



Job Hunters' Workbook

Practical tips and activities to get
you back to employment



Kia ora and welcome to the Job Hunters' Workbook.

The COVID-19 pandemic has seen many people lose their jobs. It's a time of change and uncertainty.

It's normal to feel stressed and worried.

We're here to help you get through, with practical advice and activities that will help you figure out your next steps and how to get there.

We'll cover what skills employers are looking for and give you our latest information on writing a CV, applying for jobs and interviews.

He waka eke noa

We're all in this together

About the Tertiary Education Commission Te Amorangi Matauranga Mātua

We provide tools and information to support people of all ages to make decisions about their career and education throughout their life.

We invest and support the tertiary and careers system to ensure New Zealanders are equipped with the knowledge and skills they need for lifelong success.

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We're here to help

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8 steps to get you through

Losing your job can be tough. Taking action can help you feel in control of the situation, and reduce your stress.

Here's 8 steps that will help you get through this:

1. Get support if you need it

It's normal to feel overwhelmed and stressed when you lose your job. Talk to family and friends or get advice from agencies such as:

- depression.org.nz
 - mentalhealth.org.nz
 - youthline.co.nz
-

2. Sort your money early

See what support is available from Work and Income workandincome.govt.nz | 0800 559 009. Talk to your bank now if you have loan repayments so you can make a plan. Check out redundancy budgeting advice from sorted.org.nz | 0800 345 123

3. Know yourself

Decide what you want to do next – perhaps you want to find similar work to your last job, move into a new career, change industry, retrain, upskill or find a new job. Work out your skills and achievements and their value in the current job market.

4. Explore opportunities and practice networking

Investigate jobs in demand right now and how your skills can match these jobs. Consider retraining into a new career. Find out how to network. Make connections with employers and people in your professional network to find work.

5. Create CVs and online job profiles

Learn how to create and update your CV and tailor it to job descriptions. Reach out to recruitment agencies too. Create online job profiles on websites such as LinkedIn.

6. Clean up your social media

Employers are using social recruiting so make sure your social media looks professional.

7. Apply for jobs or training

You might apply for short-term work to bring money in, or for study to upskill or change your career.

8. Practise interviewing

Learn new interview skills and practice interviewing. Get an interview-suitable outfit ready.

Support for your mental health

The COVID-19 pandemic has rapidly changed our world and the way we live, work and play.

If you're feeling anxious or scared, you're not alone. In this unusual situation, it's normal to feel worried about your health, job, family and loved ones, and what's going to happen next. It's important to take action when you're feeling emotionally and mentally stressed. If you need support, there are lots of helpful resources available.



Need to talk?

1737 is a free service for New Zealanders feeling down, anxious, a bit overwhelmed or just need to chat to someone. **You can call or text for free 24/7.**

Useful websites and phone numbers

- Unite against COVID-19: covid19.govt.nz | 0800 779 997
- Ministry of Health: health.govt.nz | 0800 855 066
- Mental Health Foundation of NZ: mentalhealth.org.nz | 0800 543 354
- Depression: depression.org.nz | 0800 111 757
- Anxiety NZ Trust: anxiety.org.nz | 0800 269 4389
- All Right?: allright.org.nz
- Youthline: youthline.co.nz | 0800 376 633

Wellbeing apps and online e-therapy programmes

- Beating the Blues: beatingtheblues.co.nz
- Clearhead: clearhead.org.nz
- Just a Thought: justathought.co.nz
- Melon Health: melonhealth.com
- Mentemia: mentemia.com
- My Journal: myjournal.depression.org.nz

Job hunting plan

To be successful at finding work you need to plan to try a range of activities and develop your personal brand.

These are the activities you need to do to find work.

Personal brand

- Your personal brand is the unique set of skills, knowledge and experience you can offer employers.
- Understand the value of these skills in the current job market.



Explore opportunities

- Check newspapers, job vacancy websites, careers.govt.nz to see what jobs are in demand.
- Explore new career ideas and upskilling or retraining options.
- Find job vacancies that best match your jobs and experience.
- Explore your personal and professional networks.



Online presence

- Sign up to job vacancy websites.
- Create a LinkedIn profile.
- Make a digital CV and cover letter tailored to each job application.
- Complete online application forms well.



Personal presentation

- Keep a neat and tidy appearance.
- Make conversation and communicate clearly in interviews.
- Take part in a well-run interview.



Finding work

Example of a job hunting plan in action



Introducing Shane Paku

Personal brand

- Experience as a restaurant manager for 15 years.
- Technical skills in line management, stock control, cooking, cleaning, buying, budgeting, cash-up, retail, quality control, customer service, planning, logistics.
- Employability skills in motivation, leading, stress management, problem solving, strategic planning, attention to detail.

Explore opportunities

- Has started to explore opportunities through Seek, Trade Me Jobs and the careers.govt.nz website.
- Matching key words in job advertisements to skills – not worried if he doesn't have 100% of skills.
- Registered with a recruitment agency, attending job webinars and workshops and job hunting expos.

Online presence

- Has Googled himself and adjusted his privacy settings on some of his social media accounts.
- Has adjusted his CV and cover letter to each job.
- Knows how to fill in a job application form and gets it checked by friends.
- Knows how to write a cover letter email.
- Has created online job hunting profiles on hospitality job boards and a LinkedIn account.

Personal presentation

- Investigated Work and Income help for interview clothing costs.
- Has a clean and tidy interview outfit.
- Understands how to organise and undertake an informational interview.
- Understands interview questions – has read careers.govt.nz information.
- Checks out articles on remote job interviews on careers.govt.nz.
- Sends a thank you email after an interview.
- Keeps sending in applications – not just one at a time.
- Doesn't get disheartened when rejected or hasn't heard back – keeps going.

Build a job hunting action plan

Identify some specific and achievable actions.

