

The background features a light blue gradient with several realistic water droplets of various sizes scattered across the surface. The droplets have highlights and shadows, giving them a three-dimensional appearance.

GENERAL ENGLISH

Grade 12 & 13

UNIT 8 - EMPLOYMENT

WRITING PRACTICES IN THE CONTEXT OF EMPLOYMENT

WRITE EFFECTIVE RESUMES/ CURRICULUM VITAE

- SITUATIONS YOU CAN MAKE AN EFFECTIVE RESUME OR CV :
 - ❖ Resumes with no experiences
 - ❖ Teen resumes
 - ❖ Entry- level resumes
 - ❖ military to civilian Resumes
 - ❖ career change resume
 - ❖ Student resumes
 - ❖ Resume with employment gaps



WHAT IS A RESUME/ CV

- A resume is a record of work experiences, professional, achievements, education, skills, certifications, and other details that make the case for the job. It is usually **the first contact between a company and candidate.**
- The US and Canada call a resumes, most of the rest of the world use curriculum vitae.

FORMATS OF RESUMES/CVS



1. CHRONOLOGICAL RESUMES

- The most traditional format and generally more flexible, can be used by applicants with any level of experiences.

Why choose the chronological format?

For most new and mid-level professionals, the chronological format is the perfect way to showcase a blossoming career.

Additional Skills

Highlight only your most relevant hard and soft skills. In a chronological resume, this section is meant to complement your work experience, not overwhelm it.

CHRONOLOGICAL RESUME

(Bartender Example)

CONTACT

(123) 456-7895
CarolineW@gmail.com
45 Winfield Dr.
Washington, D.C. 90764
LinkedIn.com/carolinew

RESUME OBJECTIVE

Lead Bartender with 4+ years of experience in cocktail preparation and creation, and a bartending license certified by the District of Columbia. Possess a deep knowledge of local craft beers, wine, spirits, and cocktails, as well as their optimal food pairings. Seeking to leverage my bartending skills to fulfill the Head Bartender position at your restaurant.

EDUCATION

2014 - 2016
A.A. BARTENDING
Professional Bartending School, Washington, D.C.

2010 - 2014
ADVANCED DIPLOMA
ST. JOHNS HIGH SCHOOL,
Washington, D.C.

KEY SKILLS

Cocktail Preparation
Customer Relations
Spanish
POS Systems
Exceptional Memory
Menu Creation

AWARDS

March 2017
EMPLOYEE OF THE MONTH
Gilly's Sports Bar,
Washington, D.C.

PROFESSIONAL EXPERIENCE

2017 - 2020
LEAD BARTENDER
Gilly's Sports Bar, Washington, D.C.

- § Introduced a "Cocktail of the Month" promotion to our menu that was well received by customers and increased monthly sales
- § Trained 3 brand new bartenders on all aspects of the job from drink preparation and knowledge to building valuable customer relationships and upselling techniques
- § Reduced inventory losses by 10% by managing our beverage inventory with innovative beverage management software

2014 - 2017
BARTENDER
Capital Bar & Grill, Washington, D.C.

- § Engaged in small talk and jokes with clientele in order to build rapport and ensure that they became repeat customers
- § Took food orders from guests at the bar and recommended beverage pairings to go with their meals, which boosted spending by an average of \$10 per customer
- § Memorized over a 100 cocktail recipes and drink variations

Resume Introduction

Begin with a resume introduction tailored for each company you apply to. In the chronological format, keep it short to emphasize your work experience.

Work Experience

List your work experience from newest to oldest (hence the name of this format). The chronological format only works if you don't have large work gaps.

2. FUNCTIONAL RESUMES

- Functional resume is for a skills- based resume. It emphasizes the applicant's qualifications and it is more suitable for expert level of experiences.

Why choose the functional format?

If you're concerned about the quality of your previous work history, or are seeking a career change, you need a functional way to emphasize your transferable and relevant skills — and de-emphasize everything else

Work Experience

Keep this section short and omit dates. The functional format is meant to downplay your less-than-perfect work history, and highlight your relevant skills and expertise.

