



This step-by-step guide will help you:

這本手冊將幫助您循序

- Get ready to apply for jobs online;
 - Search and apply for jobs on the internet; and
 - Use email to communicate with employers.
- 作出上網申請工作的準備
 - 在網路上搜尋及申請工作
 - 使用電郵與僱主聯絡

The last page of this handbook is a “glossary,” a list of important words that you will need to understand for the application process. There are simple definitions in the glossary for each word marked with an *asterisk*(*).

這本手冊的最後一頁是名詞解釋，列出您在申請過程當中須要知道的重要單詞。每一個詞都用星號標示著，並有簡單的定義。

We hope that you will keep this handbook as a tool for current and future job search.

請保留這本手冊，作為目前以及未來找尋職業的一個工具。

Good luck!

祝您好運



A project of the Bill Wright Technology Access Grant through the City of Seattle in partnership with Asian Counseling and Referral Service and Neighborhood House.

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BEFORE YOU START

事先準備

1. **Set up an email account.** You can set up a free email account at many different websites, including:

設立電子信箱帳戶： 您可以在很多不同的網站免費設立電子信箱帳戶，包括：

- Yahoo! (<http://www.mail.yahoo.com>),
- Google (find the *link** to "Gmail" at <http://www.google.com>), 或
- Hotmail (<http://www.hotmail.com>).

You can send, receive, and store messages from an email account.

For help setting up an email account, see this handbook's section, "SETTING UP AN ACCOUNT OR PROFILE."

您可以從電子信箱寄發、收取以及儲存信息。關於如何設立電子信箱帳戶，請參閱手冊 "如何設立個人帳戶或檔案" 的部分。

2. **Gather all of the information you need.**

集中所有您需要的資料。

Personal information. This is your full name, address, and telephone number.

個人資料： 您的全名、住址、與電話號碼。

TIP: If you do not have a permanent address where you can get paper mail, find someone who can receive mail for you, or set up a post office box at your local post office. Also, if you have no telephone or *voicemail*,* you can set up free voicemail through Laser Voicemail (<http://laservoicemail.tripod.com>) or another free voicemail service.

小小提示： 如果您沒有永久住址以接收郵件，可找一個可以幫助您收信的人，或在您當地的郵局開立一個郵政信箱。另外，如果您沒有電話或 *語音信箱*，您也可透過 Laser Voicemail (<http://laservoicemail.tripod.com>) 或其它免費的語音信箱服務設立一個免費的語音信箱。

- **Employment history.** Company names, addresses, and phone numbers of past employers and the dates you worked for them. You will also need names of supervisors. If you have little relevant work experience, include volunteer and unpaid work (like homemaking, childcare, or care of the elderly).

工作經歷： 包含僱用公司的名稱、地址、電話號碼、任期，以及上司的名字。如果您相關的工作經驗不多，可以把義工和無薪的工作 (譬如料理家庭，照顧小孩及老人) 寫進去。

- **Educational history.** How many years of schooling you finished, the names of the schools, and when you attended. Include any degrees, diplomas, licenses, or certificates earned.

教育經歷：您的教育水平、學校的名稱、何時入學，以及您所獲取的學位、證書、執照、或文憑。

- **Criminal history.** If you have a *criminal history*,* it is important to know when the crime happened, and whether you were *arrested** or *convicted** of a crime. If you have a criminal record, please see this handbook's section, "Criminal history." NOTE: Parking and traffic tickets are not criminal convictions.

刑事犯罪經歷：如果您有**刑事犯罪歷史***，必須知道您犯罪發生的時間，及是否因刑事犯罪曾被**拘捕***，或是**被判罪***。如果您有刑事犯罪的記錄，請參考手冊“犯罪歷史”的部分。註：泊車或是交通告票不是刑事犯罪。

- **References.** Most employers ask for three (3) references. The best references are “professional” references.
 - Professional references: Supervisors, managers, owners, co-workers, or clients.
 - Personal references: People who can speak about your character. They can be friends, landlords, teachers, or community members.

推薦人：大多數的僱主會要求三位推薦人。最好的推薦人是在您專業上的推薦人。

- 專業上的推薦人：上司、經理、東主、同事、以及客戶。
- 私人的推薦人：任何一位可以說明您性格的人。他們可以是您的朋友、房東、老師、或社區的成員。

TIP: Your references should be easy to reach by phone, be able to say good things about you, and speak English well. Call your references and make sure they can recommend you before you list them.

小小提示：您的推薦人要能夠容易用電話聯絡到，可以說明您的長處，以及能用英語溝通的。編您的推薦人名單之前，請連絡並確定他們能夠推薦您。

3. Prepare your résumé, cover letter, and sample application before you apply.

- **Résumé.** Your résumé should list all of your skills and experiences that are related to the job you want. This list can include employment experience; education and special training; special skills you have and languages you speak. For more help on writing your résumé, please visit the WorkSource website at <http://go2worksource.com> and *select** the link “Résumé Help.”

在您申請前，請準備好您的履歷表、應徵信、與申請表。

- **履歷表：**您的履歷表應該列出對於這份工作，您有的相關技術和經驗。履歷表可包括工作經驗、教育和專門訓練、專門的技術或語言。想進一步了解如何寫履歷表，請至 <http://go2worksource.com> 然後選擇* “Résumé Help” 連結。
- **Cover letter.** Most online job applications do not ask for a *cover letter*.* If you would like more information on how to write a cover letter, there are many resources online. For example, visit About.com,

http://esl.about.com/library/business/bl_jobs_find.htm,
http://jobsearch.about.com/od/coverletters/Cover_Letters.htm; The Owl at Purdue,
<http://owl.english.purdue.edu/owl/resource/549/01/>; and Job Star,
<http://jobstar.org/tools/resume/cletters.php#Good>)

應徵信：大多數的網上工作申請不要求應徵信。網路上可找到很多如何寫應徵信的資源。舉例來說，可以瀏覽

About.com, http://esl.about.com/library/business/bl_jobs_find.htm,
http://jobsearch.about.com/od/coverletters/Cover_Letters.htm; Owl at Purdue,
<http://owl.english.purdue.edu/owl/resource/549/01/>; 和 Job Star,
<http://jobstar.org/tools/resume/cletters.php#Good>)

TIP: Do NOT put the following information on a cover letter or résumé: (1) marital status; (2) date of birth; (3) sex or gender; (4) age; (5) hobbies; (6) immigration entry date or status; or (7) pictures; (8) references; (9) religious beliefs. Also, never put Social Security Numbers or banking information on a résumé (see the “Identity theft” section of this handbook).

