

# Applying for a Job (session 1)

- Analysing the Job
- About Resumes
- About Cover Letters
- Create a Resume & Cover Letter

**Learning Intention:** The learner has an understanding of how to write an accurately formatted and comprehensive cover letter and resume, communicating all aspects of themselves to the employer

*(This session could be delivered in partnership with an external agency i.e JSA/DES provider or HR department)*

## Analysing the Job

There are many clues within the job advertisement which can help you write your cover letter and also prepare you for the interview questions.

The following example has all the key words circled which describe the job.

### *Example:*

#### Job Advertisement - Reception Team Member - Quest Southbank



## Reception Team Member

A great opportunity exists for a highly motivated young person to join the Reception team at Quest Southbank - Melbourne!

The successful applicant would need to have 7 day availability and would be required to demonstrate:

- A passion for providing friendly personalised customer service
- Time management skills
- Excellent communication skills with guests
- Enjoys working in a team environment
- Excellent work ethic and reliability
- A genuine interest within the hospitality industry
- **MUST** have previous experience in a similar position

If you meet these criteria and would like to be part of our team, please forward your resume.

**\*\*Only successful applicants will be notified.**

## **Activity 6**

### **Power Words/Statements**

Power words/statements describe you, your values, your attitude and approach to employment. These words can be used on your resume to describe your personal attributes.

Target your power words to reflect the industry you are applying for:

#### **Examples:**

1. **Customer Service position** – friendly & engaging phone manner, good people skills, interested in helping people etc.
2. **Carpenter** apprenticeship – ability to measure accurately, hard working and enthusiastic about the building industry, willing to learn new skills

***Here are some of samples of power words/statements you can use:***

active	adaptable	ambitious	assured	attention to detail	calm
caring	cheerful	considerate	conscientious	hard working	consistent
creative	credible	dependable	determined	diligent	diplomatic
discreet	dynamic	eager	efficient	energetic	enterprising
enthusiastic	excellent	flexible	focused	generous	happy
honest	independent	industrious	knowledgeable	level-headed	loyal
mature	methodical	motivated	open	passionate	persistent
practical	productive	professional	punctual	quick-learner	realistic
receptive	respected	resolute	responsible	self-starter	sincere
steadfast	studious	tactful	team player	thoughtful	tough
trustworthy	unbiased	vigorous	warm	willing	

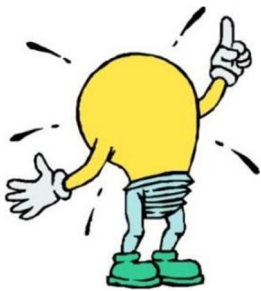
#### **Group Exercise; Brainstorm Power words for the following industries!**

- a. Fashion Retail
- b. Apprentice Horticulture
- a. Administration Assistant

# About Resumes

## Why are Resumes so important?

- They are expected for almost all types of jobs from Clerk to Chief Executive Officer
- They serve as a focus for and will help you to improve your interview
- It is easier to discuss your skills and abilities when they are written down
- Resumes allow you to have all the facts in the one place
- They can make you appear more professional than another candidate



### Tips for a Winning Resume

- ❖ Use computer (no handwriting)
- ❖ Font size – 11 or 12 point (black)
- ❖ Include all current contact details
- ❖ Focus on your strong points but never exaggerate the truth
- ❖ Use clean white A4 paper to print on
- ❖ Explain gaps in employment history (travelling, parenting, studying etc)
- ❖ Do not give family or close friends as referees unless there are no alternatives
- ❖ Include accomplishments, awards and achievements
- ❖ Date of birth, place of birth or marital status, do not need to be included
- ❖ **SELL YOURSELF!** After you leave an interview or hang up the phone, your resume is the only piece of information about you that the employer keeps!
- ❖ Have someone proof read your Resume for mistakes or information that may have been overlooked.

# Matthew Richards

12 Orchard Grove  
Highfield 3023

mob: 0412 566 310

email: matthew.richards@gmail.com

## Career Objective

I am seeking the opportunity to expand my skills, knowledge and experience in a junior role.  
I am eager to learn and open to tackling a range of tasks.

## Achievements & Abilities

- Completed basic first aid
- A team player, able to motivate
- Organised and pay attention to detail
- Take pride in work and always achieve tasks to high quality
- Knowledge and practical use of personal computer including word processing, spreadsheets, email and websites
- Current driver's license

## Education & Employment

### Education

Year 10, Highfield Secondary College, 2011

English	Pass
Social Science	Credit
Mathematics	Pass
Biology	Credit
Geography	Pass

### Work History

After School Care Assistant (volunteer), Highfield Primary School, 2010 to present

**Core skills:** assistance with activities, general administration

### School Work Experience

Reception and office duties, Sunnysdale Shoes, June 2010

**Core skills:** telephone skills, word processing, filing, general office duties

## Interests

- Swimming
- School basketball team member - premiership team in 1999, 2000 and 2003
- Computer Clubhouse member

