

**EMPLOI-QUÉBEC**

**YOUR  
COMPLETE  
JOB SEARCH  
GUIDE**



Québec 



## **FOR MORE INFORMATION**

See [emploi.quebec.gouv.qc.ca](http://emploi.quebec.gouv.qc.ca), call **1-888-643-4721**  
or visit the local employment centre (CLE) in your region.

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# INTRODUCTION

## Looking for a job?

The key to success is putting time and effort into your search, and, above all, **being well prepared.**

*Your Complete Job Search Guide* walks you through all the steps that lead to getting a job by providing tips, examples, and practical tools.

You may, however, need occasional help or more sustained assistance in taking certain steps. The staff at your local employment centre (CLE) is available to

- help you identify your needs;
- help you use the tools at your disposal in the multiservice rooms and on the Emploi-Québec website;
- advise and guide you as you look for a job; and
- direct you toward support resources if and when you need them.

The guide does not claim to provide a secret recipe for finding a job. It does, however, provide things to think about and hints about how to

- better assess your employment situation by determining
  - your main fields of interest,
  - the skills (capacities, abilities and aptitudes) that constitute your strong points, and
  - your job needs and expectations;
- learn where and how to find out about the labour market;

- increase your chances of securing an interview by learning to
  - choose the appropriate tools for preparing your offer of service, and
  - use the means that best highlight your application;
- explore the places where real or potential job offers can be found;
- learn how to approach employers;
- prepare for interviews and anticipate the questions you may be asked;
- plan your job-search approach and follow-up; and
- settle into your new job.

### **Having trouble with a particular aspect of your job search?**

Use the resources at your disposal in the multiservice room of the local employment centre in your region or consult the website

**[emploiquebec.gouv.qc.ca](http://emploiquebec.gouv.qc.ca)**

# SECTION 1

## GETTING OFF TO A GOOD START



Before you start looking for a job, it's important to **take a moment to reflect** on whether you have all the information you need to **make the right choices**.

### Have you determined

- what to look for?
- where to look?
- how to proceed?
- who to approach for help?

### In doing so, have you identified

- your **fields of interest**?
- your **strong points**?
- your **job needs and expectations**?
- your **knowledge of the job you're seeking** and of the **current labour market**?

In the following pages, we will offer you tools for reflection that will help your job search get off to a good start.

## IDENTIFY YOUR FIELDS OF INTEREST

We all have our own inclinations and preferences, in other words, our fields of interest. These are also determined by personal and professional experiences that have marked our past.

One or many fields of interest are linked with each and every trade and occupation<sup>1</sup>. Knowing yours will help you explore the job market more effectively.

### Which fields of interest listed here best correspond to your own?

- Developing and working with natural resources
- Making or building things, constructing, doing repairs, and performing installations
- Working outdoors or with the environment
- Working with your hands
- Keeping watch, protection and being in charge of security
- Working in an office
- Crunching numbers
- Conducting research
- Working with computers, information technology, and communications
- Writing, working in communications and information
- Working in sales and customer service
- Counselling, helping others
- Teaching, educating
- Providing others with care and assistance
- Working in the arts, culture, music, and recreation
- Working for yourself
- Managing, organizing, administrating
- Doing sports or physical activities
- Working in nature and with animals
- Working in transportation and maintenance
- Working in the hospitality and tourism industries

<sup>1</sup> This list of fields of interest has been drawn from the LMI Online website.

# LEARN TO RECOGNIZE YOUR STRONG POINTS

Your job search should be aimed at finding the job that suits you best. To make an informed choice, you have to take into account your interests, training and work experience, but above all your skills, in other words your capacities, abilities and aptitudes. In other words, you have to consider your strong points.

By identifying your strong points, you will be better able to highlight them in your cover letter or during a job interview.

The following list outlines a variety of skills.

## Which ones describe you best?

- INITIATIVE**  
You make decisions before the situation demands action.
- SELF-SUFFICIENCY**  
You perform difficult tasks with little or no assistance.
- EFFICIENCY**  
You find faster ways to perform tasks.  
You find ways to achieve the desired results.
- PRECISION**  
You pay special attention to details.  
You verify the accuracy of information you are given.
- ABILITY TO DETECT PROBLEMS**  
You quickly recognize problems a situation is causing.  
You detect cases where important information is lacking.
- METHODICAL BEHAVIOUR**  
You tackle tasks step by step.  
You establish priorities based on the objectives at hand.
- FLEXIBILITY**  
You alter your work schedule to adapt to a situation.  
You adapt easily to new ways of doing things.
- LEADERSHIP**  
You are comfortable leading a group.  
You know how to talk to people and get your ideas across.
- PERSUASION**  
You use good arguments to convince others.

- DEDUCTION**  
You can predict how others will react to a situation.
- UNDERSTANDING**  
You take time to listen to those around you.  
You are attentive to the needs of others.
- COOPERATION**  
You work well with others.
- CLARITY**  
You explain or write ideas in a way that others can understand easily.
- ASSERTIVENESS**  
You are capable of expressing and defending your opinions and of describing and explaining how you do things.
- PERSEVERANCE**  
You try hard to overcome obstacles.  
You make an effort to obtain the information or assistance you need despite difficulties.
- SELF-CONTROL**  
You control your emotions in the face of adversity and when you are angry or sad.  
You carefully weigh the pros and cons before speaking or taking action.
- RELIABILITY**  
You get things done on time.  
You meet the expectations others have set for you.

## Examples of situations in which you have used your skills, whether in your professional or personal life:

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# ESTABLISH YOUR EMPLOYMENT NEEDS AND EXPECTATIONS

Before starting a job search, you should take into account certain factors that correspond to your situation.

**Have you specified those that you need to consider?**

## **YOUR MOBILITY,** in other words, your ability to travel.

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Where are you willing to work?

- Your neighbourhood     Your municipality     Your municipality and surrounding area     Your region  
 Anywhere in Québec     Other, please specify: \_\_\_\_\_

Do you have a way or ways to get to work?

- Yes     No

Would you be willing to move in order to be closer to your workplace?

- Yes     No    Please specify: \_\_\_\_\_

## **YOUR AVAILABILITY,** in other words, the time you are able to work.

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Would you agree to work days, evenings, nights, and/or weekends?

- Days     Evenings     Nights     Weekends

Do you wish to work full time, part time, or on call?

- Full time (30 or more hours per week)  
 Part time (fewer than 30 hours per week)  
 On call

Are you available to work overtime?

- Yes     No

Do you want to have a set work schedule?

- Yes     No

Are you able to travel as part of your job?

- Yes     No

Do you have scheduling constraints (childcare, family obligations, etc.)?

- Yes     No    Please specify: \_\_\_\_\_

## YOUR FINANCIAL NEEDS,

**in other words, the income you need to deal with your financial obligations:** debts (mortgage, car, personal loan, etc.), fixed expenditures (electricity, telephone, etc.), family budget (groceries, clothing, school fees, transportation, etc.).

---

What salary should you aim for given your financial obligations and experience?

\$ \_\_\_\_\_ gross

per week  
 per two weeks  
 per year

Please specify: \_\_\_\_\_

## YOUR OTHER NEEDS AND EXPECTATIONS, concerning the job you are seeking.

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Do you have specific expectations concerning **working conditions** (for example, holidays, insurance, benefits, etc.)?

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Do you have specific requirements concerning your **work environment** (for example, indoors or outdoors, in the cold or heat, dust-free, etc.)?

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Do you have **physical constraints** that you need to consider (for example, physical limitations, allergies, etc.)?

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The job that you want should meet your needs and expectations, but don't forget that sometimes you also need to review your choices and be a bit more flexible.

