

If you want a job but need to make a CV, write a cover letter or complete an application form then read on but also use websites like:

[**www.myworldofwork.co.uk**](http://www.myworldofwork.co.uk)

[**www.getmeacooljob.com**](http://www.getmeacooljob.com)

[**www.cvtips.com**](http://www.cvtips.com)

**Remember the hardest thing is to get an interview so the more time and effort you spend on your CV and application forms then the better chance you will have of getting the job you want.**

Contacting Employers by Phone

**First impressions often stick, so make sure you hit the right mark when you first speak to a potential employer.**

**Telephoning for a job**

Often you will have to phone the company for an application form, some employers may want to ask you some questions before they send it to you.

**What's my phone voice got to do with getting a job?**

For a lot of jobs you have to phone for an application form. You might get asked some questions on the phone before the company agrees to send one to you. T**hey may even ask you to do a phone interview there and then**. Sound like a loser on the phone and you're off to a bad start!

**What if they want to interview me over the phone?**

They may want to interview you there and then to see how you deal with the situation.

So be prepared by researching the company in advance and if you really feel you cannot do the interview immediately then ask for a more convenient time so you can do your research and be ready for them.

**When phoning you should:**

* Know which job you are applying for- particularly the job title and job description.
* Find out a bit about the company and the job, so you can prepare some questions.
* Telephone from a quiet room, where you won't be disturbed.
* Make sure you have enough credit on your mobile phone or if you don't have a phone, ask a friend or neighbour whether you can pay to use theirs.
* Have a copy of your CV at hand- you will then have your education and employment history ready in response to relevant questions.
* Have pen and paper ready, in case you need to make any notes.

**Don’t:**

* Have people around who may distract you.
* Eat, drink, chew gum, or smoke when making the phone call or run out of money if using a mobile phone.

## Forget to check your voicemail.

## What makes a great application form?

### Remember:-

### Read the form several times before starting to complete it

**A great application form is your chance to persuade employers that you are right for the post. It's your ticket to that all-important interview.**

**Tailor your answers to the specific job description and criteria in the person specification** – You will only be short listed if you meet the essential requirements of the person specification. The decision to shortlist you for interview will be based on the information you provide in the application form.

**Keep your information relevant, concise and factual** – one page should be sufficient when completing the section ''Please give details about how your skills and experience meet the requirements of the role". Using bullet points (or the headers in the person specification) may help you to get information across clearly.

If the job is in a different sector from your previous experience, draw links between the two.

**Always check your spelling and grammar**.

**By following some basic principles you will be able to present the information in a clear, concise and persuasive way. An employer will expect to see the following information:**

## Personal details

**Always include your name, address-including post code, current** **phone number(s) and email address.**

## Education and Training

List details of any qualifications gained (Standard /Intermediates/Higher Grades/National4//5 or Degree) starting with the most recent and working backwards.

Include details of any additional qualifications or courses that you have attended which would be relevant to the job you are applying for.

### ****Employment History****

Always list the most recent work experience first. Describe your work experience in short sentences or bullet points highlighting your responsibilities, achievements and skills acquired.

### ****Interests****

You may want to include a very brief overview of your interests and hobbies outside of the workplace to give us a more rounded view of yourself. Again, remember to keep it concise and relevant.

### ****Make sure that you do:****

* Highlight your achievements and not just your responsibilities.
* Keep your answers concise and relevant.
* Make your most relevant experience and skills prominent to help employers understand your suitability.
* Keep to the point and concentrate on the quality of your achievements, not the quantity.
* List other skills that could raise you above the competition.
* Check thoroughly for correct spelling and grammatical errors.
* Get a second opinion.
* Always include examples of what you have done and achieved at work.
* Explain any gaps in your CV.

### ****Make sure that you don't:****

* Use difficult to read fonts and colours.
* Always use a readable type face and select a sensible font size.

**Health Conditions/Guaranteed Interview**

**Finally remember if you have a health condition you may be able to get a Guaranteed Interview if you tick the box asking about a disability (so long as you have relevant experience for the job) and the employer is disability aware.**

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**CV WITH FEW QUALIFICATIONS AND FINDING THE RIGHT WORDS**

If you don’t have many qualifications you may have lots of other skills and experience that employers will find invaluable.

Think about what employers are looking for and how you can show them that you have the skills/experience they require.

Think about the skills you have gained at school, in clubs, through part-time work or as a volunteer (e.g. teamwork, leadership, communication, ICT, customer service, etc.).

The suggestions below are useful if you left school early or flunked your exams-be honest otherwise employers may make unwelcome assumptions about you.