小小提示：不要把以下的資料放在應徵信或是履歷表當中：(1) 婚姻狀況；(2) 生日；(3) 性別；(4) 年齡；(5) 嗜好；(6) 移民日期或身份；(7) 相片；(8) 推薦人；(9) 宗教信仰。另外，絕對不要將社會安全號碼（工卡號碼）或銀行資料寫在履歷表當中（參考手冊“認識和提防身分被竊！”的部分）。

- **Sample application.** It is helpful to prepare a sample, paper application before you start. You can find and print a sample application at the Quint Careers website, http://www.quintcareers.com/employment_application.pdf. Have someone who speaks English help you with spelling and grammar.

申請表：開始申請之前，準備好一份參考用申請表是很有幫助的。您可以在 Quint Careers 網站，http://www.quintcareers.com/employment_application.pdf 找到並印出參考用申請表，填寫後讓有一定英語水平的人幫助您檢查拼字和文法。

4. **Leave yourself an hour or more to finish each application.**

預備一個小時或更多時間來完成每一次工作申請。

5. **Take good notes to help you remember where and when you applied for jobs.**

Include *usernames** and *passwords** in your notes. Example:

做好筆記以幫助您記得向哪裡以及何時您會申請過工作。您的筆記應包含使用者名稱* 和密碼*。例加：

Employer & Date of Application	Position	Username (agent, profile name)	Password	Responses & Comments
Hilton Hotels 4/26/2008	Receptionist	Annielee	Squid456#	No response
Swedish Medical Centers 4/26/2008	Administrative Assistant	annielee1	Squid456	Yes. Emailed confirmation of application on 4/26/2008.
University of Washington 4/28/2008	Clerical	Annie_lee	Squid456#1	Yes. Emailed confirmation of application on 4/26/2008. Interview on 5/12/2008.

雇主 & 申請日期	職位	用戶名 (代理人名字)	密碼	回應, 備注
Hilton Hotels 4/26/2008	接待員	Annielee	Squid456#	沒有回應
Swedish Medical Centers 4/26/2008	行政助理	annielee1	Squid456	有。於 4/26/2008 以電子信件確認申請。
University of Washington 4/28/2008	文書	Annie_lee	Squid456#1	有。以電子信件於 4/26/2008 確認申請。於 5/12/2008 面試。

SEARCHING FOR JOBS AND APPLICATIONS ONLINE

網上搜尋工作和填申請表

1. **Job search websites.** Some helpful job search websites are <http://www.go2worksource.com> ; <http://www.monster.com> ; <http://www.quintcareers.com> ; <http://www.truecareers.com> ; <http://hotjobs.yahoo.com> ; <http://seattle.craigslist.org>, and there are many more. Most of these websites let you search by the city, state, and type of job you want. For help deciding which job categories interest you see the “Top 10 Quintessential Jobs” link on the QuintCareers.com website at <http://www.quintcareers.com>.

尋找工作的網站：以下是一些有幫助的網站：<http://www.go2worksource.com> ; <http://www.monster.com> ; <http://www.quintcareers.com> ; <http://www.truecareers.com> ; <http://hotjobs.yahoo.com> ; <http://seattle.craigslist.org>。除了這些以外，還有其他更多的網站。大部分的網站讓您以城市，州別，和工作種類來搜尋工作。若您需要決定哪一類的工作是您比較感興趣的，可前往 www.quintcareers.com 並參考“十大典型的職位”。

2. **Specific employer websites.** Many companies let you apply for jobs right on their websites. For example, you can search on the City of Seattle website at <http://www.seattle.gov/jobs>. Click on the “HOT JOBS” button at the lower right corner.

僱主自設的網站：很多公司讓您直接從他們的網頁申請工作。例如，您可以到西雅圖市政府的網站，在右下角點擊熱門工作“HOT JOBS”。

SEATTLE.GOV City Services Departments Staff Directory About Seattle.gov City Contacts

SEARCH: Go

Seattle.gov This Department

Career Center Home About Us Contact Us

Building Your Career and Your Community City of Seattle Personnel Department

How to Apply

- Job Openings
- Create Account or Log In
- New To Our Site?
- Tips How to Apply Online
- Frequently Asked Questions
- Quick Resume and Cover Letter Tips
- Application Guide for City Employees
- Application Guide for External Applicants

Additional Employment Info

- Fire and Police Exams

Important Note

Passwords: Passwords must have a minimum of 8 characters. For more password information, including how to retrieve a forgotten password, click [Frequently Asked Questions](#) on the left.

HOT JOBS

Police Officer seattlepolicejobs.com

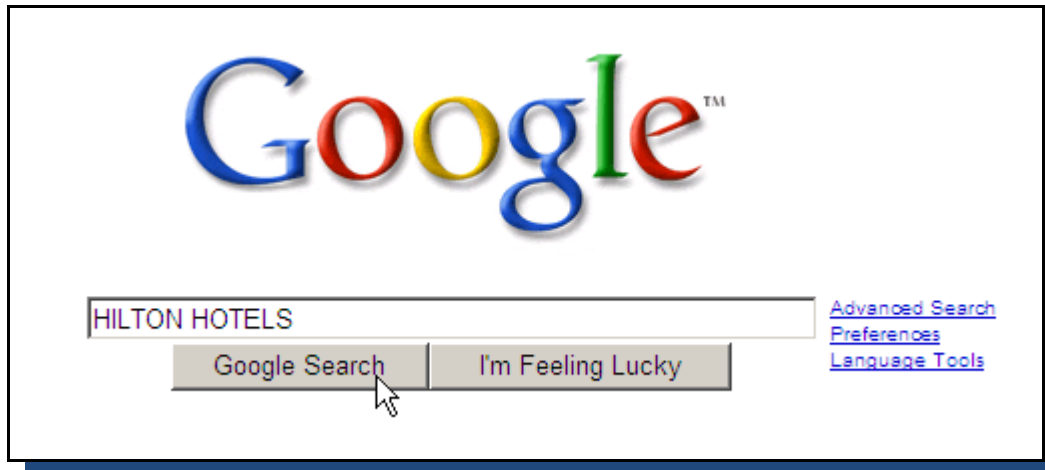
The City of Seattle - Employment Building Your Career and Your Community

The City of Seattle offers an amazing array of career opportunities, with more than 1100 job titles and 26 operating departments to choose from. The nearly 10,000 employees of the

You can find a company's *home page** by searching online. Common *search engines** are Google (<http://www.google.com>) & Yahoo! (<http://www.yahoo.com>). Here is an example of how you might search for Hilton

Hotels.

您可以從網路上找到任何一家公司的主頁*。最普遍的搜索引擎* 是 Google (<http://www.google.com>) 和 Yahoo! (<http://www.yahoo.com>)。下面的例子教您如何搜尋希爾頓飯店。



The search result will look like the list below. You will notice the “Hilton Worldwide Home Page” is a few selections down from the top.

