submarine Navy

COMPUTER SKILLS

Software

Office
 Word
 Excel
 Power Point
 Access
 Front Page

MS Applications

AutoCAD
 Vector Works
 Internet
 COBRA
 Safe Touch
 Scanner

Hardware

PC
 Mac
 General Office
 Plotter
 Fabrications

EDUCATION/TRAINING

Advanced Electrical and Electronic Training
 Digital Electronics Training
 Leadership and Management
 Logistics Management
 OSHA Hazards and Chemical Safety

Lucille Ball
617-243-5540
lucy@netcom.net
125 Main Street, Washington, DC 02180

GOAL: Pharmaceutical Sales

SUMMARY OF QUALIFICATIONS

- * **SALES AND COMMUNICATION SKILLS:** Successful sales and customer service experience, proven communication abilities (listening, speaking, presenting) strong problem-solving skills, ability to establish rapport with diverse individuals.
- * **HEALTH/WELLNESS KNOWLEDGE:** Degree in Health Education and Promotion, internship experience communicating health issues to city employees and the public.
- * **PERSONAL ATTRIBUTES:** Self-motivated and energetic, possess strong planning, organizational, and time management skills, professional in appearance and demeanor, enthusiastic, sincere, and hard working.

EDUCATION

Bachelor of Science in Health Education and Promotion, June 2003, American University, Washington, DC.

INTERNSHIP: District of Columbia Health Department, January - June 2002.

- * Assisted health educators in planning and carrying out various health education programs for more than 500 city employees as well as members of the community.
- * Wrote, edited, designed, and coordinated printing and distribution of a monthly health newsletter distributed to all city employees.
- * Prepared and delivered educational presentations on topics such as stress and water safety.
- * Attended and participated in professional meetings with health education staff.
- * Provided staff support for tobacco and cardiovascular disease-prevention programs.
- * Compiled a comprehensive list of smoke-free restaurants in the district.

EXPERIENCE

Front Desk/Customer Service Representative: Nauticus Fitness Center, Fairfax, VA 2003-Present.

- * Provide customer-focused assistance to visitors and members; answer questions about programs, schedules, and referrals to health care providers located in the facility.
- * Present program benefits and promote program registration.
- * Recognized for problem-solving skills and ability to deliver customer satisfaction.

Sales Associate: Fitness Gear, Fairfax, VA 2002-Present

- * Consistently earn commissions and incentives for sales performance as measured against monthly objectives.
- * Personally set daily, weekly, and monthly goals and self-monitor performance.
- * Completed sales training with emphasis on promoting product benefits.

COMPUTER SKILLS

- * Computer Skills: MS Word, Excel, PowerPoint, Outlook and Internet

Create an Electronic Resume

Many large companies scan resumes into a data base for ease of filing and retrievable. Although the following tips will not make your resume “beautiful”, they will make it scanner-friendly.

- Set the left margin at 0 and the right margin at 65; each line must not exceed 65 characters.
- Turn off your word wrap or automatic hyphen; always use a hard right return (hit your “Enter” key) at the end of each line.
- Select a fixed-width rather than proportional typeface. Your safest typeface choice is Courier. Use font sizes between 10-14 points.
- Include a keyword summary, just in case this resume gets scanned into a resume database that retrieves resumes by keywords.
- Limit emphasizing techniques to all caps, asterisks (*), dashes (-), and plus signs (+). Put your name and headings in ALL CAPS.
- Use the Space bar and Enter key to create white space. Do not use the Tab key or other formatting commands to indent or center items.
- Save your resume as a text only document which converts it to a plain text resume (ASCII document).
- Check for formatting problems by reopening the document; fix any formatting problems using your Space bar and Enter key.
- Put the plain text resume into the body of your e-mail message - avoid sending it as an attachment unless asked to do so.
- Before you e-mail your resume to an employer, e-mail it to yourself or a friend to do a final check for any formatting problems.
- When preparing to transmit your e-mail resume to an employer, be sure to include an attention-getting yet professional subject line, such as “Information You Requested” or “Resume for Accounting Position.”

Job Search Letters

Cover Letters

A cover letter should be no longer than one page. Address your letter to the person in charge of the hiring process. If you do not know the name of this person, call the potential employer and ask for that person's name. If you cannot get that person's name, address the letter to the person's title. For example: "Dear Operations Manager". Do not address the letter "To whom it may concern".

