

Job Search Tips for Small Business



Use this guide to help you find the job you want!

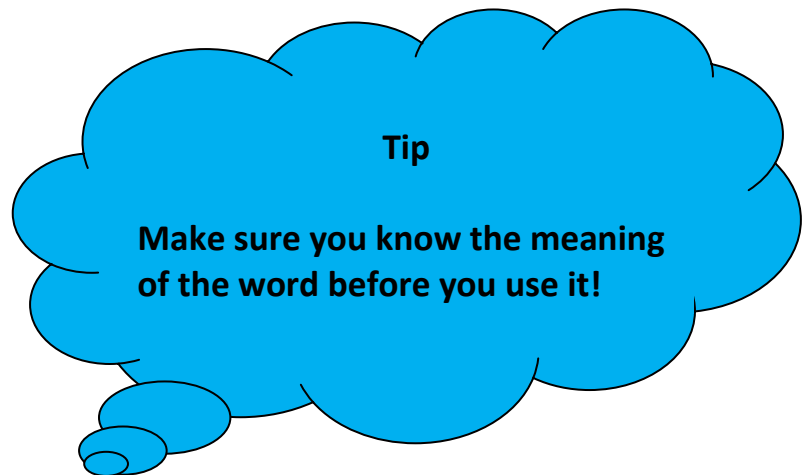
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Key Words and Skills

These words can be included into any interview or application form that you write. If you are not sure what they mean look them up in your dictionary before using them.		
Adaptable	Conscientious	Tactful
Creative	Polite	Friendly
Considerate	Sociable	Organised
Dependable	Confident	Hardworking
Determined	Resourceful	Efficient
Willing	Responsible	Reliable
Helpful	Caring	Flexible
Motivated	Competent	Versatile
Capable	Enthusiastic	Committed
Participated in	Effective at	Experienced in
Consistent	Loyal	Positive
Respectful	Methodical	Honest
Trustworthy	Thoughtful	Perceptive
Compassionate		

Examples of skills that can be transferred easily from one job to another.	
Computer literacy	Awareness of health and safety
Reliability	Good communication
Punctuality	Handling money
Customer care	Initiative
Clean and tidy appearance	Team work



Curriculum Vitae

When is the best time to have a CV drawn up? As soon as you are out of the college you should write your CV. Every six months you need to update your CV to contain the latest information as and when you complete any new degree, training or achievement.

Every time you apply for a new job, you need to re-write the CV which should be totally tailor-made to the job you are applying for. In order to do this you should have researched well in the company's background as well as identified the best personal traits and qualifications which match with the prescribed job requirements. Only then your CV will catch the attention of the prospective employer and you will gain the chance for an interview.

A common mistake is for people to draw up a general type of CV and only change the cover letter and send the companies. Nothing could be more harmful to your chances to get to an interview. Since each job is specific and has special requirements, there is no way how a regular CV can match of all the jobs universally. Rather when the CV is not drawn to highlight your fit to the company, it is summarily rejected without further introspection.

When you apply for a job in writing your aim is to persuade the employer to invite you for an interview. The CV is a useful marketing tool as it gives an employer clear information about your qualifications and work experience at a glance.

You can use a CV when applying for:

- Employment (full & part-time)
- Summer Jobs
- Temporary Jobs
- Voluntary Work

Some employers ask you to respond to an advertisement for a job with a CV and covering letter in place of an application form. A CV is also useful when making a speculative approach to an employer.

