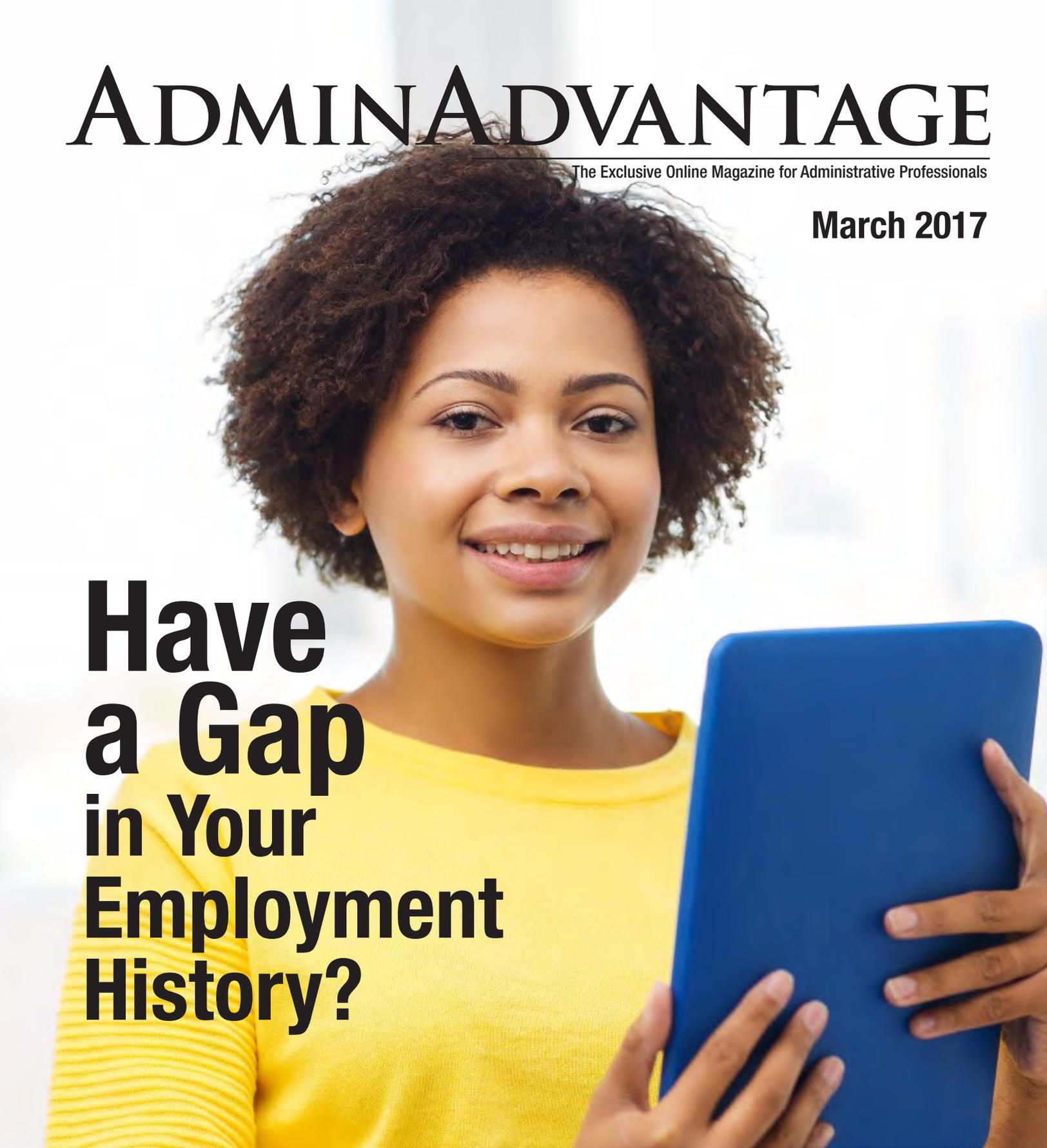


ADMIN ADVANTAGE

The Exclusive Online Magazine for Administrative Professionals

March 2017



Have a Gap in Your Employment History?

