



## CAREER EDUCATION & INTERNSHIP PROGRAM



# Student Internship Guide

### Career Services Office

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Welcome to Hostos Community College/CUNY Career education & Internship Program, coordinated by the Career Services Office, Hostos Faculty and Perkins V Strengthening Career and Technical Education act for the 21<sup>st</sup> Century.

Greetings!

Welcome to the Career Education & Internship Program.

The internship experience is an enriching opportunity to develop skills that will allow you to grow professionally. You can explore more in depth the career you want to pursue. Apply what you have learned in the classroom and ask questions. It is important to network with everyone, team playing is a skill that many employers want their staff to attain. Also, learning how to be a leader and a self-starter can enhance your professional portfolio. Always remember, only you can define your success.

**Maritza Lewis**

Career Education & Internship Program Coordinator

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# The Career Services Office

Welcome to Career Services!

The Career Services Office at Hostos provides students with career direction and employment options through individual and group counseling, access to resources, career and job-readiness preparation and practical work experience. At the same time, we promote independence, professionalism and personal responsibility designed to coach, prepare, and support individuals to become career confident citizens in a global work environment.

Career Services offers career-readiness support for students in-person and in virtual formats. Please visit [Succeed@Hostos](mailto:Succeed@Hostos) to schedule an appointment. Access the [HIRECAIMANS simplicity career link](#) for internship and job opportunities, [Candid Career](#) to explore careers, [view our website](#) for resources and follow us on social media!

 <https://www.facebook.com/hostoscso>

 [https://www.instagram.com/hostos\\_cso/](https://www.instagram.com/hostos_cso/)

 <https://twitter.com/HostosCSO>

## We are here for you!

Please email [careerservices@hostos.cuny.edu](mailto:careerservices@hostos.cuny.edu) during the hours of Monday - Friday, 9:00-5:00pm for assistance.

TO APPLY FOR AN INTERNSHIP with the Career Education and Internship Program, schedule an appointment with Maritza Lewis, Internship Program Coordinator in Room D-210, 120 East 149<sup>th</sup> Street or call 718-518-4307. Questions can be addressed via email at [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu) or [careerservices@hostos.cuny.edu](mailto:careerservices@hostos.cuny.edu)

# HIRECAIMANS SYMPLICITY

## APPLYING FOR JOBS AND INTERNSHIPS

You will be using the HIRECAIMANS Symplicity platform throughout the semester to complete your internship application, reports, evaluations, to enter your field experience hours and apply for internship and job opportunities.

The Symplicity (HIRECAIMANS) system connects students with career services programs, with employers recruiting for internships; both remote and in-person that can be applied to directly, and career opportunities.

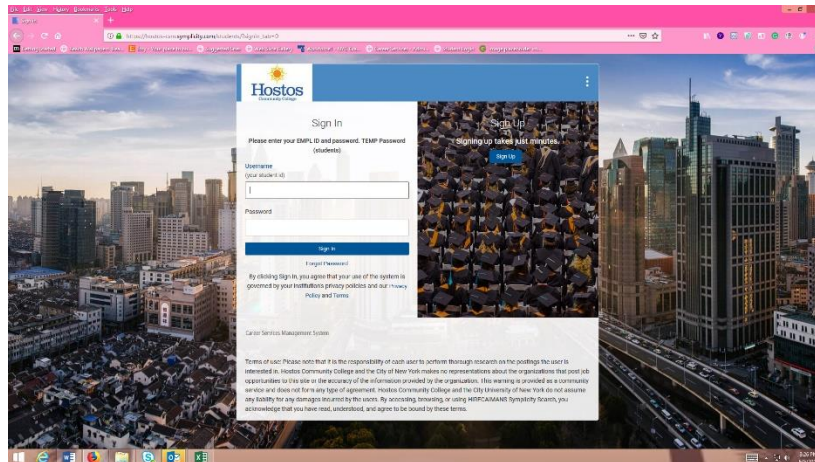
You can take a career assessment using career finder, view career information, view scheduled career programming, practice mock interviews, participate in virtual recruitment events and career fairs.

To access Hirecaimans Symplicity follow the steps below:

**Step 1: Go to Hostos Community College/Career Services Homepage**  
<http://www.hostos.cuny.edu/Administrative-Offices/Career-Services-Office>

**Step 2: Scroll down on the page and click on**  
**Jobs & Internships: [HIRECAIMANS job link](#)** (simplicity)

**Step 3: Sign in: Username is (YOUR STUDENT ID)**



**Step 4: Password: students**

## SYMPLICITY MOBILE APP

The Symplicity App is free of charge and available on the App Store on your phone. Navigate to your app store and search for Symplicity Jobs and Careers. Download the application. Once downloaded select Hostos Community College and you are ready to go.

**Careers by Symplicity - Find your dream job - from your phone**



# THE CAREER EDUCATION & INTERNSHIP PROGRAM

## WHAT IS THE CAREER EDUCATION & INTERNSHIP PROGRAM?

The Career Education & Internship Program is a structured program designed to provide students with an opportunity to apply classroom studies to work experience related to their major or career goals.

The internship program is an experiential educational program, where students will have the opportunity to master the skills learned in the classroom while obtaining on the job training. Student are assigned to an organization, educational institution, medical facility, law firm or other type of business of their choice. The internship position can be paid or unpaid. Students enrolled in a specific major will be required to complete a certain number of hours and will have a site supervisor who will serve as a mentor.

## WHAT IS AN INTERNSHIP?

An internship is a temporary work experience that provides career development in the form of real work, giving students and opportunity to developed professional skills and competencies, and explore their interest, while demonstrating their skills to potential employers.

## WHAT ARE THE BENEFITS OF AN INTERNSHIP?

- Gain work experience
- Employment opportunities
- Develop a strong network of industry contacts

You can get the most out of the experience by taking initiative, staying motivated, adhering to the dress code, promptness, and completing assignments on time.

## WHAT WORK EXPERIENCE CLASSIFIES AS AN INTERNSHIP?

Work experience can be in the form of an internship, clinical experience, an externship and student teaching to name a few. An internship can be paid or unpaid, for credit or

non-credit, local or out of area, remote, in-person or hybrid remote/in-person. Current employment may qualify as an internship if you get approval from your employer for new responsibilities.