FUNCTIONAL RESUME

(Server Example)

CONTACT Email: joan.collins@gmail.com Phone: (141)-212-5465 Address: 8870 Barnacle Street, Las Vegas, NV 89523 LinkedIn: linkedin.com/in/vv/joan_collins	QUALIFICATIONS SUMMARY <ul style="list-style-type: none">• Superior salesmanship, consistently outperforming peers• Friendly, outgoing, and charismatic personality• Experience working with POS terminals, excellent at math• Working knowledge of wines, cocktail mixes, craft beers, and other bartending skills• Conversational in Spanish and Mandarin Chinese
WORK HISTORY Riverside Restaurant Reno, NV – <i>Waiter</i> Whispering Vine Bar & Grill Las Vegas, NV – <i>Server</i> Applebee's Las Vegas, NV – <i>Bar-back</i>	RELEVANT SKILLS SALESMANSHIP <ul style="list-style-type: none">• Awarded "Employee of the Month" for consistently achieving 15% above target sales• Perfected menu presentation skills, providing customers a holistic understanding of the restaurant offerings, leading to more sales• Trained 4 waiters in salesmanship methodology, increasing their sales to meet company average TECHNICAL <ul style="list-style-type: none">• Experience with 3 types of POS terminals, receipt roll replacement, and coffee machine cleaning• Familiarity with common restaurant bread cutting machines, dishwashers, and knowledge of equipment cleaning processes• Excellent basic math skills, able to calculate and split bills in the event of POS terminal downtime INTERPERSONAL <ul style="list-style-type: none">• Consistently scored over 90% satisfaction rating on customer feedback surveys• Conversational in Spanish (able to take orders from Spanish speaking customers)• Possess excellent conflict resolution skills in the event of customer dissatisfaction
EDUCATION CERTIFICATE IN FOOD HANDLING AND SAFETY Chicago Community College, Chicago, IL June 2011 B.A. / CULINARY ARTS Kendall College, Chicago, IL June 2010	
AWARDS EMPLOYEE OF THE MONTH Riverside Restaurant 2015	

Resume Introduction

Write a longer introduction highlighting your relevant work achievements and transferable skills. For a functional resume, a qualifications summary or professional profile are good options.


Relevant Skills Section

List as many relevant or transferable skills as possible. Encourage the hiring manager to ignore your work history and focus on the traits that make you the perfect candidate.

3. COMBINATION RESUMES

- The combined resumes merge bits and pieces from both chronological and Functional formats.

Why choose the combination format?
True to its name, this format helps you evenly combine and present your greatest career successes, relevant skills, and storied work experience to create a powerful resume



Resume Introduction
Introduce your greatest career achievements and position-related skills in a longer section at the top of your resume. While your work history is important in a combination format, it's your skills and achievements that make you truly compelling.

Skills Sections
Create up to two skills sections to highlight your vast array of relevant abilities. With the combination format, you can describe some skills in sentence format, and other skills in bullet lists.

Work Experience
List your work experience from newest to oldest, and include dates. Your introduction presents your achievements, whereas your work experience showcases your upward career progression — an unbeatable combination.

COMBINATION RESUME
(Waitress Example)

RESUME PROFILE

- **Project Execution:** Implemented new menu introduction strategies, increasing customer purchases of wine by 10% on avg.
- **Management:** Assisted in the training of 6 new waiters, ensuring attention to detail and comprehensive understanding of restaurant methodology and practices
- **Awards & Recognition:** Frequently praised for excellent service on restaurant's online rating system
- **Salesmanship:** Deep and broad knowledge of wines and pairings

KEY INDUSTRY SKILLS

- Familiarity with Point of Sale (POS) terminals and common restaurant equipment / machinery
- Able to memorize entire menus within a day, including ingredient combinations
- Proven ability to upsell alcohol, dessert, and appetizers to customers
- Bilingual – English (native) and Spanish (con versational). Able to comfortably take care of customers in either language