## Referees

### **Jenny Small**

After School Care Manager, Highfield Primary School

Mobile: 0455 676 102

### **Terry Underwood**

Teacher, Highfield Secondary School

Phone: 03 9567 4444

Example of resume that has all the important elements

**Matthew Richards**

**D.O.B. 18.02.1988**

Provide your full name (or the name you like to be called) not just your initials

You don't legally have to include your date of birth - it's up to you whether you want to

## Personal Details

**Address:** 12 Orchard Grove, Highfield, 3023

**Mobile:** 0412 566 310

**Email:** matthew.richards@gmail.com

Provide your usual postal address, including the postcode

Provide your daytime phone no. (home and/or mobile). Make sure your phone has a clear voicemail message or that there is someone available to take a message for you

Provide an email address (it looks more professional to use an email address with your name in it, rather than one you use with friends e.g. **sugar coated@hotmail.com**)

## Career Objective

I am seeking the opportunity to expand my skills, knowledge and experience in a junior role. I am eager to learn and open to tackling a range of tasks.

- A career objective explains what you're looking for and what you can offer. It shows that you've thought about what kind of work you want to do
- Even if you're just starting out, it's good to write down what you would like out of a job and what's the best thing you can offer
- Keep it brief (one or two sentences). It can be written to suit each job you apply for or it can be more general to suit your overall career or job goals

## Achievements & Abilities

- Completed basic first aid
- A team player, able to motivate
- Organised and pay attention to detail
- Take pride in work and always achieve tasks to high quality
- Knowledge and practical use of personal computer including wordprocessing, spreadsheets, email and websites
- Current driver's licence

### Achievements

- Include any formal achievements e.g. awards or certificates such as First Aid, a music or sport qualification
- Now think about more informal achievements (things you're proud of) based on your activities, hobbies and interests both in school and out of school e.g. clubs you belong to, tasks you help out with at home or in the community

### Abilities

- Jot down things that you do well (think about what other people say)

## Education & Employment

### Sample (A)

#### Education

Year 10, Highfield Secondary College, 2004

#### Work History

After School Care Assistant (volunteer), Highfield Primary School, 2004 to present

#### School Work Experience

Reception and office duties, Sunnydale Shoes, June 2003

You can list your subjects and results or just name the last year of school you completed (where and when) – it's up to you

- Include any relevant work experience (position, name of employer and length of employment) and if relevant list skills and achievements for each job. Start with the most recent and work back from there

### Sample (B)

#### Education

Year 10, Highfield Secondary College, 2004

English	Pass
Social Science	Credit
Mathematics	Pass
Biology	Credit
Geography	Pass

#### Work History

After School Care Assistant (volunteer), Highfield Primary School, 2004 to present

**Core skills:** assistance with activities, general administration

#### School Work Experience

Reception and office duties, Sunnydale Shoes, June 2003

**Core skills:** telephone skills, word processing, filing, general office duties

#### Interests

- Writing a bit about what you do in your spare time helps an employer get to know you. It's another chance to draw attention to your abilities and achievements
- Include things like team memberships, long-term interests and any informal training you've done through a social club or community group

#### Interests

- Swimming
- School basketball team member - premiership team in 1999, 2000 and 2003
- Computer Clubhouse member

#### Who can be a referee?

Someone who knows you well, like a colleague, team-mate, coach, mentor, teacher or another member of the community you've worked with or helped out

#### Referees

##### Jenny Small

After School Care Manager, Highfield Primary School

Mobile: 0455 676 102

##### Terry Underwood

Teacher, Highfield Secondary School

Phone: 03 9567 4444

#### Including referees

Make sure you provide up-to-date contact details of your referees and always make sure you have permission before including them in a resume.

It also helps to tell referees a bit about the job you're applying for so they can think about how your skills and abilities will be relevant

#### Written reference enclosed

#### Written references

Written references are very useful to add to your resume to highlight your skills. Ask potential referees to write you a reference that describes your best skills and qualities



## **Activity 7**

Following the principles of a 'good' resume in the previous exercise, see Christopher Smith's resume and brainstorm with your students –

- ❖ what's right with it;
- ❖ what's wrong with it; and
- ❖ what's missing?

Highlight any spelling/grammatical errors.

# Christopher Smith

Phone: 5462 00000

Mobile: 0721 660008

## **Objective**

My objective in life is to climb as hi as I can in whatever I choose to do in life, family, career = happiness.

## **Experience**

### **Sales Assistant**

- Meeting sales targerts
- Customer services
- Problem solving
- Visual Merchandising
- Customer follow ups

### **Sales Representative**

- In store sales and quoting
- Highest achievement on sales
- Installation of Audio & Visual in homes and business.
- In home quoting was a big part of how I am during the sales process.

### **Family run business – Customer Service**

- Customer Service and using the register to take payment
- Preparation of food daily – and orders for Wholesale Customers
- Ordering of Stock for the restaurant
- Managing Staff memver.
- Cleaning of Kitchen and restaurant area.
- Small levels of book keeping and processing of Invoices for payment.

## Education

- Victorian Certificate of Education Completed
- Gained award for Graphic Arts

## Interests

Landscaping, tiling, deck work ect, Sports – Soccer and AFL, I love audio and visual entertainment and as a hobby I enjoy learning about all the new technology, especially the hi-fi department. An interest in motor sport, also enjoy to surf for relaxation, Most of all I love being with my wife and daughter. I also love playing the drums. I also love food and dancing.

