

your resume: getting it right

In the current employment market, a quality resume is more important than ever. Your resume is often used as the first selection criteria. The way you describe your skills and work experience will often determine if a potential employer wants to meet to learn more about you. A good resume will be appealing to the reader, thought-provoking and invite further questions.

A resume is essentially an outline of your work history, related experience and education. It should never be exaggerated but should have a positive, 'upbeat' and results-driven tone. When writing your resume we suggest you follow these basic guidelines:

- Personal information should include your name, address, home and mobile numbers and email address if applicable
- Physical characteristics such as age, sex, marital status, number of dependents and health should not be included
- The "objective" section of your resume, usually appearing at the beginning of the document, is a statement of your career direction and may be specific or general

- Describe your qualifications, skills and abilities that are relevant to the positions you are seeking
- Education should be expressed in terms of programs and degrees completed, with graduation dates optional
- Turn your transferable skills into accomplishments! Detail work history or experience in the form of job titles, specific responsibilities and accomplishments.
- List company names and dates of employment. You may wish to combine several short term or simultaneous work situations under one heading. Address most recent accomplishments and responsibilities first, and work backwards.
- The interests, activities or awards section is the best place to highlight relevant personal and professional accomplishments
- State that references are available upon request. Prepare a neatly typed list of references with names, titles, addresses, phone numbers or email addresses. You can give this to a potential employer at the time of your interview or upon request, but do not attach to your resume.

your resume: format and layout

- When applying for a specific position, be specific! Demonstrate clearly and concisely that you are qualified for the position for which you are applying.

- If applying for positions in different industries, write a target version of your resume to target each industry or sector
- Demonstrate your professionalism with a neat presentation and perfect grammar and spelling
- Think about your use of language throughout the resume - try to use "action verbs" for maximum affect (see page 4)

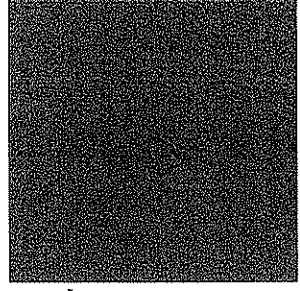
A resume can either be chronological (date order) or topical. In either, you should begin with personal information and end with your reference statement.

Highlight important features:
your name, job titles and subject headings will stand out if bold type, underlined, upper case or italics are used.

Use "white space" effectively:
keep the space balanced and pleasing to the eye.

In general the length of the resume should not exceed two pages.

Always get an objective opinion on the look and content of your resume and be sure to proofread it several times before printing the final version.





your resume: which words to use

Accelerated	Screened	Managed	Increased
Adapted	Solved	Monitored	Initiated
Advised	Streamlined	Originated	Instructed
Approved	Surveyed	Persuaded	Introduced
Assisted	Targeted	Prioritized	Lectured
Automated	Upgraded	Published	Marketed
Built	Accomplished	Reconciled	Motivated
Clarified	Addressed	Reduced	Overhauled
Compiled	Allocated	Remodeled	Planned
Conceptualized	Arranged	Restructured	Processed
Contracted	Attained	Scheduled	Purchased
Corresponded	Balanced	Shaped	Recorded
Cut	Calculated	Specified	Referred
Classified	Completed	Summarized	Schooled
Completed	Conducted	Tabulated	Solidified
Directed	Contributed	Translated	Stimulated
Drafted	Counseled	Wrote	Supervised
Enabled	Decreased	Acted	Taught
Established	Developed	Advanced	Trimmed
Expanded	Dispatched	Appraised	Additional
Fabricated	Earned	Assigned	power words
Focused	Encouraged	Authorized	Ability
Generated	Evaluated	Budgeted	Effective
Illustrated	Expedited	Collected	Potential
Indoctrinated	Facilitated	Computed	Resourceful
Innovated	Forecast	Contained	Capable
Integrated	Guided	Coordinated	Exceptional
Invented	Implemented	Critiqued	Profitable
Led	Influenced	Demonstrated	Result
Mediated	Installed	Diagnosed	Consistent
Negotiated	Instigated	Diversified	Global Proven
Oversaw	Interpreted	Educated	Significant
Prepared	Maintained	Enlisted	Efficient
Produced	Moderated	Executed	Increasing
Provided	Organized	Extracted	Qualified
Pursued	Performed	Fashioned	Stable
Recruited	Presented	Founded	
Regulated	Programmed	Identified	
Researched			
Revitalized			

your interview: be prepared

Companies conduct many different types of interviews including individual face-to-face, by phone, group assessments and panel interviews. Different types of questions may be used.