## FIND OUT MORE ABOUT THE LABOUR MARKET

To be successful in your job search, you need to be well informed about the labour market in the region where you wish to work. This will make it easier to find out about the trades and occupations you may have a chance at.

### EMPLOI-QUÉBEC'S ONLINE SERVICES

The Emploi-Québec website, at [emploi.quebec.gouv.qc.ca](http://emploi.quebec.gouv.qc.ca), provides two essential tools offering job market information:

- **LMI Online** (Labour Market Information Online)
- **Online Placement**

**LMI Online** includes information on

- Job duties, salaries, and prospects for over 500 trades and professions;
- The education or training required for a given trade or occupation as well as the conditions for access (certificate, membership in a professional order, etc.);
- The sectors of activity for these trades and occupations;
- The trades and occupations most in demand in every region of Québec;
- Employer requirements;
- Firms and businesses in a given region: contact information, size, sector of activity, etc. (business directory); and
- Investment projects for a given region, especially so that you can have a glimpse at the economic activity and its effect on job prospects.

**Online Placement** lets you

- Consult job offers in the regions where you wish to work;
- Learn employers' workforce needs and requirements; and
- Get a better idea of who and how many people have applied for the same sort of job as you.

In a nutshell, LMI Online and Online Placement help you understand the context of a given job as well as the working conditions corresponding to it. This way you will know which skills to highlight both in your offer of service (for instance, in your résumé and cover letter) and during your entire job search, including the selection process (for instance, during an interview).

### OTHER LABOUR-MARKET INFORMATION SOURCES

People you know, the media and the Internet are also sources of information about the labour market to be used for your job search. In addition, your CLE provides access to a variety of other sources.

For labour-market information, you can use a computer at an Internet café, at most municipal libraries, or at the CLE nearest you.

# SECTION 2

## SEEKING OUT JOBS



You're looking for work, but you don't know **how to find job offers?**

### FIND JOB LEADS

**You can**

- Consult **job offers that are posted**;
- Discover **job offers that employers haven't posted** because they don't want people to know they're recruiting (the hidden market); and
- Identify **situations that may provide job opportunities** even before the employers begin the recruiting process.

### JOBS THAT ARE POSTED

Employers looking for staff use a number of methods to advertise their job offers and attract the best possible candidates. This is why you have to use many different sources in your search.

#### CONSULT NEWSPAPERS AND MAGAZINES

- Read the offers published in the "Careers", "Help Wanted" or "Classified Ad" sections of national, regional and local newspapers.
- Leaf through specialized magazines as well as the publications of various professional or employer associations. You might find some offers there.

## VISIT VARIOUS WEBSITES

- By consulting websites on careers, job searches, and staff recruiting, you can search for job offers based on a variety of criteria. These include
  - The Emploi-Québec website, at **emploiquebec.gouv.qc.ca**, which provides access to job offers appearing on Online Placement. You can also create "Job Alert" requests free of charge, and receive, by email, job offers corresponding to the criteria you have selected.
  - The Placement étudiant website, at **emploietudiant.qc.ca**, posts job offers and internships for students. These offers come from private firms and businesses, municipalities and the Québec public service.
  - The federal government's Job Bank, at **jobbank.gc.ca**, lets you consult job possibilities throughout Canada.
- Here are sites offering jobs in the public service:
  - The Québec public service website, at **carrieres.gouv.qc.ca**, provides the information you need to start a career in the Québec civil service.
  - The Federal Public Service Commission website, at **jobs-emplois.gc.ca**, offers the same services, but at the Canadian federal government level for the entire country.
  - Municipal sites, which can be found by using a search engine, offer similar services for jobs at the municipal level.
- Websites linked to employers, employer groups and employment sectors include
  - The websites of firms and businesses that interest you, which sometimes post job offers that you can apply for directly.
  - The websites of sectoral committees, which provide headings linked to professions from the sector, and in certain cases, job offers as well. You will find a list of sectoral committees on the Emploi-Québec website.
  - The websites of professional associations, which provide information concerning trades and occupations, and lists of employers linked to them, as well as job offers.

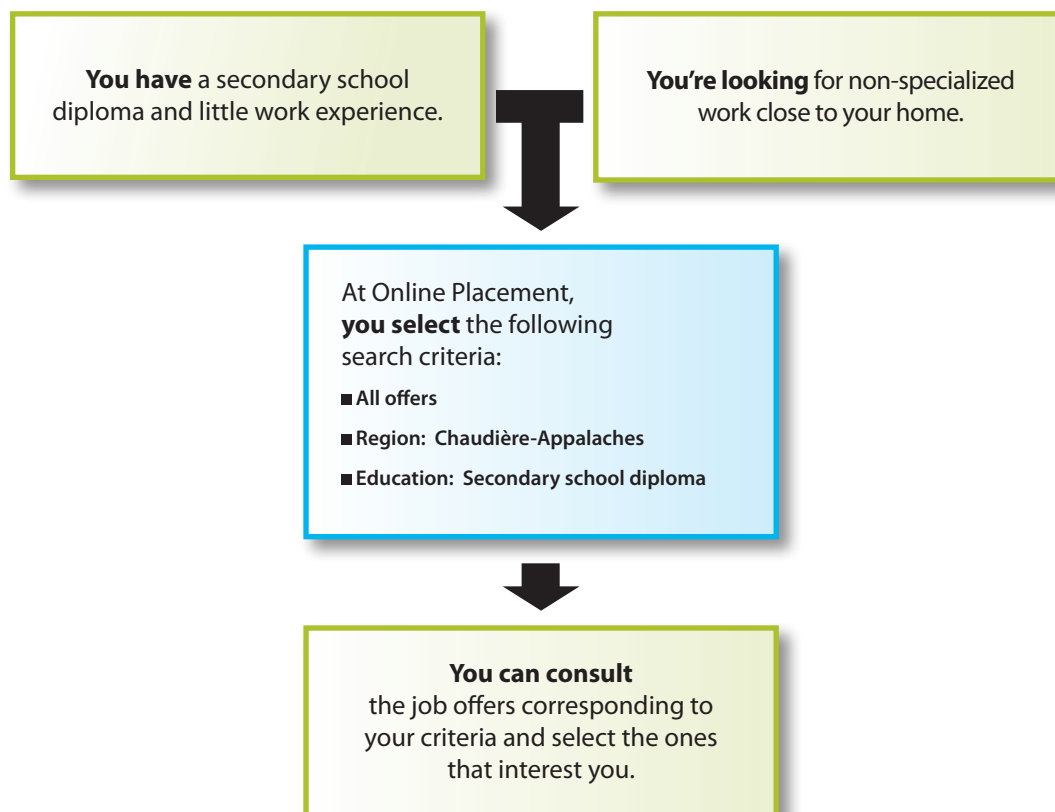
To find the job offers posted, you should consult a vast array of information sources. Newspapers and websites are not the only means at your disposal. You can also take the following initiatives:

- Visit job exhibits and fairs. There you'll meet a lot of employers who are looking for staff. To find out when these events are held in your region, contact your CLE or visit the home page of the website **emploiquebec.gouv.qc.ca**.
- Pay special attention to help-wanted postings in employers' premises, stores and shops, and public spaces (libraries, arenas, community centres, etc.).
- If you're a student or have just completed your studies, check whether your school has a placement service.

You can find more websites concerning various subjects, including job searches and training, by visiting the multiservice room at the local employment centre in your region.

Most job-search websites, including Online Placement, offer a wide choice of criteria for conducting your job searches. It's up to you to determine your needs and objectives.

### EXAMPLE



Similarly, if you're looking for a specific job, you can search by **job title** (for example, plumber or secretary), or use **keywords** corresponding to a particular or specialized skill (for example, bilingual or Excel). For a job in a specific field or work environment, such as the field of sports and recreation, or a hospital environment, you can search by **group of employers** or **field of the job**.

