

ACADEMIC STUDIES

ENGLISH

**Support Materials and Exercises
for**

**EMPLOYMENT
COMMUNICATIONS**



SPRING 1999

EMPLOYMENT COMMUNICATIONS

ACADEMIC ENGLISH

ACKNOWLEDGEMENTS

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This support module may be used with IAU-ENG 2.10, Forms, Applications, Resumes.

IAU-ENG 2.10	FORMS, APPLICATIONS, RESUMES
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OBJECTIVE
 Upon successful completion of this unit, the learner will be able to

1. complete forms and applications completely and correctly.
2. write and produce an effective resume.
3. write an effective cover letter.

TEACHING POINTS			Level
Forms & Applications	3	Job applications	8
	4	Plan and gather information before starting	8
	5	Read entire form before completing	8
	6	Leave no blanks, except those listed "For Office Use Only"	8
	7	Print responses clearly	8
	8	Use dictionary to eliminate spelling errors	8
	9	For jobs: be informed of your rights	8
	10	prepare paragraph on what you have to offer	8
	11	Proofread carefully before submitting	8
Resumes	12	Plan and gather information	9
	13	Types and uses: chronological	9
	14	skill-based	9
	15	entry level	9
	16	Importance of revising, updating, and polishing	9
	17	Focus on accomplishments	9
	18	One-liners: (e.g. Supervised 6 staff: Handled cash)	9
Cover Letter	19	Format	9
	20	Content	9

* Learners should be made fully aware of the meaning and implications of plagiarism.

** Learners should be encouraged to "share" their writing whenever possible.

NOTE TO FACILITATORS AND LEARNERS:

- 1. This module presents information and exercises on Employment Communication Skills to accompany the objectives of IAU-ENG 2.10, Forms, Applications, Resumes**
- 2. Facilitators are free to use any support materials appropriate to their learners' needs.**
- 3. Additional resource materials will probably be required for those wanting more information on this topic or for those needing more practice mastering certain areas. Any text on writing can provide additional useful material.**
- 4. Alternate support materials may be appropriate.**
- 5. Final marks for this module should include evaluations of product/performance at various stages throughout the writing process as well a final copy of a resume and a cover letter.**
- 6. Writing is always the best to learn how to write. Learners should be encouraged to write a "real" resume and accompanying cover letter if possible.**
- 7. Styles and formats of resumes are always changing. It is important that learners have an opportunity to review formats that are currently popular.**
- 8. Local business people and personnel officers will often agree to help stage mock interviews as well as present information about successful job searches.**
- 9. It is the learner's responsibility to search out additional exercises to supplement the practice work included in this module by consulting with his/her facilitator.**
- 10. Do NOT write in this module. Please make your notes and complete the exercises in your own notebooks so that other learners may also use these booklets.**

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EMPLOYMENT COMMUNICATIONS

I INTRODUCTION

Everyone would like a job that pays good money, but many people remain unemployed because they don't know how to look for a job or won't invest the time and energy required to get one. Even in the tightest job market, jobs are always available. Experts agree that 80% of job openings are never advertised. This means that "job seekers" must take the initiative to find the jobs that many other people don't even know about.

In many cases, it is not necessarily the "best" person who gets the job, but rather someone who performs adequately but has excellent job search skills. This information in this module will help you start a successful job search.

Looking for work is a process, not a single event, so treat it like a "full time job". When you are working for someone else, you work a forty hours a week. Why would you spend less time when you are working for yourself, job hunting?

The job search process can be divided into four stages:

Assessing your resources
Identifying potential employers
Applying for the job
Interviewing for the job

II SELF-ASSESSMENT

A. Know yourself

Employment communications are really about selling yourself: your skills, loyalty, and personality, so like any good salesperson you need to know the "product" you are selling well. The first stage in a successful job search is self-assessment. What kind of job are you looking for? What "hidden" skills do you have? What are your strengths and weaknesses? In many ways, the first step in finding work is like is the prewriting stage of the writing process: generating ideas about yourself.

Getting that all important job means convincing an absolute stranger that you are exactly the right person to do a good job for him/her. Get to know yourself: your strengths, weakness, expectations, values.

EXERCISE 1

Answer the following questions (in writing) as honestly as you can. Place your completed personal analysis in a “job search” file folder.

10. What do you see yourself doing ten years from now?
11. Do you have enough training for your “dream” job? If no, what plans do you have to get the skills you will need?
12. What kind of work are you looking for now? (Indoor, outdoor, office, service, etc.). Why?
13. What do you do best?
14. Which duties do you enjoy most about your current/former job?
15. Which of your skills do you feel most confident about?
16. Are there any areas of your work experience (periods of unemployment, frequent job changes, etc.) that you would like to de-emphasize?
17. Which of your qualities would you like to highlight for your prospective employer?
18. If asked, which quality would your co-workers say was your strongest job-related skill? Your weakest?
19. In dealing with people, list your strengths and weaknesses.
20. What part of your background do you feel least confident about? What can you do to correct this?
21. Do you work best independently? As a team member? Why?
22. Do you like to create you own solutions to problems or do you feel more comfortable with a manual (guidebook) to follow?
23. How well do you handle deadlines?

24. Do you like close supervision, or are you happy to work on your own?
25. How much time, outside of paid work hours, are you prepared to devote to your job? Are you prepared to participate in company training programs, community networking, community service, etc.?
26. Do you search out tasks when your work is done, or would you prefer to chat with co-workers?
27. Do you consider yourself to be creative and innovative?
28. Will transportation be a problem? Should you look for work near home?
29. Do you like learning new things? Why?
30. Do you like helping people? Why?
31. Do you like to travel? Are you willing to travel for your work?
32. Do you enjoy repeating routine tasks, or would you prefer a variety of changing duties?
33. What are your hobbies and leisure activities? Which ones do you enjoy most?
34. Do you do volunteer work? If yes, list your work? What skills have you used or developed in this work?

B. Develop a Support Network

Job hunting can be lonely, discouraging and frightening, especially if you are just entering the job market or have been away from it for a while. It often means confronting your fears about failure, inadequacy, and, most of all, rejection. Everyone who is looking for work feels these pressures.

You don't have to be alone. There are probably more people out there than you realize who are willing and able to help you as you look for work. These include friends, relatives, your partner, a teacher, a minister or priest, social workers, or employment counsellors. Everyone you know wants to see you succeed, but they may not be aware that you need support or perhaps they don't want to interfere unless asked. Talk to everyone you know; most will help keep your spirits up, suggest leads, or even arrange interviews.

C. Build and maintain positive attitudes

People with a plan are not only more productive, they are also happier. A positive attitude is just as important to success in job hunting as it is in learning. If you believe that you will succeed, then your enthusiasm and confidence will show through in everything you do: energy levels, letter writing, phone conversations, interviews, posture, and just plain initiative. As well, people who are positive about themselves present an organized, self-confident image to prospective employers. This is the kind of employee that every employer is looking for.

