

Step 1- Contact Details

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**CV Overview and Layout**

**Name**

Address (including post code)

Tel No: (Including area code)

Mobile: (Make sure you have an appropriate voicemail message)

E-mail

**Personal Profile**

Write at three sentences about yourself, what sort of work/ training you would like to do, why you are suitable for this kind of work/ training.

**Key Skills**

List your skills learned from work, training, hobbies etc. Try to link this with the sort of work/ training you are looking for.

**Achievements**

This is an optional section. Or you can include it with the Hobbies section i.e.) Hobbies & Achievements. Write about some important things which you have done or have been involved in that are not listed in other parts of your CV.

**Work Experience**

List any work experience placements. Include dates, job title and company title. Give a brief description of your duties. Alternatively you can insert work experience into ‘Employment History’ see below.

**Employment History**

List any employment experience that you have had. Include company name, job title, dates, whether it was work experience (unpaid). Give a brief description of your duties.

**Education**

List any schools, colleges, training you have attended with dates.

**Qualifications**

List any subjects taken, the type of qualification and grades achieved.

**Hobbies & Interests**

Include 2 or 2 bullet points. Try to highlight hobbies interests which are either relevant to the work or training you are looking for.

**References**

Write ‘Available upon request’ in this section.

**Step 2- Personal Profile**

1. Read some of the examples ‘Personal Profiles’ on page 5 to get an idea for what these look like.
2. Look at the checklist called ‘My Personal Strengths’ on page 6 and 7.
3. Now highlight those which you think you could prove you have in a job interview.

*For example, if you highlighted*

* **Enthusiastic**
* **Self-motivated**
* **Flexible**
* **Hard working**

*You could write something like:*

**‘An enthusiastic, self motivated and flexible individual who is not afraid of hard work’.**

*If you are able to write in ‘third person’ (as above i.e. ‘An’ used not ‘I’) please do this as this is preferred.*

*If not, write in first person, for example:*

**‘I am an enthusiastic, self motivated and flexible person and I am not afraid of hard work’**

1. If you know what kind of work you are looking for or applying for, **please also write this in the personal profile**. Outline what skills you have in this area. For example, if you were interested in working in Hospitality and Catering, you could write something like:

**‘Wanting to develop a career in all aspects of Hospitality and Catering. Willing to undertake an training that would further increase skills in this area. Experience of providing excellent customer service. Successfully completed a level 2 Food Safety course and Introduction to First Aid.’**

**My Personal Strengths**

Circle/ highlight each strength that you think you have.

Able to give orders Able to take orders

Able to take care of yourself Accepts advice

Affectionate Appreciative

Communicates well Attention to detail

Artistic Athletic

Bright Brave

Business like Calm

Can be firm if necessary Caring

Committed Common sense

Compassionate Considerate

Cooperative Courteous

Creative Dedicate

Dependable Diligent-thorough

Disciplined Gets the job done

Eager to get along with others Eager to succeed

Effective Efficient

Encourages Enjoys taking care of other

Fair Forceful

Frank and honest Friendly

Generous Gives a lot

Goal Setter Good cook

Good friend Good leader

Good listener Good neighbour

Good with words Good with your hands

Hard worker Helpful

Honest Independent

Inspiring Keep agreements

Kind and reassuring Likes responsibility

Loyal Makes a good impression

Mathematical Motivates others

Never gives up Observant

Organised On time

Open Patient

Pleasant Positive attitude

Quick learner Resilient

Respectful of authority Responsible

Risk taker Self-confident

Self-respecting Sense of humour

Sensitive towards others Team player

Trusting Truthful

Understanding Warm

**Step 3- Key Skills**

* For this you can either bullet point **some words or phrases**.
* An example of **‘Key Skills’** being done using **just words** could be:

**Key Skills**

***Food safety Customer Service Communication***

***Computer skills Cash handling Problem solving***

***Punctual Reliable Motivated***

***Ability to work alone Catering Caring for others***

***Dealing with the Public Construction Skills Using the phone***

* An example of ‘**Key Skills’** using **just phrases** could be:
* ***Good communication skills with the ability to deal with people in a polite and friendly manner.***
* ***Able to work as part of a team or alone using own initiative.***
* ***Excellent hand/ eye coordination.***
* ***Good basic computer and keyboard skills.***
* ***Experienced in providing quality customer service.***
* ***Action-*** *Now look at* ***Key Skill Words on page 9*** *and* ***Key Skill Phrases on pages 10 and 11*** *for more ideas.*
* ***Action-*** *Remember not to repeat anything that is in your* ***Personal Profile.***

