



# CV AND INTERVIEW PREPARATION

# • HANSON • SEARCH

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EA5

FOUNDATION

# What employers look for

### Ambitious

### Proactive

Engaged

### Team-player

Commitment

Perseverance

Competitive

Enthusiasm



# How can I demonstrate this?

### Languages

Sport

Societies

Hobbies

Peer Mentoring

### Volunteering

Part-time job

Music

**Student Council** 

Prefect

### Jane Doe

General Manager - Hospitality Industry

An Executive MBA Graduate from ESSEC Business School. Result-driven professional with proven business development and management experience. Accomplished in determining most optimal operational practices, achieving all objectives and ensuring smooth operations.

jane.doe@gmail.com		202-555-0166	
see Jane.coe@gmail.com		L 202-555-0166	
New York, USA		iane-blog.com	
in linkedin.com/in/jane.doe		🎾 @jane.doe	
EXPERTISE			
Project Management	Time Management	Teamwork	Verbal & Written Communication
Negotiation	Leadership	Public Speaking	Critical Thinking
Hospitality Management	Service Management	Revenue Analysis	Social Media Advertising
Digital Marketing	Budgeting	Restaurant Managemen	t

### PROFESSIONAL EXPERIENCE

General Manager Hotel Roosevelt - 5\*

New York, USA

Las Vegas, USA

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04/2013 - 11/2017

Guaranteed premises were fully operational through delegation of maintenance tasks and promptly responding to related emails.

In charge of the full renovation of the hotel with a \$5M budget. Completed the project 1 month before the deadline and within the budget limits.

Leadership of Executive Team: Food & Beverages, Human Resources, Finance, Marketing, Operations and Sales Directors. Management of over 220 employees.

<sup>a</sup> Ensured financial integrity through review of profit and loss statements, monthly budget, productivity report, balancing scorecards, forecasting and managing different systems.

### Contact: David Erickson - 202 412 541

### Operational Manager Hotel Transvlvania - 5\*

07/2007-03/2013

Achievement

Increased revenue by 34% from \$3.5M to \$4.7M through strategic planning and a more efficient use of available resources.

Improved the workflow via direct hands-on management of 96 front of house staff and indirect management of 30 back of house staff.

• Ensured hotel's front and bar ran smoothly while making a profit by initiating revenue generation ideas and assuring guests had a positive experience.

Initiated and implemented a superior training program for each department which resulted in increased guest satisfaction.

Increased Room and Food & Beverage revenues by 28% in the first 8 months by developing new strategies and an effective management program.

Contact: Quirino Ulises - 0935 235 241

# What is a CV and why do we need one?



### RACHELLE BEAUDRY

### ART DIRECTOR

### MORE ABOUT ME

I'm a prestue instellatel who yours librant images I produce high quality other design leased contents.

### CAREER HIGHLIGHTS CONTACT DETAILS

inegin Breatyments

advertising pleces that herped brands manues his advertising promotions and grow their market and profil Dearers a network of great freelance attents

Successfully investment over 50 Home 123 ali6 1980 Cell 125-456-7010 123 Abyutters Street Ary City State. Country 12545

ACADEMIC HISTORY

NORGEN CITY UNIVERSITY

+ Semiertmar 2007 - May 2011 Crathusseld Curri Lauder

+ CRAIS

· Lautsie Areni. The Norman Chromittee

Bachelor of Arts. Major in Craphic Design

Member, Norgen City University Visual Artists Cond

### WORK EXPERIENCE

### LEAD ART DIRECTOR Pinnoora Creatives | Sep 2017 - Aug 2018

Launched and managed many clearlys ad Lampsons for

 Based-fielded the attest constraint presentations for Deeper and heater surgius

### JUNIOD CRAPHIC DESIGNED Crewe Media | Sect 2017 Aug 2017

Contend advertising indianenals for clients. Developed custom topic and typography for change and the corrulary Designed for visit marketing campaigns.

### Graduated class of 2007 with honors. Sementian 2003 - May 2007 Craduated Vatedictorian

NODCEN CITY HIGH SCHOOL

· Layout Manager and commontents. NCHS Daily Talegoaph Vea President, NOHS Student Council . .....

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### CHARACTER REFERENCE

Accounts Manager Distance Counties Call 125 456 7890 CHR 123 466 7890

### Michael Alexander

Sometown, MA 02108 • (555) 555-5555 • ma@somedomain.com • LinkedIn URL

### ENTRY-LEVEL HELP-DESK TECHNICIAN

- · Upcoming XYZ University graduate offering a strong academic background in IT combined with excellent internship experience as a help-desk analyst.
- · Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

### EDUCATION

108/120 Credits Earned

XYZ UNIVERSITY, Sometown, MA

Pursuing a B.S. in Computer Information Systems . GPA: 3.7/4.0 Concurrent Employment with College Studies:

- Student Help Desk Technician (2015 to Present): Provide networking/desktop support and perform mainframe and account-maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
- Sales Representative, ABC Retail Co, and DEF Store (2015 to 2016); Leveraged strengths in persuasive communications and consultative sales to become a top sales performer for both retailers (including top 10 rankings out of a 100-member sales force).