FEATURES:

You can COUNT on Excel
The Secrets to Being Happy at Work
Pittsburgh

A publication of
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North American edition



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TRAINING

You can COUNT on Excel

By Marie Herman CAP-OM, ACS

There are many occasions where it is helpful to count items in Excel. Sometimes you just want to know how many cells have something in them, no matter what that something is. Other times, you want to know how many cells DON'T have something in them. Still other times you might want to count only cells that include some specific text. Maybe you want to count certain cells where other cells in the same row meet certain criteria. Fortunately, Excel has many ways to help you to count data. Let's take a look at a few of the options available to you and how they differ from each other. These functions are available in all versions since Office 2007. ▶▶

For the following examples, I will use this data:

	A	B	C
1	Owner	Description	Order
2	Mary	apple	\$25.50
3	Joe	orange	\$51.00
4	Bill	lemon	\$22.63
5	Mary	lime	\$43.87
6	Sue	watermelon	\$35.65
7	Jean	lime	\$27.09

COUNT

The function COUNT counts the number of selected cells that contain numbers and only numbers. If you have text in a field, it will not be counted by the COUNT formula. The format is =COUNT(range), so to count number of orders, the formula would be =COUNT(C2:C7) and the result would be 6.

COUNTIF

The function COUNTIF counts the contents

of a cell if it matches what you specify. Format is =COUNTIF(range,criteria). If you wanted to know the number of orders where Mary is the owner, the function would be =COUNTIF(A2:A7,"Mary"). Note that the criteria must be in double quotes. The answer would be 2.

The COUNTIF function can be used with math formulas. Here is a summary of what we might do related to the orders column of our data:

You can use the COUNTIF function in combination to find ranges of numbers. For example, if you wanted to count the number of orders that were between \$25 and \$30, you could use this formula: =COUNTIF(C2:C7,">=25")-COUNTIF(C2:C7,"<=30"). What that breaks

down to is count all entries in the orders column that are greater than or equal to \$25.

Then subtract the number of entries that are higher than \$30. The result is the number of entries between \$25 and \$30.

The COUNTIF function also allows you to search for a partial match within a cell. For example, I could search for the letters "me" in the cells of our example. The formula to find those letters in the description field would be =COUNTIF(B2:B7,"*me*"). The asterisk replaces any number of characters. If you just wanted to replace one character, you would use a question mark.

The answer in this case would be 3, as Excel would find the "me" in the cells that say lime and watermelon. I put the asterisk in twice – before and after the "me". That's so that it wouldn't matter if there was text before or after the letters I was

Criteria	Formula	What It Does
Count if greater than	=COUNTIF(C2:C7,">25")	Count the cells that have a value greater than 25.
Count if less than	=COUNTIF(C2:C7,"<25")	Count the cells that have a values less than 25.
Count if equal to	=COUNTIF(C2:C7,"=25")	Count the cells that have a value equal to 25.
Count if not equal to	=COUNTIF(C2:C7,"<>25")	Count the cells where the value is not equal to 25.
Count if greater than or equal to	=COUNTIF(C2:C7,">=25")	Count the cells that have a value greater than or equal to 25.
Count if less than or equal to	=COUNTIF(C2:C7,"<=5")	Count the cells that have a value less than or equal to 25.

TRAINING

looking for. If I only wanted entries that ended in “me”, I would only put the asterisk in front and Excel would not have counted watermelon.

COUNTIFS

The function COUNTIFS counts the contents of a cell if it matches what you specify, but it also allows you to specify more than one parameter. Format is =COUNTIFS(criteria_range1, criteria1, criteria_range2, criteria2). This function assumes an AND criteria, meaning both criteria 1 AND criteria 2 must be met in order to be counted. If only one is met, the cell will not be counted. All criteria ranges need to have the same number of rows and columns. If you wanted to know the number of orders for limes where Mary was the owner, you would use the function =COUNTIFS(A2:A7, "Mary", B2:B7, "lime"). The answer would be 1.

COUNTA

The function COUNTA counts the number of selected cells that are not empty. If anything is in the cell (including text or numbers), it will be counted. Format is =COUNTA(range). If you wanted to count the total number of entries in the first column, the format would be =COUNTA(A2:A7). The answer would be 6.

COUNTBLANK

The function COUNTBLANK counts the number of selected cells that are empty. If there is even a space in a cell, it is not empty and won't be counted. I often use this feature

to track outstanding responses with meeting invitations. Leave the cells blank if the invitees have not responded. Complete the cells with Yes or No as needed (and use the COUNTIF functions to count those results). The blank cells then can be counted to track the remaining number of responses needed. The format is =COUNTBLANK(range).

Excel can do more counting than what I have shown you here, but I think you can see even with this small taste how useful they can be. You can COUNT on Excel to help you manage your data! 

Marie Herman CAP-OM, ACS operates a successful business, MRH Enterprises (www.mrhenterprises.com), whose services include teaching computer and other classes in-person and via the internet, writing articles, and conducting workshops and other speaking engagements.

She can be reached at execsecmagazine@mrhenterprises.com.