## HOW TO FIND AN INTERNSHIP?

Contact the Career Services at [careerservices@hostos.cuny.edu](mailto:careerservices@hostos.cuny.edu) for available internship positions. Tap into your network! Networking is also the best resource to use to locate an internship. To increase the chances of finding an internship that fits you and your major, talk to people you interact with daily. Tell them you are looking for an internship in a particular field and ask if they know of someone in that field.

## HOW LONG IS AN INTERNSHIP?

The length of time and hours worked depends on the field of study and the required credit-hours by course. They may last as short as a few weeks or as long as several months. In some cases, the employer may ask for a longer-term commitment.

## PROGRAM REQUIREMENTS

The requirements for a student enrolled in an internship course are as follows:

- Attend the mandatory Orientation and Symplicity training workshops
- Schedule an appointment/meet with a Career Advisor for resume review and career readiness
- Schedule an appointment with the Internship Coordinator, Maritza Lewis [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu), for Internship search and placement
- Once hired by an employer, fill out an Experiential Learning/Internship application via Symplicity
- Submit timesheets online by using Symplicity
- Communicate with staff/faculty member in person, phone or via email
- Observe and follow the rules, policies and procedures of the organization and follow employer and Internship program expectations

## PARTICIPATING MAJORS AND REQUIRED HOURS

Course	Major	Hours
ACC 199	Accounting, A.A.S	90 Hrs (6-10 Hrs per week)
CO-OP 102	Office Technology, A.A.S, Business Management, A.S Liberal Arts and Science, A.S	140 Hrs (10 – 15 Hrs per week)
DD 298 & DD 299	Digital Design & Animation, A.A.S	45 Hrs (6 – 10 per week)
DM 298 & DM 299	Digital Music, A.A.S	45 Hrs (6 – 10 per week)
GD 298 & GD 299	Game Design, A.A.S	45 Hrs (6 – 10 per week)
EDU 113	Early Childhood Education, A.A.S	120 Hrs (10 – 15 Hrs per week)
GERO 299	Aging and Health Studies, A.A.S	100 Hrs (6 – 10 Hrs per week)
HLT 299	Community Health, A.S	90 Hrs (6 – 10 Hrs per week)
LEG 240 and LEG 241	Public Interest Paralegal Studies, A.A.S	102 Hrs (10 – 15 Hrs per week)

## WITHDRAWAL POLICY

At any time, each party is entitled to withdraw from the internship for any of the following documented reasons:

- If unforeseen circumstances prevent the student from beginning the internship experience or the organization from offering the internship. The student and intended internship organization must immediately inform the Internship Program Coordinator.
- The student has exhibited unprofessional or unethical behavior.
- The organizations staff has exhibited unprofessional or unethical behavior that directly affects the student’s experience.
- The student is requested to perform unethically or perform tasks outside their scope of training.
- Any good cause including but not limited to any medical emergency.



In the event of termination of this agreement by either party, students currently working in an internship experience will be given the opportunity to complete their experiences at an alternate site.

## INTERNSHIP PROCESS - *STEP BY STEP*

STEP I: Submit your resume for review
STEP II: Review my Account
STEP III: Complete an Experiential Learning/Internship Application
STEP IV: Review/Complete Resources
STEP V: Evaluations & Reports
Program Completion

### STEP I: SUBMIT YOUR RESUME TO CAREER SERVICES

Upload your resume into HireCaimans Symplicity by following the link below and using the following:

<https://hostos-csm.symplicity.com/students/>

USER NAME: EMPL ID

PASSWORD: students

- 1- Select **“Get started”**> answer the six questions>**click OK. (If applicable)**
- 2- Go to the **“Documents”** icon on the left-hand side of the screen, select **“My Documents”** and upload your resume.

If you do not have a resume use the following resume template: <http://www.hostos.cuny.edu/Administrative-Offices/Career-Services-Office/Students/Career-Toolkits>

### STEP II – REVIEW/UPDATE MY ACCOUNT TABS

- Personal
- Academic

### STEP III – COMPLETE AN EXPERIENTIAL LEARNING/INTERNSHIP APPLICATION AND TRACK YOUR HOURS

**Log into Symplicity and complete**

- Field Experience/Internship Application or Faculty Project Application
- Timesheets (Track Hours)

### STEP IV – REVIEW/COMPLETE RESOURCES TABS

- Pathways (Internship To-Do List)
- Career Finder (your Career Assessment)

### STEP V – EVALUATIONS AND REPORTS

**Log into Symplicity and complete**

- Self-Evaluation (what you learned at the internship)
- Program Evaluation (rate Career Services internship program and services)

- Semester Report

## INTERNSHIP PROCESS - *STEP BY STEP Con't*

### PROGRAM COMPLETION

- Complete all required forms and submit to Career Services via Symplicity
- Complete E-portfolio (if required by Faculty) and submit class projects in a timely manner
- Complete number of internship hours required during the semester
- All evaluations must be completed and submitted into Symplicity to the Internship Program staff
- Employer performance evaluation is completed and returned to Career Services Internship Coordinator
- Update your resume with “**new**” internship experience and submit to Career Services office or contact the Career Services office so we can update your resume

## LEARNING OBJECTIVES

### Setting Goals and Identifying Learning Objectives

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The Hostos Community College, Career Services Office supports students seeking internships by helping them prepare for and succeed in professional development opportunities. As you begin your internship/field experience, a critical first step is identifying your goals and learning objectives.

Thinking through what you want to get of your internship will help you choose the right internship site, prepare you to interact with potential supervisors, and help you make the most of your experience.

#### **You should set three learning objectives for your internship.**

The Career Services office and your department faculty are available to talk through your internship learning objectives and goals, and help you identify what matters most to you and your long-term professional growth. To get your thinking started, here is Hostos' list of objectives students may accomplish during internship.

*\*The following objectives are recommendations from the Career Services survey administered to Faculty and Employers as part of the Internship program enhancements.*

- Key skills to grow:
  - Workplace etiquette – being aware of what’s appropriate to wear to work, being on time, learning organizational culture, and conducting yourself in a professional manner.
  - Team work – working well with colleagues to complete assignments and share information is core to your success in the workplace.
  - Interpersonal communication - interacting with professional colleagues is different than interacting with your friends and family, and should be clear, direct, and polite.
  - Problem solving – proactively working through something you haven’t done before or a challenge that presents itself, and collaborating with colleagues to get help when you need it.
  - Written communication – practicing written communication in the workplace from emails to memos, reports to newsletters.
  