It's easy to be negative, especially when looking for work. Realize that "negative" feelings are normal, so be ready to identify these "down" moods and do something about them. Physical exercise and keeping busy are good remedies for "being down in the dumps". Being "positive" means working actively to feel good about yourself and your prospects. Telling yourself every day that you are going to succeed will quickly start to make things easier for you.

Getting a job only takes one "yes" from an employer - even though it may have had to listen to many "no" responses. There is a job out there waiting for you. Your job over the next few weeks is to find that job, apply for it, and then have a good interview!

III PLANNING THE JOB SEARCH

“If you don’t know where you’re going,” the old saying goes, “you’ll never get there.” Planning your job search ahead of time is essential for success, just as it is in any other communication you undertake. Many people think that finding a job is a matter of luck or “being in the right place at the right time”. This is partially true, but you can increase your chances of success by being organized, setting goals, and making a job search plan.

A. Getting Organized

Even if you plan only two or three weeks at a time, you will feel more in control of your life and the whole experience will become more manageable and less threatening. Here are some ideas for keeping your job search on track.

1. Make sure you are looking for the right kind of job, according to labor market conditions. Adapt your skills for a new career direction, if necessary.
2. Set daily and weekly goals. Make definite plans today for what you will do tomorrow. (e.g. deliver three résumés, make two phone calls, visit the library)
3. Reward yourself regularly for each goal you meet, no matter how small. (Treat yourself to a special coffee, attend a free activity, etc.)
4. Treat job hunting like a job. Set a regular starting time, breaks, lunch hour.
5. Keep good records of all your job search activities. Keep a list of contact phone numbers, names, jobs applied for.
6. Find at least one reliable support person who will listen to you, motivate you, and keep your spirits up. Try to avoid people who discourage you.
7. Keep fit. Eating well and exercising have a lot to do with a positive attitude.

B. Gathering Information

Because it may take some time to find everything you will need to complete an application or write a résumé accurately, one of your first tasks is to gather information about yourself. Keep all your job search information in one place:

- all your old résumés,
- personal assessment sheet
- personal information sheet
- certificates, letters of recommendation,
- contact information for references,
- anything else you think might be useful.

EXERCISE 2

Create a personal information sheet like the one below. A blank form is provided at the end of this module for you to photocopy, or create your own form.

PERSONAL INFORMATION SHEET

Your name: SYDNEY COOK
 Your address 14 CENTRE STREET
 MAINVILLE, NB E3B 2Y9
 Contact Phone Numbers home (506) 447-0000 After 5:00 p.m.
 work (506) 556-1111 Between 8:30 - 4:30
 school (506) 667-2222 Between 8:30 - 3:00

SKILL HIGHLIGHTS: (Which skills do you want to emphasize?)

accurate typing, good writing, fast learner, team player, knowledge of local building codes, problem solver, etc.)

WORK HISTORY: (start with most recent and work backward)

- Employer (company name) ACME HOMES LTD.
 City: (address not usually necessary) WOODSTOCK
 Dates of employment: (day, month, year - if possible) 28/02/96 - 13/7/99

 Job title: (be accurate) ACCOUNTANT
 Duties: (be specific) payroll, government reporting, tax forms, monthly reports, budgets, contract negotiations,

 Skills developed: (list) bank reconciliations, typing, report writing, goal setting, word processing, data base, interpersonal skills
 Achievements: (list...include specific details)
 reorganized and updated payroll procedures,
 reduced payroll costs by 8%
 created new expense reporting forms

Machines (or computer programs) operated: (list...be precise)

WordPerfect 8.0, Corel Presentations, Datamate
Xerox Photocopier 2700, AutoFax, Pitney Bowles
Postage Wrangler

People supervised: (list number and type)

2 accounts payable clerks
1 bookkeeper
1.5 secretaries
2 mailroom staff

2. Employer: Maggie's Diner
Location: Yellowknife, NT
Dates of Employment: July - October 1988

Job title: Line Cook

Duties: Preparing full course meals for over 100 customers per day

Supervising food storage, ordering supplies, maintaining health code standards

Skills developed: organization, quick responses, concentration, multi-tasking

Achievements:

Machines operated: Krisper deep frier, Lennox 48" grill

People supervised:

Record similar information about **every** job you have ever held.

EDUCATION:

Name of high school attended: Mainville Regional High school

Location: Mainville, ON

Date of graduation (or last grade completed) Grade 11 1988)

Diploma or certificate received: none

Name of college or university attended: NBCC

Location: Woodstock

Number of years attended: 2

Date of graduation (or last year attended) June 1994

Diploma or certificate received: Diploma in Small Business Management

Other courses/ training: GED
 Location: Woodstock CASP, NBCC Upgrading
 Dates: 1990-1992
 Certificates received: Grade 12 graduation

RELATED EXPERIENCE

List all volunteer work, community activities, or other work (paid or unpaid) you have done that have provided you with experience, skills, and abilities that might be useful to a prospective employer.

COMMUNITY RELATED EXPERIENCE

Employers are often interested in whether you are prepared to participate in community organizations such as minor hockey, Lions Clubs, etc. List all these activities along with the skills you have developed or used in these activities.

PERSONAL DATA

Information in this section should only be included in résumés and applications if it serves a useful purpose. Age, marital status, health, dependents, social insurance number seldom add much to a résumé and employers are legally restricted in what they can ask.

LANGUAGES WRITTEN/SPOKEN

English strong written and oral communication skills
 French level three fluency (written and spoken)
 German fluent in conversation

REFERENCES (people who can speak well about your skills, abilities, etc.)

Name	Title	Contact information
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Be sure to pick your references carefully. Some people whom you think might give you a good reference may not be prepared to do so. Also, it is essential to ask your references for permission to use their names before you include them on a résumé or application form.

C. Identifying Potential Employers

Statistics show that at any given time 4% of all jobs in the labour market are available, due to retirement, firings, promotions, sick leave, company expansions, etc. About 80% of these jobs never appear in the newspaper because advertising is expensive and it generates too many responses. How can you find out about these “hidden” opportunities?

1. *Networking*

Almost everyone you know or speak to can give you the name of at least one person to contact. Using this information is called *networking*. Make a list of people you can contact along with their addresses and phone numbers. You can use the form at the end of this module to record this information.

Start with family, friends, and relatives. But don't stop there. Talk to the professionals in your community: doctors, lawyers, nurses, clergymen. Add neighbours to your list, as well as people

you have worked with,
 you ate lunch with,
 you play sports with,
 you see at various clubs
 you volunteer with
 you commute with

Tell everyone that you are looking for work and need job leads. These people may not be able to give you a job, but they might know someone else who can. The phone may not ring off the wall with offers right away, but eventually all your networking will pay off with good leads and some interviews.