搜尋結果如下。您會注意到希爾頓國際的主頁在接近最下方。

Web [Images](#) [Maps](#) [News](#) [Shopping](#) [Gmail](#) [more](#) [Sign in](#)

Google™ [Advanced Search](#)
[Preferences](#)

Web [News](#) Results 1 - 10 of about 2,790,000 for [HILTON HOTELS](#). (0.42 seconds)

Hilton.com Official Site Sponsored Link
www.Hilton.com Book direct on Hilton.com For Our Best Rates, Guaranteed.

Hotels by Hilton - Hotel Reservations, Deals, and Room Rates
Find and book **hotel** rooms online at the official site of **Hilton** brand **hotels**. Research **hotel** locations worldwide, and browse **hotel** deals worldwide.
www1.hilton.com/ - 87k - [Cached](#) - [Similar pages](#)

[Reservations](#) [Resorts & Spas](#)
[Employment](#) [Specials & Packages](#)
[Hampton Hotels Reservations](#) [Honors Reservations](#)
[Login Page](#)

[More results from hilton.com »](#)

Hilton Family of Brands
The US Olympics and **Hilton** share many of the same core values. ... All **Hilton** Family **Hotels**, **Conrad Hotels & Resorts**, **Doubletree**, **Embassy Suites Hotels** ...
www1.hilton.com/en_US/ww/fob/index.do - 82k - [Cached](#) - [Similar pages](#)

Hilton Worldwide Home Page
Hilton Hotels Corporation is recognized internationally as a preeminent hospitality company. About Us · Corporate History · Management Services ...
hiltonworldwide1.hilton.com/ - 16k - [Cached](#) - [Similar pages](#)

News results for HILTON HOTELS

[Marriott, Hilton planning new hotels](#) - Dec 29, 2008
Lima, Peru newspaper El Comercio is reporting that several **hotel** chains, including Marriott

3. **Local and national newspapers.** You can search for jobs from newspaper websites. The Seattle Times website links to the NW Jobs website at <http://marketplace.nwsourc.com/jobs>. You can also search at the Seattle Weekly at <http://www.seattleweekly.com>.

地方和全國性報紙：您可以從報紙的網頁上找工作。像西雅圖時報是和西北工作網站 NW Jobs website 相連的。您也可以搜索西雅圖週報 <http://www.seattleweekly.com>。

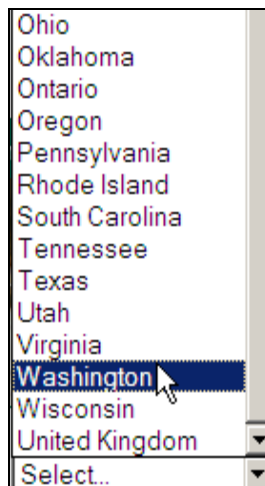
4. **Finding job applications on websites.** When you go to a specific company or organization's website, there should be a link to the "careers," "jobs," or "employment" page. The link may be in very small type at the top or the bottom of the home page. It may look like this:

從網站上搜尋工作申請表：當您去某家公司或者是組織的網站，應該會看到和職業、職位以及就業有關的連結。連結的字體可能非常小，位於主頁的最上方或下方。它看起來可能像這樣：



5. **Drop-down menus.** You can search for jobs by location and job category on the careers page. Most websites use drop-down menus to help you search for jobs (see picture below). For example, to select a state from a drop-down menu like the one pictured below, click the left button of your *mouse** on the arrow to the right of "Select." This opens the menu and you can use your mouse to select a state. *Highlight** a state and click again on the left button of your mouse.

可向下開的選單：您可以從職業的頁面上以地點和工作種類來搜尋工作。大部分的網站會有可向下開的選單，如下圖。例如，由選單中選擇州時，指標移向"Select" 右邊，按滑鼠左鍵一下，選單便會下開，然後使用滑鼠選擇您要的州，再按滑鼠左鍵一下便可。



Drop-down menus may allow you to search by *keywords*, *like “nursing,” “clerical,” or “construction,” for example.

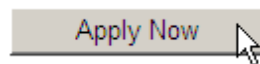
向下開的選單能讓您以關鍵字來查詢，例如“護理”、“文書”、或“建築”。

6. **Maps and pictures.** Some websites use maps or pictures to help you search for jobs in a particular city, state, or country. Click once on the left button of your mouse on the picture or part of the map where you want to work.

地圖和圖片：一些網站使用地圖或圖片來幫助您在某個城市、州、或國家搜尋工作。在您想要工作的地方按下滑鼠左鍵，選擇圖片或地圖上該處。

7. **Beginning your application.** To begin filling out an application or *profile*,* you may have to select a button that says “Apply Now.”

開始您的申請：開始填寫申請表或履歷表時，您須要點擊“現在申請”(Apply Now) 的按鈕。



SETTING UP AN ACCOUNT OR PROFILE

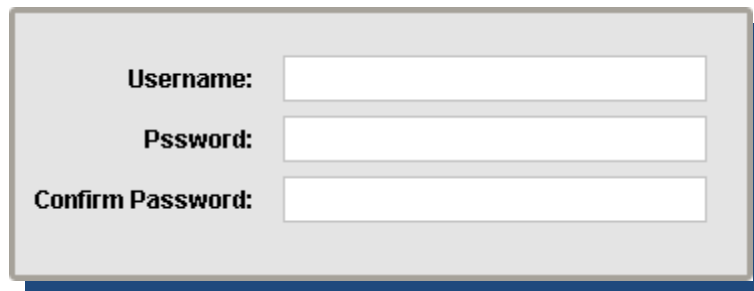
如何設立個人帳戶或檔案

1. **Account.** Usually, job search, company, and email websites have users create an *account*.* They may call this account by another name like *profile*,* *agent*,* or *login name*,* or you may have to click on a link that says *register*.* You will have to create a *password** too. If you create an account, the website will keep your basic information, and you will not have to type it again.

帳戶：通常工作搜尋、公司、和電郵網站會要求用戶設立一個帳戶。他們可能稱它為 *profile**、*agent**、或 *login name**，又也許您會須要點擊 "register"，您同時須要設定一個密碼。您設立一個帳戶後，該網站會保留您的基本資料，您以後就不用從新輸入。

2. **Username and Password.** Different websites ask for different combinations of numbers, letters, and symbols (like *, #, &) for usernames and passwords. If possible, use the same or similar username and password at each website.

用戶名和密碼：不同的網站要求不同的數字、字母、符號 (像 *, #, &) 的組合來作為用戶名和密碼。可能的話，在不同的網站用相同或類似的用戶名和密碼。



The image shows a registration form with three input fields. The first field is labeled "Username:" and is empty. The second field is labeled "Pssword:" and is empty. The third field is labeled "Confirm Password:" and is empty. The form is set against a light gray background with a blue border.