The Secrets to Being Happy at Work

By Brandi Britton, OfficeTeam

It seems not all administrative professionals are happy at work these days. At least that's one of the findings of It's Time We All Work Happy®: The Secrets of the Happiest Companies and Employees (<https://www.roberthalf.com/its-time-we-all-work-happy/report>), a report by Robert Half. Of the eight fields featured in this study, administrative professionals ranked sixth on the happiness scale. They also expressed higher stress levels and lower interest in their work than personnel in the marketing/creative, legal, technology and human resources fields. ▶▶



Why the blues? To understand these low rankings, it helps to first know which variables affect employee engagement and workplace happiness in general and compare them to your own experiences.

SIX FACTORS THAT CONTRIBUTE TO JOB SATISFACTION ▼

1. The right fit. The more you feel your skills align with your job and your personality traits

mesh with those of your colleagues and boss, the more satisfied you'll be. Companies and workers alike benefit from a good fit with the workplace culture.

2. Empowerment. The ability to work independently and to have a say in the business's direction leads to people being happier at work. Not coincidentally, our report found that the higher employees are on the org chart, such as senior executives, the more satisfied they are in their job.

3. Appreciation. It feels good to be recognized for your hard work. Naturally, this is a factor that weighs into whether you're happy at work. We all like pats on the back and gestures of appreciation — and not just on Administrative Professionals Day (April 26 this year).

4. Interesting and meaningful work. Our study finds that employees who feel their work is worthwhile are 2.5 times more likely to be happy than those who are just going through the motions. And when you feel there's meaning behind your job, you're more likely to be proud of what you do.

5. Fairness. Whether actual or perceived, employees want to feel they're getting the same respect as their colleagues and comparable compensation to other workers in their field with their level of experience. Being treated fairly is a prerequisite for being happy at work for everyone, but our research shows this is especially true for women.

6. Positive working relationships. You spend a lot of time with your coworkers and manager, so it's little surprise that collegiality is an essential aspect of your happiness on the job. If you don't get along with your office mates, you probably dread going into work. It's even worse if you have a poor relationship with your boss, as happiness experts say that's the number one reason an employee quits a job.

TAKING CONTROL OF WORKPLACE HAPPINESS ▼

Should you expect to be happy at work each and every day? Of course not. Like any other professional, you'll have bad days because the server is down or there's so much to do that you have to skip lunch. The real problem occurs when you're regularly bored with your job and dissatisfied with your career trajectory.

Don't stand for the status quo. Here are some action items for when your job is getting you down:

Get more specific about why you're not happy at work. Make a list of what you like and dislike about the job. For example, you really enjoy planning events and engaging with consumers on the company's social media pages. On the other hand, the thought of more data entry fills you with dread. The first step toward greater job satisfaction is introspection about what aspects of the job are meaningful and interesting to you.

Envision your administrative future. It could be you're not happy at work because you feel stuck

WORKSMART

in a rut. Ask yourself where you want to be in a year, five years and 10 years, and then brainstorm what you need to do to hit those targets. Angling for a promotion? Obtaining an administrative certificate could help make your case — and keep you engaged. Want to be vice president someday? You'll need mentoring, professional development and possibly another degree.

Enlist your manager's help. Bosses aren't mind readers. They want you to be motivated and happy at work, but you have to let them know when things aren't going well. For example, if you're unhappy because your assignments are underwhelming, tell your supervisor you'd love to apply your underutilized skills and interests — PowerPoint design, marketing campaigns and so forth — in your current job. The more your boss knows of your career goals, the more he or she can help you achieve them.

Reach out to colleagues. Your office mates are a natural sounding board for when you're frustrated at work, and they're also there to help you celebrate big and small wins. So if you can't recall the last time you had lunch or coffee with a colleague, it's time to get out more. Aim to learn more about them, both professionally and personally.

Request more money. You may not know what the other executive assistants in your company earn per year, but if you feel your salary has stagnated, set up a meeting with your boss and

ask for a raise. To find out what you should be making, check out the OfficeTeam 2017 Salary Guide (<https://www.roberthalf.com/officeteam/the-administrative-salary-guide>).

Make a change. Staying with an employer just for the security of a paycheck isn't doing any favors to your mental health or engagement levels. If you hate your job due to a bad manager or a poor workplace fit, it's time to start a job hunt. A better administrative job is out there.

You deserve to be happy at work, but you need to take the first step. Only you can decide whether to stay and improve your current situation or to look for a new, more satisfying administrative role. 

Brandi Britton is a district president for OfficeTeam, the nation's leading staffing service specializing in the temporary placement of highly skilled administrative and office support professionals.

