

Finding Work

Introduction

This story offers an opportunity for learners to learn more about finding and keeping a job. They learn how to write resumes, cover letters and prepare for interviews. Learners also explore apprenticeships and other career opportunities.

This section presents a list of seven learning activities and the written text for *Finding Work*. The pages following the written text give instructor notes and handouts for each activity, in the order on the list.

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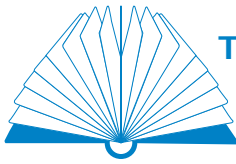




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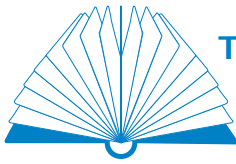


This symbol marks handouts to copy for learners.





Finding Work List of Learning Activities		
Instructor Notes 	Handouts 	Page #s
1) Vocabulary	2 handouts	201 to 205
2) Language Skills	2 handouts	206 to 210
3) Questions	2 handouts	212 to 217
4) Comprehension	2 handouts	218 to 222
5) Writing Skills	3 handouts	223 to 232
6) Research	4 handouts	233 to 241
7) Speaking	2 handouts	242 to 247



Text – Finding Work

There is a lot of information here to help you find and keep a job.

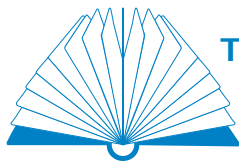
Getting Started

Employers are looking for workers who are punctual. Employers place a high value on being punctual. Employers are also looking for workers who are honest, responsible, good team members, and good problem solvers. Try to continually develop these skills and values. And try to work these words into your cover letters, resumes and interviews.

Below is an important list of questions to ask when you are looking for work.

- ✓ Are there lots of jobs right now?
- ✓ Which occupations have the best prospects?
- ✓ What wages can I expect to make?
- ✓ Where are the jobs?
- ✓ Which businesses are hiring?
- ✓ What skills, education and training do I need?
- ✓ How do I get training and work experience?

Jobfutures Canada is a good website that profiles 265 occupational groups covering the entire Canadian labour market. It is a good place to start!



Documents (applications, cover letters, resumes, references)

Applications

When you go to apply for a job you're often asked to fill out an application form. Here are three tips.

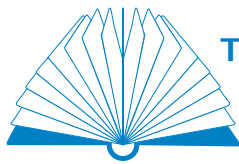
1. Have your resume and reference letters with you so you can copy information onto the application form.
2. Ask for two copies in case you make a mistake.
3. Ask if you can take the application form home so that you can work on it without hurrying or being distracted.

Cover Letters

There are many good resources on the Web that will help you write a great cover letter. If you go to a search engine and type in *writing a cover letter* or *cover letter checklist* you will get lots of great help.

Our purpose here is not to show you how to write a good cover letter but to give you a few important ideas and suggestions about the cover letter.

- ✓ You should learn how to write a good cover letter because many employers won't seriously consider a resume that is not accompanied by a cover letter.
- ✓ A cover letter tells the employer the type of position you're seeking and exactly how you are qualified for that position.
- ✓ Employers often get hundreds of resumes when they advertise a job. A good cover letter makes the employer want to read the resume.



- ✓ A cover letter is an opportunity to show your personality. A good cover letter can stimulate an employer's curiosity and make them want to meet you.

You should consider what some call the 'uninvited cover letter'. This is like a cold call but on paper. It allows you to take a very active approach to job-hunting instead of just answering job ads.

Because we know that 80% of jobs aren't advertised, sending a cover letter to a company can hit gold. If no job exists, your letter can make such an impression that you'll be remembered when a vacancy opens up.

Resumes

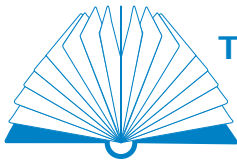
There are many, many great sites on the Web that will help you write a resume. If you go to a search engine and type *free sample resume* you will find lots of good sites. If you type *resume tips* you will get lots of help.

There are tools online that will help you build a resume. When you get an ID and a password at the employment site Monster.ca, for example, you can then create a resume by typing information into their online tool.

Here are four important questions about writing your resume.

Question 1 – How can I make sure my resume will be read?

Some people say that resumes normally get about a 15-second glance at first reading. Make sure your resume is easy to read with clear headings and enough white space on the page to make it attractive. Put in design elements like bullets and put important words in bold font to guide the readers' eyes and draw attention to important content. And remember – a good cover letter is the best way to make sure your resume will be read.



Question 2 – How should I start my resume?