- **USERNAMES:**

用戶名：

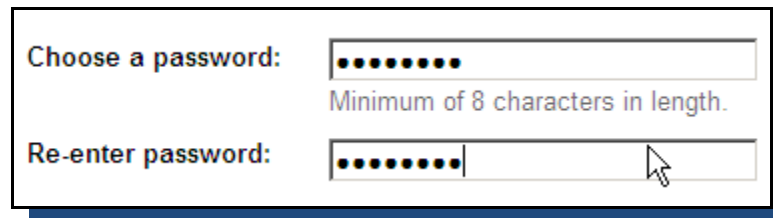
- Should be easy for you to remember, for example, all or part of your name or a pet's name.
應該容易記住，例如，您的姓名或寵物名的全名或部分。
- Can use numbers, letters, and symbols.
可以用數字、字母、符號。

- **PASSWORDS:**

密碼

- Should be secret and difficult for other people to guess.
應當秘密，使別人難猜。
- NEVER use any part of your name, your birth date, or social security number.
切勿用您的名字、生日或社會安全號碼。

- If possible, use a combination of numbers, letters, and symbols.
盡量採用數字、字母、符號的組合。
- Enter your password carefully. You will not see the letters and numbers you type—you will only see dots. You cannot see any mistakes you make.
輸入您的密碼時要小心，以免打錯。您不會看到您輸入的字母和數字 — 您只會看到"……"，但看不到您打錯的字。
- When you create a username and password, usually you will have to enter the password twice. A website will not accept your password unless you type it exactly the same in both *fields*.
設立用戶名和密碼時，您通常須要輸入您的密碼兩次。兩次都須要輸入完全一樣的密碼，否則您將無法設立您的帳戶。



The image shows a screenshot of a password creation interface. It features two input fields. The first field is labeled "Choose a password:" and contains eight black dots. Below this field, the text "Minimum of 8 characters in length." is displayed. The second field is labeled "Re-enter password:" and also contains eight black dots. A mouse cursor is positioned over the right side of the second field. The entire form is enclosed in a blue-bordered box.

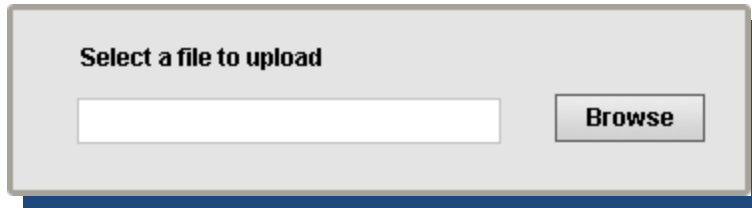
- If you use capital letters when you create your password, you will have to type it the same way every time you *log in*.
若用大寫字母設立密碼，每次登入*時，您須要輸入同樣的大寫字母。
- Be careful to avoid selecting the "Caps Lock" key on your keyboard.
小心不要按到"CapsLock"鍵。
- Remember to take notes.
記得做筆記。

UPLOADING RÉSUMÉ AND COVER LETTER

上載履歷表和應徵信

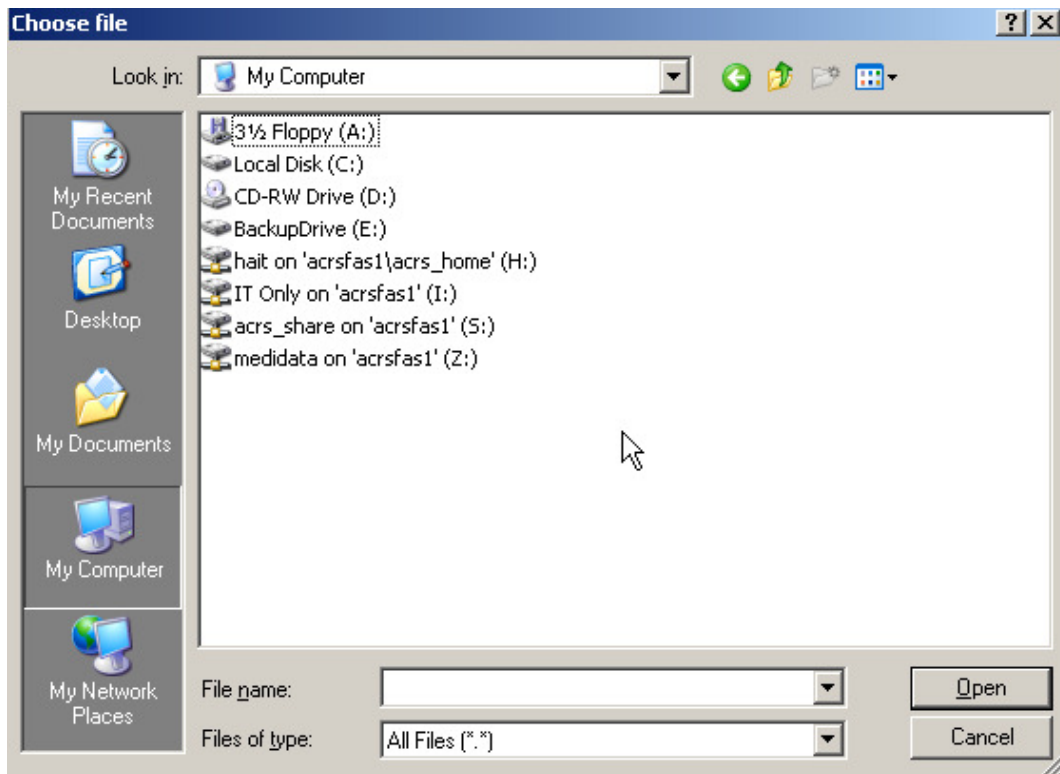
1. **Browse buttons.** When a website asks you to *upload** your résumé, it shows you a *browse** button. Browse buttons look like this:

瀏覽鍵：當網站要求您上載履歷表時，會出現一個像這樣的瀏覽鍵：



When you click on the left button of your mouse on the browse button, a window appears with a drop down-menu. The drop-down should be labeled "Look in." Click on the location of your résumé or other document.

當您在瀏覽鍵上，按下滑鼠左鍵時，會有一個下開式、標示着“Look in”的選單視窗出來。您可以從中選擇您履歷表或其他的文件的所在位置。



2. **Copy and paste.** Some websites do not let you upload a résumé. Instead, you must type the information from your résumé into special fields. Typing all of your information can take a lot of time; so if possible, copy and paste the information directly from your résumé. Follow these directions to copy and paste:

複製和貼上：有一些網站不讓您上載履歷表，您必須把履歷表中的資料輸入到特定的資料欄。把這些資料完全打進去會花很多時間，可能的話，請直接從您的履歷表中複製並貼上這些資料。以下是複製貼上功能的說明。

- a. Highlight the text you want to copy by holding down the left button on your mouse at the beginning of the text you want to copy. *Drag** the mouse along until you reach the end of the text. Release the left button. The text you want to copy should be highlighted.

