

Agenda

Resume and
Cover Letter
Presentation



Youth Employment Services provides inclusive employment services
for youth between 16 and 29.

Our purpose is to prepare youth in realizing their potential to become self-sufficient.

Resumes

Your guide to writing a targeted resume

Jane Jones

123 Somewhere Street | Winnipeg Manitoba A1B 2C3
Email: jane.jones@gmail.com | Phone: (204) 123-4567

PROFESSIONAL PROFILE

- Motivated, outgoing and reliable individual with experience providing people with quality and friendly Customer Service
- Easily builds rapport with customers by interacting with them and striving to make their experience enjoyable
- Cash handling experience; performed cash, debit and credit card transactions as well as issued change/receipts to customers
- Proficient in Microsoft Office Suite as well as able to operate cash registers and various electronic databases

SKILLS AND EXPERIENCE

Customer Service and Communication Skills

- Welcomed customers in a polite and respectful manner
- Answered customers' questions in person and over the phone
- Communicated on and daily basis with the public acting as the first point of contact for the organization
- Made appointments for customers; rescheduled and cancelled appointments as needed

Organizational and Time Management Abilities

- Sorted and filed customers mailing documentation; mailed copies to required personnel
- Recorded all incoming and outgoing mail, faxes and voice messages
- Prioritized daily tasks ensuring all work met deadlines

Teamwork and Leadership Skills

- Trained and supervised new staff members ensuring they were able to comprehend and perform various tasks
- Participated in weekly meetings; made suggestions to enhance current operations
- Filled in and covered for staff in their absence

EMPLOYMENT HISTORY

Administrative Assistant	Dr. D. Orthodontics	Sept. 2015 – Present
Cashier	7-Eleven	Jan. 2014 – Sept. 2015
Landscaping	Cost Cutter Lawns	May 2011 – June 2013

VOLUNTEER EXPERIENCE

Position	Company/Organization	Month Year – Month Year
Position	Company/Organization	Month Year – Month Year

EDUCATION

Education Level	School	Month Year – Month Year
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References Available Upon Request

What is a resume?

A resume is a **summary** of your:

- Education
- Employment/volunteer experience
- Accomplishments
- **Key** skills that you could bring to a new work place
- If there is more room you can also include:
 - Awards, Interests, “References Available Upon Request”

YOUR RESUME SHOULD NOT INCLUDE...

- Pictures
- Physical description of self
- Age, birthday (DOB)
- Marital Status
- Race or Religion
- **S.I.N. (Social Insurance Number)**



Contact Information

Jane Jones

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Contact Information

ARE YOU CONTACTABLE?

Full name

Mailing address (including postal code)

Phone number(s)

- Voicemail

Email address (appropriate)



Time out!

What Skills to focus on?

- Employers want to see **certain** skills
- You want to be able to tell why they should hire you in 30 seconds



Specialized resume

- Cater Resume to specific job you are applying to
- Do not use same resume for every job
- Research, Research, Research



Job Title: Cashier (C)

Location: 235 VERMILLION RD

Regular / Temporary: Regular

City: WINNIPEG

Position Type: Part Time

Province: MB

Requisition Number: 1057408

Store Number: 0561-SDM

JOB DESCRIPTION:

Key responsibilities of a Cashier include:

- * Maintain the customer service and checkout area for prompt and accurate processing of the customer's order;
- * Merchandise and maintain designated areas;
- * ensure loss prevention systems and procedures are performed according to guidelines



QUALIFICATIONS:

- * Well organized;
- * detail oriented;
- * effective verbal and communication skills;
- * commitment to providing effective customer service;
- * organization and neatness;
- * troubleshooting.

WORK HOURS:

Evenings & Weekends Only

Profile Statements

Jane Jones

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Profile Statements

- Who you are in a nutshell
 - First impression – the first things you want an employer to know about you
- 3 - 5 Statements
- Soft Skills/Hard Skills

Hard Skills VS Soft Skills

Hard Skills

Hard skills are teachable abilities or skill sets that are easy to measure.

Examples of hard skills include:

- Proficiency in a foreign language
- A degree or certificate
- Typing speed
- Machine operation

Soft Skills

Soft skills, on the other hand, are subjective skills that are much harder to measure. Also known as "people skills" or "interpersonal skills," soft skills relate to the way you relate to and interact with other people.