RELEVANT WORK EXPERIENCE

LONGHORN GRILL
WAITRESS / RENO, NV / 2012 – Present

- Memorized restaurant's wine stock and appropriate entrée pairings, leading to daily wine sales averaging \$180, fully 15% higher than the company average
- Write patron's food orders on slips, memorize orders, and manage food resources in a 120+ seat restaurant
- Operate POS terminals to input customer orders, swipe credit cards, and enter cash amounts received

MIKE'S FANCY KITCHEN
HOSTESS & WAITRESS / RENO, NV / June 2010 – August 2012

- Awarded "Employee of the Month" two months consecutively
- Bussed tables, presented menus, seated customers, and assisted waiters with drink orders
- Trained 3 new hosts in providing excellent customer service and conflict resolution techniques

CONTACT
Email: youremail@gmail.com
Phone: 895 555 555
Address: 4397 Las Brisas Drive, Reno, NV 89523

SOCIAL MEDIA

- f your facebook
- ig your instagram
- in your linkedin
- tw your twitter

ADDITIONAL SKILLS

- Problem Solving
- Adaptability
- Collaboration
- Strong Work Ethic
- Time Management
- Critical Thinking
- Handling Pressure

EDUCATION

B.A. / Psychology
University of Nevada, Reno
2009 – 2013
3.95 GPA

Skills Sections
Create up to two skills sections to highlight your vast array of relevant abilities. With the combination format, you can describe some skills in sentence format, and other skills in bullet lists.

STEPS TO WRITE AN EFFECTIVE RESUME

- 1) Choose the right resume format.
- 2) Add your contact information & personal details(name, phone number, email address).
- 3) Start with a heading statement (Resume summary or Resume objective)

Resume Summary- Resume summaries (sometimes referred to as “professional summaries”) include four to five bulleted sentences that highlight your past achievements by using quantifiable data.

PROPERTY MANAGER
from Resume Genius

contact

(251) 847-7485 
hildaglass@gmail.com 
3947 Town Dr, 
Mobile, AL, 36612
LinkedIn.com/in/hildaglass 

resume summary

- **Negotiation:** Negotiated average 4.7% discount from suppliers
- **Leadership:** Managed 39 staff members, including security team
- **Organization:** Oversaw portfolio of 85 luxury properties
- **Trustworthiness:** Handled \$50m in monthly rent and fees

Resume Objective-


A resume objective (or career objective) is a **2–3 sentence statement** that provides an overview of your skills and experience. This intro is best for entry-level candidates.


The image shows a resume template for a bartender. At the top, the title "BARTENDER (REVERSE-CHRONOLOGICAL)" is enclosed in a white box with a brown border. Below the title, it says "from Resume Genius". The resume is divided into two main sections: "CONTACT" and "CAREER OBJECTIVE". The "CONTACT" section includes a phone number, email address, physical address, and a LinkedIn profile link, each accompanied by a small icon. The "CAREER OBJECTIVE" section is highlighted with a green border and contains a three-sentence statement about the candidate's experience and goals.


BARTENDER (REVERSE-CHRONOLOGICAL)


from Resume Genius

CONTACT

(123) 456-7895 


CarolineW@gmail.com 

45 Winfield Dr.
Washington, D.C. 90764 

LinkedIn.com/username 

CAREER OBJECTIVE

Lead Bartender with 4+ years of experience in cocktail preparation and creation, and a bartending license certified by the District of Columbia. Possess a deep knowledge of local craft beers, wine, spirits, and cocktails, as well as their optimal food pairings. Seeking to leverage my bartending skills to fulfill the Head Bartender position at your restaurant.



4) List your relevant work experiences and key achievements.

5) List your education qualification correctly from the highest degree or other diplomas.

6) Put relevant skills that fit the job advertisement.

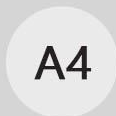
7) Include additional resume section.

