



RESUME, COVER LETTER & INTERVIEW PREP BUNDLE

Brought to you by the
George Brown College Career Services Team.

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GUIDELINES		✓
NAME: your name should be in bold and font size 14 to 18 (pleasing to the eye)		
CONTACT INFO: address (optional), phone, email and LinkedIn URL should be the same size font as body of résumé (pleasing to the eye i.e. top of your page and centered)		
EMAIL: should be professional – e.g. amberloi@georgebrown.ca		
HEADINGS: the headings in the résumé body should be bold and/or capitalized		
OBJECTIVE or HEADLINE: For a specific job, you can use an OBJECTIVE. If looking for an opportunity you do not know exists use a HEADLINE or for best results use a combination of the them (ask Career Services if unsure example résumé includes a combination of an objective and headline)		
HIGHLIGHTS OF QUALIFICATIONS / PROFILE / SUMMARY: should consist of 4-6 bullet points including experience, training, technical and transferable skills and relevant information		
EDUCATION: should be listed in reverse chronological order (most recent first)		
EXPERIENCE: includes accomplishments as well as job duties and should be listed in reverse chronological order (most recent first); include volunteer work as well as paid experience		
EMPHASIZE RESULTS: use numbers, percentages, dollars, etc. to quantify and focus on employer's needs (see Accomplishment Statements handout)		
READABILITY: avoid the use of too much technical information, jargon, acronyms or abbreviations		
FONT: use standard fonts like Arial, Calibri or Times New Roman (or a font available on all platforms of Word); to use any font save document as PDF; no smaller than 10 point		
LENGTH: résumé should be either 1 or 2 pages in length (should not have large empty space)		
DO NOT INCLUDE: personal information (age, marital status, religion, disability, photographs)		
REFERENCES: do not include references (unless required by the employer); references should be on a separate document		
100% ERROR FREE (make an appointment with Career Services to review and proofread your résumé)		
APPLICANT TRACKING SYSTEM: make sure your resume is good for ATS (check with Career Services)		



Additional Resource: resume.com/georgebrown

St. James, 200 King Street (Room 155B), 416-415-5000 ext. 3818 sjcareercentre@georgebrown.ca
 Casa Loma, 160 Kendal Avenue (Room C317), 416-415-5000 ext. 4100 clcareercentre@georgebrown.ca
 Waterfront, 51 Dockside Drive (Student Success Hub), 416-415-5000 ext. 5301 wfcareercentre@georgebrown.ca
[GBCareers](https://gbcareers.georgebrown.ca) - view job postings and events: gbcareers.georgebrown.ca

Amber Loi

43 Daisy Lane, Toronto, ON M2B 1X9
416-415-5000 amberloi@georgebrown.ca
www.linkedin.com/in/amberloi

Dynamic, detailed and organized Human Resources Student seeks the Employment Benefits Assistant Internship with ABC Financial.

HIGHLIGHTS OF QUALIFICATIONS

- Over 2 years' experience advising new immigrants on employment and labour issues; over 3 years' experience providing superior customer service and problem-solving skills
- Proven effective communication, organizational and administrative skills gained as an Office Assistant; ability to work in a fast paced, high demand environment effectively
- Highly knowledgeable of and experienced with Canadian Labour Laws, Collective Agreements, Compensation and Benefits and the Ontario Human Rights Code
- Skilled in Microsoft Word, PowerPoint, Excel, Outlook and HR Admin platforms
- Excellent communication skills in English and Mandarin (spoken and written)

EDUCATION

Business Administration-Human Resources Diploma Program

Sept 2019-Present

George Brown College, Toronto, ON

Relevant Courses:

- | | |
|-----------------------------------|-------------------------|
| • Employment and Human Rights Law | • Labour Relations |
| • Compensation | • Managerial Accounting |

EXPERIENCE

Advisor

May 2018-Present

The North Chinese Community Centre, Toronto, ON

- Counsel immigrants on labour relations (benefits), labour law (layoffs) and other employment issues; demonstrate respect for each individual and maintain strict confidentiality
- Attend to clients' needs and respond to client issues and concerns in a respectful and professional manner; problem solve issues proactively
- Liaise with internal and external community organizations in the development and implementation of new and improved immigration regulations and practices

Office Assistant

Aug 2016-May 2018

City Hall, Toronto, ON

- Provided verbal and written translation services to over 1000 residents in real time
- Entered and retrieved data using Excel spreadsheets and kept accurate records of all transactions; created detailed reports and presentations for management

Server

Jun 2015-Aug 2016

City Hall, Toronto, ON

- Provided outstanding customer service in a busy, fast-paced environment with over 250 residents per seating; ensured optimum health and safety of dining area
- Communicated effectively with patrons regarding special dietary needs
- Trained and provided leadership to 10 new employees per month

To make your résumé stand out we recommend that you use accomplishment statements under your experience instead of task-focused statements. Accomplishment statements help employers see your value.



WHAT IS A RESULT?

- Increased efficiency
- Solved a problem
- Contributed to a project
- Committed to customers
- Demonstrated leadership
- Saved time and/or money
- Improved performance
- Reduced waste
- Achieved a goal
- Created something new
- Contributed to team
- Academic achievement
- Increased sales
- Took initiative
- Received an award

SAMPLE ACCOMPLISHMENT STATEMENTS:

ACTION VERB	ACTIVITY/PROJECT	RESULT
Developed	a new marketing plan	increasing customer bookings by 33%
Initiated	a new inventory policy	reducing expired products by \$10,000
Managed	orders by customers	which helped ensure repeat business
Trained	50 students on new procedures	that immediately decreased theft by 50%
Wrote	a quarterly online blog	which noticeably increased brand awareness and sales
Assisted	patients with personal hygiene	to improve patient comfort and reduce the risk of infection
Delivered	counselling to clients	which sped up recovery during the rehabilitation process
Performed	intake for new shelter residents	that assisted with successful integration at the residence
Provided	top service and sales	earning the "2015 Employee of the Year Award"
Created	an online scheduling system	resulting in eliminating all double bookings
Coordinated	3 fundraising events for shelters	which raised \$8,000 and increased community awareness
Directed	team of 6 classmates	to complete assignment on time and received A+

TIP: Word has a Thesaurus built in to find more adjectives and verbs (Shift + F7)

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*Updated Feb 2020

WHY USE POWERFUL ADJECTIVES TO DESCRIBE YOURSELF?

Adjectives describe your attitude, confidence and let a potential employer know more about who you are, rather than what you can do. These positive and powerful adjectives can be used in your headline or profile area. Always use adjectives that truly describe you and are relevant to the industry you are in. Note: choose adjectives that suit your role. "Aggressive" may catch the eye of a law firm but would likely scare a customer service employer.

