

✓ Easy Reading

# Find a Job

A workbook to help you find the job you want

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# Career Advisors and Tutors

*Easy Reading Find a Job* encourages adults with low literacy skills or English as a Second Language to seek the support of a career advisor or tutor to help them through the steps of landing the job they want. This publication, written at a Grade 4 reading level, will cover important topics such as

- how to write a resume
- where to look for their job
- how to write a cover letter
- how to fill out print and online application forms
- how to have a good interview
- what to do after a job offer
- what to do if there's no job offer

*Easy Reading Find a Job: Help for Career Advisors* is a complementary online resource to help advisors and tutors walk their clients through each step of the *Easy Reading Find a Job* publication. It includes related exercises for each primary objective, notes and topics for discussion, optional activities to do with clients and links to readily available resources.

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Other Easy Reading products that may be of interest are

- *Easy Reading Work and You Book 1: Make Some Job Choices*
- *Easy Reading Work and You Book 2: Decide on a Job*
- *Easy Reading Work and You: Help for Career Advisors*

You can find these products at **[alis.alberta.ca/ERadvisors](http://alis.alberta.ca/ERadvisors)**.

Check out these related resources on the Alberta Learning Information Service (ALIS) website:

**[alis.alberta.ca/careerinsite](http://alis.alberta.ca/careerinsite)**

CAREERinsite is a free, interactive career-planning tool that allows users to explore career options based on skills, abilities and interests.

**[alis.alberta.ca/occinfo](http://alis.alberta.ca/occinfo)**

OCCinfo provides information on Alberta occupations and educational programs, including

- duties and working conditions
- educational and certification requirements
- employment outlook and advancement opportunities
- wage and salary ranges

This publication is available to download or order online at **[alis.alberta.ca/publications](http://alis.alberta.ca/publications)**.

# Get ready

This book is called Find a Job. It will help you find the job you want.

If you don't know what job you want, this book is not for you. But if you know what job you want, Find a Job will help you. It has many exercises and examples. You can ask your **career advisor** or tutor to help you.



**TIP:** If you don't know what job you want, read *Easy Reading Work and You Book 1* and *Book 2*. You can find these books **online** at [alis.alberta.ca/publications](http://alis.alberta.ca/publications), or at Alberta Works Centres.



**TIP:** Some words in this book are in **bold**. For example, **career advisor**. You can look up these words in our Easy Reading Dictionary. Use a computer to find the dictionary at this website: [alis.alberta.ca/ERdictionary](http://alis.alberta.ca/ERdictionary).

Some words in this book are in bold and in this **colour**. For example, **online**. This book will tell you what these words mean.

Here is what you will learn.

- Step 1: How to write a good resume.
- Step 2: Where to look for a job.
- Step 3: How to write a good **cover letter**.
- Step 4: How to fill out application forms.
- Step 5: How to have a good **interview**.
- Step 6: What to do if there is no job offer.
- Step 7: What to do after a job offer.



**Online:** You must use a computer or a smartphone and the Internet to find something online.

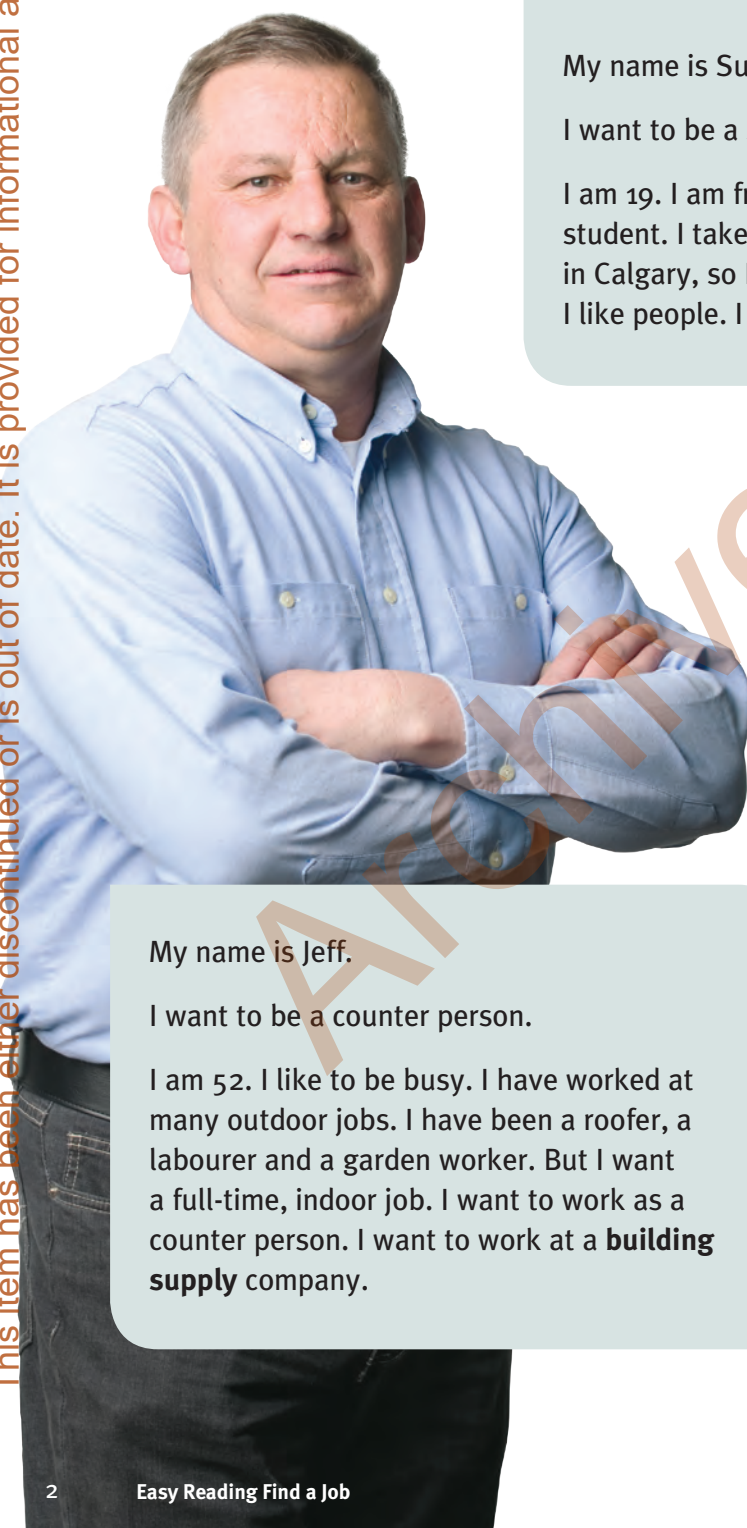
**Cover letter:** A cover letter introduces you. It tells the employer why you want the job. It also tells the employer why she should hire you.

**Interview:** An interview happens when one person wants information from another person. For example, an employer wants to find a new worker. The worker will be asked questions at a job interview. The person who asks the question is the interviewer.



## Meet Omar, Mary, Jeff and Susan


In this book you will read about Omar, Mary, Jeff and Susan. They are looking for jobs. They know what kind of job they want. They are doing the steps in this book. You can learn from their examples.



My name is Susan.

I want to be a salesperson.

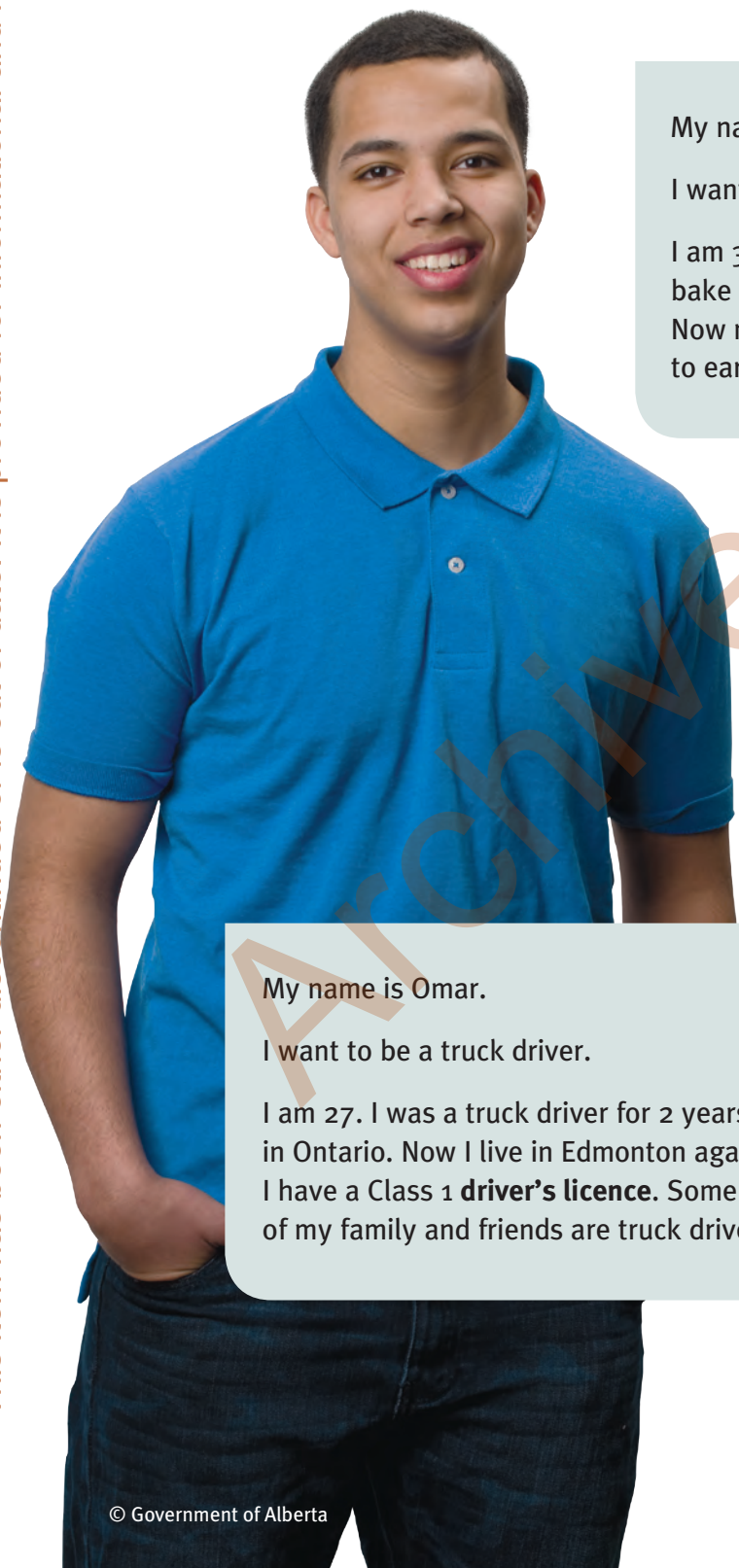
I am 19. I am from Kenya. I am a student. I take upgrading classes in Calgary, so I need a part-time job. I like people. I like fashion.



My name is Jeff.

I want to be a counter person.

I am 52. I like to be busy. I have worked at many outdoor jobs. I have been a roofer, a labourer and a garden worker. But I want a full-time, indoor job. I want to work as a counter person. I want to work at a **building supply** company.



My name is Omar.

I want to be a truck driver.

I am 27. I was a truck driver for 2 years in Ontario. Now I live in Edmonton again. I have a Class 1 **driver's licence**. Some of my family and friends are truck drivers.

My name is Mary.

I want to be a baker.

I am 39. I have 3 kids. I love to bake for them and my friends. Now my kids are older. I want to earn some money.



## EXERCISE

### Get ready

Are you ready to start?

*Write your name and the job you want on the lines below.*

My name is \_\_\_\_\_

I want to be a \_\_\_\_\_

### Social Insurance Number (SIN)

One of the very first things you will need to get a job is a Social Insurance Number (SIN).

Do you have a SIN? If not, you can find out more.

- Call 1-800-206-7218.
- Or, on a computer, go to [servicecanada.gc.ca](http://servicecanada.gc.ca)
- Or, visit a Service Canada Centre which are listed on their website.

Now you are ready. It's time to find your job.  
Next you will learn about writing a resume.




# STEP 1

## How to write a good resume

A good resume is like an **ad** for you. It tells the **employer** all about you. You can sell yourself with a good resume.

It's a good idea to start with some facts about you. Why are you good for this job? What **skills** can you write about? How can your **traits** help you with this job? What are your **work goals**?



**TIP:** You will write down your skills, traits and goals in the exercise on page 6 of this book. You can use what you write down to help you write a good resume and cover letter. Writing down your skills, traits and goals will also help you in a job interview.