There are no strict rules about what should be covered but, as a general guide, your CV needs to include:

- Your **name** (in full)
- Your **address** including postcode
- Your **telephone** number (including area code) and/or you mobile number
- Your **date of birth** (optional).
- **A personal profile:** a couple of sentences describing yourself that helps the employer to form a clearer picture of you and your skills and strengths.
- **Education:** list schools and colleges attended. List the most recent first.
- **Examinations:** list all the exams you have taken, and all the grades you have achieved or expect to achieve, with dates.
- **Work experience:** include any weekend, evening or holiday jobs, including helping out in a business owned by a family or friends. Add work experience undertaken at school – whatever it was – as it demonstrates you are familiar with the work environment, instructions and behaving responsibly. Any voluntary work should be listed.
- **Personal details:** these can include you interests and hobbies which you may be asked to discuss at interview (but don't feel tempted to exaggerate your skills and glamorise your hobbies!)
- **References:** include an academic reference from school or college and one character reference. You should not ask a member of your family to write you a reference. Ask those concerned first before you include their names.

A **CV** or **curriculum vitae** is a marketing tool, it is the way of promoting yourself. Imagine your CV as being a brochure that will list the benefits of a particular service. The service being your time and skills! When writing a CV look at it from your employers point of view. Would you stand out against the competition (the other candidates) and would the manager want to take you for a possible **job**? You have to ask yourself these questions when writing your CV or curriculum vitae.

Networking and interviewing are essential for your job hunt and your CV is just the first step in the job search. However a CV will be your first contact with potential employers and will open the door. If you are invited for an **interview** you would then be in a position to explain and expand on what is in your CV.

So a CV is an essential tool in your **job search**. When applying for a vacancy you generally first have to send your CV to present yourself to the prospective employer.

It is important hence, to have a tailor-made CV for each job you are applying for. It is also important to have your CV continuously upgraded to include each and every aspect of your professional and personal (relevant) growth. You should, for best results, have a master CV in your computer which can be changed at the drop of hat to fit any job requirements so it can be submitted properly. However, the master CV would slowly be polished to contain each and every facet on your professional and personal life. Then whenever you need you can pick those traits which are best suited to a particular job and wait for that interview letter.

Hence, you start writing your CV now, the sooner the better. When you have the CV written down well, your thoughts will also be organized particularly to your strengths and weaknesses and other aspects that you will be able to present better and better. The fact that you have control over the facts will in turn give you increased confidence which will clearly come through in your CV and your interview.

This is the importance of writing a CV in time. The timeliness of having this document ready will unleash a useful circle of processes by which you can only benefit. Do not wait till the last moment before you need to apply to write your CV. When in hurry and under duress, you will tend to leave out many beneficial points which would have otherwise gained you an interview with the company. Be careful in how you invest your time for your future - a small delay may cost you dearly



Tips

- Have your CV typed or word-processed if possible
- Use good quality plain A4 paper
- Keep your CV up-to-date
- Always keep a copy of your CV for your own reference

Examples of CVs

Always remember:

- It is important to set out the CV clearly; we are going to provide you with some examples and templates.
- Your information should be relevant and to the point.

In this booklet we have provided some examples of CVs

Helen Hibson's CV is written from the viewpoint of a student who left school without formal qualifications. However, she has had the opportunity to gain a variety of transferable employment skills through school work experience, an Apprenticeship and the E2E program.

The CV headed **Stephanie Simpson** is written from the perspective of a former Year 11 pupil who has left school after completing her GCSEs.

The CV headed **James Todd** is from the point of view of a BTEC National Travel & Tourism student who is about to enter the job market at the age of 18.

TIP

Each of these CVs can be adjusted to suit your needs. Just follow the main headings and substitute your own personal details.

TIP

Remember the choice of CV layout is personal to you.

Stephanie Simpson
25 West Crescent
Anywhere
ZX5 1AA
(00123) 111222

A hardworking and highly motivated school leaver with a friendly and outgoing personality. Reliable and conscientious. Able to work as part of a team or on own initiative. This has been demonstrated both through work experience at a local garage and in a holiday job at a supermarket.

