

Your complete job  
**Search Guide**



Québec 



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# Introduction

Looking for a job? The key to success is putting time and effort into your search and, above all, **being very well prepared.**

*The Complete Job Search Guide* walks you through all the steps that lead to getting a job by providing tips, examples, and practical tools.

This guide will help you to:

- Take stock of your situation, decide what kind of job you want, identify your skills, and learn where to find labour market information
- Increase your chances of securing an interview by making effective use of tools that highlight your strengths:
  - Résumé,
  - Portfolio,
  - Cover letter,
  - Job application form;
- Find out where to look for jobs
- Learn how to approach employers
- Prepare for interviews and anticipate questions you may be asked
- Follow up on job applications
- Settle in to your new job

## **Having trouble with a particular aspect of your job search?**

Make an appointment with an agent at the **local employment centre (CLE)** nearest you.

# Section



## Getting off to a good start



### Assess your job situation

Before you get started, complete the exercise on the next page. Circle the answers that correspond to your situation. This will allow you to determine all the things you should consider in your job search.

The exercise will also help you avoid wasting time on job offers that don't suit you.

## Your job situation

The **type of work** you are looking for (the job that best corresponds to your experience and skills).

What type of job are you looking for?

Do you have:

- |  |     |    |
|--|-----|----|
| • Training in a specific field?              | YES | NO |
| • Work experience in this field?             | YES | NO |
| • The skills required to work in this field? | YES | NO |
| • An interest in this field?                 | YES | NO |

Specify:

.....

.....

Your **mobility** (ability to travel).

What means of transportation will you use to get to work?

Are you willing to work outside

- |                |     |    |
|----------------|-----|----|
| • your city?   | YES | NO |
| • your region? | YES | NO |

Would you be willing to move to be closer to your workplace?	YES	NO
--	-----	----

Specify:

.....

.....

Your **availability** (the time you are able to work).

Do you have any scheduling constraints  
(childcare, family obligations, etc.)?

YES	NO
-----	----

Do you wish to work full time, part time, or on call?

FULL TIME
PART TIME
ON CALL

Are you available to work overtime?

YES	NO
-----	----

Would you agree to work days, evenings, nights, weekends?

DAYS
EVENINGS
NIGHTS
WEEKENDS

Do you want to have a set work schedule?

YES	NO
-----	----

Are you able to travel as part of your job?

YES	NO
-----	----

Specify:

.....

.....

Your **financial needs** (the salary you expect).

What minimum salary would you accept?

\_\_\_\_\_ \$ gross

(Remember to take into account your transportation  
and meal costs as well as your financial obligations.)

- |                       |               |
|-----------------------|---------------|
| <input type="radio"/> | per hour      |
| <input type="radio"/> | per week      |
| <input type="radio"/> | per two weeks |
| <input type="radio"/> | per year      |

Specify:

.....

.....

## Find out more about the labour market

To be successful in your job search, you need to be well informed about the labour market in Québec or the region where you wish to work. This will make it easier to find out about the occupations you may have a chance at.

Emploi-Québec's services and publications can help answer many of your questions:

- What is the current labour market like?
- What are the working conditions in a particular occupation?
- Which occupations are in high demand?
- What are the job prospects by occupation or by field for the coming years?
- What are the labour requirements for employers in your region?
- What are the skills you should emphasize in your cover letter or interview?

### Emploi-Québec's on-line services

The Emploi-Québec Website at [emploiquebec.net](http://emploiquebec.net) provides access to two essential tools:

- LMI (Labour Market Information) Online
- Online Placement

**LMI Online** features reliable and up-to-date information on

- Job duties, salaries, and prospects for over 500 occupations
- Occupations most in demand in every region of Québec
- Employer requirements

LMI Online lets you compare up to five occupations and consult data by region. It also features information on job training requirements and educational institutions where training is offered. The **Online Placement** service lets you consult job offers in the regions you wish to work.

With hyperlinks connecting LMI Online and Online Placement, Emploi-Québec's Website provides quick access to labour market information and job offers in the field and region of interest to you.

### Other labour market information sources

Your CLE also has numerous labour market information documents available for consultation. See the list of CLEs at the back of the guide.

Follow the news in your local paper for information on investment projects in your area. Classified ads are also a good indication of which jobs are in high demand.

**Your CLE has computers available for consulting labour market information. Most municipal libraries also offer this type of service.**

## Learn to recognize your strong points

Your search should be aimed at finding the most suitable job possible. To make an informed choice, you should consider not only your training and work experience, but also your skills, aptitudes, and areas of interest.

The following exercise deals with the general skills you have acquired outside the workplace. Carefully read the statements and check off four or five qualities that characterize you. In the space provided for examples, describe one or more situations in which you demonstrated your skills, whether at work or in your leisure activities. This exercise will help you determine your strong points and make it easier for you to bring them up in your cover letter or at job interviews.

### INITIATIVE

You take decisions before the situation demands action.

### SELF-SUFFICIENCY

You perform difficult tasks with little or no assistance.

### EFFICIENCY

You find faster ways to perform tasks.

You find ways to achieve the desired results.

### PRECISION

You pay special attention to details.

You verify the accuracy of information you are given.

### ABILITY TO DETECT PROBLEMS

You quickly recognize problems a situation is causing.

You detect cases where important information is lacking.

### METHODICAL BEHAVIOUR

You tackle tasks step by step.

You establish priorities based on the objectives at hand.

### FLEXIBILITY

You alter your work schedule to adapt to a situation.

You adapt easily to new ways of doing things.

### LEADERSHIP

You are comfortable leading a group.

You know how to talk to people and get your ideas across.

### PERSUASION

You use good arguments to convince others.