**Here are some suggestions:**

I had a good basic secondary education and studied a wide range of subjects to standard

grade level. I particularly enjoyed [insert subject] and [insert subject].

I had a good basic education, but as a creative and artistic person I tended to do best in art

and drama, although I studied a wide range of subjects to standard grade level.

My education was disrupted by a number of things, which made it difficult for me to show my

full potential.

I now hope to demonstrate what I am capable of in the workplace.

As a practical and active person, I particularly enjoyed the more technical 'hands-on' subjects.

I always enjoyed PE, sport and team activities as I work well with other people.

I am more of an active, practical outdoor person and did not really enjoy working in a

classroom. I did well at [insert subject/activity] and enjoyed various sports activities.

**IF YOUR WORK HISTORY IS POOR THEN WORK EXPERIENCE OR VOLUNTEERING TO SHOW EMPLOYERS WHAT YOU ARE CAPABLE OF AND TO IMPROVE YOUR CV**

**Stuck for the right word?**

Here are some words that might help when you are applying for a job and have to write a letter, complete an application form or create a CV.

|  |  |  |  |
| --- | --- | --- | --- |
| **Words to describe yourself** | | | |
| Able | Decisive | Loyal | Rational |
| Accurate | Dependable |  | Ready |
| Achieved | Diplomatic | Mature | Realistic |
| Adaptable  Alert | Dynamic, | Methodical  Motivated | Resourceful |
| Ambitious | Efficient |  | Responsible |
| Appreciative | Energetic | Outgoing |  |
| Articulate | Enthusiastic | Organised | Self-motivated |
| Assertive | Experienced |  | Self-reliant |
| Aware |  | Patient | Serious |
|  | Fit | Perceptive |  |
|  | Firm | Persistent | Tactful |
|  |  | Practical | Talented |
| Calm | Imaginative | Punctual | Thoughtful |
| Caring | Intelligent | Professional | Thorough |
| Capable | Inventive | Qualified | Trained |
| Cheerful | Keen | Quick | Trustworthy |
| Conscientious | Knowledgeable |  |  |
| Competent |  |  | Versatile |
| Confident |  |  |  |
| Creative |  |  | Willing |

**Sample Cover Letter 1**

Mr A N Other

Hiring Manager

Made Up Ltd

The Street

Inverness

IV 1 IAA

Date

Dear Mr. A N Other

In response to your advert in the Inverness Courier, I am applying for the position as Office Junior.

My CV shows I have previous experience of administrative work and possess an understanding of routine office duties. I have excellent IT skills including Word, Excel and MS Office, I am well organised, have reception work experience and an NVQ Level 2 in Business and Administration.

I believe my skills, ability and attitude would make me an ideal candidate for your vacancy.

I have enclosed my CV with this letter and appreciate very much the time you have taken to read my application and look forward to hearing from you.

Yours Sincerely

**Sample Cover letter 2**

Emma Smith

Manager

ABC Shop

Inverness

IV1 1ABC

Date:

Dear Emma,

In response to your advert in the Job Centre I am applying for the position of sales assistant.

As my CV indicates I am an experienced and hard working secretary who is now looking to change careers and move into another field of work. I am used to dealing with customers and have a strong work ethic linked to a desire to do the best possible job and am very willing to learn new skills and can adapt to new situations.

I have enclosed my CV with this letter and appreciate very much the time you have taken to read my application and look forward to hearing from you.

Yours Sincerely

**Example of a Bad CV**

This CV took the owner two weeks to write. It is quick and easy to read and the first page lists experience but there is nothing relevant to the advert.

The response brings a polite letter turning them down.

Notice bad spelling and poor formatting.

Using "I" a lot suggests opinion rather than fact.

**Name: Steve Jones** **Address:  
99 Long Road  
Chesterfield  
England  
CH68 1PP**

**Telephone:** 01111 333 555  
**Date of Birth: 26 Aug 196**

**Work History:**

**1995 to 2002  
Parcel Man Delivery Company**

Worked for a local firm that sends parcels all over the country. I am used to speaking to people on the phone and understanding where they want to send parcels in the country because I have done this job for nearly seven years now. I am responsible for information that I get off the sheets. I worked with a number of people in the office. I used the phone a lot.

**1992 to 1994  
BIG TRUCK LTD**

I worked for a haulage company that used special software to plan routes. They went all over the country with different types of frozen foods that had to be collected according to the job sheets. Different lorries had different ways of working.1982 - 1992Royal MailI started of as a postman on a local round that used to deliver to many housing estates. After five years I got moved off the rounds and in to the sorting office on the automated sorting machine. I GOT trained on this for six weeks in Glasgow. I was also responsible for the robot.