Education:	2002-2007 Oakhampton Community School			
Qualifications:	Subject	Qualification	Grade/Level	Date
	English Language	GCSE	D	2007
	Maths	GCSE	C	2007
	Double Science	GCSE	C/C	2007
	French	GCSE	D	2007
	History	GCSE	E	2007
	Design & Technology	GCSE	B	2007
	Vehicle Maintenance & Repair	NVQ 1	Achieved	2007
Work Experience:	July 2007	Full time: customer service operative- Safehands Supermarket Duties: customer care, handling cash, stock rotation		
	January-June 2007	Saturday jobs: customer service operative- Safehands Supermarket Duties: customer care, handling cash, stock rotation		
	June 2006	School work experience: Morris MOT Centre Opportunities: observe and assist motor mechanic		
Personal Details:	Date of Birth	01/01/91		
	Interests and Hobbies	Swimming for Anywhere Swimming Club, listening to music, reading horror books, I was also patrol leader in the Guides and regularly help my dad restore his Ford Capri		
References:	Mr J Brown Headteacher Oakhampton Community School Oak Road Anywhere ZX9 3EF		Mrs B Smith Manager Safehands Supermarket 2 The Grove Anywhere ZX8 3JJ	

James Todd
15 Albert Terrace
Anytown
ZX4 3NT
(00123) 444 333

A highly motivated college leaver with work experience in the tourism and retail sector. I am competent and reliable with an outgoing personality. Working with the public and interacting with other staff members means I can communicate effectively at all levels. I quickly adapt to new situations and work well independently as well as part of a team. I recently completed a BTEC National in Travel and Tourism and I am seeking a position where I can develop my broadbased and thorough education within the travel and tourism field.

Education and Training:

2005-2007 Anytown College
BTEC National in Travel and Tourism
The course covered all aspects of travel and tourism including:

- Human Resources • Marketing
- Finance • Conversational French
- Business Systems • Conversational German

2000-2005 Westdene School
8 GCSEs- English Literature (C), English Language (B), Maths
(C), Double Science (C/C), Geography (B), French (C) and Physical Education (C)

Employment:

2005-2006 Saturday job and holiday work, retail assistant at G P Smith in Anytown

- Provided customer service
- Handled cash
- Displayed stock
- Ordered stock for customer via computer

May 2004 Work experience at Clover Castle, Herethere

- Conducted tours
- Dealt with visitor enquiries
- Helped serve food in café

Personal Details:

Date of Birth 01/02/89

Interests I am an active member of an amateur
dramatics club involving both stage
management and acting. I also enjoy
cycling and football

References:

Mr P Stevens
Course Tutor
Anytown College
Spring Road
Anytown
ZX5 6AB

Mrs J Peat
Manager
G P Smith
Tate Road
Anytown
ZX3 7CD

Tip

An alternative to a general personal profile is to target it towards a specific career.

“I am in the second year of a BTEC National Diploma in Health Studies at Anytown College and have very much enjoyed the course. I am now keen to establish a career in either residential care or nursing. My work experience from school and my part-time job have been very useful in giving me an insight into the care industry”

Helen Hibson
29 Finton Crescent
Anytown
ZX3 2PT
(00123) 654 321

A dedicated and motivated hard-working team player who works well with people from all age groups and backgrounds. A good team player who works well independently and has strong customer care skills.

Education:

March – June 2007

Anytown Training Group
e2e Programme

- Gained NVQ 1 in Retail
- Three days a week in work placement experiencing various jobs
- One day a week in college
- Explored career opportunities, with a specific focus on retail through City & Guilds career planning.
- Developed presentation skills through delivery of assignments to other students.
- Gained certificates in Health & Safety, First Aid and manual handling
- Key skills at level 1 in Application of Number, Communication and I.T

September 2001 – June 2006

Slateholme Community School
GCSEs studied include English Language, Maths, Design & Technology and Science

Employment:

June 2007

Retail Assistant – Sporting Allstores

- Developing customer care skills
- Building on product knowledge

March 2007 – May 2007

Retail Assistant – Poshtogs

- Stocktaking
- Window displays
- Developing customer care skills
- Teamwork
- Handling telephone queries

October 2006 –
December 2006

Apprenticeship at Hair-Raisers Salon

- Keeping salon a safe and clean environment
- Working with a varied client group

June 2005

School work experience
Admin Assistant at Sanders Solicitors

- Filing/faxing/photocopying
- Inputting data onto computer
- Reception duties

Personal Details:

Hobbies and Interests

Playing football, reading science fiction, going to the cinema with friends.

