

WRITING YOUR RESUMÉ

Remember

A resumé will never get you a job, it will only get you an interview

Your resumé is an advertisement for **YOU**

A resumé should be straight to the point using as few words as possible to make an impact.

A resumé should be organised to show the positive, important aspects of yourself in relation to the job you are applying for.

Your resumé should be appealing to the eye and interesting enough, both in content and design to make an instant impression.

MAKE SURE THERE ARE NO SPELLING OR GRAMMATICAL ERRORS IN YOUR RESUMÉ

Unless you are changing your career your resumé should read like a story starting at where you are now and the steps you took to get there.

The "35 Second Test"

The typical job advertisement generates between 50 and 150 responses. In the process of reducing the number to a manageable group of qualified applicants, employers skim resumés for between 30 seconds – 3 minutes each, looking for reasons to reduce the number of applicants. They will put your resumé aside – and your prospects for a job with it – if it is hard to read, too long, messy, vague, inaccurate, or unfocused.

Resumé Writing Guidelines

Do include

- ★ Your name, address and phone number
- ★ Your employment history in chronological order
- ★ Your qualifications and training you have done
- ★ At least 2 referees

You should not include

- ✗ - Date and place of birth
- Marital status and number/names of children
- Your citizenship or residency
- English language training
- Photographs
- Health
- Spouse's occupation
- Reasons for leaving previous employment
- ✗ - Hobbies unless they would relate to the job
- Salary expectations

There are many ways to write a resumé, we have included some examples so you can choose which you like best. Many people have more than one resumé and this is because they tailor their resumé to suit the position they are applying for. You may be applying for different types of work so having a resumé specifically tailored to that particular position will be an advantage.

Example / Pro forma

RESUMÉ

Name
Address
Contact Details

Profile (or Skills Summary)
Profile in prose (2 to 3 lines) or
Skills Summary in point form

Educational Background
eg: Secondary, Trade, Licence, Tertiary

Training Courses

Technical Skills
eg: Computer, Clerical

Professional Memberships

Employment History (from most recent position)

Date To / From	Company Position
Responsibilities	♦ (in point form) ♦
Achievements	♦ (in point form) ♦

NB: Recommend point form rather than prose or personal pronouns in employment history. Provide more information on most recent positions, ie: going back 10 years

Personal Statement

**Referees /
or Statement "Referees on Request"**

Your referees

Make sure the person is willing to act as a referee for you.
Choose referees who have worked with you (eg a direct supervisor) or someone who has taught you in a course.
If your referee agrees you can include their name, position and contact phone number or you can state that details of referees are available on request.

Education and Training

Education means high school and university. You can state this in the following order:

- ★ Your highest qualification
- ★ The name of the course / certificate / degree
- ★ Name of the institution.

If you have left school in the past 3 years you can include your subjects and results. If you have no further education after school and that was a long time ago, you could leave education out completely.

Relevant Work History

- ★ Present this clearly and make sure that your work history is relevant to the position you are applying for.
- ★ The information must be of benefit to the employer.
- ★ List your accomplishments rather than describe your responsibilities, you can do this in terms of "increased profit" or "increased production" or "procedures improved by".
- ★ Almost every job requires communication skills – check that you have included evidence of your skills in your resume!

Leave out jobs that are very different to the kind of work you are applying for.

Don't date your resume as you will have to edit and reproduce your resume every month.

If you are concerned about your age you only need to include your relevant work history for the last 10 years.

Don't leave unexplained gaps in your work history. Employers will always target this area first so make sure you have an explanation for not working over a long period of time. Some examples of this could be study, training, being a carer or parenting and voluntary or community work.

Remember that the skills you have are not just gained from paid employment!

Other Skills or Competencies

- ★ Include any licenses you have that may be relevant to the position you are applying for.
- ★ Fluency in another language if this is relevant and ensure that you specify if you "speak and/or read and/or write" In some positions a second language is a big bonus, for example: flight attendants, working in a hotel, community based organisations that provide a service to non English speaking backgrounds (NESB), and any job that is based in a specific ethnic community for e.g. Real Estate Agent or Sales Assistant.
- ★ List all the software programs you are experienced in and include how many words a minute you can type if relevant.

Personal Statement

A personal statement can replace the traditional "hobbies and interests" section of a resume.

You may have community interests or hobbies that show initiative, creativity and organisational ability. Your personality is a very important part of YOU, use it to your advantage.

JOB APPLICATION LETTER

The aim of your cover letter is to make the reader interested enough to want to read your resumé and convince them to contact you for an interview.

Why must you send a covering letter?