**Ad:** is a short form for the word "advertisement."

**Employer:** An employer is a person that hires workers.

**Skill:** A skill is something you do well. You can use the words "I can" to start. For example, I can bake. Or, I can fix things.

**Trait:** A trait is something you are as a person. You can use the words "I am" to start. For example, I am calm. Or, I am helpful.

**Work goal:** A work goal is your plan about work. For example, do you want the same job for the next 2 years? Do you want a different job in the same company?

## EXERCISE

### Think about your skills, traits and goals

In this exercise you will write down your **skills**, **traits** and **goals**. You will use these skills, traits and goals when you prepare your resume and **cover letter**. You will also use them in a job interview.

*Answer the next 8 questions. If you need help, ask your **career advisor** or tutor.*

1. Write down the name of the job you want.

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2. Different jobs need different skills. For example, a salesperson must **work well under pressure** and work with numbers. Here are more examples of skills:

- work hard
- learn quickly
- operate heavy machinery
- follow **instructions**
- work with my hands
- solve problems quickly
- plan **schedules**
- clean and chop food
- organize things
- use safety **equipment**

It is good to think about the skills your job needs. Let's see what Jeff writes down on his skills list.



Jeff wants to be a counter person at a building supply company. He thinks about the skills a counter person needs. This is what he writes down.

- A counter person needs to work well under pressure.
- A counter person needs to know about hand tools.
- A counter person needs to know about power tools.
- A counter person needs to know about safety equipment.
- A counter person needs to know about building supplies. For example, shingles and flashing.
- A counter person needs to move heavy items.
- A counter person needs to remember things. For example, how much things cost.
- A counter person needs to follow instructions.
- A counter person needs to work well with people.
- A counter person needs to work with numbers.

Then Jeff thinks about his skills. He writes them down.

- I can work well under pressure.
- I can remember things.
- I can use numbers.
- I can measure things.
- I can nail on shingles.
- I can install flashing.
- I can follow instructions.
- I can move heavy items.
- I can do carpentry.
- I can do basic plumbing.
- I can do drywall work.



## EXERCISE (continued)

Now it's your turn. What skills does your job need?

*Write them down.*

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

A person who does this job needs to \_\_\_\_\_

3. What can you do? What skills do you have for this job?

*Write them down.*

I can \_\_\_\_\_

I can \_\_\_\_\_

I can \_\_\_\_\_

I can \_\_\_\_\_

I can \_\_\_\_\_

I can \_\_\_\_\_

I can \_\_\_\_\_

4. People learn skills at different times and places. You can learn skills when you are not working. You can learn them when you are doing other things. For example, a **volunteer** at a school must learn to follow rules. A soccer player must learn to work with others.



**Volunteer:** Volunteers give their time to places or groups. Volunteers do not earn money for their work. People can volunteer with schools, hospitals, sports groups and other places. Being a volunteer is a good way to get job **experience**.

*Write down 2 things you do in your free time.*

a) \_\_\_\_\_

b) \_\_\_\_\_

*Write down 2 skills you use in your free time.*

a) \_\_\_\_\_

b) \_\_\_\_\_

5. Different jobs need different **traits**. For example, a day care worker must be **patient** and **observant**.

Here are more examples of traits:

- |            |           |            |            |
|------------|-----------|------------|------------|
| • calm     | • happy   | • loyal    | • reliable |
| • careful  | • helpful | • neat     | • smart    |
| • friendly | • honest  | • positive | • strong   |
| • fun      | • kind    | • on time  |            |

It is important to think about the traits your job needs. Let's see what Mary does before she writes her resume.

## EXERCISE (continued)

Mary wants to be a baker. She thinks about the traits a baker needs. She writes these traits down.

- careful
- creative
- hard-working
- healthy
- neat
- strong

Then Mary thinks about her own traits. She writes them down.

I am careful.  
I am friendly.  
I am hard-working.  
I am neat.  
I am on time.  
I am organized.  
I am strong.



Now it's your turn. What traits does your job need?  
*Write them down.*

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6. What are you like? What traits do you have for this job?

*Write them down.*

I am \_\_\_\_\_

I am \_\_\_\_\_

I am \_\_\_\_\_

I am \_\_\_\_\_

I am \_\_\_\_\_

7. People learn traits at different times and places. You can learn traits when you are not working. You can learn them when you are doing other things. For example, a **volunteer** at a school must be **patient** with children. A soccer player must be fast.

*Write down 2 traits you use in your free time.*

a) \_\_\_\_\_

b) \_\_\_\_\_

8. Sometimes an **employer** wants to know your plans about work. These are called **work goals**. For example, do you want the same job for the next 2 years? Do you want a different job in the same company? Your answers are your work goals.

*Write down your goals here.*

\_\_\_\_\_

\_\_\_\_\_

Now let's learn about resumes.

## What is a good resume?

- A good resume has your **contact information**.
- A good resume lists your **skills**.
- A good resume lists your education and training.
- A good resume is 1 or 2 typed pages.
- A good resume is easy to read.
- A good resume has no mistakes.
- A good resume sells you as a great worker.

Always list your name, address and a phone number on a resume or **cover letter**. You can include other information too. For example, a cellphone number or an email address.

**Contact information:** Your contact information is your name, address, phone number, cellphone number or email address.



**TIP:** People use your contact information when they need to talk to you. Make sure the contact information you give people is useful. Do you keep your cellphone turned off? Then don't include your cellphone number in your contact information. People won't be able to reach you.



**TIP:** You can learn more about cover letters on page 41.

### STEP 3 How to write a good cover letter

A cover letter introduces you. It also introduces your resumé. A cover letter tells the employer why you want the job and why he should hire you.

#### What is a good cover letter?

- A good cover letter is short.
- A good cover letter is typed.
- A good cover letter uses **keywords** from the job ad. It matches the job ad.

**Keywords:** Keywords are important words. Keywords are used in job ads. They are the words that say what the employer is looking for. It is important to use these keywords in your resumé and cover letter.

#### Parts of a cover letter

- Contact information**
  - Make sure your contact information is correct.
  - Put your contact information at the top of the page, on the left hand side of the page.
- Date**
  - Put this on the left side of the page. Put the date after your contact information.
- Name and address of employer**
  - Make sure this is correct.
- The RE: line**
  - "RE" stands for "Regarding." In a cover letter, it is followed by a colon (:). Write the name of the job you want after RE and the colon. For example, Susan writes the words "RE: Salesperson."

## Tips for a good resume

### Do

- Tell the truth.
- Use action words to talk about your **skills**.  
For example: clean, lift, help.
- Use lists with bullets (•) if you can.
- Make sure your dates are correct.
- Make sure your spelling is correct.
- Make sure there are no mistakes.
- Ask someone to look at your resume.

### Do NOT

- Do not put your SIN on your resume.
- Do not sign or date your resume. This is for your cover letter.
- Do not write down how much money you want to earn.
- Do not use the words "I" or "my" too much.
- Do not write the names of your **references**.  
You can give them at the **interview**.
- Do not write the words "references available upon request."

**TIP:** You can learn more about references on page 28.

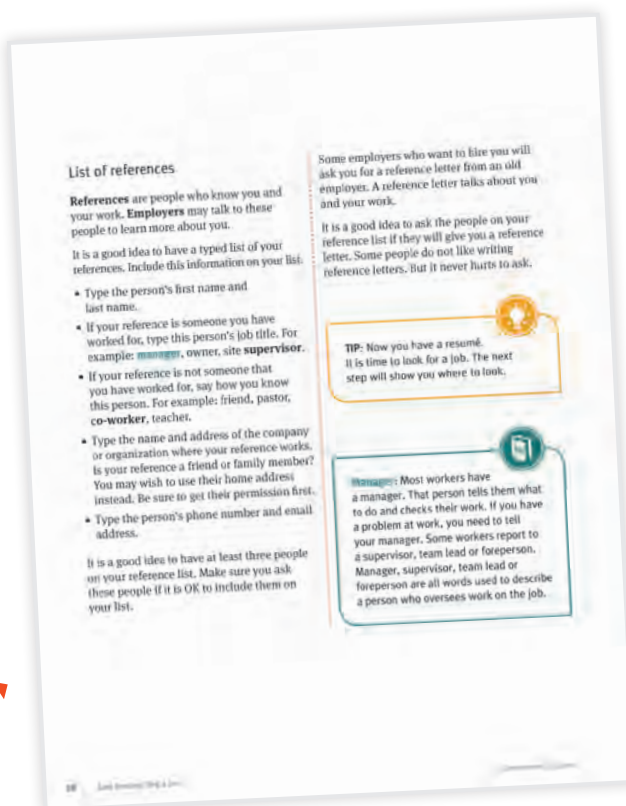


## Types of resumes

There are 3 types of resumes. Jeff, Susan and Mary each use a different type of resume. First they make a list of their skills, traits and goals. They use their list to help them write their resume.

You made your own list in the exercise called "Think about your skills, traits and goals" on page 6 of this book. You will use the skills, traits and goals you wrote down when you write your resume.

Read about the types of resumes. Look at the resumes of Jeff, Susan and Mary. Then do the exercise. It will help you decide what type of résumé is best for you.



## 1. Timeline resume

The focus for this resume is on your jobs, education and training.

A timeline resume lists all your jobs and all your education or training in order. You must start with your most recent job. Then list all your other jobs. Your list ends with your first job.

Now list your education and training. Start with the most recent.

**Employers** like this type of resume. They can see your work history. They can see that you are a steady worker. A steady worker has no work gaps. This means there is no time off between one job and the next. Do you have a steady work history? Then this type of resume is for you.



**TIP:** Look at the dates on the right side of Jeff's resume. See how he lists the most recent job first. Jeff puts his first job at the end of the list.

Look at what Jeff writes about his jobs. Jeff uses his list of skills, traits and goals to help him write this part of his resume.

Jeff has worked outdoors for a long time. He wants to change to an indoor job. He knows a lot about working with tools. He works hard. People trust him.

Jeff left school when he was 16. He worked at a skating rink. Then he found full-time work.

Jeff decides to write a timeline resume. Here is Jeff's timeline resume.







Jeff Able  
5631-101 Street  
Leduc, Alberta, T9E 3K5  
780-555-2005

**Shift work:** A shift is 8 hours long. Some companies run for 16 or 24 hours. They may need workers who can work in the evening or at night. This is called shift work.

## SUMMARY

I am a hard worker. I have the skills and experience for a Counter Person. I can work normal hours or **shift work**.

## EXPERIENCE

### Labourer

2005-2013

*Best Construction, Leduc, Alberta*

- Loaded and unloaded materials
- Used hand and power tools
- Moved site tools and equipment
- Assembled and took apart ramps, walkways and fences
- Sorted and took away leftover materials
- Worked on teams
- Worked alone

### Roofer

1999-2005

*Sky High Roofing, Edmonton, Alberta*

- Prepared roofs
- Put on tar
- Nailed on shingles
- Installed flashing
- Used safety equipment, when needed

### Landscape Worker

1993-1999

*Green Leaf Gardens, Leduc, Alberta*

- Followed instructions from the head gardener
- Moved plants and trees with a wheel barrow
- Sprayed to kill insects
- Sprayed plant food
- Planted trees and bushes
- Worked long hours
- Worked alone, when needed
- Worked with a team

### Ice Rink Worker

1990-1993

*Leduc Skating Rink, Leduc, Alberta*

- Flooded the ice to prevent cracks
- Cleaned ice surface
- Shovelled walks

## EDUCATION

- On-the-job training
- Safety training using sprays and masks
- Safety training using a harness
- St. John's Ambulance

ongoing  
2009  
2000  
up to date

## OTHER

Enjoy carpentry and basic plumbing. Know how to dry wall.

## 2. Skills resume

The focus of a skills resume is the **skills** you have for the job.

A skills resume lists your useful skills. It also lists your good **traits**. It shows how you can use your skills and traits to do the job.

You can put your skills into groups. The groups must match the job you want. A kitchen helper must have kitchen skills. For example, washing dishes or cleaning a stove. A janitor must have cleaning skills. For example, mopping floors or dusting furniture.

Did you have many part-time jobs? Did you have a lot of jobs, but only for short times? Did you not work much? Then this type of resume is for you.

Susan is a student. She wants a part-time job. Susan finds 4 job **ads** on the Internet. They are salesperson jobs for clothing companies. Susan has not worked in a store before. But Susan has many good skills. So she writes a skills resume.

Susan uses her list of skills, traits and goals to help her write her skills resume. (You wrote a list like this in the “Think About Your Skills, Traits and Goals” on page 6 of this book.)

Susan puts her skills into 2 groups. She calls one group sales skills. She calls the next group people skills. A good salesperson has both kinds of skills. Here is Susan’s skills resume.