- Bigger picture objectives:
  - Gain an understanding of how to create professional relationships and build a network.
  - Take time to reflect and increase your awareness of your strengths, weaknesses, and areas of personal growth.
  - Expand upon your classroom learning with hands-on experience.
  - Build confidence in your abilities.
  - Practice completing assignments and managing time in a work setting.
  - Learn about longer-term career path or interest.
  - Receive mentorship from a supervisor or colleague.

Once you have set your internship goals, reflect on them throughout your experience and see how much progress you are making in each area. As you go, consider what available support or resources may help you achieve your goals.

# SAMPLE TIMESHEET



**Hostos** Community College

**CAREER SERVICES OFFICE**

120 E. 149th STREET, D210, BRONX, NY 10451 | (718) 518-4468 | F (718) 518-4252 | [WWW.HOSTOS.CUNY.EDU/CSO](http://WWW.HOSTOS.CUNY.EDU/CSO)  
 Mailing Address: 500 GRAND CONCOURSE | BRONX, NY 10451 | (718) 518-4468 | F (718) 518-4252

## COOPERATIVE EDUCATION PROGRAM - TIMESHEET

STUDENT'S NAME: Evelyn Hernandez EMPLOY ID: 23961090  
 TELEPHONE: (929) 310 5882 EMAIL: evyhdz13@gmail.com  
 MAJOR: Digital Design COMPANY/ORGANIZATION: \_\_\_\_\_  
 SITE SUPERVISOR'S NAME: Andrew London

DAY	DATE	TIME-IN	TIME OUT	HOURS WORKED	COMMENTS
MONDAY					
TUESDAY	02-02-2021	12:00pm	3:00pm	3	Zoom meeting
WEDNESDAY					
THURSDAY					
FRIDAY	02-05-2021	12:00pm	3:00pm	3	Work on project
SATURDAY					
SUNDAY					

DAY	DATE	TIME-IN	TIME OUT	HOURS WORKED	COMMENTS
MONDAY					
TUESDAY	02-09-2021	12:00pm	3:00pm	3	Zoom meeting
WEDNESDAY					
THURSDAY	02-11-2021	12:00pm	3:00pm	3	Work on project
FRIDAY					
SATURDAY					
SUNDAY					

\*When keeping track of time worked at internship site, minutes must be in 15 minutes increments (0, 15, 30, or 45).  
 \* All hours must be entered in the Symplicity online system.

TOTAL HOURS FOR THIS PERIOD **12**

ADDITIONAL COMMENTS: \_\_\_\_\_

Please Submit Timesheets To: Career Services Office, Savoy Building, Room D-210

SITE SUPERVISOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

RECEIVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

# TIMESHEET

## COOPERATIVE EDUCATION PROGRAM - TIMESHEET

STUDENT'S NAME: \_\_\_\_\_ EMPLOY ID: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

MAJOR: \_\_\_\_\_ COMPANY/ORGANIZATION: \_\_\_\_\_

SITE SUPERVISOR'S NAME: \_\_\_\_\_

DAY	DATE	TIME-IN	TIME OUT	HOURS WORKED	COMMENTS
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					

DAY	DATE	TIME-IN	TIME OUT	HOURS WORKED	COMMENTS
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					

\*When keeping track of time worked at internship site, minutes must be in 15 minutes increments (0, 15, 30, or 45).

\* All hours must be entered in the Symplicity online system.

**TOTAL HOURS FOR THIS PERIOD** \_\_\_\_\_

ADDITIONAL COMMENTS: \_\_\_\_\_

Please Submit Timesheets To: Career Services Office, Savoy Building, Room D-210

SITE SUPERVISOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

RECEIVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

## FREQUENTLY ASKED QUESTIONS

### 1. When should I start preparing or visiting internship sites?

- a. Answer: It takes time to find an internship which will match your educational needs. Contact the Career Services Office as soon as possible to have your resume reviewed and approved by a Career Advisor. Once approved you can begin to apply for internships. Speak to your Internship Coordinator [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu) for available internship opportunities and start networking early to locate employers interested in providing an internship.

### 2. Are the Internships Paid?

- a. Answer: Many internships that are paid require an early application. There are several unpaid opportunities with valuable experience. If eligible, you may also use FWS award for external internships. Some companies provide a salary or a stipend for travel and/or meals.

### 3. When are starting and ending dates for an internship?

- a. Answer: Most internships follow a semester schedule (Spring and Fall) and may last for one or two semesters. Internships may also be available in the summer with faculty approval. The start date will also depend on the internship agreement established between you, your instructor and the employer. If you need to change these dates, contact the Internship Coordinator and instructor to arrange alternate dates.

### 4. Can I make up hours if I don't complete the hours I am scheduled for in the agreement?

- a. Answer: It is important that you work the hours agreed upon by you and the internship Coordinator. If you have to miss hours worked, make sure to contact the internship Coordinator and instructor to determine if other arrangements can be made. Ultimately, it is up the instructor and employer to determine if hours can be made up to complete your internship hours.

### 5. Can I complete an internship at my current place of employment?

- a. Answer: Yes, providing the employer is willing to observe the internship requirements and follow the internship agreement. Faculty review and approval required.

### 6. Can I change my place of internship after I already started?

- a. Answer: We recommend you work through any challenges with your supervisor first as this part of your professional development. If there is a need to change, communicate with supervisor, professor and career services before you leave the current internship site.

# APPLYING FOR AN INTERNSHIP

The Career Services office has many resources available to assist you in locating the best match for an internship. However, the ultimate responsibility in finding an internship depends on your efforts.

Most employers will want to know something about you; level of education, experience, interests and personality. This information can be provided with a resume and cover letter, interview, or personal contact. For assistance in developing these resources contact the office of Career Services at [careerservices@hostos.cuny.edu](mailto:careerservices@hostos.cuny.edu) to speak to a Career Advisor.