What?	How?	By when?
Short-term actions		
Get support and advice if you need it.	<ul style="list-style-type: none"> Reach out to family and friends for support. Consider financial support if required. Take time to consider your options. 	Now Date
Develop a targeted CV and profile.	<ul style="list-style-type: none"> Use the information from this workbook and the careers.govt.nz website to develop a CV and LinkedIn profile. Get feedback from manager or previous managers, a recruitment agency, or your case manager. 	Now Date
Join a professional networking group.	<ul style="list-style-type: none"> Identify and join relevant professional organisations and Meetup groups. Contact recruiters in your area. 	Now Date
Find a short-term job to pay my bills.	<ul style="list-style-type: none"> Utilise networks. Apply for jobs advertised online. 	Now Date
Check my social media.	<ul style="list-style-type: none"> Google your name. Make your social media (Facebook and Instagram) accounts private. 	Now Date
Explore opportunities.	<ul style="list-style-type: none"> Consider retraining in a new career. Research courses in your industry to upskill and gain further qualifications. Check your eligibility for Fees Free and Targeted Training and Apprenticeship Fund. 	Now Date
Medium-term actions		
Keep applying for jobs.	<ul style="list-style-type: none"> Update targeted CV. Utilise networks and LinkedIn profile. Apply for jobs online. 	Now, tomorrow and the future Date
Long-term actions		
Find permanent employment	<ul style="list-style-type: none"> Retrain or upskill Check out business.govt.nz advice on starting a business. Check sorted.org.nz for financial planning advice. Maintain networks. 	The future Date

Get back to work by completing your action plan

What?

How?

By when?

Short-term actions

Now

Medium-term actions

**Now, tomorrow
and the future**

Long-term actions

The future

1

Know yourself



Introduction

This section allows you to explore who you are and what you have to offer employers.

You'll understand your skills, achievements and the unique value you have in the workplace.

Know your skills

Skills come from your work and life experience. Your blend of skills forms your personal brand.

When changing jobs it's essential to understand your set of skills so you can transfer these into a new job.

Skills sought after by employers are:

1. **Technical skills** – skills particular to a job such as nursing, software development or a heavy vehicle licence that are in demand now.
2. **Employability or personal skills** – skills you take with you between jobs such as problem solving skills, leadership and customer service.



Visit careers.govt.nz

The top 10 key skills and qualities employers want

Assess your key skills and qualities by completing the information below. You can use in and out of work examples.

1. Work ethic

Examples of when I have used this skill

- Being reliable
 - Taking responsibility for your own performance at work
 - Being committed to the best possible performance
 - Having a high quality of work
-

2. Verbal communication skills

- Communicating in a clear and sensitive manner to people in different settings and from different backgrounds
 - Giving and receiving constructive feedback
 - Participating constructively in meetings
 - Expressing ideas
-

3. Energy and enthusiasm

- Displaying a genuine interest in the organisation and what it does
 - Understanding the industry sector
 - Expressing your willingness to give 100% to the job
-

4. Analytical and critical thinking

- Gathering and evaluating information from different sources
 - Recognising patterns and scenarios to understand the bigger picture
 - Being able to understand abstract ideas
-

5. Problem solving

- Using rational and logical thinking to achieve conclusions
 - Analysing facts and asking the right questions to diagnose problems
 - Making appropriate decisions from available information
-

Examples of when I have used this skill

6. Teamwork

- Completing group tasks through discussion and planning
 - Working towards solutions that other team members can support
 - Sharing knowledge and expertise with others
-

7. Interpersonal skills

- Being able to work with people from diverse backgrounds, such as cultures, genders and ages
 - Acknowledging the complex emotions and viewpoints of others and responding sensitively and appropriately
 - Understanding unspoken meanings in situations
 - Being able to resolve issues well
-

8. Written communication skills

- Using correct spelling, punctuation and grammar
 - Being able to edit your own work
 - Using appropriate tone and style in writing, depending on the audience
-

9. Self-management

- Managing your own workload and raising when you need support
 - Actively seeking opportunities to keep learning
 - Being confident in dealing with challenges
 - Maintaining a balance between work and life
-

10. Initiative and enterprise

- Going beyond your usual role to help others, including doing tasks not in your job description
- Having initiative – taking unprompted action to achieve goals
- Being creative – using creative thinking to develop solutions
- Starting change and adding value by embracing new ideas

Your top 5 skills and qualities

Talk with family and friends to help you identify your top 5 skills and qualities.

1

2

3

4

5

Examples of your achievements

Achievements give employers evidence of your skills and work ethic.

They need to be:

- specific
- relevant to the work you are seeking
- a recent example.

Provide evidence of your achievement.

For example:

- Employee of the Month
- got 98% positive customer service ratings on service for all of 2019.

What was the achievement and why was it important? What specifically did you achieve? Try this with all of your (top 5) skills and qualities.

Achievement

Why was it important and why were you proud of this achievement?

What skills did you use?

Your unique value

Your unique value is what you offer employers that is different from everyone else.

This is a combination of:

1. Your skills, achievements and talents. What comes easily to you, eg, public speaking, study, listening and talking to people?
2. What the employer is looking for – specific skills, work values, team fit.
3. How you can contribute – what are you passionate about? How would you make a difference to that role/organisation? What motivates you?



Example

Example of Shane's unique value based on his skills and experience.

1

What I am good at

- Talking and listening to people
- Staying calm under pressure
- Managing time efficiently
- Fixing problems

2

What the employer is looking for

- Good communication and customer service skills
- Identifies problems and solves them quickly and accurately
- Restaurant management experience
- Works well in a team

3

How I can contribute

- Good at motivating kitchen to move fast
- Can fix a high number of issues in a short time
- Builds relationships with team and customers
- Strong quality control so customers have a good dining experience

In the area below identify your unique value.