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> Able | <input type="checkbox"/> Coach | <input type="checkbox"/> Driven | <input type="checkbox"/> Gentle |
| <input type="checkbox"/> Accomplished | <input type="checkbox"/> Coherent | <input type="checkbox"/> Dynamic | <input type="checkbox"/> Genuine |
| <input type="checkbox"/> Accurate | <input type="checkbox"/> Collaborative | <input type="checkbox"/> Eager | <input type="checkbox"/> Gifted |
| <input type="checkbox"/> Action-oriented | <input type="checkbox"/> Comfortable | <input type="checkbox"/> Earnest | <input type="checkbox"/> Goal oriented |
| <input type="checkbox"/> Active | <input type="checkbox"/> Committed | <input type="checkbox"/> Easy going | <input type="checkbox"/> Good natured |
| <input type="checkbox"/> Adaptable | <input type="checkbox"/> Communicator | <input type="checkbox"/> Eclectic | <input type="checkbox"/> Gregarious |
| <input type="checkbox"/> Adept | <input type="checkbox"/> Compassionate | <input type="checkbox"/> Economical | <input type="checkbox"/> Hands on |
| <input type="checkbox"/> Adventurous | <input type="checkbox"/> Competent | <input type="checkbox"/> Effective | <input type="checkbox"/> Handy |
| <input type="checkbox"/> Aggressive | <input type="checkbox"/> Competitive | <input type="checkbox"/> Effective communicator | <input type="checkbox"/> Happy |
| <input type="checkbox"/> Agile | <input type="checkbox"/> Concerned | <input type="checkbox"/> Effective contributor | <input type="checkbox"/> Hardworking |
| <input type="checkbox"/> Agreeable | <input type="checkbox"/> Concise | <input type="checkbox"/> Effective troubleshooter | <input type="checkbox"/> Harmonious |
| <input type="checkbox"/> Alert | <input type="checkbox"/> Confident | <input type="checkbox"/> Efficient | <input type="checkbox"/> Healthy |
| <input type="checkbox"/> Alluring | <input type="checkbox"/> Conscientious | <input type="checkbox"/> Elated | <input type="checkbox"/> Helpful |
| <input type="checkbox"/> Ambitious | <input type="checkbox"/> Conservative | <input type="checkbox"/> Eloquent | <input type="checkbox"/> High energy |
| <input type="checkbox"/> Analytical | <input type="checkbox"/> Considerate | <input type="checkbox"/> Eminent | <input type="checkbox"/> High performing |
| <input type="checkbox"/> Animated | <input type="checkbox"/> Consistent | <input type="checkbox"/> Empathetic | <input type="checkbox"/> Highly adaptable |
| <input type="checkbox"/> Approachable | <input type="checkbox"/> Cooperative | <input type="checkbox"/> Empowering | <input type="checkbox"/> Highly articulate |
| <input type="checkbox"/> Aptitude for | <input type="checkbox"/> Cost conscious | <input type="checkbox"/> Encouraging | <input type="checkbox"/> Highly dependable |
| <input type="checkbox"/> Artful | <input type="checkbox"/> Cost effective | <input type="checkbox"/> Energetic | <input type="checkbox"/> Highly productive |
| <input type="checkbox"/> Articulate | <input type="checkbox"/> Courageous | <input type="checkbox"/> Engaging | <input type="checkbox"/> Highly reliable |
| <input type="checkbox"/> Artistic | <input type="checkbox"/> Creative | <input type="checkbox"/> Enterprising | <input type="checkbox"/> Highly skilled |
| <input type="checkbox"/> Assertive | <input type="checkbox"/> Credible | <input type="checkbox"/> Entertaining | <input type="checkbox"/> Honest |
| <input type="checkbox"/> Astute | <input type="checkbox"/> Cultivated | <input type="checkbox"/> Enthusiastic | <input type="checkbox"/> Humble |
| <input type="checkbox"/> Attentive | <input type="checkbox"/> Culturally aware | <input type="checkbox"/> Entrepreneurial | <input type="checkbox"/> Imaginative |
| <input type="checkbox"/> Attentive to detail | <input type="checkbox"/> Cultured | <input type="checkbox"/> Exacting | <input type="checkbox"/> Incredible |
| <input type="checkbox"/> Authentic | <input type="checkbox"/> Curious | <input type="checkbox"/> Excellent | <input type="checkbox"/> Independent |
| <input type="checkbox"/> Autonomous | <input type="checkbox"/> Current | <input type="checkbox"/> Exceptional | <input type="checkbox"/> Industrious |
| <input type="checkbox"/> Avid | <input type="checkbox"/> Customer focused | <input type="checkbox"/> Excited | <input type="checkbox"/> Influential |
| <input type="checkbox"/> Balanced | <input type="checkbox"/> Daring | <input type="checkbox"/> Experienced | <input type="checkbox"/> Initiator |
| <input type="checkbox"/> Bold | <input type="checkbox"/> Decision maker | <input type="checkbox"/> Expressive | <input type="checkbox"/> Innovative |
| <input type="checkbox"/> Brave | <input type="checkbox"/> Decisive | <input type="checkbox"/> Extroverted | <input type="checkbox"/> Inquisitive |
| <input type="checkbox"/> Bright | <input type="checkbox"/> Decorous | <input type="checkbox"/> Exuberant | <input type="checkbox"/> Insightful |
| <input type="checkbox"/> Budget conscious | <input type="checkbox"/> Dedicated | <input type="checkbox"/> Facilitator | <input type="checkbox"/> Inspired |
| <input type="checkbox"/> Business minded | <input type="checkbox"/> Delightful | <input type="checkbox"/> Fantastic | <input type="checkbox"/> Instinctive |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Dependable | <input type="checkbox"/> Fast | <input type="checkbox"/> Intelligent |
| <input type="checkbox"/> Capable | <input type="checkbox"/> Detail oriented | <input type="checkbox"/> Fearless | <input type="checkbox"/> Intuitive |
| <input type="checkbox"/> Careful | <input type="checkbox"/> Detailed | <input type="checkbox"/> Fine | <input type="checkbox"/> Inventive |
| <input type="checkbox"/> Caring | <input type="checkbox"/> Determined | <input type="checkbox"/> Firm | <input type="checkbox"/> Investigative |
| <input type="checkbox"/> Cautious | <input type="checkbox"/> Devoted | <input type="checkbox"/> Flexible | <input type="checkbox"/> Keen |
| <input type="checkbox"/> Certified | <input type="checkbox"/> Different | <input type="checkbox"/> Focused | <input type="checkbox"/> Kind |
| <input type="checkbox"/> Charming | <input type="checkbox"/> Diligent | <input type="checkbox"/> Formal | <input type="checkbox"/> Knowledgeable |
| <input type="checkbox"/> Cheerful | <input type="checkbox"/> Diplomatic | <input type="checkbox"/> Forward thinking | <input type="checkbox"/> Leader |
| <input type="checkbox"/> Clear thinking | <input type="checkbox"/> Direct | <input type="checkbox"/> Friendly | <input type="checkbox"/> Licensed |
| <input type="checkbox"/> Clever | <input type="checkbox"/> Disciplined | <input type="checkbox"/> Gallant | <input type="checkbox"/> Light hearted |
| <input type="checkbox"/> Client focused | <input type="checkbox"/> Discreet | <input type="checkbox"/> Generous | <input type="checkbox"/> Lively |