A resume is not a type of document that you write once and forget about. Think of it as a document that you will update regularly. Near the top of your resume write a sentence stating your career objective. This is a good way to tailor your resume to the job you are applying for.

Question 3 – Should I keep my resume to one page?

Not necessarily. Opinions about this question change from time to time. Some people think the one-page resume 'rule' no longer applies.

People with limited experience might need only one page, but more experienced workers often need two pages or more. If your resume is longer than one page, make sure your strongest credentials are on page one.

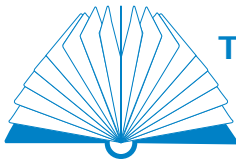
Question 4 – How can I hide gaps in my work history?

Employers might prefer applicants with no employment gaps, but very few of us have a perfect work history. You can't change the past and you don't want to lie, so focus your resume on what you offer.

If you participated in activities such as volunteer work include that on your resume. If long-term gaps are an issue, consider a functional resume style, which emphasizes relevant skills while downplaying work chronology. You can learn about chronological and functional resumes on-line.

Reference Letters (examples)

When a company is thinking of hiring you, they will usually want to contact some references. Before you give a future employer a list of people to contact, you yourself should contact these people and ask them if they would be willing to give you a good reference.



It's a good idea to do this before you need them. It will save time rushing to put together a list at the last minute. Try to include some employer who will speak well of your work. You can also include elders, former teachers, and other people in the community who know you.

Dear Mr. Smith:

Would you please write a reference letter for me?

If you would write about my qualifications and the skills I developed during my time at ABC Company, I would sincerely appreciate it.

I am applying for employment and a good reference letter from you would really help me in achieving my career goals.

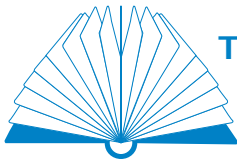
Please let me know if there is any information I can provide regarding my experience to help you in writing a reference letter for me.

Dear John:

I would appreciate your help with my job search. I am moving to Yellowknife and I will be applying for jobs there.

With your permission, I would appreciate being able to use you as a reference because you know about my qualifications and skills. Of course, I would let you know when I have given out your name and contact information, so you will know when to expect a call.

Please let me know if you would be willing to give me a reference.



Finding Work (Networking, Classified Ads, Using the Internet)

Networking

David, Alex and Mary are chatting at a party. David mentions that he is looking for work. Mary asks what kind of work he is looking for. David says he needs a part-time job so that he can continue to go to school. Alex says that a friend of his has just left a job and he thinks the company will be hiring someone to replace him immediately. David asks for the company's name and phone number. This is called networking and since about 80% of jobs aren't advertised, it's how many people find work.

Classified Ads

Checking your newspaper's classified ads is one method of doing a job search. Most newspapers also have an Internet site where jobs are posted so if you have an Internet connection at home you can check it out. The Northern News Services website, for example has new jobs posted every Monday.

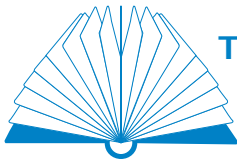
Using the Internet

The Internet is an important tool for finding work. Some web sites allow you to register and then apply for jobs right online and many have tools that allow you to create a resume online as well.

Your Canada/NWT Service Centre has an Internet computer and a printer for you to use free of charge.

Here are some northern web sites that relate to jobs.

- ✓ Jobsnorth is a northern site for both employers and job seekers.
<http://www.jobsnorth.ca>



- ✓ Go to the Government of the Northwest Territories web site and click on the Job Opportunities button. <http://www.gov.nt.ca/>
- ✓ At the Northern News Services site there are many job listings. They are updated weekly on Monday morning and require Adobe Acrobat reader. <http://www.nnsi.com/jobs/jobs.html>
- ✓ Go to Workboot.ca if you want a job in the Construction Industry. <http://www.workboot.ca>
- ✓ The Government of Canada has a good employment web site. <http://www.jobbank.gc.ca>

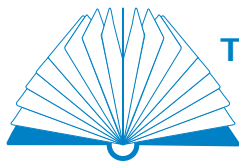
Programs (Apprenticeships, Self-Employment, Training on the Job)

Apprenticeships

There has never been a better time to be considering a career as a skilled tradesperson in Canada because so many workers will be eligible to retire in the next 5 - 10 years. There will be jobs in the skilled trades in the future and many skilled trade jobs pay very well.

To become a skilled tradesperson you must apprentice. Apprenticeship training combines learning on the job with training. Apprentices receive a wage while they train and when they go to school for 4 - 12 weeks per year they will be eligible for employment insurance.