1

What I am good at

2

What the employer is looking for

3

How I can contribute

Your unique value statement

Now that you have identified what you can offer, practise writing a small statement that describes your unique value.



Example

Customer-focused with the ability to drive staff to create quality food. Enjoys motivating staff, problem solving, and making quality food. My goal and interest is making the best dining experience for our customers.

2

Explore opportunities



Introduction

This section looks at:

- ways to find work
- networking and informational interviewing to connect with employers
- exploring new career options
- training, courses and upskilling.

Example of Health Care Assistant opportunities from careers.govt.nz

The screenshot shows a job listing for a Health Care Assistant. The title is 'Health Care Assistant' with the Māori name 'Kaiāwhina Tapuhi/Kaimahi Atawhai' below it. A note indicates 'Alternative titles for this job'. The description states: 'Health care assistants support nurses and care for people in private homes, hospitals, general practices or rest homes.' The listing includes three key statistics: 'Pay' is '\$19-\$25 per hour' (based on 2016 NZ/UK/US and 2015); 'Job opportunities' are 'Good' (indicated by a 3/5 star rating) with a note that 'Chances of getting a job as a health care assistant are good due to increasing demand for these services'; and 'Length of training' is '1-2 years of training usually required'. The industry is listed as 'Health' and 'Vocational Pathways' are available, including 'Social and community services'.

Where to find work

Find work:

- on job vacancy and recruitment websites
- on government, council and industry organisation websites
- on social media
- in professional and industry journals
- via recruitment agencies
- through friends and family
- at career and job expos and events.

The hidden job market

Don't limit your job search to job vacancy websites or recruitment agencies. 70% of jobs are filled by employers using their connections and networks.

30% advertised jobs

How job seekers prefer to find jobs

- Sending out unsolicited CVs
- Applying for vacancies advertised on the internet, social media or in newspapers
- Approaching recruitment agencies

70% hidden job market

How employers prefer to find new staff

- Through networking with people they know at work or socially
- Through their current staff
- Through checking online job profiles



Find out what jobs are in demand:

careers.govt.nz/jobs-database

Be a great networker

70% of jobs are hidden so it's important to learn how to network.

People you can network with:

People I know well

Former colleagues, managers, alumni, whānau, friends, friends of friends.

Ask for referrals and connections

People I don't know well or those I have met briefly who could help

For example: tutors, guest speakers, fellow students, people I have met at community networks.

Connect online to LinkedIn immediately after meeting

People I don't know

Those who are currently in my ideal job, organisation or industry.

Follow online comments, ask questions and organise informational interviews

Your future network

People I could help

Try voluntary or part-time work to expand your network.

How to network

Networking helps you tap into the hidden job market.

There are many ways to network:

- tell friends and whānau you are looking for work
- go to industry meet-ups and events
- connect with organisations on social media
- join a professional organisation in your career field
- go to job expos
- cold-call organisations to check for vacancies
- invite HR managers for coffee
- do an informational interview with a manager.

Perfect your marketing script

A marketing script or elevator pitch is a quick way to introduce your experience and what you're looking for in a job.

Your marketing script

When someone asks, "So, what do you do?" how do you reply?

Three rules to consider:

1. Your reply should take 30 seconds or less.
2. Your skills (or how you would benefit a potential employer) should be clear.
3. You should identify some type of goal.

Self-marketing script

My name is:

I am a:

I have (years in role):

Currently I am looking for a new opportunity to:

I am really keen to get work in the area of:



Check out careers.govt.nz advice on networking:

careers.govt.nz/articles/network-into-a-job-with-the-perfect-elevator-pitch

Prepare for an informational interview

An informational interview is a chance to chat to an employer about their organisation and who they like to hire.

This is a chance for you to find out about different types of jobs you could do and understand the skills needed to work with the employer.

1. Setting up a time to talk

Some people may prefer to talk over the phone rather than meet you in person. Be prepared with questions in case they want to talk to you at the time you call.

2. How to approach them

Message your request via email or LinkedIn. Explain who you are and why you would like to meet.

3. Before a meeting or phone conversation

Do your research on the organisation and industry beforehand. Learn as much as you can so you can use your meeting time with people wisely. Ask specific questions that might help you learn more about opportunities or roles in the organisation.

4. When you meet them

- Dress appropriately for the meeting.
- Thank them for taking the time to meet.
- Say a little about yourself and your background but don't go into a lot of detail.
- Ask them how much time they have to talk. Keep to this time. If you go over time, ask them for permission to keep going.
- Ask if it is acceptable to take notes.
- Once you have finished, thank them again for taking the time to talk to you.

5. After the meeting

- Straight after your meeting, make some notes on what they said.
- Send them a thank you message after you have talked, either by email or through LinkedIn.
- Email them if you found work or chose a new career as a result of your meeting.



Watch: Informational interviews: How to succeed

youtu.be/CXZDTDBLKRE

Informational interview request

Informational interviews can help you network with employers and find out if a career is for you.

Sample LinkedIn email or request for an informational interview:

Kia ora, my name is Shane Paku.

I was reading your LinkedIn profile and was very interested to see that you have extensive experience in running fast food franchises. I've had 15 years' experience working as a Restaurant Manager in restaurants in Wellington.

I'm interested in talking to you about your experience.

Would I be able to talk to you in more depth about this? I know you are very busy but if you have 20 minutes to spare I would really appreciate it.

Regards
Shane

Informational interview questions

Here are questions that can get people talking about their career and opportunities.

Role

- Can you tell me more about the _____ sector in _____ (city)?
.....
- How did you get into your role?
.....
- What does your average work day look like?
.....
- Is there anything that would surprise people about your job?
.....
- If you could go back and change anything about your career path, would you?
.....
- What is the profile of the most recent person hired in my field?
.....