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Logical | <input type="checkbox"/> Practical | <input type="checkbox"/> Selective | <input type="checkbox"/> Team oriented |
| <input type="checkbox"/> Loyal | <input type="checkbox"/> Practiced | <input type="checkbox"/> Self-assured | <input type="checkbox"/> Team player |
| <input type="checkbox"/> Market driven | <input type="checkbox"/> Precise | <input type="checkbox"/> Self-confident | <input type="checkbox"/> Tech savvy |
| <input type="checkbox"/> Mature | <input type="checkbox"/> Preserving | <input type="checkbox"/> Self-controlled | <input type="checkbox"/> Technically adept |
| <input type="checkbox"/> Mechanically adept | <input type="checkbox"/> Proactive | <input type="checkbox"/> Self-directed | <input type="checkbox"/> Technically inclined |
| <input type="checkbox"/> Mechanically inclined | <input type="checkbox"/> Problem solver | <input type="checkbox"/> Self-disciplined | <input type="checkbox"/> Tenacious |
| <input type="checkbox"/> Mediator | <input type="checkbox"/> Productive | <input type="checkbox"/> Selfless | <input type="checkbox"/> Thorough |
| <input type="checkbox"/> Methodical | <input type="checkbox"/> Professional | <input type="checkbox"/> Self-motivated | <input type="checkbox"/> Thoughtful |
| <input type="checkbox"/> Meticulous | <input type="checkbox"/> Proficient | <input type="checkbox"/> Self-reliant | <input type="checkbox"/> Tireless |
| <input type="checkbox"/> Mindful | <input type="checkbox"/> Profit minded | <input type="checkbox"/> Self-starter | <input type="checkbox"/> Top performing |
| <input type="checkbox"/> Modern | <input type="checkbox"/> Progressive | <input type="checkbox"/> Sensible | <input type="checkbox"/> Tough |
| <input type="checkbox"/> Modest | <input type="checkbox"/> Prompt | <input type="checkbox"/> Sensitive | <input type="checkbox"/> Traditional |
| <input type="checkbox"/> Motivated | <input type="checkbox"/> Proper | <input type="checkbox"/> Serious | <input type="checkbox"/> Trained |
| <input type="checkbox"/> Motivational | <input type="checkbox"/> Proud | <input type="checkbox"/> Service-oriented | <input type="checkbox"/> Trend setting |
| <input type="checkbox"/> Multi-skilled | <input type="checkbox"/> Proven | <input type="checkbox"/> Sharp | <input type="checkbox"/> Trusted |
| <input type="checkbox"/> Natural | <input type="checkbox"/> Punctual | <input type="checkbox"/> Sincere | <input type="checkbox"/> Trusting |
| <input type="checkbox"/> Neat | <input type="checkbox"/> Purposeful | <input type="checkbox"/> Skilled | <input type="checkbox"/> Trustworthy |
| <input type="checkbox"/> Nimble | <input type="checkbox"/> Qualified | <input type="checkbox"/> Skillful | <input type="checkbox"/> Unassuming |
| <input type="checkbox"/> Obedient | <input type="checkbox"/> Quality focused | <input type="checkbox"/> Smooth | <input type="checkbox"/> Unbiased |
| <input type="checkbox"/> Objective | <input type="checkbox"/> Quality oriented | <input type="checkbox"/> Sociable | <input type="checkbox"/> Understanding |
| <input type="checkbox"/> Observant | <input type="checkbox"/> Quick | <input type="checkbox"/> Solid | <input type="checkbox"/> Unfaltering |
| <input type="checkbox"/> Open | <input type="checkbox"/> Quick learner | <input type="checkbox"/> Solutions driven | <input type="checkbox"/> Unique |
| <input type="checkbox"/> Open minded | <input type="checkbox"/> Quiet | <input type="checkbox"/> Solutions oriented | <input type="checkbox"/> Unusual |
| <input type="checkbox"/> Optimistic | <input type="checkbox"/> Rational | <input type="checkbox"/> Sophisticated | <input type="checkbox"/> Upbeat |
| <input type="checkbox"/> Organized | <input type="checkbox"/> Realistic | <input type="checkbox"/> Specialized | <input type="checkbox"/> Urban |
| <input type="checkbox"/> Original | <input type="checkbox"/> Reassuring | <input type="checkbox"/> Spirited | <input type="checkbox"/> Useful |
| <input type="checkbox"/> Outcome focused | <input type="checkbox"/> Receptive | <input type="checkbox"/> Spontaneous | <input type="checkbox"/> Valiant |
| <input type="checkbox"/> Outgoing | <input type="checkbox"/> Recognized | <input type="checkbox"/> Sporty | <input type="checkbox"/> Versatile |
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Refined | <input type="checkbox"/> Stable | <input type="checkbox"/> Vibrant |
| <input type="checkbox"/> Particular | <input type="checkbox"/> Reflective | <input type="checkbox"/> Steadfast | <input type="checkbox"/> Vigilant |
| <input type="checkbox"/> Passionate | <input type="checkbox"/> Reliable | <input type="checkbox"/> Steady | <input type="checkbox"/> Vigorous |
| <input type="checkbox"/> Patient | <input type="checkbox"/> Reserved | <input type="checkbox"/> Stimulating | <input type="checkbox"/> Visionary |
| <input type="checkbox"/> Peaceful | <input type="checkbox"/> Resilient | <input type="checkbox"/> Straightforward | <input type="checkbox"/> Vivacious |
| <input type="checkbox"/> People oriented | <input type="checkbox"/> Resolute | <input type="checkbox"/> Strategic | <input type="checkbox"/> Warm |
| <input type="checkbox"/> Perceptive | <input type="checkbox"/> Resourceful | <input type="checkbox"/> Strategist | <input type="checkbox"/> Watchful |
| <input type="checkbox"/> Perfectionist | <input type="checkbox"/> Respected | <input type="checkbox"/> Strong | <input type="checkbox"/> Well grounded |
| <input type="checkbox"/> Performance driven | <input type="checkbox"/> Respectful | <input type="checkbox"/> Studious | <input type="checkbox"/> Well regarded |
| <input type="checkbox"/> Persevering | <input type="checkbox"/> Responsible | <input type="checkbox"/> Success driven | <input type="checkbox"/> Well rounded |
| <input type="checkbox"/> Persistent | <input type="checkbox"/> Responsive | <input type="checkbox"/> Successful | <input type="checkbox"/> Well trained |
| <input type="checkbox"/> Personable | <input type="checkbox"/> Results driven | <input type="checkbox"/> Succinct | <input type="checkbox"/> Willing |
| <input type="checkbox"/> Persuasive | <input type="checkbox"/> Results focused | <input type="checkbox"/> Supportive | <input type="checkbox"/> Wise |
| <input type="checkbox"/> Physically fit | <input type="checkbox"/> Results oriented | <input type="checkbox"/> Sympathetic | <input type="checkbox"/> Witty |
| <input type="checkbox"/> Pleasant | <input type="checkbox"/> Risk taking | <input type="checkbox"/> Systematic | <input type="checkbox"/> Wonderful |
| <input type="checkbox"/> Poised | <input type="checkbox"/> Safety driven | <input type="checkbox"/> Tactful | <input type="checkbox"/> Zealous |
| <input type="checkbox"/> Polished | <input type="checkbox"/> Safety focused | <input type="checkbox"/> Take-charge | |
| <input type="checkbox"/> Polite | <input type="checkbox"/> Seasoned | <input type="checkbox"/> Talented | |
| <input type="checkbox"/> Positive | <input type="checkbox"/> Secure | <input type="checkbox"/> Teachable | |

