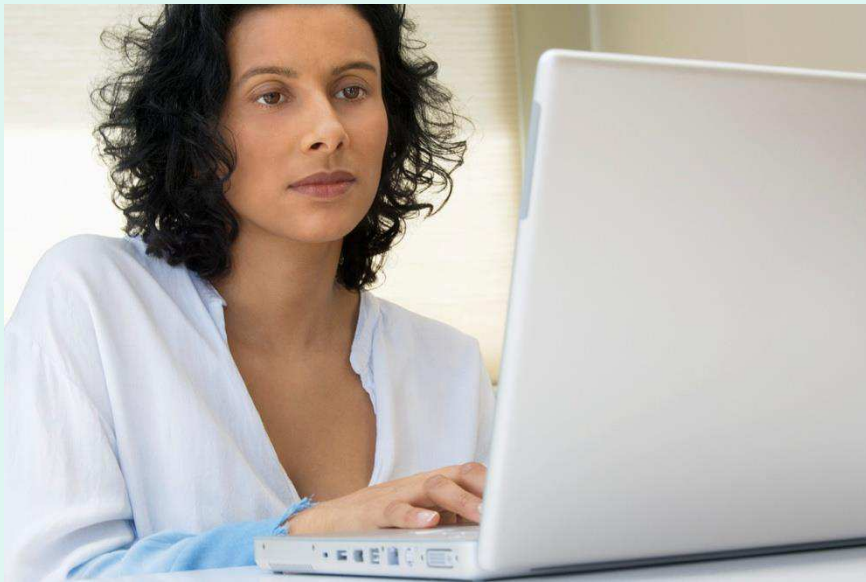


How to Write a CV



Aims and Objectives

Aims

- To be able to produce a professional CV
- To be able to produce a cover letter
- To set up a personal online email account

Objectives

By the end of the session learners will be able to:

- Understand the importance of having a CV
- Recognise a standard, professional layout
- Produce a professional covering letter
- Create an online email account and attach CV

Icebreaker



I would like each of you to tell us your name and to pick a word that you think would describe your best skill or personal attribute

Example: My names Debbie and I'm trustworthy

What is a CV?

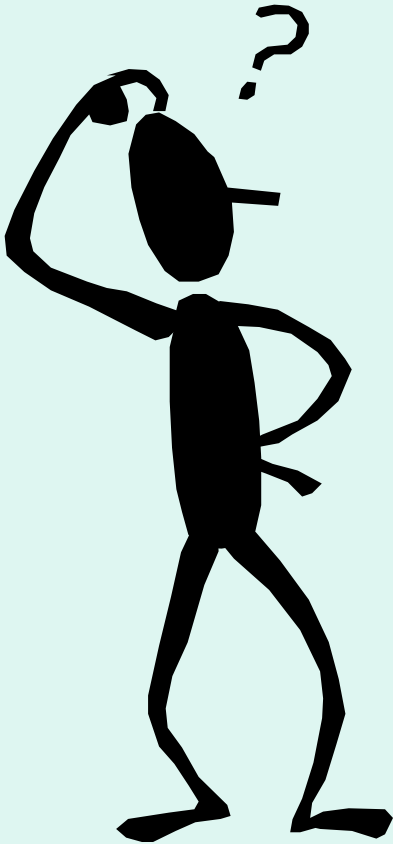
CV is the abbreviation
for

"Curriculum Vitae"

it is Latin meaning

"Course of Life"

A CV is a record of your
personal details,
achievements , skills,
educational, employment
history



Why Bother?

Q. Why bother with the effort of writing a CV?

A. It gives a clear concise record of your key skills, personal qualities, educational and work related history all in one place



How can I use it?

Personal - it is a helpful reference tool when you are being asked questions over the phone by Job Agencies, Job Centre, Benefit agencies etc.

Education / Training - some colleges and training organisations like you to provide a CV before they interview you

Job Hunting - sending it direct to an employer or use as a reference when filling in an application form

Are there different types of CV?