The Northwest Territories government will help apprentices pay for taking courses in the south if they are not offered in the north. To learn more go to the Department of Education, Culture and Employment website at <http://www.ece.gov.nt.ca/>.



Self-employment

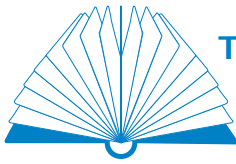
Have you ever thought about starting your own business? Do you have an idea that you could turn into a living? If you do, there is some great help that you can get!

1. If your business plan is approved, you will be eligible to receive Employment Insurance benefits while you work full-time to start your business.
2. Career counsellors will help you plan your business and will give you support as you get it off the ground.
3. While you are in this start-up phase, any income you earn will be yours to keep.

Training on the Job

The Northwest Territories has a *Training on the Job Program*. You can develop workplace skills and the government will provide wage subsidies to employers to offset your training costs.

The program lasts from a minimum of 6 weeks, to a maximum of 52 weeks. At least 30 hours per week is required.



Vocabulary Learning Activity 1

Two handouts

1-1: Work Survival Words? (no handout)

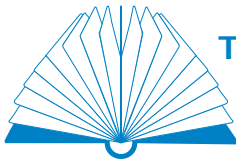
Learners look through the text and pick out five key survival words for cover letters, resumes, finding a job and apprenticeships. Then learners write each word on a cue card. Ask learners to share the words that they chose with everyone. Ask them why they chose those words.

1-2: New Words

Learners write a sentence for each key survival word that they chose.

1-3: Word Search

Learners find the words from the text in the word search. Learners make their own word search using the 20 words they chose from the text.



Vocabulary Learning Activity 1

1-2: New Words

Write down a sentence for each work survival word that you chose.
Underline the work survival word.

1) _____

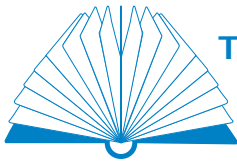
2) _____

3) _____

4) _____

5) _____

6) _____



7) _____

8) _____

9) _____

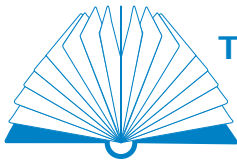
10) _____

11) _____

12) _____

13) _____

14) _____



15) _____

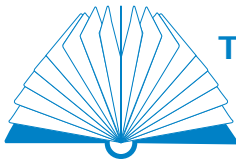
16) _____

17) _____

18) _____

19) _____

20) _____



Vocabulary Learning Activity 1

1-3: Word Search

Find the words below in the word search. Words are diagonal, up, down and across both ways.