OfficeTeam has more than 300 locations worldwide and offers online job search services at [roberthalf.com/officeteam](https://www.roberthalf.com/officeteam). Connect with us on Facebook, LinkedIn, Twitter, Google+, Pinterest and the OfficeTeam blog.

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INTERVIEW WITH TAE LEE



Hey Tae, can you tell me a bit about yourself?

I'm the founder and CEO of a trip planning tool for admins and assistants called TRAVO. I started TRAVO because of the experience I had with my admin assistant at my previous position at a mid-size advertising technology startup. Over the years, I saw the company grow from 15 employees to 300. As we grew, I saw how much work it took for assistants to put together travel for myself and dozens of other travelers. So I quit my job to start a company that develops trip planning technologies for assistants. I paid myself a healthy salary of ZERO, and then found out that my wife was pregnant - but that's another story!

What is TRAVO?

TRAVO is a web based travel planning tool designed to help admins save time and money planning travel. It is the first tool of its kind and eliminates the need for multiple tabs, spreadsheets, and complicated emails.

When should an admin use TRAVO?

Any time you are planning a trip! Every TRAVO itinerary is a "living itinerary". Which means it can change and grow as much as you need. As you continue to add flights and meetings, TRAVO will automatically update its itinerary to include updated driving routes, forecasted weather, and more. Once you are finished planning and booking, you can instantly export your entire itinerary, including confirmation number, into your traveler's calendar or as a printable Word doc.

How does TRAVO help me communicate with my traveler?

Everything on TRAVO was built to help you collaborate with your team members and removes the need for countless back and forth emails. Preferences, profiles, and completed itineraries can be shared through TRAVO and any updates either one of you makes will automatically be reflected on the other's screens.

Can I save my trips?

Yep, every trip and itinerary can be saved for future reference and replication. All admins will have access to an admin dashboard with details for all upcoming, past, and booked trips.

Does TRAVO cost money?

Nope! There are no booking fees or planning fees associated with TRAVO because we don't want any admin to miss out on something that will make their life easier.

Does TRAVO offer a travel agency service?

Yep! For qualifying companies, we will act your complete full service travel agency. All you need to do is send us your trip details and we'll find the best flights, hotels, and ground transportation options for you. If you're interested in this service, email us at concierge@travo.com

How do you sign up for TRAVO?

Signing up for TRAVO is free and easy. Simply visit www.travo.com/deskdemo and sign up!

If you have any questions at all, please feel free to reach out to us at help@travo.com. We're super friendly and love hearing feedback from all of our users! 



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MEETINGS

Pittsburgh

By Susan Silva, DeskDemon

Pittsburgh, Pennsylvania, what is it known for? It was known as the Gateway to the West. It was also known for its coal and mining production. Pittsburgh was a stop on the Underground Railroad. In its history, Pittsburgh also has hosted many firsts. The first newspaper west of the Alleghenies, The Gazette was published back in 1786. The first cable suspension bridge was built in 1846. Even the first Ferris wheel was manufactured in Pittsburgh back in 1893 for the World's Fair held in Chicago. Those are just a few of the firsts in Pittsburgh history. As for more recent history, Pittsburgh was known for its steel production, but as that has declined, education, medicine, robotics, research and science have stepped up as the new economy. No one can leave out Pittsburgh's professional sports teams -- the Pittsburgh Steelers, Pirates, and Penguins. All three have won championships over the years **more than once!** On a side note, all three team's colors are black and gold – and it's the only city in the nation where its three pro teams sport the same color. Pittsburgh's city flag is black and gold, hence the choice for the team's colors! Pittsburgh has a robust history, but, what is Pittsburgh known for now and in the future? ►►

What makes the Pittsburgh of today an amazing city? It has great businesses, great people, great food and a great location! When you are sourcing cities for your meetings, you will want the best hotels in a vibrant and fun location. Pittsburgh is just that! To start, Pittsburgh International Airport is ranked as one of the top 10 Airports in North America. It is about 21 miles from the airport to downtown Pittsburgh and is a quick and easy ride by taxi, Uber or Lyft. You can also jump on a shuttle or call a town car. If you would like a town car, you can call **Execucar** or **Limolink**. Where you stay in Pittsburgh depends on your meeting plans.