Speculative

Sending your CV to a number of different employers

For example if you have experience of working for McDonalds and want similar employment you could speculate that Burger King, KFC, Pizza Hut etc may have a vacancy you could fill

Targeted

You want a specific job with a limited number of employers

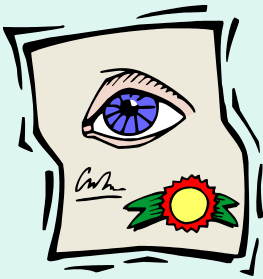
Requested

In response to a job vacancy requesting you apply in writing

Things to think about

It is claimed that a CV gets on average, no more than 30 seconds attention from the reader. In that time you need to gain and maintain their interest and leave them with a clear image that YOU are the person they should choose. It is worth remembering that 50% of jobs are gained by using a CV.

Visual impact



To achieve this you need to take time to think about the choice of words and overall content of your CV. First impressions are vital.

- Use good quality white A4 paper
- Use a clear type font and best print quality
- Ensure the text is well spaced with clear margins
- Key information should be in **BOLD**
- Use simply borders, boxes or bullet points to separate information and topics
- Your CV should be no more than 2 pages long
- It should contain factual information
- Dates should start with the most recent first working backward
- Contain positive and relevant information

Layout

Personal Details

Basic Information Only

- ✓ Full name including preferred title
- ✓ Postal Address
- ✓ Post Code
- ✓ Contact Telephone number Home & Mobile
- ✓ Email address

Ms. Annie Body

123 Some Road, Anyplace, Nowhere, A21 2UR

Tel: 0121 123 4567

Email annie@btinternet.co.uk

- x No photographs
- x Date of birth
- x National insurance number
- x Marital status
- x Number of Children
- x Driving Licence information
- x Health declaration

Using the CV template write your personal details in box 1

Creating a Profile

A profile is an opening statement that details your best qualities and experience. Tailor the profile to meet the work environment you are applying for. There is no room for modesty here - sell your socks off!!

Use the third tense instead of "I" when writing your profile as It presents a profession style and greater impact.

Example:

A reliable, self motivated and experienced call centre operative and receptionist. Working knowledge of banking procedures and data inputting. Excellent communication and organisational skills. Capable of demonstrating versatility and flexibility. A strong team player used to working in a busy environment

You might also like to create a list of Key attributes. These are statements that highlight key characteristics or skills you want show, that have not been detailed in your profile.

Example:

- Ability to forge relationships with a wide range of people
- Customer focused
- Excellent negotiation and mediation skills
- Aptitude for influencing positive change
- Strong leadership skills

Using the list of helpful statements and words see if you can create a profile for yourself using box 2 on the CV template

If you have time some write out some Key Attributes using box 3

Use the examples below to help you create a personal profile and a list of Key Attribute. Think as if you were advertising yourself - selling your best qualities, skills and experiences

If you are still studying

- Successful, and reliable student, a good team leader and reliable working alone.
- High level planning and presentation skills, getting on well with staff and students .
- Hardworking student, with successful study in Business and IT.
- Responsible and trustworthy Tourism student with good organisation skills.
- Training in Brickwork and Construction, high level of practical and IT skills.
- Good time keeper, natural leader, excellent at encouraging the rest of the group.

Your Character

- Strong team leader with good interpersonal skills.
- Good leadership skills, excellent at encouraging and motivating others.
- Responsible, reliable and hardworking .
- Highly motivated when working alone with ability to work well in a team.
- Friendly and calm with the public, good listener and a responsible team member.
- A creative individual with excellent listening skills and a good sense of humour.
- Excellent communicator who easily establishes relationships with others.
- Self motivated, conscientious and reliable, with excellent attention to detail.
- Outgoing and confident communicator, self motivated and organised worker.
- Enthusiasm to accept challenges and responsibility.
- An honest and friendly individual with a pleasant and accommodating attitude.

