



## HARD/SOFT SKILLS INVENTORY

**Hard Skills** address those skills that are more tangible and are of either a technical, vocational, operational and or administrative nature. These include, but are not limited to:

- Switchboard operations
- Typing (for example: 45 wpm)
- Computer skills such as Microsoft Word and Microsoft Excel
- Fork lift driver
- Filing
- Housekeeping experience
- Photocopier/Fax machines operations
- Bookkeeping experience
- Cash handling experience
- Construction work experience
- Secretarial experience
- Receptionist experience

**Soft Skills** address those skills that are intangible and that may not be visible or obvious by looking at a résumé. These include, but are not limited to:

- Articulate
- Organized
- Dependable
- Team player
- Detail oriented
- Ability to work independently
- Ability to meet deadlines
- Adaptable
- Flexible
- Results oriented
- Customer-service oriented