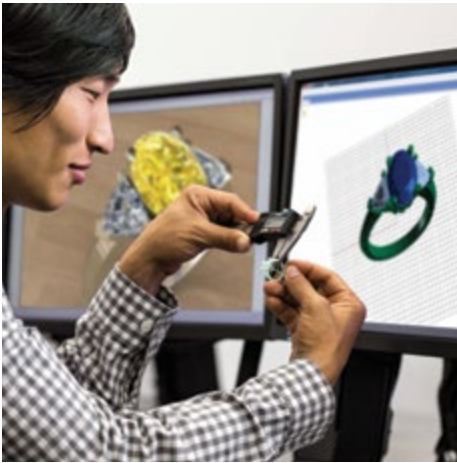


The Job Seeker's Handbook



A Guide to Starting Your Job Search
in the Gem and Jewelry Industry



GIA®

Table of Contents

Getting Started

- GIA Career Services Team 2
- GIA Gem & Jewelry Career Center 2
- GIA Jewelry Career Fair 2

Resume

- Anatomy of a Resume 3
- Do's and Don'ts 4
- Sample Resume: Gemologist 5
- Sample Resume: Jewelry Designer 6

Cover Letter

- Anatomy of a Cover Letter 7
- Do's and Don'ts 8
- Sample Cover Letter 9

Portfolio 10

Job Interview

- Preparation 11
- Common Interview Questions 12

Thank You Letter 13

References 14

- Sample Reference letter 15

Receiving a Job Offer. 16

Getting Started

In order to have a successful job search, you should prepare appropriately, search for open positions effectively, and devote the needed time and effort. This job seeker handbook contains essential information you'll need to succeed in your job search. We encourage you to use it as you begin your professional journey. Below are some tips to help you get started.

Communicate with a Career Services Advisor

GIA Career Services is eager to help you in your job search. We have invaluable resources that will empower you to create a long and successful career. Whether you're a GIA student or alumnus, Career Services offers career preparation, including: tips on how to create a resume that touts your experience, a cover letter that opens doors, guidelines on how to conduct yourself during an interview, and more. Our Career Services Advisors are here to help you highlight your greatest strengths so you stand out in the crowd and impress potential employers. Contact Career Services:

Carlsbad

careerservices@gia.edu
760-603-4378

New York

nycareerservices@gia.edu
212-944-5900 ext 3529



Register on GIA Gem & Jewelry Career Center

GIA Gem & Jewelry Career Center is a free global service for anyone searching for a career and for businesses looking to recruit candidates. Employers from every industry sector list positions with us, including: wholesalers, department stores, jewelry designers, auction houses, gem laboratories, and many others. As a job seeker, you can create a dynamic profile, search for careers that will help you take the next step, and find companies that match your interests. New and exciting opportunities are added frequently, so search often as there are always updated postings to consider. To register, log on to GIA.edu/gem-job



Attend GIA's Annual Jewelry Career Fair

As the jewelry industry's largest job fair, GIA Jewelry Career Fair attracts the industry's top retailers, manufacturers, laboratories, and wholesalers. Whether you're in the middle of a career change or new to the job market, Career Fair gives you the chance to explore everything the fine jewelry industry has to offer. Plan to spend the day speaking with a number of recruiters, collecting job leads, and networking. In addition, sign up for one-on-one mentoring sessions with industry career coaches. Career Fairs are held annually in New York and Carlsbad. For additional Career Fair information please access GIA.edu/career-fair



Anatomy of a Resume

Your resume is perhaps the most important tool in your job search. It's a snapshot of your skills and your introduction to potential employers. Your resume should be attractive, informative, professional, and well organized. There are, of course, many resume styles. Career Services has found that the style recommended in this handbook is widely used. Therefore, you may want to use the following format presented, especially if you are beginning a career in the gem and jewelry industry.

Choose an easy-to-read font like Times New Roman, Arial, Calibri or Helvetica in 10 to 14 point size. Use a black font.

Present information in reverse chronological order - your most recent job first; your first job last.

Write full sentences when describing job duties, and start with an action verb.

Electronic resumes should be in a Word (.doc) or PDF format. For printed resumes, use letter size (8 1/2 x 11 inch or A4) resume quality paper.

Bring attention to headers through selective use of underlining and capitalization.

Margins of 0.7 to 1 inch and double-spacing between headings improves readability.

List "References" on a separate sheet using the same heading as your resume and title it "References."