References:

Mr J B Slake
Tutor
Anytown Training Group
Wells Road
Anytown
ZX6 8PT

Mr R Knightly
Manager
Sporting Allstores
High Street
Anytown
ZX8 4PT

John Doe

Address Here
Tel: 01234 567890
Email: ksmall@hotmail.com

OBJECTIVE

EDUCATION

WORK EXPERIENCE

OTHER SKILLS

INTERESTS

REFERENCES

Format Guidelines

- Font: Name @ 14 to 24, Headings @ 12 or 14, Contact Info and General Text @ 11 or 12
- One or two pages (no more!) on 8 ½ x 11 paper. When e-mailing, unless otherwise specified, use .rtf (in Word) or .txt (Notepad)

Name & Contact Information

- Address (permanent and/or current)
- Telephone (home and/or cell)
- E-mail Address – be sure to use an appropriate address (i.e. not an unprofessional sounding nickname)

Career Objective (**Optional – only include when you have a specific objective or interest**)

- Emphasize functional areas in which you seek employment and general level of position you want
- Short and long term objectives may be included
- Be sure to tailor your objective to each position you apply for

Education

- If you are currently a full time student or recent graduate, this section should come at or near the top
- Institution(s) where you studied, city and province (i.e. ON)
- Degrees, diplomas, professional certification
- Concentration: including major and career related subjects
- Scholarships or awards (include dates) – select the most appropriate awards

Employment Experience/Related Experience

- Proceed in reverse chronological order (start with the most recent)
- List job titles, company name, city, province and dates (months or years, not specific dates) of employment
- Indicate level of responsibility and describe duties highlighting accomplishments
- Use action verbs to stress extraordinary accomplishments and skills
- Description MUST be in a bulleted format

Volunteer Experience or Community Involvement

- An important section, especially for students who lack career-related work experience
- Volunteer experiences should be formatted in the same style as work experiences
- Employers look at this section to discern your “Star Quality” (i.e. leadership, initiative, energy)
- Indicate duties performed, level of responsibility, accomplishments, and skills gained

Related Skills

- List specific skills – computer, languages (indicate level of skill), research, technical and report writing
- Include health & safety training (CPR, First Aid and WHMIS)

Interests/Activities/Accomplishments/Extra-Curricular Activities

- Indicate professional development activities
- List additional training and workshops or conferences attended
- Indicate affiliations and memberships in clubs, societies, and career related associations
- If appropriate, consider listing additional activities you are committed to. Not hobbies, but activities that may be a conversation piece in the interview or show high level of commitment and involvement (e.g. organized sports, performance musician, scuba-diving, etc.)

References Available Upon Request

- Reserve references until the interview process (unless the job description asks for references)
- NOTE: Be prepared to provide 3-5 employment, academic, and/or personal references

Covering and Speculative letters

Covering letters:

- A covering letter is sent with your CV. It can make the difference between being successful in your job search or not.
- Covering letters are generally not read during the first candidate selection, but usually they will be read when the candidates have been short listed. Do not waste such an opportunity.
- Always include a cover letter even if the job ad does not specify that one is needed. Occasionally, job ads also specify a hand written cover letter.
- Your covering letter should not be a copy of your CV. Specify some of your cover letter achievements and be sure you know how to handle Covering Letter weakness. (Uncertain as to what you're trying to say here).
- A covering letter is a way of showing your writing and reporting skills.
- Your covering letter should be customised per employer. However, if you are sending a lot of CVs, this task could prove impossible. Try instead to have a covering letter per industry or per area.
- Do not mention salary in your covering letter. If the job ad requests your expected salary then mention a range rather than a specific amount. For example £10k -£15k rather than £12k

Speculative letters:

A Speculative letter can help you uncover the hidden job market.