2. *Directories*

In addition to networking, job searching includes identifying and contacting employers in your area who need the skills and experience you have to offer. Use the yellow pages, commercial directories, and your local library to make a list of company's that might be interested in hiring you. Here is a list of directories which you might find in your local library. Add these possibilities to your contact list.

Scott's Industrial Index
 The Canadian Trade Index
 Community Services Index
 Directory of Associations in Canada

Municipal Business Directories
Music Directory Canada

3. *Job Postings*

Don't overlook obvious resources such as

- private employment agencies
- Employment Insurance offices,
- public bulletin boards
- school placement offices
- trade journals
- local job clubs
- the Internet¹
- classified ads

EXERCISE 3

- A. Prepare a networking list that includes contact names, phone numbers, etc. You may use the form supplied at the end of this module, or you may create your own that includes other information that may be important.
- B. Make a list of local business (and a specific person) that you can contact.
- C. Visit one or more agencies and bulletin boards. Add these leads to the list.
- D. Find out about Community Access Sites in your town. Make a poster for your classroom that lists the place, times, and costs of this service. Post this information in a prominent place in your classroom.

¹ The Internet can be an excellent source of job leads, particularly if you are prepared to work outside your home community. Both government and industry are posting more and more job listings on their web sites. You do not have to own a computer to access these lists. Almost every community today has a Community Access Site where anyone can get "online" for free or for a small charge.

IV APPLYING FOR A JOB

At the same time that you are identifying potential employers you should begin to develop techniques and strategies for actually getting the job you want.

Depending on the kind of work you are looking for, you may be asked to complete some or all of the following documents:

application form

questionnaire

résumé

curriculum vitae or CV (usually used in academic fields)

As you search for a job, these will be your primary “sales tools”. When you write any one of them, you are, in fact, using a kind of *informal report* to sell your skills and abilities to the employer, someone who has probably never seen you before. You need to learn how to use these “self-marketing tools” to show all your strong points. Remember to focus on your purpose and audience as you work. If you do a good job on your application and/or résumé, you will be asked to attend a job interview. In the interview, you will have an opportunity to persuade the employer directly that you are the applicant he/she should hire.

Applying for a job is one of the most important writing tasks you will ever do. As you already know well, jobs are not easy to find, and the competition is stiff. In general, the first contact an employer has with you is through your written work: an application form or a résumé and cover letter. When you present yourself to a potential employer, you want to do so in a way that will make you stand out as the best, or one of the best, people applying. Take time to do it right! Continue to develop and fine-tune your skills at every opportunity.

A. Application Forms

The real purpose of completing an application form (or a résumé) is to get a job interview, or in other words, an opportunity to meet face to face with the people who have the power to hire you.

Application forms are pre-printed forms² which provide blank areas for you to fill in with your identifying information, education, employment history, pertinent personal information, and references. You need to know how to fill out an

² Application forms are a kind of informal report.

application form well if you want to get an interview. Neatness, accuracy, and legibility are essential.

Here are some general rules to follow when filling in an application.

1. If possible, take the form home or to some quiet place where you can take your time and think your answers through.
2. Ask for two copies of the application. You can use the first one for a practice copy. Use pencil, erasing and changing as necessary. Then, complete the second one in ink, as a final, completely correct version.
3. Always carry your personal information sheet with you, so you can consult it for names, dates, etc., if you have to complete the form in the company's offices.
4. Carry a dictionary with you so you can check your spelling no matter where you are working.
5. Read the form completely (from top to bottom) before you begin to fill it in.
6. Print (or type), unless instructed otherwise.
7. Fill in every blank. If the blank does not apply to your situation, draw a line through it or write "N/A" (not applicable) in the blank.
8. Check the form to see which boxes match which questions. Sometimes you are expected to write above the line, while in other cases, you must write below it.
9. Do not write in boxes labelled, "For Office Use Only". (These boxes may be darker than others.)
10. Do not use abbreviations.
11. Give complete and accurate information. Always tell the truth.
12. Make sure there are no mistakes or erasures. If possible, have someone proofread your application.
13. Neatness and accuracy are essential. Mistakes, erasures, and whiteout are unacceptable.
14. Remember prospective employers are making a decision about whether they want to pay you some of their hard earned money. They need to feel confident that their money will be well spent.

The information requested on an application form usually falls into five or six categories.

PERSONAL IDENTIFICATION:

Name, address, contact information. Are you a member of a minority?

EDUCATIONAL BACKGROUND

institutions, their addresses, your diplomas, or degrees, awards, scholarships

If marks are requested, supply them in the form of official transcripts

WORK EXPERIENCE

employers' names, addresses, position held, supervisors' names, duties, machines (software) operated, achievements, awards, people supervised, skills developed

JOB RELATED SKILLS AND EXPERIENCES

fluency in other languages, volunteer work, hobbies, interests, extracurricular activities

REFERENCES

employment supervisors, co-workers, personal integrity evaluators (e.g. teacher, clergyman, etc.)

PERSONAL ESSAY

Some applications and résumés request a short essay in response to a specific question like, “Why do you feel you are suited to this position?” or “What will you contribute to this company?” or “Why do you want to work for us?” You might also be asked to write about your goals in life, your strong points, or career interests. Remember that the employer is not only looking for information about you, but also to see how well you write.

Before going to the job site to fill in a job application form, you should prepare all the information you are likely to need. Be sure your information is accurate and your spelling/grammar/punctuation is correct. Then all you will have to do is read the form and copy your information. You should take with you

Your personal information sheet

Sample short essays (see above)

A pencil and eraser (for your practice copy)

A good black or blue pen (for the good copy)

A dictionary (to check spelling)

If the organization does not offer you a job immediately, it is often possible to ask if your application can be kept on file for a few months (usually 6 months) in case another job comes up.

EXERCISE 4

- A Complete good copies of short personal essays that answer these questions. Place these sample essays in a file folder along with your personal information sheets.
1. Why do you want to work for this company?³
 2. Why do you feel you are suited for this company?
 3. What will you contribute to our organization?
- B. Find and fill in at least three “real” application forms from your community. (A sample job application is included at the end of this module.)

B. THE QUESTIONNAIRE

Some employers use questionnaires to pinpoint an applicant’s personality traits. Usually this type of test consists of a number of questions which are cross-indexed with others so that they basically ask the same question several times in different forms. As time for checking is minimal, the best policy for answering them is to be honest. General behaviour questions such as “Have you ever lied?” should be answered with a “yes”. A “no” answer would be suspicious.

Some large organizations or government agencies have devised tests to help them decide where to place employees within the company. These tests are called multi-phasic personality inventories. You are presented with a large series of choices. They are often presented in groups of three.

Question: Would you rather work as a --

- Answer:
- A. Clerk in a small store?
 - B. Janitor in a large school?
 - C. Police officer in a village?