Your Name, Credentials

City, State
760-555-0123
your@email.com
 Job Title

Key Strengths

- ✓ Include skills specific to the job to which you are applying
- ✓ Emphasize software and computer skills relevant to your field
- ✓ Highlight relevant soft skills related to the role
- ✓ Include foreign language skills if applicable

Education

Diploma

School, College or University – City, State

Graduation Date

- Include related coursework, projects, or related study abroad
- Emphasize any awards, achievements, or scholarships

Professional Experience

Job Title

Organization – City, State

Dates of Employment

- Describe your responsibilities, and begin sentences with active verbs
- Present information in reverse chronological order
- Maximize and quantify relevant experience
- Bullet format is preferred by many employers

Awards and Achievements

- Only list awards that are relevant to your industry or that demonstrate leadership skills

Professional Affiliations

- Only list associations that are relevant to your industry or that reflect leadership skills

Resume Do's and Don'ts

Use these tips to create an effective, attractive and readable resume.

Do

- Use an easy-to-read font (e.g., Arial, Times New Roman, Calibri, or Helvetica).
- Use 10- to 14-point font sizes.
- Use margins of 0.7 to 1 inch and double-spacing between headings to improve readability.
- Bring attention to headers through selective use of underlining and capitalization.
- Use a professional email address.
- Write full sentences when describing job duties and start with an action verb.
- Present information in reverse chronological order (put your most recent job first).
- Use the past tense for all previous jobs; use the present tense for your current position.
- Make your resume one to two pages in length.
- Use numbers as often as possible to highlight your accomplishments (especially for managing budgets, sales goals attained, staff you managed, etc.).
- Use clear, specific language – eliminate unnecessary and vague words.
- Proofread, proofread, and proofread.
- List "References" on a separate sheet using the same heading as your resume, and title it "References." Provide references upon request.
- Use your first name, last name and the job title you are applying for in the document title for attachments and subjects lines when submitting your resume electronically.
- Create your electronic resume in a Word (.doc) or PDF format. For printed resumes, use letter size (8 1/2 x 11 inch or A4) resume quality paper. When emailing your resume, be sure to also provide a plain text version with no special formatting to ensure all resume content is transferred over accurately.

Don't

- Use "I" or "My" – this is not necessary.
- Include personal information (i.e., age, marital status, number of children, hobbies, etc.).
- Overuse words such as responsibilities, proficient, or experienced.
- Use abbreviations, symbols, or slang (i.e., &, TTYL).



Sarah Student, GIA GG

Carlsbad, California
760-555-0123
sarah.student@email.com

Gemologist

Key Strengths

- ✓ Adept at translating technical grading and manufacturing terms into simple, concise language customers understand
- ✓ Proficient in sorting, plotting, and grading diamonds and fine colored stones
- ✓ Detail oriented and results focused, with outstanding concentration skills
- ✓ Fluent in Mandarin and Japanese

Education

Graduate Gemologist **2016** *Gemological Institute of America (GIA) – Carlsbad, CA*

- Gained hands-on experience with gemological tools, including: the microscope, polariscope, refractometer, spectroscope, hydrostatic scale, and dichroscope
- Assessed and graded diamonds using the 4Cs and GIA Laboratory standards
- Identified gemstone characteristics, simulants, treatments, and recommended advanced testing as necessary

Professional Experience

Sales Manager **2015-2016** *Smith & Co. Gems – La Jolla, CA*

- Successfully managed and trained a team of 12 dynamic sales associates
- Created customer service processes, such as client feedback forms and sales associate follow-up calls
- Plotted and graded all stock diamonds
- Increased client database by 50% through social media marketing campaigns and in-store event promotions

Awards and Achievements

- Richard T. Liddicoat Scholarship Recipient **2014**

Professional Affiliations

- GIA Alumni Association **2016**

Sarah Student, GIA JDT

Carlsbad, California

760-555-0123

sarah.student@email.com

Jewelry Designer

Key Strengths

- ✓ Excellent verbal communication, networking, and public relations skills
- ✓ Outstanding attention to detail and the quality of 3D-printed models, castings, and finished pieces
- ✓ Experienced with Rhino and Matrix software
- ✓ Fluent in Spanish and French

Education

Jewelry Design and Technology

2016

Gemological Institute of America (GIA) – Carlsbad, CA

- Created, rendered, and prototyped designs using CAD software, CAM hardware, and 3D printers
- Designed CAD models using scale, proportion, and element relationships within the constraints of cost, time, size, style, and manufacturing methods
- Selected appropriate precious metals and gems based on engineering, design, and manufacturing considerations