Susan Ricardo  
5631-101 Avenue SE  
Calgary, Alberta, T2A 3K5  
403-555-3456  
susan.ricardo@email.com

## **SUMMARY**

I am a student who is looking for a part-time job as a salesperson. I can work evenings, weekends and holidays.

## **SALES SKILLS**

- Follow instructions well
- Handle money
- Speak English well
- Write English well
- Speak Swahili fluently

## **PEOPLE SKILLS**

- Listen to what people want
- Solve problems quickly
- Put people at ease quickly

## **PERSONAL TRAITS**

- Friendly
- Helpful
- Neat
- Reliable

## **EDUCATION**

Calgary Centre High: Math 20 and Science 20  
Centennial School, Kenya: Grade 11

2013-2014  
2012

### 3. Blended resume

A blended resume is based on 2 things, your **skills** and your work and education history.

A blended resume lists your past jobs, your training and your skills. Do you have only a little training? Did you have only a few jobs? Do you have lots of skills? Then this type of resume is for you.

Now you have seen 3 types of resumes. Do you know which resume is the best for you? The next exercise will help you decide. Your **career advisor** or tutor can help too.

Mary has stayed at home to raise her 3 children. Homemakers use many skills. Mary has also **volunteered** a lot. She learned many skills as a volunteer. Mary does not have much training. And she only had one job. So Mary writes a blended resume.

Mary uses her list of skills, **traits** and goals to help her write her **blended resume**. (You wrote a list like this in the “Think About Your Skills, Traits and Goals” on page 6 of this book.)

Mary puts her skills into one group. She calls them baking skills. A good baker has these skills. Here is Mary’s blended resume.





Mary Cardinal  
5631-101 Street  
Smalltown, Alberta, T5N 3K5  
403-555-7942  
mary.cardinal@email.com

## SUMMARY

I am a person who loves baking. I have baked bread, cakes, pies and cookies for 15 years. I am willing to learn on the job. I can work early mornings or full time on weekdays.

## BAKING SKILLS

- Follow recipes
- Make dough for bread
- Make dough for cookies
- Make pastry and filling for pies
- Make batter for cakes
- Use tools like mixers
- Use ovens
- Wash bowls, pans, spoons and knives

## PERSONAL TRAITS

- Careful
- Friendly
- Hard-working
- Neat
- On time
- Organized
- Strong

## VOLUNTEER WORK

- |  |                |
|--|----------------|
| • Making dinners for the local Mission | 2008 – present |
| • Bottle drive for Girl Guides         | 2010 – present |
| • Smalltown Public Library helper      | 2008 – 2010    |

## EDUCATION

- |  |             |
|--|-------------|
| <b>Smalltown High School, Smalltown, Alberta</b> | 1990 – 1993 |
| • High school diploma                            |             |

## WORK EXPERIENCE

- |   |             |
|---|-------------|
| <b>Farm Worker</b>  | 2005 – 2007 |
| <i>Smalltown Berry and Vegetable Farm, Smalltown, Alberta</i> |             |
| • Planted seeds and plants                                    |             |
| • Watered plants  |             |
| • Weeded gardens  |             |
| • Picked fresh produce  |             |
| • Used farm tools and machines                                |             |

## OTHER

I speak English and Cree.

## EXERCISE

### Choose the right resume for you

Put a check mark [✓] beside each sentence that is right for you.

- ☐ I have worked for a long time
- ☐ I am a steady worker.
- ☐ My work **skills** will help with this new job.

If you check these 3 boxes then you need a timeline resume. Go to page 22.

- ☐ I do not have any work **experience** for the job I want. But I have the skills for this job.
- ☐ I have changed jobs many times.
- ☐ I do not have much work experience.

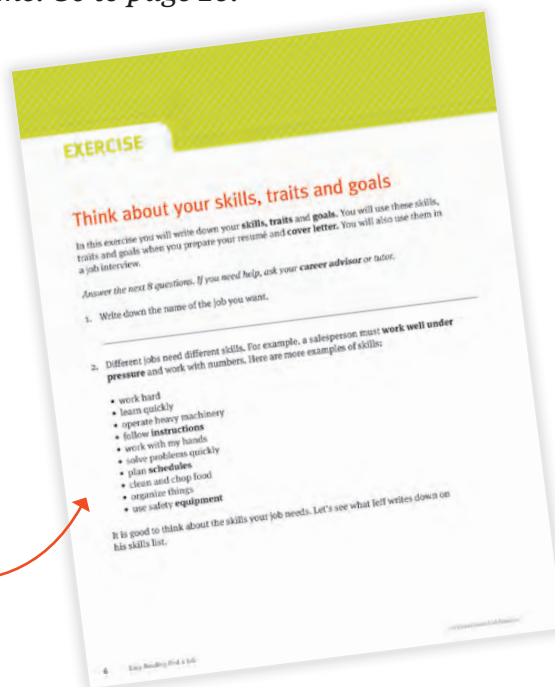
If you check these 3 then you need a skills resume. Go to page 24.

- ☐ I have gaps between my jobs. These are times when I studied or travelled or raised my family.
- ☐ I have skills from other places. For example, from school or **volunteering**.

If you check these 2 then you need a blended resume. Go to page 26.



**TIP:** If you don't know if you have the skills you need, look at the skills and traits you wrote down in the exercise called "Think about your skills, traits and goals" on page 6 of this book. Use these skills and traits to help you write your resume.



## Write your resume

Now you know what type of resume you need to write, so let's get started.

*Follow the steps below to help you write your resume.*



**TIP:** Use the tips for a good resume on page 13 to help you.

You can use the exercise called "Think about your skills, traits and goals" on page 6. The skills, traits and goals you wrote down will also help you write your resume.



**REMEMBER:** The dates for work or schools must go in order. Start with your most recent job or school. End with your first job or school.

If you have less than 3 jobs, that's OK. Only write about the jobs you have had.



## EXERCISE (continued)

### How to write a timeline resume

Change the words in *blue type* to your own words. The words in black type can be headings.

**TIP:** If you need help writing your timeline resume, look at Jeff's resume on page 15.

**TIP:** Put your name and contact information in the centre of the page.

#### 1. Timeline resumé

The focus for this resumé is on your jobs, education and training.

A timeline resumé lists all your jobs and all your education or training in order. You must start with your most recent job. Then list all your other jobs. Your list ends with your first job.

Now list your education and training. Start with the most recent.

Employers like this type of resumé. They can see your work history. They can see that you are a steady worker. A steady worker has no work gaps. This means there is no time off between one job and the next. Do you have a steady work history? Then this type of resumé is for you.

**TIP:** Look at the dates on the right side of Jeff's resumé. See how he lists the most recent job first. Jeff puts his first job at the end of the list.

Look at what Jeff writes about his jobs. Jeff uses his list of skills, traits and goals to help him write this part of his resumé.

Jeff has worked outdoors for a long time. He wants to change to an indoor job. He knows a lot about working with tools. He works hard. People trust him.

Jeff left school when he was 16. He worked at a skating rink. Then he found full-time work.

Jeff decides to write a timeline resumé. Here is Jeff's timeline resumé.

Jeff Able  
5631-101 Street  
Leduc, Alberta, T4M 3K5  
780-555-2005

**Shift work:** A shift is 8 hours long. Some companies run for 16 or 24 hours. They may need workers who can work in the evening or at night. This is called shift work.

**SUMMARY**  
I am a hard worker. I have the skills and experience for a Counter Person. I can work normal hours or *shift work*.

#### EXPERIENCE

##### Labourer

- Best Construction, Leduc, Alberta
- Loaded and unloaded materials
- Used hand and power tools
- Moved site tools and equipment
- Assembled and took apart ramps, walkways and fences
- Sorted and took away leftover materials
- Worked on teams
- Worked alone

2005-2013

##### Roofer

- Sky High Roofing, Edmonton, Alberta
- Prepared roofs
- Put on tar
- Nailed on shingles
- Installed flashing
- Used safety equipment, when needed

1999-2005

##### Landscape Worker

- Green Leaf Gardens, Leduc, Alberta
- Followed instructions from the head gardener
- Moved plants and trees with a wheel barrow
- Sprayed to kill insects
- Sprayed plant food
- Planted trees and bushes
- Worked long hours
- Worked alone, when needed
- Worked with a team

1993-1999

##### Ice Rink Worker

- Leduc Skating Rink, Leduc, Alberta
- Flooded the ice to prevent cracks
- Cleaned ice surface
- Shovelled walks

1990-1993

#### EDUCATION

- On-the-job training
- Safety training using sprays and masks
- Safety training using a harness
- St. John's Ambulance

ongoing  
2009  
2000  
up to date

#### OTHER

Enjoy carpentry and basic plumbing. Know how to dry wall.

Easy Reading Find a Job 15



Your name  
Your address  
City, province, postal code  
Phone number  
Email (if you use one)

### Summary

Keep it short. Write what type of job you want. You can also write what times you can work. For example, full time, part time, weekends.

### Experience

**Work title** (Month and year you started and ended your job)

**Employer's name, city and province**

- Give examples of your duties. Duties are the things you do at your job.  
For example, nail on shingles, water plants.
- You can also give examples of your skills.
- You can also give examples of special rewards or results you got at work.  
For example, "I was Employee of the Month in May, June and July 2014."

**Work title** (Month and year you started and ended your job)

**Employer's name, city and province**

- Give examples of your duties.
- You can also give examples of your skills.
- You can also give examples of special rewards or results you got at work.

**Work title** (Month and year you started and ended your job)

**Employer's name, city and province**

- Give examples of your duties.
- You can also give examples of your skills.
- You can also give examples of results from your work.

### Education

**School Name**

Type the name of what you finished. For example, a high school diploma, a First Aid certificate or highest grade you finished.

- Type the name of your training or course. Type the month and year you finished.  
For example, April 2011

### Other (if you want)

Write down your skills or traits that may help on the job.

## EXERCISE (continued)

### How to write a skills resume

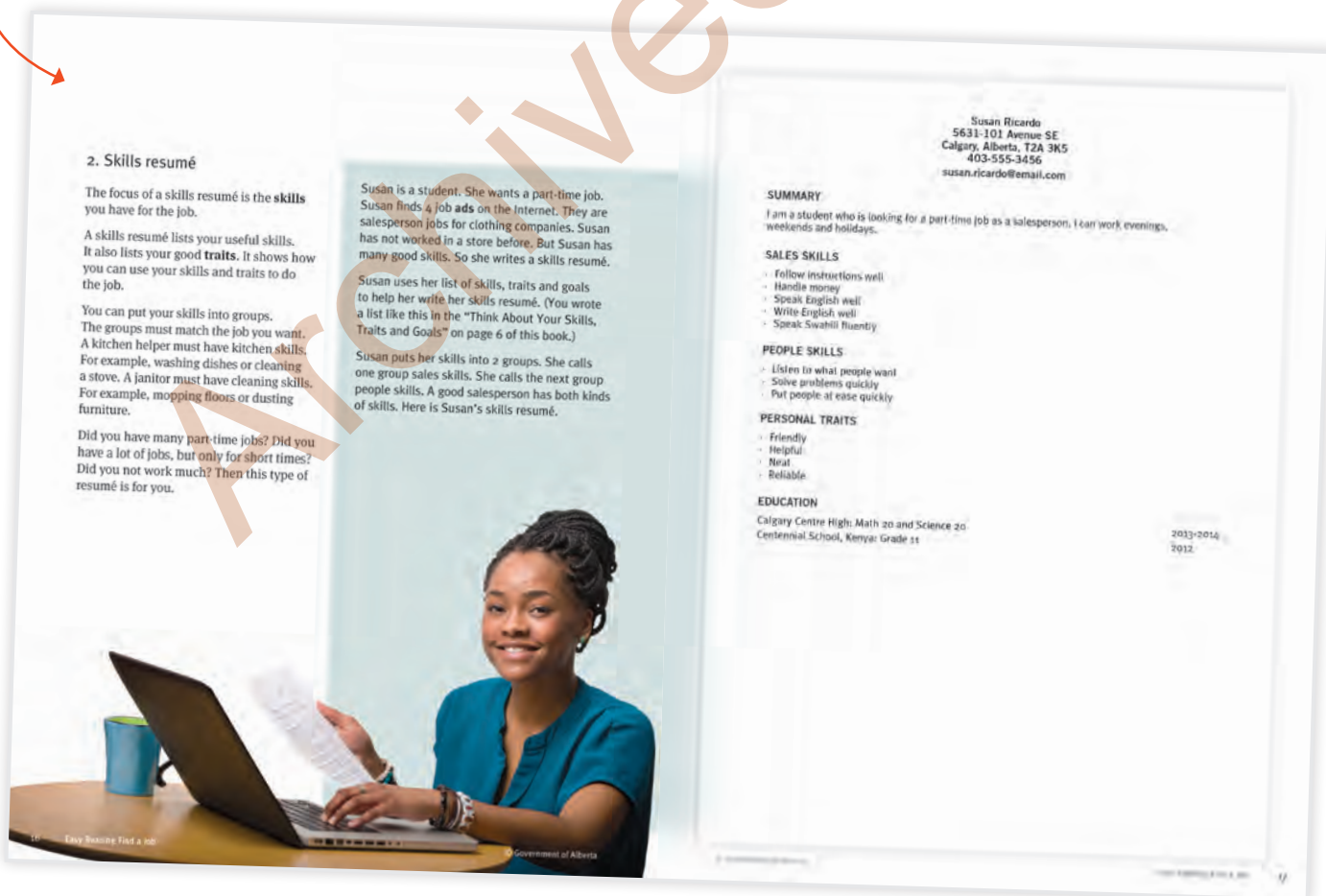
The words in black type are the headings you should use in your resume. Change the words in blue type to your own words.