8) Complement your resume with **a cover letter**.

9) Proof read, save and email or post your resume.



Sample template



MICHAEL ANDREW

CREATIVE DIRECTOR

CONTACT

#247 Dream Valley
7th Avenue, NY - 10025
+1 124 568 982
info@yourmail.com

EDUCATION

Master's in MBA
JAN 2015 - DEC 2018
University of New York - USA

Bachelor's in BBA
JAN 2015 - DEC 2018
University of Washington - USA

REFERENCES

MR. JAMES COLLENWIE
Chief Engineer, MIN Technologies.

Email: somename@mail.com
Mobile: +123 4567 8901

PROFILE

Your information + why are you interested in this job?

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra imperdiet enim. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa.

WORK EXPERIENCE

Senior Manager JAN 2016 - DEC 2019
LEO Company, Paris - France

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo

Senior Manager JAN 2014 - DEC 2016
LEO Company, Paris - France

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus

Senior Manager JAN 2014 - DEC 2016
LEO Company, Paris - France

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus

SKILLS

Strategic Fomentation
Attention to Detail

Executive Presentation
Collaboration





YOUR NAME

Job Position / Occupation

1756, State Street
2004 Sydney, NSW

T: (+61) 619 3099564

E: youremail@email.com

W: www.yourwebsite.com

WORK EXPERIENCE

Oct 2014 / Present

POSITION HELD - @COMPANY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Jan 2013 / Sep 2014

POSITION HELD - @COMPANY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Jan 2013 / Sep 2014

POSITION HELD - @COMPANY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

- Lorem ipsum dolor sit amet
- Lorem ipsum dolor sit amet
- Lorem ipsum dolor sit amet

EDUCATION & CERTIFICATES

COURSE STUDIED

Your University/Institution
City, State

2008 / 2010

COURSE STUDIED

Your University/Institution
City, State

2008 / 2010

CERTIFICATE N°1

Your University/Institution
City, State

2010 / 2012

CERTIFICATE N°2

Your University/Institution
City, State

2010 / 2012

REFERENCES

REFERENCE NAME

Vice President
Ehwato Ltd

T: +61 344 (232) 3293xxxx

E: address@email.com

REFERENCE NAME

HR Manager
CocaCola Company

T: +61 344 (232) 3293xxxx

E: address@email.com

WHY ME?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

PROFESSIONAL SKILLS



WORK BALANCE



LANGUAGES



SN	SN	SN	SN
username	username	username	username

Sample template
(More templates
are given in your
text book)

WRITING A COVER LETTER

1. What is a cover letter ?
2. What to be included in a cover letter ?
3. How to format a cover letter ?
4. What should not do in a cover letter ?

WHAT IS A COVER LETTER

- A cover letter (also known as a covering letter or application letter) is;
a one-page document that introduces a job seeker's work history, professional skills, and personal interest in applying for a job.
- Hiring managers and recruiters use cover letters, paired with resumes, to screen applicants.
- The purpose of a cover letter is to convince recruiters to give you an interview, and ultimately a job.
- As a job candidate, you'll be judged by how clearly and effectively you make your case for the role in your cover letter. To do that successfully, your cover letter should include relevant professional experience, a persuasive angle, and avoid basic spelling and grammar mistakes.

WHAT TO BE INCLUDED IN A COVER LETTER

- How you can solve the company's problems (increase production, expert guidance, manage personnel etc.).
- How you will help to achieve company's goals.
- Showcase your relevant work history(professional achievements, awards).
- Emphasize your relevant skills (work ethics, team work, marketing).
- Address the right person (not Sir/Madam or whom it may concern).
- Express your personality (creativity, humor, passion).

HOW TO FORMAT A COVER LETTER

- 200-350 words in a single space on a single A4 page.
- Font size should be not smaller than size 12.
- Margin should be 1"- 1.5"

Sample template (some more samples have given in the text book)

Contact Information

Include your name, phone number, and email — and the hiring manager's, too.