A Speculative letter should be followed up with a phone call as this will increase your chance of getting your "foot in the door". Hopefully such a phone call can lead to a meeting or interview.

A speculative or apprenticeship letter is used to let an employer know you are looking for work and/or training. Some employers keep speculative letters and CV's on file in case a job opening arises.

Remember that an employer's impression of your suitability for any vacancy will be based on your letter and CV. You are selling yourself, your skills and abilities. Well-written letters can draw attention to good points. Highlight key details about skills and experiences that are most relevant to the job.

Ideally the letter should include:

- Your address and telephone number
- The date the letter was written
- The employer's name and address
- The job for which you are applying
- Your school/college, leaving date and exams you have taken or are taking
- Reasons for applying
- Details of any relevant work experience you have
- Mention your interests. Be prepared to discuss these at the interview
- Details of anything that is enclosed with your letter such as your CV
- The correct ending to your letter.
- If you have addressed the letter to a particular person, end the letter with Yours sincerely.
If using Dear Sir/Madam end with Yours faithfully
- Your signature

Tip

- It is okay to type accompanying letters unless you were asked to reply in your own handwriting.
- Ensure that your handwriting is neat and clear and there are no spelling mistakes.
- Ask someone to check your letter before sending it, to see if you have missed out any useful information.

Example of a Covering Letter

29 Finton Crescent
Anytown
ZX3 2PT
(00123) 654 321

Mr R Taylor
Taylored To You
London Road
Anytown
ZX9 9PT

15th June 2007

Dear Mr Taylor

With reference to your advertisement in the Globe County News on 14th June for the post of Retail Assistant, please find enclosed a copy of my Curriculum Vitae in support of my application for the post.

I am 17 and have just completed the e2e programme with Anytown Training Group. On this course, I undertook work placements within the retail industry. I am now looking for a position where I can use the skills I have gained. These include customer care and stock control. I would be keen to work towards a NVQ 2 qualification in retail.

My hobbies are reading science fiction books and playing football.

I believe I possess the necessary skills and experience you require. I would welcome the opportunity to discuss my application with you in more detail.

I look forward to hearing from you.

Yours sincerely

Helen Hibson

Example of a Speculative Letter

15 Red Terrace
Anytown
ZX4 5PE
(00123) 987654

Mr Smith
Personnel Manager
Anytown Council
Corporation Mews
Anytown
ZX9 2BE

15th June 2007

Dear Mr Smith

I am 16 years old and will be leaving bridge high school at the end of June this year. I am writing too enquire whether you are likely to be recruiting within your IT Department at that time?

Currently I am working towards 8 GCSEs, including Computer Studies, and would welcome the opportunity to gain further ICT related qualifications whilst working.

In may I undertook a two-week work experience placement at Clock Brothers where I worked on reception dealing with customer enquires and booking appointments. I also undertook some clerical duties such as inputting data onto their computer database. I really enjoyed the opportunity to gain new skills, increase my experience and to work as part of a team.

Please find enclosed my CV for your reference and a stamped addressed envelope for your reply. If you have any further questions or queries contact me.

I look forward to hearing from you in the near future.

Yours Sincerely

Kyle Jackman

TIP

Sometimes it's a good idea to make a speculative enquiry in person by calling at the employer's premises with a copy of your CV. This can be viewed as using your initiative.

Example of an Apprenticeship Letter

25 West Crescent
Anywhere
ZX5 1AA
(00123) 111222

Ms Jones
Jones Garage Services
Lorry Lane
ZX9 3JF

10th October 2007

Dear Ms Jones

I am 16 years old and left Oakhampton Community School this year. I am keen to work in the motor trade and I am enquiring whether there are any opportunities to train as a apprentice with the Jones Garage Services.

