

# Resumes & Cover Letters



## Job Trek Preparing for Work

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Resumes

## What to Include in Your Resume

Your resume is a picture of who you are. But it is a *selective* picture. It's more like an outline. It gives the person who reads it a quick, general idea of who you are, leaving out what is unimportant and letting you fill in the details in your job interview.

Below you will find a sample resume, which includes all of the main sections of a winning resume.



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### PERSONAL DATA

**Name:** Include your first and last name in full, in capital letters.

**Address:** Include your full address.

In general, avoid abbreviations throughout your resume that could be confusing.

**Messages:** Include a phone number & eMail address where messages can be left

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**AMANDA JACKSON**  
#321 - 2222 Reynolds Avenue  
Ottawa, ON K1G 3T5  
(613) 555-1212  
[avjackson@gmail.com](mailto:avjackson@gmail.com)

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### OBJECTIVE

Give a brief explanation of your job objective. This lets the employer know exactly what type of work you are looking for and indicates that all the information to follow explains why you are suited for that job objective. Make sure this goal matches in some way the job for which you are applying.

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#### OBJECTIVE:

To obtain a part-time position with a retail company as a sales associate.

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### SKILLS

Include all of the special skills and abilities you have. List first those that relate to the specific job for which you are applying. Try to relate all your skills to your job objective as much as possible.

Use action words to describe your skills and the work you did under your employment section). (See the *Resume Action Word List*)

## Skill Building

Having trouble identifying all the skills you possess? You probably have more than you think. Even if you have never worked at a job like the one you are now applying for, you might still have some of the skills you need. Here are some ideas on how to identify your skills.

- **Work & Volunteer Experience**
    - Make a list of all the jobs (paid and volunteer) that you have held and the responsibilities associated with each job. There will be many skills associated with your list.
    - Make a list of your interests. Identify skills you may have developed through these.
  - **Employability Skills 2000+**  
<http://www.conferenceboard.ca/education/learning-tools/esp2000.pdf>
    - Look over this list of skills that apply to most work situations
      - Which of these skills are ones you could add to your resume
  - Which skills come out as "strengths" in the **Essential Skills Check-List** - include these in your resume as well.
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### TECHNICAL SKILLS:

- Cashier training – POS & VISA experience
- Assess customer needs re: size, fit
- Ordering, stock replacement, inventory control
- Organize/plan/set up displays
- Good understanding of safe work practices

### PERSONAL SKILLS:

- Excellent team worker, focused
  - Well-presented, style-conscious
  - Outgoing, great interpersonal and communication skills
  - Reliable, honest, hard worker
- 

## EXPERIENCE/WORK HISTORY

Supply company name, city and province and dates of employment for each past job, listing these from most to least recent.

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### WORK EXPERIENCE:

- Jacob Annex, Ottawa, ON  
Sales & merchandise display  
May – September, 2012
  - Wal-Mart, Orleans, ON  
Shelf stocker  
Dec./2011 – March/2012
  - Hunt Club Community Centre  
Summer Camp instructor  
July – August/2011
-

## EDUCATION

List schools attended, the type of program, areas of concentration and years of completion. List your most recent education first. Include all awards, certificates, diplomas and degrees that you received.

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### EDUCATION:

- Sir William Gray H.S. Sept./2010 - present  
Ottawa, ON
- 

## ADDITIONAL INFORMATION

Use this section to your advantage. Include such things as languages spoken, special seminars taken, etc. Extra-curricular activities and volunteer work are also good indicators of your worth.

Remember: your resume is not a spot for information overload.

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- St. John Ambulance First Aid Sept./2011
  - WHMIS Certificate Sept./2011
  - Heart & Stroke Foundation  
Volunteer Canvasser Feb./2012
- 

## REFERENCES

Do not include references in your resume unless you are explicitly requested to do so by the employer.

Do have several people you will be able to use as references, and keep the necessary information on a separate sheet of paper to take along with you to the job interview.