**TIP:** If you need help writing your **skills** resume, look at Susan's resume on page 17.



**REMEMBER:** Your skills must match the job you want. Write down the skills you have. Put your skills into groups so they match the job you want.



Your name  
Your address  
City, province, postal code  
Phone number  
Email (if you use one)

### **Summary**

Keep it short. Write what type of job you want. You can also write what times you can work. For example, full time, part time, weekends.

### **Skills**

- Write down the types of skills you have. Put your skills into groups so they match the job you want.

### **Personal Traits**

- Write down your personal traits that fit the job you want.

### **Education**

#### **School Name, City**

(Year you finished your training)

- Type the name of what you finished. For example, a diploma, certificate or highest grade.
- Type the name of your training or course.

#### **Other (if you want)**

You can write down other facts about you. These facts may not fit into the skill groups you already have. But they may be skills that an employer would want to know about you.

## EXERCISE (continued)

### How to write a blended resume

Use the words in black type as headings in your resume. Change the words in blue type to your own words.

**TIP:** If you need help writing your blended resume, look at Mary's resume on page 19.

**TIP:** Put your name and contact information in the centre of the page.

#### 3. Blended resumé

A blended resumé is based on 2 things, your **skills** and your work and education history.

A blended resumé lists your past jobs, your training and your skills. Do you have only a little training? Did you have only a few jobs? Do you have lots of skills? Then this type of resumé is for you.

Now you have seen 3 types of resumé. Do you know which resumé is the best for you? The next exercise will help you decide. Your **career advisor** or tutor can help too.

Mary has stayed at home to raise her 3 children. Homemakers use many skills. Mary has also **volunteered** a lot. She learned many skills as a volunteer. Mary does not have much training. And she only had one job. So Mary writes a blended resumé.

Mary uses her list of skills, **traits** and goals to help her write her blended resumé. (You wrote a list like this in the "Think About Your Skills, Traits and Goals" on page 6 of this book.)

Mary puts her skills into one group. She calls them baking skills. A good baker has these skills. Here is Mary's blended resumé.



Mary Cardinal  
5631-101 Street  
Midcity, Alberta, T5N 3K5  
403-555-7942  
mary.cardinal@email.com

#### SUMMARY

I am a person who loves baking. I have baked bread, cakes, pies and cookies for 15 years. I am willing to learn on the job. I can work early mornings or full time on weekdays.

#### BAKING SKILLS

- Follow recipes
- Make dough for bread
- Make dough for cookies
- Make pastry and filling for pies
- Make batter for cakes
- Use tools like mixers
- Use ovens
- Wash bowls, pans, spoons and knives

#### PERSONAL TRAITS

- Careful
- Friendly
- Hard-working
- Neat
- On time
- Organized
- Strong

#### VOLUNTEER WORK

- Making dinners for the local Mission
- Bottle drive for Girl Guides
- Smalltown Public Library helper

2008 – present  
2010 – present  
2008 – 2010

#### EDUCATION

- Smalltown High School, Smalltown, Alberta
- High school diploma

1990 – 1993

#### WORK EXPERIENCE

- Farm Worker
- Smalltown Berry and Vegetable Farm, Smalltown, Alberta
- Planted seeds and plants
- Watered plants
- Weeded gardens
- Picked fresh produce
- Used farm tools and machines

2005 – 2007

#### OTHER

- I speak English and Cree.

Your name  
Your address  
City, province, postal code  
Phone number  
Email (if you use one)

### Summary

Keep it short. Write what type of job you want. You can write what times you can work. For example, full time, part time, weekends.

### Skills

- Write down the types of skills you have.
- Put your skills into groups so they match the job you want.

### Personal Traits

- Write down your personal traits that fit the job you want.

### Work Experience

**Work title** (Month and year you started and ended your job)  
**Employer's name, city and province**

- Give examples of your duties.
- You can also give examples of your skills.
- You can also give examples of results from your work.

**Work title** (Month and year you started and ended your job)  
**Employer's name, city and province**

- Give examples of your duties.
- You can also give examples of your skills.
- You can also give examples of results from your work.

### Education

**School Name, City** (Month and year you started and ended your job)

- Type the name of what you finished. For example, a diploma, certificate or highest grade.
- Type the name of your training or course.

### Other (if you want)

If you want, write down other facts about you. These facts may not fit into the skill groups you already have. But an employer may want a worker like this.



## List of references

**References** are people who know you and your work. **Employers** may talk to these people to learn more about you.

It is a good idea to have a typed list of your references. Include this information on your list.

- Type the person's first name and last name.
- If your reference is someone you have worked for, type this person's job title. For example: **manager**, owner, site **supervisor**.
- If your reference is not someone that you have worked for, say how you know this person. For example: friend, pastor, **co-worker**, teacher.
- Type the name and address of the company or organization where your reference works. Is your reference a friend or family member? You may wish to use their home address instead. Be sure to get their permission first.
- Type the person's phone number and email address.

It is a good idea to have at least three people on your reference list. Make sure you ask these people if it is OK to include them on your list.

Some employers who want to hire you will ask you for a reference letter from an old employer. A reference letter talks about you and your work.

It is a good idea to ask the people on your reference list if they will give you a reference letter. Some people do not like writing reference letters. But it never hurts to ask.



**TIP:** Now you have a resume. It is time to look for a job. The next step will show you where to look.



**Manager:** Most workers have a manager. That person tells them what to do and checks their work. If you have a problem at work, you need to tell your manager. Some workers report to a supervisor, team lead or foreperson. Manager, supervisor, team lead or foreperson are all words used to describe a person who oversees work on the job.

# STEP 2

## Where to look for a job

You can look for jobs in many places. Some employers **advertise** their jobs. Advertised jobs are easy to find. But many employers do not advertise their jobs. These jobs are not so easy to find. They are hidden jobs.

### Advertised jobs

**Employers** often **advertise** jobs to find the right employee quickly. The job ad may ask for different things. For example

- The ad may ask you to call the company.
- The ad may ask you to email the company.
- The ad may ask if you are **bondable**.
- The ad may ask for a current **criminal record check**.
- The ad may ask for a **cover letter** and resume.
- The ad may ask you to come in and fill out an application form.

Companies post job ads in lots of places. It is a good idea to think about where you will look for job ads. It is a good idea to make a plan.



**Advertise:** When an employer advertises (or post) jobs, they announce them to the public. This lets people know that they want to hire somebody.

You can find job ads in many places. For example, in your local newspaper, on an employer's website or on an **online** job search website.

**Bondable:** Employers want to know if they can trust their workers. If you have no criminal record, then you can be insured, or bonded. Do you need to handle money in your job? If so, you may need to be bonded before an employer will hire you. For example, security guards who take money from one bank to another must be bonded.



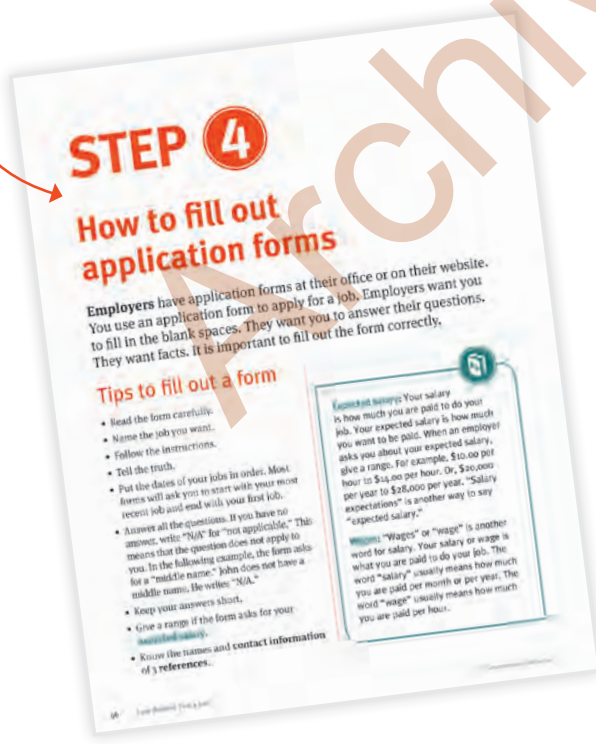
**TIP:** If you have a **criminal record**, you may get a **pardoned conviction**. Ask your counsellor for help.



**Pardoned conviction:** You have a conviction if a law court finds you guilty of a crime. You also have a criminal record. But if the court pardons you, you have a pardoned conviction. This means that your criminal record is gone.



**TIP:** You can learn more about application forms on page 46.



## Job ad search plan

A good job ad search plan says what you will do. It says how you will do it. It says when you need to do things. It shows that you have done what you wanted to do.

Jeff and Susan think about job ads. Where must they look? Jeff and Susan make job ad search plans. Here are their plans.

Jeff wants to work as a counter person at a building supply company. He makes this plan. In the "I did this" column Jeff writes how he followed his plan.



Job Ad Search Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
✓	Check newspapers.	May 12	I bought a newspaper every day. I look for job ads in the <b>classified section</b> .
✓	Visit job centres like the Alberta Works Centre.	May 13	I called Alberta Career Information Hotline at 1-800-661-3753. I found out the address of Alberta Works Centre closest to me. I went to the Alberta Work Centre. I talked to a counsellor about my work search plan. I signed up for a free workshop on how to find a job.
✓	Go to <b>job fairs</b> .		Found a job fair in the newspaper. I wrote down the address and date. I wrote my resume to be ready for the job fair.
	Search company websites.		
	Search online job banks.		
✓	Look for help wanted signs in the windows of local businesses.	May 16	I went to the building supply stores close to my house. I looked for help wanted signs in the windows.
	Use another method.		

**Classified section:** Newspapers have many parts, or sections. The classified section has advertisements for jobs and other things.

**Job fair:** When many employers need workers, they get together and have a job fair. The job fair is held in a large room where each employer has a table or booth. People who need work can talk to the employers who are at the job fair. You can give your resume to these employers.

Susan wants to work part time as a salesperson.  
Susan makes this plan. In the “I did this” column  
she writes how she follows the plan.



Job Ad Search Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
	Check newspapers.		
	Visit job centres like the Alberta Works Centre.		
	Go to job fairs.		
✓	Search company websites.	August 25	I went to the websites of companies that are close to my neighbourhood.
✓	Search online job banks.	August 25	I looked at job banks on the Internet (online).
✓	Look for help wanted signs in the windows of local businesses.	August 25	I looked for help wanted signs at my favourite clothing stores.
✓	Use another method. Check the Facebook pages of my favourite clothing stores.	August 25	I checked out the Facebook pages for my favourite stores.



## EXERCISE

### Make a job ad search plan

Now it's time to make your own job ad search plan.

*Look at each method. Put a check mark [✓] beside each method you want to use. Then put a date beside each method. Now you have a job ad search plan. Write down how you follow your plan in the "I did this" column.*

Job Ad Search Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
	Check newspapers.		
	Visit job centres like the Alberta Works Centre.		
	Go to job fairs.		
	Search company websites.		
	Search online job banks.		
	Look for "Help Wanted" signs in the windows of local businesses.		
	Use another method.		

## Beware of job scams!

Not all job ads are real or honest. Dishonest ads are called job scams. You must be careful. Job scams want to take your money or your personal information. They do not want to help you make money or find a job.

You can find jobs scams in many places. You can find job scams in the newspaper or **online**.

How can you tell if a job ad is a scam?

- It does not show the name of the business.
- It asks you to send money.
- It asks for your Social Insurance Number (SIN) before you are hired.
- It asks for your banking information.
- It asks you to cash a cheque at your bank. But then you must send the money to another person.
- It asks you to use your credit card.
- It asks you to pay for your training.
- It asks you to work for free.
- It uses words like “scam-free,” “totally legitimate” or “no experience necessary.”