Some common interview questions include:

- Can you tell me a little bit about yourself?
- Why are you interested in this position?
- What qualities will you bring to this role?
- What are your strengths?
- What are your weaknesses, or areas for development?
- Tell me about your previous position?
- Why are you leaving your present position?
- What do you know about this role/company/business?
- Do you have any questions for us?
- Why should we hire you?
- What are your career goals?
- What do you consider your most significant accomplishment?

Refer to the next page for suggestions on how to best answer these questions.

Competency based or "core capability" questions

This is where the interviewer is asking for specific examples of previous work situations where a particular 'competency' or skill has been demonstrated.

Often a particular characteristic necessary for the role is isolated, e.g., if a company is looking for resilience as a core characteristic of the successful applicant the question may be phrased:

Give me an example of a time when you felt under pressure in the work-place, describe the situation and what was the outcome?

The secret to preparing for competency questions is to think about the skills necessary for the position you are being interviewed for. Then think back to a time in your previous work experience where you have demonstrated this skill. Remember to be specific and give the interviewer an actual 'real-life' example.

Your agent will arrange an appropriate time prior to your interview to help you prepare and offer encouragement.

Company information

Find out as much as you can about the company through the Internet, annual reports, newspapers and brochures.

10 most asked interview questions

1. *Can you tell me a little bit about yourself?* Ask for clarification or specifics of what the client would like to hear about. The information shared should be about your profession. Speak logically for approximately two minutes. The client is probably looking for communication skills and linear thinking.
2. *Why are you leaving your current position?* This is a very critical question. You should not sound too opportunistic. Care should be taken not to 'bad mouth' a previous employer.
3. *What do you consider your most significant accomplishment?* Prepare extensively to answer this question. Tell a two-minute story: State the accomplishment, why you consider it an accomplishment, and what occurred as an effect of the accomplishment.
4. *Why do you believe you are qualified for this position or what qualities will you bring to this role?* Select two or three main factors about the job and about yourself that are most relevant to the company and the duties and skills of the position. Mention a technical skill, a specific management skill (e.g., organizing, staffing, planning) and a personal success attribute.

5. *How do you handle pressure? Do you like or dislike these situations?* Provide a good example of handling pressure, with details that provide an overview of the stressful situation.
6. *What are your career goals? Where do you see yourself five to ten years from now?* Respond by focusing on one- and three-year goals; be open and flexible about anything farther out than that.
7. *What do you consider your most significant strengths?* Prepare for this question by knowing your five key strengths. Selected attributes should be those that are most compatible with the job opening. Discuss specific examples that support each of these five strengths.
8. *What do you consider your most significant weakness?* Discuss tolerable faults that you are working toward improving, not deep character flaws. Discuss how the weakness has changed over time or how the weakness can be turned into strength.

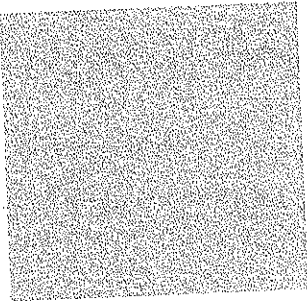
9. *Why should we hire you? What kind of contribution would you make?* Relate specific attributes and specific accomplishments that are appropriate for the job duties and responsibilities. The answer to this question should demonstrate a thoughtful, organized attitude that includes strong effort. This question provides a good chance for you to summarize your qualifications for the position.
10. *Why are you interested in this position?* Avoid the obvious issues (e.g., good location), and compliment the interviewer on the company ('I would like to be a part of your organization').



your interview: first impressions

It is important to make a good impression right away, as the interviewer often makes up their mind about a candidate within the first few minutes of the interview. To ensure you make a good impression, here are a few guidelines for you to follow:

- Dress professionally
- Bring two or more copies of your resume to the interview
- Be punctual! Arrive within 10 minutes of the scheduled interview
 - never be too early and never be late!
- Give a strong firm handshake at the beginning and end of the interview
- Smile
- Be confident in yourself and your abilities
- Express your motivation and enthusiasm
- Speak about results and success, not just responsibilities
- Express to the interviewer your interest in the job and company
- Sit up straight in your chair and be aware of your body language
- Ask questions pertinent to the job and the company

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- Be yourself, natural, - don't pretend to play a role
 - Make eye contact with the interviewer when answering questions
 - Be spontaneous. (Even if you've practiced for the interview. Don't seem like you've memorized all your answers.)
 - If you make a mistake stay calm, regain control and don't let it worry you; everyone is human
 - Remember your facial expressions and the tone of your voice are just as important as the words you use
 - If a question surrounding money comes up, emphasize with the client that your Randstad agent will handle all compensation discussions
 - Close the interview by asking about next steps, offering your availability and setting up times for further discussion
 - After you finish the interview, contact your agent within one hour to debrief

Remember the interview is not an interrogation with 'right and wrong' answers. It is an opportunity for discussion, where you and the interviewer get to know each other.