I achieved 7 GCSEs in English, Maths, Double Science, French, History, and Design & Technology as well as a NVQ 1 in Vehicle Maintenance & Repair.

For my work experience, I spent two weeks at Morris MOT Centre where I was able to assist with MOTs, go out on road tests and help with fault finding. I also observed and assisted a motor engineer to remove wheels, drain and change oil. I really enjoyed the opportunity to gain new skills and to work as part of a team.

Please find enclosed my CV for your reference and a stamped addressed envelope for your reply. If you have any further questions or queries please contact me.

I look forward to hearing from you in the near future.

Yours Sincerely,

Stephanie Simpson

Application Forms

For every job advertised there are generally dozens, maybe hundreds of applicants. Filling in an application form is therefore very important. From an application form an employer can tell that you

- Take care in the presentation of your work
- Can follow instructions
- Have the skills to match the job
- Possess qualifications and work experience

There are basic rules to follow when completing an application form:

- Always make a **photocopy** of the **original** blank form to practise on
- Before you set pen to pen **read** through the form carefully to ensure you have **understood** the instructions for completing it
- Follow all **instructions**. For example “complete the form in black ink.”
- Allow plenty of **time** to complete the form. If you rush you are likely to make mistakes.
- Make sure that you have all the **details** of your qualifications, achievements and other relevant information to hand before you start.
- Ensure your **handwriting** is clear and easy to read
- Keep the form in **good condition**. Coffee rings and smudge marks on the form do not create a good impression!
- **Answer** all the questions. If any do not apply to you, write **not applicable or N/A** in the space.
- Ask someone to **check** your completed form for you.
- Take a **photocopy** of the **completed** form so that you can refer to it when preparing for an interview.



Tip

- Always send a covering letter with your application form. This will give you the opportunity to highlight your particular selling points and provide extra information in support of your application. It also

PERSONAL DETAILS	
Title: MR MRS MISS MS OTHER Surname: _____ First Names: _____ Previous Surname: _____ (If changed in the last 10 years) Date of Birth: (Optional) _____ NI Number: _____	Address: _____ _____ _____ Postcode: _____ Telephone Number: _____

SECONDARY AND FFURYJER EDUCATION (Give details of schools/colleges attended since age 11)			
School/College	Dates		Qualifications
	from	to	

Tip
Take a photocopy to practise on

Tip
List most recent first

EMPLOYMENT HISTORY (Details of all positions: part-time, full-time, work based learning)					
Dates		Employer's name & address & nature of business	Job Title- brief description of duties	Salary	Reason for leaving
from	to				

Tips

- List most recent first
- Include work-experience and part-time work
- Put N/A if you do not have any employment history

- TIPS**
- N/A means not applicable. It shows you have seen the question but that it doesn't apply to you.
 - The application form may also ask for medical details and nationality/ethnic background. Sometimes a separate form may also ask for medical details and nationality/ethnic background. Sometimes a separate form is included for these details.
 - You may be asked to admit to any criminal convictions (if in doubt contact your local Connexions centre)

INTERESTS AND ACTIVITIES

TIP

Don't be tempted to exaggerate your interests, as you may be questioned about these during an interview

REFERENCES

Please give the names and addresses of two people (not relatives) who would give you a reference. If you are still in, or have just finished full-time education, one of these should be your head teacher/principal or tutor. The other, if possible, should be a previous/current employer.

Name & Address: _____

• _____

• _____

Postcode: _____

Telephone Number: _____

Occupation: _____

How long have you known this person? _____

Name & Address: _____

• _____

• _____

Postcode: _____

Telephone Number: _____

Occupation: _____

How long have you known this person? _____

OTHER INFORMATION (include any information which you consider may be of interest to your application)

Tip

Take a copy of the completed form, so you can refer to it before an interview

Tips

- Personal experiences
- Voluntary work
- Clean driving licence
- Knowledge of foreign languages
- ICT skills

To the best of my knowledge, the information in this application is correct and that if I am engaged it forms part of my contract of employment.