Examples of soft skills include:

- Teamwork
- Communication
- Flexibility



Profile Statements

Who you are in a nutshell

Friendly and energetic individual who works well with all personalities

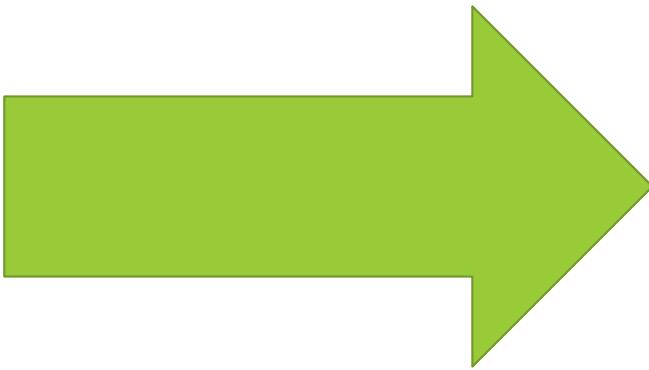
Skills (Hard/Soft)

Excellent customer service abilities and able to provide service with a smile

Demonstrated ability to work a cash register and other store equipment such as phones and photocopiers

Proficient in both English and French Communication

Skill Statements



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Skill Statements

- Highlight your skills
- What you have done/accomplished
- Tasks you have completed
- 3 – 6 per category



Skill Statements

1. Action Verb 2. Responsibility or Task 3. Positive Result (reason for your work)

Weak:

Mowed lawn

Strong (Two Step):

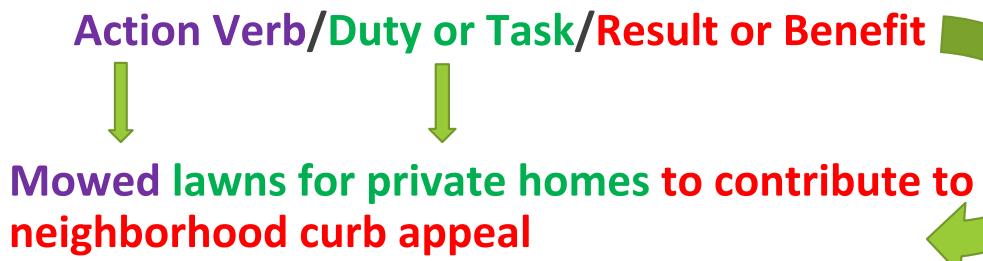
Mowed lawn for private homes

Strong (Three Step):

Mowed lawn for private homes to contribute to neighborhood curb appeal



Skill Statement Break down



Skill Statements

1. Action Verb 2. Responsibility or Task 3. Positive Result (reason for your work)

Weak:

Swept floors

Strong (Two Step):

Swept floors of restaurant

Strong (Three Step):

Swept floors of restaurant to maintain safe and hygienic working environment for both staff and customers



Skill Statement Break down



Chronological

- Highlights your work/volunteer experience
- Shows you don't have gaps in your employment
- Describes responsibilities (relatable) for each position

George Muller

3452 Atlantic Avenue | Winnipeg, Manitoba A1B 2C3
Phone: (204) 767-7676 | Email: George.muller@gmail.com

Professional Profile

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Employment

Administrative Assistance, Dr. D Orthotics

2013 – 2014

- Made appointments for customers; rescheduled and cancelled appointments as needed
- Sorted and filed customers mailing documentation; mailed copies to required personnel
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- Participated in weekly meetings; made suggestions to enhance current operations

Cashier, Buggy Bath

2012 – 2013

- Welcomed customers in a polite and respectful manner
- Trained and supervised new staff members ensuring they were able to comprehend and perform various tasks
- Communicated with staff team on a daily basis and helped out where needed

Community Involvement

Soccer Coach (Seasonal), Deer Lodge Community Centre

2012 – 2014

- Led team practices and taught youth different techniques to play soccer
- Contacted parents/guardians when games and practices were cancelled
- Collaborated with coaching staff and players to enhance the overall team strategy

Education

University 1, Canadian Mennonite University

2014 – Present

Functional

- Highlights skills and abilities
- Good to use if you have or are changing careers or jobs
- Does not emphasize any gaps in employment

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Relevant Skills

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Education

University 1, Canadian Mennonite University

2014 – Present

Combination

- Categorizes your skills and abilities within each job
- Allows for more detailed information on job responsibilities
- Appropriate for someone with **little** work experience or **similar** work experience

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Employment Experience

Administrative Assistance, Dr. D Orthotics 2013 – 2014

Cashier, Buggy Bath 2012 – 2013

Office Clerk, Canada Post 2011

Community Involvement

Soccer Coach, Deer Lodge Community Centre 2012 – 2013

Education

University 1, Canadian Mennonite University 2014 – Present

LAST MINUTE TIPS

Do...

- Keep your resume at **1 page** in length
- List information in reverse chronological order
- Use bullet statements
- Edit and check for spelling/grammatical errors then...**Do It Again**

LAST MINUTE TIPS

Don't...