Industry

- What is happening within the industry in New Zealand? Is it growing or declining?
.....
- What are the key skill areas that employers are looking for in this job/industry?
.....
- Do you know if there are lots of people looking for work in this area?
.....
- Do you know of anyone else who might be willing to talk to me? Would you be willing to make an introduction by email?
.....

Personal development

- Are there particular skills or jobs that are in short supply?
.....
- Do you have any suggestions about how I can get into this area?
.....
- What training is useful?
.....
- What work experience do you look for?
.....
- Which networks would you recommend that I join?
.....

Add your own questions below:

Transfer your skills to a new career

Losing your job is a shock and the pressure is on to get money coming in to pay your bills.

Your short-term goal is likely to be looking at your skills and researching vacancies so you can get back to work as soon as possible.

However, this could be a good time to think about your interests and values. It might be the right time to repackage your transferable skills and change direction.

Some questions to ask yourself:

- 1 What are my longer-term goals? Where do I see myself in a years' time or five years' time?
.....
- 2 Is there anything I've wanted to do for a long time?
.....
- 3 Will I be better off if I upskill from my current career or retrain into a new career?
.....
- 4 Are there short-term job options that can help me get into a job I've always wanted?
.....
- 5 Who could I talk to about career options?
.....

Upskill or retrain for a new job

Upskilling or retraining can improve your chances of finding work.

There are a number of training options, from short courses like micro-credentials to apprenticeships and degrees.



Upskilling

Tom worked in construction



He researched what qualification he needed to upskill



He undertook an apprenticeship



He became an electrician



Retraining

Maia worked in tourism



She researched what courses were available at her local polytech



She enrolled in a nursing course



She became a community nurse



Find out about study and training options:

careers.govt.nz/plan-your-career/find-out-about-study-and-training-options

3

Decide and act



Introduction

In this section you'll find:

- a guide to answering a job advertisement
- how to apply for jobs online
- tips for writing a CV and a cover letter
- how to prepare for interviews
- your next steps in developing an action plan.

“Never give up, keep pushing forward. You’re going to come across road blocks and speed bumps. You just have to persevere, be consistent and work hard.”

David Letele (Brown Buttabean)
Boxer and Life Coach

Match your skills to job advertisements

Find a job advertisement that you are interested in and follow the steps below.

1

Read the advertisement and highlight the key skills and qualities the employer is looking for

For example:

- strong written and verbal communication
- team player or teamwork
- analytical and problem solving
- time management
- specialised or technical competencies
- high level of computer competency
- ability to work well under pressure
- enthusiasm and initiative
- excellent customer service.

2

Do the same with the job or person description (if there is one)

This will include more information about what the employer requires in this particular role.

3

Visit careers.govt.nz

Use the search box to find the job. The job description will give you a generic list of skills, qualifications and experience levels that are recommended for this job. This can help identify further skills.

You should now have a well researched list of the skills, qualities and experience needed for the position advertised.



Tip: Don't worry if you don't have all the skills listed

Apply for the jobs if you have most of the important skills listed in the job advertisement.

4**Research the organisation**

- Look for information on the organisation's key products or services, their mission and anything else that gives you an insight into them. You can do this through their website and by talking to people you know.
- Record a few key words and phrases from this material. Keep them in mind while you decide what information you will use in your letter and CV.

5**List your skills and experience that match this job**

- Technical skills and experience that match the key skills in the advertisement. Create a list of your employability skills.
- Think about how your work values and goals fit those of the organisation.

6**Gather evidence and examples of how your skills and experience match the job**

Make a list of examples of how you've used the skills required in the job advertisement. List achievements that demonstrate how well you've used these skills.

You are now ready to write a targeted CV and cover letter that are totally focused on that individual employer's needs for a specific role.

**Fact:**
Employers are busy

Your CV and cover letter need to clearly show how closely you match their needs.

Don't use the same CV and cover letter for each job application. Increase your chances of getting an interview by targeting your application to the job you are applying for.

How to apply

Apply for jobs that closely match your skills and qualifications.

- Give yourself plenty of time to apply.
- Ensure you have a professional or business-like email address.
- Follow the application directions closely.
- Get someone to check your CV and cover letter against the application form.
- Include the title of the position you are applying for in the subject line of your email.
- Make sure you include your name and phone number in the email.
- Send your CV as a PDF attachment.
- Use your name in the CV filename before sending.

Sample email as part of your application:

To: HR@anywhere.co.nz

Subject: Shane Paku's application for Wubsay Restaurant Manager

Dear _____ (name of person)

Re: Wubsay Restaurant Manager position

I've managed restaurants for the past 15 years, gaining excellent skills and knowledge along the way. In the attached cover letter and CV I demonstrate why I'm a great candidate for the manager job at <name of organisation> and how I can put my skills and experience to work for you.

Please find attached my CV and cover letter for the above position as advertised on Seek on 20 May 2020.

I look forward to hearing from you.

Yours sincerely
Shane Paku
Phone 033 333 333
shanep@hmail.com



Tip: Request and download the Job Description (JD)

Save it to help you keep track of your applications and prepare for an interview.



Tip: If you don't have a computer with internet access

Visit your local library or community centre to research and submit your job application.

Tips for creating a job hunting profile

When you're creating a job hunting profile online it's important to think of it as a CV.

You can create a profile on an organisation's career hub, Work and Income's website, your own website or LinkedIn. Employers and recruiters are actively looking at profiles to find new staff.

More than 540 million people have profiles on LinkedIn – a social media network that spotlights your experience and connects you with professional groups and businesses.

LinkedIn is a cross between an online CV and a Facebook page.

