

Focused. Engaged. Committed.



**Summer Youth Employment Program
Participant Manual 2016**

Broward County



In partnership with:





Summer Youth Employment Program

Message from the President



Welcome to the 2016 CareerSource Broward's Summer Youth Employment Program! Congratulations on taking the first step toward your future. By participating in this program, you will gain valuable knowledge and skills that will enhance your education and advance your career goals.

The employability training you will receive during this summer will reinforce the basic job skills you learned during your Employability Training Sessions, taking responsibility for work schedules, learning appropriate dress code, managing your money and handling conflict resolution. This guide was prepared for you not only as a reminder of those lessons, but as valuable resource that contains answers to many of the questions that may arise while participating in this program.

As a participant, you will be matched with a monitor to assist you in making your summer job a success. Your monitor will visit your workplace regularly to speak with you and your supervisor. It is extremely important that you share any issues, concerns and achievements. We want to ensure that your experience is both positive and rewarding.

Since its inception, over 8,000 young adults have taken advantage of the Summer Youth Employment Program. Because of their hard work and persistence, many have secured employment for the following school year and beyond.

On behalf of CareerSource Broward, Broward County, the Children's Services Council of Broward County, the City of Pembroke Pines, the Town of Davie and the City of Fort Lauderdale, we thank you for your participation in the program and encourage you to always put your best foot forward. You are our future community leaders!

Sincerely,

Mason Jackson
President/CEO
CareerSource Broward



Summer Youth Employment Program

Getting Started

Your First Day

The first day on a new job is a lot like the first day of school; you have to find the bathrooms and the cafeteria, get all of your supplies, and meet new people and, maybe, even do some work. That first day can seem overwhelming, but knowing some basic workplace rules will help you survive. Here are a few tips to make your first day a success!

Make Sure to Prepare Ahead of Time

1. Before the first day, travel to your assigned jobsite, to familiarize yourself with the route, distance and the time it will take for you to get to your job on-time. Research bus routes if you plan to take public transportation.
2. Have a "dress rehearsal." If in doubt about what to wear on your first day, choose an outfit and ask a friend or relative for their opinion. Remember, it is better to be overdressed than underdressed.
3. Gather all of the supplies you may need for the first day. For example, a pen to fill-out forms and a pad of paper to take notes.
4. Remember to set your alarm clock. Try to give yourself enough time in the morning to arrive at your job at least 10 minutes early.
5. The morning of your first day at work, remember to eat a healthy breakfast and be confident and open-minded.

SYEP Administrative Staff

Latema King	SYEP Program Manager	(954) 202-3830, Ext. 3021
Diana Graham	SYEP Community Liaison	(954) 202-3830, Ext. 3023



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Tips to Make a Good Impression

1. Follow good personal hygiene. Shower or bathe, have clean hair combed and neatly styled, brush your teeth, use deodorant, etc.
2. Use make-up, perfume and after-shave sparingly, as they could be a distraction.
3. Neatly trim and clean your fingernails. This applies not only to young ladies but young men, too. Women with fancy and/or long nails should consider limiting the length of their nails and wear conservative colors to avoid projecting the wrong image to an employer.
4. For a job requiring uniforms, the correct attire is to wear the uniform each work day.
5. For a job in an office environment where the dress code is “business casual,” the correct attire for men should be a shirt with a tie and dress pants, or even a suit. Women should wear a dress or a business suit, with skirts that are at least knee-length or longer.
6. Limit the quantity and size of your accessories. Women should wear closed-toe shoes. Men should ensure shoes are shined and in good condition.
7. Wear clean and neat clothes that fit well and are in good condition. Clothes should not be tight. Male participants should avoid baggy or loose-fitting pants and female participants should avoid cropped, strapless or low-cut tops. Both genders should avoid backless shoes such as flip-flops as those are not safe in a work environment.
8. Remember, **dress for success!**

Getting Started

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Don't Forget to Ask These Questions at Work on Your First Day