There is a wide range of meeting and hotel space. Which leads to another Pittsburgh first! For larger meetings, trade shows, or conference events you can book the **David L. Lawrence Convention Center**. The David L. Lawrence Convention Center is the world's first LEED-certified convention center. **LEED-certified** buildings are resource efficient, they go "green." They use less water and energy and reduce greenhouse gas emissions. The Center is located in the heart of downtown Pittsburgh along the Allegheny River. It has beautiful balconies and terraces. With over 1,500,000 square feet of space, including 313,400 square feet of exhibition space, 51 meeting rooms, two lecture halls, a 31,610 square foot ballroom there is space for any need you may have. It is walking distance from hotels, shopping, theaters and restaurants. There are three programmable



outdoor spaces each with its own natural element, including a rooftop area that combines urban vistas with riverfront nature.

Within walking distance of the convention center is the **Doubletree by Hilton**, Downtown Pittsburgh. Located between the Steel Tower and BNY Mellon Complexes, this Green Seal certified hotel can host meetings up to 300 people. With 10 meeting rooms and over 10,000 sq ft of flexible meeting space, the Doubletree by Hilton, Downtown Pittsburgh can accommodate your meeting needs. Plus, as most Doubletree's do, they give warm cookies!

Opened in 2010 the **Fairmont Pittsburgh** is another venue worth considering when planning your meeting in Pittsburgh. Fairmont Pittsburgh offers breathtaking views of Pittsburgh's rivers

MEETINGS



and bridges, its ballpark, PNC Park, and Mt. Washington. The Fairmont Pittsburgh is also a green hotel with U.S. Green Building Council's LEED certification. With 12,000 square feet of meeting space and 5 flexible meeting rooms that can accommodate meetings that are as small as 12 participants to large conferences with up to 700 professionals. The Fairmont Pittsburgh takes pride in their events department and provides service that exceeds expectation.

If you are looking for a boutique hotel atmosphere that is downtown, check out the **Hotel Monaco** by Kimpton Hotel® and Restaurants. The Hotel Monaco is located downtown in a great spot near the Cultural District. The Hotel Monaco has 248 guest rooms that boast bold blasts of color, 13 suites and 11,300 square feet of meeting rooms. There are two elegant ballrooms, the Sheffield Ballroom is 2,337 feet with beautiful Beaux-Arts chandeliers.



Omni William Penn Hotel, Pittsburgh is a beautiful historical hotel just three blocks from the Convention Center. The Omni William Penn hotel has 52,000 square feet of flexible meeting space. Many of the meeting rooms are named after some of the historical people that have stayed at the hotel. Of course there is the William Penn Ballroom, but you can also book the Bob



and Delores Hope Room, or the Lawrence Welk Conference Room! The Grand Ballroom has two tiers, Baccarat crystal chandeliers, natural lighting and exudes elegance, whereas the Urban Room has beautiful murals, black Carrara glass walls and has great art deco décor for its own feel of elegance. When planning a meeting in Pittsburgh, the Omni William Penn is a favorite among meeting planners.

When it comes to fine dining, **The Terrace Room**, located in the Omni William Penn, is a great choice. Just like the meeting rooms, The Terrace Room décor is elegant and refined. The dining experience has been voted best hotel dining by the Pittsburgh City Paper. Within the Hotel Monaco sits **The Commoner**, a restaurant that serves breakfast, lunch and dinner. It has five-seat counter serving breakfast and lunch every weekday, plus a sidewalk-facing quick-service window that's open during the lunch rush. The dining room décor has an industrial feel. The Commoner uses fresh seasonal vegetables and

locally ranched meats. The Commoner is known for surpassing expectations!

For top of the line dining in Pittsburgh you can try **Nine-on-Nine** which serves contemporary American. Nine on Nine has a private room and can accommodate up to 20 people. The main dining room can host events up to 60 people. Nine on Nine is great for small business lunches, company luncheons and dinners when in the Pittsburgh area. Zagat named Pittsburgh the No. 1 Top City for Food and several Pittsburgh chefs have been finalists for the coveted James Beard Awards.

Pittsburgh offers meeting attendees or those who are traveling on business plenty to do. For those who want to appreciate Pittsburgh culinary scene you can book specialized walking tours highlighting Pittsburgh's best bits and tastiest bites with **'Burgh Bits and Bites Food Tours**. They offer tours in many of the most interesting city neighborhoods. **Watson Adventures**

MEETINGS

offers city scavenger hunts. They provide team building services that are fun, informative and exciting. You can have your attendees work together to find clues around the city. Some of the fun places that may be included are museums, local landmarks and other fun locations. **PossibiliTEAMS** in Pittsburgh has a full line up of team building and training events that will energize and inspire your meeting attendees. PossibiliTEAMS can plan your team building event in your hotel, or take you out and plan an event around the Pittsburgh area.