Tip

Don't forget to sign and date the application

Signed _____

Date _____

Applying for a Job by Telephone

Always prepare well in advance before making the phone call, taking into consideration the questions on page 17. If you have an answer phone or voicemail make sure it has a clear and appropriate message. If you create a bad impression with the employer it will be very difficult to overcome this.

Before you telephone:

Write down the name and job title of the person you want to speak to and the title of the job you are enquiring about. Write down questions you have about the job.

Have the job advertisement with you to check details and to serve as a prompt.

Have a pen and paper to hand so you can write down any information you are given.

If you are using a mobile make sure it is fully charged with plenty of credit available.

Have your CV ready to refer to during the call

Once on the phone:

- Speak clearly
- Give your full name and say which job you are interested in and where you saw the advert.
- Be prepared to talk about yourself, why you are interested in the job and why you feel that you would be suited to it.
- Write down any information you are given about the job.
- If you arrange an interview write down the details and read them back to the employer to check that you have written them down correctly.
- If you don't know how to get there don't be afraid to ask for directions.
- If you don't hear something clearly don't be embarrassed about asking the person to repeat what they have said.
- If you get through to an answering machine, do not panic! If you don't feel prepared to leave a message, put the phone down without saying anything and call back once you have had the opportunity to prepare a message.



Tip

Make sure you know your phone number or have written it down just in case they need to get in contact with you!

Interviews

Before the interview

- Find out about the company and what the job involves. Contact the organisation direct and ask if they produce company information. Also look at their website if they have one.
- Make sure that you know where the company is and how long it will take you to get there. Work out your journey and route in advance.
- Ensure that your Record of Achievements, Progress File or Portfolio is up-to-date
- Try to prepare some relevant questions to ask about the job and company. This shows you have given it some thought and are interested.
- Prepare yourself for questions you are likely to be asked such as “why did you apply?” or “what are you good at?”. Refer to question time on page 17.
- Give careful thought to what you are going to wear to the interview. The key is to look smart but also be comfortable and confident in what you are wearing. Be discreet with make-up, jewellery, perfume or aftershave.
- Try to get a good night’s sleep before your interview
- If you are unable to attend an interview, because you are ill or have changed your mind, you must telephone or write to the company to let them know.

On the day of the interview:

- Take any correspondence from the company with you.
- Make sure you know who to ask for and how to pronounce their name.
- Take your Record of achievement, Progress File or Portfolio and any additional information that supports your application. This could include your certificates.

REMEMBER: you never get a second chance to make a first impression!

The interview

- Do not smoke, chew gum, or eat garlic beforehand.
- Wear suitable interview clothes.
- Take copies of your CV with you.
- Arrive on time for your job interview.
- Make sure your mobile phone is switched off before entering the building.
- Any applications handed before the interview begins, are to be filled in as accurately as possible, make sure they match the information in your CV and Covering Letter.
- Always greet the interviewer by his/her last name and try to pronounce it correctly.
- Have a good firm handshake.
- Look alert and interested. Scan the room once and then keep your eyes on the interviewer.
- Wait until you are offered a chair before you sit down.
- Stress your achievements.
- Always conduct yourself professionally and if something beyond your control occurs, show a sense of humour.
- Be enthusiastic and show it in your replies and body language.
- Answer the interview question by more than a simple yes or no but try not to go over the 60 second limit.
- Avoid at all cost complaining about your current or former employer in your job interview.

- Do not answer questions about politics or religion if the job is completely unrelated.
- Do not raise salary discussions on your first interview - this is usually done on the second interview. Make sure you do your wage research beforehand.
- Ask how, and when, you will be told the result of the interview.
- At the end of the interview make sure you thank the interviewers for their time.

Your answer to the initial opening statements in the job interview are important, these are called "ice breakers".