Online Placement provides a number of ways to direct you toward the jobs that suit you best.

At your CLE or at [emploiquebec.gouv.qc.ca](http://emploiquebec.gouv.qc.ca), you can consult user guides for help with your job-search surfing and with posting your applications. The multiservice-room staff can also help you use the computer tools at your disposal.

## NON-POSTED JOB OFFERS

A high percentage of jobs are not advertised for all to see. This underlines how important it is to leave the beaten path so as to discover the job offers that employers have not posted.

- Tell everyone you know and all those who you happen to meet.
  - Tell your friends and family that you're looking for work. Describe the type of job that interests you and ask them to let you know as soon as they hear of any job possibilities.
  - Also tell the people around you, such as neighbours, your friends' spouses and parents, the people you see at your own or your children's activities, etc.
  - Take advantage of certain activities being held in your community to establish contacts with new people by learning about their work environments.
  - Contact your former employers, colleagues, teachers, and classmates.
  - Take advantage of the possibilities offered by the online social or professional networks that you belong to (Facebook, LinkedIn, Twitter, etc.).
- Take the initiative to push your application.
  - Learn about the latest openings by contacting various placement agencies. Many employers deal with such agencies rather than placing help wanted ads in newspapers. Check whether there are registration fees.
  - Telephone the employers that interest you to offer your services and learn about the jobs being offered.
  - Visit the employers in person. You can make a good impression by showing that you have initiative and that you really want to work for their business or firm.
- There are other ways to uncover hard-to-find jobs.
  - Go to the "Find a business" section of the LMI Online website and draw up a list of firms and businesses that are likely to offer the sorts of jobs that would suit you.
  - Look in the phone book. The firms and businesses of your region are listed according to their activities, products, and services.

## SITUATIONS THAT COULD PRESENT JOB OPPORTUNITIES

- Take note of the possibilities offered by people who intend to go on maternity or sabbatical leave, those who have stopped working due to an accident or illness and those who are planning their retirement.
- Keep your ears open for news items announcing company openings or major investments that could lead to the recruiting of additional staff. The LMI Online website provides information concerning upcoming investment projects in your region.

Your CLE can help you with your job search. CLEs are equipped with a multiservice room where you will find

- Labour-market information and useful documentation for planning and conducting your job search;
- Computers for consulting job offers and offers of service;
- Bulletin boards where you can find job postings, practical job-search tips, and professional-development courses; and
- Staff who will answer your questions and help you with your search.

## MAKE GOOD USE OF THE TELEPHONE

**The telephone is a quick and affordable way to**

- Offer your services to an employer;
- Find out what jobs are available; and
- Follow up with employers you contacted earlier.

### A FEW PRACTICAL TIPS TO HELP YOU MAKE A GOOD IMPRESSION WITH YOUR TELEPHONE CALL

- Prepare for it: Memorize your résumé and organize your ideas in a coherent manner.
- Jot down the questions you wish to ask.
- Speak clearly and slowly, control your breathing.
- Smile! Your enthusiasm will be heard.
- Stay friendly throughout the call.

### FIRST CALL TO AN EMPLOYER

Here is a plan and a list of practical tips to make meeting and calling employers easier. Read them over, do a trial run, plan your calls, concentrate – then dial!

#### A) INTRODUCE YOURSELF TO THE PERSON WHO ANSWERS

Start by introducing yourself, then ask for the person in charge of hiring.

Examples:

*"Hello. My name is \_\_\_\_\_. Could you please tell me who is in charge of hiring?  
May I please speak to him/her?"*

*"Hello. My name is \_\_\_\_\_.  
I saw some interesting job openings in my field on your website.  
Could you tell me who I should speak to about hiring?"*

Can't speak to the person in charge of hiring? Ask how you can apply.

## **B) INTRODUCE YOURSELF TO THE PERSON IN CHARGE OF HIRING**

Introduce yourself again, state the reason for your call, briefly explain why you believe you are the right person for the job, and try to arrange a meeting.

Example:

*"Hello Ms./Mr. \_\_\_\_\_. My name is \_\_\_\_\_.*

*I'm interested in your company because I'm looking for a job in \_\_\_\_\_.*

*I have \_\_\_ years of experience in this field and would really like to meet with you for a few minutes to discuss employment possibilities and give you my résumé."*

Want to apply for a job that has been advertised? Ask about the selection-staff process and whether you can make an appointment.

Example:

*"I'm calling for information concerning the \_\_\_\_\_ job.*

*I would like to know more about the position. Would it be possible to meet with you for a few minutes?"*

No positions available at the moment? Ask for an information interview to learn about the company, employment opportunities, and hiring methods.

Example:

*"I know that you don't need anyone right now, but I was wondering if I could meet with you anyway, just in case a position opens up."*

Can't get an information interview? Ask to whom you should send your résumé.

## **C) END THE CALL**

Thank the person you're speaking to and ensure that the names and contact information you have obtained are correct (name, title, address, telephone number, email address, etc.).

Example:

*"Thank you for your help. May I call you again if I need more information?"*

*Is the person in charge Ms./Mr. \_\_\_\_\_ and is his/her number \_\_\_\_\_?"*

## FOLLOW UP ON YOUR INITIATIVES

Following up on your initiatives enables you to carefully structure all the stages of your job search so as to avoid forgetting anything. The information you record will also be invaluable at the end of the process when it comes time to evaluate your various searches.

Use the sheet on the next page to take notes concerning your job-search initiatives. Before that, you can make several photocopies so you'll have more room to record information.

Here's an example of how to complete it.

EMPLOYER	PERSON CONTACTED	MEANS OF COMMUNICATION	TO DO	FOLLOW-UP
<b>Name:</b> <i>Concorde Inc.</i>  <b>Address:</b> <i>5650 boul. Viau</i>  <b>website:</b> <i>www.concorde.net</i>	<b>Name and title:</b> <i>Pauline Giroux, Director</i>  <b>Reason for contact:</b> <i>Propose résumé</i>  <b>Date of first contact:</b> <i>November 15</i>	<b>Telephone number:</b> <i>418-768-5550</i>  <b>Fax:</b> <i>418-768-5553</i>  <b>Email:</b> <i>p.giroux@concorde.ca</i>  <b>Visit:</b>	<b>Send résumé to:</b> <i>Pauline Giroux (November 16)</i>  <b>Interview on:</b>	<b>Call back on:</b> <i>November 20</i>
<b>RESULT</b>	<i>I am waiting for an interview. They are supposed to call back on November 20.</i>			

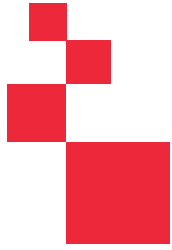
## JOB SEARCH AND FOLLOW-UP WORKSHEET

EMPLOYER	PERSON CONTACTED	MEANS OF COMMUNICATION	TO DO	FOLLOW-UP
Name:	Name and title:	Telephone number:	Send résumé to:	Call back on:
Address:	Reason for contact:	Fax:	Interview on:	
website:	Date of first contact:	Email:		
		Visit:		
<b>RESULT</b>				

EMPLOYER	PERSON CONTACTED	MEANS OF COMMUNICATION	TO DO	FOLLOW-UP
Name:	Name and title:	Telephone number:	Send résumé to:	Call back on:
Address:	Reason for contact:	Fax:	Interview on:	
website:	Date of first contact:	Email:		
		Visit:		
<b>RESULT</b>				

# SECTION 3

## PUTTING TOGETHER YOUR TOOL BOX



### Tools for **raising your profile** and **offering your services:**

The résumé, portfolio, electronic application, job-application form, cover letter, business card, and email.