- 1. What Do I Wear?**
Ideally, ask this one before your actual first day, so you can plan to purchase a uniform or more professional clothes, if necessary.
- 2. Where Do I Park?**
If you have a large number of customers coming to the business, it's common to allow them access to the most ideal parking spaces. Inquire about the appropriate place to park. The business may have assigned parking for its employees.
- 3. Who Do I Ask If I Have a Question?**
Sometimes the person who hired you is not your supervisor. You'll encounter a lot of new faces and situations on your first day. You'll need to know who to ask for help when you run into something you can't handle. Do not be afraid to ask questions.
- 4. When is Lunch?**
Besides knowing when to go to lunch, you'll want to know what to do before you leave. Are you expected to check with your supervisor? Do you need someone to cover your work? Do you follow a formal schedule for breaks? If under 18-years-old you are **not allowed** to leave the worksite for lunch. You will need to bring your lunch or order lunch and stay at the workplace. Lunch is ½ hour and unpaid.
- 5. What Equipment Do I Use?**
Where is the copier and how does it work? Where is the computer paper, cash register paper or other items that you'll need to replace regularly?
- 6. What Are The Internet Usage Rules?**
If you use a computer, your online use may be restricted. Even if you are allowed free access, ask about any restrictions, such as e-mail and instant messaging sites.
- 7. Who Do I Call If I'm Out Sick or Running Late?**
Get a name and phone number in case you need to call before or after office hours. Add your supervisor's and CSBD's monitor contact numbers in your cell phone's speed dial for quick access. Leave a message for your supervisor and monitor if you are unable to speak to them, directly and send a text message to both your supervisor and monitor if appropriate.



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8. How Does the Phone Work?

Business phones can be far more complicated than the one you use at home. If your job does not focus on the telephone, a company might overlook teaching you how to use it. You don't want to accidentally hang-up on a customer, or worse, your boss! Ask about the policy concerning personal calls. If you have a direct line to your work station, what is the number? Ask about the cell phone policy. It is not appropriate to be on your cell phone or texting while at work.

9. What Do I Do Next?

During training, your tasks may be broken down into components. You'll work on something for a short period of time, and then your supervisor will check-up on your progress. When you're given a task and then left alone to do it, ask what you should do when you finish. By taking initiative, you show confidence in your ability to complete the task assigned and show a willingness to do more and display the foresight to look ahead.

10. Where's the Bathroom?

Waiting until you're hopping from foot-to-foot is not the best time to ask about the facilities. Ask early in the day – before you have to go. If your supervisor gives you a tour of the building, make sure you cover this question then.

11. Some worksites will provide an orientation on the first day so you are aware of their company's policies and procedures.



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Helpful Tips

Tips to Help You Stay on the Job

1. Punctuality

Be on-time for work every day. Come back from all breaks on-time. Your supervisor and your co-workers will appreciate your punctuality.

2. Regular Attendance

Show up for work, regularly. If you are sick, call before your shift starts so arrangements for a replacement can be made. Whenever possible, ask to speak directly to your supervisor rather than having a coworker relay a message. Do not rely on or have someone else call in for you.

3. Follow Instructions

If you are assigned a task and given a procedure to follow, then follow it. Even if you have done this type of work before and it was done differently, it is important to do things the way your current employer directs. If you have questions about the procedure, ask. Showing initiative is always encouraged. If you want to make suggestions, do so in a non-challenging way and wait for the appropriate time.

4. Complete Tasks on Time

Be sure to manage your time appropriately when you are assigned to do a particular job or when it requires completing within a certain number of hours or days. As soon as you realize there may be a delay in completion or a problem arises, let your supervisor know. Avoid incomplete tasks and making excuses as to why a task was not completed.

5. Know What is Expected

Be sure you understand exactly what is expected of you on the job. If you are unclear or uncertain about any of your duties, politely ask your supervisor to explain them again. If necessary, take notes so you can refer back to them.

6. Accept Criticism

If you have not executed a job correctly or have not completed a task on-time and your supervisor reprimands you or brings it to your attention, accept the comments and criticism politely. No one enjoys being criticized but it is very important not to get defensive. You might even consider saying something like, "Thank you for bringing it to my attention. I will try to do better next time."



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7. **Be Respectful and Cooperative**

Always use proper language and call your supervisors by their last names (Ms. King or Mr. Williams) unless they tell you to directly call them by their first names (Ms. Susan or Mr. Frank). Respect your co-workers. Using foul language or slang words are not acceptable.

8. **Keep Confidences**

If you are given confidential information by a coworker or supervisor or as part of your job, it is important to keep that confidentiality. You want to be thought of as trustworthy, so behave as such.

9. **Ask For More Responsibility**

When you feel ready to handle it, ask for more responsibility. When you complete an assigned task, ask your supervisor if there is anything else you can do to help.