Your Experience

- Up to date experience in technical work and electrical maintenance.
- Over two years experience with up to date customer service and care skills.
- Experienced cashier in food retail environment.
- Excellent public relation skills working with a variety of client portfolios
- Skilled call centre operative with high level of keyboard speed and accuracy
- Successful Sales operative, with proven record of consistent high sale records.
- Confident and experienced multi drop driver with three years experience
- Used to a pressured and constantly changing environment

Personal Qualities

Adaptable	Perceptive	Willing
Imaginative	Thorough	Creative
Precise	Caring	Efficient
Energetic	Intelligent	Honest
Determined	Committed	Courageous
Dedicated	Assertive	Responsible
Supportive	Sensitive	Persistent
Productive	Trustworthy	Warm
Humorous	Strong	Flexible
Analytical	Diligent	Intuitive
Kind	Generous	Thoughtful
Responsive	Open	Helpful
Encouraging	Approachable	Hardworking

Action words

Administering	Advising	Analysis
Assessing	Approving	Assembling
Building	Budgeting	Completing
Combining	Collating	Classifying
Co-ordinating	Conceiving	Consolidating
Creating	Constructing	Consulting
Calculating	Determining	Detecting
Defining	Delivering	Demonstrating
Devising	Developing	Diagnosing
Distributing	Encouraging	Establishing
Expanding	Formulating	Gathering
Identifying	Illustrating	Improving
Initiating	Instructing	Introducing
Investigating	Launching	Leading
Liasing	Managing	Marketing
Motivating	Maintaining	Networking
Navigating	Obtaining	Opening
Organising	Performing	Planning
Preparing	Presenting	Processing
Producing	Promoting	Providing
Recommending	Recruiting	Recording
Reducing	Refining	Researching
Rewarding	Restoring	Referring
Servicing	Selling	Solving
Selecting	Teaching	Testing
Training	Transforming	Translating

Work History

- ✓ Start with your present or most recent job and work backwards
- ✓ Emphasis should be placed on your current or last job - unless you are considering a career change
- ✓ Highlight key responsibilities and main achievements
- ✓ Remember voluntary, work placement and casual jobs can be used if your employment history is limited
- ✓ If there is a gap between jobs see if it can be filled with a positive statement for instance re -training, home-maker.....
- × Only provide recent history - don't go back too many years in any detail
- × Do not give reasons for leaving job
- × Be accurate and honest it may be checked
- × If you have never worked use a key responsibility and achievement list instead

Group Exercise

Annie has seen a job advertisement placed by the Nilton Hotel Group looking for a trainee reception duty managers



Are you Focused on Customer Satisfaction?

Used to a busy and stressful workplace?

Can you make decisions and show leadership?

Here at Nilton Hotel Group we pride ourselves on the quality of our service and staff

If you think you have got what it takes to become
A Trainee Reception Duty Manager Send your details to:

Mr O Tellier Manager Nilton Hotel Group

PO Box 330

No Where

Look at the list of Jobs Annie has done - Which 5 do you think she should put on her CV

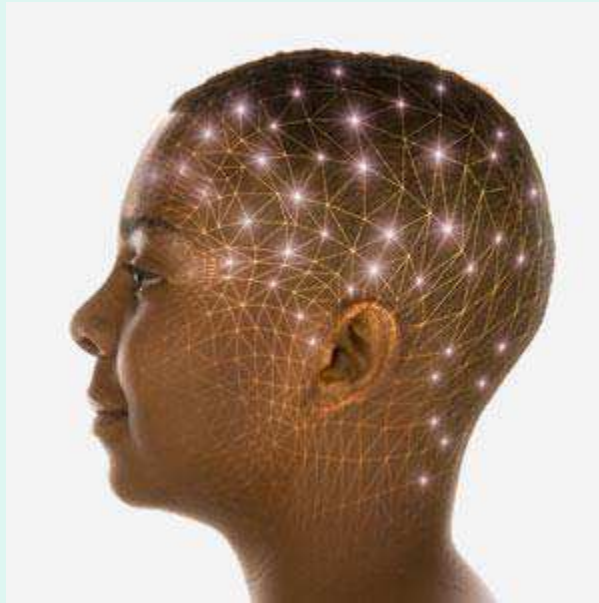
1994	Wilmot's Screw Factory	Screw Packer
1994	Pups Kennels	Kennel maid
1995	Daily Maids	Cleaner
1995	Mc Donald's	Grill Assistant
1995	Snooker 4U	Receptionist
1998	HG Hotel Group	Booking systems Clerk
2002	Maxim Insurance	Receptionist
2004	Lloyds TSB Birmingham	Call Centre Operative
2005	The Drunken Toad	Barmaid evenings
2006	Burger King	Saturday Counter operative