Later in the questionnaire, you might be asked to pick from the following.

Question: Would you feel secure working as a --

³ Remember the employer is interested only in what you can do for him/her. Never say things like “because I need a job” or “I need the money”. The employer wants a hardworking, reliable employee who will make his/her company strong and bring in lots of business.

- Answer:
- A. Clerk in a large store?
 - B. Manager in a small firm?
 - C. Police officer in a small city?

As these questionnaires may include hundreds of choice questions, there is little chance of remembering how you answered each one. Your only real option is to answer honestly about how you feel. Some contradictory answers are expected.

C. THE RÉSUMÉ

The résumé, sometimes called *curriculum vitae* or *CV*, is a personal data sheet which accurately and concisely presents background and skills of someone looking for employment. A good résumé changes an applicant into a candidate; a poor résumé quickly ends up in the garbage.

The résumé is your opportunity to present your skills, abilities, and personality in the best light to a prospective employer. Like the application form, neatness, accuracy, and honesty are essential. Your résumé is your ticket to a good job, so you will want to spend a lot of time revising to get it just right. Professional résumé preparers say that it takes at least three full days of hard work to get a good résumé.

It is essential that your completed résumé be typed neatly, absolutely correct, and easy to read (scannable). Mistakes of any kind are unacceptable as the person reading it is judging what kind of person you are and the quality of work you will do as an employee.

The purpose of a résumé is to obtain an interview, and it is often your only contact with a prospective employer. You have only one brief opportunity to showcase all that you have to offer. Sometimes it is advisable to prepare a specific résumé for each job you apply for; in other cases, it is acceptable to prepare one general résumé which you can send to a variety of employers. Your résumé should be updated at least every six months, even once you are working.

The success of your job search will depend on how much effort you put into your résumé. Do not rush through it or ignore any part of the process.

1. Start with an honest *self-assessment*.
2. Prepare an accurate and complete *personal information sheet*. If you have never been employed full time, list part-time jobs, work stages, and volunteer activities. Be specific. Don't simply say "Cashier" but add "Handled \$3,000

cash daily”, “Successfully handled customer complaints”, “Helped improve profits by 12% over a six month period”.

3. List all the machines you can operate.
4. List your special skills. Be specific (e.g. flexible, adapt easily, mechanical abilities, strong sense of rhythm, problem solver, people person, etc.).
5. List your education, training, licences, certificates, awards. Include dates and accurate course/program titles.
6. List all your personal strengths (e.g. honest, hard working, reliable, punctual, willing to learn, curious, etc.).
7. It may also be useful to list your weakness and the areas where you lack confidence and skill. Of course, you won’t use them directly in your résumé, but it might be helpful in planning a stronger résumé or even in pinpointing areas you can be working to correct while you are looking for work.
8. Choose a résumé format that is best suited to your circumstances.

1. **Planning Your Resume**

The skills/work history area is the heart of any résumé. This is the section on which you should spend a lot of time and thought. You must assess the skills you have and then translate them into concise and effective words. One good method is to develop “one-liners” that are short, use strong descriptive words, and clearly focus on your strong points.

Here are some one-liners used by a waitress who worked in a small café. Notice how each one starts with an action verb. In résumés, it is acceptable to use partial sentences or “one-liners” like these.

- supervised and trained waitresses
- ordered food and liquor
- interviewed, hired, and terminated staff
- prepared night deposits
- handled basic bookkeeping functions
- wrote text for newspaper ads
- increased sales by 24% in 6 months
- developed strategies form reduced absenteeism
- created staff incentive programs

Here is a list of action verbs to use when preparing your résumé.

achieved	developed	improved	prepared
accomplished	directed	influenced	presented
administered	edited	initiated	produced
analyzed	equipped	led	promoted
built	established	maintained	recorded
conducted	evaluated	managed	reorganized
contacted	exhibited	negotiated	supervised
controlled	expanded	organized	supported
co-ordinated	guided	operated	trained
cut	handled	oversaw	wrote
created	implemented	planned	
designed			

Here is a list of useful nouns, adjectives, and adverbs.

ability	effectiveness	positive	sound
academic	efficient	preference	stable
administrative	enlarging	productive	substantial
building	evident	professional	substantially
capable	executive	proficient	successful
capacity	expanding	proven	successfully
competent	experienced	qualified	technical
competency	flexible	reliable	thorough
complete	increasing	repeatedly	thoroughly
completely	knowledgeable	resourceful	versatile
consistent	major	responsible	vigorous
contributions	mature	scope	well-educated
demonstrated	maturity	background	well-rounded
depth	particularly	significant	wide
developing	pertinent	significantly	
effective			

EXERCISE 5

Create one-liners that clearly highlight the skills that each of the following people might present in a résumé (at least four for each person). Invent whatever details you

need. (e.g. Scheduled 8 part time employees, Created efficient bank deposit reporting form.)

1. A 23 year old who has worked as a convenience store clerk (2 years, part time), a pizza delivery person (5 months), and a call centre (telephone sales) employee (9 months).
2. A 19 year old whose experience includes baby sitting a handicapped child, volunteering at a food bank, five years as a newspaper carrier, as well as mowing and maintaining lawns for six households.
3. A 32 year old with the following work history: 6 years in a fish plant (seasonal), 5 winters grooming snowmobile trails, 3 years working on oil rigs, and electrician's helper for 4 years.
4. A 29 year old who has worked since graduation as a receptionist/secretary for a small law firm.
5. A 24 year old heavy equipment operator who worked on the Confederation Bridge project, has developed skills operating a home computer, has been treasurer of the local Kinsmen Club.
6. Yourself

TYPES OF RÉSUMÉS

There are four major résumé formats from which you may choose.

- Chronological
- Skill-based
- Biographical
- Author's Choice

A. THE CHRONOLOGICAL RÉSUMÉ

This format is probably the most widely used. This type of résumé lists education and work history in reverse chronological order, with the most recent activity presented first. People with a consistent work record, (no periods of unemployment) and in positions of progressive responsibility, often choose this format. Because it is so easy to read, it is preferred by many employers.

If you have been out of the workforce for any reason, or if the position is unrelated to your previous experience, this may not be the most effective format for you.

On the following pages, you will see two chronological résumés. In general, you don't need to go back more than about seven to 10 years unless an earlier job relates directly to the job you are after.



JOHN ALLEN McGOUGH

67 Glengarry Place
 Havelock, NB E8C 3B3
 Telephone: (506) 572-6601

EDUCATION

ICS College of Applied Arts and Technology
 Social Services Diploma - May 1992

Manatanga Collegiate Institute - Mainville, NB - Grade 12 Diploma

Additional Course:

Skills for Community Workers: Toronto, Ontario: May - August 1993
 Peer Counselling Program: UNB- Saint John: January - June 1995

WORK EXPERIENCE

1997 - Department of Social Assistance
 Government of New Brunswick
 Moncton, New Brunswick

Director (Moncton area): Develop policy, inspect facilities, provide support to central office. Prepare budgets, handle computerized accounting system. Consult with clients on a regular basis.