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### REFERENCES:

Available on request

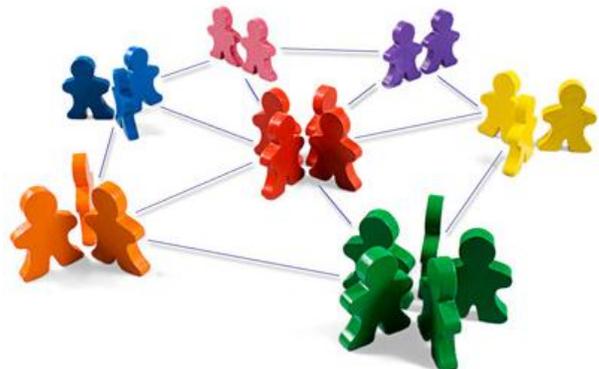
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## Networking - Contacts

Everyone has contacts who might help in a work search.

Consider talking to your:

- Family members
- Friends & acquaintances
- Co-workers
- Neighbours
- Classmates
- Community contacts



## Work Search Avenues

- Networking
- Using a job placement service
- Marketing yourself - brochures, websites  
- even Facebook & Twitter
- Using internet job banks - job search engines - e.g.
  - National Job Bank site - [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
  - Working in Canada - <http://www.workingincanada.gc.ca/home-eng.do>
    - Monster.ca - <http://www.monster.ca/>
    - Workopolis - [www.workopolis.com](http://www.workopolis.com)
- Responding to newspaper job postings



## RESUME ACTION WORD LIST



ability  
accomplished  
accurate  
achieved  
acquired  
acted  
adaptable  
addressed  
administered  
administrative  
analyzed  
answered  
applied  
arranged  
articulate  
asked  
assembled  
assigned  
assisted  
attentive  
built  
businesslike  
calculated  
capability  
capable  
careful  
carried  
catalogued  
cautious  
changed  
checked  
classified  
clear-thinking  
coordinated  
collected  
communicated  
compared  
compassionate  
competence  
competent  
compiled  
completed  
composed  
conducted  
confident  
conscientious  
considerate  
consistent  
constructive  
consulted  
contributed  
controlled

co-operative  
copied  
corrected  
courteous  
created  
creative  
decided  
delivered  
demonstrated  
dependable  
designed  
developed  
devised  
diligent  
directed  
disciplined  
discovered  
displayed  
distributed  
drafted  
effectiveness  
efficient  
energetic  
enforced  
enlisted  
enthusiastic  
established  
estimated  
evaluated  
examined  
exhibited  
expanded  
explained  
filed  
fixed  
flexible  
followed  
formed  
found  
friendly  
gained  
gathered  
generated  
guided  
handled  
hard-working  
helpful  
helped  
honest  
identified  
implemented

improved  
increased  
informed  
initiated  
innovative  
inspected  
installed  
kept  
kind  
knowledgeable  
leading  
led  
maintained  
made  
managed  
matched  
mature  
maturity  
met  
meticulous  
monitored  
motivated  
objective  
observed  
obtained  
offered  
open minded  
operated  
orderly  
organized  
oversaw  
patient  
people oriented  
perceptive  
performed  
persevered  
personable  
planned  
pleasant  
practical  
precise  
prepared  
presented  
processed  
produced  
proficient  
promoted  
provided  
prudent  
punctual  
qualified  
received

receptive  
recommended  
recorded  
reliable  
reorganized  
repaired  
represented  
researched  
resourceful  
responded  
responsible  
restored  
retrieved  
reviewed  
scheduled  
selected  
self-confident  
sensitive  
sent  
separated  
served  
showed  
sold  
sorted  
sought  
sound  
stable  
studied  
successful  
summarized  
supplied  
supervised  
supported  
systematic  
tactful  
taught  
technical  
thorough  
thoughtful  
trained  
undertook  
used  
versatile  
well rounded  
well educated

**AMANDA JACKSON**  
#321 – 2222 Reynolds Avenue  
Ottawa, ON K1G 3T5  
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[ayjackson@gmail.com](mailto:ayjackson@gmail.com)

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SAMPLE

**OBJECTIVE:**

To obtain a part-time position with a retail company as a sales associate.

**TECHNICAL SKILLS:**

- Cashier training – POS & VISA experience
- Assess customer needs re: size, fit
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- Good understanding of safe work practices

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**WORK & VOLUNTEER EXPERIENCE:**

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Summer Camp instructor  
July – August/2011

**EDUCATION:**

- Sir William Gray H.S.  
Ottawa, ON  
Sept./2010 - present
- St. John Ambulance First Aid  
Sept./2011
- WHMIS Certificate  
Sept./2011

**REFERENCES:**

Available on request

**NAME**  
Address  
Phone No.  
eMail

OBJECTIVE:

TECHNICAL SKILLS:

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PERSONAL SKILLS:

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WORK EXPERIENCE:

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EDUCATION:

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REFERENCES:

Available on request

## Essential Skills CheckList:

Put a checkmark in the column that best describes you.