### **DRAW UP YOU RÉSUMÉ**

The résumé (also called CV or curriculum vitae) is an essential tool for your job search. It provides a written portrait of yourself, telling the employer who you are and what are your job experiences, education and training, skills and fields of interest.

Normally you will draw up a résumé based on a specific job or sector of activity.

The information provided in your résumé is grouped under several headings, some essential (basic) and others optional, based on the type of job you're seeking or the skills you would like to highlight.

#### **ESSENTIAL HEADINGS**

- Personal contact information: name, address, telephone number, email, etc.
- Education (or studies, schooling, or training): Indicate the schools you have attended, along with the exact dates when you began and concluded your education or training. Include any scholarships, bursaries, awards or distinctions you may have received.
- Work experience: List all the jobs you have held, along with the start and end dates and the duties you performed. If you are applying for your first job, describe your work-related experience, i.e. internships, apprenticeships, or unpaid activities. All of these can make a difference.

## OPTIONAL HEADINGS

- Foreign languages, computer skills.
- Career objective. This heading describes the job being targeted in a couple of sentences and tells the employer what type of work you are seeking.
- Skill areas or skills linked to the job in question.
- Qualification card, professional associations.
- Awards and achievements.
- Volunteer work, recreational activities, and interests: Under this heading you will present your volunteer activities as well as the clubs and/or organizations to which you belong. Your participation in various activities and your ability to work with a team may very well constitute an advantage.

Avoid including references in your résumé. Have them in hand though. On a separate sheet, list the name, address, and telephone number of two or three people who can attest to your skills and to how well you work. Make sure that you get their approval before giving their names. Tell them what sort of job you are applying for and the skills required. The following people may be asked to provide a reference:

- a former employer;
- someone from your school (teacher, advisor or guidance counsellor); and/or
- somebody you have worked for (babysitting, volunteer work, etc.).

## TIPS FOR A GOOD RÉSUMÉ

- Keep it short (maximum 1 to 2 pages). Employers receive a lot of résumés and ignore those that are too long.
- Carefully choose your words. Use simple vocabulary that you are comfortable with. Avoid negative turns of phrase and use action verbs such as administer, analyze, compile, oversee, and inform.
- Provide only truthful information.
- Make sure your contact information (address, telephone number, email address, etc.) is correct.

## COMMON MISTAKES

- Spelling, grammar and syntax errors may indicate a lack of professionalism. Have your résumé checked by someone who has a good grasp of the language.
- Incoherence can imply that your thinking is confused. Clearly set out each section (professional goals, education, work experience, recreational interests, etc.). Avoid contradicting yourself.
- A humorous résumé may give the impression that you are not serious.

Employers receive many résumés in response to their job offers. Keep in mind that a good résumé should quickly attract the employer's attention and create a desire to learn more about you.

## RÉSUMÉ FORMATS

Provide the employer with a hard-copy (paper copy) or electronic résumé every time you apply for a job.

### Hard-copy résumé

The hard-copy résumé will be useful whenever you apply for a job in person. Also bring one to each interview.

A few tips concerning your hard-copy résumé:

- Draft your résumé on the computer and don't forget to save your file on a CD Rom, diskette or USB key.
- Make sure your résumé is easy to read:
  - Use a legible font.
  - Double space for a lighter text.
  - Avoid including drawings or images.
- Print your résumé on white paper in letter format (8 ½" 11").
- Make sure that the photocopies of your résumé you distribute to employers are of good quality.
- Provide a finished copy (no scratch outs or visible deletions) and never fold your résumé.
- Staple the pages or use a paper clip, as the need arises.

### Electronic résumé

The electronic résumé is useful for an online job search since on most job-search websites, such as Online Placement, you can attach a résumé when you apply online. Many job offers also ask that the résumé be sent by email.

A few tips for your electronic résumé:

- Keep the format simple.
- Avoid using images, special characters, bullets and columns, as formatting may be altered when you send your résumé electronically.
- If necessary, create hyperlinks, for instance in order to direct the employer to the website of a company you worked for or to your own website.

## TYPES OF RÉSUMÉS

Depending on your work experience and skills, you can set up your résumé in three ways. Here are a few tips to help you choose the right one.

### The chronological résumé

The chronological résumé highlights the work experiences acquired in a same sector of activity or job area. You will list the jobs you have held in reverse chronological order, i.e. beginning with the most recent.

This type of résumé is recommended if

- You are seeking a job in the same sector or field; and/or
- Your work experience or training follows a distinct pattern.

It is preferable not to use it if

- You had periods when you were out of work or you frequently changed jobs;
- You do not wish to place too much importance on the last job you held; and/or
- It is difficult to establish a link between your new professional objective and your former job experience.

### **The functional or skills-based résumé**

The functional or skills-based résumé emphasizes your achievements or the skills acquired from past experiences while highlighting what you have to offer. Describe your skills, starting with those that pertain to the job you are applying for.

This type of résumé is recommended if

- You have little or no work experience;
- You have held a number of unrelated jobs;
- You wish to emphasize talents that you have not had the opportunity to demonstrate in a work environment; or
- You wish to highlight skills that can be transferred to a professional field unconnected to your past experiences.

It's preferable not to use it if

- You want to highlight how you have risen through the ranks as exemplified by the positions you've held.

### **Combination résumé**

The combination résumé is the most common. It lays out your work experience and skills in chronological order.

This type of résumé is recommended if

- You have changed jobs frequently; or
- You have a lot of experience in a field, but have worked for a number of employers.

Your CLE provides access to computers and documents to help you prepare your résumé. You may also use the fax machines onsite to send out job applications. Check in with the CLE to avoid line-ups. You may need a reservation to have access to services.

The résumés below are provided as examples only. Other models can be found on the Internet.

## EXAMPLE OF A CHRONOLOGICAL RÉSUMÉ

### SOPHIE LAPOINTE

123 rue des Ormes  
Montréal (Québec) H8H 2H2

514-555-1212

Email: sophie.lapointe@gmail.com

**Languages:** French, English, Spanish (basic)

**Computer skills:** Word, Access, Excel, PowerPoint, Simple Comptable

#### WORK EXPERIENCE

2004-2010

##### **Administrative assistant**

ABC Enr., Montréal (Québec)

- In charge of general accounting: client accounts, supplier accounts, payroll, billing, bank reconciliation, etc.
- Preparation and analysis of monthly and annual financial statements
- Drafting and sending correspondence
- Translating various types of documents

2003-2004

##### **Sales secretary**

Meubles du jardin Ltd., Laval (Québec)

- Producing and completing tenders
- Compiling sales and producing reports
- Completing sales contracts
- Calculating representatives' commissions
- Managing merchandise inventory

2002

##### **Payroll clerk**

Portes et Fenêtres Astro, Montréal (Québec)

- Producing employee attendance, holiday and overtime reports
- Preparing and verifying employee pay sheets
- Making payments by cheque or electronic transfer
- Completing, verifying, and processing the forms and documents required for the administration of fringe benefits
- Preparing T4 and other statements
- Compiling statistical reports, statements and summaries concerning pay and fringe benefits

## RÉSUMÉ – SOPHIE LAPOINTE

-page 2-

1998-2001

### **Accounts clerk**

Garage A. Morin, Montréal (Québec)

- Computerizing a range of accounting data
- Providing customer service
- Preparing and sending invoices and statements of account
- Carrying out a variety of office-related duties: receiving and dispatching telephone calls, filing, drafting correspondence, scheduling appointments, etc.