### DEDUCTION

You can predict how others will react to a situation.

### UNDERSTANDING

You take time to listen to those around you.

You are attentive to the needs of others.

### COOPERATION

You work well with others.

### CLARITY

You explain or write ideas in a way that others can understand easily.

### ASSERTIVENESS

You are capable of expressing and defending your opinions.

### PERSEVERANCE

You try hard to overcome obstacles.

You make an effort to obtain the information or assistance you need despite difficulties.

### SELF-CONTROL

You control your emotions when you are angry.

You carefully weigh the pros and cons before speaking or taking action.

### RELIABILITY

You get things done on time.

You meet the expectations others have set for you.



# Section

# 2

## Your Toolbox



### Résumé and portfolio: Two essential tools

A résumé is a written portrait of you. It gives employers an idea of who you are and what work experience, training, and interests you have.

Enclose a résumé with every job application you submit, and bring along a copy to every interview.

#### Tips for a good résumé

- Keep it short (maximum 1 to 3 pages). Employers receive a lot of résumés and ignore those that are too long.
- Use a computer or typewriter.
- Carefully choose your words. Use simple vocabulary and action verbs such as *administer, analyze, compile, oversee, inform*.
- Make sure your résumé is easy to read:
  - Use a font that is clear and easy to read (Times New Roman 12 point, for example).
  - Space out your text.
  - Avoid drawings or pictures.
- Make sure your contact information (address, phone number, email address) is correct.
- Provide only truthful information.
- Do not strike out words or fold your résumé.

#### Common Pitfalls

- Errors may indicate a lack of professionalism. Have your résumé checked by someone who has a firm grasp of spelling and grammar.
- Incoherence can imply that your thinking is confused. Clearly set out each section (professional goals, education, work experience, recreational interests, etc.). Avoid contradicting yourself.
- A humorous résumé may give the impression that you are not serious. Keep the tone serious.

**Employers receive many résumés in response to their job offers. Keep in mind that a good résumé should take 20 seconds to attract the employer's attention.**

## Types of résumé

Depending on your work experience and skills, you can set up your résumé in one of four ways. Here are a few tips to help you choose the right one:

- **Chronological résumé**  
The chronological résumé highlights your experience in one professional field. List the jobs you have held in reverse chronological order (starting with the most recent). This type of résumé is recommended if:
  - You are seeking a job in the same field
  - Your work experience or training follows a distinct pattern
- **Functional résumé**  
The functional résumé highlights your skills rather than your work experience. Describe your skills, starting with those that pertain to the job you are applying for. This type of résumé is recommended if:
  - You have little or no work experience
  - You have held a number of jobs that are unrelated
  - You wish to emphasize talents you have not had the opportunity to demonstrate in a working environment

- **Combination résumé**

The combination résumé is the most common. It lays out your work experience and skills in chronological order. This type of résumé is recommended if:

- You have changed jobs frequently
- You have a lot of experience in a field, but have worked for a number of employers

## Electronic résumé

An electronic résumé contains the same information as a paper résumé, but it allows you to create a more dynamic presentation and include hyperlinks. For example, you can direct the employer to the Website of a company you worked for. The advantage of an electronic résumé is that it lets an employer type in keywords to search your application for selection criteria.

### A few tips

Keep the format simple. Avoid using special characters, bullets, and columns, as formatting may be altered when you send your résumé. Do not include pictures or special effects as that will prolong downloading time and may irritate the employer.

**Your CLE provides access to computers and documents to help you draw up your résumé. You may also use the fax machines onsite to send out job applications. Plan ahead and call the CLE the day before to reserve. That way, you'll avoid lineups.**

## Putting together a portfolio

Your portfolio can show the employer that you have what it takes to do the job. It showcases your achievements at work or in your volunteer or leisure activities.

The interview is generally the best time to present your portfolio.

Putting together a portfolio can be quite time-consuming as it means going back over all your achievements. Here's how best to proceed:

1. Identify the most important skills for the job you are applying for. If you have a good idea of what the company is looking for, it will be easier to select your most relevant achievements.
2. Identify your skills (see exercise on pages 5 and 6).
3. Gather together the documents that show your skills, work experience, and participation in activities.
4. Arrange your documents in an organized manner.
5. Present your portfolio to someone and ask for their comments.
6. Be sure to go over your portfolio before the interview.

### Your portfolio should contain (in order):

- Cover page (name, address, phone number, email address, date)
- Table of contents
- Statement summarizing your career objective
- Description of your skills as they pertain to the job you are applying for
- Description of a situation in which you demonstrated your skills
- Appendixes (attach documents that illustrate your achievements)

### Documents that illustrate your achievements include:

- Documents you created, photos, development plans
- Your diplomas, certificates, and other attestations
- Positive assessments of your work
- Letters of thanks or congratulations
- Awards you have received
- Description of projects you have worked on
- Documents in which your name is mentioned

**Tailor your portfolio to each interview. Include only those documents that highlight your skills as they relate to the job you are applying for.**

Following is one example of a résumé. Consult one of the many job search Websites, such as Jobboom ([www.jobboom.com](http://www.jobboom.com)) or Monster ([monster.ca](http://monster.ca)) for other formats.

### Robert Jones

1234, rue Saint-Alphonse, Apt. 3  
Saint-Anselme (Québec) J3F 5B8

Telephone: (418) 624-4567 (home)

(418) 624-5678 (work)

Email: robert@sympatico.ca

Spoken languages: English and French

Written languages: English

Describe your professional goal in one or two sentences. This will let the employer know what kind of work you are looking for. Try to make a connection with the job you are applying for.

#### Career objective

Work as a cook in the restaurant/hotel industry.