**Academic Internships for Credit:** If you are enrolled in Accounting AAS, Community Health, Digital Design, Digital Music, Game Design, Gerontology, Office Technology or Early Childhood Education, the office of Career services has a list of qualifying employer partners with available internships. Contact: **Maritza Lewis, Internship Program Coordinator** at [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu)

## Internship Opportunities (Partial List):

- [HireCaimans Symplicity](#) The Symplicity (HIRECAIMANS) system connects students with career services programs, with employers recruiting for internships; both remote and in-person that can be applied to directly, and career opportunities.
- [Career Services Internship Opportunities](#) The Career Services office has an extensive listing of current job openings and internships for students and alumni of Hostos.
- [CUNY Internships Programs](#) CUNY partners with New York City agencies, boards, and commissions to provide CUNY students with internships in tech, engineering, public health, finance, business and other burgeoning sectors. For nearly two decades, interns have been hired by their agencies through this program, some moving into leadership positions where they oversee current CUNY interns.
- [CUNY Service Corps](#) through CUNY Service Corps students become more engaged in their communities throughout the city. Service Corps members are part of a University cohort of students practicing service that is aligned with their civic and professional goals.
- [Micro-Internships](#) with Parker Dewey are short-term, paid, professional projects open to all college students and recent graduates of U.S.-based institutions. From working directly with an entrepreneur to supporting a large enterprise, you'll have the opportunity to explore different roles and company cultures as you gain valuable experience.
- [Bronx Chamber of Commerce Internship Connector](#) - Contact Career Services to approve your resume for distribution to local employers
- [District Attorney's Office, Bronx County - Internship to Career Pathways](#)
- [LinkedIn Summer Internships](#)
- [Mayor's Office Internship Program](#) - The Mayor's Office Internship Program provides participants with the chance to harness the tremendous opportunity of our city, all while helping to take on the challenges that our residents face and developing innovative solutions to build a better tomorrow.
- [MTA Internships](#)

# APPLYING FOR AN INTERNSHIP CON'T

## TIME MANAGEMENT & ORGANIZATIONAL SKILLS

As you enter the world of employment and have to juggle your job, children, and school, you may find it essential to keep yourself organized. The following organizational tools may end up saving you time and prevent you from forgetting important meetings, due dates and appointments:

1. Write a list of things to do on a daily, weekly and monthly basis
2. Delegate: Have your children and partner help you with housework
3. Keep a calendar and day planner to remember important appointments and organize your schedule

## A WINNING JOB SEARCH!

*A successful job search is a matter of attitude. While maintaining a positive attitude is vital to a successful job search, there will be times when you get discouraged. The following tips may be helpful to keeping a bright perspective:*

- **Take charge!** It is not up to anyone else to find you a job. Although your network can be a definite help, YOU are responsible for the success of your job search.
- **Talk positively** about yourself and your abilities. What you believe about yourself is portrayed in all your future actions.
- **Flatter yourself.** The job search is no time to be humble. Read every complimentary thing about yourself that you can find (letters of praise, past awards, performance appraisals, or other positive recognitions) to remind yourself of your worth and talents.
- **Start each day on a positive, upbeat note.** The start of your day will set the tempo for everything that follows. Do something every morning that will put you in a good mood, such as taking a walk, listening to upbeat music, doing a crossword, or just relaxing with a good cup of coffee.
- **Attitude is contagious.** Surround yourself with supportive, positive people.
- **Get physical!** You've heard the saying, "healthy body, healthy mind." Keeping yourself healthy and in good physical shape will boost your energy level and make it easier to maintain a positive mental attitude. Exercise regularly. Eat a well-balanced diet. Get enough sleep.
- **Procrastination** is a sure way to lower your self-esteem. Accomplishing daily tasks will help you develop confidence and feel good about yourself.
- **Reward yourself.** Take time out to relax after a day of job hunting.
- **Don't take rejections personally.** Very few people land the first job they apply to or are interviewed for. Look at each job rejection as an opportunity to grow and learn more about yourself.
- **Talk to someone.** You may feel really burned out, angry or frustrated after a long, unsuccessful job search. At this point talk to a trained professional, such as a counselor or professor to help you sort out your feelings.



## BUSINESS COMMUNICATIONS & TELEPHONE ETIQUETTE

Additional resources can be found in the [Career Toolkits](#) - Created by the Hostos Career Services Office to help you prepare your employment portfolio. Find sample resumes, employment letters and career information.



[Sample Resume](#)

[Sample Cover Letter 1](#)

[Sample Cover Letter 2](#)

[Sample Cover Letter 3](#)

[Sample Thank You Letter](#)

[Sample Reference Letter](#)

[Sample Reference List](#)

# RESUMES

## 1. What is a resume anyway?

A resume is a self-promotional document that presents you in the best possible light, for the purpose of getting invited to a job interview. It's not an official personnel document. It's not a job application. It's not a "career obituary"! And it's not a confessional.

## 2. What should the resume content be about?

It's not just about past jobs! It's about YOU, and how you performed and what you accomplished in those past jobs especially those accomplishments that are most relevant to the work you want to do next. A good resume predicts how you might perform in that desired future job.

## 3. How can I make sure that my resume gets noticed?

Getting noticed in the professional world does not mean flashy and fancy. Chances are this will actually count against you. Keeping your documents clean, simple and error free is your best bet!

Include your volunteer experience. Many employers appreciate volunteerism as a sign of commitment to causes that you value. Since volunteers are not paid, this also demonstrates your willingness to participate, and your efforts are not simply for payment. Many volunteer positions provide you with skills that are directly transferable to the workplace. Often, there is an additional sense of fulfillment because you have made a difference in the community.

Your resume should:

- Be printed on white or crème bond paper.
- Use Arial or Times New Roman font with point size 10-12.
- Be on 1 page!
- Should be error free and without inconsistencies. You should have it reviewed by others and have it proofread at least five times.

## SAMPLE RESUME

**May June**

Bronx, NY 10473  
347-123-4567  
maybonella@gmail.com

### SUMMARY

---

Self-starter who is detail-oriented and a fast learner, as well as motivated and organized. Seeking to assist attorneys with legal research and document preparation. Capable of working effectively across diverse cultures and communicating effectively and politely with persons from diverse backgrounds.