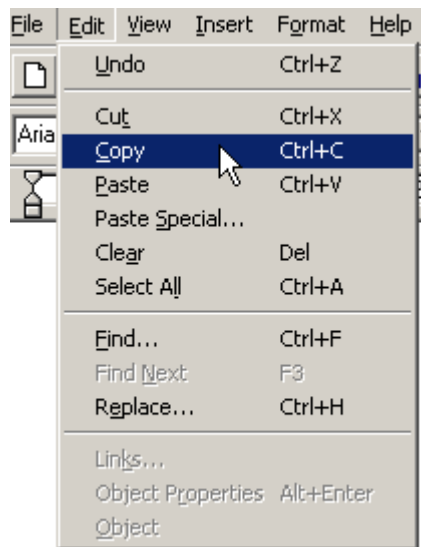
把游標*移到您要複製的文本的前面，按住左鍵不放，*拖曳**滑鼠向下移動直到內容的末端。釋放左鍵，您要複製的文本就被選取了。

- b. Click **Edit** on the *toolbar** of your word processing or text only program. This opens the Edit menu.

在文字處理的*工具列**上點擊**編輯 (Edit)**，打開編輯選單。

- c. Scroll down and click on **Copy**.

向下捲動並點擊**複製**。



- d. Go to the website where you want to paste your information, and place the *cursor** in the right field (or *text box**) by clicking on the left button one time.

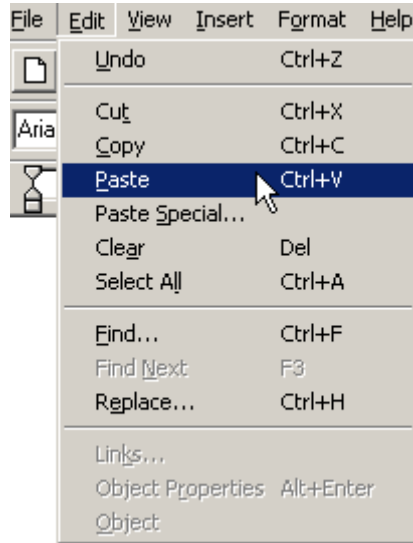
到您想要貼上資料的網站，把游標移動到正確的資料欄 (*文字方格**)，並按滑鼠左鍵一次。

- e. Again, click **Edit** on the *toolbar** of your word processing or text only program.

同樣地，在處理文字的*工具列**上點擊**編輯 (Edit)**。

- f. Scroll down to **Paste** and click on the left button.

向下移動到**貼上 (Paste)** 並按左鍵。



The text you wanted to copy should appear in the field. Read the text carefully and correct any errors.

您想要複製的內容應該在資料欄裡出現。請細看並更正任何錯誤。

3. **Simple format.** You should create your résumé in the simplest *format** so any employer can open it with any web *browser** or *operating system*.* Follow these suggestions to create a résumé in a simple, easily scanned format.

簡易格式：履歷表應該採簡易格式*，使每一位僱主都能用任何的網頁瀏覽器*或操作系統*來打開它。請按照下面建議的方法做：

- a. Open your résumé in your word processor program, like Microsoft Word.

用您的文字處理程式(如 Microsoft Word)開啟履歷表。

- b. Use a simple, even *font** like Courier.

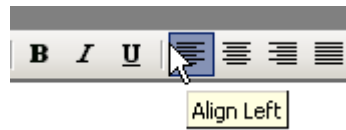
使用簡單，平正的字體*，如 Courier。

- c. Do NOT use “tabs.”

別使用“Tab”鍵。

- d. Do NOT “indent” (by hitting the space bar or “Tab”) or “center” your text. Keep all lines justified to the left of the paper (see below).

不要“縮排”(別按空位鍵或 Tab 鍵) 或“置中”您的文稿。把所有的行句都靠左對齊(如下)。

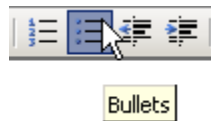


- e. Do NOT use **bold**, *italics*, or underlining. Use ALL CAPS for emphasis.

不要使用**粗體**、*斜體*或畫底線，用大寫來表示加強。

- f. Do NOT use automated bullets or lists (see below).

不要使用自動彈點編排或列項(如下)。



Instead, use asterisks (*), hyphens (-), or plus signs (+) to create a bullet style list.

請使用星號標記(*)、分號(-)、或加號(+) 來建立一份彈點式的表單。

- g. Save your document in two different formats: (a) Rich Text; and (b) Plain Text. For example: Go to the “File” drop-down menu and find “Save As.” Save a version of your document as “TEXT ONLY” or “Plain Text.” Now you can open the document in Notepad or another plain text program.

用兩種不同的格式來儲存您的文件：(a)Rich Text 和(b)Plain Text。例如：到“File”下開式選單，選擇“Save As”，把您的文件儲存為“Rich Text”或“Plain Text”，接著您就可以用 Notepad 或任何的簡易文字程式來開啟它。

- h. Close your document and open it again in “Notepad” or another plain text program. Check to make sure it looks right.

關掉您的文件並在 Notepad 或用簡易文字程式再次開啟它。檢視文件是否看起來正確無誤。

- i. Save any changes you made.

儲存您所做出的改變。

See the WorkSource website for more information on “scannable” résumés. <http://www.go2worksource.com> (select *résumé help*).

請參閱這個 WorkSource 網站以得到更多有關“可掃描”履歷表的資訊。
<http://www.go2worksource.com> (選擇 *résumé help*)

TIP: Use a more attractive résumé format to bring to interviews.

小小提示：去面試時可以帶一份編寫得更好看的履歷表。

COMMON ONLINE APPLICATION QUESTIONS

網上申請常見的問題

- 1. Personal information.** Most online job applications ask you to fill out personal, employment, and education information. Take special care to protect your personal information.

個人資料：大部分網上工作申請表會求您填寫個人的、工作的、以及教育的資料。請特別注意保護您個人的資料。

- 2. Educate yourself about identity theft!** Identity theft is a risk when you post your information online. It includes crimes like someone using your social security number so they can work, using your credit card information to buy goods without your permission, or using other aspects of your identity to commit crimes. For more detailed advice on protecting yourself from identity theft, see one of the nonprofit identity theft websites like World Privacy Forum (<http://www.worldprivacyforum.org/jobscams.html>) or Privacy Rights Clearinghouse (<http://www.privacyrights.org/identity.htm>).