Additional Resource: [resume.com/georgebrown](https://www.resume.com/georgebrown)

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HELPING & TEACHING

Aided
 Assisted
 Advised
 Attended
 Cared
 Clarified
 Coached
 Collaborated
 Communicated
 Conducted
 Coordinated
 Counselling
 Delivered
 Designed
 Developed
 Demonstrated
 Diagnosed
 Educated
 Empowered
 Enabled
 Encouraged
 Evaluated
 Explained
 Facilitated
 Familiarized
 Fostered
 Guided
 Handled
 Implemented
 Inspired
 Instilled
 Instructed
 Maintained
 Mentored
 Modified
 Monitored
 Negotiated
 Nurtured
 Optimized
 Presented
 Promoted
 Provided
 Reassured
 Referred
 Rehabilitated
 Represented
 Served
 Summarized
 Supported
 Synergized
 Trained

CREATIVE

Composed
 Conceived
 Conceptualized
 Constructed
 Costumed
 Created
 Designed
 Developed
 Devised
 Dramatized
 Fashioned
 Formed
 Formulated
 Founded
 Illustrated
 Improvised
 Integrated
 Introduced
 Invented
 Launched
 Modernized
 Modified
 Molded
 Optimized
 Originated
 Painted
 Performed
 Photographed
 Pioneered
 Presented
 Produced
 Promoted
 Refined
 Remodelled
 Reshaped
 Revitalized
 Shaped

COMMUNICATION

Addressed
 Authored
 Briefed
 Clarified
 Communicated
 Composed
 Corresponded
 Critiqued
 Demonstrated
 Drafted
 Edited
 Facilitated
 Influenced
 Interpreted
 Interviewed
 Introduced
 Lectured
 Mediated
 Moderated
 Motivated
 Negotiated
 Persuaded
 Presented
 Proofread
 Publicized
 Published
 Recruited
 Reported
 Researched
 Summarized
 Trained
 Translated
 Wrote

TECHNICAL

Assembled
 Built
 Calculated
 Compiled
 Computed
 Designed
 Detected
 Developed
 Devised
 Drafted
 Engineered
 Expanded
 Expedited
 Fabricated
 Formed
 Generated
 Improved
 Inspected
 Integrated
 Launched
 Maintained
 Modified
 Molded
 Networked
 Operated
 Overhauled
 Packaged
 Prepared
 Processed
 Programmed
 Reconstructed
 Reduced
 Repaired
 Restored
 Revamped
 Solved
 Streamlined
 Surveyed
 Systemized
 Trained
 Upgraded

OFFICE

Adjusted
 Administered
 Approved
 Arranged
 Assisted
 Balanced
 Budgeted
 Catalogued
 Classified
 Collected
 Compiled
 Completed
 Created
 Determined
 Dispatched
 Documented
 Drafted
 Evaluated
 Executed
 Explained
 Filed
 Formulated
 Generated
 Implemented
 Improved
 Inspected
 Liaised
 Maintained
 Managed
 Monitored
 Operated
 Ordered
 Organized
 Packaged
 Planned
 Prepared
 Processed
 Provided
 Purchased
 Recorded
 Retrieved
 Scheduled
 Screened
 Searched
 Secured
 Solved
 Specified
 Systemized
 Tabulated
 Validated
 Revamped
 Revitalized



EFFICIENCY

Accelerated
Accomplished
Achieved
Adapted
Allocated
Arranged
Boosted
Centralized
Conserved
Contributed
Coordinated
Downsized
Eliminated
Enhanced
Evaluated
Executed
Expanded
Forecasted
Guided
Heightened
Improved
Increased
Initiated
Invented
Leveraged
Maximized
Merged
Navigated
Optimized
Organized
Outlined
Outsourced
Overhauled
Prevented
Prioritized
Proposed
Reconciled
Reduced
Reorganized
Reshaped
Revised
Revolutionized
Simplified
Solved
Standardized
Streamlined

RESEARCH & ANALYSIS

Analyzed
Applied
Articulated
Assessed
Balanced
Calculated
Clarified
Collected
Compared
Conducted
Constructed
Consulted
Critiqued
Detected
Determined
Diagnosed
Drafted
Evaluated
Examined
Exhibited
Experimented
Focused
Forecasted
Gathered
Generated
Grouped
Identified
Implemented
Improved
Increased
Influenced
Inspected
Installed
Integrated
Interpreted
Interviewed
Investigated
Located
Maintained
Manipulated
Measured
Observed
Performed
Pinpointed
Planned
Predicted
Processed

Produced
Proposed
Proved
Publicized
Questioned
Reported
Researched
Resolved
Reviewed
Saved
Searched
Screened
Shared
Showed
Solved
Sorted
Stimulated
Studied
Summarized
Supplied
Surveyed
Systemized
Tested
Validated

SALES & PERSUASION

Dissuaded
Expedited
Familiarized
Identified
Implemented
Improved
Increased
Inspired
Installed
Integrated
Investigated
Launched
Liaised
Manipulated
Marketed
Moderated
Negotiated
Presented
Promoted
Purchased
Realized
Resolved

MANAGEMENT

Advised
Approved
Assigned
Authorized
Chaired
Coached
Delegated
Determined
Developed
Directed
Ensured
Evaluated
Executed
Guided
Headed
Influenced
Improved
Increased
Initiated
Inspired
Integrated
Launched
Led
Managed
Mediated
Mentored
Monitored
Negotiated
Organized
Oversaw
Planned
Prioritized
Processed
Recommended
Redirected
Referred
Reorganized
Represented
Responded
Reviewed
Revitalized
Scheduled
Streamlined
Strengthened
Supervised
Trained

FINANCIAL

Adjusted
Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Bought
Budgeted
Calculated
Compared
Computed
Conciliated
Cut
Decreased
Developed
Dispensed
Distributed
Downsized
Economized
Eliminated
Financed
Forecasted
Funded
Generated
Increased
Invested
Maintained
Merchandized
Planned
Projected
Purchased
Reconciled
Reduced
Reshaped
Retailed
Saved
Shopped
Secured
Sold
Solicited
Sourced
Upgraded
Upsized



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ADAPTING YOUR INTERNATIONAL RÉSUMÉ TO THE CANADIAN MARKET

This resource presents tips exclusively for students with international experience or education on writing more effective résumés. Please refer to our other tipsheets for general résumé information. Ask a Career Centre Staff for more information.