Professional Experience

Jewelry Design Assistant

2015-2016

Stephen Borelli Design – Seattle, WA

- Coordinated with new product engineers from concept to final design to develop highly detailed and accurate CAD models
- Developed 3D CAD images to ensure proper fabrication during development
- Communicated and coordinated with 20+ vendors guaranteeing that all designs were delivered on a timely basis with the greatest attention to quality assurance standards
- Planned and organized inventory selection, location, and layout for VIP events and trade shows

Awards and Achievements

- JCK Jewelers Choice Award

2015

Professional Affiliations

- GIA Alumni Association

2016

Anatomy of a Cover Letter

Your cover letter is the first thing the hiring manager sees. It's your chance to introduce yourself, share your accomplishments, and differentiate yourself from other candidates. Employers place great value on cover letters, so take the time to write a targeted letter that is specific to the company and the open position.

Cover letters follow the format of a standard professional letter. They should never be more than one page and should be pleasing to the eye with generous

Use the same font as your resume, and make sure your contact information is identical on all materials.

Header

The header should include your name, credentials, and your email address. You may also align this text to the right.

Include the recipient's address. This is always left-aligned, like the rest of the letter.

Salutations

Try to address your letter to the hiring manager. If no name is listed with the posting, research the name of the department director, hiring manager, or other contact associated with the position. If you can't find a name, address the letter "Dear Hiring Manager" or "Dear Sir or Madam."

Body

State the value you would bring to the organization. Show how your personal, professional, and academic accomplishments and qualities make you an excellent match for the position.

Use bullet points for clear and concise readability.

Close

In closing, express your appreciation for the hiring manager's time and consideration. We recommend a professional closing such as "Sincerely."

When emailing the cover letter, you can insert an electronic signature, or simply type your name below the closing in the same font and size as the rest of the letter.

Your Name
Credentials

City, State
760-555-0123
your@email.com

Hiring Manager
Hiring Manager's Title
Company Name
Address
City, State Zip code

Salutation: Dear [Insert name of hiring manager],

Body: Share three to five of your skills/accomplishments relevant to the position.

- Include a bullet point on your education related to the role.
- Include a bullet point on your related character traits.
- Include specific skills that are relevant to the job posting.
- Include any relevant affiliations or awards.
- Include a bullet point about any relevant professional experience.

Conclusion: Discuss the next steps. If you are going to follow up in one to two weeks, mention a specific date. If you would prefer to leave the ball in their court, say that you look forward to discussing your qualifications further. Don't forget to thank them for their time.

Close: Sincerely,

(Your signature)

[Insert your name]

Cover Letter Do's and Don'ts

Do

- Create a personalized cover letter for every company and position.
- Take the time to find out the hiring manager's name.
- Specify the title of the position to which you're applying.
- Let the employer know how you learned about the position.
- Proofread your cover letter, and ask someone you trust to critique and proofread it.
- Be sure that the employer can reach you; include your email and cell phone number.

Don't

- Make it longer than one page. In most cases, two or three paragraphs are enough to tell your story.
- Forget to change the recipient's name and company name for each cover letter you write.
- Use negative statements - be positive and professional.

Sample Cover Letter

Sarah Student
GIA GJ

Carlsbad, California
760-555-0123
sarah.student@email.com

Robert Jones
Director of Human Resources
Jones Jewelry
1234 Ocean Drive
Carlsbad, California 92008

Dear Mr. Jones,

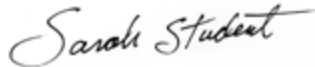
I am writing to express my interest in the bench jeweler position I saw posted on the GIA Gem & Jewelry Career Center. I believe there is an excellent match between my qualifications and the responsibilities of the role.

The following information highlights why I would be a valued employee at Jones Jewelry:

- Earned my Graduate Jeweler diploma through GIA.
- Excellent work ethic and strong communication and interpersonal skills.
- Exceptional skills in setting a variety of stone shapes, including: princess cut stones and trillions; in channel settings, bezel settings, and prong settings in white gold, yellow gold, and platinum.
- Active member of the Manufacturing Jewelers and Suppliers of America.
- Experience performing common jewelry repairs, alterations, and reconstructions, including: sizing rings, rebuilding prongs, refinishing worn jewelry, repairing broken chains, and strengthening old jewelry by installing new shanks.

Thank you for taking time to review my qualifications. I welcome the opportunity to discuss the position in greater detail. I will follow-up in the weeks ahead to discuss the next steps in the hiring process.

