



RESUMES

- **What is a Resume?**
- **Why Do You Need a Great Resume?**
- **Resume Formats** - Chronological, Functional or Combination
- **Using Power Words to Enhance Your Resume**
- **What Not to Include on Your Resume**
- **Resume Readiness Checklist**
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What is a Resume?

A resume is a typed document (usually 1-2 pages in length) that outlines your relevant skills, experience, abilities, training, and work history in a way that is easy to read and understand. It is used to show a potential employer what skills and abilities you have to offer and why you should be considered for employment.

Why Do You Need a Great Resume?¹

A resume is essential in today's labour market! Few employers will consider you for employment without one. A **great resume** is a tool that **can help you win an interview!** A great resume not only tells the employer what you have done, but it also does the following:

- Helps you stand apart from the competition, rather than being grouped along with all the rest of the 'cookie cutter' resumes.
- Convinces the employer that you have what it takes to be successful in this new position or career.
- Is so pleasing to the eye and the reader is enticed to pick it up and read it.
- Stimulates interest in meeting you and learning more about you.
- Inspires the prospective employer to pick up the phone and ask you to come in for an interview.

Put aside the fact that you may not have needed one the last time you looked for work, or that you have heard of others who found work without one. Most employers not only expect one, they also want to see one that is customized to the position that you hope to fill.

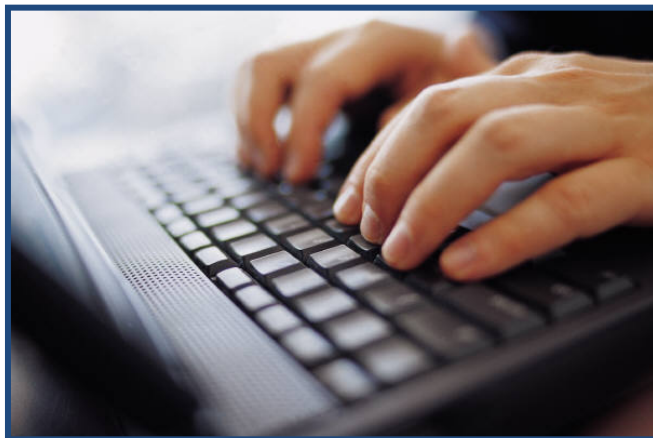
¹ Source: Resume Writing/ How to Write a Masterpiece Resume, www.rockportinstitute.com/resumes.html (accessed January 2009)

Resume Styles: Chronological, Functional or Combination

There are a variety of resume styles to choose from when applying for work. Three commonly used styles are the **Chronological**, **Functional**, and **Combination** resumes.

- A **Chronological** resume is the most frequently used style in Kamloops. It lists work experience from the most recent to the least recent and provides details about your accomplishments/duties for each employment position.
- Both the **Functional** and **Combination** resumes list your experience in skill clusters and focuses on your transferable skills and abilities. The biggest difference between these two styles is that the **Functional** resume removes all dates from the resume

All three styles have advantages and disadvantages. The style you use will depend on your experience and personal situation. See the following examples and formatting **pros** and **cons** to decide what style may work best for you.



The Chronological Style Resume:

Overview:

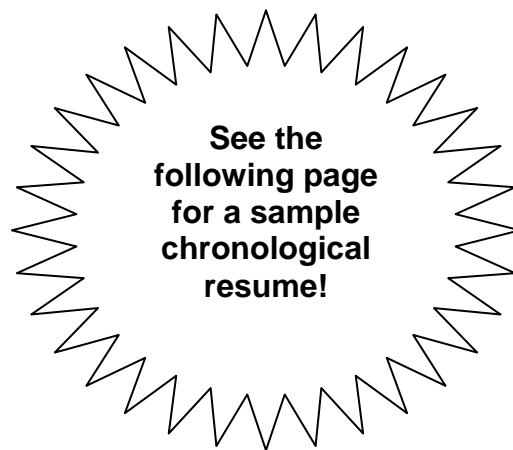
- Presents work experience and education in *reverse* chronological order (most recent first)
- Highlights a steady work history and emphasizes career growth
- Outlines job titles, companies, dates and duties for each position held
- Highlights work experience, not skills
- Relatively easy to write

When to Use:

- Your work history is continuous with few time gaps
- You want to demonstrate a pattern of professional growth
- You are seeking employment in the same or a similar field

When It Might Not Be A Benefit:

- You are changing career fields
- You have significant gaps in your work history
- You have changed employers frequently



Anita Smith

1234 Corona Crescent ♦ Kamloops, BC V2A 4F6

♦ Phone: (250) 123-4567

OBJECTIVE

To obtain a position as a Server

SUMMARY OF QUALIFICATIONS:

- Extensive experience providing excellent customer service
- Natural ability to connect and develop friendly rapport with customers
- Possess Serving It Right and FoodSafe certifications
- Quick to learn new skills and committed to working as part of a productive team
- Outgoing, friendly and possess a positive attitude

WORK HISTORY:

Roger's Tavern

2003-2004

Bartender / Cocktail Waitress

Kamloops, BC

- Greeted customers in a professional manner to determine needs and make recommendations
- Developed loyal customer base resulting from providing superior service
- Made and served beverages to customers increasing sales through product suggestions
- Resolved wide range of customer problems and effectively arranged for best resolution possible
- Operated computerized till to handle cash, credit card and debit transactions

The Thirsty Camel

1993-2003

Bartender / Cocktail Waitress

Kamloops, BC

- Developed loyal customer base resulting from providing superior service
- Provided customers with area information and directions to local tourist attractions
- Operated computerized till to handle cash, credit card and debit transactions
- Made and served beverages to customers increasing sales through product suggestions

Sipper's Pub & Restaurant

1990-1993

Cocktail Waitress / Bartender / Cook

Kamloops, BC

- Developed loyal customer base resulting from providing superior service
- Made and served beverages to customers increasing sales through product suggestions
- Maintained inventory and ordered stock as needed
- Operated computerized till to handle cash, credit card and debit transactions
- Maintained food preparation and serving areas to ensure safe food handling regulations

EDUCATION AND TRAINING:

- | | |
|-------------------------------------|------|
| • Serving It Right Certificate | 1990 |
| • Bartending / Mixology Certificate | 1989 |
| • FoodSafe Certificate | 1989 |
| • Grade 12 Diploma | 1985 |

REFERENCES:

First/Last Name

First/Last Name

Position Title

Position Title

Company Name

Company Name

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The Combination Style Resume:

Overview:

- Combines the strengths of the combination and functional styles
- Organizes information into skill clusters and briefly outlines your work history
- Used more often by people with a variety of experiences and transferable skills
- Work experience (dates, job titles & company name only) is included at the end of the resume

When to Use:

- You have held several jobs similar in nature and want to eliminate repetitive descriptions
- You are making a career change and want to highlight your transferable skills
- You have a lengthy work history
- You have worked for the same employer for a long time and want to emphasize the various skills acquired

When It Might Not Be A Benefit:

- Your past work experience consists of frequent, short-term positions
- You have limited transferable skills



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- Natural ability to connect and develop friendly rapport with customers
- Possess Serving It Right and FoodSafe certifications
- Quick to learn new skills and committed to working as part of a productive team
- Outgoing, friendly and possess a positive attitude

RELEVANT SKILLS & EXPERIENCE:

Customer Service

- Greeted customers in a professional, welcoming manner to determine needs and make recommendations
- Developed loyal customer base resulting from providing superior service
- Resolved wide range of customer problems and effectively arranged for best resolution possible
- Provided customers with area information and directions to local tourist attractions

Food / Beverage Server

- Operated computerized till to handle cash, credit card and debit transactions
- Maintained inventory and ordered stock as needed
- Made and served beverages to customers increasing sales through product suggestions
- Prepared and cooked a variety of meals such as breakfast, soups and entrees
- Maintained food preparation and serving areas to ensure observance of safe food handling regulations

WORK HISTORY:

Roger's Tavern Bartender / Cocktail Waitress	2003-2004 Kamloops, BC
The Thirsty Camel Bartender / Cocktail Waitress	1993-2003 Kamloops, BC
Sipper's Pub & Restaurant Cocktail Waitress/ Bartender / Cook	1990-1993 Kamloops, BC

EDUCATION AND TRAINING:

• Serving It Right Certificate	1990
• Bartending / Mixology Certificate	1989
• FoodSafe Certificate	1989
• Grade 12 Diploma	1985

REFERENCES:

First/Last Name	First/Last Name
Position Title	Position Title
Company Name	Company Name
Phone: (250) 123-4567	Phone: (250) 123-4567

The Functional Style Resume:

Overview:

- Highlights your skills, experience, and knowledge in specific skill clusters (not particular positions)
- Focuses on your transferable/portable skills and abilities and lists these in skill clusters
- Omits any dates and employers (highlights total amount of work experience)

When to Use:

- You have limited work experience
- You've changed jobs frequently or have gaps in your employment history
- You are re-entering the workforce after an absence

When It Might Not Be A Benefit:

- You have consistent, long-term attachments to the workforce
- You are seeking employment in a similar field



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OBJECTIVE

To obtain a position as a Server

SUMMARY OF QUALIFICATIONS:

- Extensive experience providing excellent customer service
- Natural ability to connect and develop friendly rapport with customers
- Possess Serving It Right and FoodSafe certifications
- Quick to learn new skills and committed to working as part of a productive team
- Highly motivated self starter with superior work ethic
- Outgoing, friendly and possess a positive attitude

RELEVANT SKILLS & EXPERIENCE:

Customer Service

- Greeted customers in a professional, welcoming manner to determine needs and make recommendations
- Developed loyal customer base resulting from providing superior service
- Resolved wide range of customer problems and effectively arranged for best resolution possible
- Provided customers with area information and directions to local tourist attractions

Food / Beverage Server

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- Maintained inventory and ordered stock as needed
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WORK HISTORY:

14 years experience as a Bartender

10 years as a Food and Beverage Server

3 years experience as a Cook

EDUCATION AND TRAINING:

- Serving It Right Certificate
- Bartending / Mixology Certificate
- FoodSafe Certificate
- Grade 12 Diploma

REFERENCES:

First/Last Name
Position Title
Company Name
Phone: (250) 123-4567

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Position Title
Company Name
Phone: (250) 123-4567

Using Power Words to Enhance Your Resume

By using power words in your resume, you create a sense of enthusiasm and a “can do” attitude. Use the following as sentence starters when describing the work that you have done. This list is only a sample and a more comprehensive list is available in the “Power Words” handout located in the resource library.