Pittsburgh is not lacking on things to do and see. Shopping is one! Here is a great Pittsburgh fact, Pittsburgh (along with the state of Pennsylvania) has no tax on clothing and shoes. You can shop till you drop and save at the same time!

To get a great view of Pittsburgh you can visit **Duquesne Incline**. Built in 1877 the Duquesne Incline is a cable car that runs on a track up and down Mount Washington. Groups of 10 or more can get tours of how the cables work and the history of the incline. Pittsburgh also has famous museums, the **Carnegie Museum of Natural History**, **The Andy Warhol Museum**, Pittsburgh's oldest building – the **Fort Pitt Block House** – and for baseball fans, **The Clemente Museum**, housed in a beautifully restored fire station. If interested in the history of the Underground Railroad, you can visit **Senator John Heinz History Center's** exhibition From Slavery to Freedom.

VisitPittsburgh is a great resource for meeting planning. VisitPittsburgh can help you with sourcing a hotel that work for your meeting, and its Destination Services staff can suggest that perfect restaurant. It is a great source to let you know all that is going on in Pittsburgh and prides itself of customer service. Be sure to check them out.

Pittsburgh has many great meeting venues, activities for your events or for the business traveler. It is a top-rated city for culinary cuisine. Given all that it is easy to get to! Pittsburgh is located within 500 miles of nearly half of the population of U.S. and Canada it is a great location and worth looking into for your next meeting or event. 

When you want to plan your meeting in Pittsburgh, contact:

VisitPITTSBURGH is the official tourism promotion agency for Allegheny County.

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www.carnegiemnh.org/

The Andy Warhol Museum

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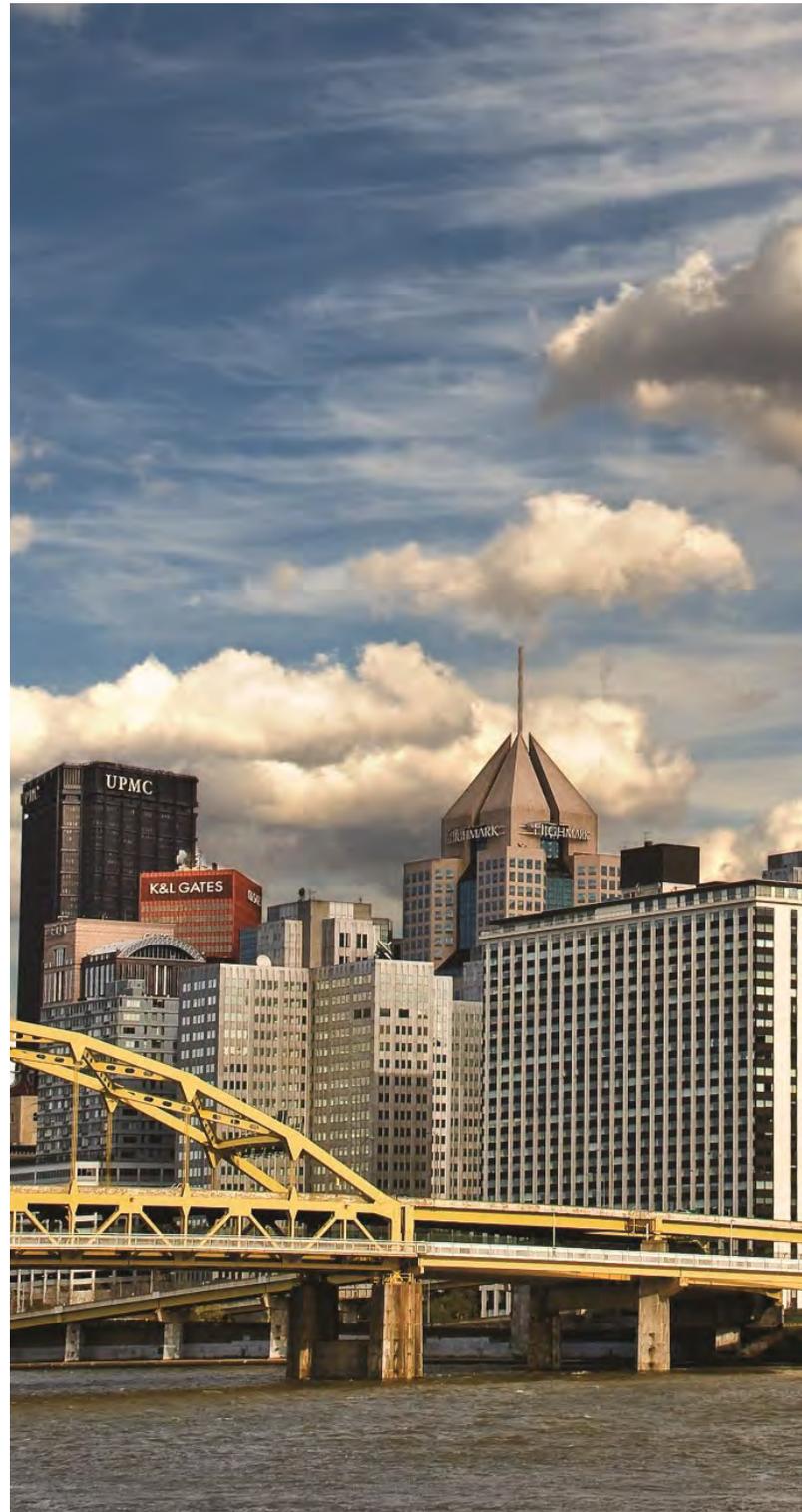
The Roberto Clemente Museum is a museum honoring Roberto Clemente, the Major League Baseball right fielder of the Pittsburgh Pirates and Hall of Famer.