Sincerely,



Sarah Student

Role of the Portfolio

Format

The most important consideration is to make sure that your portfolio can be easily shared with others. Some designers organize their work by date created, materials used, or specific clients. JPG and PDF files are widely used, but be sure to determine the employer's preferences. You may also want to consider developing an online portfolio through a blog, website, or by using online photo programs such as Behance or Flickr.

Some may prefer to create a portfolio in a book format. A portable portfolio does not require setup and is helpful if you are not sure of the technology available when discussing your design with a possible employer or during networking situations. Never give out the master copy of your portfolio; instead, make copies to share with others.

Photos

Visual documentation of your work is the foundation of your portfolio. Whether they are video, prints, slides, etc., the visual material must be of the highest caliber. Choose images that accurately represent your work and are relevant to the needs of the employer. You may want to use a similar display/background when photographing your pieces to create a consistent look to your portfolio.

Include the following information with each photo of your work:

- Title of the piece
- Materials list
- Inspiration for the design
- Notes about the design, including any special techniques utilized
- If the piece has been published, include a copy of the advertisement or a printed copy of the webpage
- If the piece has been entered into competitions and received any awards, include the results

Navigate Your Way Through a Job Interview

Making a good first impression is key – whether it is over the phone, online or in person. Keep these tips in mind as you move through the interview process.

Prior to the Interview

- Research the position you are interviewing for, the interviewer and the company. A few places to find this information are the employer’s website, professional associations, annual reports, professional social media sites and news articles.
- Choose a professional outfit and set it out the night before your interview.
- Think about key strengths you want the interviewer to know about you.
- Practice answers to common interview questions. Focus on emphasizing professional traits rather than personal qualities.
- Map out the directions and how long it will take to get to the interview location.

Day of the Interview

- Give yourself plenty of time to get to your destination.
- Bring multiple copies of your resume in a professional folder.
- Arrive 10 minutes early to the interview and treat everyone you meet, including the receptionist, with respect and courtesy.
- Bring a list of references, but only provide them upon request.
- Bring a pen and a small notepad to take notes.
- Turn off your cell phone before entering the interview room.

At the Interview

- Maintain eye contact.
- Be a good listener.
- Provide relevant answers to questions in a clear and concise manner.
- Take notes.
- Be prepared to ask questions about the position and the organization. Here are a few sample questions:
 - What would be expected of the candidate during the first few months on the job?
 - Will there be a formal training process?
 - What are the opportunities for advancement?
 - What are the biggest challenges facing this organization?
 - What is your expected time frame for making a hiring decision?
- Ask the interviewer for a business card.
- End the interview with a firm handshake.

Common Interview Questions

- Tell me about yourself.
- What are your strengths and weaknesses?
- What motivates you?
- Why should we hire you?
- Why did you leave your last company?
- What did you like about working for your last company?
- Where do you see yourself in five years?
- How do you handle pressure and deadlines?
- How do you get along with co-workers?
- What are your salary requirements?
- What were your reasons for leaving your past jobs?
- Give me an example of a time when you did not meet customer expectations. What happened, and how did you attempt to rectify the situation?
- Give me an example of a time you faced a conflict while working on a team. How did you handle the situation?
- Tell me about a time you managed multiple projects. How did you balance your time?

Anatomy of a Thank You Letter

A strong closing leaves a good final impression. Always send the interviewer a thank you letter within 24 hours of your interview. Sending a thank you letter shows your enthusiasm, professionalism and interest in the role.

Email thank you notes are often suggested as they have one clear advantage over their snail mail counterparts: They can put your name in front of the interviewer on the same day – sometimes within hours – of your interview. While some companies have fully transitioned into the digital realm of emailed follow-ups, handwritten notes or typed letters are also acceptable if you know there's ample time before the hiring decision will be made. Ultimately, it's more about the content than the medium.

Address your letter to the hiring manager who conducted the interview.

Choose an appropriate subject line if you send your thank you electronically.

Leave a blank line after the salutation, between each paragraph and before the closing.

When writing a thank you letter, keep your letter simple and focused. Left justify your thank you letter. Use a plain font like Arial, Times New Roman or Helvetica. Select a font size of 10

Single space your letter and leave a space between each paragraph.

Closing

End with Sincerely or Best Regards.

For printed letter, add your hand-written signature.