WHAT CANADIAN EMPLOYERS WANT IN A RÉSUMÉ

- Keep format clean and simple with bulleted points
- Target your résumé to the job – don't send a generic résumé!
- Include results in descriptions of your experiences; qualify your statements and quantify your results
- Spell-check and proofread

ELEMENTS OF A CANADIAN RÉSUMÉ

What to include:

- Full Name
- Canadian Contact Info
- Objective or Headline
- Profile or Highlights (including English and other Languages)
- Relevant Education (Highlight Canadian Equivalency)
- Relevant Experience
- Canadian Titles (CA in India is a CGA in Canada)

What NOT to include:

- ESL Level or TOEFL score
- SIN Number
- Foreign Email Providers
- Canada in Address
- Photo
- Immigration Status
- Age
- Marital Status
- Race/Ethnicity
- Religion
- References
- Salary Information

CONTACT INFO

- Use Canadian address without stating Canada in the address
- Use a non-foreign email address that is easy
- Having a working voicemail and email

EDUCATION

- Do not include Test of English as a Foreign Language (TOEFL) scores. Instead, list: how many years you have studied in English if it is applicable
- Use GPA (Grade Point Average not scores or percentages)
- Refer to the Credential Assessment on how to get your credentials evaluated

Example Education Section:

EDUCATION

Business Administration - Marketing Diploma

Graduating April 2020

George Brown College, Toronto, ON

Dean's Honours List for Academic Excellence, GPA: 3.8/4.0

Bachelor of Commerce

2017

Singapore University, Singapore, China

(Equivalent to Bachelor of Commerce in Ontario as evaluated by WES)

EXPERIENCE

- Use appropriate Canadian Titles for positions
- Do not list salary amounts or reasons for leaving positions
- Provide a frame of reference for international organizations listed

EXAMPLE EXPERIENCE SECTION:

EXPERIENCE

Marketing Assistant (Placement)

September –December 2018

Ran Ghoman Design, Toronto, ON

www.ranghomandesigns.com

- Assisted in designing advertising posters to market products to suppliers
- Created design product portfolio precision and attention to detail
- Collaborated with marketing team of 10 to ensure timely delivery of all projects

English Course Coordinator

March 2015 - April 2016

Royal English Training School, UAE

www.royalenglishtraining.com

- Answered potential students' questions and encouraged them to enroll in English training
- Assisted tutor to make study plans for students and participated in course planning
- Participated in sale statistics and prepared progress report presentations

Advertising Assistant

April 2012 – May 2015

U & W Marketing, Dubai, UAE (\$65 million advertising firm)

www.uwmarketing.com

- Provided research and documentation of over 10 marketing studies for national groups
- Conducted feasibility studies including competitive analysis, financial projections, business development and project financing
- Assisted in providing presentations to potential clients on services and provided information

TIPS

- Do not write the word "Résumé" on your résumé
- Don't lie on your résumé or inflate titles, or use fake credentials, memberships or experience
- Use keywords from your industry
- Be careful with abbreviations
- Do not leave out dates
- Do not include items that reveal religious affiliation or family status etc.
- Avoid referring to self in 1st or 3rd person i.e. do not use "I" or "he/she" in résumé
- Emphasis strong language skills in English in addition to other languages
- Be prepared to leave out irrelevant education or experience



Additional Resource: resume.com/georgebrown

St. James, 200 King Street (Room 155B), 416-415-5000 ext. 3818 sjcareercentre@georgebrown.ca

Casa Loma, 160 Kendal Avenue (Room C317), 416-415-5000 ext. 4100 clcareercentre@georgebrown.ca

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GBCareers – view job postings, events and book appointments: gbcareers.georgebrown.ca

*Updated Feb 2020

1. **Save as PDF or Word (.doc)** and **name documents**, so employer knows whose résumé and cover letter it is (example: *amberloiresume.doc* and *amberloicoverletter.doc*).
2. **Write a brief email** not longer than two or three short paragraphs.
3. Include the job number and/or job title in the **'subject line'**.
4. Include an **email signature** with your contact information (your name, email, and phone number).
5. **Attach résumé and cover letter.** Follow the employer's instructions as they may ask you to attach them in one document.
6. **Proofread** for grammar and spelling. Ensure you have subject, signature and attached documents.
7. When sending also **send to yourself** by Bcc (blind carbon copy) so you have a copy for your records.



Marketing Assistant (Job #345-19)

marymcneil@stellarinc.com, Bcc: amberloi@georgebrown.ca

Marketing Assistant (Job #345-19)

Dear Mary McNeil,

Please accept my application for the position of Marketing Assistant that was advertised on your company's website.

I am very excited about this opportunity and I am confident that my education, experience and skills will make me a successful candidate for this position.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

Amber Loi
amberloi@georgebrown.ca
416-4155-5000

Amber Loi - COVER LETTER.docx (85K)

Amber Loi - RESUME.docx (85K)

Send

Additional Resource: resume.com/georgebrown

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GUIDELINES		✓
TOP OF PAGE: include your contact information at top of the page (match the style/format to résumé)		
DATE: should be after your contact info and before the address of company		
ADDRESS to decision maker (<i>i.e. Dina Nez, Director</i>) or Human Resources, company name and address		
SALUTATION of Dear (Recipient's First and Last Name) If a contact name is unavailable we suggest the following: Dear Hiring Manager/ Dear Hiring Committee (<u>Do not use</u> : Dear Sir/Madam or To whom it may concern)		
OPENING PARAGRAPH: clearly state why you are writing this letter		
BODY OF LETTER: state what you have to offer the employer in terms of qualifications, education, certifications, experience, skills, and abilities; highlight your accomplishments rather than job duties and responsibilities		
CLOSING OF LETTER: initiate follow-up, e.g. <i>"I would welcome the opportunity to meet with you..."</i>		
CONDUCT RESEARCH: demonstrate knowledge of the company or industry and the value you bring		
IDENTIFY AND TARGET QUALIFICATIONS: meet employer's needs (relevant skills and experience) based on job posting or research you conduct and highlight only relevant information from your résumé		
EMPHASIZE RESULTS by using numbers, percentages, dollars, etc. to quantify and focus on employer's needs; see Accomplishment Statements tip sheet		
READABILITY: avoid the use of too much technical information, jargon, acronyms or abbreviations		
FLOW OF CONTENT: avoid beginning every sentence with "I" e.g. <i>"I graduated from George Brown College in 2019"</i> could be written as: <i>"Having graduated from George Brown College in 2019..."</i>		
WHITE SPACE: use single spacing within paragraphs and double space between paragraphs and make sure margins are not too narrow		
FONT: use standard fonts like Arial, Calibri or Times New Roman; to use any font save document as PDF; match font to résumé; no smaller than 10 point		
LENGTH: cover letter is never more than one page		
100% ERROR FREE (make an appointment with Career Services to review and proofread your letter)		



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SAMPLE COVER LETTER

Amber Loi

43 Daisy Lane, Toronto, ON M2B 1X9
416-415-5000 amberloi@georgebrown.ca
www.linkedin.com/in/amberloi

May 17, 2020

Renu Gupta
Director, Benefits
ABC Financial
4567 Yonge Street
Toronto, ON M4B 2Y2

Re: Employment Benefits Assistant Job# 16-037

Dear Renu Gupta:

Please accept my attached résumé as an application for the position of Employment Benefits Assistant that was advertised on your website on May 1, 2020. I believe I am an excellent fit for this role, and your company's "commitment to excellence" is a value that I aspire to in all that I do.