### EDUCATION

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Hostos Community College/CUNY, Bronx NY      Expected graduation date: 05/2022  
A.A.S Degree in Public Interest Paralegal Studies | GPA: 3.5

### MAJORS COURSES

---

- Law & Social Change
- Intro to Legal Systems
- Law Office Management
- Legal Research
- Legal Writing
- Hearing & Trial Advocacy
- Intro to Criminal Justice
- Immigration Law

### SKILLS

---

- Languages: English and Spanish
- Initiative and problem-solving abilities
- Reliable and punctual
- Multitasking
- Advanced skills in MS Word and PowerPoint
- Strong verbal and written communication skills
- Team player and detail-oriented

### EXPERIENCE

---

Self-Employed, New York NY | **Nanny**      2021- present

- Observe and discuss child's emotional or developmental concerns with parents
- Assist children in developing habits of caring for hygiene and cleanliness
- Observe and monitor play activities
- Prepare nourishing meals and snacks
- Present programs that support development of language and social skills
- Sterilize bottles and other equipment used for feeding infants

Children Happy Faces Daycare, Bronx NY | **Daycare Assistant**      2016-2021

- Observed and monitored children's play activities.
- Kept records on individual children, including daily observations and information about activities, and meals served.
- Instructed children in health and personal habits such as eating, resting, and toilet habits.
- Read to children, and taught them simple painting, drawing, handicrafts, and songs.
- Organized and participated in recreational activities, such as games

## SAMPLE COVER LETTERS

### Sample 1

Your Name  
Address  
City State Zip

Date

Employer's name  
Company name  
Address  
City State Zip

Dear Mr./Ms. Recruiter:

Avoid using Sir or Madam, call the company if necessary to find out to whom your letter should be addressed.

### Introductory Paragraph

State clearly why you are writing the letter, title of the Internship or type of position, and how you learned about the opening.

### Middle Paragraph(s)

This is your opportunity to show specifically how your education, experience, skills and background are suited to the position. Show your keen interest in this work. Use simple and direct language. If you are responding to a particular advertisement include all requirements listed in the ad (note; academic qualifications, experience, skills, and qualities). Stress how the employer will benefit from hiring you and how you see this position as a career opportunity. Make references to your resume as appropriate.

### Closing Paragraph

Take the initiative for establishing the next step. Indicate you will contact the employer or provide your phone number and availability. Be assertive and show enthusiasm for the position and an interview.

Sincerely,

Your Signature

Your Name Typed Out

Enclosure: Resume

## Sample 2

First Name Last Name  
Address  
City, State Zip

December 00, 0000

Mr. / Ms. Contact Name/Hiring Manager (if available)  
Personnel Specialist  
Transit Authority, Human Resources  
130 Livingston Street, Room 6B  
Brooklyn, NY 10451

Mr. / Ms. Contact Name/Hiring Manager:

I am a student of Hostos Community College/CUNY pursuing an Associate in Applied Science degree in Microcomputers for Business, and seeking an Internship position at the Metropolitan Transit Authority. Enclosed is my résumé for your consideration.

My coursework at Hostos has introduced me to various programming languages, systems design and integration. As a result of this academic preparation, I have a strong command of various applications including C++ and Visual Basic. In addition, I am hard working, responsible, reliable, and enjoy taking the initiative when appropriate.

I believe my strong computer skills will serve the Metropolitan Transit Authority well. I look forward to an opportunity to meet with you to discuss my qualifications. I may be reached at (718) 555-5555. Thank you for your time and consideration.

Sincerely,

*(Signature)*

Your First Name Last Name

Enclosure: résumé

### Sample 3

First Name Last Name  
2838 Camphor Lane  
Deland, FL 32720  
718-555-5555

Mr. / Ms. Contact Name/Hiring Manager (if available)  
Universal Orlando  
1000 Universal Studios Plaza  
Orlando, Florida 32819-7610

Dear Mr. /Ms. Contact Name/Hiring Manager: (if available)

My unique mix of previous work experience and my status as a Hostos Community College Business major in my second year studying Business Management, make me an ideal candidate for a spring Internship position with MTA.

My experience in sales and customer relationship management, combined with my courses in marketing, has convinced me that hospitality marketing is a career option I would like to explore.

More importantly, an Internship with MTA would be mutually beneficial. Your company has an excellent reputation for customer satisfaction, and I am confident the combination of my experience, education, and motivation to excel will make me an asset to your business department.

I would appreciate the opportunity to discuss my qualifications with you at a mutually convenient time. I may be reached at (718) 555-5555 or via email [students@stu.hostos.cuny.edu](mailto:students@stu.hostos.cuny.edu).

Thank you for your time and consideration.

Sincerely,

*(Signature)*

Your First Name and Last Name

## SAMPLE THANK YOU LETTER

Your Name  
Address  
City, State Zip

January 7, 0000

Edward S. Smith, C.P.A.  
Company Name  
Address  
City, State Zip

Dear Mr. Smith:

Thank you for taking the time to interview me on \_\_\_\_\_, 2022 for the Administrative Assistant position. It was a pleasure meeting you and your colleagues. I enjoyed learning about your company and am looking forward to hearing from you soon. You may contact me at (718) 123-4567.

Sincerely,

*(Signature)*

Your First Name Last Name

## SAMPLE REFERENCE LETTER

January 7, 0000

Mr. / Ms. Contact Name

Company Name

Address

City, State Zip

Dear (Mr./Ms. Reference Requestor):

As <student name> supervisor, I would highly recommend her as an excellent Community Health Advocate candidate. <Student name > has been working with me at the Community Health Network for the past year. She is an extremely dedicated worker who has demonstrated outstanding initiative and a strong work ethic.

<student name> has persistently taken on more responsibility without being asked or guided by others. Her contributions to our office have directly resulted in improved services for Community Health Network.

I have no doubt that <student name> positive attitude, strong work ethic, and persistence will enable her to achieve success in future academic and professional pursuits. If you need any additional information, please do not hesitate to contact me at (123) 456-7890.

Sincerely,

Jane Fitzgerald



## SAMPLE REFERENCE LIST

### REFERENCES

**Michael Molar**

*Professor of Aeronautics*

Camden Community College

2145 Lexington Avenue, New York, NY 10028

(212) 555-3333

**Randy Head**

*Manager*

Get Your Dream Job Inc.

477 Morris Avenue, Bronx, NY 10444

(718) 555-4444

**Linda Adams**

*CEO*

Jobs R' Us

555 Walton Avenue, Bronx, NY 10451

(718) 555-5555

## TELEPHONE ETIQUETTE

### Greeting the Other Person

- First Names- **Do not** use first names when communicating with an employer unless specifically requested to do so.
- Use of Ms.-When introducing a woman and you are unsure of marital status, use the title Ms., not Miss or Mrs.
- Call Waiting- **Never** pick up on another call when you are in a conversation with an employer. You don't want to interrupt an important conversation or take the chance of disconnecting the line.

### Leaving a Message

#### **Leave a Time Stamp**

Many answering machines and some voice mail systems do not have a time stamp feature. Stating when you called can often help expedite a reply. Very important with time sensitive issues.

