

**First impressions count.** Your resume could be your first chance to highlight your skills, experience and achievements to a potential employer. Presenting a professional document will increase your chances of gaining an interview and securing employment.



### Font & size

Use a professional, easy-to-read font. Arial, Verdana, Calibri or Century Gothic are great choices. Keep font size to 11pt or 12pt.



### Order

List items in reverse chronological order. That means, place your most recent employment first, followed by your second most recent, and so on.



### Employment details

Ensure that each item lists your position title, the business name, employment dates, and a short description of your duties.



### References

Check regularly that your referee's contact details are up-to-date and that they are happy to provide a favourable reference to an employer.



### Excessive use of uppercase

Don't use uppercase unless in proper grammar. Only capitalise proper nouns and acronyms.



### Spelling or grammar errors

Ask someone else to proofread your resume and cover letter. Employers will notice your attention to detail, or lack thereof.



### Centre alignment

Centre alignment can make your resume difficult to read. Left or justified alignment is ideal.



### Unprofessional contact details

Be sure to use a work-appropriate email address on your resume. Using your name is a good choice.

## FAQ

**Q: My work history doesn't enable my resume to shine. What can I do?**

**A: Add soft skills, personal qualities and achievements.**

Examples of skills and personal qualities:

- Effective communication skills
- Willingness to learn
- Ability to work under pressure

Examples of achievements:

- Sporting accomplishments
- School or academic achievements
- Community involvement including WFD



Contact details are correct

Do not list your age

Email is professional

**Mary Jones**

Phone: (00) 1234 56787  
Mobile: 0412 345 678  
Email: MaryJones45@email.com.au

Objective

Having recently completed a Certificate III in Hospitality with extensive practical experience, I am seeking to leverage my knowledge in the industry to delivery exceptional customer service and team motivation in a Management-focused role.

Employment History

**Senior Food Service Attendant, Jack's Cafe**

Mar 2018 – current

My role includes tasks such as, but not limited to,

- Overseeing food preparation and menu standards
- Ensuring food hygiene standards are upheld
- Monthly stock management and stocktake
- Customer service, scoring consistently high on customer feedback surveys
- Supervision and management of five team members

**Retail Team Member, IGA Summer Bay**

Dec 2016 – Feb 2018

My role included tasks such as, but not limited to,

- Deliver excellent customer service
- Operate Point of Sale system and daily reconciliation
- Stock shelves and maintain product displays to plans
- Ensuring store cleanliness and hygiene standards are upheld

Education and Qualifications

Certificate III in Commercial Cookery, TAFE NSW	2016 – 17
Statement of Attainment in Barista Skills, TAFE NSW	2016
NSW Working With Children Check	Valid to 2026
Food Handling Certificate	Valid to 2023
NSW Responsible Service of Alcohol (RSA)	Valid to 2021
NSW Responsible Conduct of Gambling (RCG)	Valid to 2021
NSW High School Certificate (Year 10), Summer Bay High School	2006

1

Most recent listed first

TOP TIP: Microsoft Word has many resume templates. Ask your Consultant how to get started.

Skills and Qualities

Through my employment and education history I have demonstrated the following skills:

- Proficiency in Microsoft Office Suite
- Excellent time management skills
- Reliability
- Keen to learn and develop others

Awards & Achievements

Awarded Customer Service Employee of the Month, IGA Summer Bay  
May 17, Jul 17, Aug 17 and Nov 17

Voluntary Work

**Casual Canteen Assistant, Summer Bay Surf Life Saving Club** 2001 - 2019

As a casual volunteer, my role included tasks such as, but not limited to,

- Food preparation
- Customer service including working with children
- Ensuring canteen cleanliness and hygiene standards are upheld

References

**Darryl Braxton**  
Owner, Jack's Café  
P: (02) 3546 4897

**Alf Stewart**  
Supervisor, Summer Bay Surf Life Saving Club  
P: 0498 765 432

Provide 1-2 references

Licenses list expiry dates

Ideally maximum two pages

TOP TIP: Ensure you name your file appropriately for emailing to prospective employers

**FINAL CHECKLIST**

- Have someone proofread your resume
- Upload to Australian Job Search via your MyGov account
- Ask your Consultant for feedback