- ★ You can use your cover letter to highlight the key points of your resumé that are the most relevant to each vacancy
- ★ Your letter can give an employer an idea of the sort of person you are by the way you present yourself on paper
- ★ If the employer is impressed with your letter they will read your resumé with care
- ★ Use your letter to clearly state why you should be considered for a position, giving information to support this.
- ★ Each letter should be specifically written for each job application

Key points for writing your letter

- ★ Apply as quickly as possible when you see a position advertised
- ★ Your letter should ideally be one page in length unless you are addressing selection criteria. Up to six paragraphs is enough to keep the readers attention
- ★ Address the letter to the name of the person stated in the advertisement. If no name is stated ring the Company and ask for the name of the Recruitment Officer
- ★ Use simple words and keep your sentences short - avoid wordy descriptions and vague statements
- ★ Avoid negative sentences such as "I may not have much experience but"
- ★ Spend some time working out your opening sentence and try and make it a little different rather than just stating where the job was advertised.
- ★ In the middle section of your letter state relevant information about yourself with evidence of previous experience, skills and qualities that will directly relate to the position you are applying for to show why you should be considered
- ★ Ask someone to proof read your letter for spelling and grammatical errors
- ★ At the end of your letter state what you would like to happen next (that is to be invited for an interview)

The following is a list of things employers would really like to be told in your letter, but rarely are:

- ★ Why you would like to work for them
- ★ Your knowledge of any of the organisations products or services
- ★ A clear statement of the type of employment you are applying for e.g. full time, part time, casual etc
- ★ Times and dates you are available for an interview
- ★ How they can contact you quickly by phone, mobile, fax or email

notes

- ★ When posting your letter ensure the writing on the envelope is neat, tidy and has a return address on it.
- ★ Do not send originals of any important documents.
- ★ Keep copies of all application letters sent.

THE JOB ADVERTISEMENT

Things to Think Over When
You Read an Advertised
Position

What does this symbol
mean? Where have I seen
it before?

Graduate Trainee in the
FINANCE section ... Is this
the type of career opportunity
I am looking for?

A career in accounts
... How does that suit
my interests?

Am I classified as a
young person?

How do I apply?
WHO DO I RING?

RANK INDUSTRIES
- What can I find
out about them?

GRADUATE TRAINEE

Due to the expansion of our organisation we
have an immediate vacancy for a graduate
trainee in the Finance Division of our Company.

The applicant should have completed an
economics degree with accounting the major
interest.

This is an excellent opportunity for a young
person wishing to enter into a career in the
accounting field.

We are a progressive and expanding company
offering ideal working conditions, staff canteen,
off-street parking, staff purchasing facilities and
social club.

For further information please phone
Mrs A Marks of the Personnel Division
on 406 5666 after 9.00am.

RANK INDUSTRIES
AUSTRALIA PTY. LIMITED
12 Barcoo Street
Roseville NSW 2888

Have I completed
the required
training?

Sounds as if they've
got good facilities
... and a social club
- good if I want to
meet more
people/staff.

Must phone straight
away after 9.00am.
I don't want to be
late or miss out on
this opportunity.

Would I have any
transport worries getting
to this address?

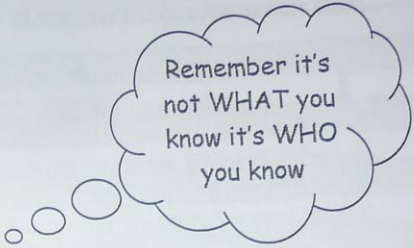
NETWORKING, SELF MARKETING & THE HIDDEN JOB MARKET

About 70% of jobs are not advertised - this is the hidden job market.

Networking / Self Marketing

This helps you to:

- ★ discover current job vacancies
- ★ find out about future job vacancies
- ★ build confidence
- ★ indicates your keenness to work



Remember it's
not WHAT you
know it's WHO
you know

Who is in my network ?

- ★ Family
- ★ Friends
- ★ Local business people
- ★ Hairdresser
- ★ Doctor/dentist
- ★ Neighbours
- ★ Car mechanic
- ★ Radio advertisements and community announcements
- ★ Noticeboards
- ★ Shopping centers
- ★ Job Network / Employment agencies
- ★ Newspapers both local state & national
- ★ Website job vacancy sites
- ★ Centrelink touch screens
- ★ Local factories
- ★ Community halls
- ★ Local council
- ★ Volunteer organisations

A good exercise is to choose 5 people / organisations from your network and phone them up! Sometimes someone will have heard about a position that may be going soon. You can record your results in the following table:

Making your network work for you

Name	Phone no.	Date of contact	Inquiry	Answer	Follow up needed

Cold Canvassing

To access the hidden job market you may also approach employers directly. This may be by phone, writing or by calling into the office.