### TECHNOLOGY SUMMARY

- Certifications: CompTIA A+, HDI-Support Center Analyst (HDI-SCA)
- CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell NetWare, Mac OS X, Mobile Systems:
- Databases Oracle, Access, Relational Databases
- Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript Languages
- MS Project, MS Visio, MS Office Software:

### IT EXPERIENCE

ABC COMPANY, Sometown, MA Help Desk Analyst . Intern, 2016 to Present Handle technical troubleshooting within an enterprise environment, including system crashes, slowdowns and data recoveries. Engage and track Priority 1 issues, with responsibility for the timely documentation, resolution and closure of trouble tickets.

### Selected Contributions:

- Researched and developed knowledgebase articles for Windows 10 issues, resulting in a 35% increase in first-call resolutions and \$5K in annual savings.
- · Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% on all calls (outperforming average of 90%).
- · Handled 30+ technical/mission-critical calls daily and consistently met high service standards.

### AVAILABLE FOR RELOCATION & TRAVEL

### **STEWART HOLMES** Baker

493-657-6967 @ stewart.holmes@example.com 9 Gatzke, MN % www.example.com



### EDUCATION

Degree in Culinary Arts University of Gatzke 1 2006 - 2010 9 Gatzke, MN

Fast learner Baking Pastry chef Microsoft office

### MY TIME



### LANGUAGES English Native French Proficient

1 2015 - Ongoing 9 Los Angeles, CA · Ensured all prepared items are appropriately labeled, covered, and · Resolved conflicts between kitchen staff which increased the efficiency of the kitchen by 50%

 Made sure that quality, quantity, freshness, and presentation of food met all state standards

### Baker

**Dukes Bread** 1 2011 - 2015 9 Gatzke, MN · Lead and inspire a team of more than 20 employees · Independently managed inventory of supplies and ordered supplies when needed

Photography

╈ Management

PASSIONS

Fred Meyer 2010 - 2011 9 Gatzke, MN



Intern

Powered by 🔿 Enhancy



23.



GPA

3.95 / 4.0

SKILLS

### MY LIFE PHILOSOPHY

Small daily improvements over time lead to stunning results. Robin Sharma

### **FIND ME ONLINE**

in /stewartholmes

💓 @stewartholmes

### Volunteering Part-time job

Student CouncilSportSocietiesHobbies

Prefect Peer Mentoring

Languages

Name Contact information

Summary of who you are, what you do and what you are looking for.

### Education

Work experience

Interests, activities, achievements

Skills

# Do's and don'ts



- Short and sweet
- Font
- Easy to read
- Include contact details
- Hobbies and interests

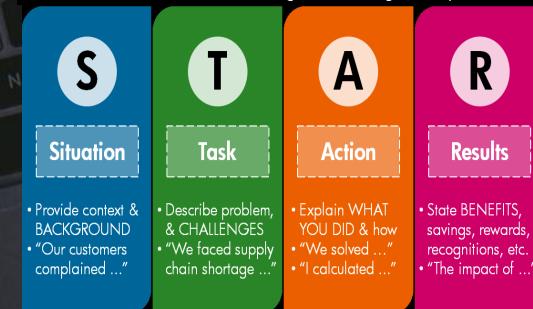


- Use a photo
- Use boring words
- Lie!
- Add anything negative

### EXAMPLE QUESTIONS

- Tell me about a time when...
- What do you do when...
- Have you ever...
- Give me an example of...
- Describe a...

EFFECTIVE STORY TELLING: direct, logical, meaningful and personalized



# Interview

### **Situation:** During school, I worked part-time as a waitress

### Task:

On a busy, short-staffed weekend an angry customer complained about the long wait for his food

### Action:

Using communication skills, I listened to the complaint, apologised, explained we were short-staffed and offered a round of complimentary drinks

### **Result:**

The customer was satisfied and sympathetic, became a returning customer and left a generous tip !

# Interviews



https://www.youtube.com/watch?v=EAqAgM\_tfmU

# Interviews

?

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# Thoughts?

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# Interviews

Roleplay in small groups

Get into groups of 2 or 3 and roleplay an interview scenario using the questions below.

Tell me about yourself? What are your strengths? What are your weaknesses? Tell me about a time that you failed, what was the lesson you learnt? Why do you want to join this organization? What can you add to our team? Where do you hope to be in 5 years?

# Interview Top Tips!

### • **RESEARCH**

- Arrive 10 minutes early
- Dress smartly
- Body language + mirroring
- Prepare 2-3 questions to ask at the end
- Practice practice practice!

# Top tips

- Social media
  Update your CV regularly
  Build a network/mentor
- Handshake