Education & Training

- ✓ Start with your qualifications - detailing the most recent first and working backward
- ✓ Provide date, subject, grade and awarding body
- ✓ Remember the information you provide may need to be backed up with evidence at a later date
- ✓ Training and development should be relevant to the job
- ✓ When listing IT software packages provide the exact one e.g. Microsoft PowerPoint
- ✗ Do not be tempt to list everything you have done thinking this will impress - stick to what would be useful in this particular role
- ✗ Do not provide names of tutors and/or address detail of educators as they are unnecessary
- ✗ Do not show exams or training that indicate an unclassified or failed outcome

Freethink Activity

What is a Freethink?



- All group members contribute ideas
- Ideas will be recorded on the flipchart
- After contributions are made, the group are able to explore their answers

Freethink

- Which skills and training would Annie select to put on her CV?

Exercise- Education & Training

Pentad 80 line switchboard training
Customer Service NVQ 3
Credit Card Transaction procedures
Mathematics GCSE B
Religious Studies GCSE F
Manual Handling
Cup cake making Entry Level
Basic Dog Training
First stage dog grooming
Microsoft Word
Excel spreadsheet
Business Studies GCSE A
Fork Lift training
Certificate in arts and crafts
Professional Telephone Skills
Applied science
Business & Administration NVQ 2
Dealing with complaints and aggressive customers
National Banking Procedure
Health & Hygiene Certificate
Bird handling and small animal care
English GCSE A
Food Safety
Introduction to holistic therapies
Understanding kitchen fire hazards
Licensing laws for bar staff
French GCSE A*
Counselling skills

Interests and References

- ✓ Only consider providing details of your interests if you think they are relevant to the work for instance if your CV is for a kennel worker it may be helpful so say you have a dog and enjoy caring for it.
- ✓ If you are a member of a Governing Body, a Director of a Charity or in the Territorial Army it would be prudent to mention this
- ✓ If the position has a lot of driving involved you could use this to say that motoring is a hobby but it is best matched with the statement that you have a clean licence too.
- × Beware of listing too many interests on your CV as this may be off putting to a potential employer
- × High risk sports and activities may sound exciting but may also raise questions about the risk of injury
- × Think carefully about providing the name and address of referees, as these may change - make a simple statement such as "referee details on request" will suffice

Example Curriculum Vitae

Ms. Annie Body
123 Some Road, Anyplace, Nowhere, A21 2UR
Tel: 0121 123 4567
Email annie@btinternet.co.uk

Personal Profile

A reliable, self motivated and experienced call centre operative and receptionist. Working knowledge of banking procedures and data inputting. Excellent communication and organisational skills. Capable of demonstrating versatility and flexibility. A strong team player used to working in a busy environment

Key Attributes

- Ability to forge relationships with a wide range of people
- Customer focused
- Excellent negotiation and mediation skills
- Aptitude for influencing positive change
- Strong leadership skills

Employment Summary

2004 - present	Lloyds TSB Birmingham	Call Centre Operative
2002 - 2004	Maxim Insurance	Receptionist
1998 - 2002	HG Hotel Group	Booking systems Clerk
1995 - 1998	Snooker 4U	Receptionist