Long term goal: chef

#### Special skills

French and Italian cuisine, production of elaborate set pieces

Indicate the educational institutions you have attended and the dates you completed your studies. If you received any awards or prizes, list them here.

#### Education

1996                      Diploma of Vocational Studies - Commercial Cooking Program  
(ITHQ in Montréal)

1987                      High School Diploma  
Centennial Regional High School, Greenfield Park

Other training:        Pastry cook course (45 hours) (1998)  
French course (1993)

## Work experience

1998 to present      Cook  
Restaurant Viau  
Montréal (Québec)

### Duties

- Plan menus
- Prepare sauces
- Make desserts

List all the jobs you have held and the dates you began and ended each one. Describe your duties.

If you have never held a job, it is still important to describe the work you have done for others, including volunteer work.

1997–1998      Cook's assistant (internship)  
Restaurant Gosselin  
Saint-Léonard (Québec)

### Duties

- Assist the cook in preparing daily menus
- Prepare the meats
- Make pastries

1990–1997      Custodian  
Youth Center  
Longueuil, Québec

### Duties

- Clean rooms
- Open up and lock up
- Greet clients and inform them about lending out material

List the clubs and organizations you belong to. Your participation in activities and your ability to work in a team setting can be a plus.

## Leisure

Rock climbing, camping, and reading

## References available upon request

Do not include references in your résumé. However, you should keep them handy. On a separate sheet, type the names, addresses, and phone numbers of three people who are familiar with your work performance and skills. Be sure to obtain authorization from these people before giving their names. Explain to them the kind of job you are applying for and the skills required.

You may wish to ask the following people for references:

- A former employer
- Someone at your school (teacher, guidance counselor)
- Someone you have worked for (childcare, volunteer work)

Also ask each of your former employers for a letter of recommendation.

## Make a good impression with your cover letter

When applying for a job, be sure to attach a cover letter to your résumé. It's your first contact with your potential employer and a good opportunity to show that you have the skills needed to do the job. Your letter should convince the person to take a closer look at your résumé and contact you for an interview.

### Before starting to write your letter

- Have your résumé and the job offer handy.
- Seek out certain information about the company (size, operations, customers, projects).
- Find out what the job entails (consult LMI Online at [emploi.quebec.net](http://emploi.quebec.net)).
- Ask yourself what about the company and job really interests you.
- Identify the experiences and skills you wish to highlight (think of things that are not already in your résumé to make your application more interesting).
- Obtain the name and title of the person to whom you should address your letter.

### Drawing up an effective cover letter

- Avoid repeating what is already in your résumé.
- Keep it short (maximum one page).
- Type it on a computer or typewriter (it will be easier to read).
- Single-space your letter and use paragraphs.
- Avoid talking only about yourself. Touch on the company's needs.
- Use positive wording such as "I developed..."
- Be original without being aggressive or arrogant.
- Avoid mentioning your difficult situation, conflicts with former employers, or worries about your job search.
- Do not strike out text or stain the letter.
- Carefully reread your letter before sending.

Are they looking for experienced applicants?  
If you think you're up to the task, send your  
résumé anyway. Enthusiasm can  
sometimes make up for lack  
of experience.

Try to tailor your cover letter to the  
company and the position it is seeking  
to fill. This indicates that you're motivated  
and serious. Contact the employer  
if you need more details.

Following is a sample cover letter you may wish to refer to in writing yours. Other models are available on the Net, including at [monster.ca](http://monster.ca).

June 12, 2005

Address your letter to the right person (name, title, and address). Watch for mistakes!

Ms Holly Peters  
Human Resources Manager  
Restaurant Chez Vincent  
25 rue Principale  
Montréal, Québec A1B 2C3

Re: Cook position

Mention the job you are applying for. Where appropriate, include the job offer number.

Dear Ms Peters,

Mention how you heard about this job (newspaper, personal contact, etc.).

In response to the job offer that appeared in *Le Journal de Montréal* on June 10, 2005, I would like to submit my application for the position of cook at your establishment.

Tell why you think you are the best person for the job (your work experience, skills, work ethics). Highlight your strong points! (See exercise on pages 5 and 6.)

In my work as a cook over the past five years, I have learned to plan and oversee food preparation and cooking operations. I believe I possess a number of skills your business could benefit from. My self-sufficiency, methodical nature, and specialization in French cuisine would be an important contribution to the team at Restaurant Chez Vincent. The enclosed résumé will provide you with more details.

Give the person a reason to read your résumé.

I would love to work with your team and am available for an interview at any time that is convenient to you. I can be reached at (418) 555-3636 or you may leave a message at (418) 555-9512.

Clearly state that you are available for an interview. Indicate how you can be reached.

I look forward to hearing from you.

Yours sincerely,

(Signature)  
Robert Jones

Write your name and contact information below your signature.

1234, rue Saint-Alphonse, Apt. 3  
Saint-Anselme (Québec) J3F 5B8  
robert@sympatico.ca

Encl. Résumé

## How to complete a job application

Some employers prefer to have jobseekers fill out a job application form instead of presenting a résumé. A job application form is like a questionnaire prepared by the employer to evaluate your suitability for a job.

### Here are a few tips on filling out job application forms:

- Bring along your résumé. It will make filling out company application forms faster and easier.
- Bring along a pen, as most employers prefer the form to be completed by hand. Write as neatly as possible.
- First read the form, then carefully follow instructions.
- Answer all the questions. Do not write "See enclosed résumé." If a question does not apply to you, write "n/a."
- Use only the space provided as employers will ignore answers that are too long.
- Use positive wording.