As a recent graduate of the Business Administration - Human Resources Diploma program at George Brown College, I have acquired thorough knowledge of the principals of human resources management and specific knowledge related to compensation and benefits. The program also required several group projects which further developed my communication skills both in the form of class presentations and with team work.

In my Advisor role with the North Chinese Community Centre, I provided information and advice to immigrants on employment and labour issues. This role allowed me to gain strong interpersonal and client relationship skills where I was recognized for "outstanding efforts in providing quality service". My work as an Office Assistant at City Hall equipped me with computer, organizational, and data management skills that were essential in providing administrative support to their busy office environment.

I am particularly excited about the opportunity to begin my career with ABC Financial and look forward to hearing from you. Thank you for your time and consideration.

Sincerely,

Amber Loi

ILLEGAL QUESTIONS

Under the Ontario Human Rights Code everyone is entitled to freedom from discrimination in employment. The prohibited grounds are: race, ancestry, place of origin, colour, ethnic origin, place of origin, citizenship, creed (religion and beliefs), sex (gender and pregnancy), sexual orientation, age, record of offence, marital status, family status, disability, gender identity and gender expression.



HOW DO I ANSWER AN ILLEGAL QUESTION?

1. Answer question directly (assumptions may be made based on your answer)
2. Refuse to answer the question (this makes you appear disagreeable)
3. (BEST APPROACH) Address REAL CONCERN or INTENT and not the stated question

EXAMPLE ILLEGAL QUESTIONS AND ANSWERS

"Are you a Canadian citizen?"

A: "I am authorized to work in Canada."

"Who is going to take care of your children while you work?"

A: "I can meet the travel and work schedule that this job requires. I take pride in my punctuality and am always on time"

"Are you planning on having children or getting married?"

A: "I'm dedicated to my job, and commitment isn't an issue." or "Regardless of my family situation, I am a dedicated worker. I am flexible to work overtime and travel as required"

"Are you married or do you have children?"

A: "If you are concerned my home responsibilities might interfere with my being on time or being here regularly. It is important to me that you know how organized I am and that I take pride in my work. I also have my family's full support. I am pleased to say that in any previous work not once was my excellent attendance record affected. I can work overtime and travel as the work requires."

"When were you born?" or "How old are you?"

A: Young Worker - "I may be young but this works to your advantage. Having recently finished school means that I am on the cutting edge of new technological innovations in the field. I am also very enthusiastic, eager to learn and willing to work hard."

Older Worker - "My age will be an advantage to you because of my maturity, dedication and experience in the field. I can also be a positive mentor to younger members in the department."

There may be an objection that you are overqualified or may expect a higher salary.

"At this point in my career, job satisfaction is of higher value to me than a high profile or higher paying position and this is the job I want.

"Do you have a Disability?"

A: If you are concerned about my ability to do this position, I can tell you that I am capable of performing the all the essential functions of this position.

"Do you have any 'Canadian' experience?"

A: “I have my MSc. and BSc of Computer Science and I have 8 years teaching experience with 3 years working with international students, respecting their diverse background, experience and individual learning styles. Currently, I am in the Post Graduate College Teacher Training Program at George Brown College where I am building on my current knowledge of instructional strategies and classroom management in the Canadian Classroom. I am also doing an internship teaching at George Brown College. I do understand the Canadian workplace culture and I believe that my education and experience would make me a great fit for this position.”

Many new Canadians are not aware of how much ‘Canadian’ experience they already have. Employers tend to ask for Canadian work experience because they are neither knowledgeable nor comfortable about foreign credentials and experience. It is up to you to enlighten employers as to how your qualifications are very much equivalent to what they are looking for.

GENERAL TIPS

- Highlight any volunteer experience
- Market your skills, education and work experience as being transferable, and therefore valuable to employers in Canada; describe how similar your previous international experience is to that in Canada
- Do your research on the organization, the job you are applying for and the industry so that you can be prepared to give a suitable answer

EXCEPTIONS

There are exceptions to illegal questions when it is a reasonable requirement ex. a female to work in an assaulted women’s shelter or an airline may ask about eyesight for a pilot position.

ILLEGAL QUESTIONS AND EXCEPTIONS CHART

Areas	Illegal Questions	Legal Questions	Exceptions
Citizenship	<i>Are you a Canadian citizen? Are you a landed immigrant? Are you Canadian</i>	<i>Are you legally entitled to work in Canada?</i>	Citizenship questions are okay if: <ul style="list-style-type: none"> • Required by law for position • Where cultural, educational, trade union of athletics can be restricted to Canadian citizens or permanent residents
Age	<i>How old are you? When were you born?</i>	<i>Are you of the legal age to work in Ontario?</i>	Age questions are okay if: <ul style="list-style-type: none"> • Employer serves particular age group and it is a reasonable requirement *SIO
Marital & Family Status	<i>Are you married? Do you have a family or do you plan to? How many kids do you have? What are your childcare arrangements?</i>	<i>Would you be willing to relocate if necessary? Would you be able to travel or work overtime?</i>	Marital status questions are okay if: <ul style="list-style-type: none"> • Employer serves particular group (single women) and if marital status is a reasonable requirement • Family status may be asked if there is a nepotism policy in place *SIO

*SIO – Special Interest Organization

Please refer to the [Ontario Human Rights Code](http://www.ohrc.on.ca) for more exceptions and further information at www.ohrc.on.ca



Additional Resource: georgebrown.interviewstream.com

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Interview

how to write a thank you letter

THANK YOU LETTERS/NOTES

Sending thanks after the interview can set you apart from the competition and it may help interviewers make a decision. Even if you are not successful, the thank you note may help the employer remember you for future positions.

WHAT TO INCLUDE

- Relevant skills, qualifications and experiences
- Anything you may have forgotten during the interview
- Statements to reinforce any weak areas or inconsistencies
- Knowledge you gained in interview

THANK YOU LETTERS DEMONSTRATE

- Level of communication
- Appreciation
- Desire for position

GUIDELINES

- Send within 24 hours of interview
- Proofread - check spelling and grammar!
- Keep it focused, sincere, and to the point
- Thank you notes/letters can be emailed, given in person or handwritten in a note card. E-mail is the method of choice as it is fast, but your company research can help you determine the best method.



SAMPLE THANK YOU EMAIL

Dear Supreet Kaur,

Thank you for taking the time to interview me yesterday for the Student Help position. It was a pleasure meeting with you, and I truly enjoyed learning more about the role and the company.

After our conversation, I am confident that my skills and experiences are a great match for this opportunity especially working with the international students in your program.

I am very enthusiastic about the possibility of joining your team. If you need any further information, please do not hesitate to contact me.