認識和提防身分被竊！當您把資料放到網頁時，會有身分被竊的風險。包括可能有人盜用您的社會安全號碼來取得工作，沒經過您的同意就使用您的信用卡資料來購買東西，或使用您的其他資料來犯罪。有關更多如何保護自己避免身分被盜用的資訊，請到非營利的世界隱私論壇(<http://www.worldprivacyforum.org/jobscams.html>)或是隱私權資訊中心(<http://www.privacyrights.org/identity.htm>)。

- 3. Short answer questions.** Some applications require you to write in sentences. If they do, keep your answers short and professional. Here are a few examples of possible questions and answers:

簡答題：有些申請表要求您寫一些句子。您的回答請盡量簡單扼要並且具專業性。下面是一些問答的例子：

Q: Why do you want to work for our company? (Grocery Store)

您為何想在我們公司工作? (食品雜貨店)

A: I want to work for your company because I respect the quality of food that you sell, and I like the friendly atmosphere of your stores.

我想要在貴公司工作的原因是我很尊重您公司產品的品質，我也喜歡您店裡友善的工作氣氛。

Q: What qualities make you the right person for this job? (Produce Worker)

您有什麼樣的專長能勝任這份工作呢? (蔬果產品工作者)

A: I am the right person for this job because I worked at a fruit and vegetable store for two years in my home country, I love fresh produce, and I enjoy helping people choose healthy foods for their families. I also enjoy working on my own and as part of a team.

我是這份工作的合適人選, 因為我曾經在祖國的蔬果店裡工作過兩年。我喜歡新鮮的產品, 我也樂意為顧客的家庭挑選健康的食物。我也很樂意獨立工作以及跟團隊一起合作。

TIP: You should never put personal statements like “I need this job because my landlord just raised my rent,” or “My husband still lives in my home country, so I need to work to support my family.”

小小提示: 請不要用個人情況為理由, 例如說“我需要這份工作, 因為我房東剛把租金提高了”, 或是“我先生還在祖國, 我必須工作來維持生計”。

4. Reason for leaving your former job. After you type your employment history, some applications ask for your “reason for leaving” a job. Keep your answers short, positive, and honest. Do not try to explain everything.

離開上一份工作的理由: 在您輸入工作經歷以後, 有些申請表會要求您寫出您離開上一份工作的理由。您的回答應盡量簡短、正面、和誠實。您不用為每一件事情解釋。

DO USE POSITIVE PHRASES:	DO NOT USE NEGATIVE PHRASES:
<ul style="list-style-type: none">• Wanted a more challenging job• Wanted a job with more responsibility• Work was seasonal• Wanted a career change• Needed permanent full-time work• Lack of work	<ul style="list-style-type: none">• Quit• Fired• Job was too dirty.• Laid-off• Not enough pay• Too far away• Work was too hard

使用正面的字句：	不要使用負面的字句：
<ul style="list-style-type: none"> • 想有一個更具挑戰性的工作 • 想有一份更多責任的工作 • 工作是季節性的 • 想要轉換職業 • 需要一份固定的全職工作 • 沒工做 	<ul style="list-style-type: none"> • 辭職 • 被開除 • 工作太髒 • 被裁員 • 工資不夠 • 太遠 • 工作太辛苦

5. Educate yourself about discrimination. In King County, an employer cannot discriminate against you based on race, color, religion, *disability**, sex, national origin, sexual orientation, marital status, parental status, Section 8 housing subsidy, ancestry, retaliation or age. Also employers can only ask certain kinds of questions concerning disabilities or criminal history in the *job application process* (pre-employment). For examples of fair and unfair interview and application questions, see the Washington Administrative Code, WAC §162-12-140 (find these regulations at <http://www.leg.wa.gov/legislature>).

甚麼是歧視：在金郡，任何僱主都不能因為您的種族、膚色、宗教、殘疾*、性別、原籍、性取向、婚姻狀況、育兒狀況，第八號房屋補助、祖籍、或是年齡而歧視您。此外，僱主在工作申請過程中，只能問您有關殘疾或是您個人犯罪歷史的某些問題。關於面試的問題是否合乎公平原則，請參考華盛頓行政法規 WAC §162-12-140 (在 <http://www.leg.wa.gov/legislature> 有相關規定)。

- **Disabilities.** For more information about discrimination based on disabilities and “reasonable accommodations,” contact Washington Protection and Advocacy System, <http://www.wpas-rights.org/>, 1-800-562-2702 (TTY 1-800-905-0209), or the Equal Employment Opportunity Commission of Seattle, <http://www.eeoc.gov/seattle/index.html>, 1-800-669-4000.

殘疾：為取得更多關於殘疾的歧視和合理的設施的資訊，請聯繫華盛頓保護與倡導系統 <http://www.wpas-rights.org/>, 1-800-562-2702 (TTY 1-800-905-0209), 或西雅圖平等就業機會委員會 <http://www.eeoc.gov/seattle/index.html>, 1-800-669-4000。

- **Criminal history.** The Seattle Office for Civil Rights has a helpful brochure that you can read online at: http://www.seattle.gov/civilrights/documents/CriminalRecordsfact_sheet.pdf. You can also contact the Seattle Office for Civil Rights (<http://www.seattle.gov/civilrights/>) for a referral to a legal services agency that may be able to help you.

犯罪歷史：西雅圖公民權辦公室提供一個很有用的小冊子，您可以在網站上找來閱讀：
http://www.seattle.gov/civilrights/documents/CriminalRecordsfact_sheet.pdf. 您也可以聯繫他們 (<http://www.seattle.gov/civilrights/>)，要求把您介紹到一個可能幫助您的法律服務機構。

- **Background checks.** Many employers conduct criminal background checks. If you have questions about what your background check will show, visit the WATCH website (Washington Access to Criminal History) at <https://watch.wsp.wa.gov/> and select “FAQ” from the left menu (Frequently Asked Questions).

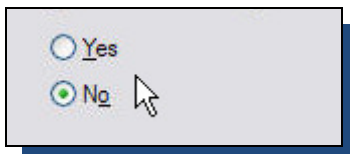
背景調查：有很多僱主會做犯罪背景的調查。如果您有任何這方面的疑問，請到這個網站 <https://watch.wsp.wa.gov/> 並從左邊選單選擇“常見問答”(FAQ)。

6. **Fill in all fields before you move to the next page or submit your application.** If you create an account, you may be able to go back and correct information later. But not all websites allow for this, so you should come prepared to fill in all fields the first time you fill out the application.