**Key Skill Words**

*Advising Amending Analysing Assembling*

*Assessing Buying Calculating Caring*

*Carrying Checking Cleaning Communicating*

*Compiling Co-ordinating Copying Deciding*

*Delivering Developing Drawing Driving*

*Enabling Encouraging Ensuring Establishing*

*Evaluating Examining Assisting Filing*

*Handling Helping Inputting Interpreting*

*Inventing Liaising Leading Loading*

*Learning Making Managing Memorising*

*Monitoring Motivating Negotiating Operating*

*Ordering Organising Overseeing Performing*

*Persuading Planning Playing Pricing*

*Problem solving Providing Recording Reading*

*Researching Selling Sorting Stocking*

*Storing Supervising Teaching Training*

*Typing Updating Working Writing*

**Key Skill Phrase Examples**

***Communication Skills***

* *Good communication skills with the ability to deal with people in a polite and friendly manner.*
* *Able to communicate at all levels.*
* *Excellent telephone manner.*
* *Excellent communication skills with customers and colleagues with the ability to build rapport.*
* *Excellent communication skills with a non-judgemental attitude towards others.*

***Time Management Skills***

* *Ability to prioritise own workload and meet deadlines.*
* *Good organisational skills.*
* *Experience of working towards deadlines.*
* *Good time keeping and attendance record.*
* *Ability to plan an implement tasks.*

***Working as part of a team***

* *Reliable and co-operative team member.*
* *Ability to work as part of team*
* *Ability to contribute effectively to team approach or work independently without supervision.*
* *Ability to work unsupervised using own initiative.*

***IT Skills***

* *Basic computer and keyboards skills*
* *Good computer and keyboard skills with a sound knowledge of work processing and spreadsheets.*
* *Computer literate with excellent knowledge of ………………….*
* *Experience in using Microsoft word excel & publisher.*

***Examples of other phrases***

* *Experienced in using…………………*
* *Proven skills and knowledge of…………………...*
* *Proven customer care skills, with experience of dealing with the public.*
* *Previous experience working with children/ animals/ the elderly etc.*
* *Skilled with working with customers on a face to face basis and over the phone.*
* *Able to perform tasks to a high standard.*
* *Good at following any instructions.*
* *Quick learner.*
* *Knowledge of Health & Safety issues within a working environment.*

**Step 4- Employment History**

* For this section you need to write about all your work experience (paid or unpaid).
* When listing your Employment History put the most recent at the top of the list and the oldest at the bottom.

**Make sure you include:**

* Name of the employer.
* Whether it was work experience/ unpaid.
* Your job title.
* Start and finish date.

If you are able to, please write the actual start and finish date, for example:

* **10th May 2017 – 26th May 2017**

However, if you do not know this please just include the month and year:

* **May 2017 – November 2017**

**Also outline your tasks/ duties or responsibilities**

* **Action 1:** Before writing the **‘Employment History’** of your CV pleaselook at **‘Examples of Employment History’ on pages 13 and 14.**
* **Action 2:** Also take a look at specific **‘Job Key Skills’ on page 15, 16, 17 and 18 for some more ideas.**

**Examples of Employment History**

**April 2016 – July 2016 General Assistant, Flagship Fish & Chip Shop, Fleet.**

Duties include:

* Working with a team of five staff in a busy fast food outlet.
* Serving customers.
* Handling cash.
* Food preparation and cooking.
* Responsible for general upkeep and cleanliness of the shop.

**Zenith Staybright Home Improvements**

October 2016 - February 2017 Call Centre Assistant.

Duties include:

* Answering the telephone.
* Booking appointments.
* Phoning people to advise of Zenith’s products.

**Superdrug, Portsmouth**

Two weeks work experience in Spring 2013.

Whilst working with Superdrug, learned valuable customer service skills and developed a passion for working with public. The placement also provided an opportunity for me to gain understanding of the basic requirements of working in retail. My main responsibilities were restocking shelves, giving advice to customer on products, providing quality customer service and stacking shelves.

**Buckland Youth Activity Centre (BYAC)**

2 Weeks in March 2013 and again in December 2013.

IN my role as a General Assistant, I assisted professional Youth Workers in running various sport related activities for young people aged 11 to 16. Activities included Cricket, Pool, Table Tennis and Football. In this role I needed to supervise young people in both one to one and in small groups. I had to make sure health and safety rules were adhered to. I also had to try and encourage young people to engage and motivate them in regards to their own abilities.