Body Paragraphs

Explain how you can help the company achieve its goals, showcasing your relevant experience, education, and skills. Express your excitement to join the company and start doing excellent work.

Sign-off

Use a professional cover letter closing, such as "Sincerely," "Regards," or "Best Regards," and sign your name.

YOUR NAME HERE

✉ Your.name@gmail.com ☎ (530) 137 - 2464 📍 142 Your Address Blvd, City Name, CA XXXXX

[Today's Date]

[Hiring Manager's Name]
[341 Company Address]
[Company City, State xxxxx]
(530) 137-2467
[hiring.manager@gmail.com]

Dear [Hiring Manager's Name],

I'm writing to apply for the Restaurant Manager opening at MOD Sequel. I have more than five years of experience managing restaurants and bars, and my professional expertise aligns closely with the responsibilities outlined in your job advertisement.

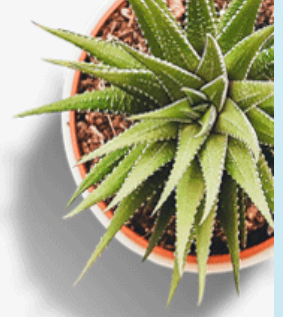
In my role as a Restaurant Manager for Bar Louie, I proved to be an efficient, enthusiastic, and strong leader. My value quickly became apparent to Bar Louie's shareholders after I single-handedly trained and prepared the entire waitstaff for opening night and beyond. Not only did our team meet sales goals each month for the first year, but the down payment for the property was even paid back after the first six months operating.

I believe MOD Sequel will be a great success for many years to come, and my extensive expertise will help ensure your establishment succeeds well into the future. My time spent in this industry has prepared me for such an opportunity, and I sincerely hope I can contribute soon as a member of your team.

It would be a privilege to discuss your Restaurant Manager position in more detail. I'm happy to come by whenever it's most convenient for you. Thank you for your time, and I'm looking forward to hearing from you.

Sincerely,

[Your Name]



Salutation & Intro

Greet the hiring manager by name. Then, grab their attention by highlighting your relevant area of expertise, why the position appeals to you, and how you'd be a great fit for the role.

Call-to-Action Paragraph

Tell the hiring manager to send you an invitation to attend a job interview. Don't end your cover letter with a weak statement about how you hope to hear from them — act like you deserve an invite.

WHAT SHOULD NOT DO IN A COVER LETTER

- Write a cover letter that is too long.
- Talk badly about your former company.
- Include former salary or future salary expectation.
- Lying about your work history.
- Including irrelevant information.

Exercises

1. MATCH THE VOCABULARY WITH THE CORRECT DEFINITION AND WRITE A–H NEXT TO THE NUMBERS 1–8.

- | | |
|---------------------|---|
| 1..... AN INSIGHT | A. connected with taking care of the health of animals |
| 2..... HANDS-ON | B. a clear, deep understanding of a difficult problem or situation |
| 3..... A SANCTUARY | C. extremely useful |
| 4..... EXPERTISE | D. to make stronger |
| 5..... VETERINARY | E. practical, that involves doing rather than just reading or learning about something. |
| 6..... TO REINFORCE | F. not shared with anyone else |
| 7..... SOLE | G. high level of knowledge or skill |
| 8..... INVALUABLE | H. a safe place where animals can be protected |

2. COMPLETE THE SENTENCES WITH THE CORRECT FORM OF THE WORD IN BRACKETS.

1. There are several _____ online for a variety of work placements. (advertise)

2. She's always known that she wants to work as a _____ after university. (science)

3. He has an _____ offer from medical school, which means he's definitely got a place, whatever his exam results. (condition)

4. Learning music is interesting, but it's _____ to what I want to do at university. (relevant)

5. At the animal sanctuary I had sole _____ for looking after the birds. (responsible)

6. She _____ spends time helping out on her uncle's farm. (regular)

7. My time helping out at the animal sanctuary _____ my decision to become a vet. (reinforcement)

8. Hands-on experience provides an _____ insight into any profession. (value)

9. It was a unique opportunity to acquire new skills and _____. (expert)

10. My previous employers would be willing to provide _____ to support my application. (refer)

3. CHECK YOUR UNDERSTANDING: MULTIPLE SELECTION CHOOSE THE SIX THINGS YOU SHOULD INCLUDE IN A COVER LETTER. TICK (✓) ALL THE CORRECT ANSWERS.