10. **Honesty and Integrity**

If you make a mistake, admit it. Apologize and correct the mistake on your own. If you can't, ask your supervisor or a coworker to help you correct it. We all make mistakes so don't put yourself down if it happens. Learn from the experience so you do not repeat it. Integrity in the workplace is very important. Be known as one who is honest and trustworthy.

11. **Be Safe**

At every job site, safety is a priority. If you see something that could be a work hazard or that is dangerous, speak-up. **TELL YOUR SUPERVISOR and/or MONITOR!** If it is something you can safely correct yourself, do so, and then advise your supervisor.

12. **Use of Electronics, Social Media**

There should be no use of iPods, iPhones, iTouch, iPads or mp3 players. No cell phone use unless you are on your break; no texting, no web-surfing on social media sites and avoid emails. Headphones and/or ear buds are not to be used during work hours.

13. **These are real jobs!**



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Evaluations

Performance Evaluation

You will be evaluated by your supervisor once during the eight-week period. The purpose of the performance evaluations is to allow your supervisor to give you constructive feedback on your performance. This is also a time for you to share your experiences at the worksite with your supervisor and monitor.

You will be evaluated at the end of five (5) weeks in the program to see how well you have learned and applied the employability skills you learned in the 3 day orientation before you started work. Your worksite monitor will be reviewing the employability skills with you during the program to prepare you for the evaluation.

Surveys

During the 6th week of the program you will receive a survey by email. The survey will be for you to evaluate your worksite and supervisor as well as to evaluate the program and monitor. The survey gives us valuable information to help improve the program each year.



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Rules for CareerSource Broward/SYEP Participants & Disciplinary Contract

As you begin your employment with the SYEP, you are expected to follow all of the rules and regulations set forth by the SYEP and by the worksite to which you are assigned. You are expected to follow instructions and directions given by the Worksite Supervisor and failure to do so can result in termination from the program.

Rules Prohibit the Following

1. Falsification of records, including official documents such as timesheets
2. Use or possession of alcoholic beverages or illegal drugs during working hours or appearing at the workplace under the influence
3. Refusal to carry out directives of Worksite Supervisors, Worksite Monitors or any other official of the worksite or SYEP
4. Disclosure of confidential information about other participants, SYEP Work Providers or CareerSource Broward staff, such as financial status, contractor/employer trade secrets
5. Theft or abuse of worksite property or the property of SYEP Worksite Monitors
6. Limited absences
7. Excessive absences, three consecutive and unexcused absences are detrimental to continued employment

The following actions will result in immediate dismissal

Threats of violence and verbal or physical abuse to any participant, employee, worksite provider, or CareerSource Broward/SYEP staff member and weapon possession at a worksite.

SYEP RULES



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Counseling

Whenever a SYEP participant is found to be in violation of any of the performance standards or rules, the following actions could be implemented depending on the infraction:

1. Corrective Counseling

Whenever the actions of a participant are deemed to be not life-threatening to himself/herself, to other participants, the Worksite Supervisor will attempt to counsel the participant about proper behavior and attitudes.

This corrective counseling will be carried out in such a way that the participant is able to learn from the “mistake” and be given an opportunity to correct the behavior or attitudes. If counseling is not successful, then the Worksite Monitor will be contacted, immediately, for intervention.

A record of the results of this counseling will be made part of the participant’s file, along with documentation of the behavior or attitude, which necessitated the counseling.

When the counseling has been positive, no further action needs to be taken. If the behavior or attitude does not change as a result of the counseling, then either additional counseling may be attempted, or a more formal action to limit the participation of the individual may be pursued.

The following procedure could be used depending on severity of offense:

- **1st Occurrence**
Supervisor issues verbal warning to the participant in an informal conference, records the information, signs and dates it, and has the participant sign it.
- **2nd Occurrence**
Supervisor notifies the assigned Worksite Monitor of the infraction and the previous occurrence. The Worksite Supervisor will then meet with the Worksite Monitor and the participant to discuss the problem. The Worksite Monitor will suggest corrective action and complete a Settlement Agreement that should be placed in the participant’s folder. A case note is also placed in the participant’s file.
- **3rd Occurrence**
If the Worksite Monitor determines that disciplinary action is in order, he/she should arrange a meeting with the Worksite Supervisor within three (3) working days of the incident. The Worksite Supervisor will complete a case report of the matter and include recommended corrective action.