Let your online profile work for you:

- Highlight the skills you have to offer at the top of your profile.
- List your experience, education and skills.
- Include your contact information and location.
- Use a headshot photo that looks professional.
- Use key words about your skills in your headline.
- Check for spelling and other errors.
- Use a professional email address such as maia.johnson@website.com.
- If you need to create a username keep it professional.
- Keep your profile updated regularly.
- Connect with others – invite people to like your profile or message people.



Find out more: How to stand out on LinkedIn

careers.govt.nz/articles/how-to-stand-out-on-linkedin

CV essentials

Make your CV a brief, positive and interesting snapshot of yourself.

1

Before you start writing

- Brainstorm skills and experience that match the job description and advert. Don't forget things you do outside of work. Give examples wherever you can.
- Look at example CVs for ideas on layout, language and effective ways of marketing yourself.

2

Put yourself in the employer's place

You have 10 seconds to persuade an employer to continue to read your CV. Your CV will have more impact if you highlight the things the employer is looking for. Keep the CV short and only show relevant work experience and skills.

Three key questions to ask yourself:

1. **When someone scans my CV quickly, will they think 'This CV looks interesting'?**
Employers have to sort and reduce a pile of CVs to shortlists of two or three people. They will respond better to a clear, well-laid-out CV than a long, disorganised one.
2. **When they read your CV fully, will they think 'This person has skills we need'?**
Employers are looking for someone who matches the job description. Adjust and target your CV to highlight things that fit the job you are applying for.
3. **When they choose CVs to shortlist, will they think 'This person is worth meeting'?**
Employers are thinking about what you can offer them. Give people a sense of who you are and what you do best.

3

Ask others to look at your CV

It is important to get someone else to check your CV to see that it makes sense, is well formatted and has no spelling or grammatical mistakes.



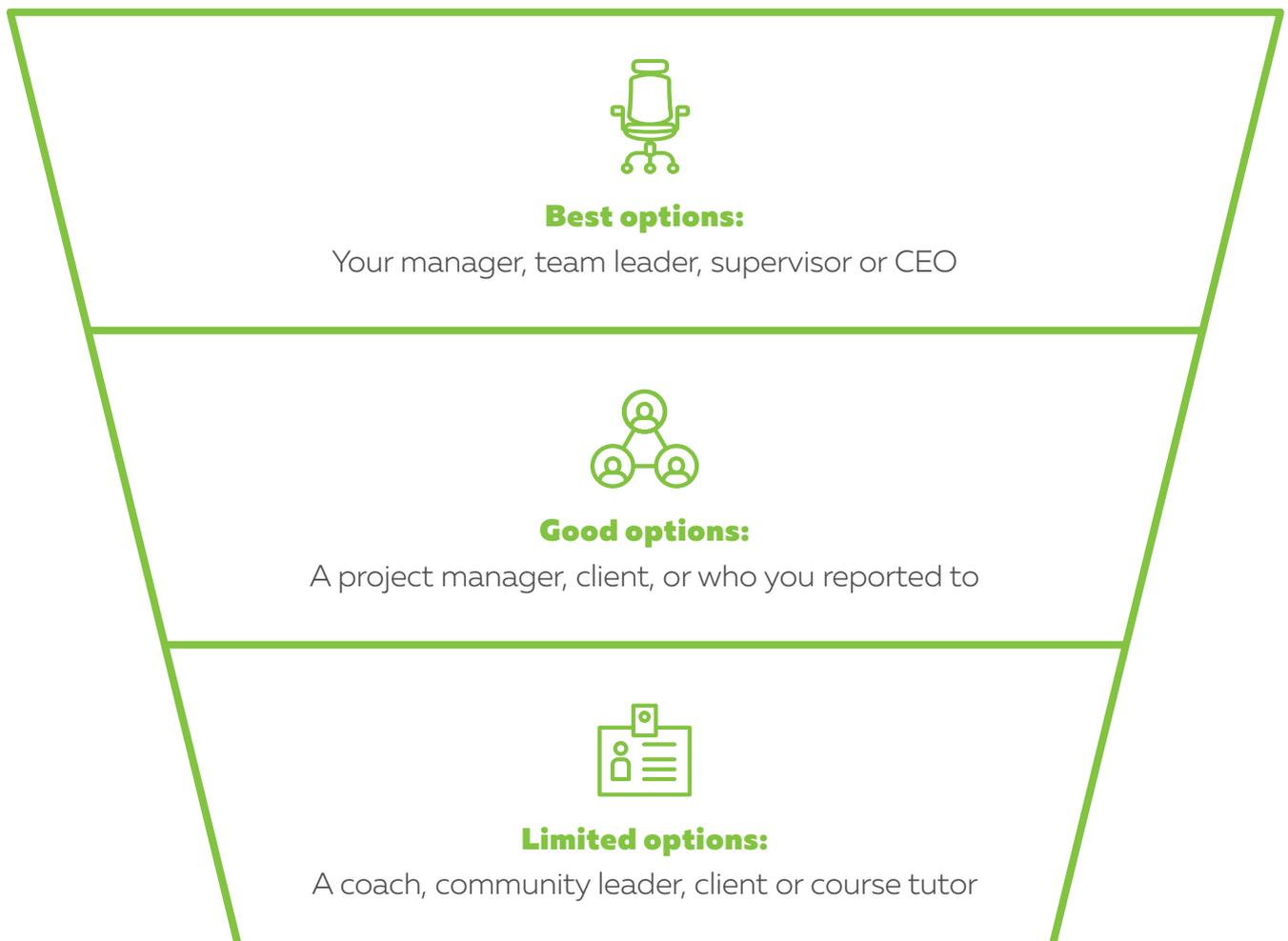
Check out our CV Builder tool:

careers.govt.nz/tools/cv-builder

Choosing the right referees

Employers usually ask you to give them at least two referees – people they can call to check your experience and find out whether you will fit into their organisation.

Choose referees who are credible and professional, can talk about your work and how you work, and are easy to contact. Make sure you contact them first.