Canvassing gives you the opportunity to approach an employer who may have a position available now or in the future but has not advertised yet. When targeting companies you need to firstly think about the industries and organisations you would like to work in.

PREPARING FOR AN INTERVIEW

Goal setting, skills assessment, resumé writing, job search these steps have one objective – placing you across the desk from an interviewer. This is the moment where you have the opportunity to make all the preparations pay off. And it will – if you stay focused on preparation.

There are four ways you can prepare for an interview:

1 Find out as much information about the company and the position as you can

During the interview, show that you know the size of the company, its age, its owner, what they do, what its present needs and challenges are. You will be more impressive. Only about one in 20 interviewees do research prior to an interview.

2 Make your first impression count (personal presentation)

The way to present yourself in an interview influences the decision to hire. Wear clothes appropriate to the position you seek.

Men	Women
★ Clean shaven/neatly trimmed beard	★ Hair well groomed
★ Clean polished shoes	★ Subtle makeup / perfume
★ Clean pressed suit or appropriate clothing suitable to the job environment (ensure your clothes are coordinated)	★ Clean pressed suit or appropriate clothing suitable to the job environment (ensure your outfit is coordinated)
★ Very subtle after shave	★ Very subtle perfume
★ Use deodorant / antiperspirant	★ Use deodorant / antiperspirant
★ Don't wear too much jewellery	★ Don't wear too much jewellery

3 Make sure you can get to the interview

Go through a trial run getting to the place of your interview. Go at the time of the day that the interview is scheduled for. This will ensure that you have taken into account traffic considerations, parking etc, especially if you don't know the area. The benefits of this are:

- ★ You will know exactly where you are going
- ★ You will know how long you need to get there
- ★ You will know where to park

4 What to do at the Job Interview

At an interview, employers are looking to see if you:

- ★ Have the technical skills
- ★ Have good judgement
- ★ Are motivated to meet their needs
- ★ Fit into their organisation

Typical Interview Questions

Preparing answers to interview questions is possibly the most important preparation you can do. Some of the most common interview questions are listed below. The best advice we can give is to write down your answers to the top 25 questions you may be asked. Talk these over with one of our consultants to get some feedback.

Why have you applied for this job?
Why do you want to work for our company?
What do you know about this position and our company?
Have you ever done this type of work before?
What kind of machines / equipment / computer packages can you operate?
What experience have you had in this area of work?
Can you work in a pressured environment? (Please give an example).
How well do you work with other people?
What does team work mean to you?
Tell us about a time where you disagreed with someone at work. What happened?
What do you do to make sure that you meet competing deadlines?
Why did you leave your last job?
What are your goals and plans for the future?
Name 5 things your previous employer would say to describe you
Why have you been unemployed for so long
Can you give me some examples of your skills and abilities
What do people say are your greatest strengths and weaknesses and what do you think they are?
What has been your major accomplishment?
What were you earning in your last job and what level of salary are you looking at now?
Who can we contact for a reference?
What do you feel is necessary to be successful in this job?
Have you ever been fired from a job? Please explain.
Why should we hire you instead of someone else?
When are you available to start work?
If we were to employ you, how long can we expect you to stay?
Are there areas you feel you would like to improve in?
Everyone has lost their temper or had a bad experience with a customer / client at some stage. Can you give me details of when it happened to you and what you did?
What recent training / courses have you undertaken?
What is the biggest project you have worked on?
Give some specific examples of how you practice time management?
How do you go about implementing change?
How do you contribute to, and improve staff and management morale?
Provide an example of how you managed a staff member who continually arrived late, not contributing to the work- load and was bringing down the morale of the team?
Are you considering further studies?
What is your definition of success?
What aspects of a job motivate you?

STARTING & KEEPING YOUR JOB

So You Got the Job
CONGRATULATIONS !!!

Starting a new job can be confusing and difficult because you have a great deal to take in and remember, and of course you may also be a little nervous. It is also unlikely that the first job you get will be your preferred job, however it is likely that it will be a foot in the door, so it is very important that you build on this first step to achieve your longer term goals.

Before You Start

You should receive a letter of appointment/offer and ensure that your conditions of work and salary are clearly stated.

You would expect to see:

- ★ Hours of work
- ★ Leave entitlements
- ★ Salary and salary review period
- ★ Probationary period, which is usually three months but this may be extended at the employers discretion.

If the employer does not send you a letter with this information, contact them and request these details.