在您向前至下一頁或是遞交申請之前，請確定您已填寫完所有的資料欄。如果您設了一個帳戶，之後您也許可以回去改正資料，但不是所有的網站都允許您這樣做。所以在您第一次填寫申請時，應該準備好所有要填寫的資料。

7. **Select only one circle or box.** Most applications will ask you to choose answers from bullets, circles, or boxes. Usually, you can only pick one answer per question. If you can select more than one, the question will say “select [or check] all that apply.”

只選一個圓或是方格：大部分申請表會要求您從子彈點，圓圈或是方格中選擇答案。通常每一個問題只能選擇一個答案。如果問題容許選擇多於一個答案，它通常會說“請選擇所有適合的答案”。



SUBMITTING YOUR APPLICATION

遞交申請表

1. **If possible, save your work.** Some online job applications let you save your work and come back later to finish and submit your application. But do not assume you can do this on every website.

可以的話，請儲存您所填寫的一切：有些網上工作申請讓您儲存已經填好的部分，之後再繼續完成並遞交申請。但請不要假定每個網站都允許您這樣做。

2. **Initials.** Online, your *initials** may act like your signature. Usually an employer is asking you to promise the truth of the information on your application when it asks for your initials. It is important to tell the truth on all job applications.

姓名的首字母：您姓名的首字母在網站上的功能就像您的簽名一樣。當網上申請要求您填寫它時，通常是僱主要求您保證您所有申請資料的真實性。申請任何工作時，據實以報是很重要的。

3. **Submit button.** When you finish your application, edit your work, and select the submit button. Usually, you cannot make changes to your application once you submit it.

遞交按鈕：當您完成您的申請時，請修訂您所填的一切才選擇遞交這個按鈕。一旦遞交申請後，您通常無法再做任何改變。

Submit

COMMUNICATING BY EMAIL WITH EMPLOYERS

使用電郵與僱主聯絡

1. **Watch for confirmation emails.** When an application asks you for your email address, you should receive an email confirming that the employer received your application.

留意確認信：如果一份申請表要求您的電郵地址時，您應該會收到一封電郵，確認僱主已接到您的申請。

2. **Replying to employer emails.** After a company contacts you to tell you it received your application, you may get a second email asking to set up an interview. If an employer writes to you and offers you a few choices of interview times and dates, your reply should look something like this:

回應僱主的電郵：公司通知您它已收到您的申請後，您可能會收到第二封電子郵件，要求安排面試。如果僱主寫信給您，並提供幾個面試的日期和時間，您的回函應該與下列格式類似：



親愛的(公司名稱，人力資源經理或其他名字)，
感謝您給我面試的機會。我在(日期和時間)有空面試。請通知我應該要攜帶什麼。期待跟您見面。
誠摯地，
(您的名字)

If you cannot meet at any of the times the employer lists, suggest some other days or times, but if possible, be flexible. 如果僱主所提議的面試日期和時間，對您都不方便，請向僱主建議其他時間。但如果可以的話，時間要盡量靈活。

TIP: “Emoticons” like smiley faces, graphics, animated images, exclamation points (!!!), decorative fonts, and unusual font colors (like pink, green, or red) should always be avoided.



小小提示：永遠避免用“情緒像”，如笑臉、圖像、卡通圖案、驚嘆號 (!!!)、裝飾性字體，以及非一般性的字體顏色 (像粉紅色、綠色、或紅色)。



TECHNICAL PROBLEMS

技術性問題

1. **Timing out.** You may *time out* if you take too long to fill out your application online. When you time out, your application may be lost, and you may have to start all over again. If possible, save your work every 2 to 5 minutes, and be prepared with all of the information and documents you need when you sit down to fill out applications on the computer.

時間用完：如果您花太久來填寫網上申請表，您可能會遇到時間用完的問題。這個情形發生時，您的申請可能會失掉，因而您必須重新再填。如果可以的話，每 2-5 分鐘就儲存一次您的文件，並且在開始上網申請時就準備好一切您將需要的文件和資料。

2. **Freezing.** Some websites take a long time to upload onto a computer. After you click on a link at one of these sites, wait until your “hourglass”  turns back into an “arrow” . The hourglass shows you that your computer is still “thinking” or trying to *load* the web page. If you keep clicking on the same picture or map, your computer may freeze. This is also true for “next” or “submit” buttons.

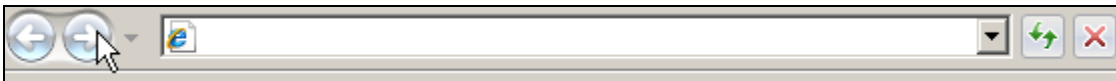
凍結：有些網站需要花很長的時間才能上傳到電腦。在您點擊任何一個網站以後，請等候直到指標  (像是沙漏計時器) 變為  (箭頭)。這個沙漏指標是表示您的電腦正在處理你所選的網站中。如果您再三點擊同樣的圖片或地圖，您的電腦可能會凍結。這個情形也可能發生在“下一步”或是“遞交”的按鈕上。

3. **Back and forward buttons.** Most applications do not let you use the “back” and “forward” buttons on your web browser. Example:



If you use back and forward buttons, you may lose all of your work. Instead, use a website’s “previous” or “next” buttons to get from page to page.

返回和前進按鈕：大部分的申請不會讓您使用網頁瀏覽器上的返回或前進按鈕。請看下圖：



如果您使用返回和前進按鈕，您可能失去一切填好的資料。您可以使用網站本身有的“上一步”或“下一步”按鈕在網頁間往返。

4. **Red stars and red text.** Check your work carefully before hitting the “next,” “continue,” or “submit” buttons. If you make mistakes or required information is missing, you will not be able to move to the next page or submit your application. When this happens, you will see the problem highlighted in red or in red font (red type). Sometimes a website uses red stars to show you where the required information goes. If a question does not apply to you, you can always put “N/A” (not applicable), “None,” or “0.”

紅色星號和紅色文字：在點擊“下一步”，“繼續”或是“遞交”按鈕之前，請仔細檢查您所填的一切。您如果誤填或沒有填寫必要的資料時，便不能前往下一頁或遞交申請。這個情形發生時，您會看到問題以紅色字體顯示。有時候網站會用紅色星號標示哪裡是必須填的。如果所問的問題與您無關，您可以填寫 N/A（不適用），“None”（沒有），或“0”。

FINDING COMPUTERS TO USE IN YOUR COMMUNITY

在社區裡尋找電腦來使用

If you do not have your own computer or if your computer is very old, you can use a public computer. The City of Seattle has created a list of Community Technology Centers (CTCs), which includes centers based in housing projects, human service agencies, libraries, places of worship, schools, or community centers. Some of these are open to the public, and others only serve members, students, or housing project residents. You can find this list of CTCs at <http://www.seattle.gov/tech/ctc/>.