Write or revise a CV

Tips

Put your name and contact details clearly at the top. (You don't need to put them at the top of every page.)

- Put page numbers in the footer.
- Make all headings stand out. Use bold, size, colour, white space, etc, to do this.

The aim of this section is to capture the reader's interest. If it doesn't, they won't read any further.

- Use the same words used to describe skills from the job advertisement.
- This is only an example of writing about one skill. You will need to include more than one skill, such as communication skills, problem solving, customer service and teamwork.

The aim of this section is to give evidence that you have the experience to do the job.

- You want the employer to think 'This person could do the job and I want them to do it'.
- Concentrate on key tasks. Highlight the ways you helped the company to do well.
- If your employment history is too long, include only your most recent or relevant roles.

Simple CV template with example content

Shane Paku

1234 Chelsea Road, Lower Hutt, 5010

Email: shanep@hmail.com

Phone: 033 333 333

LinkedIn: linkedin.com/in/shanep3333

Key skills and competencies

Leadership skills

- 15 years' experience managing and coaching staff in medium-sized kitchens
- Effectively solves issues and plans for risk
- Ability to build rapport quickly and confidently with a wide range of people

Work history

Restaurant Manager

2015 – 2020

Cafe LaFairy, Wellington

- Responsible for line management, training and hiring of 20 kitchen and floor staff
- Performed quality assurance checks and responded to customer issues
- Budgeted, controlled and ordered stock for the restaurant
- Improved daily takings by 25% in one year
- Reduced staff turnover by 30% since 2017

Work history (continued)

Restaurant Manager

2005 – 2015

Freepav Cafe

- Led 8 kitchen and floor staff
- Managed budget, stock control and payment systems for the cafe
- Initiated staff training that improved customer satisfaction to 98% from 2006-2015
- Introduced quality control systems that improved service times by 25%

Education history

NZ Diploma in Hospitality Management

2010

Service IQ, Wellington

Interests

- Running
- Cricket

Referees

Referees supplied on request

Or

Moana Ngata

Restaurant Owner
Cafe LaFairy, Wellington
Phone: 044 444 4444
Email: mgata@hmail.com

Nish Ahuja

Cafe Owner
Freepav Cafe, Wellington
Phone: 055 555 5555
Email: nisha@hmail.com

Tips

Ways of ordering this section include:

- Job title in bold, followed by company underneath and tasks.
- Most recent job first.

Which section goes first – employment history or education history? Think about which section is most recent and relevant to the work you are looking for.

This optional section gives you the chance to talk about what you are like outside work.

- You can include interests, hobbies, volunteer or community work.
- Use bullet points.

Employers should tell you when they are going to contact your referees. Often they will only want to contact them after they have met you.

- If you don't include referees in your CV, make sure you are able to give this information to the employer when it is requested.
- Select your referees carefully. Inform them of the role you are applying for, so they can prepare – what they say about you should be relevant to the role.

Your cover letter

What to include

Your contact details

Write, in this order:

- your full name
- your address
- your email address
- your phone numbers
- your LinkedIn address.

Date

Include the date you send the letter.

Their contact details

Write, in this order:

- the name of the person
- their job title
- their organisation and address.

Contact person

Address the person by their name if possible. Contact the organisation and ask. If you cannot find the name, put "Dear hiring manager".

Reason for the letter

- Write out the full job title and any reference numbers as a heading.
- State you are applying for the named position and where you heard about the job.

Why you want to work in this position for the organisation and what you know about the organisation

- Be enthusiastic and show that you have thought about the job and why you would like to work for them.
- Make positive comments about the organisation, eg, their reputation, performance and product.
- Remember it's about what you can do for them, not what they can do for you.

Template

Shane Paku
1234 Chelsea Road
Lower Hutt 5010
Email: shanep@hmail.com
Phone: 033 333 333
LinkedIn: linkedin.com/in/shanep3333

25 May 2020

Jane Smith
HR Manager
Wubsay Franchises
PO Box 1234
Wellington, 6011

Dear Jane

Re: Wubsay Restaurant Manager

I am writing to apply for the position of Restaurant Manager at Wubsay Wellington City as advertised on Seek. Please find attached my CV to support my application.

The values of Wubsay around honesty, quality and customer service appeal to me. I have always gone the extra mile when working with customers, ensuring my team provide them with quality food and excellent service.

I have extensive experience working as a Restaurant Manager in high-profile restaurants Cafe LaFairy and Freepav, Wellington. Within each of these roles, I led a team of kitchen and front-of-house staff to provide exceptional dining in experiences for customers. My role also included budgeting, stock control, training and hiring.

During my time at Cafe LaFairy I improved profits by 25% and reduced staff turnover by 30%.

I am dedicated to continuous learning and improvement and am a member of the Restaurant Association of NZ and Restaurant Manager Association. I enjoy staying up to date with developments within the hospitality industry and attend meetings once every fortnight.

I am very excited about this opportunity with Wubsay and believe that I would both add value within your team and fit into your team culture extremely well.

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely
Shane Paku

What to include

What you will bring to the role

- Highlight how well you match the requirements for the job.
- Outline your hard or technical skills, experience and knowledge that is required for the role.
- Soft skills, personal goals, excitement and enthusiasm.

Finishing off

- If you are applying for a vacancy, thank them for considering your application.
- If you are writing to ask for an opportunity to discuss your application, state your intentions to follow up with a telephone call.

Signing off

- Be professional with your farewell, not too formal or too familiar. Write out your first and last names and sign above your name unless you are applying online.



Check out our CV and cover letter templates:

careers.govt.nz/job-hunting/cvs-and-cover-letters/templates

Interview types

If you've got an interview an employer already thinks you have the skills to do the job. An interview is a chance for you to show how you'd be a good fit for your employer's team.