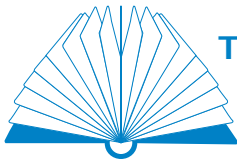
Work

```
f l s e m u s e r s t y g e l
r a r j b v p w w r t n m e f
c c e l x o i e a s i p t l l
o i v x c o i i e k l t e w a
b g o f x v n n r o e s i l n
j o c a r i o o y r d t u d o
e l d e n h w e s g g c j e i
c o t g h t r o n s b o j p t
t n e m e s i t r e v d a e c
i o q n e d u c a t i o n n n
v r e f e r e n c e s f i d u
e h t n e m y o l p m e p a f
j c l a u t c n u p u k e b l
i n t e r n e t t i h u u l i
r e e r a c q u a l i f i e d
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resumes, interviews, honesty, training, advertisement, punctual, cover letters, references, internet, education, dependable, self employment, career, objective, functional, chronological, employer, networking, jobsnorth, qualified

Make up your own word search for the 20 words that you chose. Use this site to make your word search:

<http://puzzlemaker.discoveryeducation.com/WordSearchSetupForm.asp>



Language skills Learning Activity 2

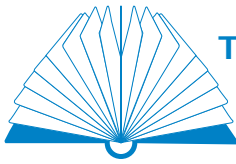
Two handouts

2-1: Capital Letters and End Punctuation

Learners rewrite the text given and put in capital letters and end punctuation.

2-2: Commas

Learners put commas in the sentences given. The handout provides examples of how to use commas.



Language skills Learning Activity 2

2-1: Capital Letters and End Punctuation

Rewrite the text below with all the capitals and end punctuation. You will have to read the information carefully and decide where each sentence starts and ends. Check your work with the original.

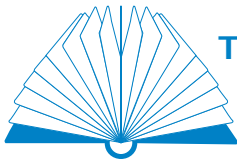
getting started

employers are looking for workers who are punctual employers place a high value on being punctual employers are also looking for workers who are honest, responsible, good team members and good problem solvers try to work these words into your cover letters, resumes and interviews and try to continually develop these skills and values

below is an important list of questions to ask when you are looking for work

- ✓ are there lots of jobs right now
- ✓ which occupations have the best prospects
- ✓ what wages can I expect to make
- ✓ where are the jobs
- ✓ which businesses are hiring
- ✓ what skills, education and training do i need
- ✓ how do i get training and work experience

jobfutures canada is a good place to start they have profiles of 265 occupational groups covering the entire canadian labour market

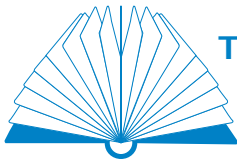


Rewrite the text below with all the capitals and end punctuation. There are two question marks, one exclamation mark and four periods. Check your work with the original.

self-employment

have you ever thought about starting your own business do you have an idea that you could turn into a living if you do, there is some great help that you can get

1. if your business plan is approved, you will be eligible to receive employment insurance benefits while you work full-time to start your business
2. career counsellors will help you plan your business and will give you support as you get it off the ground
3. while you are in this start-up phase, any income you earn will be yours to keep

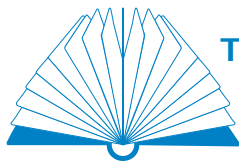


Language skills Learning Activity 2

2-2: Commas

Read the information below about commas.

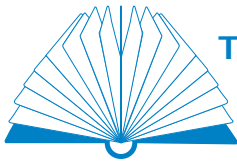
- Use commas to separate items in a list.
He went to Norman Wells, Inuvik, Fort McPherson and Aklavik.
- Use commas in numbers, dates and addresses.
He was born on Monday, November 21, 1994 in Yellowknife.
- Use commas in the greeting of a personal letter and the closing of all letters.
Dear Mary, Sincerely, Yours truly,
- Use commas to set off words that interrupt or aren't necessary to the meaning.
By the way, I saw your sister yesterday. Yes, you are right.
- Use commas when you address someone.
Brandon, please close the door.
- Use commas with appositives (a word, phrase or clause that means the same thing as, or further explains, another noun).
My nurse, Sue Frost, lives around the corner.
- Use a comma before these conjunctions when they join complete sentences (for, and, not, but, or, yet, so).
I'd like to go, but I don't have time.
- Use a comma when a dependent clause comes at the beginning of a sentence.
Because he had to work late, he couldn't come for a cook-out.



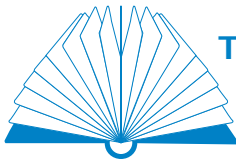
Practice with Commas

Put the commas in the correct places in the sentences below. If you have problems, reread the information above to help you. You can check your answers by rereading the text *Finding and Keeping a Job*.

1. Employers are also looking for workers who are honest responsible good team members and good problem solvers.
2. Try to work these words into your cover letters resumes and interviews.
3. When you get an ID and a password at the employment site Monster.ca for example you can then create a resume by typing information into their online tool.