1995 - 1997 National Fundraisers Association
 Fredericton, New Brunswick

Assistant Director: Set up regional office. Trained all regional facilitators. Supervised 23 staff. Raised \$1.5 million for local hospital expansion.

1993-1996 St. Vincent Volunteer Centre
 Centreville, Ontario

Administrative Assistant: Supervised 6 staff. Developed effective fundraising projects. Wrote manual for provincial volunteer centres.

RELATED WORK EXPERIENCE

Chairman, Frame Lake Heights Tenants' Association
 Treasurer, Rotary Club

REFERENCES

Available on request.

BELINDA MARKS
 45 Sable Avenue
 Proctor, NB E4C 1H6
 Telephone: (506) 332-9999

WORK HISTORY

1998 - Pizza Hut Express (Bathurst)

Assistant Manager/Counter Person/Delivery Driver

Handled \$3,000 cash weekly. Responsible for all banking. Scheduled 3 part time workers. Prepared and ordered supplies. Wrote monthly reports to head office. Dealt effectively with customer complaints. Received excellent work evaluations for reliability, honesty, and hard work.

August 1997 - Cellara Phone Centre (Sussex)
 March 1998

Telephone Salesperson

Regularly exceeded my shift quota of calls. Developed strong oral communication skills. Never missed a day of work.

RELATED EXPERIENCE

Designed and maintain personal Web Site on snowmobiling.
 Volunteer computer technician at Central High School.
 Treasurer: Tantramar Youth Club (2 years)
 Sussex Food Bank: 18 months as a volunteer

EDUCATION

Grade 12	Woodstock	1995 ⁴
Computer Basics	Moncton	1996
Website Management	Moncton	1997

REFERENCES: Available on request.

EXERCISE 6

⁴ Belinda's education is not a strong point. She holds a GED so she decided to present her education last. In an interview, she should be honest about her education.

Prepare a résumé for yourself, using the chronological format. It may be necessary to revise your résumé several times until all errors have been corrected.

B. THE SKILL-BASED RÉSUMÉ

Until the 1980s, people often worked for one company all their lives and couldn't even imagine having to look for work, especially if they worked hard and did their job well. In today's labour market, however, most adults can expect to change jobs or careers about four or five times because of down-sizing, lay-offs, and other events beyond their control. For this reason, the skill-based, or functional résumé, is effective for someone with an interrupted work history or who is changing career directions because it focuses on skills and accomplishments rather than work history.

The skill-based résumé presents the same 5 categories of information as the chronological résumé, but they are organized in a different way. Experience and education are presented in an order which places the most significant first. When listing a skill or accomplishment, a reference to the respective job title or company is usually included. (e.g. "Supervised a staff of 6 counter clerks as shift boss at McGuire's Fast Foods"), but dates and company locations are not essential, unless the writer thinks these will do him/her some good.

If you are making a career change and your work history doesn't fit your new directions, the skill-based résumé might be a good choice of format. It can also be used to highlight volunteer (unpaid) experience or to camouflage a "spotty" or varied work history. Generally this format is not recommended for new graduates.

You should be aware, however, that some employers expect the more traditional format and find the skill-based résumé harder to read and assess quickly. It is important, therefore, that to write clearly and concisely, making a special effort to simplify the information

You may include a **JOB OBJECTIVE** or **SKILL HIGHLIGHT** section (often placed at the beginning in a box) to indicate the kind of job you are looking for or to summarize your most saleable skills. Study the skill-based résumés on the next page.

Molly Brown
5 Markham Road
Portland, NB E5B 9G4

Phone: (506) 333-2222

SKILLS

CLERICAL

- Prepared weekly and monthly reports.
- Handled all banking functions accurately.
- In charge of daily closing procedures.
- Competent with computers (WordPerfect, Word, Superdata Spreadsheet, Burgercomplete Interactive, Internet, and Email).
- Comfortable with fax machines, photocopiers, scanners, and computerized inventory cash registers.

CUSTOMER SERVICE

- Strong interpersonal skills developed over 3 years as team member at Jenkins Fine Foods and Wendy's Family Restaurants.
- Handled customer complaints effectively as shift supervisor for Burger King Foods.
- Understand and emphasize importance of maintaining a clean, pleasant dining room.
- Trained extensively in safe food storage and handling.
- Hold several certificates in First Aid and CPR.

COMMUNITY/VOLUNTEER ACTIVITIES

Girl Guides: Assistant leader (2 years)

Brookdale Family Centre: fundraising; wrote/produced series of pamphlets

St. Stephen's United Church: Sunday School Teacher (4 years)

EDUCATION

1992 Grade 12 Chester District High School

REFERENCES: Available on request.

JOHN SPENCER

615 Water Street

Centreville, New Brunswick E6T 3G5

(Phone: (506) 576-9334)

SKILL HIGHLIGHTS: Strong written and oral communications combined with effective interpersonal skills developed in a challenging managerial setting.

SKILLS AND ABILITIES

COMMUNICATIONS

- Professional writing skills fine-tuned over 8 years as an NBCC journalism instructor.
- Wrote curriculum guides for several communications programs (contract with Ministry of Education). All were approved in half the usual time because of their concise presentation.
- Experience evaluating students' writing has allowed me to develop strong grammar, spelling and proofreading skills.
- Effective and confident public speaking skills, developed as union representative.

ADMINISTRATION

- Ability to direct personnel, delegate authority, and spearhead fundraising campaigns (5 years as President of Storefront Services).
- Planned, organized, and implemented a successful writing program for technical students.
- Generated a 59% increase in active union membership over 12 month period.

INTERPERSONAL

- Displayed patience in dealing with special needs students.
- Demonstrated cooperation as part of team teaching group.
- Handled parent teacher conferences with tact and positive attitude.
- Developed creative problem solving skills with gifted children.
- Possess strong listening and interview skills.

EDUCATION

BACHELOR OF EDUCATION (secondary) UNB 1978

BACHELOR OF ARTS (English) University of Toronto 1977

RELATED EXPERIENCE

- Developed large network of contacts in government and industry across the province through work with union.
- Wrote successful proposal for \$300,000 government funding for Volunteer Centre.
- Published 9 short stories in popular U.S. magazines.
- Active member of Speaker's Bureau - present at least 15 large group sessions per year.