The face-to-face interview

In the face-to-face interview, you're being judged from the moment your potential employer lays eyes on you.

When you introduce yourself to the interviewer/s:

- Make eye contact, smile and use your first and last name.
- Be aware of your body language – what you say must be mirrored by how you carry yourself. For example, if you say you're open to new ideas but sit with your legs and arms firmly crossed, you aren't going to be convincing.

How you dress is also really important – make sure what you're wearing is appropriate for the job you're applying for.



The video interview

The key thing to remember about the video interview is that any distractions are amplified and will work against you.

- Make sure you have the tech sorted – know what program to use and how to use it, have a strong internet connection and make sure your computer battery is charged or plugged in.
- Looks are important here too. The camera doesn't like black, white or anything with a busy pattern, so avoid wearing these – navy blue is best.
- Choose a simple background – no mirrors or pictures – and remove all distractions from the room, including animals, children and flatmates!



The interview test

Some organisations require you to do timed tests, such as maths or writing tests.

- Find tests online to practise.
- Let the interviewer know in advance if you have a condition that makes timed tests difficult.
- Read instructions carefully. Plan what you'll do in the time.
- Ask questions if you are not sure of anything.
- Review your work once you've finished.

Prepare for an interview

Preparation is essential and will make a difference to how you perform and how well you market yourself.

Use this checklist to make sure that you are fully prepared.

1 Find out about the company or organisation

Why?

- If you know what the organisation does, you'll feel more confident about answering their questions.
- The person interviewing you will be impressed if you show them that you are knowledgeable about what they do.
- It will help you decide if the company's values and policies fit with your own.
- It may make you think of some questions that you want to ask the employer.

How?

- Look up the company website if they have one.
- Make a list of things you want to find out about the organisation such as salary information.
- Think about your networks. Do you know anyone who works or has worked there?
- If you know someone in a similar organisation, talk to them about what they do.

2 Review the job description, your CV and cover letter, practise interview questions and prepare your own

Why?

- Use the job description to think of questions an employer might ask.
- Identify the skills you want to emphasise in the interview and be clear about how your skills could be used in that position.
- You are likely to be asked at the end of the interview whether you have any questions to ask.

How?

- Imagine you are the employer. What questions would you ask? You can use typical questions listed later in this workbook and on careers.govt.nz to help you.
- Write answers to the questions to help you think of good examples.
- Practise answering questions aloud with the help of another person. Or record your answers and play them back. Check that your answers are clear and easy to hear, with a positive tone. Sometimes when we are nervous, we talk faster.
- Make a list of questions you would like to ask about the work or organisation.

Prepare for an interview (continued)

3

Plan what you will wear and how you will travel to the interview

Why?

- If you are late for the interview, you will give the employer a bad first impression.
 - Rushing may make you anxious and this could affect your interview performance.
-

How?

- Choose an outfit that is tidy, clean, ironed and appropriate for a formal interview.
- Find out where your interview is then check how you will get there.
- If you need to catch a bus or train, make sure that you have checked out the times. Allow yourself extra time for any unexpected delays.
- If you can, do a trial run before the day of the interview so that you know where it will be held and how long it takes to get there.

4

Make sure you are clear about the interview process

Why?

- Some selection processes involve undertaking tests, delivering a presentation, giving group presentations or other tasks.
 - It is important to know whether you are going to be interviewed by one person or a panel of people.
-

How?

- If you have not been given information about the interview process, contact the organisation and ask the employer what the interview will involve.
- If you are being interviewed by a panel, make a connection with all the interviewers. Address each reply to the person who asks the question, while being aware of the other panel members.

The interview



Congratulations, you have an interview! Here are some helpful tips to get you through successfully.

- Listen carefully to what you are being asked and treat each question as a chance to demonstrate your strengths.
- A general rule is to speak for no less than 30 seconds and no more than two minutes per answer. Keep your answers brief and to the point.
- Pause before answering if you don't understand. You might say, "Oh, good question – let me think about this one." If you don't understand the question, you could say, "Could you please rephrase the question?"
- There's a 40-60 rule to interviews: the interviewer talks 40% of the time during an interview, you talk 60% of the time.

The opening questions and how to answer them

There will generally be an opening question like one of the questions below.

<ol style="list-style-type: none">1. What brings you here today?2. Why did you apply for the job?3. What do you have to offer?4. What in your background is relevant to this position?	<p>This question gives you the opportunity to show your wisdom, insight and understanding about the job. Cover these areas in your answer:</p> <ul style="list-style-type: none">• how you see the job• what you see the job needs• something about yourself and your strengths• a summary of these three points.
<ol style="list-style-type: none">5. Tell me about yourself.6. What are your goals?	<ul style="list-style-type: none">• Think about what the employer needs to know about you and your goals in relation to this position. Talk about some of your strengths and link them to the job.

At the end of the interview

Prepare questions that you would like the interviewers to answer. They might be answered during the interview. Then you can say, "I had some questions but you seem to have covered them during the interview."

- Confirm your interest and enthusiasm for the job.
- Find out what the next steps are in the process following the interview.
- Consider sending a thank you email to the interviewers following your interview.
- Ensure the interviewers have the names and contact details of your referees.

Main interview styles

There are different styles of interviews and the questions are a little different for each one.

- **Behavioural:** how you have reacted to certain situations in the workplace.
- **Non-behavioural:** focus is on your personality, goals, motivations and your reported strengths and weaknesses.

Behavioural interviews – the STAR method

STAR is a strategy to use in response to behavioural questions.

Behavioural or situational questions focus on your past performance in a similar situation. This technique is used by employers to evaluate a candidate's experiences and behaviours. An example is:

"Tell me about a time when you had a customer complain about their meal. How did you approach solving it? What was the outcome?"