Here are a few examples of the kind of information you will find on job application forms:

- Personal information (name, address, phone number, and email address)
- Questions about your language proficiency

	Spoken			Written		
	Very good	Good	Slight	Very good	Good	Slight
French	<input type="radio"/>					
English	<input type="radio"/>					
Other (Specify)	<input type="radio"/>					

- Type of job sought

Full time (35 hours or more per week)	<input type="radio"/>	Part time	<input type="radio"/>	On call	<input type="radio"/>
---------------------------------------	-----------------------	-----------	-----------------------	---------	-----------------------

- Availability

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day:	<input type="radio"/>						
Evening:	<input type="radio"/>						
Night:	<input type="radio"/>						

- Education

You may wish to copy this information from your résumé.

- Work experience

Many employers will ask the following information for each of your previous jobs:

- Your salary on your start and end date
- Reasons for leaving
- Names and numbers of your superiors

Other questions you may find on job application forms:

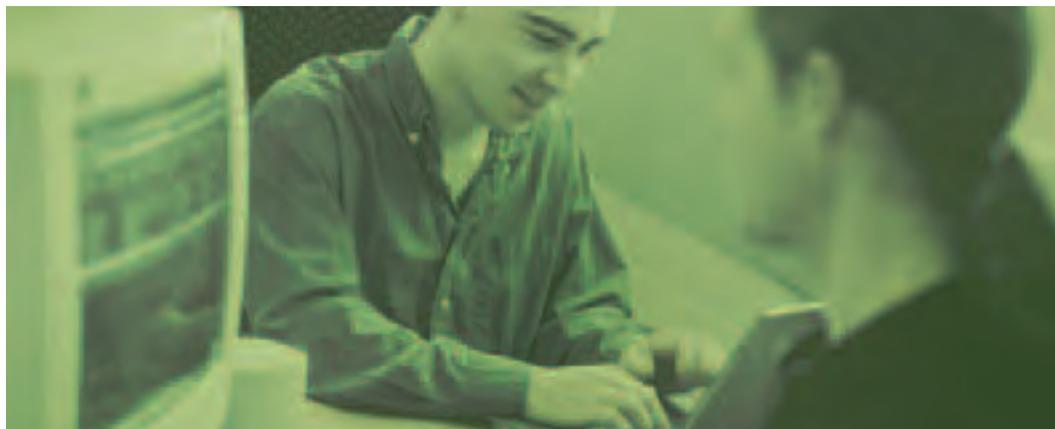
Question	Answer	
Do you have a valid work permit	YES	NO
What salary do you expect?	_____ \$ gross <input type="radio"/> per hour <input type="radio"/> per week <input type="radio"/> per two weeks <input type="radio"/> per year	
Are you a member of a professional corporation or association?	YES	NO If so, please specify _____
Do you have a driver's license?	YES	NO
Do you have a vehicle?	YES	NO
If necessary, could you have access to a vehicle for work?	YES	NO
What software programs are you experienced with?		
Word processing:		
Database:		
How did you hear about this job offer?	NEWSPAPERS PLACEMENT AGENCY INTERNET PERSONAL CONTACT OTHER _____	
Have you ever been employed by our company?	YES	NO If so, what was the last position you held? _____
When are you available to start work?		

Employers are more likely to select applications that are complete, neatly written, easy to read, and error-free.

# Section

# 3

## Seeking out hard-to-find jobs



### Finding job leads

Want to find out what jobs are available but don't know where to find them?  
Here are a few suggestions:

#### Go to the nearest CLE

All CLEs are equipped with a multiservice room to help you in your job search (see list of CLEs at the back of the guide). Multiservice rooms feature:

- Documents for consultation
- Computers so you can consult job offers and submit job applications in Online Placement, a free service offered by Emploi-Québec
- Bulletin boards with job listings, practical job search advice, and information on skills upgrading courses

#### Consult newspapers and the Internet

- Watch for job offers in the daily newspapers and in classified ads in your local paper.
- Visit the Websites of companies you are interested in. You may find job offers there and be able to submit an application on-line.

- Visit job search Websites, including [emploiquebec.net](http://emploiquebec.net), [www.tresor.gouv.qc.ca](http://www.tresor.gouv.qc.ca), [emploisetc.ca](http://emploisetc.ca), [www.jobboom.com](http://www.jobboom.com), [www.monemploi.com](http://www.monemploi.com), [monster.ca](http://monster.ca), [workopolis.com](http://workopolis.com)

Other job search sites are listed at [emploiquebec.net/anglais/individus/recherche.htm](http://emploiquebec.net/anglais/individus/recherche.htm)

These sites let you search for job offers by region, employer, or keyword. You may also activate, free of charge, an electronic search agent that will email you job offers that match your search criteria.

New to the Net? Consult the  
*Job Searching via Internet* guide  
on-line at [www.emploiquebec.net](http://www.emploiquebec.net)  
or at your CLE.

Many jobs are never advertised in newspapers or on the Internet. That's where word of mouth comes in handy!

### Tell people you know

Let your friends and family know that you're looking for a job. Explain the kind of work you are interested in and ask them to let you know if they learn of any job opportunities.

Here are a number of other ways to seek out hard-to-find jobs:

- Show up in person at the company you are interested in working for. You may make a good impression by showing that you have initiative and are keen to work.
- Consult the Yellow Pages. Companies are listed according to the lines of business they're in or the products or services they offer. Visit [icriq.com](http://icriq.com) to do a search on companies across Québec.