How can you tell if a job ad is real?

- It gives the name of the company.
- It gives **contact information**. For example, a phone number, email address or website.
- It says what the job is.



Jeff looks at newspaper ads every day.  
One day he sees this ad.

Jeff frowns. He knows this is a scam.

Jeff sees another ad. He smiles. Jeff knows this  
is a real job ad. He knows this company.

Jeff calls the company. He speaks to a manager.  
The manager asks Jeff to come in and fill out an  
application form.



## Hidden jobs

Many **employers** want to hire a person they know. Or they want a person that their family, friends or workers know. Sometimes they want to hire a person who tries hard to find a job. These employers do not post job ads.

These are called hidden jobs. You can find a hidden job by talking to your family, friends and neighbours. Ask them to help you find a job. You can also talk to companies where you want to work. Tell these companies that you would like to work for them.

Telling lots of people that you are looking for a job is called “networking.” Good networking means telling lots of people what job you want. It means asking them to help you in your job search.

It is a good idea to think about how to network. It is a good idea to make a plan.

## Networking plans

A good networking plan says what you will do. It says how you will do it. It has a **schedule** of when you need to do things. It shows that you have done what you wanted to do.

Omar and Mary think about networking. Who can they talk to? Omar and Mary make networking plans. Here are their plans.





Omar wants to work as a truck driver.  
He makes a job ad search plan. Then he  
makes a networking plan.

Here is Omar's networking plan. Under the  
"I did this" column Omar writes down how  
he follows his networking plan.

Networking Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
✓	Talk to my family. Tell them I am looking for a job. Ask them to help me.	June 20	I told my family that I want to work as a truck driver.
✓	Talk to my friends and neighbours. Tell them I am looking for a job. Ask them to help me.	June 21	I visited or called my friends and neighbours. I told them that I want a truck driver job.
✓	Talk to people at my mosque. Tell them I am looking for a job. Ask them to help me.	June 24	I talked to people at my mosque. I told them I want to be a truck driver. I asked if they knew a business hiring truck drivers.
✓	Call a company where I want to work. Ask if there are any jobs.	June 26	I went to a trucking business that is looking for truck drivers. I gave the business my resume.





Mary wants to work as a Baker. She makes a job ad search plan. Then she makes a networking plan.

Here is Mary's networking plan. In the "I did this" column Mary writes down how she follows her networking plan.



Networking Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
✓	Talk to my family. Tell them I am looking for a job. Ask them to help me.	January 15	I talked to my family. I told them I want to be a baker. I asked them to help me find a job as a baker.
✓	Talk to my friends and neighbours. Tell them I am looking for a job. Ask them to help me.	January 17	I talked to my friends and neighbours. I told them I am want a job as a baker.
✓	Talk to people at my church. Tell them I am looking for a job. Ask them to help me.	January 19	At my church, I told people I wanted to be a baker. I asked them to help me find a job as a baker.
✓	Make a status update on Facebook. Let people know I am looking for a job.	January 21	I made a status on my Facebook page. I wrote: Hi friends. I can bake delicious cakes, pies, cookies and bread. I want to find a job as a baker. Can you help?
✓	Call a company where I want to work. Ask if there are any jobs.	January 21	I found telephone numbers for bakeries. I made a list. I called each bakery. I asked them if they need a good baker.
✓	Use another method: Ask the people at the places I volunteer if they know where I can find a job as a baker.	January 23	I volunteer at the library. I asked my friend there if she can help me find work as a baker.

## EXERCISE

### Make a networking plan

Now it's time to make your own networking plan.

Look at the plan below. Look at each method. Put a check mark [✓] beside each method you can use. Then put a date beside each method. Now you have a networking plan.

Networking Plan			
I will do this. (✓)	Method (How I will do it.)	I will do this by this date.	I did this.
	Talk to my family. Tell them I am looking for a job. Ask them to help me.		
	Talk to my friends and neighbours. Tell them I am looking for a job. Ask them to help me.		
	Talk to people at my church, temple or other place of worship. Tell them I am looking for a job. Ask them to help me.		
	Make a status update on Facebook. Let people know I am looking for a job.		
	Call a company where I want to work. Ask if there are any jobs.		
	Use another method:		

## How will you follow your plan?

Look at the methods you picked. How will you do them? Write down how you will follow your networking plan in the “I did this” column in the table on the previous page.

## Follow that job lead!

People may give you ideas about jobs. They may know about a job opening in their company. They may tell you about another company that wants a person like you.

If someone tells you about a job, it is called a word-of-mouth tip or a job lead.

You must ask lots of questions about the job leads people give you. For example

- Ask for the full name of the company.
- Ask for the name of a contact person.
- Ask for a telephone number.
- Ask the people who give you job leads if you can use their names.

Let's see how Omar follows a job lead.

Omar called all his friends and family. He said, “I want to find a job as a truck driver. Can you help me?”

Omar's uncle said, “I have a friend who is a truck driver. His name is Sam. Why don't you call Sam and ask if he can help you find a job?”

Omar called his uncle's friend, Sam. Omar asked if Sam knew about any job openings for truck drivers.

Here is the conversation Omar had with Sam.

**Sam:** “You know, I think Henry's may need another driver. I am friends with the **manager** at Henry's.”

**Omar:** “What's the full name of Henry's? And what's the name of your friend who works there?”

**Sam:** “It's called Henry's Moving Company. And my friend's name is Ken Okay. His phone number is 780-555-1234.”

**Omar:** “Where is the company?”

**Sam:** “I think it's close to your uncle's house.”

**Omar:** “That's great! It is close to me too! Thanks a lot. Can I tell Ken that you told me to call him?”

**Sam:** “Yes, that's fine. Good luck!”

Now you know where to look for a job. Next, you will learn how to write a good cover letter for the job you want. You will also learn to write a reference list.

# STEP 3

## How to write a good cover letter

A cover letter introduces you. It also introduces your resume. A cover letter tells the employer why you want the job and why he should hire you.

### What is a good cover letter?

- A good cover letter is short.
- A good cover letter is typed.
- A good cover letter uses **keywords** from the job ad. It matches the job **ad**.

**Keywords:** Keywords are important words. Keywords are used in job ads. They are the words that say what the employer is looking for. It is important to use these keywords in your resume and cover letter.



### Parts of a cover letter

#### Contact information

- Make sure your contact information is correct.
- Put your contact information at the top of the page, on the left hand side of the page.

#### Date

- Put this on the left side of the page. Put the date after your contact information.

#### Name and address of employer

- Make sure this is correct.

#### The RE: line

- “RE” stands for “Regarding.” In a cover letter, it is followed by a colon (:). Write the name of the job you want after RE and the colon. For example, Susan writes the words “RE: Salesperson.”

- If a job identification number (I.D. number) was included in the job ad, include this number in the RE line. For example, “Re: Janitor job, I.D. number 7123.”
- Write the name of the company. For example, Susan writes Salesperson job at Fashion to Your Door.

#### Greeting

- You can begin with the words “Dear” or “Attention.” For example, Dear Ms. Lee: Or, Attention Mr. Lee:
- Put a colon (:) after the person’s name.

#### Opening paragraph

- Write what job you are applying for.
- Write where you found out about the job.
- If someone told you about the job, write that person’s name.
- Write how you can help the company.

#### Body

- Use one or 2 paragraphs.
- Tell the employer about your **skills**.
- Use **keywords** from the job ad.
- You can end your letter with the words “I look forward to hearing from you.” Or, “I hope to hear from you soon.” Or, “I hope we can meet to discuss this job.”



#### Closing

- Use the word “Sincerely.”
- Put a comma (,) after the word “Sincerely.”

#### Signature

- If you are sending the letter by computer, type your name under the word “Sincerely.”
- If you are mailing your letter or bringing it to the company, sign your name with a pen. Type your name under your handwritten signature.

#### Tips for a good cover letter

##### Do

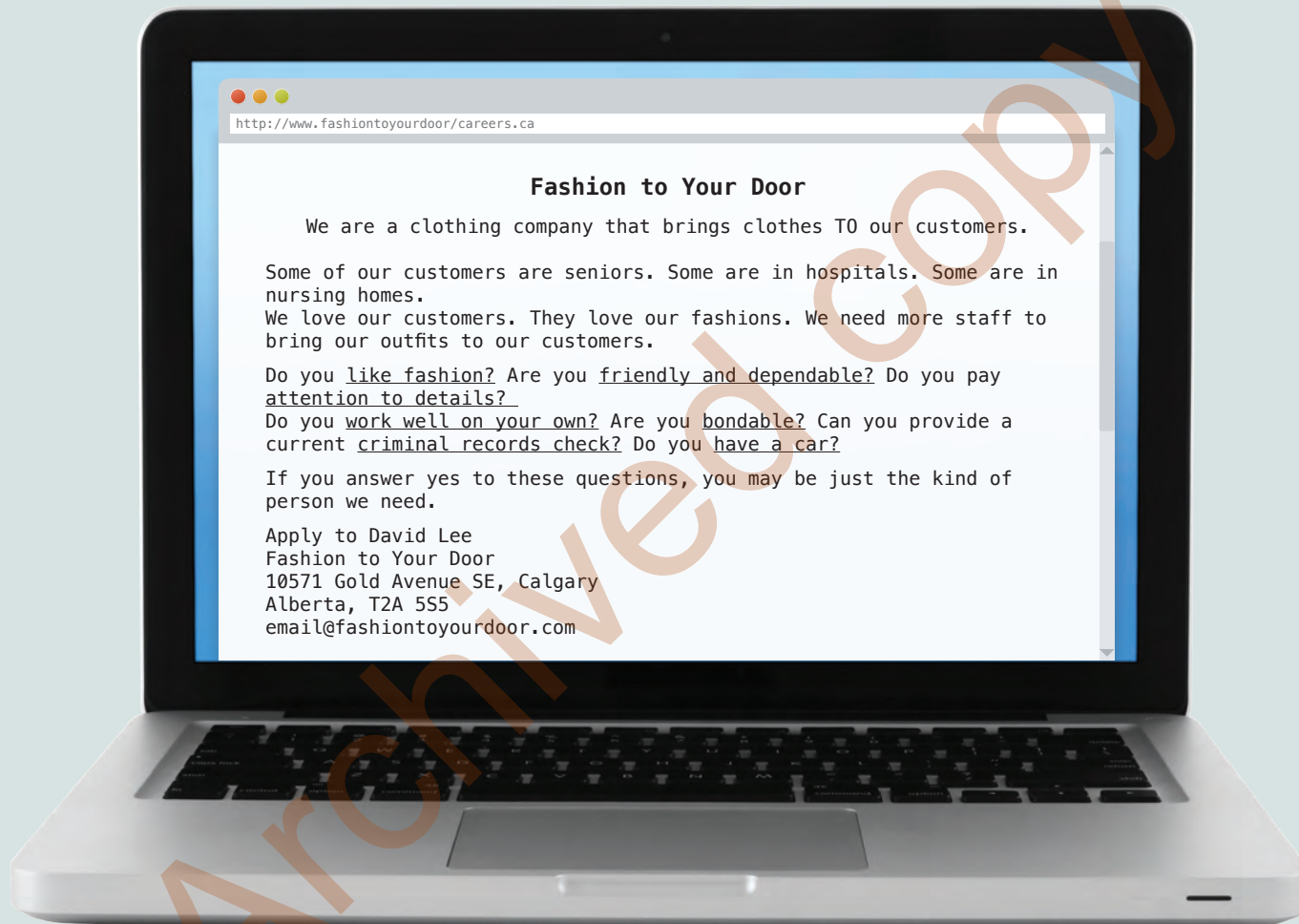
- Write a different cover letter for each job.
- Write the date on the cover letter.
- Send the letter to a person at the company.
- Include the name of the company in the body of the letter.
- Make sure your spelling and grammar are correct.
- Ask someone (a **career advisor** or tutor) to look at your letter.

##### Do NOT

- Do not begin your letter with the words “To whom it may concern.”
- Do not put your Social Insurance Number (SIN) in your cover letter.
- Do not write the names of your **references**. You can give the **employer** your references at the **interview**.



Susan finds this ad on the Internet. She likes this ad. She puts a line under some important words in the ad. These are **keywords**. She will use these in her cover letter.



Here is Susan's cover letter.

**Susan Ricardo**

5631 101 Avenue SE  
Calgary, Alberta  
T2A 3K5  
403-555-3456

susan.ricardo@email.com

August 26, 2014

Mr. David Lee  
Fashion to Your Door  
10571 Gold Avenue SE  
Calgary, Alberta, T0X 5S5

RE: Salesperson job at Fashion to Your Door

Dear Mr. Lee:

I am writing about the salesperson job that was posted at [www.fashiontoyourdoor.com](http://www.fashiontoyourdoor.com). I am the right person for this position. My skills will help Fashion to Your Door sell outfits. I am a friendly and dependable student who pays attention to details. I like being with older people and I like nice clothes. I am bondable and can provide a current criminal records check. My car works well. My resume has more details.