REFERENCES

Jason Smith
Public Relations
New Brunswick Teachers' Federation
Bathurst, NB
546 - 9988

Marice Degrace
Superintendent, District 15
Miramichi, New Brunswick
443 - 2233

Don Haig
Lawyer
Haig, Haig, and Bartle
McAdam, New Brunswick
455 - 2000

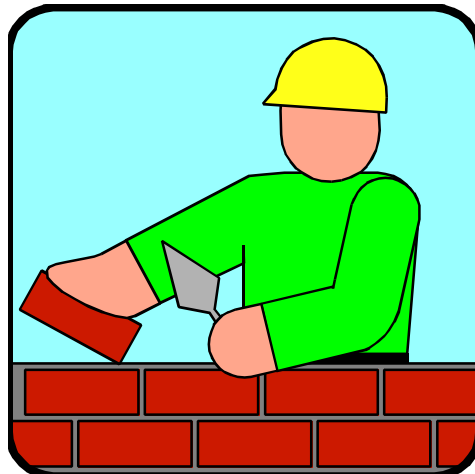
Note: In this case, the writer has chosen to list his references rather than write "available on request" because he believes the names of these particular people will be helpful in getting an interview. Perhaps one of them is a personal friend of the person making the interview selections.

EXERCISE 7

Prepare a skill-based (functional) résumé for yourself. Be sure to spend time creating effective one-liners.

C. THE BIOGRAPHICAL RÉSUMÉ

Entering the paid work force for the first time or with limited experience may require a biographical résumé. Although it presents the same categories of information, this “entry level” résumé is usually written in full sentences or may even be formatted as a letter. It is more personal in style and can give an employer a clear picture of the writer’s personality as well as an indication of the kinds of volunteer work he/she has done. The first resume below describes a “stay-at-home” mother who is ready to start a career. The second is the text of a letter written by a new graduate.



E. M. Jenkins
30 Elgin Street
St. Thomas, Ontario KIT 1P9
Phone: (519) 543-0099

EMPLOYMENT OBJECTIVE: To obtain a job teaching and supervising children aged 9 - 14.

EXPERIENCE Since May 1995, is have been working as assistant administrative director for the Louis Kent Health Centre. From 1989 - 1995, is was permanent secretary in School District 17 and performed all secretarial functions as well as handled many administrative functions

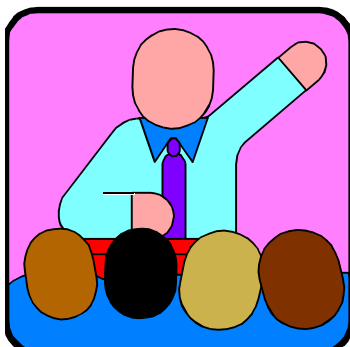
EDUCATION is attended high school in Ontario and completed Grade 13 at Whitby District High School in 1987. is continued my education in 1988 by taking a 10 month French as a Second Language course. From 1988 - 1995, is worked to complete my Bachelor of Arts degree at UNB through distance education.

OTHER ACTIVITIES

I divide my leisure time between my family activities and community responsibilities. I am treasurers of the Recreation Association with an annual budget of \$220,000. I am president of the local Home and School Association and sit on the Board of Directors of the provincial Home and School Federation.

REFERENCES

Available on request.



15 Lawn Court
Bath, NB E6T 2C2
Phone (506) 445-7788

John Black
King's County Tourism Council
Alma, Nova Scotia B5T 1R1

Dear Mr. Black:

Is the Kings County Tourism Council looking for fresh ideas, boundless energy, and good public relations skills? I have recently completed the two year Hospitality Industry Diploma program at NTCC in Toronto. Mr. Carl Sidowski, my accounting instructor, suggested that I contact you and outline my qualifications.

I graduated in the top 10% of my class and received The Enid McLean Award for my work in the accounting section of the program. In addition, my evaluations for my 12 week work stage rated all major areas as "excellent performance".

Throughout my school career, I have demonstrated reliability, responsibility, and leadership through active involvement in sports, school newspapers, and volunteer projects. Added to this is the experience I gained over the last four summers when I was employed in a variety of summer resort jobs directly related to tourism and hospitality. My written and oral communication skills are strong in both English and French, and I believe that I have the energy, determination, and "know how" to make a solid contribution to the growth of tourism in Kings County.

I would appreciate the opportunity to meet with you and discuss my background and training. Please contact me at your convenience.

Yours truly,

Marcie Elkhorn

Marcie Elkhorn

EXERCISE 8

Prepare a biographical (entry level) résumé that presents your own background and personality in a positive way.

D. AUTHOR'S CHOICE

There are as many types of résumés as there are applicants. Although this module presents the three most common formats, every individual must decide which presentation will best highlight his/her strong points. A résumé is a marketing tool to convincingly demonstrate your qualifications and thus secure an interview with a prospective employer. In résumé writing, there are no rules beyond creating a summary of your skills and qualifications that is visually appealing, will catch the reader's attention, and make him/her decide to talk to you face to face.

Some people may choose to submit a combination of the chronological and skill-based résumés because they want to focus equally on their skills/abilities and their consistent work history and progressive responsibilities.

Other people might choose a creative approach particularly if the job they are seeking is a position that requires written or visual creativity. For example, a chef might design a résumé to look like a restaurant menu, or a writer of advertising copy might create the art work and text for an ad featuring his/her skills.

NO matter which format you choose, here are some guidelines to follow.

1. The layout should be easy to read.
2. Use white space effectively. Leave lots of empty space so your points are scannable and attractively arranged.
3. Key points (headings, cue words) should stand out. Use bold, italics, underlining, and a variety of fonts.
4. The language should be concise yet descriptive.
5. Use action verbs and nouns to send a strong message.
6. Must be *absolutely* error free.
7. Use good quality paper (white or beige). Be sure photocopies are dark and clean.
8. Stress accomplishments over job duties.
9. Use numbers where appropriate.

Sample Creative Résumé

Chris Lockland
287 Wilson Street
Parry Sound, BC V6R 2R4

WHO I AM

Community college education, 25 years old, bilingual (English and Japanese)
Trained by experience to analyze thoroughly and provide creative solutions
People oriented, team player who can also work unsupervised.
Experienced debater and public speaker.

WHAT I HAVE DONE

Participated in a 3 month work stage at Acheme Accounting, Toronto.
Worked as a screen printer at Inkit Inc. after high school graduation.
Counselled variety of people through Peer Counselling Programs.
Assisted underwater archaeologists in the Northumberland Strait.
Taught English at night school to immigrants.

WHAT I OFFER

Energy, enthusiasm, dedication, and hard work.
Competency with a variety of office machines and word processing software.
Professional level report writing skills.
Flexibility and the willingness to learn anything.
A strong work ethic, which means I work until the job is done

YOU CAN REACH ME OR MY VOICE MAIL ANYTIME AT 776-1122



EXERCISE 9

Write a combination résumé. Include a skills section as well as a work history section. You may use your own information, invent details for a fictional person, or write one for a classmate, based on his/her background and experience.

V. THE COVER LETTER

Almost every résumé should be accompanied by a cover letter. This letter allows you to customize your application to a specific situation or advertisement. You may send the same résumé to several places but use a specially written cover letter to underline how you are the best candidate for that specific job.