Sometimes the interviewer will ask whether you had difficulty finding the company premises. Your answer should be brief and polite. The interviewer is merely being polite - if you had problems in finding the premises he/she doesn't need to know that.

Use replies such as

- I'm fine thank you, and you?
- I'm very well, thank you.

These replies express a careless attitude

- So, so
- OK
- Not so well

There are various kinds of interviews:

- One to One Job Interview
- Panel Job Interview
- Group Job Interview
- Phone Job Interview
- Lunch Job interview

Each job interview has its own strategies and particular points one should be aware of.

Interview Question Time

Think about possible questions which may arise about yourself, the job and the company.

Questions about you:

- How did you get on at college/school?
- Why did you decide upon your choice of subjects/course?
- What do you do in your spare time?
- What are your hobbies?
- What are you good at?
- What are your ambitions?

Questions about the job:

- Why do you want this job?
- What skills can you offer the company?
- What do you know about the company?
- What do you think is involved in the job?
- What makes you think you are suited to this job?
- Would you prefer to work shifts/weekends/overtime?
- What personal qualities make you suited to this occupation?
- What previous work experience have you had?
- Why do you want to work for this company?

Questions you can ask the interviewer:

- Who will supervise my work?
- How will the standard of my work be assessed?
- Will I receive training and does it lead to a recognised qualification such as NVQ (National Vocational Qualification)?
- Are there opportunities for promotion?
- What is the starting pay?
- What hours will I work?

Tip

You may be nervous but don't worry, relax. If you have followed our tips then you have prepared as well as you can!

After the interview:

You are normally offered a job by post or by phone. Think carefully whether or not you want to accept the job. If you verbally accept an offer confirm it in writing.

If you are not offered the job, think about the employer's reasons for not offering it to you. Try to get feedback from the employer so you can improve your performance at the next interview.

Try not to be discouraged if you do not get the job. Remember practice always helps and may allow you to avoid making similar mistakes next time.

Job Hunting Reference Material

Morning Papers

Evening Papers

Weekly Papers

Special Job Hunting Papers – these tend to be monthly

Specialist Journals – depending on your the type of role that you are looking for

Other References

Web sites that might be useful:

www.connexions.org.uk/jobs - Advice and tips on job hunting
www.workthing.com – CV tips and advice
www.alec.co.uk – CV's and job hunting tips
www.bradleycv.com – CVs and covering letter (free examples)
www.workthing.com- industry by industry vacancy guide
www.hotrecruit.co.uk – aimed at young adults and students
www.jobseekers.direct.gov.uk – Jobcentre vacancies on Britain
www.fish4jobs.co.uk – job adverts from hundreds of newspapers
www.jobsite.co.uk – Jobs in Britain and abroad
www.totaljobs.com – another big jobs site
www.yell.com – UK-wide yellow pages
www.thomsonlocal.com – listings by business type
www.agencycentral.co.uk – agencies throughout the country



Tip

Use search engines such as www.google.co.uk Type in the name of the business to see if they have a website.

Rights and Responsibilities

Contract of employment

When you start work for an employer you receive a contract of employment. This contains information about what is expected of you and what to expect from an employer.

Advice & Support if things go wrong!

Your local Citizens Advice Bureau (CAB) can give advice on employment including terms and conditions of employment, dismissal, redundancy and discrimination. Most CABs also provide representation at employment tribunals and hearings

Connexions can also give you advice and support on work matters. Contact your local Connexions Centre or speak to your Connexions personal adviser or employment & training adviser.

www.multikulti.org.uk - Multikulti provides accessible, accurately translated advice and information in community languages in the following areas: debt, employment, health, education, immigration and racism & discrimination.

Useful websites

www.direct.gov.uk

www.connexions.org.uk

www.troubleatwork.org.uk

www.adviceguide.org.uk

www.clsdirect.org.uk

www.acas.org.uk

www.hse.gov.uk

www.equalityhumanrights.com