**Employment History:**

From September 2012 until Autumn 2012, I was privately employed part time by an elderly neighbour to assist her with some household and gardening chores. In this job I made drinks, went grocery shopping and looked after the garden by watering, planting, weeding and trimming plants.

**Green Ivy Play School, Wallington, London**

(2 week full time placement in Summer 2009)

As a Play School Assistant experience was gained in looking after children and working closely with professional child carers as part of a team. In this role it was important to ensure children were safe at all times and that play areas were kept clean and tidy. Tasks included supervising children when playing with toys, planning and overseeing activities, helping to serve food and drinks, assisting with feeding of children, assisting with the hygiene of the children and encouraging children to succeed in their various activities. The ability to motivate children was a big apart of this role.

**A.B.C**

(Window Fitting Service), Portsmouth.

Casual part-time work, Jul’ 2016 - Jan’ 2017

Whilst at School, I also worked for my father’s business as a General Assistant. The aim of this role being to support other employees and make work as easy for them as possible.

**Job related Key Skills**

**Retail Sales Assistant**

* Proving good customer service
* Operating computerised tills
* Barcode Reading
* Using security tagging system
* Giving advise to customers about products
* Taking payment i.e.) cash or debit/ credit card
* Stacking shelves
* Organising product presentation
* Pricing items
* Packing/ wrapping products
* Weighing or measuring produce
* Keeping sales area presentable
* Checking stock control
* Working as part of a team with individual responsibilities

**Waiter/ Waitress**

* Providing quality customer service
* Serving food and drinks to customers.
* Welcoming customers, showing them to a table, handing out menus
* Taking orders
* Advising customers on choice of food
* Taking orders to the kitchen
* Dealing with bills
* Calculating payments
* Taking payments by cash/ debit/ credit card
* Cleaning, wiping and laying tables
* Dealing with complaints
* Ensuring standards of hygiene
* Working as part of a team with individual responsibilities

**Administrative/ Office Assistant**

* Recording/ amending/ updating/ storing information
* Opening/ sorting/ distributing mail
* Dealing with invoices
* Answering telephone calls
* Providing information by phone/ post/ email
* Filing and finding information both manually and by computer
* Operating a photocopier
* Dealing with enquiries
* Providing customer service
* Using Microsoft Word/ Excel/ PowerPoint/ Publisher/ Internet/ Emails
* Working as part of a team with individual responsibilities

**Factory Worker/ Production Assistant**

* General labouring in factory workshop
* Heavy lifting and moving materials
* Loading and stacking goods
* Cleaning equipment and work areas
* Setting up and operating machines
* Using trolleys and lifting machines
* Assisting colleagues
* Assembling parts
* Packing finished goods carefully to protect them in transit
* Labelling and marking packages
* Checking for faults and damage
* Testing items
* Working as part of a team with individual responsibilities

**Warehouse Worker/ Picker**

* Receiving/ storing/ sending out goods
* Checking consignments of goods
* Ensuring correct items and quantities of deliveries
* Examining goods for faults of damages
* Signing forms to confirm receipts
* Up-dating records using a computer
* Moving materials using trolleys
* Organising and stacking shelves
* Ordering supplies
* Packing orders
* Ensuring condition and quality of goods
* Loading goods on and off lorries
* Working as part of a team with individual responsibilities
* Making up and checking orders.
* Reading and analysing order sheets
* Packing and checking goods off order list
* Making up orders
* Packing orders
* Assembling goods
* Recording levels of stock
* Learning where to find items and reading computer codes
* Working as part of a team with individual responsibilities

**Kitchen Porter/ Assistant**

* Assisting in basic food preparation, including cleaning, peeling, slicing, chopping and dicing vegetables and meat
* Cleaning kitchen equipment, oven etc.
* Loading dishes and cutlery into dishwasher
* Scrubbing pots and pans
* Tidying and emptying bins
* Basic food cooking
* Using kitchen equipment
* Skinning fish/ chickens
* Ensuring/ maintaining hygiene standards

**Fast Food Service Assistant**

* Providing quality customer service
* Serving customers politely and as quickly/ efficiently as possible
* Taking orders
* Serving food and drinks
* Operating tills
* Passing on food orders to kitchen staff

**Hairdressing/ Beauty Therapy Assistant**

* Providing quality customer service
* Welcoming clients
* Taking bookings
* Answering telephones
* Preparing bills
* Taking payments by cash/ debit/ credit card
* Shampooing hair
* Keeping salon clean and tidy
* Stock keeping
* Stacking shelves
* Giving advice to customers

**Child Care Assistant**

* Looking after Children
* Working closely with professional child carers as part of the team
* Helping with activities i.e.) Painting
* Playing games/ engaging with children 1-2-1 and in small groups
* Supervising use of toys
* Encouraging children’s to succeed in various activities
* Motivating children
* Overseeing use of crayons, pencils, pens, paints, brushes, paper etc.
* Reading stories
* Making sure children are safe
* Helping serve food and drinks and/ or assist with the feeding of children
* Keeping play areas clean and tidy

**Step 5- Education**

* For this section, list where you have attended education/ training.
* List the most recent at the top.
* For school, only list the school you attend in year 11.