Education

2004	Customer Service	NVQ 3	RSA
2002	Business & Administration	NVQ 2	RSA
1994	Mathematics	GCSE B	
1994	English	GCSE A	
1994	Business Studies	GCSE A	
1994	Spanish	GCSE A*	
1994	French	GCSE A*	

Training

Pentad 80 line switchboard > Lotus note > Microsoft Word > Excel spreadsheet > E-mail and internal networking communications > Professional Telephone Skills > First Aid at Work > Dealing with complaints and aggressive customers > National Banking Procedure > Credit Card Transaction procedures

Interests

I am fluent in French and Spanish and am a member and team leader of VOLHOL; a Charity that combines voluntary work abroad with peoples annual holidays

Reference available on request

Completing CV template exercise



- Please use the template to complete your own personal details. To help you do this have a look at the examples provided...

Box 1
Personal Details

Box 2
Personal Profile

Box3
Key Attributes

Box 4
Employment History

Box 5
Education

Box 6
Training

Box 7
Interests

Covering Letter

Always send your CV with a Covering Letter Attached.

The key to letters is to keep them brief, get across the important points and let a positive, enthusiastic personality shine through.



The tone of your letter should respond to the tone of the advertisement. If that seems relatively formal, follow their lead, but be careful to avoid using language you wouldn't normally use; it's all about the real you.

In the first paragraph, get across what vacancy you're applying for, and where and when it was advertised.

In the second paragraph, let them know how your interests and abilities link to the needs of the company and why you want to work for them.

In the third paragraph, without being repetitive, summarise your main strengths (keeping them relevant), let them know when you can start work and conclude with a confident: 'I look forward to hearing from you'.

Before sending it off, check for errors and make sure the appearance and tone feel right throughout.

Example Letter

Ms. Annie Body
123 Some Road
Anyplace
Nowhere
A21 2UR

19th April 2006

Mr O Tellier
Manager
Nilton Hotel Group
PO Box 330
No Where

Dear Mr O Tellier,

I am very interested in applying for the position of Trainee Reception Duty Manager as advertised in the Evening Mail on 18th April 2006.

Attached for your attention is my CV. You will note that I have experience in reception work, data inputting and credit card transactions, which I believe would be useful skills in this role. In addition, I am currently learning German and believe my other language skills could be useful when dealing with International customers.

Nilton Hotel Group is known for their excellent staff training and progression routes which are of particular interest to me. My current role at Lloyds Bank is due to end on 28th April 2006 due to the call Centre being relocated to Delhi India . Due to this I can commence new employment without working any notice.

I am a team leader for a charity that takes holiday makers to European destinations to volunteer part of their time to community projects. I use my two weeks of annual leave to do this as I feel it helps me to build good leadership skills. I have recently been nominated for "Best Group Team Leader" award for my efforts in upgrading a rural Community Centre in southern Spain.







I trust the information provided has been of interest and I look forward to hearing from you in the near future.

Yours sincerely

Annie Body

Ms A Body

Checklist

-  Keep your letter to one side of good quality, A4, plain, white paper and use black ink.
-  Unless a handwritten letter is requested, word processed is best Aim for no more than three or four paragraphs and keep sentences short.
-  Make sure you've got good, wide margins and put two line spaces between each paragraph to make it look neater.
-  Make sure your letter has both your address and the prospective employer's address at the top. If known, address the letter to a named person, i.e. the one who advertised the vacancy. If no particular name was mentioned, 'Madam/Sir'.
-  If the letter is addressed to a named person, end it with 'Yours sincerely'. If not, use 'Yours faithfully'.
-  After this, don't forget your signature.

Demonstration



The most successful method of presenting your CV to potential employers is by the use of online email accounts.