- Contact your professional association. It may have a list of job offers.
- Register at one or more placement agencies. Many employers deal directly with agencies rather than advertising in the papers. Check whether they charge a registration fee.
- Visit job fairs and shows. They are a great opportunity to meet employers looking to hire. To find out when job fairs and other events are on in your area, ask at your CLE or consult the "Régions" section of the [emploiquebec.net](http://emploiquebec.net) site.
- If you are still in school or have just completed your studies, check whether your educational institution offers a placement service. Visit [emploietudiant.qc.ca](http://emploietudiant.qc.ca) to consult job offers for full-time students.

Use the following work sheet to track your job search progress. You may wish to circle the preferred means of communication for the person in charge of hiring.

Employer	Person contacted	Means of communication	To do	Followup	Result
<b>Name:</b> Concorde Inc.	<b>Name and title:</b> Pauline Giroux, Manager	<b>Telephone:</b> (418) 768-5550	<b>Send résumé to:</b> Pauline Giroux (November 16)	<b>Call back on:</b> November 20	Waiting to secure an interview. Will call me back November 20.
<b>Address:</b> 5650, boul. Viau	<b>Reason for contact:</b> Offer to provide résumé	<b>Fax:</b> (418) 768-5553	<b>Interview on</b>		
<b>Website:</b> www.concorde.net	<b>Date of first contact:</b> November 15	<b>Email:</b> p.giroux@concorde.ca			
		<b>Visit:</b>			

## Job search and followup work sheet

<b>Employer</b>	<b>Employer</b>	<b>Employer</b>
Name:	Name:	Name:
Address:	Address:	Address:
Website:	Website:	Website:
<b>Person contacted</b>	<b>Person contacted</b>	<b>Person contacted</b>
Name and title:	Name and title:	Name and title:
Reason for contact:	Reason for contact:	Reason for contact:
Date of first contact:	Date of first contact:	Date of first contact:
<b>Means of communication</b>	<b>Means of communication</b>	<b>Means of communication</b>
Telephone:	Telephone:	Telephone:
Fax:	Fax:	Fax:
Email:	Email:	Email:
Visit:	Visit:	Visit:
<b>To do</b>	<b>To do</b>	<b>To do</b>
Send résumé to:	Send résumé to:	Send résumé to:
Interview on:	Interview on:	Interview on:
<b>Followup</b>	<b>Followup</b>	<b>Followup</b>
Call back on:	Call back on:	Call back on:
<b>Result</b>	<b>Result</b>	<b>Result</b>

## Making the most of email

With electronic mail (email), you can forward your cover letter and résumé to a potential employer from any computer with an Internet connection. Your message can be sent anywhere around the world in a matter of seconds. A typical email address looks like this: [jo.blow@hotmail.com](mailto:jo.blow@hotmail.com)

A number of Websites offer the possibility of creating an electronic mailbox and obtaining an email address free of charge. These companies are called email servers. The most popular are

- CaraMail ([www.caramail.com](http://www.caramail.com));
- Hotmail ([hotmail.com](http://hotmail.com));
- Yahoo! ([cf.yahoo.com](http://cf.yahoo.com)).

### How to obtain a free email address:

1. Click the icon that connects you to the Internet.
2. Type in the Website address in the address bar, then hit **Enter**.
3. Follow the onscreen instructions to create an account.

### How to send your cover letter and résumé by email:

1. Draw up your cover letter and résumé using a word processing program. Save your work on a diskette or on your computer hard drive.
2. To access your electronic mailbox, connect to the Internet, type in the Website address of your email server, then hit **Enter**.
3. If Hotmail is your email server, enter your username and password.
4. Once you have accessed your mailbox, click on **New message**.
5. Type in the email address of the person you wish to send your message to.
6. Write a short note explaining the purpose of your message and attach the file containing your cover letter by clicking on **Add/Edit attachments**. Follow the same procedure for your résumé.
7. If your résumé is saved on a diskette, insert the diskette in your computer's disk drive and follow the onscreen instructions.
8. Click **OK**. Your message will reappear.
9. Make sure there are no errors in it.
10. Click **Send**.

This page is inspired by the Job Searching via the Internet guide. To consult the complete guide, go to [emploi.quebec.net](http://emploi.quebec.net).

## Tips for a successful phone call

The telephone is a quick and affordable way to:

- Offer your services to an employer
- Find out what jobs are available
- Follow up with employers you contacted earlier

### Here are a few practical tips to help you make a good impression with your phone call:

- Prepare for it: Memorize your résumé and organize your ideas in a coherent manner.
- Jot down the questions you wish to ask.
- Speak clearly and slowly, control your breathing.
- Smile! Your enthusiasm will be heard.
- Stay friendly throughout the call.

### First call to an employer

Here is a plan and a list of practical tips to make meeting and calling employers easier. Read them over, do a trial run, plan your calls, concentrate—then dial!

#### a) Introduce yourself to the person who answers

Start by introducing yourself, then ask for the person in charge of hiring.

Examples :

"Hello. My name is \_\_\_\_\_. Could you please tell me who is in charge of hiring? May I please speak to him/her?"

"Hello. My name is \_\_\_\_\_. I saw some job openings in my field on your Website. Could you tell me who I should speak to about hiring?"

- Can't speak to the person in charge of hiring?  
Ask how you can apply.

#### b) Introduce yourself to the person in charge of hiring

Introduce yourself again, state the reason for your call, briefly explain why you believe you are the right person for the job, and try to arrange a meeting.

Example :

"Hello Ms/Mr. \_\_\_\_\_. My name is \_\_\_\_\_. I'm interested in your company because I'm looking for a job in \_\_\_\_\_. I have \_\_\_ years of experience in this field and would like to meet with you to discuss employment possibilities. When could we meet?"

- Want to apply for a job that has been advertised?  
Ask when you can make an appointment.

Example :

"I'm calling about the \_\_\_\_\_ job. I'd like to meet with you."