- Use coloured paper or fancy fonts
- Have anyone else submit your resume for you
- Include irrelevant information, lie or exaggerate
- Use personal pronouns such as I, Me or My



Reference S



References

- Separate document
- Same header as resume/cover letter
- 2 - 3 references
- **Who:** Employers, Volunteer Coordinators or Character/Personal
 - Teachers, family friends, coaches, program leaders
- Make sure to ASK THE PERSON and keep them informed



References (Sample)

John Smith

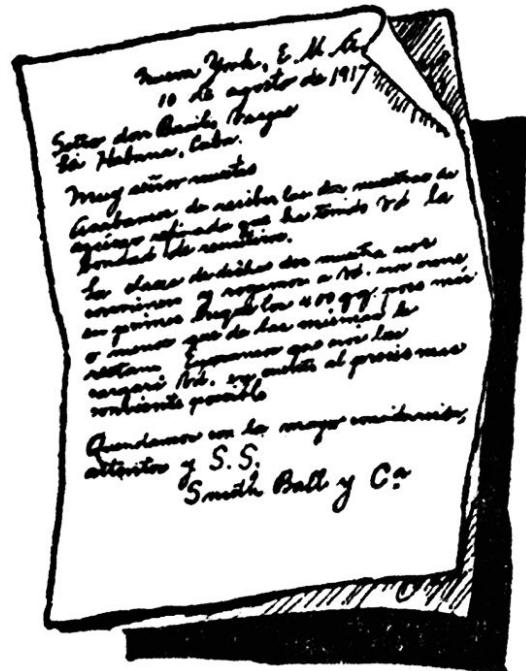
Manager, Youth Employment Services

(204) 987-8661

jsmith@yesmb.ca



Cover Letters



Cover Letters

- Talks about who you are, and what you can bring to an employer
- Always use the language that the job description uses. If they want someone who is friendly and outgoing, write that into your letter (if it's true!)

Cover Letter Formatting

- Use the same header as resume/references
- A cover letter should be no longer than one page with three to four paragraphs
- If possible, address the cover letter to a specific person using Mr. or Ms.
- If applying in person, sign above your typed name at the bottom in pen and attach on top of your resume



Opening Paragraph

Explain why you are writing

I would like to submit my resume for the _____ position with _____ Company. I recently came across this posting on www.companywebsite.com and am excited to apply for this position. With my relatable experience in meeting customers' needs I am confident that I will be a great fit for your customer service team. As well, I currently possess certifications in CPR/AED Level C.



Middle or Body Paragraph(s)

Highlight your experience, skills and qualifications (hard/soft skills)

With over 1 year of experience in providing customers with quality and professional service, I have thoroughly enjoyed helping people in various roles, from answering general inquiries to bringing customers their desired meals. With my eagerness to assist people, I believe I will be a strong asset to _____ Company. I enjoy bringing an energetic and positive attitude to the working environment and strive to make the atmosphere an overall enjoyable place. Furthermore, I am detail oriented, which plays a large part in my ability to organize, whether it is shelves, boxes or desks.



Closing Paragraph

Ask for an interview

I strongly believe that with my skills and abilities coupled with my experience in assisting customers, I will be a strong asset to your team. I welcome the opportunity to further discuss how I can be of benefit to _____ Company. Please feel free to contact me at your convenience at (204) 777-7777 or jane.jones@outlook.com. Thank you for your time and allowing me to submit my resume; I look forward to hearing from you.



Contact

Name Surname
888 Avenue Road | Winnipeg, MB, X0X 0X0
Email@gmail.com | Phone: (204) 888-8888

Date

Their Contact

Hiring Manager
Company
Street
Winnipeg, MB
Postal Code

Dear Hiring Manager,

1

I would like to apply for the _____ position with _____, as advertised on _____. I am confident that my skills and experience will allow me to excel in this position.

2

As you will see from my resume, _____
Write about WHY they should hire YOU.
Talk about skills from your resume that MAKE SENSE for the job you're applying for!

3

I welcome the opportunity to further discuss my experience and interest in working with _____. Please feel free to contact me at your convenience. Thank you for your consideration.

Sincerely,

Name Surname



Cover Letters

- Think of a cover letter as a love letter

Dear Hiring Manager,

I would like to apply for the CASHIER position with **RONA**, as advertised on your company website. I am confident that my skills and experience will allow me to excel in this position.

As you will see from my resume, _____
Write about WHY they should hire YOU.
Talk about skills from your resume that MAKE SENSE for the job you're applying for!

I welcome the opportunity to further discuss my experience and interest in working with **HOME DEPOT**. Please feel free to contact me at your convenience. Thank you for your consideration.

Sincerely,

Name Surname



QUESTIONS?



All the best in your job search!





614-294 Portage Avenue

Winnipeg, MB R3C 0B9

Phone: (204) 987 – 8661

Website: www.yesmb.ca

Office Hours:

Monday – Friday: 8:30 am – 4:30 pm



Youth Employment Services



@YESManitoba



Youth Employment Services (Manitoba)



@yesmanitoba



YES Manitoba