### **EDUCATION**

1995-1998

### **Diploma of Collegial Studies (Administration: Management Option)**

Cégep Saint-Laurent, Montréal (Québec)

### **PROFESSIONAL DEVELOPMENT**

2003

### **Office automation updating**

Collège informatique de la Rive-Sud, Longueuil (Québec)

1998-1999

### **English and Spanish courses (conversation)**

École des langues, Laval (Québec)

### **VOLUNTEER WORK**

2008-2009

Volunteer during benefit activities for Leucan

2006-2008

Member of the board of directors of Les Petites Souris daycare centre (Montréal)

2002-2006

Secretary-treasurer of the Laval Figure Skating Club

## EXAMPLE OF A SKILLS-BASED RÉSUMÉ

### SOPHIE LAPOINTE

123 rue des Ormes  
Montréal (Québec) H8H 2H2

514-555-1212  
Email: sophie.lapointe@gmail.com

#### SKILLS

- Languages: French, English, and Spanish (basic)
- Computer skills: Word, Access, Excel, PowerPoint, Avantage, and Simple Comptable
- General accounting: Client accounts, supplier accounts, payroll, billing, and bank reconciliation
- Preparation and analysis of monthly and yearly financial statements
- Inventory management
- Customer service
- Production of tenders and sales reports
- Creation and management of data bases
- Translation of documents
- Office work (receiving and dispatching telephone calls, filing, drafting correspondence, etc.)

#### WORK EXPERIENCE

- |           |   |
|-----------|---|
| 2004-2010 | <b>Administrative assistant</b><br>ABC Enr., Montréal (Québec)      |
| 2003-2004 | <b>Sales secretary</b><br>Meubles du jardin Ltd., Laval (Québec)    |
| 2002      | <b>Payroll clerk</b><br>Portes et Fenêtres Astro, Montréal (Québec) |
| 1998-2001 | <b>Accounts clerk</b><br>Garage A. Morin, Montréal (Québec)         |

## RÉSUMÉ – SOPHIE LAPOINTE

-page 2-

### EDUCATION

1995-1998      **Diploma of Collegial Studies  
(Administration: Management Option)**  
Cégep Saint-Laurent, Montréal (Québec)

### PROFESSIONAL DEVELOPMENT

2003              **Office automation updating**  
Collège informatique de la Rive-Sud, Longueuil (Québec)

1998-1999      **English and Spanish courses (conversation)**  
École des langues, Laval (Québec)

### VOLUNTEER WORK

2008-2009      Volunteer during benefit activities for Leucan

2006-2008      Member of the board of directors of Les Petites Souris  
daycare centre (Montréal)

2002-2006      Secretary-treasurer of the Laval Figure Skating Club

## PUT TOGETHER YOUR PORTFOLIO

In the past, the portfolio was used in the areas of arts, graphic arts, and infographics. Its use has, however, spread to other fields. The portfolio showcases your work achievements as well as those linked to your personal (volunteer work, recreation, etc.) and family (homework assistance, informal caregiver, etc.) activities. These achievements help prove to the employer that you have the skills required for the job you want.

The portfolio can be put together in paper or digital form (Web page, CD Rom, etc.) and may include texts, documents, and electronic files as well as photos and videos.

The interview is generally the best time to present a hard copy of your portfolio.

Putting together a portfolio can be quite time-consuming as it means going back over all your achievements.

### HERE'S A SUGGESTION ON HOW TO PROCEED

1. Identify the most important skills for the job you are applying for. If you have a good idea of what the company is looking for, it will be easier to select your most relevant achievements.
2. Identify your skills (see "Learn to recognize your strong points" in Section 1).
3. Gather together the most appropriate documents (texts, posters, reports, files, or photos) that show your skills and illustrate your achievements.
4. Arrange your documents in an organized manner.
5. Present your portfolio to someone and ask for their comments.
6. Be sure to go over your portfolio before the interview.

### **Your portfolio should contain (in order):**

- Cover page (name, address, telephone number, email address, date, etc.);
- Table of contents;
- Statement summarizing your career objective;
- Description of your skills as they pertain to the job you are applying for;
- Description of an achievement or a situation in which you used these skills; and
- Appendices (attach documents that illustrate your achievements).

**Tailor your portfolio to each interview.**

**Include only those documents that highlight your skills as they relate to the job you are applying for.**

### **Documents that illustrate your achievements include:**

- Documents you created, photos, management plans;
- Your diplomas, certificates, and other attestations;
- Positive assessments of your work;
- Letters of thanks or congratulations;
- Awards you have received;
- Description of projects you have worked on; and
- Documents in which your name is mentioned.

## APPLY ONLINE

An electronic application is different from a résumé since it is drafted using an electronic form on specialized job-search websites or the websites of firms, businesses or organizations.

On the specialized job-search websites, you can post your electronic application so that employers can consult it, and you can also choose to use the sites to reply to offers posted on them. Your application may be saved and easily modified. It is also possible for you to complete several versions of your application so as to tailor it to each of the job offers that you select.

### EXAMPLE OF AN ELECTRONIC APPLICATION

**Emploi Québec**  

**Online PLACEMENT**

Emploi-Québec Home Individuals Enterprises Labour Market Information  
Ministère de l'Emploi et de la Solidarité sociale

[Your file](#) | [Identification](#) | [Job Offers](#) | [To reach us](#) | [Help](#)

**Detail of the candidacy :**  
C02455542

**Candidacy of**

First name : **Sophie**  
Last name : **Lapointe**

123 rue des Ormes  
Montréal (Québec)  
H8H 2H2  
Telephone : 514-555-1212  
E-mail : sophie.lapointe@gmail.com

Language for correspondence : English

**Name of the job :**  
administrative assistant

Educational level : Collegial (Diploma), Diploma of Collegial Studies in Administration: Management option Completed  
Experience related to the job (months, years) : 6 to 9 years experience  
Main functions : Advanced use of the following software programs: Word, Access, Excel, PowerPoint, Avantage, and Simple Comptable; General accounting: client accounts, supplier accounts, payroll, billing, bank reconciliation, etc.; Preparation and analysis of monthly and annual financial reports; Inventory management; Customer service; Production of tenders and sales reports; Creation and management of data bases; Translation of documents; and Office work (receiving and dispatching telephone calls, filing and drafting correspondence, etc.)  
Languages known : spoken languages : French and English  
Other languages or details : basic knowledge of Spanish  
Type of job : full time day  
Availability as of : 2010-10-01  
Driver's license : Class 5 - passenger vehicle

**Place of work wanted**

Montréal and its surrounding areas  
Laval

**Communication**

Means of communication : telephone : 514-555-1212  
E-mail (electronic mail) : sophie.lapointe@gmail.com

[LIST](#) [MODIFY](#) [PRINT](#) [YOUR FILE](#) [QUIT](#)

## LEARN TO COMPLETE A JOB-APPLICATION FORM

Instead of asking for your résumé, certain employers will invite you to complete a job-application form or offer of service, in either paper or electronic form. The form is a questionnaire prepared by the employer in order to evaluate your application. You must answer all the questions. Avoid putting "see attached résumé" even if your résumé is in fact attached.

### In order to complete the job-application form properly

- Have your résumé on hand so you can complete the form more quickly and easily;
- Have a pen with you since most employers want the form to be completed by hand. Use your best handwriting;
- Read the entire form over first, then carefully follow the instructions;
- Answer all the questions. If a question does not apply to your case, write "not applicable";
- Respect the allotted space since employers ignore answers that are too long; and
- Use positive turns of phrase.

### Here are a few sample headings that you will find in most job-application forms:

- **Personal information**  
(name, address, telephone number, and email address)
- **Information concerning your language skills**

	SPOKEN			WRITTEN		
	VERY WELL	WELL	A LITTLE	VERY WELL	WELL	A LITTLE
<b>French</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>English</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other(s)</b> (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Type of job you are looking for**
  - Full time (30 hours or more per week)
  - Part time (fewer than 30 hours per week)
  - On call

■ **Availability**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>Days</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Evenings</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Nights</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

■ **Studies**

You can copy out the information provided in your résumé.