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H H Y P O C Y C L O I D S S Y H W Q
P B V T M Y T E R K V S E T Y R D K
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Allegheny

Bingo

Bridges

Carnegie

Duquesne

Emoticons

Gazette

Hypocycloids

Lawrenceville

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Have a Gap in Your Employment History?

It's Not the End of the World, Learn How to Address It

By Michael M DeSafey

Within this crafty little piece, you will find several fantastic tips on how to confidently answer to prospective employers and ensure that no matter the reason for any cavities in your career's backdrop, there is a clear-cut method to cinch your interviews so your next position is all but in the bag. ▶▶

So you have a gap in your employment history. Maybe you have more than one. Maybe these gaps lasted longer than you intended due to circumstances which were beyond your control. There's no way to hide it when submitting an application, so why not embrace the intermission and sell it right alongside your education and experience?

With construction, engineering and environmental positions being in such high demand, when you sit down to interview with the person who potentially holds your future in his or her hands, it's critical that you have arrived prepared to discuss the blemishes in your employment history. Just how do you prepare for such a discussion, though?

If you are fortunate enough to have a few days or more before the big day, spend some time geared toward recalling what you actually did throughout the entirety of the gap(s). Write down everything that comes to mind. Did you go back to school or take a specialized course somewhere? Did you start a family? Did you spend time independently educating yourself or performing research of any kind? Were you doing anything that could be considered freelance?

When you feel comfortable that your reflection is as complete as possible, take a look at what you've scrawled in front of you. Read it back to yourself aloud. Chances are reasonable that you have one or more of the above-mentioned

activities in your past, and each one of them is a perfectly acceptable explanation for any lapses in employment.

Let's surmise for a moment, however, that you simply needed a break from the grind for a while. As an engineer, your job is mentally draining and demanding of your time and as someone in construction, your job is physically demanding and maybe the bureaucratic policies within your company have you mentally drained. The not-so-technical term for time off work in this instance is "burnout".

With increased pressure from activists and the general health community, it is now more acceptable than ever to take time off for mental health. Everyone needs to regroup occasionally, and the time it takes to do so will vary from person to person. Keep in mind, however, that a year off for mental maintenance may raise a few eyebrows. It's best to keep this explanation for the shorter gaps whenever you can.

During an important interview, how do you go about portraying to your prospect that these little chasms are nothing about which they should worry? The answer is simple, yet perhaps difficult for some to execute. Confidence is your best friend during these fragile moments, and a well-rehearsed monologue for each questionable rift are the proverbial golden tickets for being able to walk out of your meeting with a head held high. What if you lack confidence, or are simply the

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sort of person who freezes up during interviews? A couple of easy exercises done solo or with a partner will help shake those nerves.

First, and perhaps most importantly, practice speaking while smiling. According to Forbes, smiling helps to stimulate your own sense of

well-being, in turn boosting your confidence. If you aren't comfortable exchanging role-play banter with a partner, use a mirror to help remind yourself to smile. Smiling should also never be forced, and a fake smile is noticeable. Remember the time you gave your wife a sweatshirt that you thought she'd really love, and when she saw it, the smile on her face made it obvious that she'd rather throw it in the fireplace than even wear it to bed? You're not alone in being able to notice a pseudo-grin, so if you find yourself having trouble smiling while you speak, try picturing something in the back of your mind that would make you show some friendly teeth. And if that doesn't work, the fact that you've been chosen to interview with this next company should, if nothing else, be enough to get you smiling.