An effective cover letter is usually under one page in length and consists of three (or four) paragraphs.

- Paragraph 1: Identify job you are applying for. If appropriate, identify how you heard about the job.
- Paragraph 2: In clear language, focus on the qualities and skills that make you the right “fit” for the job. Highlight contributions you can make to the company.
- Paragraph 3: Ask for an interview. Provide specific information about contacting you. Create a complimentary closing.

On the following pages you will find two sample cover letters.



410 Water Street
Walton, NB E3T 1P1

January 14, 20--

John Strain
Personnel Manager
ABC Holding Company
19 Stratton Street
Fredericton, NB E3B 1T9

Dear Mr. Strain:

Please consider my résumé for the position of Deputy Assessment Officer advertised in the April '99 issue of Municipal World.

I offer a background of hands-on experience from my work with the City of Newton along with sound theoretical knowledge gained with my Commerce Degree at University of New Brunswick. In addition, I have effective interpersonal skills which have been fine-tuned in labour negotiations. Although I function well as a team member, I also feel confident working on my own. My strong communications skills, both written and oral, will allow me to perform my duties smoothly.

I believe I can make a sound contribution to your organization, and would appreciate the opportunity to further discuss my background with you. You can reach me any day after 3:00 p.m. at (905) 547-2999.

Thank you.

Yours truly,

Martina Kominski

Martina Kominski

444 Spring Court
Martinsville, NB E04 1P6

January 24, 20--

P.R. Frenette
Human Resource Manager
ABC Consumer Services
Box 1455
Moncton, NB E3B 5T7

Dear Mr. Frenette:

Re: Cashier - Main Street, Moncton
Competition # 99-023-11

I have enclosed my résumé for your consideration.

My 5 years experience with Safeway Inc. as assistant head cashier allowed me to develop a variety of effective money handling skills along with the strong interpersonal skills necessary to manage a team of 23 cashiers and packers. I am confident my background in scheduling and inventory will be a benefit to ABC Consumer Services. In addition, my volunteer work as Regional captain for the Bay Area Cancer Fund has given me additional skills handling money, organizing staff, and communicating with clients, donors, and managers.

I offer you competence, reliability and dedication to customer service, and I look forward to a meeting with you where we can further discuss my skills and background.

Yours truly,

Samantha Curlew

Samantha Curlew

EXERCISE 10

Write three cover letters for three different jobs.

VI. JOB INTERVIEWS

Preparing for a job interview is an important part of the job search process. There are many excellent books available in the library, at the book store, or at employment agencies to help you learn how to have a good interview. Everyone finds job interviews difficult no matter how many of them they have attended, but everyone agrees that the best way to improve your interview skills is to be interviewed.

For up-to-date information on the kind of questions you may be asked, polite behaviour, proper dress, etc., be sure to consult a variety of books and employment counsellors. Since the job interview is one of the most important conversations you will have in your life, you should spend even more time and energy preparing for it than you did for your résumé.

Preparing for the Interview

1. Take time to research the company. Find out what products they produce, some of their customers/clients, location of branch operations, how the organization is structured, etc. Interviewers need to know that you have initiative and care about their company.
2. Read about the job being offered. If possible, ask for a job description so that you can relate your background to the company's needs.
3. Find out the name of the person (or people) who will interview you. If possible, find out information about who they are and what they do for the company.
4. Prepare a list of questions you have about the company and the job. An interview is a two way communication and you have every right and, indeed, are expected to ask questions. In addition, if your questions are good, the employer will be impressed with your interest and insight. Do not ask about wages, benefits, or working conditions in the interview. Save those questions until they have offered you the job.
5. Make a list of all your good qualities and skills to use as a checklist to make sure you have mentioned everything important at the interview.
6. Get a good night's sleep before the interview.
7. Take with you to the interview (1) two copies of your résumé (2) copies of

letters of recommendation, certificates, awards, etc. (3) checklist of qualities and skills (4) a list of questions you want to ask the interviewer (5) the names and contact information of your references.

The Interview

1. Wear neat, clean clothes appropriate to the work place.
2. Find out before hand exactly where the interview will take place. Arrive about 15 minutes early and announce yourself to the secretary or receptionist by saying, "My name is John Smith, and I have an appointment to see Mrs. Allan at 10:30."
3. While waiting, sit comfortably but do not slouch. Sometimes employers ask office staff for their opinions about prospective employees.
4. Do not smoke or chew gum.
5. Greet the interviewer(s) and introduce yourself. Smile when you enter the office or interview room. Make eye contact with all the interviewers and continue to do so from time to time throughout the meeting.
6. Shake hands firmly, and then take a seat. Be aware of your posture; be comfortable, but not casual. Let your body language show that you are interested, professional, and confident of your abilities.
7. Listen carefully to the whole question before you answer. If you don't understand, ask!
8. Answer questions clearly, but don't ramble on. Do not volunteer any negative information. (e.g. "I didn't get along with my last boss.")
9. Relate your education and experience directly to this particular job.
10. Be honest! Do not exaggerate or compare yourself to others.
11. Do not make money your primary interest.
12. Before you leave, check your lists to make sure you have asked all your questions and emphasized all your strengths and skills.
13. Watch the interviewer for clues that your time is up. Shake hands firmly and ask when you can expect an answer. If you like, ask if you can call to check on the progress of the hiring process, or when they will make a decision.
14. Thank the interviewer for his/her time and interest. Leave promptly.

Interview Questions

Prepare yourself for an interview by answering these questions. You can do this in your head or you can write them out.

1. What do you know about this company? Our clients? Our products?
2. Tell me about yourself.
3. How did you get your last job?
4. Why did you (do you want to) leave your current job?
5. Why do you want to work for our company?
6. What made you decide to become a?
7. How important is salary or hourly rate?
8. Do you have a car? Can you travel? Are you prepared to relocate?
9. Do you prefer to work alone or as part of a team?
10. Tell me one accomplishment you are particularly proud of.
11. What is your strongest quality?
12. What is your biggest weakness⁵?
13. How do you feel about overtime?
14. Do you plan to continue your education?
15. Are you willing to take training?
16. What are your interests outside of work?
17. What's the most important thing you've learned in your work experience?
18. How did you get along with your last boss?
19. How long do you expect to work here?
20. Tell me about your family.
21. What type of books do you read?
22. What are the disadvantages of your chosen field?
23. What kinds of people "rub you the wrong way"?
24. What do you do to keep physically fit?
25. What have you done that shows initiative and willingness to work?
26. What do you think makes a good employee?
27. Did you like school? What were your grades? What's your favourite subject?
28. How has your education (training, work experience) prepared you for this job?
29. What are your long term goals?
30. How do you define success?

Sometimes interviewers will ask questions that seem to come "from left field".