■ **Work experience**

Concerning each of your jobs, many employers will ask for

- your starting and ending salary;
- the reasons for your departure; and
- contact information for your boss or bosses.

**Here are other questions you may find in certain job-application forms:**

<b>Do you have a valid work permit?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What is your desired salary?</b>	\$ _____ gross <input type="checkbox"/> per hour <input type="checkbox"/> per week <input type="checkbox"/> every two weeks <input type="checkbox"/> per year
<b>Are you a member of a professional corporation or association?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify _____
<b>Do you have a driver's license?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What computer software can you handle?</b>	
<b>Where did you learn about the job offer?</b>	<input type="checkbox"/> Newspaper <input type="checkbox"/> Friend or acquaintance <input type="checkbox"/> Placement agency <input type="checkbox"/> Other: _____ <input type="checkbox"/> Internet _____
<b>Have you already worked for our company?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what was the last position you held? _____
<b>When can you start work?</b>	

A job application that has been carefully completed and is neat, easy to read and without mistakes will impress the prospective employer.

## WRITE YOUR COVER LETTER

When applying for a job, be sure to include a cover letter with your résumé. It is your first contact with a potential employer and a good opportunity to show that you have the skills needed to do the job. The letter should convince the person to take a closer look at your résumé and contact you for an interview.

### BEFORE STARTING TO WRITE YOUR LETTER

- Have your résumé and the job offer handy.
- Seek out certain information about the company (size, operations, customers, projects, etc.).
- Find out what the job entails (consult LMI Online and Online Placement at [emploiquebec.gouv.qc.ca](http://emploiquebec.gouv.qc.ca)).
- Ask yourself what about the company and job really interests you.
- Identify the experiences and skills you wish to highlight (think of things that are not already in your résumé to make your application more interesting).
- Obtain the name and title of the person to whom you should address your letter.

### DRAWING UP AN EFFECTIVE COVER LETTER

- Avoid repeating what is already in your résumé.
- Keep it short (maximum one page).
- Use a computer (it will be easier to read).
- Single-space your letter and use paragraphs.
- Avoid talking only about yourself. Touch on the company's needs.
- Use positive wording such as "I developed..."
- Be original without being aggressive or arrogant.
- Provide a clean copy (without stains or visible deletions).
- Carefully reread your letter before sending.
- Carefully sign your letter.

Try to tailor your cover letter to the company where you want to work and the position you are seeking to fill. This shows the employer that you're motivated and serious. Contact the employer if you need more details.

#### Are you short on the experience they're looking for?

If you think you're up to the task, send your résumé anyway.

The enthusiasm in your cover letter can sometimes make up for a lack of experience.

The cover letter below is an example only. You can use it to write your own. Other models can be found on the Internet.

April 10, 2010

Roger Simard  
Human Resources Director  
X.Y.Z. Company  
324 boulevard des Tulipes  
Montréal (Québec) H8H 2R5

Address your letter to the right person (name, title, and address). Avoid making mistakes!

When sending your résumé to an employer by email, you can copy and paste your cover letter into the email. Make sure to remove the postal address of the company or firm.

Dear Sir:

Mention how you heard about the job (newspaper, online placement, personal contacts, etc.).

Further to our April 9 telephone conversation, I would like to apply for the position of administrative assistant. I am including my résumé with this letter.

As you will note in reading my résumé, I have been trained and educated in the areas of administration and office automation and have several years of related experience. I am bilingual and at ease with the various software programs listed in my résumé. Lastly, I am available, dynamic, and a team player, and these strong points will enable me to carry out my assigned duties in the most efficient possible manner.

I have visited the X.Y.Z. website to learn more about the products and services you offer your clients. I would be very interested in working for your company, with its reputation for dynamism and its innovative approach to customer service.

Thank you very much for considering my application. I am available to meet with you at your convenience.

Clearly state that you are available for an interview.

Yours truly,

Tell why you think you are the best person for the job (your education or training, work experience, skills, and work ethic). Highlight your strong points (see Section 1). Make the addressee want to read your résumé.



Sophie Lapointe  
123 rue des Ormes  
Montréal (Québec) H8H 2H2  
514-555-1212

Write your name and contact information below your signature.

Email: sophie.lapointe@gmail.com

Encl. résumé

"Encl." means "enclosure" and refers to the documents you have included with your letter.

## PRESENT YOUR BUSINESS CARD

The business card used in the context of a job search is different from the business cards normally used by people who already have a job. The one used during a job search can provide your profile in a nutshell.

### It can include

- Your name and contact information (address, telephone number, email, etc.);
- Information concerning your skills, education and training;
- How to access your personal website containing your résumé and portfolio;
- Information concerning the job you are seeking; and
- A drawing or logo.

### The card can be given to

- Resource persons, at their workplace, when requesting an appointment to discuss job prospects;
- Friends, relatives, and acquaintances whom you have told about your job search; and
- An employer whom you have already met during an interview and who has received your résumé, as a follow-up to the steps already taken or to reiterate your interest in the job.

A business card is normally the same size as a visiting card. You can design your own card using the appropriate paper available at any stationery store.

### EXAMPLE OF A BUSINESS CARD



**Sophie Lapointe**  
Telephone number: 514-555-1212

**Career objective:**  
Administrative Assistant

General accounting  
Preparation and analysis of financial statements  
Inventory management  
Production of tenders and sales reports  
Software skills: Word, Access, Excel, PowerPoint and Simple Comptable

## MAKE THE MOST OF EMAIL

With electronic mail (email), you can forward your cover letter and résumé to a potential employer from any computer with an Internet connection. A typical email address looks like this: **joseph.untel@hotmail.com**.

A number of websites offer the possibility of creating an electronic mailbox and obtaining an email address free of charge. These companies are called email servers. The most popular are

- **Gmail** (mail.google.com);
- **Hotmail** (hotmail.com); and
- **Yahoo!** (yahoo.com).

### HOW TO OBTAIN A FREE EMAIL ADDRESS

- Click on the icon that connects you to the Internet.
- Enter the website address in the address bar, then hit Enter.
- Follow the onscreen instructions to create an account.