Generally three paragraphs are adequate to do the following:

Paragraph 1

- State your interest in a specific position.
- Tell how you learned about the position.
- Indicate why you are qualified for the position.

Paragraph 2

- Mention your enclosed resume.
- Summarize your relevant knowledge, skills, and accomplishments.
- Indicate why hiring you would be beneficial to the organization.

Paragraph 3

- Restate your strong interest in the job.
- Mention that you will follow up with a phone call in one week.
- Give your phone number.
- Thank the reader for the time and consideration.

Remember to:

- Be formal, polite, honest, and assertive.
- Print the letter on paper that matches your resume.
- Use the same font that was used on your resume.
- Proofread your letter to ensure that you have not made any typographical or grammatical errors, and that there is no incorrect information on it.
- Sign your letter.
- Follow-up by telephone approximately one week after sending your resume to ensure it was received, learn if you are being considered for the position, and determine when interviews might be scheduled and with whom.

Thank You Letters

A thank you letter can be electronic, formal hard copy, or a handwritten note. It is generally sent after an interview. It provides an opportunity for you to further market your skills and abilities and to tailor your experience to the job for which you interviewed.

A thank you letter should be no longer than one page. Address your letter to each individual who interviewed you. Be sure to get a business card from each interviewer so you know the correct spelling of their name and their title. If you did not get a business card from each interviewer, call the potential employer's human resource office and ask for the information.

Generally three paragraphs are adequate to do the following:

Paragraph 1

- Thank them for the interview.
- Express your continued interest in the position.
- Try to relate your continued interest to something that was said in the interview.

Paragraph 2

- Summarize why your skills would be a good "fit" for the position.

Paragraph 3

- Indicate that you look forward to being part of the "team".
- Again, thank the reader for their time and consideration.

Remember to:

- Be formal, polite, honest, and assertive.
- Send immediately upon completion of your interview.
- If you send an electronic thank you letter, follow-up with a slightly different hard copy version.
- Proofread your letter.
- If you handwrite a thank you note, use your best handwriting and use professional-looking cards.
- If you do not receive further information, call the individuals you interviewed with to determine if the position has been filled. If not, ask what additional information is needed to hire you for the position. If the position is filled, let the interviewer know that you were impressed by the company and would be interested in other positions as they become available.

Post Test

R E S U M E W R I T I N G

Last four digits of Social Security Number _____

True or False

- | | | |
|---|---|--|
| T | F | 1. A resume is a job search tool. |
| T | F | 2. A resume is a summary of your qualifications and work experience. |
| T | F | 3. Most employers prefer the chronological resume format. |
| T | F | 4. A functional resume is a good resume format for individuals with limited experience. |
| T | F | 5. A resume should NEVER be more than one page. |
| T | F | 6. A curriculum vitae is commonly used in medical, scientific, higher education fields and for international employment. |
| T | F | 7. A disadvantage of the chronological resume format is that it shows gaps in employment. |
| T | F | 8. A networking card is a "mini" resume. |
| T | F | 9. Volunteer work should not be included on a resume. |
| T | F | 10. You should send a cover letter with an electronic resume. |

Participant Evaluation

RESUME WRITING

Your input is valuable. Please take time to complete this form so we can continue to improve our programs.

Program Title: _____

Presenter: _____ Date: _____

Please rate the following:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1. The information presented in this program was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Audio/visuals, handouts and/or support material were appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The presenter demonstrated knowledge of subject matter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The material was delivered in an informative manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I would have liked to have spent more time on _____					
6. I would have liked to have spent less time on _____					
7. What are the most convenient days and times of the day for you to attend workshops? _____					
8. How did you hear about this workshop? (Check all that apply.)					
<input type="checkbox"/> Local Newspaper	<input type="checkbox"/> Email	<input type="checkbox"/> Local TV/Radio Station			
<input type="checkbox"/> Poster	<input type="checkbox"/> Training Session	<input type="checkbox"/> Other (please list)			
<input type="checkbox"/> Message Traffic	<input type="checkbox"/> Installation TV/Radio Station	_____			
<input type="checkbox"/> Flyer	<input type="checkbox"/> Installation Marquee	_____			
9. What other suggestions do you have to improve this training? _____					
10. Overall, this workshop was:					
<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Good	<input type="checkbox"/> Outstanding		