Clerical	Financial	Organizational
Accomplished Approved Classified Completed Complied Copied Distributed Filed Operated Organized Prepared Processed	Administered Allocated Analyzed Audited Balanced Budgeted Calculated Estimated Projected Reconciled Researched Verified	Arranged Catalogued Classified Complied Generated Incorporated Inventoried Maintained Organized Prepared Processed Scheduled
Communication	Helping	Research
Addressed Arbitrated Articulated Communicated Corresponded Discussed Drafted Explained Lectured Persuaded Negotiated Translated	Advocated Assisted Coached Counselled Diagnosed Encouraged Facilitated Intervened Motivated Referred Rehabilitated Supported	Clarified Collected Evaluated Extracted Identified Interpreted Interviewed Investigated Organized Obtained Summarized Surveyed
Creative	Management	Technical
Acted Composed Designed Developed Entertained Established Formulated Illustrated Invented Published Shaped Solved	Administered Analyzed Approved Consolidated Controlled Delegated Established Executed Headed Planned Implemented Supervised	Assembled Built Computed Configured Designed Devised Engineered Fabricated Installed Maintained Operated Programmed

What not to Include on Your Resume

While there are many things to keep in mind to add value to your resume, there are also some elements that you do **not** want to add, as they could weaken the presentation of your resume or even date it:

- The word “RESUME” or “Curriculum Vitae” at the top of the Resume
- Personal data (SIN, date of birth, marital/parental status, sex, race, health)
- Names of supervisors in the work history section of your resume
- Salary requirement or salary history
- Reason for leaving previous jobs
- Work history older than 10 years
- Controversial information (political views, etc.)
- Liquid Paper or crossed off and hand-written information
- Photographs
- Driver’s licence number

Be Unique: Overused words or phrases turn employers off. Avoid phrases such as “a challenging position with a growing company,” “works well alone” or “team player.”

Resume Readiness Checklist

It is easy to make mistakes on your resume and potentially difficult to repair the damage once an employer receives it. Prevention is critical, especially if you have never written a resume before. Use this checklist to determine whether your resume is ready for employer review!

Does your resume:

- ☐ **Have typos or other errors** (do a spell check and/or have staff at the Kamloops Work Search Centre proof read). The number one complaint that employers have with resumes is errors. This can result in resumes being thrown away. Employers do not want to see typos, spelling errors, grammar or punctuation errors.
- ☐ **Have a consistent content layout.** Ensure uniformity and consistency in the use of italics, capital letters, bullets, boldface, and underlining. For example, if a heading is bolded, bold all headings; if abbreviating B.C. with periods between the letters, make sure all abbreviations are done the same way.
- ☐ Have an appropriate length **(1 to 2 pages for most people)**.
- ☐ **Include your full contact information.** A resume must have the following information: name, address, phone number, and your e-mail address (if you have one) at the top of the first page. Note: Make sure that your e-mail address is not in poor taste or unprofessional. *Do not list* personal information (Social Insurance Number, age, weight, and number of children).
- ☐ Target your current career goal with a specific job objective and career summary section. **Employers want to see a resume that is created specifically for them. You should be clear about your job goal or ideal position (i.e. Job Objective). You should decide what key skills, and areas of expertise the employer will be looking for.**
- ☐ Describe your experiences **by outlining a combination of job responsibilities, accomplishments and/or measurable outcomes for each position or skill set.**
- ☐ **Use power words** to start the description of your past accomplishments and job responsibilities. For every skill, accomplishment, or job described, use the most active, impressive verb you can think of that is also accurate (*see the "Power Words" samples on page 11 or the full handout in our resource library*).
- ☐ Incorporate industry buzzwords **that you know apply to your career goal (these can be found by reviewing a number of job ads to see if there are any frequently used terms).**
- ☐ Provide dates of your employment and/or volunteer experience **(including the month and year).**
- ☐ **Include references.**

- ❑ Have an easy to read layout that looks professional. **Create a resume that is easy to read, symmetrical, balanced, and not crowded. A resume that is visually busy with wall-to-wall text and many different font styles becomes hard to read. It is amazing what a little “white space” can do for a resume!**
- ❑ Look professional. **Ensure that the resume is free from coffee or food stains, scents, folded corners, or fingerprints and smudges. Use a good quality printer to produce a high quality result. How can you expect an employer to take you seriously for the job, if you are not serious about the appearance of your resume.**

Additional Information

More information can be found in our resource library on the following related topics:

- Writing Resumes
- Resume Workbooks (chronological, functional and combination styles): A guide to be used during the development process
- Writing Cover Letters
- Cover Letters and Resumes for Youth
- Power Words for Resume and Cover Letters (Extended version of samples in this handout)