4. People with limited experience might only need one page but more experienced workers often need two pages or more.
5. If your resume is longer than one page make sure your strongest credentials are on page one.
6. You can't change the past and you don't want to lie so focus your resume on what you offer.
7. If long-term gaps are an issue consider a functional resume style, which emphasizes relevant skills while downplaying work chronology.
8. You can also include elders, former teachers and other people in the community who know you.



9. David Alex and Mary are chatting at a party.
10. This is called networking and since about 80% of jobs aren't advertised it's how many people find work.
11. To learn more go to the Department of Education Culture and Employment website.
12. If you do there is some great help that you can get!



Questions Learning Activity 3

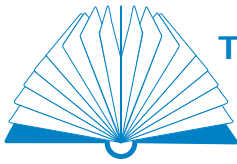
Two handouts

3-1: Story Questions

Learners answer questions about *Finding Work*. The handout asks learners to use a full sentence with correct punctuation.

3-2: Journal Writing

Learners use questions in the handout to guide their journal writing.



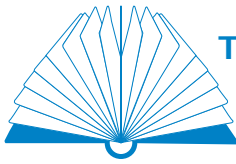
Questions Learning Activity 3

3-1: Story questions

Answer the following questions in one or more sentences. Begin with a capital letter and end with the correct punctuation.

1) What are employers looking for?

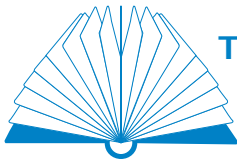
2) Why is a cover letter so important?



3) How can you make a resume that is easy to read?

4) How many pages should a resume be?

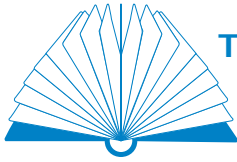
5) What is a functional resume?



6) Why do employers want references?

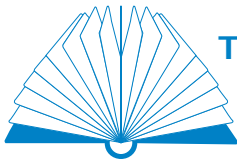
7) How many jobs are not advertised? How do people usually find out about these jobs?

8) How can the Internet help you with your job search?



9) Why is this a good time to be considering a job as a tradesperson?

10) What help can you get if you decide to start your own business?

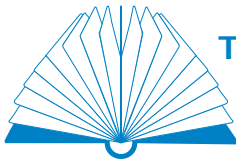


Questions Learning Activity 3

3-2: Journal Writing

Use these questions to guide your journal writing.

- ✓ What kind of career would you like to pursue?
- ✓ What are some qualities that you possess that make you a good employee?
- ✓ Would you be interested in doing an apprenticeship?
- ✓ What kind of business would you like to start up?



Comprehension Learning Activity 4

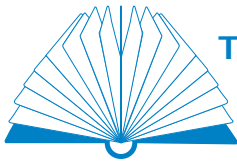
Two handouts

4-1: Summarizing

Students reread the cover letter section and write a one paragraph summary. They should include the important information about cover letters.

4-2: Reading Beyond the Text

Learners reread the text *Finding Work*. Then they answer the questions about the text. They have to read between the lines and even beyond the lines. In some cases they will need to make inferences. It might be a good idea to go over the first question together so they have some practice at making inferences.



Comprehension Learning Activity 4

4-1: Summarizing

What is summarizing?

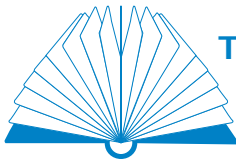
Summarizing is how we take larger selections of text and reduce them to their bare essentials: the gist, the key ideas, the main points that are worth noting and remembering.

How do I summarize?

1. Read the article or text.
2. Reread the article or text. Underline important ideas. Circle key terms. Find the main point of the article or text.
3. Write a brief outline of the important information.
4. Write the main point of the article. Use your own words. This should be a sentence that expresses the central idea of the article or text.
5. Write your rough draft of the summary.
6. Edit your version. Be concise. Eliminate needless words and repetitions.

In the summary, you should include only the information your readers need.

- ✓ State the main point first.
- ✓ Make the summary clear and understandable to someone who has not read the original article or text. Your summary should stand on its own.
- ✓ Don't add any new data or your ideas.
- ✓ Use a simple organization:



- Main point
- Main results
- Conclusion

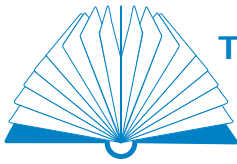
For example:

Summary of *Resumes*

Make sure your resume is easy to read. You should use bullets, bold text with clear headings and white space to make it attractive. Your resume should start with your career objective. You can tailor your resume to meet the needs of each job posting. Your resume should be between one and three pages depending on how much information you think is required. If you have gaps in your employment history you can use a functional resume. There are lots of tools online that will help you write a great resume. The Internet also has lots of information about different kinds of resumes.

Your Turn

Write a one paragraph summary for *Cover Letters*. Follow the summary guide.



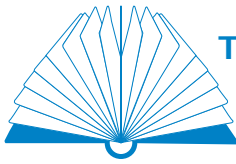
Comprehension Learning Activity 4

4-2: Reading Beyond the Text

