

# Resume Writing and Interview Tips

## for Home Depot Associates



## Writing a Resume

### Why do I need a resume?

If you want to apply for a new position in the company, you will typically need a resume. A resume is your opportunity to promote your qualifications and get the interview – use it wisely!

### What should I include?

Crafting a resume takes time, patience, and skill. It needs to be thorough, but also simple and easy for the reader to understand. Most resumes include the following sections:

- **Contact Information** - At the top of your resume, you need to include the following information:
  - First and last name
  - Address and telephone number(s)
  - E-mail address
- **Summary of Qualifications** - spotlights your most impressive and relevant accomplishments, skills, and experience. Either a bulleted list or paragraph style is acceptable.
- **Work Experience** - this section will include specific information about your past accomplishments. Start with your most recent (or current) position. Be sure to include the location of the organization and the dates of employment. Be consistent in how you format each experience.
- **Education** - list formal programs/degrees, as well as relevant continuing education or on-the-job training.
- **Skills** - include skills that are relevant to the position you are interested in (i.e. computer skills, software skills, language skills, managerial skills, etc.).
- **Certifications/Licensure (if applicable)** - list any job-related certifications or licenses you have obtained. Include the full name of the certification, the issuing organization or institution and its location and the date issued.
- **Awards & Recognition (if applicable)** – list any significant job-related awards or recognition you have received.

Put the most important information first. This point is valid both to the overall order of your resume, as well as to the individual sections. Most of the times your previous work experience will be the most important part of the resume, so put it at the top. When describing your experiences or skills, list the most important ones first.

### What are some tips for writing a good resume?

One of the most important things you can do is ensure your resume is a summary of your achievements and not just a list of previous job responsibilities. Resumes that include a long list of responsibilities are not an effective way to sell yourself. Instead use action verbs to describe what you accomplished in each job.

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Let's look at an example of how action words can improve a resume:

<b>VERSION 1:</b> <b>No Action Words</b>	<b>VERSION 2:</b> <b>Enhanced with Action Words</b>
<p>Responsibilities included handling complaints, supervising clerical staff, supporting three executives, and using cost-effective processes to order and maintain supply inventory.</p>	<ul style="list-style-type: none"> <li>■ Managed successfully the coordination of 8 support staff in a high volume sales office.</li> <li>■ Improved efficiency through scheduling, eliminating duplication of tasks, and providing “Excellent Customer Service” training programs for the staff.</li> </ul>
<p>Responsibilities included assisting customers, ensuring department was fully packed down and in stock at all times, and coaching and training associates.</p>	<ul style="list-style-type: none"> <li>■ Created a customer service and selling culture within department which led department to beat sales plan by more than 5% for 3 consecutive years.</li> <li>■ Coached and trained all associates within department leading to improved VOC scores year over year.</li> <li>■ Received a Platinum Homer badge, the company’s highest level of recognition for customer service.</li> </ul>

Notice that the accomplishment statements in Version 2 use action words and indicate the results achieved. This makes these statements much more powerful than Version 1. Make sure your accomplishment statements begin with an action verb and state **WHAT ACTION** you took and the **RESULT** of your action (in quantitative terms whenever possible).

### What do I do with my resume when it's complete?

- Career Depot is the place for internal associates to view and apply for retail hourly, retail management, and corporate/non-store positions.
- Depending on the role you are applying for, you may be able to upload your resume to Career Depot or you may need to use Career Depot’s resume builder functionality.
- If you are selected for an interview, be sure to bring a copy of your resume with you.

## Interviewing

### What is a structured interview?

A structured interview is a series of job-related questions which are consistently applied to all applicants for a particular job. Structured interviews are used for most positions.

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### Two primary types of questions are asked:

1. Behavioral questions are focused on learning about the candidate's past work experiences and what has been gained from these experiences.
2. Situational questions ask the candidate to describe how he or she would approach various work-related situations. The individual is often asked to specify the Situation, the Action taken, and the Result or outcomes.

### How should I prepare for an interview?

Your past performance is the best indicator of how you are likely to perform in the future. So, the best way to show an interviewer that you are capable of performing the job well is to give specific examples of when you've done something similar in the past. When you demonstrate to the interviewer that you've used your knowledge or skills well, you are also demonstrating that you'll be able to use that knowledge or skill again. Use the following steps to prepare for a structured interview.

1. **Review the job description to find out the knowledge and skills needed for the job. This is the most important prep work you can do.**
  - Review the day-to-day tasks associated with the position.
  - Review the experience requirements.
2. **Review your resume for experiences that illustrate the knowledge or skills required for the job.**
3. **Prepare specific examples of your past behaviors and accomplishments that will show you meet the requirements of the job.**
  - Structure your answers using the SAR approach: State the Situation you were in, the Action you took, and your Results.
4. **Practice interviewing with a friend or co-worker.**
  - Try to anticipate what types of questions might be asked based on the job description and the knowledge and skills required.
  - Identifying possible questions and practicing your responses will help you feel more prepared and comfortable with the structured interview process. This will help you perform at your very best during your interview.

### What are some tips for during the interview?

- Arrive on time.
- Introduce yourself if you don't know the interviewers.
- Have a firm handshake.
- Listen carefully to the questions being asked.
- Don't be afraid to "sell" yourself. Take pride in your accomplishments and don't minimize an opportunity to speak of your achievements in a positive manner.
- Answer all questions fully. Take notes if you need to and take your time to elaborate. Don't assume your interviewers already know you or your work ethic. You can only be evaluated on what is said, not what is implied.
- Be aware of your non-verbal communication.
- Ask about the next steps in the process.
- Thank the interviewer(s).

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## What should I do after the interview?

- Take a deep breath, you did it! If you don't get the job, at least you've gained some valuable experience and know what to expect for next time.
- After the job is filled, don't be afraid to ask the interviewer or manager for feedback. Understand what went well and what you could do differently next time.
- Continue to work on your development plan regardless of the outcome. It's your career, own it!

## What type of questions will I be asked?

Every interview differs, but there are some common skills that most successful associates at the Home Depot have. Here are some sample questions that can help you prepare your specific examples of your past behaviors and accomplishments.

1. Your success as a supervisor will depend in large part on your ability to set goals and accomplish results. Describe a time in a past position when you accomplished more than others thought possible.
2. Often our customers place many demands on us, some of which are unreasonable. Tell me about a time when you were faced with a customer who made unusual or unreasonable demands.
3. Discuss a time when you provided someone with valuable developmental feedback that he or she used to improve his/her performance.
4. Tell me about a time when you were able to provide someone with the direction that he or she needed to succeed at work.
5. Describe a time when you successfully handled conflict at work. What did you do?
6. Tell me about a time when being quick to act or respond to a situation at work paid off.
7. Give me an example of a time when you wanted to give up on something, but pushed through it to find success.
8. How do you ensure that you consistently produce results at work? How do you stay motivated and committed to driving results?
9. Tell me about your approach for building positive relationships with others at work.
10. Tell me about a time when you had to overcome challenges or barriers in order to deliver excellent service to a customer.