S

Situation

Give the context of your situation

I had a customer who complained that her meal was overcooked and took too long. They were quite angry, as they were now late for an appointment.

T

Task

Explain the task you were required to complete

As a manager it was up to me to talk to the customer and try and solve the problem for them.

A

Action

Describe the specific actions you took to achieve the task

The first step was to calmly listen to them and ask questions to clearly identify the issue and make sure I was not missing anything. I then apologised and asked if they had time for a replacement meal or would prefer a refund.

R

Result

Describe the result of your actions

"Which meant that..."

"Which resulted in..."

"So that..."

"The benefit was..."

"We gained because..."

"The advantage was..."

The outcome was a very happy customer who felt listened to and acknowledged. They took the refund and I followed up with the staff member responsible. They said they would visit the restaurant again and they did.

Behavioural interview questions using STAR



Using the STAR format, have a go at answering these questions to help prepare for your interview.

- Describe a situation where you had to adapt your style of communication to suit the person you were dealing with.
- Give me an example of a time when you had difficulty communicating with a co-worker. How did you deal with this situation? What was the outcome?
- What type of written reports or proposals have you done? How have you ensured that these are timely and accurate?
- Describe a situation where you have been under stress. How did you deal with this situation?
- Tell me about a situation where you had to deal with conflict.
- Tell me about a time when you had to quickly adjust to change.
- Give me an example of how you provided good customer service.
- Describe a time when you had a negative response from a customer. How did you solve it? What was the outcome?
- Tell me about a time you had to organise your time to get your work completed. How did you organise yourself?
- Give me an example of how you solve problems.
- Tell me about an event which really challenged you. How did you meet the challenge? In what way was your approach different from others?
- Give me an example of a time you were involved in a team project/teamwork?



Check out: How to have a successful remote job interview

careers.govt.nz/articles/how-to-have-a-successful-remote-job-interview

Non-behavioural interview questions

What are your strengths?

Talk about strengths that relate to this job and, if you can, link them to the job you are applying for.

What are your weaknesses?

This question is about self-awareness and your willingness to change and learn. Talk about what you have learnt about yourself and changes you made.

Ways to answer this question:

- "In the past..."
 - "What I have come to realise..."
 - "I have learned that..."
-

Initiative

Over the last five years, what have been your most important accomplishments? How have you made these events successful?

Planning

What planning processes have you found useful?

If you have an important deadline or project to complete, how do you plan your work to ensure that you are successful?

How do you go about planning and/or managing time?

Ambition

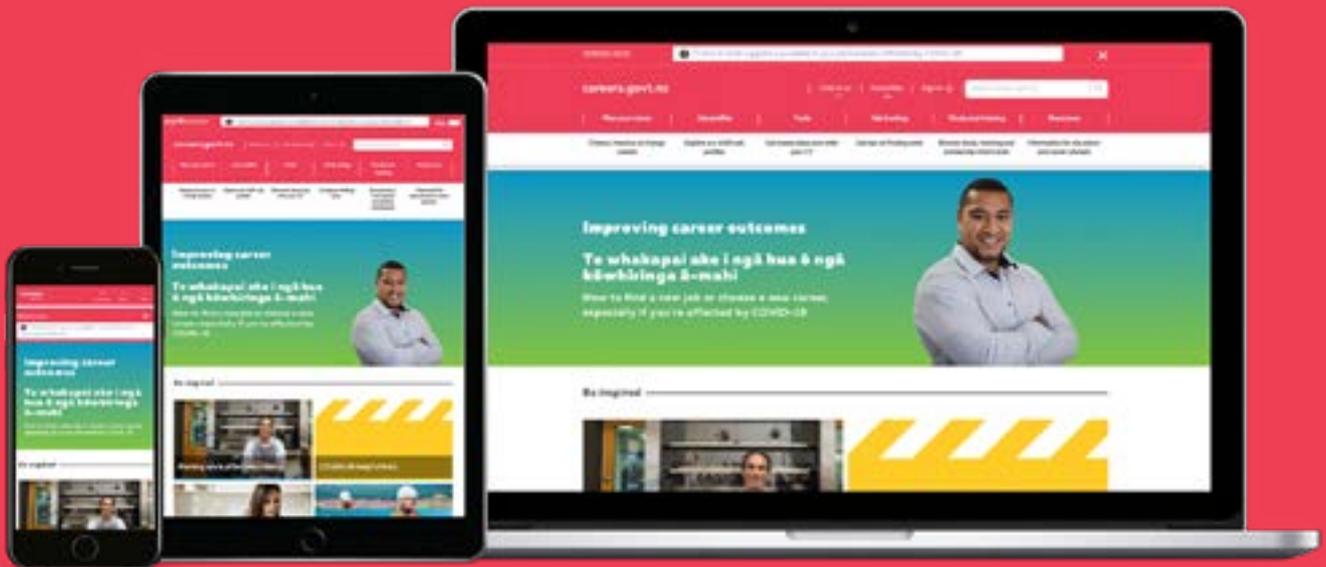
Where do you see yourself in five years' time?

Questions you could ask at the end of the interview

- What kind of introduction, orientation or training programme will I have when I begin the job?
- Who will I report to in this position?
- What will be the biggest challenge I'll have in this job?
- Will the company support ongoing study?
- Will there be opportunities for more responsibility and broader experience in the company?

More information

Visit our website careers.govt.nz



Interactive tools

Look for new jobs and explore career options

Information and advice

Learn how to apply for jobs and refresh your CV

Detailed information

Find out more about courses available to upskill or retrain



Congratulations, you have now completed the Job Hunters' Workbook!

Keep it up to date and close to hand as you work through your action plan. Good luck with your job search!

He waka eke noa

We're all in this together

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ISBN 978-0-473-52412-8 (Print)
ISBN 978-0-473-52413-5 (Online)

Item no. TEC0178

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