Reread the text *Finding Work*. Answer the questions about the text below. You may have to read between the lines and even beyond the lines. In some cases you will need to make inferences.

What other skills and attributes do you think employers want from employees?

What do you think a chronological resume is?

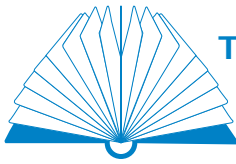


Why do you think that employers only glance at your resume at first?

What is one advantage of keeping your resume to one page? What would be a disadvantage?

The information says that 80% of jobs are not advertised – why do you think companies don't advertise their job positions?

Why do you think there are so many benefits to starting your own business?



Writing Skills Learning Activity 5

Three handouts

5-1: References

Learners think of three people who could give them a good reference. Then they write a letter to one of these people and ask them to be a reference.

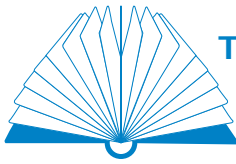
5-2: Cover Letters

Learners review the job postings in the paper or on <http://www.jobsnorth.ca/> and choose a job they would like to apply for. They review the sample cover letter and then use the template to write their own cover letter for the job they chose.

5-3: Resumes

You should have learners review the research section about functional and chronological resumes before they write their resume.

Learners develop a chronological or functional resume. There are examples of both of these resumes on the handouts. Learners can also research examples on the Internet. Several good websites are given.



Writing Skills Learning Activity 5

5-1: References

Employers usually want three references before they will hire you. They usually like at least one person that you have worked for and one person who can give you a personal reference.

Can you think of three people that can give you a good reference? Write their names below.

1. _____

2. _____

3. _____

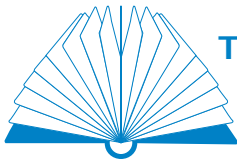
Choose one of these and write a letter to them asking them if you can use their name as a reference. Use the example below as your guide.

Dear John:

I would appreciate your help with my job search. I am moving to Yellowknife and I will be applying for jobs there.

With your permission, I would appreciate being able to use you as a reference because you know about my qualifications and skills. Of course, I would let you know when I have given out your name and contact information, so you will know when to expect a call.

Please let me know if you would be willing to give me a reference.



Writing Skills Learning Activity 5

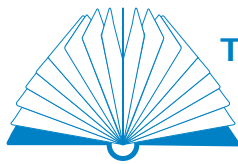
5-2: Cover Letters¹

A cover letter provides information that isn't in the resume and is an introduction to the person applying for the job. A cover letter reflects your skills. Employers pay attention to your writing style, spelling, grammar, communication skills, enthusiasm and your interest in working for the company.

Your Assignment

Review the job postings in the paper or on <http://www.jobsnorth.ca/> and choose a job you would like to apply for. Review the sample cover letter on the next page and then use the template to write your own cover letter for a job.

¹ **Source:** Adult Basic Education. *Career/Life Work 120/130 & Career/College 130/140 Curriculum*. Education, Culture and Employment, Northwest Territories. August 2001



Sample Cover Letter

Margaret Pelly
45 Keen Street
Yellowknife, NT X1A 2E3
(867) 669-0034

April 15th, 2006

Mr. I.T. Dean
A & L Machinery Limited
Post Office Box 456
Yellowknife, NT X1A 4T6

Dear Mr. Dean:

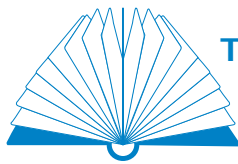
I am interested in the *Sales Manager* position that you advertised in the *Yellowknifer* on April 12th, 2006. I have a strong background in sales and office administration. I have worked for the past eight years at M & M Appliances in Yellowknife as their administrative and sales person. I received several awards for perfect attendance and increasing productivity and safety.

My resume is enclosed, along with letters of recommendation, to give you additional information about me. I feel that my experience, skills and dedication will benefit your agency, and the position will provide me with new and exciting challenges. Thank you for considering my application. Please contact me if you require additional information.

Sincerely,

Margaret Pelly

Margaret Pelly



Cover Letter Template²

Your name
Address
Contact information

Date

Recipient name and title
Company name
Address

Dear Recipient:

I am writing in response to your advertisement in (*location of advertisement*) for a (*position title*). After reading your job description, I am confident that my skills and my passion for (*description of job*) are a perfect match for this position. I would bring to your company a broad range of skills, including:

- *List at least 5 skills*