如果您沒有電腦，或您的電腦已經非常老舊，您可以考慮使用公用電腦。西雅圖市政府編了一份社區科技中心名單，這些中心分佈在公共房屋中心、社團服務機構、圖書館、宗教場所、學校，或社區中心。這些中心有的向大眾開放，有的只開放給會員、學生或房屋中心的居民。您可以在 <http://www.seattle.gov/tech/ctc/> 獲得這些中心的資訊。

GLOSSARY

名詞解釋

1. **Agent:** Some websites call your account, your “agent.”

代理人：有些網站會稱您的帳戶為代理人。

2. **Arrest:** When officers of the law take a person into legal custody.

拘捕：當執法者合法地羈押一個人時。

3. **Background check:** The process an employer uses to look up a person’s public records. It usually includes records of past employment, credit record, and criminal history.

背景調查：僱主用來查看一個人的公開紀錄的過程。它通常包含過去工作的經歷，信用紀錄以及犯罪歷史。

4. **Browse button:** The “button” a person uses to find and upload files as an attachment to an online job application or email.

瀏覽鍵：一個用來把附件上載到網上工作申請表或電子郵件的按鈕。

5. **Browser:** Lets you search for and open documents and websites on the internet.

網頁瀏覽器：讓您可以在網路上尋找和開啟文件、網頁的工具。

6. **Conviction:** When a court finds you guilty of a crime, you are “convicted.”

判罪：當法院發現你有罪時，你就被宣判為有罪。

7. **Cover letter:** A letter that one sends with a resume and or job application to introduce oneself and express interest and qualifications for a particular job.

應徵信：申請工作時，與履歷表或申請表一起送出的信。主要是介紹自己，並表達對該份工作的興趣及勝任資格。

8. **Criminal history:** A person’s record of criminal activity.

犯罪歷史：一個人的犯罪活動紀錄。

9. **Cursor:** The blinking line where you can begin typing.

游標：一條表示你可以在該處開始打字的閃動線。

10. **Disability:** The U.S. Supreme Court explains that to be disabled, a person must have an impairment that prevents or severely restricts the individual from doing activities that are of central importance to most people's daily lives—like walking, seeing, hearing, bathing, household chores, or brushing teeth. For statutory definition see 42 U.S.C. § 12102(2).

殘疾：美國最高法院對於殘疾的解釋如下：一個人必須要有一缺陷，足以防礙或嚴重地限制他去做一般人在日常生活中會做的正常活動，如走路、看、聽、洗澡、家務，或刷牙。關於法律的定義，請參考 42 U.S.C. § 12102(2)。

11. **Drag:** When you physically move your mouse while holding the left button down, creating highlighting or moving an object on your computer screen.

拖曳：按住左鍵移動時作出選取，或將電腦屏幕上的一個目標移動。

12. **Field:** A space for typing information in an online application.

資料欄：在做網上申請時，會出現的一塊打字區。

13. **Font:** A style of letter type, like Times New Roman or Courier.

字體：一種字型，如 Times New Roman 或 Courier。

14. **Format:** The style and layout of a document.

格式：一份文件的形式和版面設計。

15. **Highlight:** To color certain text grey, black, or another color so that you can cut, paste, or copy it.

選取：用灰、黑或其他顏色塗上某些文本，以便進行刪除，貼上或複製。

16. **Home page:** The first or main page of a website, used give basic information about the site or the company.

主頁：一個網站的第一頁或主頁，用來放有關這個網站或公司的簡概。

17. **Initials:** Your initials are the first letter of each of your names: first, middle, and last. For example, the President's full name is "Barack Hussein Obama," and his initials are **BHO**.

姓名的首字母：您姓名的首字母是您的名、中間名和姓氏的第一個字母。例如，總統的全名是“Barack Hussein Obama,” 他的姓名首字母就是 **BHO**。

18. **Keyword:** A word an employer uses, like “clerical,” to categorize applicants and match them with available jobs.

關鍵字：僱主使用的字，像“文書”，用來把申請者歸類和揀配合適的工作。

19. **Link:** A word or picture that when left clicked (or selected) takes the user to another web page.

連結：當您左擊這個字或圖片時，它把您帶到另一個網頁。

20. **Load:** When an operating system reads a program, a web page, or a file and opens or makes it run.

載入：一個操作系統讀一個程式、網頁或文件，並將它打開，使它操作進行。

21. **Login name:** A username, used to get into your online account.

登入名稱：用來進入您網路帳戶的使用者名稱。

22. **Mouse:** The small, hand-held item one uses to select text, click “buttons,” and move cursors and pictures on computer programs and systems.

滑鼠：一個小型的、用手掌握控的物體，用以在電腦程式或系統上選擇內容，按按鈕和移動游標及圖片。

23. **Operating system:** The software that runs programs on computers. Operating systems include Microsoft® Windows® XP® or Apple® Computer's OS, among many others.

操作系統：可以在電腦上執行程式的軟體，其中包含 Microsoft® Windows® XP® 或 Apple® Computer 的 OS。

24. **Password:** A secret set of letters, numbers, and/or symbols created and used to access online services like email or other online accounts.

密碼：一組由字母、數字、及/或是符號所構成的秘密組合。用來進入網上服務，如電郵或是其他網路帳戶。

25. **Profile:** Your personal information, usually including your resume information. It can also be used to mean “username.”

檔案：您個人資料，通常包含履歷表；也指使用者名稱。

26. **Register:** To enter your name and information into a computer system.

註冊：把您的姓名和資料輸入到一個電腦系統。

27. **Select:** To left-click on a word or a picture that links you to another page, or to highlight text.

選擇：左鍵點選一個把你帶到另一網頁的字或圖片；選取內容。

28. **Search engine:** Systems like Google, Alta Vista, and Excite that allow computer users to search for documents and websites on the internet.

搜尋引擎：一些像是 Google, Alta Vista, 和 Excite 的系統，可以讓電腦使用者在網路上搜尋文件和網頁。

29. **Text boxes:** See “field” (above).

文字方格：參見上“資料欄”。

30. **Time out:** When you exceed a time limit.

時間用完：當您超過了時限。

31. **Toolbar:** Where the icons are located at the top of your word document or web browser.

工具列：在文件或是網頁瀏覽器頂部，圖標所在的橫條。

32. **Upload:** To move a file (like a word document) from one system, disk, or computer to another.

上載：把一個文件(像文字文本)從一個系統、磁碟或電腦移動到另一個。

33. **Username:** A personalized set of letters, numbers, and/or symbols. It is not secret like a password.

使用者名稱：一組由字母、數字，以及/或符號構成的個人化組合。它不像密碼那樣的秘密。

34. **Voice mail:** A recorded phone message.

語音信箱：錄起來的電話訊息。