### HOW TO SEND YOUR RÉSUMÉ BY EMAIL

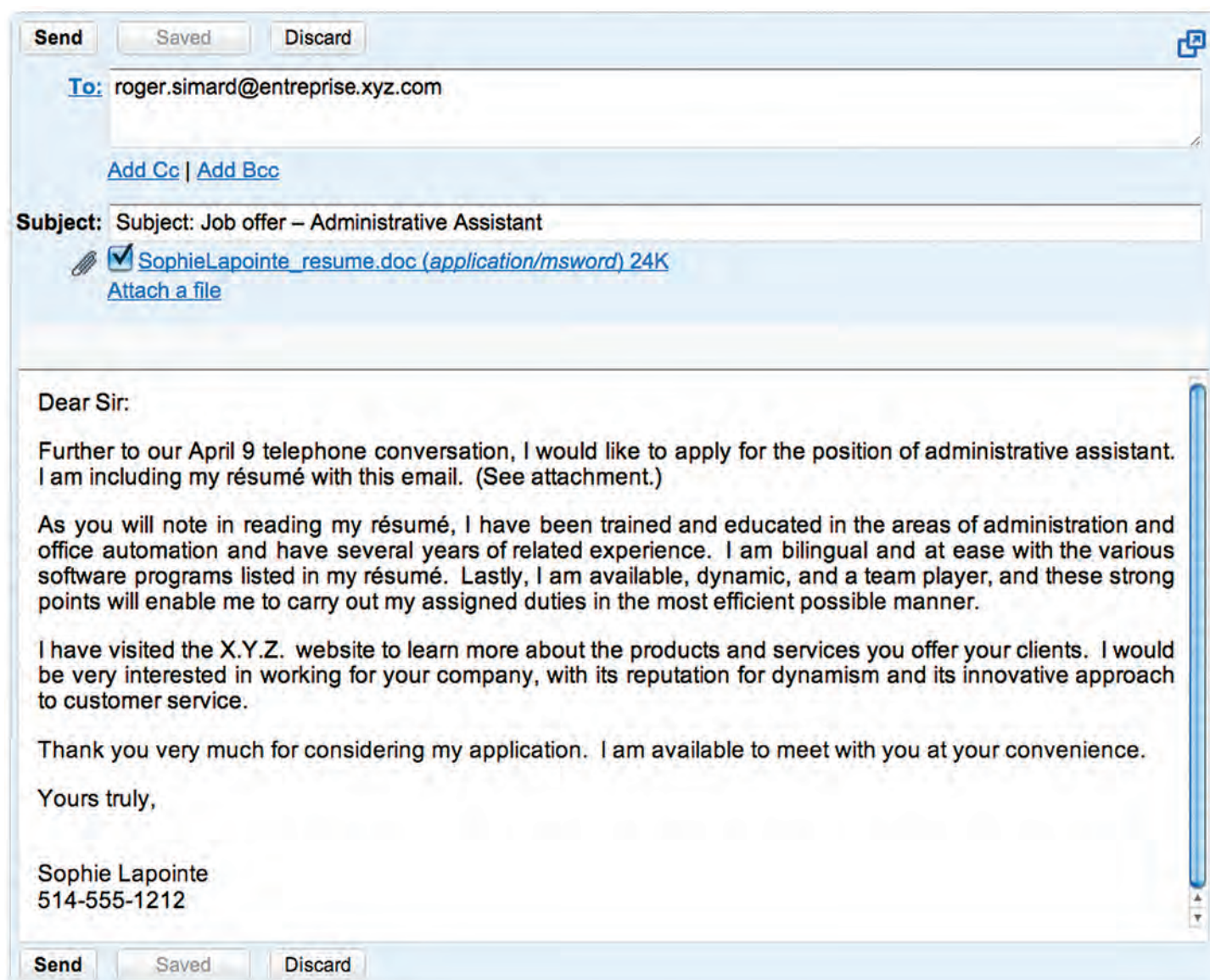
- Refer to the procedure for sending email and attachments provided by your server.
- If you so wish, create a "sent résumé" file to store all emails sent to employers so you can follow up on your initiatives.

After sending a job application by email, don't forget to check your email messages regularly so as not to miss the reply.

If you are less familiar with Internet, you can attend an "Internet initiation" training session.

Find out more from the staff at your CLE.

## EXAMPLE OF AN EMAIL APPLICATION



The image shows a screenshot of an email application window. At the top, there are three buttons: "Send", "Saved", and "Discard". The "To:" field contains the email address "roger.simard@entreprise.xyz.com". Below this, there are links for "Add Cc" and "Add Bcc". The "Subject:" field contains the text "Subject: Job offer – Administrative Assistant". Below the subject field, there is a checked checkbox next to the text "SophieLapointe\_resume.doc (application/msword) 24K", and a link "Attach a file". The main body of the email contains the following text:

Dear Sir:

Further to our April 9 telephone conversation, I would like to apply for the position of administrative assistant. I am including my résumé with this email. (See attachment.)

As you will note in reading my résumé, I have been trained and educated in the areas of administration and office automation and have several years of related experience. I am bilingual and at ease with the various software programs listed in my résumé. Lastly, I am available, dynamic, and a team player, and these strong points will enable me to carry out my assigned duties in the most efficient possible manner.

I have visited the X.Y.Z. website to learn more about the products and services you offer your clients. I would be very interested in working for your company, with its reputation for dynamism and its innovative approach to customer service.

Thank you very much for considering my application. I am available to meet with you at your convenience.

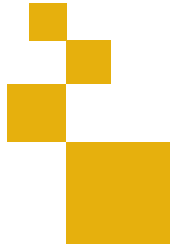
Yours truly,

Sophie Lapointe  
514-555-1212

At the bottom of the window, there are three buttons: "Send", "Saved", and "Discard".

# SECTION 4

## THE SELECTION PROCESS: COMING OUT ON TOP



When you are called to meet with an employer, take advantage of the opportunity to **highlight the skills and strengths that make you the right person** for the job that you want.

For an employer, the selection process involves studying the information provided by applicants (résumé, letter, job-application form, etc.) in order to determine which applicants meet the requirements.

**The selection process may unfold in various ways, including**

- An interview;
- A simulated work situation;
- Written tests;
- A situation simulation exercise;
- An oral presentation; and/or
- Personality or aptitude tests.

The interview itself remains the most commonly used selection activity, regardless of the position to be filled.

**THERE ARE VARIOUS FORMS OF INTERVIEWS, INCLUDING**

- **The single interview:** the decision concerning whether or not to hire the applicant is based on one interview only.
- **Consecutive interviews:** a series of increasingly intensive interviews, perhaps beginning with a private placement agency and concluding with the prospective employer.
- **The selection-committee interview with several people present:** some committee members may take notes concerning non-verbal elements as well as your answers, while others take turns asking questions. All committee members will have a say concerning who to hire.
- **Telephone interview:** an economical way for employers to have a first contact with an applicant and obtain certain specific information.

- **Situation simulation:** interview involving an evaluation of the applicant's skills in solving hypothetical problems related to the job being offered and his or her reactions in situations of stress.
- **The group interview:** generally used to screen for supervisory or management positions. Several applicants are invited to the same interview and are presented with a problem or situation for which they have to find a solution. With this type of interview, it is possible to verify certain aptitudes in the area of leadership or team work.

## PREPARE FOR YOUR INTERVIEW

### WHEN AN EMPLOYER CALLS YOU TO SCHEDULE AN INTERVIEW

- Carefully note the date, time and place.
- Try to find out how many people will be present at the interview.
- Ask if there will be a written exam or exercise and find out what specific types of tests will be used (i.e., intelligence, knowledge, aptitude, personality, interest-related, physical-aptitude, letter-writing tests, etc.).

### A FEW DAYS BEFORE THE INTERVIEW

- Select appropriate clothing. Try to find out how company employees dress and opt for the same dress code.
- Make sure you know how to get there and how long the trip takes. You may even want to make the trip once beforehand.
- Consult employment websites to prepare for tests and examinations.
- Find out more about the company and the job offered. That way, you'll be more at ease during the interview. Ask yourself questions and come up with the answers.

WHAT YOU SHOULD KNOW	WHERE TO FIND THE INFORMATION
<p><b>What are the employer's or company's activities?</b></p> <p><b>Who are the clients?</b></p>	<p>- Ask your friends, relatives, and acquaintances about the company and visit its website.</p>
<p><b>What skills is the employer looking for?</b></p> <p><b>What duties and responsibilities will you have?</b></p>	<p>- Review your job-search notes.</p> <p>- Reread the job offer.</p> <p>- For more information on the trade or occupation, consult LMI Online at <a href="http://emploiquebec.gouv.qc.ca">emploiquebec.gouv.qc.ca</a>.</p>

- Anticipate the employer's questions and be prepared. You will come across better if you are able to respond well to questions. Memorize your résumé so you can clearly describe your education, work experience, and skills. You will be asked a number of precise questions. Here are a few examples:

- **Why did you leave your previous jobs?**

If you resigned or were fired, avoid mentioning details that could make you look bad. Don't criticize your former employers. Explain what you are looking for in a new job.