#### **Say Why You Called**

Recipients appreciate a simple explanation on why you called. "Hello. This is Mr. X . I was hoping to talk to you. Please call me." Although he said please, the simple lack of information in the message is frustrating and makes one not want to return the call.

#### **Request a Reply**

Specifically request a reply by phone or email. We're all busy... would you return the calls you didn't have to? Exactly.

#### **Primary and Alternate Contact**

It is a good idea to leave a name and number both **at the beginning and end of each message**. This assures employers have time to record your information, and saves time looking up your contact information. Alternate forms of contact, such as email, cell, fax, etc., are also quite helpful.

### Phone Calls to Employers- Examples

#### **Making a Cold Call**

- Good morning, my name is \_\_\_\_\_ and I was wondering if I could please speak with Mr. \_\_\_\_\_?
- + (response)
- Hello, I am inquiring about the \_\_\_\_\_ position within your office. Is it still available?
- + (response).....etc.
- Thank you very much for your time. As you requested, I will be forwarding a copy of my resume to you shortly. Have a nice day.

#### **Returning a Phone Call**

- Hello, my name is \_\_\_\_\_, May I please speak with Ms. \_\_\_\_\_?
- + (response)
- Good afternoon, Ms. \_\_\_\_\_ I am returning your call about the \_\_\_\_\_ position available within your office.....

## SUITED FOR SUCCESS

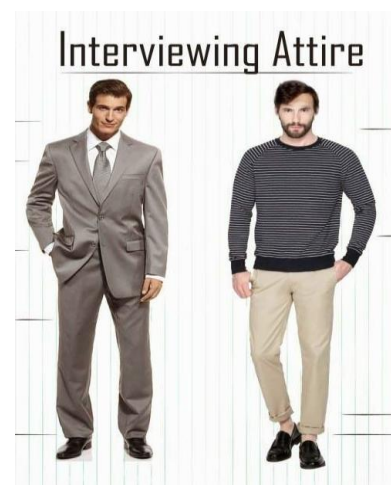
What you wear and how you present yourself can make the difference. You can either give the impression that you are a very professional and competent or you can give the impression of being unprofessional.

### Men and women

- Wear a conservative color two-piece business suit: solid navy, black or gray. Subtle pin stripes and plaids are the next best
- Conservative long-sleeved shirt/blouse, preferably white or pastel
- Clean, polished conservative shoes with no scuffmarks or run-down heels
- Well-groomed conservative hairstyle, clean, trimmed fingernails. Minimal use of cologne or perfume
- No visible body piercings; tongue, nose or eyebrow rings
- Small, light briefcase or portfolio case (no back packs or shopping bags)
- Do not use cigarettes, gum or candy before or during the interview
- No cell phones, tablet's or other electrical devices

### Men

- Silk conservative pattern necktie
- Dark socks and shoes, preferably black.
- A leather belt that matches the color of your shoes and has a small buckle is acceptable
- Get a haircut. If you must have long hair keep it neat
- Clean shaved face. Remove beards and mustaches, but if you must they should be neat and trimmed
- Do not wear rings other than a wedding or college ring and remove all earrings



### Women

- A conservative business suit with a jacket is best. Acceptable skirt length is generally 2 inches at the knees
- No revealing, ruffles, frills or see-through blouses
- Heels should be 2 inches or less but not flats. No open-toe shoes or sling backs.
- Wear conservative hosiery close to skin color. Bring an extra pair for an emergency
- Carry a briefcase, no small or large purses
- Use minimal makeup it should not be too visible
- Wear no more than one ring on each hand, one set of small earrings, such as small hoops or pearls



### **What Not To Wear**

Jeans, leggings, boots, sneakers, sweat shirts, dangling earrings or excessive jewelry, excessively long or elaborately decorated nails, baseball hats or any other hats inside the workplace, T-shirts, anklets (do not wear outside or inside pantyhose). The Career Services Office has a "Caiman Professional Wardrobe" clothes closet where students in need can get a free business suit. Career Services, D-Building, 210 (718) 518- 4468. [www.hostos.cuny.edu/cso](http://www.hostos.cuny.edu/cso)

# THE SUCCESSFUL INTERVIEW

## PRE-JOB SEARCH



### BEFORE THE INTERVIEW

- **Review your resume and bring extra copies.** Be able to support everything on your resume with specific examples. Know how your experience, education, and interests relate to the position and anticipate possible questions. Prepare five or more success stories based on past jobs experiences.
- **Research the organization and industry.** Learn as much as you can about the size, location, products/services, competitors, culture, history, and benefits by reading company literature. Visit company websites, and do not hesitate to request information directly from the company.
- **Practice Interviewing.** Arrange a mock interview with a Career Services staff member to discuss interviewing techniques and practice one on one or panel interviewing. Rehearse with individuals in the field, friends, and by yourself in front of a mirror. **(See questions the employer may ask on Page 16).**
- **Prepare a list of questions to ask.** **(See questions to ask the employer on Page 16).**
- **Verify the specifics of the interview.** Confirm the date, time, place, and interviewer (s).

### THE NIGHT BEFORE..... (Preparing the night before prevents last minute panic)

- Make sure your interview suit is clean and pressed.
- Organize your briefcase/portfolio case to include several copies of your resume, list of professional references, career portfolio: (letters of merit/appreciation, samples of projects etc.), list of questions to ask the employer, address of the interview site, directions to the interview, the name of the interviewer (s), notepad, pen and other relevant items.
- Ensure you have adequate transportation fare.
- Check the weather forecast for the next day to see if you need an umbrella or coat.
- Confirm childcare plans. Make alternative arrangements in case you need it.

### THE DAY OF THE INTERVIEW

- Remember the interview starts when you arrive at the company and ends when you leave.
- Be punctual, but not too early. At least 15 to 20 minutes early is appropriate.
- Introduce yourself to the receptionist or assistant and indicate the name of the person you have an appointment with.
- Introduce yourself to the interviewer with a firm handshake or anyone else to whom you are introduced.
- Don't sit until invited to do so or until the interviewer takes a seat.
- Sit up straight and **SMILE!**

- Maintain good eye contact and pay attention during the interview.