2. Actions That Limit the Participation of Individuals

Depending on the circumstance, SYEP staff will take immediate action to limit the participation of an individual in the SYEP. The decision regarding what type of corrective action is appropriate will be made on an individual basis, based on the immediate situation.



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Appeal Procedure

Participants in the SYEP have the right to file a written appeal of any disciplinary action. The participant must appeal in writing within five (5) working days of receiving written or oral notification of the action. Any written appeal must be received at 6301 NW 5th Way, Suite 1200, Fort Lauderdale, FL 33309 (Attention: SYEP Manager).

If requested in writing by the participant, there will be an informal or formal hearing on the appeal within seven (7) working days from the date of the appeal. When such formal or informal appeal is requested, the executive vice president of CareerSource Broward will review the records of the case and issue a final decision within seven (7) working days of the appeal. The executive vice president may increase, decrease or void any previously made decision based on the evidence of the case, newly submitted evidence or personal testimony. A copy of the appeal and the decision rendered regarding the appeal shall be made part of the participant's SYEP file.

Appeal



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Timesheet

Completion of Timesheet

1. **Date**
Refers to the date the timesheet was completed.
2. **Pay Period Ending**
Refers to the last day of the Pay Period which is usually on a Sunday.
3. **Participant's Name**
Should be legible and printed, preferably in block capitals. Your last name followed by your first name and middle initial, if applicable, should be entered. Use the same exact name as the name with which you registered for the program.
4. **Social Security Number**
Enter only the last four (4) digits of your social security number.
5. **Participant's Phone Number**
Should be filled out, including the first three numbers of the area code.
6. **Location**
Refers to the place of work or the worksite to which you are assigned.
7. **Monitor Name**
Refers to your Worksite Monitor.

Important

1. The timesheet covers a two-week period, therefore, only fill out the information for the days you worked during the two-week period.
2. The hours are to be totaled at the end of each week (Week 1 and Week 2) and for the two weeks together (Total Hours: Week 1 + Week 2).
3. The timesheet should be completed and signed, daily.
4. Total hours worked will be 6 hours plus half-hour unpaid lunch break.
5. July 4th holiday is a non-paid holiday. Will be observed on 7/4/16, Monday.
6. Complete your address if you have moved and place a check in the box that says "New Address."
7. **EXCEPTION:** Some participants will be working four (4) days a week at 7.5 hours, daily.

Example #1

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Monday	6/20/16	9:00	12:00	12:30	3:30	<i>Ron Green</i>	6

Example #2

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Friday	6/25/16	9:00	11:30	12:30	3:30	<i>Ron Green</i>	5.5

Example #3

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Monday	6/28/16	9:00	12:00	12:30	5:00	<i>Ron Green</i>	7.5



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8. Please write a comment to provide explanation for any discrepancies or missed days on the timesheet.
9. Not allowed to make up hours for days missed or hours missed.

2016 SYEP Pay Schedule

Program Duration: June 13 - August 9, 2016

Youth Participant Time Sheet & Pay Schedule

Work Period Dates		Pick up, Complete and Deliver Time Sheets to Program Manager by 3 PM	Pay Dates
6/13,6/14,6/15 Orientation		6/16/2016	7/1/2016
6/20/2016	7/3/2016	7/5/2016	7/15/2016
7/4/2016	7/17/2016	7/18/2016	7/29/2016
7/18/2016	7/31/2016	8/1/2016	8/12/2016
8/1/2016	8/9/2016	8/10/2016	8/26/2016

The Citibank payroll card will be mailed directly to the participant during the first two weeks of the program. Once the participant has received the card, he or she must call the 1-800 number to activate and create a pin. No money will be on the card once the participant receives it. If the participant loses the card is his or her responsibility to call the 1-800 number and order a new one.