Example

* **Aug’ 2016 – Oct’ 2017 Peta Training, Havant**
* **Sept’ 2015 – June 2016 South Downs College, Waterlooville**
* **Sept’ 2010 – July 2015 Crookhorn College, Waterlooville**

**STEP 6- Qualifications**

* For this section include all qualifications.
* Group levels together i.e.) List all GCSE’s in one place.
* Write the subject first i.e.) Mathematics, followed by the name of the qualification i.e.) GCSE, and then the grade i.e.) C.

Where appropriate remember to write the level of qualification you achieved i.e.)

* **Level 3 Cambridge Technical Introductory Diploma (Pass predicted)**
* **GCSE’s: Mathematics (A), Additional Science(B), English Language (C), English Literature (C), PE (C), Science Core (C)**
* **BTEC Level 2 Certificate in Business (Distinction\*)**
* **BTEC Level 2 Certificate in Sport (Merit)**

**Step 7 Hobbies/ Interests & Achievements**

* Include Hobbies/ Interests which may link to the kind of job/ apprenticeship you are applying for.

**For example:**

* **If looking for a role in Hospitality & Catering,** then you could mention how you like to cook, create new recipes, experiment with new ingredients in the kitchen.
* **If you are interested in a Hair & Beauty role,** then you could mention how you like to read about the latest fashions/ complete make-overs on friends or family/ enjoy socialising and meeting new people.
* **If you are looking for a construction type role,** then you could mention how you like to complete DIY type tasks, make things using tools, gardening or are physically active.
* **Action:** Before listing your hobbies/ interests look at **‘Hobby/ Interest Areas on page 22** for ideas.
* Some useful phrases to use when writing about you hobbies/ interests are:

**I like…………….**

**I enjoy……………..**

**I am interested in…………………**

**I am keen on………………………**

**I have a passion for………………**

**I have achieved……………………**

**I have taken part in…………….....**

**Hobby/ Interest Areas**

|  |  |
| --- | --- |
| Arts & Crafts | Interests in the environment |
| Baby sitting | Listening to different types of music |
| Bowling | Make-up & beauty |
| Cooking/ cake decorating | Make-up & beauty |
| Cycling | Playing for a local team Reading |
| Dancing | Reading |
| Dog walking | Sewing/ knitting |
| DIY | Socialising with friends/ family |
| Gardening | Shopping |
| Going to the Cinema | Volunteering |
| Gym- keep fit | Young Enterprise (local clubs) |
| Ice Skating | Young leader (local clubs) |

**Step 8 References**

* Write ‘Reference available on request’.
* You should have at least 2 references.
* One reference should be an employer. However both cane come from education/ training if necessary.
* Think about who you would like to act as a referee and contact them to make sure they are happy to provide a reference for you before you apply for the job/ apprenticeship.
* When contacting the person you would like to be a referee for you, make sure you have the following information:
* **Full name**
* **Official Job Title**
* **Company/ Organisation Name**
* **Company/ Organisation Address (including post code)**
* **Company/ Organisation Telephone Number**
* **Mobile Number (if applicable)**
* **E-mail address (if applicable)**
* Ideally your reference details should not be written onto your CV, however if you are likely to lose this information then this can be included. For example:

Mr Oliver Twist Ms Olivia Twig

Head of Year 11 Line Manager

Crookhorn College Tesco

Stakes Hill Road The Causeway

Waterlooville Petersfield

PO7 5UD GU31 4HZ

Tel: 02392 251120 Tel: 01730 222222

E-mail: [Oliver.twist@crookhorn.com](mailto:Oliver.twist@crookhorn.com) E-mail: O.twig@tesco.com

**Step 10 – Things to remember**

* A CV is a fluid document- this means you should keep reviewing it, add new achievements.
* Re-write written sections so your CV is always the best it can it can be.
* If you are looking for an opportunity in more than one work sector/ training area, then write more than one CV. write a CV that is focussed/ targeted towards each of these sectors/ training areas.
* **For example,** one could be targeted towards Retail, one on construction, one on Catering and one on Administration.