I hope we can meet to discuss this job.

Sincerely,

Susan Ricardo



## EXERCISE

### Exercise: Write a cover letter

Now you can practise writing a **cover letter**.

*Follow these steps.*

1. Look in a newspaper or on the Internet. Find an ad for a job that you want.
2. Cut out or print the **ad**.
3. Find the **keywords** in the ad. Underline the keywords.
4. Take a clean sheet of paper.
5. Go to “Parts of a Cover Letter” on page 41. Follow each step to write your letter.
6. Use keywords from this ad in your letter.
7. Make sure your spelling and grammar are correct.
8. Ask someone (a **career advisor** or tutor) to look at your letter.
9. Type a good copy of the letter.

Now you have a **resume**. You also have a cover letter. Sometimes **employers** want you to fill out an application form. Next, you will learn how to do this.

# STEP 4

## How to fill out application forms

**Employers** have application forms at their office or on their website. You use an application form to apply for a job. Employers want you to fill in the blank spaces. They want you to answer their questions. They want facts. It is important to fill out the form correctly.

### Tips to fill out a form

- Read the form carefully.
- Name the job you want.
- Follow the **instructions**.
- Tell the truth.
- Put the dates of your jobs in order. Most forms will ask you to start with your most recent job and end with your first job.
- Answer **all** the questions. If you have no answer, write “N/A” for “not applicable.” This means that the question does not apply to you. In the following example, the form asks for a “middle name.” John does not have a middle name. He writes “N/A.”
- Keep your answers short.
- Give a range if the form asks for your **expected salary**.
- Know the names and **contact information** of 3 **references**.



**Expected salary:** Your salary is how much you are paid to do your job. Your expected salary is how much you want to be paid. When an employer asks you about your expected salary, give a range. For example, \$12.00 per hour to \$16.00 per hour. Or, \$25,000 per year to \$33,000 per year. “Salary expectations” is another way to say “expected salary.”



**TIP:** You can use your resume and your reference list to help you fill out an application form.



**TIP:** Different jobs pay different salaries or **wages**. To find out how much money you can make at a job in Alberta, go to the website [alis.alberta.ca/occinfo](http://alis.alberta.ca/occinfo).



**Wages:** “Wages” or “wage” is another word for salary. Your salary or wage is what you are paid to do your job. The word “salary” usually means how much you are paid per month or per year. The word “wage” usually means how much you are paid per hour.



## Printed application forms

Many application forms are printed. You must write in your answers with a pen. You must sign your name.

**Employers** can learn many things about you from a printed form.

- Can you do what is asked?
- Can you pay attention to details?
- Can you write neatly?
- How is your spelling and grammar?

### Tips for filling out a printed form

Do

- Ask for 2 copies of the form. Practise with the first copy. Hand in the good copy.
- Bring the forms home with you. You will be more relaxed if you fill out the form at home.
- Fill out the form yourself.
- Print neatly.
- Sign and date the form.

Do NOT

- Do not rush or hurry.
- Do not add your resume unless you are asked.
- Do not write the words “see my resume” on the form.





Jeff goes to ABC Building Supply Company. He asks for 2 application forms. He takes the forms home. He practises on one form. He uses his resume to help him fill out the form. Then he fills out the second form. This is his good copy. He brings his good copy back to the company.

## Application Form

### PERSONAL INFORMATION

First Name Jeff Middle Name N/A

Last Name Able

Street Address 5631 101 Street

City Leduc Province Alberta

Postal Code T9E 3K5 Phone Number 780-555-2005

### POSITION

Position Applied For Counter Person

## AVAILABILITY

Days/Hours Available (mornings, afternoons, full time, evenings)

Monday ☒  
 Tuesday ☒  
 Wednesday ☒  
 Thursday ☒  
 Friday ☒

Saturday ☒  
 Sunday ☒  
 Full time ☐  
 Part time ☐

Hours Available: from 8 a.m. to 10 p.m.

On what date are you available to start work? As soon as possible

## EDUCATION

### High School

Name Smalltown High School

Address of School 17586 York Avenue, Smalltown, AB

Grade/ Diploma Grade 11, 1989

### Skills, Licences, Training, Awards

I am experienced.

I am a hard worker.

I am skilled with building tools.

I have my driver's licence.

I took on-the-job training to learn more about tools, building materials, construction and safety.

My special training includes:

: safety training using a harness, June 2000

: safety training using sprays and masks, May 2009, and

: up-to-date first aid training with St. John's Ambulance.

## EMPLOYMENT HISTORY

### Present or Last Position

Employer Best Construction, Leduc, Alberta

Address 1738 90 Avenue, Leduc

Supervisor John Bossman Phone 780-555-3334

Email jbossman@bestconstruction.com

Job Title Labourer

From 2005 to 2013

Duties Loaded and unloaded construction materials. Used hand and power tools.

Moved site tools and equipment. Assembled and took apart ramps, walkways and

fences. Sorted and removed leftover materials. Worked on teams, worked alone.

Reason for Leaving I wanted an indoor job.

### Previous Position

Employer Sky High Roofing

Address 22 Cloud Road, Edmonton, Alberta, T5Z X9X

Supervisor Ben Dormer Phone 780-555-9090

Email bdormer@skyhigh.com

Job Title Roofer

From 1999 to 2005

Duties Prepared roofs, put on tar, nailed on shingles. Installed flashing. Measured  
materials.

Used safety equipment when needed.

Reason for Leaving Was time to learn something new.

May We Contact Your Present Employer? Yes ☒ No ☐

Name \_\_\_\_\_

Telephone \_\_\_\_\_

## REFERENCES

1. John Bossman, manager, 780-555-3334, jbossman@bestconstruction.com
2. Ben Dormer, manager, 780-555-9090, bdormer@skyhigh.com
3. Susan Silver, bank manager, 780-555-9278, ssilver@bigbank.com

I certify that the information I provided on this application is true and complete. I understand that false information may be grounds for not hiring me or for **immediate termination of employment** at any point in the future if I am hired. I **authorize the verification** of any or all information listed above.

Signature Jeff Able

Date May 20, 2014

We thank all applicants for your interest. Only **selected candidates** will be contacted.



### **Immediate termination**

**of employment:** Termination of employment means being fired. What you write on your job application form must be true. If what you write is not true, the employer can fire you.

### **Authorize the verification of**

**information:** Authorize means “to give permission.” Verification means “checking if something is true.” When you sign an application form, you tell the employer that it is OK to make sure information true.



### **Selected candidates:**

A candidate is someone who is applying for a job. Employers get applications from candidates. Employers only contact some of these people. Employers pick the candidates they want to contact. These are the selected candidates.

## EXERCISE

### Fill out a printed application form

*If you need help, look at Jeff's form on page 48. Use your resume for facts. Use a pencil to practise. You may want to change or correct your answers.*

#### PERSONAL INFORMATION

First Name \_\_\_\_\_ Middle Name \_\_\_\_\_

Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_

Postal Code \_\_\_\_\_ Phone Number \_\_\_\_\_

#### POSITION

Position Applied For \_\_\_\_\_

#### AVAILABILITY

Days/Hours Available (mornings, afternoons, full time, evenings)

Monday \_\_\_\_\_ Saturday \_\_\_\_\_

Tuesday \_\_\_\_\_ Sunday \_\_\_\_\_

Wednesday \_\_\_\_\_ Full time ☐

Thursday \_\_\_\_\_ Part time ☐

Friday \_\_\_\_\_

Hours Available: from \_\_\_\_\_ to \_\_\_\_\_

On what date are you available to start work? \_\_\_\_\_



## EDUCATION

### High School

Name \_\_\_\_\_

Address of School \_\_\_\_\_

Grade/ Diploma \_\_\_\_\_

### Skills, Licences, Training, Awards

---

---

---

---

## EMPLOYMENT HISTORY

### Present or Last Position

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

From \_\_\_\_\_ to \_\_\_\_\_

Duties \_\_\_\_\_

---

---

Reason for Leaving \_\_\_\_\_

## EXERCISE (continued)

### Previous Position

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Job Title \_\_\_\_\_

From \_\_\_\_\_ to \_\_\_\_\_

Duties \_\_\_\_\_

\_\_\_\_\_

Reason for Leaving \_\_\_\_\_

May We Contact Your Present Employer? Yes ☐ No ☐

Name \_\_\_\_\_ Telephone \_\_\_\_\_

### REFERENCES

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

I certify that the information I provided on this application is true and complete. I understand that false information may be grounds for not hiring me or for **immediate termination of employment** at any point in the future if I am hired. I **authorize the verification** of any or all information listed above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

We thank all applicants for your interest. Only **selected candidates** will be contacted.

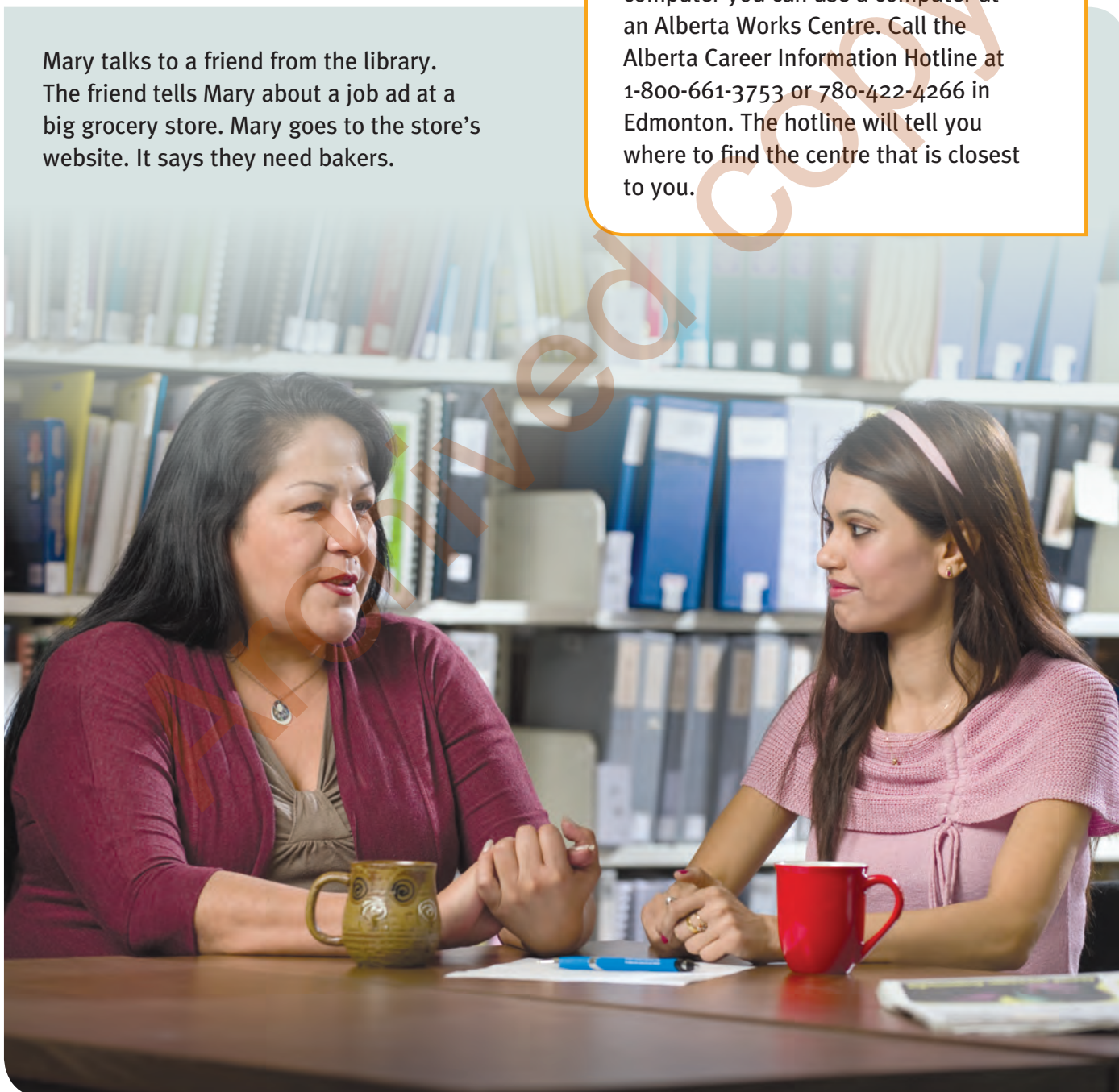
## Online application forms

Many **employers** put their application forms on the Internet. These are called online forms.

