

We want you to make a great first impression

PREPARING FOR WORK

We understand that finding, applying for and starting a job can be daunting, so we are here to help you every step of the way. We want you to enjoy the financial independence and sense of belonging that comes with finding sustainable employment.

In this pack you will find

- 1 Tips for building your resume to help it stand out for all the right reasons.
- 2 Some ideas for making a great first impression with a potential employer.
- 3 Information you'll need to know about reporting your income when you start your new job.

What you can expect from us









With an in-depth knowledge of the local industry and local employment opportunities, our team will work with you to understand your situation, develop your skills and assist you to find work. This includes:


- assisting you with applications, resumes and interview techniques
- developing your employability through our Targeted Pre-Employment Program and other activities
- providing access to accredited or short course training to increase your skills and help you reach your employment goals
- referring you to job interviews and work experience opportunities through our long-established relationships with local employers
- providing you access to our office facilities including computers, printers and phones
- providing ongoing support once you have gained employment.


We have offices across ACT, NSW and Vic.
Let us know if you need assistance finding the right Sureway office for you.


RESUME TIPS AND TRICKS

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 and 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.

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

 **ANSWER**
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

LET'S GET STARTED

There are many ways to lay out your resume, this is just one example. Regardless, all resumes should follow these golden rules.

- ✓ Contact details are correct
- ✓ Email address is professional
- ✓ Do not list your age

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

✓ Most recent first

✓ List licence expiry dates



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



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

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

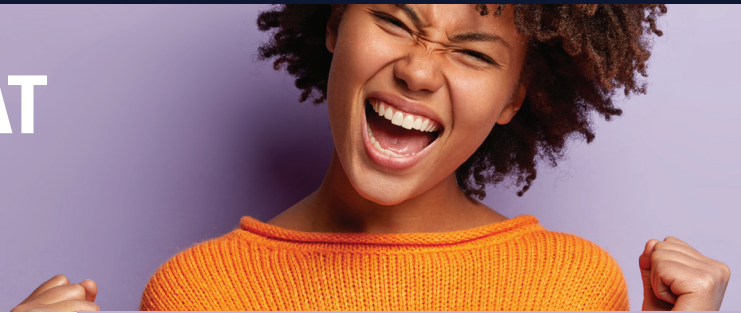
✓ Provide 1 or 2 references

✓ Ideally maximum of 2 pages

FINAL CHECKLIST:

- Have someone proofread your resume
- Upload to Workforce Australia via your MyGov account
- Ask your Consultant for feedback

HOW TO MAKE A GREAT FIRST IMPRESSION



Whether you are cold calling an employer, or preparing for a formal interview, you want the employer to remember you for all the right reasons – you want to make a great first impression. Let's have a look at some ways you can make a great impression with an employer.

Think about the personal qualities employers are looking for when hiring. What are of some ways you could show them?

- you are a good team player
- you have a positive attitude
- you are willing to learn and grow
- you have a strong work ethic (really important!)

Your first meeting is a great time to let your personality shine through. An employer will be interested in your abilities and your values, such as respect for others and yourself, reliability and trustworthiness.

Preparation is important. Before you talk to, or meet with an employer you need to:

- know who you are meeting
- know where the interview is and how to get there
- research the employer and the job tasks so you understand what their business is about – this will help you explain what you can offer them
- check your social media profile is appropriate for an employer to view (or make it private)
- make sure your voice mail has an appropriate message

On the day you are meeting with, or talking to an employer:

- be punctual, dress appropriately – look and smell good
- put your phone away, smile and be friendly
- offer a firm handshake and make eye contact
- check you have good posture (it makes you appear more confident)
- be aware of the way you speak

Thank the interviewer for the opportunity to meet and ask about the next steps from here.

Think about some questions you might be asked so you can prepare an answer

Why do you want to work here?

Use the research you did about the employer and the job tasks to build your response.

What are your strengths?

Choose skills, abilities and aptitudes that relate to the tasks for this job.

Why did you leave your last job?

Be as honest as you can without saying anything negative about your former employer. Was the role made redundant? Was the work site too far from where you live? Did you want a new challenge?

What experience do you have for this role?

Be honest – not having any direct experience in the role you are applying for is okay, but if this is the case be clear about why your experience is transferable to the role.

Tell me about a challenge or conflict you faced at work, and how you dealt with it.

Your interviewer wants to get a sense of how you will respond to conflict. Give an example of a situation, an action and a positive outcome.

Where do you see yourself in five years?

Be honest and specific about your future goals. A hiring manager wants to know if you've set realistic expectations for your career, if you have ambition, and if the position aligns with your goals and growth.

Ask interesting questions.

Ask questions about the company's business strategy, products and services or upcoming projects. They'll remember you for it!

REPORTING YOUR INCOME IS EASY

This is an exciting time! As you settle into your new role we want to make sure we provide you with the support you need. There are just a couple of simple things you need to do so that Sureway and Services Australia can provide you with the right support over the next 6 months.

You can report your employment income by:

- Logging onto your [myGov account](#) and accessing your Centrelink online account.
- Using the [Express Plus Centrelink app](#) available from your App Store.
- Visiting your nearest Services Australia (Centrelink) office.
- Calling the Centrelink Reporting Line 133 276 (13EARN).
- A step-by-step guide is available on the [Services Australia website](#).

What information do you need on hand to report?

- Your **gross pay** – the amount your employer pays you before tax and other deductions. You can find your gross pay amount on your payslip.
- The **number of hours** you worked in your reporting period.
- The **date** your employer paid you.
- If applicable, you may also be required to provide this information for your partner.

You have a contractual obligation to report ALL income you receive from paid employment to Services Australia on a regular basis (usually fortnightly) or you may incur financial penalties.

Change incorrect declarations or backdate up to 6 weeks' reporting via the [Express Plus Centrelink app](#), or call 132850.



DID YOU KNOW...

Working credits are available through Centrelink

Working Credits are a Centrelink scheme that allow you to keep more of your payment when you start work.

Check your working credit balance on your mobile using the Express Plus Job Seekers App (available for Apple and Android devices from iTunes or Google Play) or call Centrelink to discuss.

Because you're registered with Sureway

We may be able to offer you (based on eligibility criteria):

- Financial assistance to purchase work clothes (e.g. pants, shirts, shoes, boots, hard hat, hi-vis gear)
- Financial assistance to help cover the cost of transport to and from work (e.g. fuel, bus tickets, car rego) as well as phone and internet credit
- Assistance with courses directly relating to your employment
- Counselling and social support services should you need them
- Wage subsidies that may be available for your employer

FREQUENTLY ASKED QUESTIONS

What happens to my Income Support?

Your income support will only cease if you are earning above the cut-off point and your Working Credits balance has reached zero. When this happens:

- We will continue to support you
- You can still use our office facilities
- You no longer have to attend compulsory appointments
- You'll be on a pathway to financial independence

What if I fall out of work – can I come back?

Yes. If your employment is cut short due to reasons beyond your control, you can contact Centrelink and have your file reinstated straight away (within 3 months of your exit date).