Secondly, try to remember that if the reasons for the voids on your resume are due to decisions that you've made, you need to own them. While employers don't necessarily jump for joy when they notice these things, most of them respect the courage it takes to display concise honesty about why you chose to not work for a while, and they'd rather hear about how you took that year off to go train touring through cheese country than a stumbling made-up excuse that's as easy to see through as expensive crystal. According to Career Builder, no matter how you utilized your time off, employers want to know that you've used it as a period of self-reflection. As elegantly and matter-of-factly as possible, detail



how you made this time work for you rather than against you and include anything that you have learned about yourself and the industry while you were out of the game.

The list you made earlier which encompasses all the things you did while off work should now help you compose the monologues we talked about just a few moments ago. You may not use it as such, but think of this as a sort of sales proposal, and the product you're selling is yourself. Include mentions of knowledge or experience you gained during the gap and explain how, through you, it will directly benefit the company.

Rehearse this to the best of your ability so you can speak completely off-book when addressing your prospect's concerns regarding time between jobs. It's almost a guarantee that your interviewer will have a copy of your resume in front of them while you converse; perhaps marked up in choice places with noticeable red ink to assist them in remembering what to ask about. It's also dire that you are certain that you haven't been dishonest by omission on your resume. As stated earlier, if you have gaps, you need to own them, and that means not conveniently forgetting to include the dates you served at each of the jobs on your resume.

Whether to include months and years or simply the years through which you worked with a particular company is up for debate, but according to Jim Giammatteo on LinkedIn, you should never

leave the months out of your resume because lies simply have no place on a resume, and it's easy to get caught if you fudge something such as dates. "Every gatekeeper and every headhunter I know gets suspicious when they see only years listed on a resume," Jim says.

For the best resume formatting tips and great advice on how to make sure you're doing everything you can to dazzle your prospects, along with anything you need to know about properly addressing any questionable entries on your resume, get in touch with Webuidl Resumes. We'll help build your resume, your confidence and your future. 

Michael DeSafey is a leading executive recruiter for professionals in the construction, engineering and environmental industries.

He is currently the President of Webuild Staffing <http://www.webuildstaffing.com>.

To learn more about Michael or to follow his blog please visit <http://www.michaeldesafey.com>

How to Make Chewy Chocolate Chip Cookies

By Iqra Khakwani

Aren't chewy chocolate chip cookies just the best? Served with a glass of cold milk and you could easily find yourself not stopping at only one cookie. How exactly does one achieve that chewy texture while having them maintain their body and not spreading out and baking flat.

The answer is quite simple. The secret to chewier cookies is melting your butter and making sure your sugar is either fine grained or processed into a powder form. Granulated sugar doesn't manage dissolving and end up leaving bits behind which you can pick up on as you bite into your cookie.

Now, to make sure your cookies come out of that perfect every time make sure that your cookie dough is chilled and if you have to pop it into the fridge between batches do so.

One very big mistake we all make is not waiting for the cookie sheet to cool when we remove the cookies. You could run it under cold water to remove the crumbs and cool it down faster.

Also, while mixing be careful not to over mix as this could result in a tough cookie.

And last but not least do not over bake your cookies.

To make Chocolate chip cookies you will need the following:

Ingredients

- 2 1/2 cups all-purpose flour
- 1 tsp baking soda
- 1 tsp salt
- 1 cup, 225 grams butter (melted)
- 3/4 sugar
- 3/4 brown sugar
- 1 tsp vanilla
- 2 large eggs
- 2 cups chocolate chips.
- 1 cup chopped nuts

Directions:

- 1- Preheat your oven to 375F or 180C.
- 2- Combine the flour, baking powder and salt in a bowl.
- 3- In a large mixing bowl mix the sugars, melted butter until its creamy. Begin to add the eggs being careful to add one at a time scraping after each addition.
- 4- Beat in the flour mixture and stir in the chocolate chips and nuts with a spoon.
- 5- Drop onto ungreased baking sheets with a round tablespoon. *Do not butter the sheets as the cookies dough itself already contains ample amounts of butter to prevent the cookies from sticking.
- 6- Bake for 9-11 minutes or until they turn golden brown. Cool the cookies for two minutes while still on the sheets when removed from the oven.

For variations of triple chocolate chip cookies you can substitute the chocolate chips with a mixture of white, dark and semisweet chips in equal proportions.

For peanut butter variation:

Use 1/2 cup Reese's peanut butter chips and 1/2 cup semisweet chocolate chips.

For more chocolate chip cookie [<http://www.simplesdessertrecipes.net/>] recipes visit www.simplesdessertrecipes.net [<http://www.simplesdessertrecipes.net/>]



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