- Which job you are applying for and how you found out about the vacancy
- Brief biographical details
- Your experience and personal qualities related to the job
- Your negative personal qualities
- Your motivation for applying
- Why you left your previous job
- Your salary expectations
- A complete list of your exam results and qualifications
- What you can offer the company if they give you the job
- What other documents you are attaching or enclosing with the letter

4. Write your own Curriculum Vitae/ Resume.

5. Write Cover letters and Resumes for the following advertisements.

VACANCY ANNOUNCEMENT

National ICT R&D Fund, a company registered under Section 42 of the Companies Ordinance 1984 and incorporated by the Federal Government, invites applications for the following position:

Position: Assistant Manager Internal Audit

Qualification & Experience:

- MBA Finance/ACCA/ICMA/CA (Inter) from a reputable Pakistani or International University. Additional qualification related to Internal Audit will be preferred.
- 1 year experience (up to maximum of 3 years) in Finance/Accounts/Audit of a Telecom, IT, Research Organization and/or Accounting Firm is preferred. Internal Audit specific experience will be preferred.

Job Description:

- To assist management in risk assessment, internal control development and internal audit of the organization.
- Prepare or contribute to the preparation of work plans (including risk assessment) and audit programs for assurance engagements.
- Conduct – in accordance with IIA standards - segments of financial, operational and compliance audits of various departments.
- Prepare working papers documenting, adequately, work performed.
- Draft segments of the reports and communications on the results of work performed, for review by the management.

Salary: Salary Range is Rs. 30,000/- to Rs. 60,000/- with perks and privileges as per Company Rules.

Age: Maximum of 30 years.

Application Process: Applications along with Resume/CV should be submitted online only by logging on to www.rozee.pk before 5:00 pm on April 09, 2013.

HR Department
National ICT R&D Fund
6th Floor, HBL Tower, Jinnah Avenue, Blue Area, Islamabad.
Phone: 051-9215360-5 Fax: 051-9215366

 Ministry of Information Technology
Government of Pakistan

 National ICT
R&D Fund
PID# 441412



WALK-IN INTERVIEWS KFC RESTAURANTS

We are recruiting for our new
KFC Restaurants at MULUND & THANE

RESTAURANT GENERAL MANAGER : Diploma / Degree holders in any field with min. 3 years exp. preferably in the relevant industry.

ASSISTANT RESTAURANT MANAGER : Diploma / Degree holders in any field with min. 2 years exp. preferably in the relevant industry.

SHIFT MANAGER : Diploma holders / Undergraduate in any field with min. 2 years exp. preferably in the relevant industry.

CREW MEMBER : Minimum qualification required of SSC with good communication skills.

WALK-IN INTERVIEWS

Interested candidates please bring along the resume, qualification documents, 3 passport photos & salary proof. Interviews are on 04th October 2011 & 05th October 2011 between 10.00am to 04.00pm at below mentioned Venue :

- 1) A/214, Sundervila Bldg. Near Vijay Sales, Santacruz (W), Mumbai - 400 054.
- 2) KFC, K-Star Mall, Unit No. 7-14, 3rd Floor, Near Diamond Garden, Sion Trombay Road, Chembur (E), Mumbai - 400071.



6. Do students at your school do work experience ?

7. What company or organization would you like to do work experience in ?

8. What do you think are the main advantages of work experience ?





Prepared by;

Mrs. W.K.N.N. Gunawardana
R/ St. Luke's College,
Ratnapura.