### COMMUNICATION

- Listen and answer the questions that you are asked. Be brief and concise.
- Pause and plan organized responses before answering questions. Try not to fill silences with nervous responses.
- Don't answer questions with a simple "yes" or "no." If possible, use specific examples that support your answer.
- Showcase the research you have done on the company and industry when responding to questions.
- Use proper grammar. Avoid using poor language, slang, and pause words (such as "like," "uh," and "um").
- Ask insightful questions about the job, company, or industry throughout the interview.
- Don't inquire about salary, vacations, bonuses, retirement, or other benefits until a job offer is made or at the second interview.
- Never say anything negative about former colleagues, supervisors, and employers or discuss personal issues or family problems.

### QUESTIONS TO ASK THE SITE SUPERVISOR

1. What is a typical day at this job?
2. What types of projects will I be working on?
3. How is an employee in this position evaluated?
4. Is professional development/training encouraged in this organization?
5. What characteristics best describe individuals who are successful in this position?



### CLOSING THE INTERVIEW

- Thank the interviewer for his/her time with a firm hand shake and restate your interest in the job.
- Ask the interviewer about the next step in the process. When you can expect to hear from him/her.
- Get business cards from the interviewer (s) or the correct spelling of the first and last names.

### FOLLOW UP (After the interview)

- **Keep an interview journal.** Immediately write notes to remember important details when you write your thank you letters. Record any follow up action you should take and put dates on your calendar. Review your performance and keep a journal of how you answered questions and what needs improvement.
- **Write thank you letters** within 24 hours to each person who interviewed you. Thank the interviewer (s), summarize what you learned from the interview, and reaffirm your interest in the job. This should be mailed, e-mailed or faxed the same day or next day. Make sure you know the most appropriate method of reaching the employer, whether by mail, email, or fax.
- **Wait the allotted period of time** mentioned during the interview for the company to contact you. This may be a few days or a few weeks.
- **If you haven't heard from the company within the time period specified.** Contact the interviewer or the Human Resources office. Mention your name, the date and time of the interview, the position you are applying for, and inquire about the status of your application.

## INTERVIEW PRACTICE QUESTIONS

### QUESTIONS AN EMPLOYER MAY ASK

- 1) Tell me about yourself? (Talk about your interests related to your career, strong motivation, work ethic, initiative, reliability and express interest in the position). Do not mention your hobbies or children. Provide details and specific examples of accomplishments. Discuss how the skills you acquired can transfer to the internship position.
- 2) Why are you seeking an internship at this company?
- 3) What skills can you apply to this position?
- 4) Why should we hire you for our internship program?
- 5) What skills do you want to gain from this internship? What are your career goals?
- 6) How many hours each week are you able to devote to this internship?
- 7) Which of your courses, jobs, or school activities has prepared you for this internship?
- 8) How do you believe this internship will help you achieve your career goals?
- 9) Why did you select your major? What is your GPA?
- 10) What courses did you enjoy the least? The most? Why?



### QUESTIONS YOU SHOULD ASK

- 1) Have you hired interns in the past? What tasks did they accomplish?
- 2) What type of supervision will I receive? Should I expect training or an orientation prior to beginning my internship?
- 3) Can you provide an example of the responsibilities and tasks I may expect?
- 4) What are your expectations for interns? What skills or qualifications do you prefer?
- 5) What is the duration of this internship? What hours will I work?
- 6) Is there a dress code I am expected to follow?
- 7) Will I receive a wage, stipend, or reimbursement for my expenses?
- 8) Are you willing to complete the necessary forms that allow me to be eligible for academic credit?
- 9) Are there any special requirements or clearances I need to obtain?
- 10) How will I be able to interact with employees of other departments?
- 11) When can I expect to hear from you?

## **ILLEGAL INTERVIEW QUESTIONS**

Questions about race, color, national origin, age, marital status, sex, disability, number of children or childcare arrangements, height and weight information unless job related, arrest record and religious affiliation are illegal to ask potential employees. However, an employer may ask about convictions. You can choose to volunteer information, but remember the information you provide may harm your chances of getting the internship.

**If you feel you have been discriminated against, questions or complaints should be directed to the Career Education & Internship Program Coordinator, Maritza Lewis or Kenia Alvarez, Employment Readiness Coach.**

## THE VIRTUAL INTERVIEW

More employers are choosing to conduct an interview using video conferencing software. This is because it tends to be more convenient for remote positions or initial screening interviews. Since this type of interview is a bit different than a traditional in-person interview, it's important that you consider a few factors of this format.



## VIRTUAL INTERVIEWING TIPS

- Research the company
- Test the Technology: camera, audio and secure your connections
- Set up/Practice using Zoom
- Create a professional setting, clean background, private location
  - Allow 30 minutes before the interview for setup
- practice, practice, practice

## THE DAY OF THE INTERVIEW

- Dress for Success:
  - Wear a suit, be well-groomed and presentable
- Monitor Your Body Language:
  - Sit up straight, smile, make eye contact
- Resume and notes:
  - Can be in front of you

## WHAT DO EMPLOYERS LOOK FOR?

- Critical Thinking/Problem Solving
- Teamwork/Collaboration
- Professionalism/Work Ethics
- Oral/Written Communication Skills
- Leadership
- Digital Technology



## REQUIREMENTS FOR A SUCCESSFUL INTERNSHIP

1. Observe and follow rules, policies, and procedures of the organization.
2. Work cooperatively with the supervisor assigned by the organization. Ask for assistance when needed.
3. Report any serious problems including safety, personnel or unauthorized work requirements (example: being asked to perform duties not trained to do which would compromise credentialing standards) to the organization supervisor and the internship coordinator.
4. Comply with all rules of confidentiality within the organization.
5. Complete all assignments or course work related to the internship as outlined in the internship agreement.
6. Communicate with the organization to assure all required forms/evaluations are completed and returned to the internship coordinator.
7. Attend staff meetings and other learning experiences assigned by the site supervisor.
8. Complete timesheets to maintain detailed records of the internship experience.

# INTERNSHIP RULES, POLICIES AND GENERAL INFORMATION

## PROFESSIONAL PROTOCOL

Interns are expected to follow the same rules and protocol that would be expected of a paid employee. Remember, when you are at your Internship site you are a representative of Hostos Community College. Your actions, attitude, work ethic, and appearance all reflect on the college and will impact on students who will follow you in future semesters.

### a. Promptness

Interns, like paid employees are expected to arrive on time. If there is an emergency and you are running late, you MUST call your site supervisor to advise him/her and apologize for any inconvenience.