Mary talks to a friend from the library. The friend tells Mary about a job ad at a big grocery store. Mary goes to the store's website. It says they need bakers.



**TIP:** Do you have a computer with Internet? If you don't have a computer you can use a computer at an Alberta Works Centre. Call the Alberta Career Information Hotline at 1-800-661-3753 or 780-422-4266 in Edmonton. The hotline will tell you where to find the centre that is closest to you.



Mary gets her resume. She clicks on the application form. She fills out the form and uploads her resume.

### PERSONAL INFORMATION

First Name\*

Middle Name

Last Name\*

Address 1

Address 2

City\*

Province

Postal Code

Email\*

Primary Phone

### EDUCATIONAL BACKGROUND

School Name

Grade

School Name

Major

Degree

Status ☐ Graduated ☐ Currently Attending

### EMPLOYMENT HISTORY

Employer Name

Job Title

Start Date  (MM/YYYY)

End Date\*\*  (MM/YYYY)

\*\*If you are still employed by this employer, leave End Date blank.

## RESUME

☐ Paste ☒ Upload

Note: File size must be 2MB or less.

## COMMENTS

I am a full-time homemaker. But I have volunteered for many years. I make all the bread for the Friendly Mission. I make desserts 3 days a week for them. I am organized, hard-working and reliable.

**SUBMIT**

Then Mary clicks the word “Submit” to send in the form.



### TIPS:

A star symbol (\*) means you must answer that question. A 2 star symbol (\*\*) tells you that there is more information at the bottom of the page or section.

An arrow symbol (▼) tells you to click on it. You can then choose the information you want from the list.

“MM” means month. Tells you to type in the number of the month. For example for February, type “02”. For November, type “11”.

“YYYY” means year. Tells you to type in all 4 numbers of the year. For example, 2014. “YY” also means year. In this case, you must type in the last 2 numbers of the year. For example, 14 for 2014.



### TIPS:

“Paste” means that you copy your resume and then paste it into the box. If you need help, ask your **career advisor** or tutor.

“Upload” means that you must send your resume as a separate file. If you need help, ask your career advisor or tutor.

Use the “Comments” space to give extra work facts about yourself.



**REMEMBER:** Answer all the questions. If you have no answer, write “N/A” for “not applicable.” This means that the question does not apply to you.



## EXERCISE

### Fill out an online form

Fill in the answers. If you need help, look at Mary's form on page 56. Use your resume for facts. You can change your answers any time.

#### PERSONAL INFORMATION

First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City*	<input type="text"/>
Province	<input type="text"/>
Postal Code	<input type="text"/>
Email*	<input type="text"/>
Primary Phone	<input type="text"/>

#### EDUCATIONAL BACKGROUND

School Name	<input type="text"/>
Grade	<input type="text"/>
School Name	<input type="text"/>
Major	<input type="text"/>
Degree	<input type="text"/>
Status	<input type="radio"/> Graduated <input type="radio"/> Currently Attending

### EMPLOYMENT HISTORY

Employer Name

Job Title

Start Date

(MM/YYYY)

End Date\*\*

(MM/YYYY)

\*\*If you are still employed by this employer, leave End Date blank.

### RESUME

☐ Paste ☐ Upload

Note: File size must be 2MB or less.

### COMMENTS

**SUBMIT**

## Know your rights

The *Canadian Human Rights Act* protects your rights. The Act has rules about questions on application forms. It also has rules about questions in a job **interview**.

Here are some of the questions you do NOT have to answer on an application form or in an interview.

### How to handle a question that should not be asked

A question that should not be asked abuses your rights.

If a question like this is on a form, do not answer it.

If a question like this is asked in an interview, be polite. Tell the person that this question makes you feel uneasy. Or tell the person that the answer is private.

Mary is happy. She has a job interview. She goes to the interview. It is at a small bakery. The interviewer asks her many questions. Then he asks a question that should not be asked.

He asks, "Are you married?"

"That is private," Mary says.



You DO NOT have to

- say what country you are from.
- talk about your race or the colour of your skin.
- talk about your religion.
- say your age.
- say if your sexual partner is a man or a woman.
- say if you are married.
- give facts about your family.
- say if you want to have children.
- talk about a **disability**.
- talk about your weight.
- talk about a pardoned conviction.



**Disability:** A condition with a person's body or mind that limits their actions or activities. For example, blindness or depression.



**TIP:** Sometimes it can be hard to talk about a disability. Ask your **career advisor** for help on what you should say and when.

## Keep trying

You applied for a job. But the company did not ask you for an interview. Why? There may be reasons.

- Someone else had more **experience**.
- Your resume did not fit with what the company wanted.
- Your application form had missing facts.
- They wanted someone they already knew.
- The interviewers did not think you would fit in.

Finding a job takes time and effort. Reading this book will help you succeed. Stay positive. Keep trying.

But if a company does call you back, you can be ready. The next step to finding a job is a good interview.

# STEP 5

## How to have a good interview

Great news! An employer wants to talk to you. The employer wants to interview you. You have written down the time, date and address of your appointment.

Now you must get ready for the interview. You must be ready to answer questions.

Read the steps in this section. They will tell you what to do before, at and after the interview.

### 3 types of interviews

The 3 types of interviews are

- phone interviews
- one-on-one interviews
- panel interviews

#### 1. Phone interview

A phone interview can happen at any time.

- It can happen when you call the phone number on a job **ad**.
- It can happen when you call a company to look for work.
- It can happen after the employer reads your resume.
- It can happen if you live far away from the company.
- It can happen after you and the employer make an appointment for a phone interview.



Omar calls Henry's Moving Company. He asks to speak to Ken Okay.

Omar: Hello, Mr. Okay. My name is Omar Sharif. My friend, Sam Banks, told me to call. He says you need truck drivers. I am a good truck driver.

Ken: Do you have a Class 1 **driver's licence**?

Omar: Yes, I do. And my driving record is good.

Ken: How long have you been a truck driver?

Omar: For 2 years. I worked in Ontario.

Ken: Who was your **manager**? Can I have his **contact information**?

Omar: Yes. His name is Bill Wheeler and his phone number is 416-555-2223.

Ken: Great. Let's set up a time for us to meet. Are you free tomorrow at 8 a.m.?

Omar: Friday morning at 8 a.m.? Yes. I'll write that down. What is your exact address?

Ken: 19999 West Street.

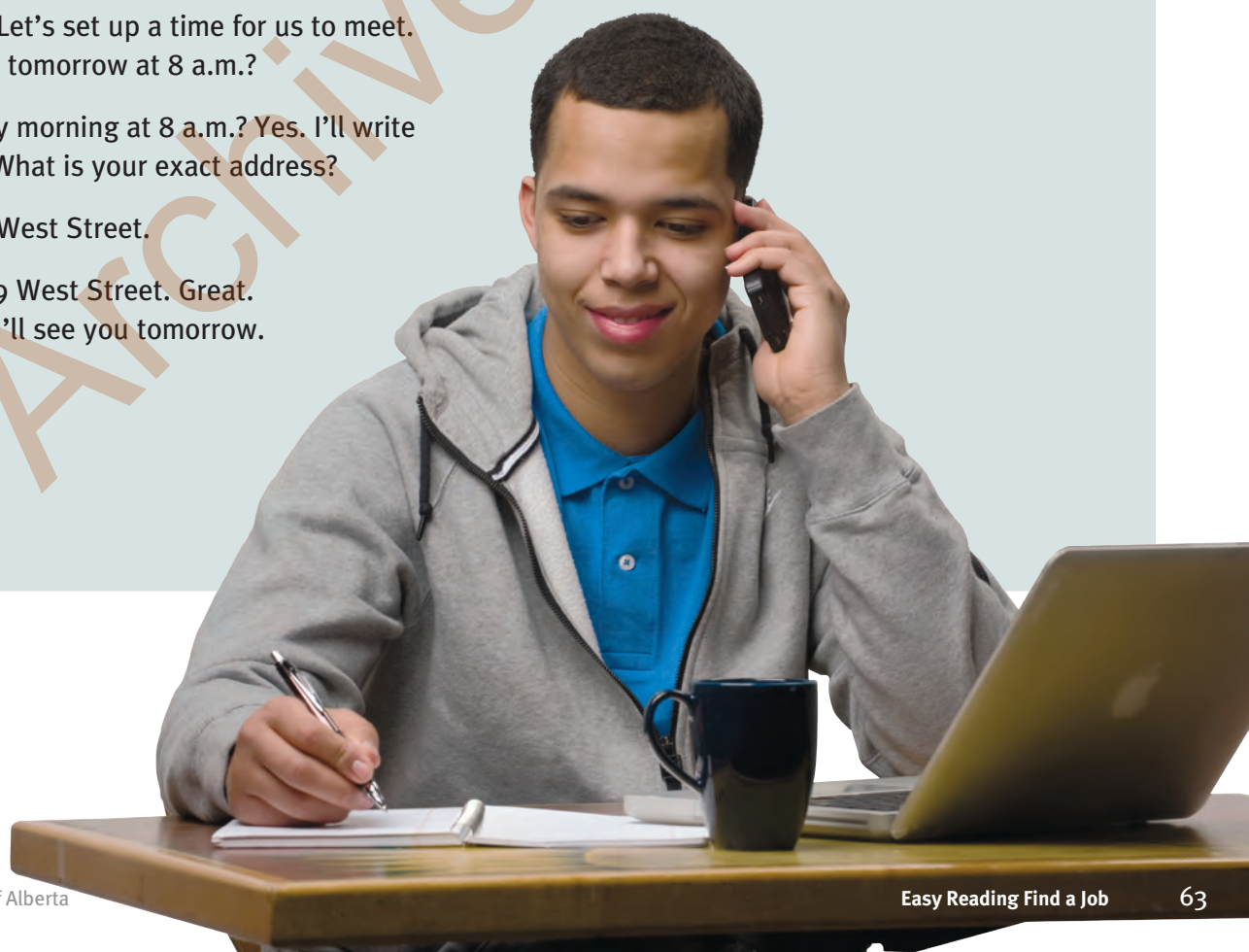
Omar: 19999 West Street. Great. Thank you. I'll see you tomorrow.



**TIP:** Keep copies of your resume and reference list close by when you are looking for work. You never know when you might need them.



**TIP:** Repeat the time, date and address for your interview appointment. Write them down right away.



## 2. One-on-one interview

When only one person interviews you, it is a one-on-one interview. The person who interviews you is usually a **manager**.

## 3. Panel interview

When more than one person interviews you, it is a panel interview. Sometimes the panel will be the manager and 2 workers. Sometimes it will be 3 managers.

## Before the interview

### Do your research

Find out about the business before you go to your interview. This will show the **employer** that you are interested in the company. It will help you answer questions during the interview. It will also help you know what questions to ask.

How do you research a business?

- Ask other people what they know about the business.
- Use the Internet to find out about the business.



**TIP:** It is a good idea to do some research to find out what you could be paid. This will give you an idea of what is a fair **wage** for the kind of job you want. To find out about wages for jobs in Alberta, go to [alis.alberta.ca/occinfo](http://alis.alberta.ca/occinfo).

## Learn about body language

You must practise what you will say at your interview. But first, think about how you move. Some things are not said with words. They are said with actions. You can learn a lot about other people by their actions. This is called body language. You can say a lot with your eyes. Eye contact is important in an **interview**. You can also say a lot with how you sit or stand or move.

Be aware of your body language.

- Are you making eye contact? Not making eye contact can be rude.
- Are you listening?
- Are you sitting straight?
- Is your body facing the interviewer?
- Are you sitting still?
- Are your hands still?
- Are you smiling? Frowning can make you look unfriendly.
- Are your arms crossed? Crossed arms can make you look angry or upset.



## Learn what questions might be asked

These are some of the questions that interviewer's might ask.

- Can you tell me about yourself?
- Why are you interested in this job?
- Why should we hire you?
- Why did you leave your last job?
- Have you ever been fired?
- Are you **bondable**?
- What **experience** do you have?
- What extra **skills** do you bring to this job?
- What do you know about this business?
- How do you get along with the public?
- How do you handle stress?
- What are you good at?
- What are you not good at?
- What are your goals?
- When can you start?
- Where do you want to be in 5 years?

Practice how you will answer these questions. The exercise you did on page 6 - "Think About Your Skills, Traits and Goals" can help you with your answers.

When an interviewer asks you a question, make sure you do these things.

- Listen carefully.
- Say if you do not understand a question.
- Keep your answers short.
- Tell the truth.
- Do not put yourself down.
- Do not put other people down.
- Focus on your skills.
- Focus on the good work you have done.



## Learn what the questions really mean

**Employers** want to know if you can do the job. They will ask you many questions. Sometimes employers' questions ask about one thing. But they may want to know about another thing instead. They may have a deeper reason for their question.