Thank you.
Amber Loi

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FORMAT OF THANK YOU LETTER

Your Name

Your Address (City, Province, Postal Code)
Your Phone Number ■ Your Email Address

Date (When you write letter)

Full Name of Interviewer
Position Title
Organization Name
Organization Address

Dear Name of Recipient,

First Paragraph: Show your appreciation for the interview and reiterate how you are convinced that you are the right person for the job.

Second Paragraph: Emphasize qualifications that match what the employer is looking for, support a point that was perceived as a weakness or emphasize a strength that was indicated by the employer.

Fourth Paragraph: Thank the interviewer(s) again for the interview and their consideration. As it is the final paragraph, mention that you are excited and look forward to the prospects of hearing from them again soon.

Sincerely,

Your Name

SAMPLE THANK YOU LETTER

Amber Loi

43 Daisy Lane, Toronto, ON M2B 1X9
416-415-5000 amberloi@georgebrown.ca
www.linkedin.com/in/amberloi

July 20, 2016

Supreet Kaur
Manager
ABC Financial
4567 Yonge Street
Toronto, ON M4B 2Y2

Dear Supreet Kaur:

I would like to thank you for interviewing me yesterday for the Employment Benefits Assistant position. I enjoyed meeting you and learning more about the position and ABC Financial.

The interview strengthened and confirmed my interest in the position and in working at ABC Financial. I am confident my qualifications and experience fit well with the job requirements and I am certain I could make a positive contribution to your team. In addition, my strong analytical skills would benefit the new direction the company is taking.

I would like to reiterate my enthusiasm for the position. I look forward to hearing from you. Should you require additional information, please do not hesitate to contact me.

Sincerely,

Amber Loi

Behavioural Interviews

Questions are based on the premise that "past performance is the best predictor of future performance". They usually start with "Tell me about a time..." or "Give me an example when..."

Sample Behavioural Questions

- Tell me about a time when you had to motivate others to get a job done.
- Tell me about a time you had to go above and beyond the call of duty.
- Tell me about a time you worked on a difficult team.
- Tell me about a time when you had to deal with a difficult customer or coworker and how you dealt with it.
- Tell me about a time you had to think outside of the box.

Strategy (SAR):

Situation Describe situation. Be specific, not general or vague.

Action Describe the actions you took.

Result Explain what happened as a result of your efforts. Result should be positive.



Preparation: Think about the most relevant skills for the job. Recall a story from the past where you used those skills. With 4 to 6 well-prepared stories, you can easily answer several behavioural questions.

EXAMPLE: "Tell me about a time you dealt with a difficult customer."

S- Situation: (Challenges you faced and details)

"When I worked at TD, I had an important business customer with a \$3000 cheque to deposit and transfer to traveller's cheques for his trip the next morning. However, his cheque had not been properly endorsed and he only had \$600 in his account."

A- Action: (Steps you took; help or resources you used; skills you used)

"I explained to him that we could not deposit the cheque without the endorsement. Because I knew this would upset this customer and the importance of these funds for him. I gave him 2 options. I would ask the manager if we could stay late while he got the cheque endorsed or he could use his personal line of credit would result in interest charges, but was also an option."

R –Results (Results you achieved; things you learned)

"He thanked me for my suggestions and left quickly to get the endorsement. We ended up waiting a half an hour for him to return. My manager was happy with how I handled the situation. The customer was very happy and afterwards he always asked specifically for me to serve him."

S-A-R Worksheet

Examples of transferrable skills or competencies for behavioural interviews:

- Teamwork
- Customer Service
- Time Management
- Problem Solving
- Leadership
- Initiative
- Adaptability
- Innovation

Set up your own S-A-R (Proof) Stories

Skill or competency story demonstrates (i.e. Teamwork): _____

Briefly describe situation. Where were you? What led to the situation?

Describe the action or the response. What did you do? How and why did you do it? This description should contain action verbs that help create a powerful story.

What was the end result? Try to quantify results whenever possible or measure what happened against a standard. Make sure it is positive.

Some key points to remember when creating proof stories:

- Try to have several stories in mind when you begin interviewing
- Reveal just enough detail so the listener can understand the basic story
- Don't overuse the same stories during your interview



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BEFORE THE INTERVIEW

- **Reflect** on what the employer is looking for based on job posting and the qualities you possess that fit those requirements
- **Research** company (products, services, mission, goals and projects), industry and competition
- **Prepare and practice** answers to anticipated interview questions
- **Practice your 30-second Elevator Pitch** – include relevant education, experience and strengths, and reinforce your suitability for the job. This answers the inquiry: "Tell me about yourself?"
- Write at least 4 **success stories** to answer behavioural questions (*Behavioural Questions Tipsheet*)
- List 4-5 **questions to ask** about the job, the company or industry (*Questions to Ask Tipsheet*)
- **Research salary** and determine your worth (*Questions to Ask Tipsheet*)
- Get permission from your **references** and get your reference list ready (*Reference List Tipsheet*)
- **Dress for success!** Research and ensure you dress professionally and appropriately



COMMON INTERVIEW QUESTIONS

1. Tell me about yourself.
2. Why did you leave or why are you leaving your last/current position?
3. What do you know about this company?
4. Why do you want to work for this company?
5. What are your goals?
6. What are your strengths and weaknesses?
7. How would your last/current boss and colleagues describe you?
8. Why should we hire you?
9. What are your salary expectations? (*Questions to Ask Tipsheet*)
10. Do you have any questions for us? (*Questions to Ask Tipsheet*)

BEHAVIOURAL QUESTIONS

Use SAR Formula

S- Situation – Describe the situation

A- Action – What action did you take?

R- Result – What was the result (Remember it should be a POSITIVE)

Most behavioural questions centre on areas like **teamwork, customer service, decision making, initiative, adaptability and time management.**

Example Behavioural Questions (see Behavioural Questions Tipsheet)

- Tell me about a time you worked on a difficult team.
- Tell me about a time when you had to deal with a difficult customer or coworker and how you dealt with it.
- Tell us about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about an accomplishment you are truly proud of.

WHAT TO BRING WITH YOU

- ☐ Several copies of your résumé on quality paper
- ☐ List of your references (at least 3 references)
- ☐ Questions to ask interviewers
- ☐ Bottle of water
- ☐ Pens and a pad of paper on which to take notes
- ☐ Directions to interview site and contact info of the company
- ☐ A portfolio if applicable

ON ARRIVAL

- **Turn off** you cell phone
- **Arrive early** (10 to 15 minutes)
- **Respect everyone** you meet with
- Greet the interviewer with a **firm handshake**
- **Smile** and **make eye contact** with anyone you speak to

DURING INTERVIEW

- **Focus** on the points you have prepared without sounding rehearsed or stiff
- **Sit up straight, smile, maintain eye contact;** sit still and avoid fidgeting and slouching
- **Listen** and give thoughtful and to-the-point answers. Ask for clarification if you are unsure. It is ok to pause and gather your thoughts before speaking
- **Avoid making negative comments** about previous/current employers, professors or co-workers
- **Be enthusiastic**, confident and energetic, but not aggressive or pushy
- **Thank the interviewer** for their time at the close of the interview, ask for a business card, offer a firm handshake, smile and make eye contact



AFTER INTERVIEW

- **Make notes** so you don't forget critical details
- **Send thank you note or email** within 24 hours; reiterate your interest. (Thank You Letter Tipsheet)
- **Follow up.** If the employer said they would decide in a week, call them after the week is up to follow up
- **Ask for feedback** on your interview if you receive communication that you were not successful

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The importance of choosing the “right” references is key in the job search process and may directly affect the outcome of your search. Here are some tips for developing your reference list:

CHOOSING REFERENCES

References should be persons who will present you positively to the employers, know you well and are able to speak about your qualifications. Former supervisors should be your first choice. If that is not possible, the best alternative would be people who are well-aware of your skills, such as teammates, teachers, volunteer coordinators or community leaders.