Sign this letter and confirm your acceptance by returning it
to the employer **AS SOON AS POSSIBLE**

Your First Day Checklist

- ★ What day do I start?
- ★ What time should I start?
- ★ Have I confirmed who I report to?
- ★ Do I know where I am to report?
- ★ What will I be doing on the first day?
- ★ Will there be an induction/training program?
- ★ Is there a specific dress requirement or uniform provided?
- ★ I will need to provide the following:
 - ★ Tax file number
 - ★ Banking details including BSB, Account number & Branch
 - ★ Superannuation fund details

Some Industrial Relations Information

Industrial relations refers to the relationship between employers and employees. It is a recognition, understanding and respect of each others rights and responsibilities. These rights and responsibilities are generally documented in an **Award** or an **Enterprise Agreement**.

ADVANCING YOUR CAREER

The best way to advance your career is to do your current job as well as you can.

This will give you good work skills, an understanding of the industry and a good reference when you are applying for the next position in your career path.

How can I do my job well?

Your new work environment may be quite different to your previous work environment and it is important that you don't expect that processes and protocol will be the same.

Stand back, observe, be flexible and take in as much as you can and you will soon find yourself fitting in comfortably.

Your first day is your opportunity to make a great impression. It is hard for people to get to know you in such a small amount of time, however, the way you present and carry yourself on the first day will make a big impression.

How will I stand out?

- ★ A positive attitude is a great start
- ★ Be consistently punctual and keep absences to a minimum
- ★ Where an absence is unavoidable make sure you clearly communicate this to your supervisor, and / or obtain their permission
- ★ Your ability to get along well with staff
- ★ Show enthusiasm and interest and keep asking questions
- ★ Your initiative and suggestions for improvements once you have assessed the existing processes and have gained the credibility for knowing what you are talking about
- ★ Learning as much as you can about your present job
- ★ Be sincere, don't grovel
- ★ Taking on extra duties and responsibilities when you see opportunities for advancement
- ★ Don't make or receive personal phone calls until you have cleared this with your supervisor and they are aware of your hard work. You should keep personal calls to a minimum and ensure the length of the call is under 3 minutes unless it is an emergency
- ★ Be prepared to stay back after work if necessary
- ★ Try and find ways to get along with everyone, most importantly your team members and supervisor / manager
- ★ Be a team player
- ★ Don't become involved with gossip, stay professional and neutral
- ★ If you smoke enquire about smoking arrangements in your workplace
- ★ Find out where to keep your lunch and personal belongings
- ★ Initially, your opinions in the workplace may not be considered. It takes time to earn respect of employers and workmates, but once earned, you may then be given more responsibility.

How do I Advance in the Job

- ★ Do your very best in your present job. Do a little more than is expected of you and do it cheerfully. Be helpful to co-workers
- ★ Be nice to everybody. The most frequent reason for failure to advance on the job is inability to get along with people.

SOME USEFUL WEBSITES

Lists all jobs managed by Job Network members and houses your own job matching details	www.jobsearch.gov.au
Job Search Sites on the internet	www.monster.com.au www.careersonline.com.au www.careerone.com.au www.seek.com.au www.futurestep.com.au www.humanresources.com.au/hrjobs.htm www.headhunter.net www.employment.com.au www.resume.net.au/ www.hotjobs.com.au www.myfuture.edu.au www.employment.byron.com.au
Profiles of different occupations and careers, and their skill requirements	The Job Guide www.jobguide.dest.gov.au
For an in-depth look at a range of occupations and their education and training pathways	The Good Guide www.jobguide.thegoodguides.com.au
Interviewing techniques & tips	www.job-interview.net
Job Application Cover Letters	www.careerlab.com/letters/
Listing of Recruitment agencies	Recruitment & Consulting Services Association www.ncsa.com.au
Finding a Career Counselor/ Job hunt advisor	Australian Association of Career Counselors www.aacc.org.au www.worklife.com.au/personal/bookmain.html
For information on employment, assistance, jobs, careers, training & working conditions.	Australian Workplace www.workplace.gov.au
For information on traineeships and apprenticeships including rural & regional	New apprenticeships www.newapprenticeships.gov.au www.careerconnections.com.au
Information on Army, Navy & Air Force	The Defence Force www.defencejobs.gov.au
Job vacancies in Australia, NZ & UK	Recruitment Solutions www.recruitment_solutions.com.au
Public Service Positions	www.agsean.freesevers.com/publicpositions.htm
Federal Government position such as Veteran Affairs Centrelink, Federal Police	www.ads.gov.au