Football best and fairest awards

## Language

Fluent in Both English and Geek.

## Reference

# About Cover Letters

The aim of a cover letter is to highlight your skills and attributes. It needs to address the skills required to do the job. It needs to be no more than one page.

## How to highlight your skills and qualities if you don't have work experience:

Even though you may not have had work experience you still can use your cover letter to highlight the skills, abilities and experience you've gained through school, training or voluntary positions. You will need to write only 1 or 2 paragraphs that describe your qualities.

See the following examples:

- Your relevant experience specific to the job

### Example

*"I have two years' experience with all aspects of customer service and retail sales gained as a part-time volunteer with the Salvation Army's 'Savers' program"*

- Your key skills, qualities and abilities specific to the job

### Example

*"I have hands-on experience with a range of computer applications and I work well with others in stressful situations."*

- Your relevant qualifications or training/academic track record specific to the job

### Example

*"My studies have focused on mathematics and science, and I took additional applied maths and chemistry electives in Year 11."*

## When applying for a specific position, ensure that you include:

- The Job Title as it was written in the advertisement and the company's name
- What it is about the job or company that appeals to you
- Your skills and qualifications and use 'power words'
- Ask for an interview. Don't be shy - this shows you are enthusiastic about the job



## Helpful Tips:

- ❖ Make sure your cover letter addresses each of the key skills and requirements of the position
- ❖ Use your resume to back up and expand upon the key points in your cover letter
- ❖ List your key selling points in bullet form to make them easy to read
- ❖ A personal touch will help you stand out from other job applicants (e.g. briefly explaining why you think you would fit in with the company culture, how much you like the company's products/services)

# Important Elements to write in a Cover Letter

**Current Date**

**Your Full Name**

**Your email contact address**

**Your phone/mobile contact nos.**

**Name of the Employer**

**Position**

**Address**

**Suburb Postcode**

- **Always include** the Job Code No. and Position Name. If it is a multi-site organisation like McDonalds or KFC they will not know which site you are applying for.
- Centre it and bold type to make it stand out and easy for the employer to read

**Position name/Job Code No.**

**Dear Sir/Madam**

- **Important** because many names are unisex like Chris, Alex etc

Make sure the information you write responds to the job advertisement

Include a list of skills that will enable you to do the job, why you would like the job and respond to the key words within the job advertisement

Always refer to your resume and make sure that the career objective within the resume relates to the job you are applying for.

- **Important** do not sign off with a negative...use any of the other suggested responses

***"Please do not hesitate to contact me"...***

"I look forward to hearing back from you soon"

"I look forward to your early response"

"I am happy to make myself available for an interview at your convenience"

**Yours sincerely**

- **Most popular sign off; use your full name and include your signature**

***(include your signature)***

**Your full name**

## **Activity 8**

Which of the two sample Cover Letters incorporate all the elements of writing a 'good' cover letter



### **Sample 1**

12 Orchard Grove  
HIGHFIELD VIC 3023  
Mobile: 0412 566 310  
Email: matthew.richards@gmail.com

1 April 2012

Martin Burn  
Personnel Manager  
256 Little Street  
HIGHFIELD VIC 3023

Dear Martin

I wish to apply for the position advertised The Age on October 2012.

I am attaching a copy of my resume which will provide you with an overview of my experience and training.

I would be very pleased to discuss my application further with you at your convenience. Please contact me at the above address so that I can provide you with any additional information you may require.

Yours sincerely

*Mat*

Matthew Richards

Sample 2

12 Orchard Grove  
HIGHFIELD VIC 3023  
Mobile: 0412 566 310  
Email: matthew.richards@gmail.com

1 April 2012

Martin Burn  
Personnel Manager  
Paws Unlimited  
256 Little Street  
HIGHFIELD VIC 3023

Dear Mr Burn

**Re: Administrative Assistant for Paws Limited/Jobcode No. 6773**

I am very interested in the position of Administrative Assistant for Paws Unlimited, advertised in the Weekly Times on 20 April 2012.

I am very familiar with your product line (I have been using your flea shampoo on my dog for the past three years). I have a range of administrative skills and experience to match the position you describe, including:

- Hands-on experience with a range of office programs including Microsoft Word and Excel, and the ability to learn new applications with confidence and ease.
- attention to detail and the ability to complete tasks quickly and efficiently.
- Experience in working in an office environment gained through my high school work experience programs (e.g., reception, filing, mail management, typing)
- The ability to learn new tasks and adapt my skills to a range of work situations (I was organising my manager's busy diary after only five minutes' instruction).

I am pleased to offer these skills and abilities to a business that provides products that I not only use regularly, but fully endorse. I am confident that I would be able to promote your products to new and current customers through every aspect of the work and tasks that I undertake.

Enclosed is my resume for your review. I believe I am an excellent candidate for this role and look forward to meeting with you to discuss this position further.

Yours sincerely

*Matthew Richards*

Matthew Richards