Pay Schedule



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2016 SUMMER YOUTH EMPLOYMENT PROGRAM WORK EXPERIENCE TIMESHEET



Date : 6/15/2016	Pay Period Ending : 6/28/2016
Participant's Name : Smith (LAST)	Laura (FIRST) (MI)
Social Security Number : XXX - XX - 0059	Participant's Phone No: 954-555-5555
Location : Jack and Jill Children Center	Monitor's Name : Latema King
Has your address changed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
New Address: 25 W Oakland Park Blvd, Fort Lauderdale, FL 33311	

Day	Date	Time In	Time Out	Time In	Time Out	Participant's Signature	Total Hours
Example	6/8/2016	8:00	12:00	12:30	3:00	Rose Green	6.0
Week 1							
Mon	6/15/2016	9:00am	12:00pm	12:30pm	3:30pm	Youth Signature	6
Tue							
Wed							
Thu							
Fri							
Sat							
Sun							
Total Hours (Week 1)							6
Week 2							
Mon	6/22/2016	9:00am	12:00pm	12:30pm	3:30pm	Youth Signature	6
Tue							
Wed							
Thu							
Fri							
Sat							
Sun							
Total Hours (Week 2)							6
Total Hours (Week 1 + Week 2)							12

<i>Youth Signature</i>	6/29/2016
Participant's Signature	Date
<i>Worksite Supervisor Signature</i>	6/29/2016
Worksite Supervisor Signature	Date
<i>Worksite Monitor Signature</i>	6/29/2016
Worksite Monitor Signature	Date

Comments: _____

Sample



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Important information

On the first day of work, please make sure that you have the following items available.

Worksite assignment form (Page 6) - Must give this to your supervisor on first day

This form will have your worksite name and address as well as your monitor & supervisor name and number.

1. Background screening results and physical (Only for jobs that require it)

Supervisor will not allow you to work if not presented on first day.

2. Monitor name & number

Monitor Name: _____

Monitor Number: _____

3. Worksite Supervisor name & number

Monitor Name: _____

Monitor Number: _____

4. CareerSource Broward (CSBD) number:

(954) 202-3830 Summer Youth Department

Important

Please only contact CSBD when you are unable to reach your monitor or have not seen your monitor for a couple of days. Your monitor should be the first person to talk to for any questions or problems after talking with your worksite supervisor.

Important Info.

Summer Youth Employment Program



Sample



SYEP Worksite Assignment Form

Date: June 10, 2016

Name: Youth Name
Address: Youth Address
City

Dear Name: Youth Name

Congratulations! Your Summer Employment will begin on June 20, 2016. Below you will find your worksite information.

This summer you will be working with:

Employer	Jack and Jill Children Center	
Worksite	Jack and Jill Children Center	
Worksite address	Work Hours	
1315 W Broward Blvd Fort Lauderdale, FL 33312	9:00am to 3:30pm	
Job Description		
Funded By	Position	Dress code
CSC	Child Care Assistant	Casual dress- jeans or short that reach to the knees and sneakers. You will receive a work shirt.

Your worksite supervisor will be:

Supervisor Name	Phone Number
Mrs. Reed	(954) 463.8772

Your SYEP worksite monitor is:

Monitor Name	Phone Number
Ms. Mary King	(954) 555-5555

You are required to bring this letter on your first day of work to ensure you are at the right Worksite. Have a great summer!!!

Sincerely,

Latema King
SYEP Program Manager

Revised 12/2016



Summer Youth Employment Program

COMPONENTS OF A RESUME

Regardless of type, all resumes contain the same components:

HEADING

The heading should contain:

Your first and last name
Your complete address
Your phone number(s)
Your email address

CAREER SUMMARY/OBJECTIVE

A brief highlight of qualifications for the specific position for which you are applying:

Years of experience
Special skills required
Work characteristics

Professional experience/highlights

Describe your skills based on prior experience or training:

Specific skills, capabilities
Job responsibilities
Work characteristics

EMPLOYMENT HISTORY

Show up to the last 3 to 5 years of work history
Start with the most recent job and include:

Date of employment
Your job title
Company name
Job duties

EDUCATION

List education from the high school and up
Include:

Name of schools
City & state of school
Date of graduation

SKILLS & ACCOMPLISHMENTS

Describe accomplishments/skills you have acquired through work experience, academic background, and extracurricular/community/volunteer activities.

ACTIVITIES

This section is where you can list school activities, as well as job-related professional, humanitarian, or other groups. These activities may be worth mentioning, particularly if you were an officer or were active in some other way.

Important Info.

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CERTIFICATIONS & LICENSES

You can include professional credentials at the top of the resume with your education. If you have more than one, you might consider creating a separate section.

REFERENCES

Three references is a good number of references to include on a resume.