Skills	Examples	Good in this area	Need improvement
<b>Communication Skills:</b> my ability to read, write, speak and listen.	<ul style="list-style-type: none"> <li>▪ Read a newspaper</li> <li>▪ Complete order forms or shift reports</li> <li>▪ Carry on a conversation with co-workers or customers</li> <li>▪ Understand and follow directions</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>"Numbers" Skills:</b> my ability to know when and how to use numbers accurately	<ul style="list-style-type: none"> <li>▪ Total customer bills, receive payments, and make change</li> <li>▪ Estimate costs &amp; amount of time needed to complete a job</li> <li>▪ Measure accurately</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Computer Skills:</b> my ability to use a computer and other electronic devices.	<ul style="list-style-type: none"> <li>▪ Create a letter or report – using MS Word</li> <li>▪ Use electronically-controlled equipment</li> <li>▪ Program devices such as a PVR</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Decision-making and Problem-solving Skills:</b> my ability to think about a problem and make good choices to solve it.	<ul style="list-style-type: none"> <li>▪ Fix a scheduling conflict at home</li> <li>▪ Decide purchasing priorities within a fixed budget</li> <li>▪ Help two friends who are having an argument</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Learning Skills:</b> my ability to keep on learning throughout my life.	<ul style="list-style-type: none"> <li>▪ Keep on top of current events through various news media</li> <li>▪ Develop a new hobby/interest</li> <li>▪ Consider mistakes as opportunities to learn</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Creative Skills:</b> my ability to think of new ways to do or make things	<ul style="list-style-type: none"> <li>▪ Decorate a room</li> <li>▪ Bring together people who could organize an event – tournament, reunion, etc.</li> <li>▪ Figure out ways to stretch your budget.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Teamwork Skills:</b> my ability to work well with other people	<ul style="list-style-type: none"> <li>▪ Participate in a neighbourhood function</li> <li>▪ Volunteer for a community organization</li> <li>▪ Play on a sports team</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Personal Management Skills:</b> my ability to manage my life well	<ul style="list-style-type: none"> <li>▪ Set goals and meet them</li> <li>▪ Be on time for appointments</li> <li>▪ Recognize stress and handle it</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Physical Skills:</b> my ability to handle physical tasks	<ul style="list-style-type: none"> <li>▪ Do precision work</li> <li>▪ Have perseverance and endurance</li> <li>▪ Sitting at a computer or standing for long periods</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

## Work & Volunteer Experience

Fill out the following chart.



Work/Volunteer Experience	Responsibilities	Skills you acquired
1.		
2.		
3.		
4.		

### My Positive Traits:

*Check off the statements that apply to you.*

- I'm enthusiastic about what I do and enjoy new challenges
- I'm reliable and dependable.
- I can handle criticism well.
- I'm sociable and friendly - I enjoy being around people.
- I'm a self starter - I know what work needs to be done.
- My other positive traits:

Self-Control  
Honesty  
Excellence  
Respect  
Responsibility  
Courteous

# Cover Letters

## Guidelines to an Effective Cover Letter



Your resume states your qualifications for the job.

The Cover Letter is your chance to say how your qualifications specifically meet the duties and responsibilities for the job you are applying on.

The following guidelines apply to all your letters.

- 1) Address the letter to someone in authority. Use their name and title. Double check for the correct spelling of their name. When this information is unavailable, the salutation should be Dear Sir: or Dear Madame:
- 2) Link yourself to the employer by naming your referral if possible (e.g. John Doe, your personnel manager, suggested I write you). If responding to an ad or a job posting, refer to that. (e.g. I am responding to the ad in the Nov. 15th edition of the Ottawa Citizen stating you have a position open for an entry-level welder.)
- 3) Keep the letter to one page in length and follow a standard business format.
- 4) Keep the letter interesting without being too aggressive or humble:
  - a) demonstrate that you've done some homework on the company.
  - b) convey your enthusiasm and commitment.
  - c) Balance professionalism with personal warmth and friendliness
- 5) Keep the letter organized:
  - a) outline specifically what you are asking and offering (don't mention salary unless asked to do so).
  - b) ensure the potential employer knows what action to take - i.e. does he/she call you, or will you call him and when?
- 6) Proofread your letter before sending it.
- 7) Include a copy of your resume.
- 8) Mail or deliver the hand-signed original. Keep a copy for your files.
- 9) Ensure you provide sufficient time for your application to arrive prior to the competition deadline. Don't depend on someone else to mail or deliver the letter for you



# Cover Letter Format

Most cover letters follow a basic format.