TYPES OF REFERENCES

Professional (work-related)

Educational (academic) acceptable for students with little or no job experience

Personal (character) acceptable for current students with no job experience

NUMBER OF REFERENCES

Three references are generally considered standard. Employers usually ask for three references, but in many cases may only check two. However, be prepared to produce four (as not all references may be reachable by employers). It is always better to have one more reference than required.

ASKING PERMISSION & KEEPING REFERENCES INFORMED

Make sure that you ask potential reference first if they are comfortable being your reference. Most professionals usually are more than happy to do so, but consent is important.

Also, keep references informed about the jobs you are applying for and provide them with applicable information that may assist them in providing a positive reference for you.

DO NOT INCLUDE REFERENCES ON YOUR RÉSUMÉ

Never list references on your résumé. You do not want your references being called before you have a chance to let them know. Keep your references on a separate sheet and provide them only when they are specifically requested which is usually at the interview stage.



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Amber Loi

43 Daisy Lane, Toronto, ON M2B 1X9
416-415-5000 amberloi@georgebrown.ca
www.linkedin.com/in/amberloi

REFERENCE LIST

Suresh Kumar

Restaurant Manager, Tim Hortons
100 Yonge St.
Toronto ON M41 1M1
416-100-5001
skumar@timhortons.com

Cindy Li

Team Lead, TD Bank (Telephone Banking Division)
200 Queen St. W
Toronto ON M5X 1T4
416-555-1100 ext. 321
cli@tdbank.ca

Wendy Whiteberry

Professor - Community Services, George Brown College
200 King St. East
Toronto, ON M5A 3W8
416-415-5000 ext. 555
wwhiteberry@georgebrown.ca

"DO YOU HAVE ANY QUESTIONS FOR US?" QUESTIONS TO ASK AT AN INTERVIEW

"Do you have any questions for us?" Your answer to this question could mean the difference between you getting the job or not. If you don't ask questions, many interviewers will wonder if you are truly interested in the job. Interviewers also make judgments on you based on the type of questions you ask.

GOOD QUESTIONS TO ASK AT AN INTERVIEW

Some of these questions may or may not be appropriate for your situation. Since your questions may be answered by the interviewer before you have a chance to ask them, it is always good to bring 4 or 5 questions written down to your interview so that you can ask at least 2 or 3 questions.

1. *How would you describe a typical workday/week?*
2. *What assignments might I expect the first six months on the job?*
3. *What are the top priorities of the job for the successful candidate?*
4. *How many people work in this team/office/department?*
5. *With whom will I be working most closely?*
6. *What are the current opportunities the company (or the department) is currently exploring?*
7. *How does this position fit in your organization's structure?*
8. *How would you describe the culture at _____?*
9. *How does this position contribute to the overall goals and objectives of the department?*
10. *Besides what is listed in the job posting, what are you looking for in the ideal candidate? or What are some of the qualities necessary for someone to succeed in this position?*
11. *Is your company environmentally conscious? In what ways?*
12. *What is the organization's commitment to diversity?*
13. *Will I have the opportunity to work on special projects?*
14. *What location would I be working at if I was the successful candidate?*
15. *Can I clarify anything more for you about my skills, education or experience?*
16. *What are the prospects for career growth and advancement?*
17. *What are the next steps in the interview process? When should I expect to hear from you?*



QUESTIONS NOT TO ASK

1. *"What does this company do?"* or anything question relating to what you could have found on the company website. (Do your research ahead of time!)
2. *"If I get the job when can I take time off for vacation?"* (Wait until you get the offer to mention prior commitments)
3. *"Can I change my schedule if I get the job?"* Negotiate hours of work only after receiving a job offer. If working hours are a "must have" for an employment agreement, you may wish to ask about the hours of work in the interview.
4. *"What is the salary that you will offer me?"* - Don't bring up salary or benefits in the initial interview. This is a major mistake. Most companies are competitive with each other and will offer similar salaries and benefits. The interviewer may choose to bring up the information, but you should not initiate the topic. If you do, you will give the impression that you are more concerned with salary than the position.

5. *"What kind of education do you have?"* Avoid asking any personal questions or questions that will put the recruiter on the defensive. This includes questions such as the interviewer's educational background, marital status, past work experience, and so on.
6. *"Did I get the job?"* (This will appear as someone not understanding the process – have patience)

Don't ask questions that have already been answered during the interview. If you have prepared a list of questions and some of them have been addressed during the interview, do not repeat them as it will appear that you were not paying attention.

WHAT IF THEY ASK ABOUT SALARY?

They may ask you about salary to find out how close you come to what they are willing to pay and if you are realistic about current salary ranges and rates. If you mention a salary that is low it shows that you are not up to the mark. If you mention too high you have ruined a chance to get a job. Here are some options:



- A. *"That is a great question, I'm really interested in finding out what salary range you are offering."*
- B. *"That's a tough question. Can you tell me the salary range for this position?"*
- C. *"I'm ready to negotiate to discuss an amount which is fair to both of us if I am given the position."*
- D. *"From my research from similar positions, I understand that the range for this job is between \$_____ and \$_____. I would be happy to negotiate an amount that is fair to both of us if I am given the position."*

Research on Salaries:

Glass Door Canada (www.glassdoor.ca)

Job Bank (www.jobbank.gc.ca under "Explore Careers" select "Wages")

FINAL ADVICE

The key to a successful interview is good communication and rapport with the recruiter. One of the fastest ways to damage this kind of relationship is by exhibiting ignorance about the organization and asking inappropriate questions or no questions at all. So next time the interviewer asks, "Do you have any questions for me?" there's no excuse to say "no."



Additional Resource: georgebrown.interviewstream.com

St. James, 200 King Street (Room 155B), 416-415-5000 ext. 3818 sjcareercentre@georgebrown.ca

Casa Loma, 160 Kendal Avenue (Room C317), 416-415-5000 ext. 4100 clcareercentre@georgebrown.ca

Waterfront, 51 Dockside Drive (Student Success Hub), 416-415-5000 ext. 5301 wfcareercentre@georgebrown.ca

GBCareers - view job postings and events: gbcareers.georgebrown.ca

*Updated Feb 2020