When attaching references be sure to include:

Person's name
Title
Organization
Email address
Telephone number

You can list references as part of your resume or include them on a separate reference page to allow more room on the resume itself. If you attach a separate sheet, include three to five references, and divide them into "personal references" and "professional references." Personal references should be teachers/professors, advisors, mentors or professional friendship. REFERENCES SHOULD NOT INCLUDE FRIENDS AND FAMILY.

Things You Don't Include On a Resume

1. Details such as age, date of birth, weight, height, health and other personal data.
2. Your photo
3. Any failures such as exams, marriages, businesses, past interviews, etc.
4. Information about salary history
5. Fancy borders or patterns
6. Never state reason for leaving past jobs



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CHRONOLOGICAL RESUME

JENNIFER JONES

1479 Orange Grove Way,
Lauderdale Lakes, Florida 33311
Mobile Phone: (954) 985-7893

Objective:

To obtain a career position that allows me to demonstrate my customer service skills with an established company in a professional environment with room for growth and development.

Experience:

Summer Youth Employment:

2009 **Lauderhill Paul Turner Elementary School** **Lauderhill, Florida**

Clerical Assistant

- Provided clerical support in areas of file maintenance and preparation/processing of educational documentation.
- Provided a high standard of customer service including receiving visitors and maintaining attendance records of all visitors.
- Ensured that a welcoming, professional environment was maintained in the office area
- Maintained a clean and orderly work environment
- Assisted in all aspects of general customer service responsibilities

2007 – 2009 **Burger King** **Sunrise, Florida**

Cashier

- Assisted with daily meal preparations
- Accepted cash, credit cards, checks and debit cards for payment and processed accordingly
- Organized and cleaned work area for ease of operation and proper
- Provided courteous, friendly and professional customer service to all customers
- Counted drawer at end of shift to balance income and ensure accuracy of cash receipts

Skills:

- Excellent customer service skills
- Office skills including filing, typing, organization and other office duties
- Outstanding cash handling skills
- General inventory organizational skills, clerical and customer service

Education:

2005 -2007 **Life Skills Center** **Fort Lauderdale, Florida**

Sample A



Summer Youth Employment Program

Sample B

COMBINATION RESUME

Alfred Lopez
9870 NW 17th Street
Fort Lauderdale, Florida 33311
Home: (954) 985-8041
Cell: (754) 214-9852
Lopez.alfred@email.com

Objective: Seeking a position as a warehouse worker with a successful company.

Highlights of Qualifications

- Experience as a warehouse worker with a major firm
- Sharp and creative in solving problems; great mechanical aptitude
- Experience and knowledge of warehouse operations and moving equipment. Attaching wires to various a/c units
- Maintain clean and safe work space requirements
- Hard worker, follow instructions easily, work well under pressure

Personal Strengths

- Professional Attitude
- Trustworthy & Honest
- Dedicated
- Highly Responsible
- Well Organized
- Self-Starter
- Motivated
- Detailed Oriented
- Working knowledge of Computers

Recent Employment History

08/2008 to 08/2009	Overnight Stocker	Gap	Sunrise, FL
01/2007 to 06/2008	Stocker	Banana Republic	Sunrise, FL
02/2006 to 12/2006	Warehouse Assistant	Florida Heat Pump	Ft. Lauderdale, FL

Education and Training

Westlake Preparatory School	Davie, Florida	2003 – 2005
Dillard High School	Ft. Lauderdale, Florida	2002 – 2003



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NO WORK EXPERIENCE RESUME

Brittany Thomas

4321 SW 21st Street
Ft. Lauderdale, Florida 33311
(954) 123-4567

EDUCATION:

2005 - 2009 Dillard High School Ft. Lauderdale, FL
Received: High School Diploma

COMPUTER SKILLS:

Windows; Microsoft Office – Word, Excel, PowerPoint, Internet Explorer,
Database spreadsheets

TRAINING EXPERIENCES:

Youth Enrichment Training: Fall 2009: Resume Preparation, Communications
Skills, Customer Service, Escaping Poverty, Financial Management and Life
Earnings and Employability Skills workshops

VOLUNTEER EXPERIENCES:

Lauderdale Manors Recreational Center: Helped students with homework and
other extracurricular activities.

EXTRACURRICULAR ACTIVITIES:

French club, Drama club, Reading and Writing

PERSONAL STRENGTHS:

- Positive and Professional Attitude
- Dedicated
- Hard Working
- Patient
- Responsible

Sample C