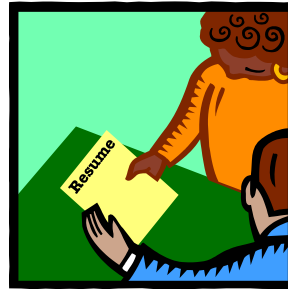


Resumes, Cover Letters, and Interview Tips



Presented by:
Staffing Branch – Corporate Support Services
The City of Winnipeg

TODAY'S AGENDA

- Building your Resume
- Creating a Cover Letter
- Interview Tips

**YOUR RESUME FORMS THE FIRST IMPRESSION
A POTENTIAL EMPLOYER HAS OF YOU!**



WHAT IS A RESUME?

- Summary of your **education, experience, skills and accomplishments**
- **Marketing tool** to promote yourself
- Your **ticket** to an interview where you can sell yourself!

WHAT TO INCLUDE:

1. Profile/Objective
2. Accomplishments
3. Work Experience
4. Employment History
5. Education
6. Other Professional Development/Training
7. Professional Affiliations/Groups
8. Personal Interests (Optional)

1. PROFILE/OBJECTIVE

- 3-5 sentences in length
- Focus on your knowledge, job skills and strengths
- Tells employer what you are like to work with/what you are looking for

e.g. 'Professional administrator with financial and marketing training and experience – strong interpersonal and communication skills with ability to work under pressure and meet deadlines.'

'Customer focused individual with retail and food industry experience – strong communication and interpersonal skills, with ability to produce strong results.'

2. ACCOMPLISHMENTS

- Work or Volunteer accomplishments that you are proud of
- Set you apart from the competition
e.g. Recipient of a scholarship to University/College, or an award from work for your contribution to saving the Company money



3. WORK EXPERIENCE

- Identify the skills you have obtained from previous jobs
- Be sure they align with the skills that are important in the job you are applying for
- Identify 2-5 skills and list related work accomplishments under each one

e.g. **'Strong Customer Service Skills'**

- Assisted in the development of a 'Customer Appreciation Day'
- Greeted all incoming customers and directed them to appropriate department
- Handled all transactions in a timely and accurate manner

4. EMPLOYMENT HISTORY

- List most recent employer first, followed by 2-3 previous employers
- Include your job title, Company name, and period of employment

e.g. 2010 to Current - Company XYZ, Executive Assistant
 2004 to 2010 - Company ABC Ltd, Administrative
 Assistant
 2003 to 2004 - Company 123 Inc., Clerk

5. EDUCATION

- List in reverse chronological order
- Include name of degree, certificate, diploma or license
- Indicate if education has been completed or is in progress
- Include name of educational institution



6. OTHER PROFESSIONAL DEVELOPMENT/TRAINING

- Any relevant course/workshop
- Include name of institution
- List in reverse, chronological order

7. PROFESSIONAL AFFILIATIONS

- List any professional or community-based memberships, associations or affiliations
 - e.g. Board Member of the Sesame Street Nursery School Co-op

8. PERSONAL INTERESTS

■ Optional

- Pros: You can show any additional skills that you have that may relate to the job you are applying for
- Cons: Skills may not relate to the job and take up valuable space on your resume

RESUME Do's:

- Should be organized and well-formatted
- Use proper grammar and correct spelling
- Be positive, accurate, fact-based
- Use consistent font style and size
- Should fit the job you are applying for
- Begin sentences with action words (i.e. 'Developed', 'Facilitated', 'Organized')
- Keep to approximately 3 pages in length.

RESUME DON'TS:

- Use “Me” or “I”
- Use slang/abbreviations, be negative
- List personal information (i.e. height, race, age, marital status)
- Include salary information or references
- Exaggerate or misrepresent yourself

WHAT IS A COVER LETTER?

- Introduces you and your resume; why you are the best person for the job
 - Your “First Meeting” with the employer
- Should be included with every resume you submit
- Provides a sample of your written communications skills

WHAT TO INCLUDE:

1. Identify key words from the job posting
e.g. The posting states that the employer is looking for someone with “excellent customer service skills.”
 - Describe your customer service skills in your cover letter.

WHAT TO INCLUDE:

2. Learn about the organization!

- What are their interests, values and goals?
- Reflect these in your cover letter
- **Hint:** Check out their website!



WHAT TO INCLUDE:

3. Follow directions on the job posting

- Address your cover letter to the name of the person listed in the posting
- If no name is mentioned, use:
 - 'Dear Hiring Manager' or 'Dear Sir or Madam'

A GOOD COVER LETTER SHOULD CONTAIN:

- **A Heading** (your contact information, date, employer address)
- **Introduction** (greeting, posting #, statement as to why you are writing)
- **Body** (describe your key qualifications and why you are the best person for the job)
- **Closing** (statement, salutation, signature)

COVER LETTER DO'S:

- Address cover letter to a specific person if possible, along with title (i.e. Ms., Mr., Dr.)
- Write in first person (i.e. use "I")
- Proofread several times!
- Keep to approximately 1-2 pages in length; make it clear and easy to read
- Provide contact information
- Describe how you meet the employer's needs and how you can contribute

COVER LETTER DON'TS:

- Use multiple fonts/formats/flashy paper
- Use abbreviations
- Provide personal information (e.g. age, gender, religion)
- Repeat your resume, word for word
- Use exclamation points
- Be overly personal

REMEMBER....DO NOT

- Apply for jobs you are not qualified for
- Exaggerate your qualifications or be dishonest

INTERVIEWS

- Gather information about the applicant
- Help determine if the applicant is suitable for the job they applied for
- Are an opportunity for applicants to learn about the job and the organization

INTERVIEWS ASSESS:

- Job-related skills, knowledge, abilities and experiences
- Job-related education and training
- Motivation and willingness to perform the job

INTERVIEW TIPS

- Research the organization that you applied at (i.e. look at their website)
- Understand qualifications required for job and prepare to discuss how you meet them
- Think about why you want the job
- Bring any documentation with you that has been requested
- Think about potential work situations, and how you might handle those in the workplace

INTERVIEW TIPS CONTINUED...

- Be on time
 - Plan what you are wearing the night before, know where to go/where to park, get there early!
- Turn off your cell phone
- Be polite and courteous
 - The “walls have ears”
- Do not slouch or yawn during the interview; smile, make eye contact, and lean forward while you speak
- Do not chew gum or candy

INTERVIEW TIPS CONTINUED...

- Make a good impression
 - Be professional, but relaxed; be friendly, but not too friendly
- Speak clearly and concisely
 - Don't mumble, speak too softly or loudly
- Dress for success
 - Wear clean, appropriate business clothes, avoid strong perfume/cologne, iron your clothes

INTERVIEW TIPS CONTINUED...

- Pay attention to your body language
 - Don't fidget, bite your nails, shift in your seat
- Listen carefully to the interview questions; if you need the question repeated, do not be afraid to ask
- Think before you speak
- Whenever possible, provide an example of where or how you have demonstrated the skill being asked about (i.e. may be from previous work or volunteer experience).

FOLLOW-UP

- Ask any questions that you have at the end of the interview
- This is your opportunity to interview the employer!
- Questions you could ask include:
 - What is a typical day like for the person in this position?
 - Are there opportunities for me to learn and grow?
 - When do you think you will have a decision made about this position?
- Thank the interview panel for their time, shake hands again before leaving

Remember....

It is normal to be nervous during an interview – try to stay calm and take a deep breath.



Thank you for your time today!

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www.winnipeg.ca/hr