Your Name  
Your Address  
Your City, Province, Postal Code

Date of Letter

Employer's Name  
Employer's Title  
Company Name  
Company Address  
Company City, Province, Postal Code

Dear Mr./Mrs./Miss/Ms. (Name of Employer):

RE: POSITION YOU ARE APPLYING FOR WITH  
THE COMPANY

Introduction: Explain why you are writing. Name the position for which you are applying and indicate how you heard of the opening.

Body of Letter - Tell the employer what you can do for him/her. This is an opportunity to outline your qualifications and skills as they relate to the job. When answering an advertisement, be sure to include how your academic qualifications, skills, qualities, etc. meet all the requirements listed in the ad. This makes the task of matching you to the job easy.

Refer to your attached resume so that it doesn't get lost in the shuffle.

Closing - Use an appropriate closing to pave the way for the interview. Provide opportunity for an immediate and favorable response. You may also wish to take the responsibility of contacting them, stating a specific date when you will call. Also, thank them for taking the time to read your letter.

Sincerely yours,



Your Name

/Enclosure (indicates your resume is in the envelope with your letter)

## Job Summary

### Company

FGL Sportswear

### Location

Nepean, ON K2H 8X3

### Industries

Retail

### Job Type

Part Time Employee

15 – 20 hrs/wk.

### Education Level

High School or equivalent

### Career Level

Entry Level

### Job Reference Code

81954M49

### Contact Information

Forward Resume & Cover Letter

Attention:  
June McCann  
FGL Sportswear  
3657 RICHMOND RD.,  
NEPEAN, ON  
K2H 8X3

# Sample Cover Letter

Amanda Jackson  
#321 - 2222 Reynolds Avenue  
Ottawa, ON  
K1G 3T5  
(613) 555-1212

May 10<sup>th</sup> 2012

Ms. June McCann  
FGL Sportswear  
3657 RICHMOND RD., NEPEAN, ON  
K2H 8X3

Dear Ms. McCann

**RE: SALES ASSOCIATE/TEAM MEMBER POSITION** posted on the Monster.ca site - May 9<sup>th</sup> 2012. **Job Reference Code** 81954M49

I would like to apply for the sales associate position posted yesterday on the [Monster.ca](#) site. I am currently finishing my final year at Sir William Gray H.S. I am very interested in the position being offered, and am willing to start work immediately.

Through my experiences in retail, I have demonstrated a firm belief in the importance of customer service. I am also confident in the skill of maintaining stock. Along with being reliable, hardworking, and possessing excellent interpersonal skills, I truly value the concept of working on a team. I have included my resume for you to review.

I look forward to meeting with you to discuss the above position with your company. I will call to arrange a meeting, at your convenience.

Sincerely,

Amanda Jackson  
/Enclosure

## **Acknowledgements/References:**

This *Job Trek* kit is based on a blend of online ideas & activities found on sites such as:

Calgary Youth Employment Centre – [www.nextsteps.org](http://www.nextsteps.org)

Conference Board of Canada Employability Skills  
<http://www.conferenceboard.ca/education/learning-tools/esp2000.pdf>

HRSDC Essential Skills - <http://www.hrsdc.gc.ca/eng/workplaceskills/LES/index.shtml>

monster.ca - A comprehensive commercial resume site, and job bank:  
<http://resume.monster.ca/>

Job Star Central: Job Search Guide from your local library:  
<http://jobsmart.org/tools/resume/>

Essential Skills and Work Habits in the Ontario Skills Passport  
<http://skills.edu.gov.on.ca/OSPWeb/jsp/en/OSPskillsandworkhabits.jsp>

. . . combined with numerous job search ideas and activities created and collected over the years.