- No positions available at the moment?  
Ask for an information interview to learn about the company, employment opportunities, and hiring methods.

Examples :

"I know that you don't need anyone right now, but I was wondering if I could meet with you anyway, just in case a position opens up?"

"I realize that you've just gone through a selection process, but I was wondering if I could meet with you to get some information on this position. Would you be able to see me?"

- Can't get an information interview?  
Ask who you should send your résumé to.

#### c) End the call

Thank the person you're speaking to and ensure that the names and contact information you have obtained are correct (name, title, address, phone number, email address).

Example :

"Thank you for your help. May I call you again if I need more information? Is the person in charge Ms/Mr. \_\_\_\_\_ and his/her number \_\_\_\_\_?"

For followup calls, use the suggested work sheet on page 18.

# Section



## The interview: making a good impression



### How to prepare for the interview

At last, you've been selected for a job interview! This is your chance to convince the employer that you are the right person for the job and have something valuable to offer. Being well prepared for the interview will make you feel more at ease.

#### A few days before the interview

- Select appropriate clothing. Try to find out how company employees dress and opt for the same dress code.
- Make sure you know how to get there and how long the trip takes. You may even want to make the trip once beforehand.
- Find out more about the company and the job offered. That way, you'll be more at ease during the interview. Ask yourself questions and come up with the answers.

Simulate interviews with your friends. Don't recite answers by rote. Try instead to memorize the main points you want to bring up.

When an employer calls you to schedule an interview:

- Carefully note the date, time, and place.
  - Try to find out how many people will be present at the interview.
  - Ask if there will be a written exam or exercise.

<p>What you should know</p> <p>What are the employer's or company's activities?</p> <p>Who are the customers?</p>	<p>Where to find the information</p> <p>Read the company's annual report and visit its Website.</p>
<p>What skills is the employer looking for?</p> <p>What duties and responsibilities will you have?</p>	<p>Review your job search notes.</p> <p>Reread the job offer.</p> <p>For more information on the occupation, consult LMI Online at <a href="http://emploiquebec.net">emploiquebec.net</a>.</p>

- Anticipate the employer's questions and be prepared. You will come across better if you are able to respond well to questions. Memorize your résumé so you can clearly describe your education, work experience, and skills. You will be asked a number of precise questions. Here are a few examples:

- **Why did you leave your previous jobs?**

If you resigned or were fired, avoid mentioning details that could make you look bad. Don't criticize your former employers. Explain what you are looking for in a new job.

- **Why do you want to work for our company?**

Show that you have carefully selected this company and have the employee profile they are looking for.

- **What are your strong points?**

Mention your qualities as they relate to the job offered. Prepare examples that illustrate these strengths. (See pages 5 and 6.)

- **What are your weak points?**

Talk about your weaknesses, but explain what you do to correct them.

- **Can you work under pressure?**

Be truthful, you may be put to the test. If you have no problem working under pressure, mention that pressure motivates you. However, you should specify that, nevertheless, you prefer to plan ahead.

- **Why should we hire you over another candidate?**

Talk about your skills to convince the employer that you are the right person for the job. (See pages 5 and 6.)

- **What salary are you expecting to make?**

Avoid bringing up the question of salary and working conditions at the first interview. However, if the employer broaches the subject, have a response ready. To find out more about working conditions and salaries, consult LMI Online at [emploiquebec.net](http://emploiquebec.net).

You could also answer, "I am aware that the pay scale for this kind of position ranges from \$\_\_\_\_ to \$\_\_\_\_, and, naturally, I would like to be as high as possible on that scale." This is a positive response that leaves room for negotiation.

- Prepare what you should bring along to the interview:
  - Your résumé, cover letter, and letters of recommendation. Prepare copies for each person present at the interview.
  - A copy of your diplomas and portfolio
  - List of references
  - Paper and a pencil to note the names of people present, the date and time of any subsequent interview, and any other pertinent information

### At the interview

- Be on time. You should even arrive 5 or 10 minutes early.
- Remain calm and self-confident.
- Say "hello" to all the people present at the interview. Introduce yourself and offer a firm handshake and a sincere smile.
- Let the employer or committee members lead the interview. Look them in the eye and answer questions in a firm voice. Take the time to think through your answers.
- Be enthusiastic. Give positive answers by stressing your strengths and skills.
- Listen to questions carefully and, if necessary, ask the employer to repeat them or to be more specific.
- Ask questions. Towards the end of the interview, it is quite likely that you will be asked if you have any questions. Take this opportunity to show your interest in the company and the job offered. Here are a few examples of questions you may wish to ask:
  - What has led your company to hire at this time?
  - What is the next step?
  - How many people work here?

## Interview followup

The interview is over. You deserve a break, but don't put away your job search folder just yet. This is the time to assess the interview. Sit down and go over it in your mind.

- What kind of impression did you make on the employer?
- What were the strong points of the interview?
- Did you have trouble answering any questions?
- Did you manage to highlight your strengths?
- Did you forget anything?
- What's the next step?
- Did you learn anything new or important about the employer?

### The employer's response

It is important to follow up on the interview. If the employer mentioned which day he or she would call, be at home that day to take the call. If you haven't heard back from the employer, call back at the end of the day to follow up. If the

employer didn't specify the day, wait two weeks, then call the employer to find out when you can expect a response.

If the employer calls to offer you the job, be enthusiastic, thank him or her and mention how much you look forward to joining the team. Now is the time to ask for details on working conditions:

- When do I start?
- Where and at what time should I show up on the first day?
- What is the name of the person I should ask for?
- Do I need to bring any special work material or clothing?
- What will my duties and work schedule be?
- What will my salary be?