Here are some examples.

Employers ask this question	What they really want to know is the answer to this question
Why should we hire you?	Do you understand this job? Do you know what kind of employee I want?
Did you ever have to act fast on the job? Tell us about it.	How do you handle stress?
What are your job goals?	Are you going to stay? Or will I need to hire someone else soon?
How did you handle a problem with another worker?	Will you fit in? Or will you make problems for other workers?
What will your references say about you?	What extra skills and traits do you have?
Have you worked with people from other cultures?	Do you accept all people?

How does Jeff handle questions like this?  
Read the next exercise to find out.



## EXERCISE

### Think like an employer

1. Read the chart below. Think about the questions. Think about Jeff's answers.
2. Why are Jeff's answers good?
3. Now think about how you would answer the questions. Write down your answers in the chart.

Jeff gets an **interview** at ABC Building Supply Company. He is happy. He thinks about questions the **employer** may ask. He thinks about the deeper reasons for the employer's questions.

Jeff practises his answers. He writes them down.

What the employer asks	What the employer really wants to know	Jeff's answer	Your answer
Why should we hire you?	Does this person understand this job? Do they know what kind of employee I want?	I know all about building tools. I have worked in construction for many years. I am reliable and I can work long hours. I am good with people.	
Did you ever have to act fast on the job? Tell us about it.	How does this person handle stress?	A year ago, another worker cut his hand on a power saw. I heard him shout. I ran to him. I turned off the saw. I called 911. I found the first aid kit. I gave him first aid. He is back at work now. He is OK.	
What are your job goals?	Is this person going to stay? Or will I need to hire someone else soon?	I want a job where I can learn and grow. I want to learn new skills. I want to have a steady income.	

What the employer asks	What the employer really wants to know	Jeff's answer	Your answer
How did you handle a problem with another worker?	Will this person fit in? Or will this person make problems for other workers?	It's important to work as a team so we can all be safe. One time, another worker did not use his safety harness. I did not want him to fall on me. I showed him how to use a harness. He was happy to learn.	
What will your references say about you?	What extra skills and traits does this person have?	I think they will say I am a good worker. They will say I'm helpful and friendly and a quick learner.	
Have you worked with people from other cultures?	Does this person accept all people?	Some of my co-workers were born here. Some come from far away. I learn a lot about their cultures at break times.	



## EXERCISE

### Practise answering interview questions

1. Read the “Tips for a Good Interview” on page 64.
2. Read the list of questions that might be asked at an interview.  
This list is on page 66.
3. Go to page 67 to read about what these interview questions might mean.  
Look at how you answered these questions in the last exercise.
4. Go to the list on page 68. Answer each question out loud.  
Before you answer, think about what each question really means.
5. Do not rush. Answer each question slowly.
6. Watch your body language.

*Repeat this exercise. This time, sit down with a friend, **career advisor** or a tutor.  
Let them ask you the questions.*

1. Practise your answers with your friend, career advisor or tutor.  
Before you answer, think about what each question really means.
2. Ask this person to give you feedback about your answers.
3. Ask this person about your body language.

*Practise until your answers to each question are short and clear.*

## Think about what questions you can ask

It is a good idea to ask questions at your **interview**. Good questions show the interviewers that you are interested in the company and the job.

Here are some questions you can ask.

- Is this a new job?
- Did someone have the job before me?
- Is there room for me to grow with your company?
- Do people work here for a long time?  
Or a short time?
- When will you make your decision?
- When does the job start?
- What are the 3 most important **skills** for this job?
- What is a week like in this job?



## Get ready to go

You do not want to be late for an interview. Plan ahead of time.

- How are you going to get to the interview?
- If you are taking a bus, know the bus number, route and times.
- If you drive, look at a map. Write down the roads you need to take.
- Can you practise the drive the day before? This will tell you how long the trip will take.

## Collect your information

- Make sure you have the right date.
- Make sure you have the right time.
- Make sure you have the right address.
- Bring a copy of your reference list.
- Bring a copy of your resume.



**TIP:** Not sure about the correct date, time or address? Call the **employer** back. But only call them back once.

## At the interview

Most people are nervous about **interviews**. This is normal. But if you know what to expect it helps you to relax. Here is what you will do next.

- A. You will learn tips for a good interview.
- B. You will learn about the parts of an interview.
- C. You will learn about your interviewer's body language.
- D. You will learn what questions you can ask.

### Tips for a good interview

Do

- Wear proper clothes.
- Be on time.
- Make eye contact.
- Shake hands.
- Get the full name of the interviewer when you are introduced.
- Be friendly.
- Be polite.
- Listen.
- Sit up straight.
- Smile.
- Speak clearly.
- Keep your answers short.
- Ask questions.

Do NOT

- Do not smoke.
- Do not chew gum.
- Do not wear strong perfume or aftershave.
- Do not wear sunglasses.
- Do not wear hats.
- Do not wear a sweater with the hood up.
- Do not wear clothes that are too tight or too short.
- Do not fidget.
- Do not sit back with your arms crossed.
- Do not mumble.
- Do not complain about past **employers**.
- Do not bring friends or relatives.
- Do not talk about money before the interviewer does.
- Do not give private facts. The interviewer is not a close friend. Be professional.



**TIP:** Different companies have different rules for what workers can wear. Dress like the people who work at the company. Make sure you are neat and clean. Make sure your clothes are clean. Make sure your shoes are clean and polished.



## Parts of an interview

### Part 1: When you arrive

- Come early.
- A counter person is often the first person you meet. Tell him who you are. Tell him why you are there.
- Be polite to everyone you meet. After the **interview**, some **managers** may ask their staff about you.
- Shake hands with the interviewers. They will usually take you to an interview room.

### Part 2: The interviewer's questions

- Most interviewers will try to put you at ease when the interview begins.
- Interviewers will tell you about their business.
- Interviewers will tell you about the job.
- Interviewers will ask you questions. (You will have a chance to ask questions later.)
- Interviewers will ask you about yourself and about your jobs.

### Part 3: Your questions

- Interviewers will often ask if you have any questions.
- It is a good idea to ask questions. It shows that you are interested in the company and the job.
- Go to page 71 to read about questions you can ask.

### Part 4: When you leave the interview

- Make sure you have the names of the people in the interview.
- Make sure you have the **contact information** for the people in the interview.
- Ask the interviewers when they will decide who they will hire.
- Thank everyone for their time.
- Keep eye contact.
- Shake hands.
- Say goodbye.



**TIP:** Don't talk about money unless the interviewer brings it up first. Some interviewers do not talk about money until they know who they want to hire.

## After the interview

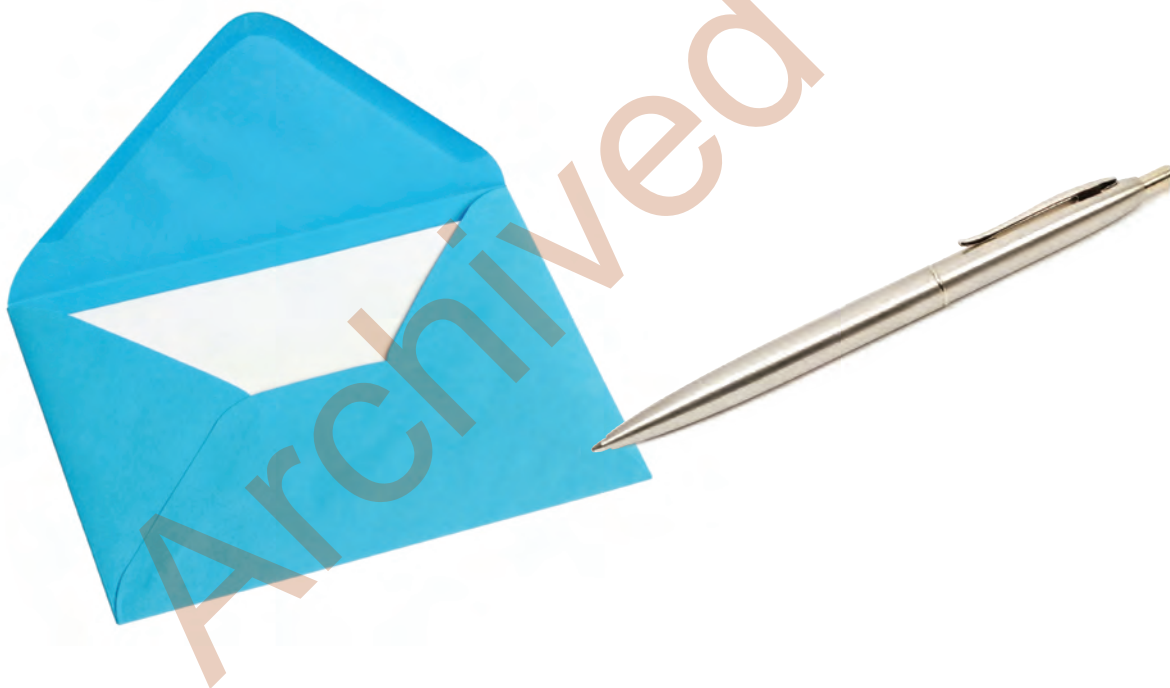
When you get home, write a short thank-you letter to your interviewers.

- A thank-you letter shows good manners.
- A thank-you letter helps the interviewers remember you.
- A thank-you letter shows your interest in the job.

Include the following things in your letter.

- Thank your interviewers for their time.
- Say that you enjoyed the interview.
- Say that you enjoyed learning about the company.
- Briefly say why you are the right person for the job.

Send your thank-you letter by regular mail or by email.



Susan meets with Mr. Lee. She thinks the **interview** goes well. When she gets home, she sends Mr. Lee an email. This is what it says.

Dear Mr. Lee:

Thank you for seeing me today. I enjoyed meeting you and seeing all the beautiful outfits Fashion to Your Door has for sale.

I think I am a good fit for your company. I love your fashions, and I will work hard. I hope I will hear from you soon.

Sincerely,

Susan Ricardo



# STEP 6

## What to do if there is no job offer

You went to an **interview**. You did not get a job offer.

Why? There are many reasons.

- Maybe someone else was more experienced.
- Maybe your answers were not complete.
- Maybe the interviewers wanted to hire someone they already knew.

### Ask for feedback

Many interviewers are kind. They may be willing to tell you why you did not get the job.

You may want to call the interviewer. You can ask these questions:

- How can I improve my resume?
- How can I improve my interview **skills**?
- What can I do better in the future?
- Is there a chance for me to get a job at your company in the future?

Some interviewers may not want to answer. Other interviewers may give you some tips.

Make sure you are polite. Do not argue with the interviewer. Thank them for their time and say goodbye.

Stay positive. Keep trying.

You can do the exercises in this book again. You can read the examples. You can keep practising. You can find a job!

# STEP 7

## What to do after a job offer

You have a job offer! Congratulations! But make sure you know all the facts before you say yes.

Here are some questions to ask:

- What is my salary?
- How often will I be paid?
- Will I get **benefits**? What kind of benefits will I have?
- How many hours a week will I work?
- Will I work regular hours or **shift work**?
- How much vacation time will I have?
- Who will be my **manager**? Who will be on my team?

Are you happy with the answers to these questions? Is the salary fair? If so, accept the job!

What if you are not sure about the answers you get? You can ask the **employer** for a few days to think about things. Then you can decide.



**Benefits:** Every worker gets a pay cheque. But some companies give workers extras called benefits. For example, a health plan that helps pay for eye glasses, pills or a trip to the dentist.



**TIP:** How do you know if the salary you are offered is fair? Do your research before you apply for the job. You can find information about **wages** and salaries at [alis.alberta.ca/wageinfo](https://alis.alberta.ca/wageinfo).



Archived copy

# Feedback

## We'd like your comments...

### Easy Reading Find a Job

Date \_\_\_\_\_

Please indicate how much you agree with each of the questions.

After reading this book I better understand...	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Doesn't Apply
resumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cover letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
where to find job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
my interests, passions, skills or values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
job interviews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
what I can offer an employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
how I can adjust to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
where to go for more information about my circumstance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What other topics do you better understand after reading this book?

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What action were you able to take after reading this book?

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How can we improve this book? What was not useful?

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Please give feedback on this and other resources at [alis.alberta.ca/publicationfeedback](http://alis.alberta.ca/publicationfeedback) or return this form to:

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Alberta Human Services  
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# Find a Job

This book will help you find the job you want. In this book you will learn about important topics such as

- how to write a resume
- where to look for a job
- how to write a cover letter
- how to fill out print and online application forms
- how to have a good interview
- what to do after a job offer
- what to do if there is no job offer

You can ask your career advisor or tutor to help you with this book.