### b. Absences

In the event of an emergency or hardship, you MUST call your site supervisor and make the necessary arrangements to make-up for lost time. If you are absent or late twice or more from your Internship placement without notifying your site supervisor and not providing a legitimate reason, you may be removed from your internship site.

## HANDLING WORKPLACE ISSUES

Managing stressful and uncomfortable situations is part of the Internship learning experience. Your Internship Coordinator, faculty, and staff at Hostos are here to support and guide you as necessary. We encourage you to try and resolve work-related issues on your own. If you're uncomfortable with approaching your site supervisor ask the Internship Program staff or faculty for advice.

### Statement of Sexual Harassment and Academic Integrity

The Career Education and Internship Program will adhere to the CUNY policy against sexual harassment and policy on academic integrity as stated in the Hostos Catalog.

<http://www.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/legal-affairs/policies-resources/Sexual-Misconduct-Policy.pdf>

### Statement of Students with Disabilities

The Career Education and Internship Program will adhere to the Hostos CC policies and guidelines for students with disabilities that require course accommodations. Any student with a disability should register with the office of services for students with disabilities, Accessibility Resource Center (ARC), located in the D-building, rm. D101-L. (718) 518-4454.

# POLICY AGAINST SEXUAL HARASSMENT

The City University of New York  
**Policy Against Sexual Harassment**

## **Policy Statement**

CUNY students, employees and visitors deserve the opportunity to live, learn and work free from Sexual Misconduct. Accordingly, CUNY is committed to:

1. Defining conduct that constitutes Sexual Misconduct;
2. Providing clear guidelines for students, employees and visitors on how to report incidents of Sexual Misconduct;
3. Providing ongoing assistance and support to all parties after allegations of Sexual Misconduct have been made;
4. Promptly and respectfully responding to and investigating allegations of Sexual Misconduct, pursuing disciplinary action when appropriate and taking action to investigate and address any allegations of retaliation;
5. Providing awareness and prevention information on Sexual Misconduct, including widely disseminating this Policy, as well as a “Students’ Bill of Rights” and implementing training and educational programs on Sexual Misconduct to college constituencies;
6. Gathering and analyzing information and data that will be reviewed in order to improve safety, reporting, responsiveness and the resolution of allegations of Sexual Misconduct;
7. Distinguishing between the specific conduct defined as Title IX Sexual Harassment by the USDOE and the broader definition of Sexual Misconduct prohibited by this Policy; and
8. Ensuring compliance with the federal regulations under Title IX, and other federal, state and local laws.

This is CUNY’s sole policy to address Sexual Misconduct and it is applicable at all CUNY colleges and units.<sup>1</sup> This Policy will be interpreted in accordance with the principles of academic freedom adopted by CUNY’s Board of Trustees.

Sexual Misconduct Policy:

<http://www.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/legal-affairs/policies-resources/Sexual-Misconduct-Policy.pdf>

Questions about CUNY’s Sexual Misconduct policy and procedures may be directed to your [campus Title IX Coordinator](#).

# CAREER SERVICES RESOURCES

- Find sample resumes, employment letters and career

information.

[Workshops and Events](#)

[Announcements](#)

- Take a free career assessment on the *Career Finder*, practice interviewing

[Employment-Readiness/Career-Toolkits](#) with the *Virtual Mock Interview*, and apply to internships and jobs with HIRECAIMANS Symplicity.

- Career Readiness Online Program, Complete a learning path to receive a Google

[HIRECAIMANS Symplicity](#) Career Ready Certificate

[Grow with Google](#) is a social network for job seekers, professionals, and businesses. Build your network, find business contacts, connect with recruiters, and use your professional profile as an online resume.

[LinkedIn](#)

- Thousands of 1–3-minute video interviews from professionals in a wide variety of

careers and from multiple backgrounds.

[Candid Careers](#)

- Operating entirely from donations Caiman Professional Wardrobe

[Caiman Professional Wardrobe](#) provides professional attire at no cost to students who lack an appropriate wardrobe for interviews

## GENERAL INFORMATION

- 1) If you are unclear as to your career goals, contact a Career Advisor for an appointment – we are here to help you develop a focus and implement a strategy to meet your goals
- 2) If you do not find an internship that fits your needs continue to check often with your Internship Program Coordinator. New opportunities continue to be added to the program.
- 3) Follow-up with the Internship Coordinator on your acceptance by an internship program and on your progress during the internship.
- 4) At the end of the semester the internship Coordinator will send your supervisor an evaluation form. Confirm that it has been sent back to the coordinator.
- 5) Close to the completion of your internship, ask your Internship Supervisor for a letter of recommendation. This will be helpful in preparation for the future job search as well as graduate school applications.
- 6) After the end of the semester, you can also ask your Faculty Supervisor to write a letter of reference for you.
- 7) Internships can sometimes lead to part time or full-time employment with the organization. However, there is no guarantee or obligation on the part of the organization to hire you. Many factors come into play including budget restrictions, staffing needs etc. Remember, the contacts that are made and the training and experience that one receives during the internship will be advantageous when seeking employment there or elsewhere.
- 8) Keep in touch periodically with your supervisors so that you can continue to network after the internship itself is completed.

TO APPLY FOR AN INTERNSHIP with the Career Education and Internship Program, schedule an appointment with Maritza Lewis, Internship Program Coordinator in Room D-210, 120 East 149<sup>th</sup> Street or call 718-518-4307. Questions can be addressed via email at [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu) or [careerservices@hostos.cuny.edu](mailto:careerservices@hostos.cuny.edu)

# CONTACT INFORMATION

## **Career Services Office**

120 E. 149th Street,  
(D) building, Room 210  
Bronx, NY 10451

[www.hostos.cuny.edu/cso](http://www.hostos.cuny.edu/cso)

## **Career Education & Internship Program Staff**

Maritza Lewis, Career Education & Internship Program Coordinator  
718-518-4307 or [mlewis@hostos.cuny.edu](mailto:mlewis@hostos.cuny.edu)

[Make an appointment](#) with Succeed@hostos or  
<https://hostos-succeed.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=service/6712998>

Kenia Alvarez-Sanchez, Career Readiness Coach  
718-518-4427 or [kalvarez@hostos.cuny.edu](mailto:kalvarez@hostos.cuny.edu)

Make an appointment with Succeed@hostos:  
<https://hostos-succeed.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=service/6712998>

Lisanette Rosario, Director  
718-518-4468 or [lrosario@hostos.cuny.edu](mailto:lrosario@hostos.cuny.edu)