If you didn't get the job, try to find out why. You may wish to reassess and improve your approach.

## Assessing your jobseeking efforts

Been looking for work for a while and still haven't found a job? Now's the time to assess your job search efforts:

- Ask yourself if you have the skills required for the job you would like to have. (See pages 5 and 6.)
- Find out more about the labour market. You may find that demand for your occupation is very high in certain regions. (See page 4.)
- Revise your résumé. Your education, work experience, and skills should highlight your strengths and describe them clearly. (See pages 7 and 8.)
- Go over your portfolio again or think about putting one together if you don't have one. It should include all documents that illustrate that you have the skills required to do a job. (See page 9.)
- Tailor your cover letter to each job application. (See page 12.)
- Reconsider your job leads. Up your chances by combining a number of job search methods. (See pages 16 and 17.)

- Double-check your list of employers. There may be more companies with job openings in your field than you think. (See pages 16 and 17.)
- Ask at your CLE, where you have access to:
  - Documents on how to prepare for an interview
  - Training sessions on job search techniques and tools, including Online Placement
  - People who can help you
- Talk to people you know about your job search. The more people who know you're looking for a job, the more likely you are to obtain job leads.
- Ask yourself if you are spending enough time looking for a job. Job searching is a full-time occupation (unless you are already employed).

Looking for work is not always easy. There may be times when you feel discouraged. Try to keep your spirits up. Talk to your friends; they can be supportive. Take part in sports to help burn off stress. Stick with it and don't lose hope. Keep reminding yourself that somewhere out there, there's a job for you.

# Section

# 5

## Settling into your new job



You've accepted a job. Now you have to prove to your employer that he or she did the right thing by hiring you. Here are a few tips:

- Keep a positive attitude. Accept criticism and take heed of suggestions for improving your work.
- Be on time and stick to your work schedule.
- Dress appropriately. Follow the lead of your supervisor and colleagues.
- Accept responsibilities. Make sure you're up to the task. Understand what your employer expects of you. If you're not sure, ask.
- Treat everyone with respect. Being respectful is the key to a healthy work environment.
- Show initiative. Don't always wait until you're told to do something. If you see that a job needs doing, offer to do it.
- Be reliable. If you say you're going to do something, do it.
- Support your colleagues.
- Control your emotions. Don't let little misunderstandings blow up into major conflicts. Settle differences calmly and objectively. Displays of anger are frowned upon and could result in your losing your job.
- Speak well of the company you work for.

Québec has a set of labour standards that all employers must respect. If you have any questions about working conditions (paid holidays, vacations, etc.), visit the Commission des normes du travail Website at [www.cnt.gouv.qc.ca](http://www.cnt.gouv.qc.ca) or call 1 888 643-4721.

**Writing:** Direction des mesures d'emploi  
et des services aux individus, Direction du placement  
et des services aux entreprises, Direction de la planification  
et de l'information sur le marché du travail et Direction  
des affaires publiques et des communications

**Production:** Direction des affaires publiques  
et des communications

**Graphic Design:** Quatuor Communication

## For more information

Visit your local employment centre (centre local d'emploi),  
call 1 888 643-4721 or visit [emploiquebec.net](http://emploiquebec.net).

### Abitibi-Témiscamingue

Amos (819) 444-5287  
or 1 800 567-6507  
La Sarre (819) 339-7901  
(Collect calls accepted)  
Rouyn-Noranda (819) 763-3583  
or 1 800 263-9583  
Senneterre (819) 737-2258  
or 1 800 363-2258  
Val-d'Or (819) 354-4842  
or 1 877 229-0538  
Ville-Marie (819) 629-6213  
or 1 800 463-3931

### Bas-Saint-Laurent

Amqui (418) 629-2225  
(Collect calls accepted)  
Cabano (418) 854-2544  
or 1 800 463-4709  
La Pocatière (418) 856-2752  
or 1 800 567-3036  
Matane (418) 562-0893  
Mont-Joli (418) 775-7246  
Rimouski-Neigette  
(418) 727-3661  
or 1 800 463-0728  
Rivière-du-Loup  
(418) 862-7236  
or 1 800 567-1709  
Trois-Pistoles (418) 851-1432  
(Collect calls accepted)

### Capitale-Nationale

Baie-Saint-Paul  
(418) 435-5590  
Beauport (418) 646-3350  
Charlesbourg (418) 644-1266  
La Côte-de-Beaupré  
(418) 827-6730  
La Malbaie (418) 665-4491  
or 1 800 567-8004  
Limoulu (418) 646-0050  
Loretteville (418) 840-2900  
Portneuf (Donnacona)  
(418) 285-2622  
or 1 800 463-3886  
Quartiers-Historiques  
(Jacques-Cartier)  
(418) 643-3300  
Sainte-Foy (418) 646-8066  
Vanier-Des Rivières  
(418) 646-1950

### Centre-du-Québec

Bécancour (819) 298-3000  
or 1 800 463-5273  
Drummondville (819) 457-8733  
or 1 800 567-3868  
L'Érable (Plessisville)  
(819) 621-0373  
or 1 877 714-5586  
Nicolet (819) 293-4501  
or 1 800 663-6201  
Victoriaville (819) 758-8241  
or 1 800 463-0950

### Chaudière-Appalaches

Lac-Échemin (418) 625-6801  
or 1 866 825-2640  
Les Chutes-de-la-Chaudière  
(418) 839-0717  
or 1 800 626-8055  
Lévis (418) 835-1500  
or 1 800-561-4380  
L'Islet (418) 247-3954  
or 1 800 663-2226  
Montmagny (418) 248-0163  
or 1 800 663-2106  
Sainte-Croix (418) 926-3580  
or 1 800 663-2127  
Sainte-Marie (418) 386-8784  
or 1 877 322-6585  
Saint-Georges (418) 228-9711  
or 1 800 463-3024  
Saint-Joseph-de-Beauce  
(418) 397-4391  
or 1 800 663-0223