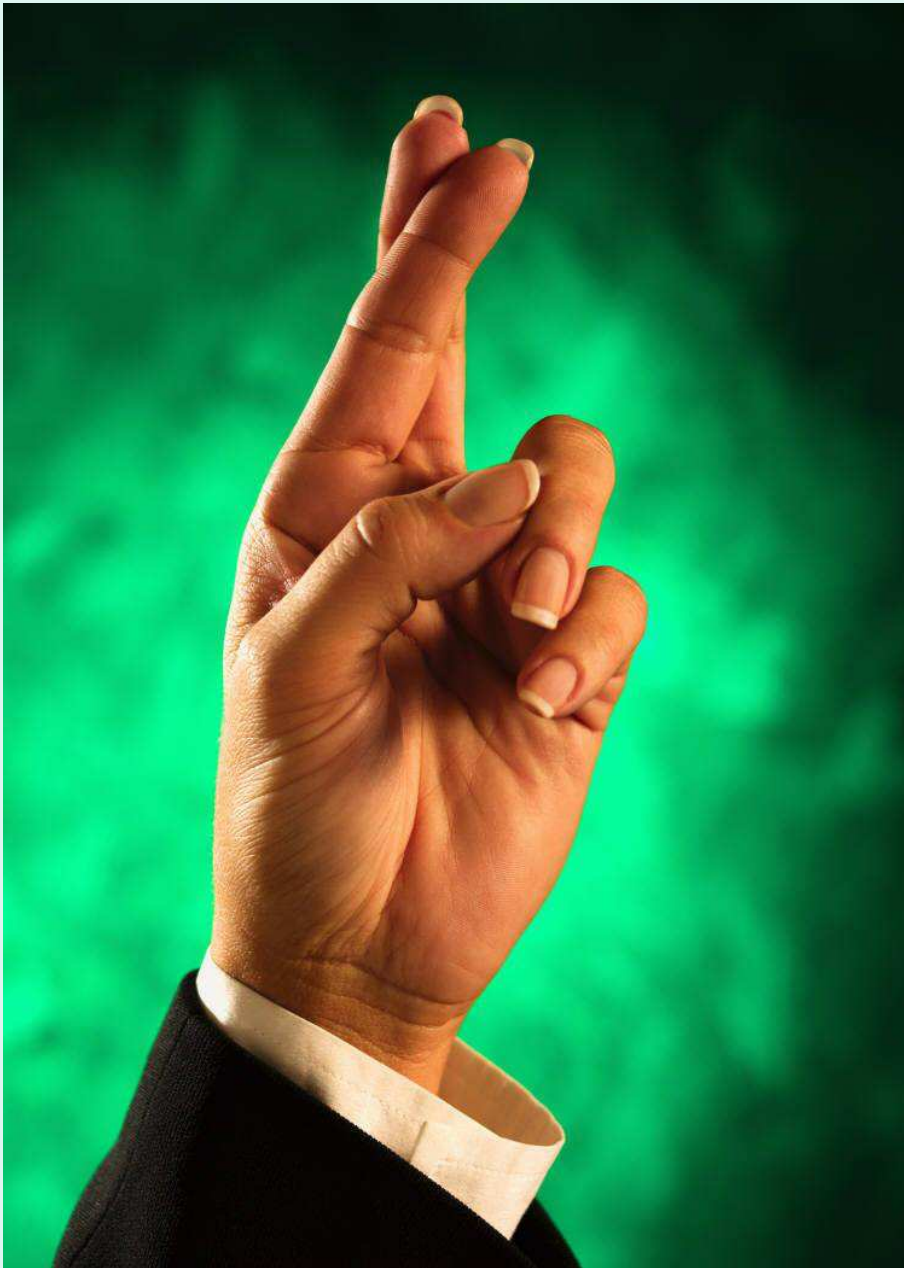
We will now demonstrate how to create an account and attach your CV

Group workshop



- One hour session to consolidate today's learning
- Please feel free to ask any questions...

Good Luck



Evaluation

What did you hope to gain from the session?

.....

Has the session been of help?

.....

What was the most useful thing you have learnt?

.....

What was the least useful thing you have learnt?

.....

Have the Handouts been useful?

.....

Do you have any other comment you would like to make about the session?

.....

.....

.....

Thank you for taking the time to complete this form