⁵ Handle this by choosing a quality that can be turned into a benefit for the company. For example, "I'm impatient with people who don't produce their best work."

Take time to think your answer through before you speak. Be honest when you answer. Here are some questions that might stump you. Think about how you would answer them.

1. If you were a vehicle, what kind would you be?
2. Tell me a story.
3. What would you do if you knew a fellow employee was stealing office supplies from the company? Stealing money?
4. How would you handle an employee who was consistently late?
5. If you had to rename this company, what would you choose?
6. Give me five words to describe yourself.

Some studies suggest that the decision to hire is made within the first five minutes (or less) of an interview. Successful candidates work hard to make sure they create a good impression. Employers suggest that the following may cause them to reject a candidate. Make sure you don't represent one of these categories.

1. Poor personal appearance/hygiene. Inappropriate dress.
2. Superiority complex. A "know-it-all".
3. Inability to express him/herself clearly. Poor voice, diction, or grammar.
4. A limp, fishy handshake.
5. Doesn't make eye contact.
6. Poor posture. Slumps or drapes body over chair.
7. No long term plans.
8. Lack of interest or enthusiasm. Doesn't seem to listen.
9. Unwilling to start at the bottom.
10. Lack of courtesy - poor manners.
11. Criticizes past employers and fellow employees.
12. Sloppy application form or résumé.
13. Lazy, intolerant, strong prejudices.
14. Narrow interests.
15. Late for interview.
16. Hadn't bothered to find out about the company or its products.
17. Didn't ask any questions about the job.
18. No sense of humour.
19. Overly concerned about salary, vacation, benefits, hours of work.
20. Fidgets, has nervous mannerisms.

Questions An Applicant Can Ask

1. What are the hours of work?
2. How many people do you employ? In the company? In the department?
3. What exactly would my duties include?
4. Do not ask about money, benefits, or vacation time?

After the Interview

Right after the interview, take a few minutes to assess your performance. In many cases, it is wise to make notes about the interview. You will find them useful if you are required to attend a second interview.

What did I do well?

What could I improve on?

Which questions did I find difficult?

How could I have answered differently?

Did I talk too much or too little?

Was I enthusiastic and interested?

Did I cover all the points is wanted to?

Use your answers to these questions as guidelines for improving your performance on your next interview. Few, if any people are hired after their first interview. If you don't get the job, don't be discouraged. It is probably not a reflection on you or your skills. Often, the reason is simply that your skills, while good, didn't match the exact requirements of the job. Even so, you have gained experience in interviewing and you know something about the company you interviewed for. Often this information will come in handy later on.

In some cases, it is a good idea to write a brief thank-you note to the person who interviewed you. This makes a lasting impression, which can be especially important if you are asked to attend a second interview⁶. As well, the first person to whom they offer the job may turn it down, and you might be their second choice. Also, if you interview with the same company/person at a later date, you will already have established a good reputation.

⁶ If you receive a call back for a second interview, it usually means that the employer has narrowed the number of candidates down to between 3 and 6 people. Review your notes and do more research on the company.

Sometimes it is possible to phone and inquire about the status of the job competition, particularly if some time has passed and you haven't heard anything. If you don't get the job, you may want to ask if they have any other leads you could follow up.

Keep a record of all the interviews you attend, résumés you send out, the dates sent, and answers received.

CONCLUSION

For more information and examples of résumés, cover letters, and interviews, you can consult your local office of Human Resource Development (EI), the vast number of paperbacks on the subject, the local library, or any current English textbook. Styles and formats for résumés change regularly, and it is important to keep up to date on what the business community expects.

Like any other skill, practice and experience will improve your performance. Be confident that there is a job out there that's right for you. Keep trying. Rewrite your résumé, fine-tune your interview skills, and extend your networking, even after you are employed.

EXERCISE 11

If possible, participate in a mock interview. Ask your facilitator or another student to act as the interviewer. Make the setting as realistic as possible. Dress appropriately on the day of the interview. If you can, use a video camera to tape the interview and then review it, looking for areas of strength and weakness. Improve your performance and tape it again.

EXERCISE 12

Find at least three job ads that you could respond to. Create a résumé for yourself and then write cover letters for each of the jobs. Revise them until you are satisfied that you have done your very best work.

PERSONAL INFORMATION SHEET

Name _____

Address _____

Contact Numbers: (home) _____ hours _____

(work) _____ hours _____

(school) _____ hours _____

SKILL HIGHLIGHTS: _____

WORK HISTORY:

1. Employer

City

Dates

Job title

Duties

Skills developed

Achievements

Machines (software)

People supervised

2. Employer

City

Dates

Job title

Duties

Skills developed

Achievements

Machines (software)

People supervised

EDUCATION

Name of high school
Location
Date of graduation (or last grade completed)
Diploma/certificate received

Name of college or university
Location
Date of graduation
Length of program
Diploma/certificated received

Other training
Location
Date
Duration
Certificate received

RELATED EXPERIENCE

COMMUNITY RELATED EXPERIENCE AND HOBBIES

PERSONAL DATA

LANGUAGES SPOKEN/WRITTEN

REFERENCES (at least three)

Name

Address

Contact Number

CONTACTS

Date	CONTACT	COMMENTS/RESULTS	Referred by
	name address phone		

(Please print) APPLICATION FOR EMPLOYMENT		
Last name	First Name	Initial
Address	Birthdate: D M Y	Contact numbers Home: ()
	Sex: M F	Work: ()
	Marital status M S D W	School ()
Languages spoken	Languages read	Languages written
Highest grade completed 1 2 3 4 5 6 7 8 9 10 11 12	Year	Location
EDUCATION		
University or Trade School 1	Year/Location	Diploma/certificate
2		
3		
Other Training		
Licences held/interprovincial tickets earned		
WORK HISTORY		
Company/Location/Supervisor 1.	Dates	Duties
2.		
3.		

RELATED EXPERIENCE		
1.		
2.		
3.		
4.		
FOR OFFICE USE ONLY		
VM	PPG	SS
2233	098	47b
1	2	3
REFERENCES		
Name	Address	Phone
<p>Briefly state why you would like to work for Sentinel Corporation.</p>		

Date

Signature

FEEDBACK PROCESS

For feedback, please forward your comments to:

New Brunswick Community College - Woodstock
100 Broadway Street
Woodstock, NB
E7M 5C5
Attention: Kay Curtis
Tel.: 506-325-4866 Fax.: 506-328-8426

- * In case of errors due to typing, spelling, punctuation or any proofreading errors, please use the enclosed page to make the proposed correction using red ink and send it to us.

- * For feedback regarding the following items, please use the form below:
 - insufficient explanations;
 - insufficient examples;
 - ambiguity or wordiness of text;
 - relevancy of the provided examples;
 - others...

Page number	Nature of the problem	Proposed solution (include your text if possible)