From: Sarah Student
To: Hiring Manager
Subject: Staff Gemologist - Sarah Student

Dear Mr. Jewel,

Thank you for taking the time to meet with me to discuss the diamond grader position at Gem World Inc. Having earned my Graduate Gemologist diploma from GIA, I am confident that I have the skills needed to succeed at Gem World Inc. I spent approximately six months on the GIA campus honing my skills by grading diamonds, determining synthetics, and identifying colored stones under the trained eye of a highly trained instructor. Additionally, I worked for a diamond manufacturer sorting melee and conducting preliminary weights and measures. I believe that these skills would be of value to Gem World Inc., if not in the diamond grader position, than in other capacities and roles.

Thank you once again for considering me for the position of diamond grader. Please do not hesitate to contact me if I can provide you with additional information.

I look forward to hearing from you.

Sincerely,
 Sarah Student

References

A potential employer may request references at some point during your job search. Typically, it will be when the company is narrowing its search to the final candidates. It's important to be prepared to provide a list of employment references that attest to the skills and qualifications you have for the job. Below are some tips on getting started.

Create a separate reference sheet

Never list your references' names on your resume. References belong on a separate document with your name and contact information that matches the look and feel of your resume. Be sure to bring a list of references to your interview so you can be prepared to share them if requested.

Think strategically about reference choices

Choose your references wisely. You may list both professional and personal references. Your references should be able to attest to your skills, abilities and qualifications as they relate to the position to which you're applying. Individuals who can provide a professional reference for a job include previous employers, managers, colleagues and others who know your workplace skills and are willing to recommend you for the position. Your primary source of references should be professional; however, if you haven't worked before or if you have been out of the workforce for an extended period, you can ask people who know your skills and traits to serve as references. In addition, it is important to remember the intent of an employer contacting your references is to verify the authenticity of your resume and your soft skills.

Get permission to use someone as a reference

It's important to ask for permission before using someone as a reference. That way, they will expect to be contacted and will be better prepared to discuss your qualifications for a job. Most importantly, always frame your request in a way that allows the reference to refuse gracefully—for example, "Would you be comfortable serving as a reference in my upcoming job search?" or "Do you have time in the next few weeks to serve as my reference?"

Keep your references informed

Once someone agrees to serve as a reference, provide them with the job descriptions as well as a list of skills and qualities you'd like to highlight. It's also helpful to email your references your resume and other information to remind them of your accomplishments.

Sample Reference List

Sarah Student
GIA GJ

Carlsbad, California
760-555-0123
Sarah.student@email.com

References

Jerry Jones
CEO, Company ABC
(222) 555-1212
jerry.jones@email.com

Susie Smith
Manager, Company XYZ
(333) 555-1212
susiesmith@email.com

Reggie Lopez
DEF Chapter President
(555) 555-1212
reggielopez@email.com

Receiving a Job Offer

A job offer is a formal offer of employment from a company to the candidate selected for the position. Companies will generally make job offers via verbal confirmation or in writing. If the offer is made verbally, it will most likely be followed by a written job offer, which confirms the details of employment, including some or all of the following: job description, salary, benefits, paid time off, work schedule, and reporting structure.

The candidate may then choose to accept the job offer or decline. Below are some steps to help you navigate this process.

What to do when I get an offer?

- Thank the employer for the opportunity and add that you are excited to review the offer
- Request the offer in writing and ask the employer what the deadline is for your decision
- Give yourself time to research the benefits and salary, and to consider other potential job offers

How do I negotiate my salary?

- Be sure to express a sense of enthusiasm about the role to convey professionalism and positivity
- Your compensation package is a crucial factor when considering a job offer. Be sure to get all information detailing exactly what is and isn't covered
- Do your research on company salary averages as well as the salary of comparable roles within the industry
- Clearly articulate your requests and support them by using examples of your education and experience

Practice your conversation

"Based on my research of industry roles, national averages and the combination of my academic and professional experience, I would like to request a salary between \$_____ and \$_____. This amount is of course open to negotiation."

"I am flexible about the terms of my employment. I have researched your company, and I would appreciate the opportunity to negotiate a salary that is in harmony with my academic and professional experience. What is in the company's budget for this position?"

Know the Lingo

- **Commission** - Commission is a sum of money that is paid to an employee upon completion of a task, usually selling a certain amount of goods or services.
- **PTO** - Paid time off.
- **401(K)** - A pension plan provided by your employer.
- **Company Match** - The employer's potential contribution to an employee's 401(K) plan, often tied to an employee's participation in the plan.
- **Relocation Costs** - Payment made by an employer to cover moving expenses and other costs incurred by an employee who is required to take up employment in a new location.
- **Compensation Package** - Sum of direct benefits (such as salary, allowances, bonus, commission) and indirect benefits (such as insurance, pension plans, vacations) that an employee receives from an employer.