Saint-Lazare (418) 883-3307  
or 1 800 663-0351  
Thetford Mines (418) 334-2500  
or 1 800 567-5592

### Côte-Nord

Baie-Comeau (418) 589-3719  
or 1 800 463-8542  
Forestville (418) 587-6611  
or 1 800 463-0738  
Havre-Saint-Pierre  
(418) 538-2288  
or 1 800 463-0735  
Les Escoumins (418) 233-2501  
Port-Cartier (418) 766-6932  
Sept-Îles (418) 962-6545  
or 1 800 663-1934

### Estrie

Asbestos (819) 879-7141  
or 1 800 205-7141  
Coaticook (819) 849-7080  
or 1 877 324-4056  
East Angus (819) 832-2403  
or 1 800 363-1539  
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Sherbrooke-Est (819) 820-3680  
or 1 800 567-8423  
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(819) 820-3411  
or 1 800 268-3411  
Windsor (819) 845-2717  
or 1 800 563-9127

### Gaspésie-Îles-de-la-Madeleine

Avignon (Carleton)  
(418) 364-3324  
or 1 877 229-0541  
Bonaventure (418) 534-2823  
La Côte-de-Gaspé (Gaspé)  
(418) 360-8241  
or 1 800 663-3647  
La Haute-Gaspésie  
(418) 763-3391  
or 1 800 663-3595  
Rocher-Percé (Chandler)  
(418) 689-2201  
or 1 877 229-0540  
Les Îles-de-la-Madeleine  
(418) 986-4411

### Lanaudière

Berthierville (450) 836-6261  
or 1 800 461-6261  
Joliette (450) 752-6999  
or 1 800 463-5434  
Rawdon (450) 834-4453  
or 1 877 502-4128  
Repentigny (450) 585-6640  
or 1 877 286-6840  
Sainte-Julienne (450) 831-4222  
or 1 800 363-8645  
Saint-Jean-de-Matha  
(450) 886-1826  
or 1 888 872-0048  
Terrebonne (450) 471-3666  
or 1 877 286-4404

### Laurentides

Lachute (450) 562-8533  
or 1 800 263-2732  
Mirabel-Saint-Janvier  
(450) 979-2313  
Mont-Laurier (819) 623-4610  
or 1 800 567-4562  
Sainte-Adèle (450) 229-6560  
or 1 800 363-7011  
Sainte-Agathe (819) 326-5861  
or 1 800 567-8334  
Sainte-Thérèse (450) 435-3667  
Saint-Eustache (450) 472-2311  
Saint-Jérôme (450) 569-3075  
or 1 800 561-0692

### Laval

Chomedey-Sainte-Dorothée  
(450) 680-6400  
Laval-des-Rapides  
(450) 972-3050  
Sainte-Rose-de-Laval  
(450) 628-8066  
Saint-Vincent-de-Paul  
(450) 664-4885

### Mauricie

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(819) 371-6031  
or 1 800 263-0214  
Grand-Mère (819) 538-0762  
or 1 800 263-9829  
La Tuque (819) 523-9541  
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or 1 800 567-7635  
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or 1 800 668-6538

### Montérégie

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or 1 800 463-0230  
Brossard (450) 672-1335  
Châteauguay (450) 691-6020  
or 1 800 465-0286  
Contrecoeur (450) 587-5555  
La Haute-Yamaska  
(450) 776-7134  
La Vallée-du-Richelieu  
(450) 467-9400  
or 1 877 856-1966  
Le Haut-Richelieu  
(450) 348-9294  
or 1 800 567-3627  
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or 1 800 567-0220  
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or 1 800 792-9616  
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Pointe-Saint-Charles  
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Rivière-des-Prairies  
(514) 872-4969  
Rosemont-La Petite-Patrie  
(514) 872-6550  
• Avenue du Parc office  
(514) 872-6550  
• Rue Beaubien office  
(514) 872-6550  
• Rue D'Iberville office  
(514) 872-6550  
Saint-Alexandre  
(514) 872-4310  
Sainte-Marie-Le Centre-Sud  
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Saint-Laurent (514) 345-0131  
Saint-Léonard (514) 864-6161  
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• Matagami (819) 739-6000  
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• Aupaluk (819) 491-7353  
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Kuujuaq  
• Kangirsuk (819) 935-4406  
• Kangiqsuulujuaq  
(819) 337-5204  
• Kangiqsuujuaq (819) 338-3327  
• Kuujuarapik (819-929-3552  
• Puvirnituq (819) 988-2733  
• Quaqtaq (819) 492-9183  
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Buckingham (819) 986-8596  
or 1 800 567-9694  
Campbell's Bay (819) 648-2132  
or 1 800 567-9685  
Gatineau (819) 568-6500  
Hull (819) 772-3502  
Maniwaki (819) 449-4284  
or 1 800 567-9209  
Papineauville (819) 427-6878  
or 1 877 639-0739

### Saguenay-Lac-Saint-Jean

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or 1 800 267-3592  
Jonquière (418) 695-7898  
or 1 800 567-9262  
La Baie (418) 544-3378  
Lac-Saint-Jean-Est  
(418) 668-5281  
or 1 800 668-5281  
Maria-Chapelaine  
(Dolbeau-Mistassini)  
(418) 276-3560  
or 1 800 268-3560  
Roberval (418) 275-5442  
or 1 800 567-7493