I would welcome the opportunity to discuss this position with you. If you have questions or would like to schedule an interview, please contact me by phone at the above number or by e-mail. I have enclosed my resume for your review, and I look forward to hearing from you.

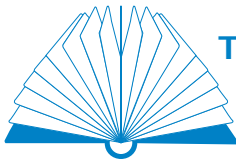
Sincerely,

Signature

Your name

Enclosed: resume

² **Source:** <http://office.microsoft.com/en-ca/templates/TC010479221033.aspx>



Writing Skills Learning Activity 5

5-3: Resumes

Review the research section about functional and chronological resumes before you write your resume.

The resume is a selling tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to the employer's workplace. The first hurdle your resume has to pass is whether it ends up in the consider file or the reject file and that may take less than thirty seconds.

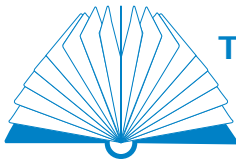
The most effective resumes are clearly focused on a specific job title and address the employer's stated requirements for the position. The more you know about the duties and skills required for the job, and organize your resume around these points, the more effective the resume.

Your Assignment

Write a chronological or functional resume. There are examples of both of these resumes on the following pages.

Two sites for information on resumes are:

- ✓ <http://jobstar.org/tools/resume/index.php>,
- ✓ <http://www.eresumewriting.com/>



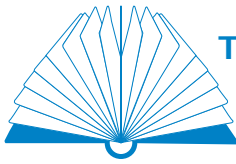
Sample Chronological Resume³

Margaret Pelly
45 Keen Street
Yellowknife, NT X1A 2E3
(867) 669-0000
margaretpelly@hotmail.com

Work History

- | | |
|--|----------------|
| Officer Worker – M & M Appliances
Yellowknife, NT
Contact: Gerry Lacorne (867) 920-0000 | 2001 – Present |
| <ul style="list-style-type: none">• Carried out routine office duties: handled telephone and counter inquiries | |
| Sales Clerk - Bumper to Bumper
Yellowknife, NT
Contact: Brian Jewison (867) 873-0000 | 1995 – 2001 |
| <ul style="list-style-type: none">• Sold car accessories to customers• Processed cash, credit and cheque payments | |
| Server – Papa's Restaurant
Yellowknife, NT
Contact: Kim Lee (867) 766-0000 | 1990 – 1995 |
| <ul style="list-style-type: none">• Served food and beverages• Helped supervisor with bank deposits | |

³ **Source:** Adult Basic Education. *Career/Life Work 120/130 & Career/College 130/140 Curriculum*. Education, Culture and Employment, Northwest Territories. August 2001



Volunteer Work

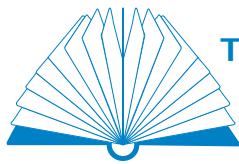
- Volunteer Fire Fighter
- Board Member, Yellowknife Co-op
- Salvation Army (help with special dinners)

Education

Office Administration

1993-1994

Aurora College, Yellowknife Campus



Sample Functional Resume⁴

Josephine Teller

Box 000

Yellowknife, NT X1A 2N6

669-1111

josephineteller@hotmail.com

Objective: Position as a Supermarket Checker or Head Clerk.

Summary of Qualifications

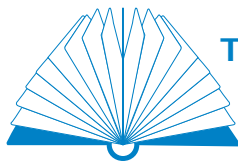
- 15 years experience in the grocery industry as head clerk, checker and cashier
- Excellent reputation with customers as a competent, knowledgeable and helpful professional
- Enjoy my work and consistently greet customers with a smile
- Honest, reliable and productive

Relevant Skills & Experience

Customer Service

- Developed a reputation for excellent customer service by:
 - Acknowledging the customer's presence and making eye contact
 - Greeting customers in a friendly manner, and giving them full attention
 - Taking time to answer a question or find someone else who could
- Served as product expert directing customers to exotic spices and ingredients, ethnic foods and unusual gourmet items

⁴ **Source:** <http://jobstar.org/tools/resume/clet-ex.php>



- Increased sales in the higher-profit Natural Foods Department (and increased customer satisfaction) by advising customers on bulk alternatives to name-brand items

Supervision

- As Head Clerk, managed "front end" of the store:
 - Prepared daily schedules for staff of up to 18 clerks, to assure maximum check stand coverage at all times
 - Assigned staff to cover peak hours and continuous stocking
- Trained new clerks

Administrative

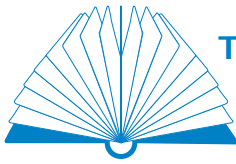
- Balanced checker's cash drawer with consistently high level of accuracy
- As Office Cashier for one year:
 - Accurately balanced books and balanced deposits
 - Answered phones, prepared daily sales report, made deposits
 - Processed returned checks and prepared monthly sales report for HQ

Employment History

2004-present	Retail Clerk,	Co-op, Yellowknife
1999-2002	Buyer's Assistant	Lilly Department Store, Toronto, ON
1995-99	Manager's Assistant	Wallace Clothing Store, Toronto, ON

Education

Business Classes, 1995 – Sheridan College, ON



Research Learning Activity 6

Four handouts

6-1: Jobs, Jobs, Jobs

Learners check out the jobs posted on Jobsnorth, Northern News Services and the Government of Canada. They search for interesting job postings and write down five jobs they would be interested in. This will help them use the Internet to find jobs and give them some ideas of what kind of jobs are available.