- **Why do you want to work for our company?**

Show that you have carefully selected this company and have the employee profile they are looking for.

- **What are your strong points?**

Mention your qualities as they relate to the job offered. Prepare examples that illustrate these strengths. (See the strong points you have established in Section 1.)

- **What are your weak points?**

Talk about your difficulties and the aspects of your personality that need improving, and explain what you are doing to correct them.

- **Can you work under pressure?**

Be truthful. You may be put to the test. If you have no problem working under pressure, mention that pressure motivates you. However, you should specify that, nevertheless, you prefer to plan ahead.

- **Why should we hire you over another candidate?**

Talk about your skills to convince the employer that you are the right person for the job. (See the strong points you have established in Section 1.)

- **What salary are you expecting to make?**

Avoid bringing up the question of salary and working conditions at the first interview. However, if the employer broaches the subject, have a response ready. To find out more about working conditions and salaries, consult LMI Online at [emploiquebec.gouv.qc.ca](http://emploiquebec.gouv.qc.ca).

You could also answer, "I am aware that the pay scale for this kind of position ranges from \$\_\_\_ to \$\_\_\_, and, naturally, I would like to be as high as possible on that scale." This is a positive response that leaves room for negotiation.

- Simulate interviews with your friends. Don't recite answers by rote. Try instead to memorize the main points you want to bring up.

- Prepare what you should bring along to the interview:

- Your résumé and cover letter. Prepare copies for each person present at the interview.
- A copy of your diplomas and portfolio, if appropriate.
- List of references.
- Paper and a pencil to note the names of people present, the date and time of any subsequent interview, and any other pertinent information.

# THE INTERVIEW: YOUR TURN TO SHINE

## AT THE INTERVIEW

- Make a good impression. Avoid wearing loud jewellery, piercings, and strong perfume. Take off your hat.
- Be on time. You should even arrive five or ten minutes early.
- Turn off your cell phone.
- Remain calm and self-confident.
- Say "hello" to all the people present at the interview. Introduce yourself and offer a firm handshake and a sincere smile. Address all those present as Mr. or Ms. and avoid chewing gum.
- Let the employer or committee members lead the interview. Look them in the eye and answer questions in a firm voice. Take the time to think through your answers.
- Be enthusiastic. Give positive answers by stressing your strengths and skills.
- Listen to questions carefully and, if necessary, ask the employer to repeat them or to be more specific.
- Ask questions. Toward the end of the interview, it is quite likely that you will be asked if you have any questions. Take this opportunity to show your interest in the company and the job offered. Here are a few examples of questions you may wish to ask:
  - What has led your company to hire at this time?
  - How many people work here?
  - What is the next step?
- Thank the person who conducted the interview for having taken the time to meet with you, and shake his or her hand as you leave. You can also leave your business card.

## FOLLOW UP ON YOUR INTERVIEW

### TAKE THE TIME TO EVALUATE THE INTERVIEW

The interview is over. You deserve a break, but don't put away your job-search folder just yet. This is the time to assess the interview. Sit down and go over it in your mind.

- What kind of impression did you make on the employer?
- What were the strong points of the interview?
- Did you have trouble answering any questions?
- Were you able to highlight your strengths?
- Did you forget anything?
- What's the next step?
- Did you learn anything new or important about the employer?

### FOLLOWING UP

It is important to follow up on the interview. If the employer mentioned which day he or she would call, be at home that day to take the call. If you haven't heard back from the employer, call back at the end of the day to follow up.

If the employer didn't specify the day, wait two weeks, then call the employer to find out when you can expect a response. You can also send a thank you letter or email. Such an initiative can help you stand out from the other applicants.

If the employer or a company representative calls to offer you the job, be enthusiastic, thank him or her and mention how much you look forward to joining the team.

Now is the time to ask for details on working conditions:

- When do I start?
- Where and at what time should I come on the first day?
- What is the name of the person I should ask for?
- Do I need to bring any special work material or clothing?
- What will my duties and work schedule be?
- What will my salary be?

If you didn't get the job, try to find out why. You may wish to reassess and improve your approach.

## ASSESS YOUR JOB SEARCH

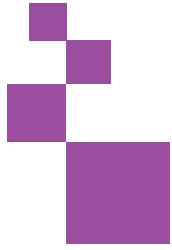
Been looking for work for a while and still haven't found a job?  
Now's the time to assess your job-search efforts:

- Ask yourself if you have the skills required for the job you would like to have. (See "Learn to recognize your strong points" in Section 1.)
- Find out more about the labour market. You may find that demand for your trade or occupation is very high in certain regions. (See "Find out more about the labour market" in Section 1.)
- Revise your résumé. Your education, work experience, and skills should highlight your strengths and describe them clearly. (See "Draw up your résumé" in Section 3.)
- Go over your portfolio again or think about putting one together if you don't have one. It should include all documents that illustrate that you have the skills required to do a job. (See "Put together your portfolio" in Section 3.)
- Tailor your cover letter to each job application. (See "Write your cover letter" in Section 3.)
- Reconsider your job leads. Improve your chances by combining a number of job-search methods. (See "Find job leads" in Section 2.)
- Double-check your list of employers. There may be more companies with job openings in your field than you think. (See "Find job leads" in Section 2.)
- Ask at your CLE about where you can access:
  - Documents on how to prepare for an interview;
  - Training sessions on job-search techniques and tools, including Online Placement; and
  - People who can help you. There are organizations that specialize in supporting people who are struggling to find a job, or assisting a specific clientele such as women, young people, people 45 years or older, the disabled, immigrants, and people subject to judicial control or with a criminal record.
- Talk to people you know about your job search. The more people who know you're looking for a job, the more likely you are to obtain job leads.
- Ask yourself if you are spending enough time looking for a job. Job searching is a full-time occupation (unless you are already employed).

Looking for work is not always easy. There may be times when you feel discouraged. Try to keep your spirits up. Talk to your friends; they can be supportive. Take part in sports to help burn off stress. Stick with it and don't lose hope. Keep reminding yourself that somewhere out there, there's a job for you.

# SECTION 5

## MAKING YOUR MARK IN A NEW WORKPLACE



You've accepted a job. Now you have to prove to your employer that he or she **did the right thing by hiring you.**

### Here are a few tips:

- Keep a positive attitude. Accept criticism while remembering that nobody's perfect and take heed of suggestions for improving your work.
- Be on time and stick to your work schedule.
- Dress appropriately. Follow the lead of your supervisor and colleagues.
- Accept responsibilities. Understand what your employer expects of you. If you're not sure, ask.
- Treat everyone with respect. Being respectful is the key to a healthy work environment.
- Show initiative. Don't always wait until you're told to do something. If you see that a job needs doing, offer to do it.
- Be reliable. If you say you're going to do something, do it.
- Support your colleagues and show team spirit.
- Control your emotions. Don't let little misunderstandings blow up into major conflicts. Settle differences calmly and objectively. Displays of anger are frowned upon and could result in your losing your job.
- Learn how to disagree in a constructive manner, while proposing solutions.
- Speak well of the company you work for.
- Try to carefully organize your private life so as to avoid having family or personal problems follow you into the workplace.
- Don't let workplace problems get you down; there's always an adaptation period.

**When you've finally found a job that you're satisfied with, it's important to**

- Thank all those who helped you during your job search; and
- Keep all documents that you've used, including the follow-up sheet for your various search initiatives.

Also remember that it's always better to have a **Plan B** to deal with the unexpected...

Québec has a set of labour standards that all employers must respect. If you have any questions about working conditions (paid holidays, vacations, etc.), visit the Commission des normes du travail at **[cnt.gouv.qc.ca](http://cnt.gouv.qc.ca)**, or call **1-800-265-1414**.







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