Education: **General School, Invernessstandard grades. English Language. English Literature. Mathematics**

Hobbies: **Five a side football with the team from the local pub. Fishing and Golfing with my son.**

**Good CV 1**

**Amanda Smith**

**1 High Street**

**Inverness**

**IV1 1BB**

**Mobile: 07999 000000**

**E Mail :** [**a.smith99@gmail.com**](mailto:a.smith99@gmail.com)

**Personal Statement**

A calm, caring and responsible person who has both a genuine interest and some experience in helping customers both face to face and over the telephone.

Am trustworthy and dependable and always gives due attention to any task big or small and after working in several customer focussed jobs I am keen to use my knowledge and skills to move into retail work.

**Key Skills**

Strong IT skills including Word, Excel, Outlook and Power-Point

The ability to work to tight time constraints and under pressure.

Patient and friendly attitude

**Work History**

**March 2014- April 2015 New start Volunteer Painter/Decorator Inverness**

As I am interested in interior design I wanted to try painting and decorating as this was something that could support my interest. I finished because of relocation to Dingwall but also realised that although I liked working with the team I did not enjoy the painting/decorating as much as I had hoped and working directly with the public was of more interest to me.

**Sept. 2013-October 2013 New City Restaurant Blackpool**

This was a busy 20 table Chinese restaurant and I was responsible for serving drinks, clearing tables, general duties and helping customers as most of staff were Chinese speakers. I only left due to ill health.

**Feb. 2013- July 2013 Cap Gemini Help Desk Analyst Nairn**

Helped Price Waterhouse Cooper staff deal with any problems they had with their computers. Needed to provide a rapid response and simple but effective advice to resolve problems quickly and keep disruption to a minimum.

I was happy working as part of a small team and enjoyed being able to provide reassurance and support to clients. Only left due to relocation to Blackpool.

**2012-2012 The Hairdresser Apprentice Hairdresser Inverness**

When I left school I was interested in a career in hairdressing but after a couple of months I found it was not for me although dealing with customers was something I found interesting and wanted to pursue.

**Education**

Left Smith Academy in 2012 with standard grades in English, Craft Design, Art and Design, French and Religious, Moral and Philosophical studies

**Interests**

Interior Design, swimming and running

**References**

To be provided on request

**Good CV 2**

Joe Bloggs

100 Town Lane

Inverness

IV1 1AB

E Mail: [joe@gmail.com](mailto:joe@gmail.com)

Mobile: 01111 777777

**Personal Statement**

A thorough and conscientious worker with a flexible and positive attitude in the work place. Have excellent customer service skills that have resulted in repeat customers at ABC seeking my advice and guidance on a regular basis.

Punctual and reliable with good time management skills and happy working in a team environment. Good computer skills including Word and Excel and am happy to undertake any additional learning required.

**Skills and Abilities**

Strong customer skills

Adaptable and able to react well with difficult customers

Work well under pressure

Able to establish rapport with customers

Current Clean Driving licence

**Employment History**

**2009-Current ABC Store Part Time Retail Assistant**

Have established trust and credibility with customers and really enjoy working with the public. I have gained experience in cash handling, processing of payments, stock returns, answered customer’s phone calls and personal enquiries and can offer accurate product information. Make sure shop is adequately and correctly stocked and pricing is accurate and clearly displayed.

**2006-2008 Munlochy Animal Shelter Volunteer in Animal Care**

Responsible for keeping areas clean, walking the animals and helping with any other tasks when needed. Needed to show a flexible attitude to hours and be prepared for anything

**2000-2006 The Bar Hotel Barperson**

Demonstrated cash handling skills, customer service skills and became adept at dealing with difficult situations tactfully and efficiently.

**1999-2000 Smithton Dental Surgery Dental Nurse**

Worked closely with the dentist reassuring the patients and ensuring all records were accurate and gained a sound knowledge of all aspects of dental nursing/reception.

I also performed reception duties such as answering telephone calls, booking appointments and contacting clients on a daily basis.

**Education**

* 1. Inverness High School

Higher Grades in Biology, Information Technology and Accounting

* 1. Inverness High School

Standard Grades in English, Maths, French, Gaelic, P.E. Home Economics, Science and Modern Studies

**Interests**

Active member of local youth club and enjoy outdoor pursuits including rock climbing, canoeing and abseiling

**References**

To be provided on request

**Good CV 3-Manager**

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