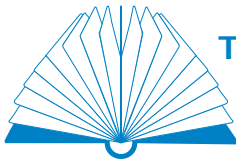
6-2: Career Options

Learners think about what careers they are interested in. They take the quiz on the website provided on the handout. Then they research five different careers provided on their profile. They fill in the handout for each career option. Ask learners to decide which career most interests them of the five they researched.

Optional: Learners give a presentation on the five careers they researched or the one that interests them the most.

6-3: Resumes

There are two types of resumes – chronological and functional. Learners research the two types of resumes on the Internet and fill in the chart on the handout. They also decide on which resume would best fit their employment record and skills.

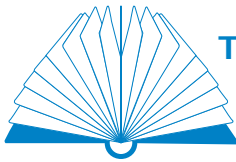


6-4: Apprenticeships

Learners go to the website

<http://www.ece.gov.nt.ca/Divisions/Apprenticeship/> and answer the questions on the handout. Tell learners to summarize the information given on the website and not to copy word for word.

This information will help learners understand what an apprentice does, why they may want to become an apprentice, what it takes to be an apprentice and how they can get their apprenticeship started.



Research Learning Activity 6

6-1: Jobs, Jobs, Jobs

Go to the following sites and read the job advertisements. Choose five jobs that interest you. Fill in the information below about each job.

- ✓ Jobsnorth is a northern site for both employers and job seekers.
<http://www.jobsnorth.ca>
- ✓ At the Northern News Services site there are many job listings. They are updated weekly on Monday morning and require Adobe Acrobat reader. <http://www.nnsl.com/jobs/jobs.html>
- ✓ The Government of Canada has a good employment web site.
<http://www.jobbank.gc.ca>

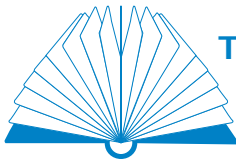
Title: _____

Company/Organization: _____

Wage: _____

What skills and qualifications do you need for this job?

Why are you interested in this job?



Research Learning Activity 6

6-2: Career Options

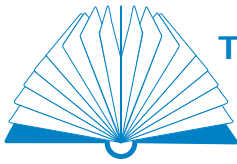
Take the career interest quiz on this website

http://www.jobfutures.ca/pls/jf-ea/dpt.page_one to find out what kind of occupation is your best fit. Choose five of the occupations that interest you and find out the following information.

- ✓ What education do you need?
- ✓ What does the job entail?
- ✓ How much money will you make?
- ✓ What is the forecast for jobs in that occupation for the next few years?
- ✓ Does this job interest you? Why or why not?

Use the example on the next page as your guide.

Please Note: The wages on this website may seem low but they are the average wages for jobs across Canada.



Example

Occupation: clerical work

What education do you need?

- High school diploma
- Additional training in clerical work
- Most people have a college diploma and almost 3 out of 10 have a university degree

What does the job entail?

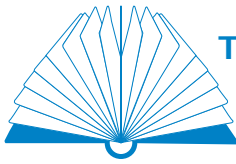
- Attending to phone, emails, counter questions
- Opening and sorting mail
- Writing letters, proofreading documents
- Storing and classifying records on computer
- Greeting people, scheduling appointments, providing information

How much money will you make? \$13.53 per hour

Forecast for job: limited (some jobs)

Interest level:

I am interested in this job. I think that I can perform most of the duties needed for this position, although I would like to be paid better.



Occupation: _____

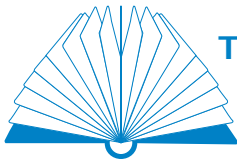
What education do you need?

What does the job entail?

How much money will you make? _____

Forecast for job: _____

Interest level:

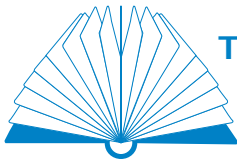


Research Learning Activity 6

6-3: Resumes

There are two types of resumes – chronological and functional. Research the two types of resumes on the Internet and fill in the chart below.

	Chronological	Functional
Definition		
Employer Rating		
Works Best For...		



What resume style would you prefer to use for your resume? Why?

Research tips for writing a resume. Write down the five most important tips for writing a resume in your opinion. Share your tips with others in the class.

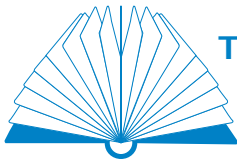
1.

2.

3.

4.

5.



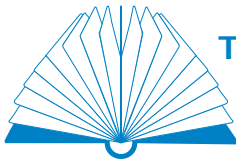
Research Learning Activity 6

6-4: Apprenticeships

Go to the website <http://www.ece.gov.nt.ca/Divisions/Apprenticeship/> and answer the questions below. Try to summarize the information given on the website. Do not copy word for word.

This information will help you understand what an apprentice does, why you may want to become an apprentice, what it takes to be an apprentice and how you can get your apprenticeship started.

1. What is an apprenticeship?
2. Why should I become an apprentice?
3. What do I earn as an apprentice?
4. Do all trades have apprenticeship programs?
5. Where do I go to school?
6. What does the technical school training cost?
7. How long does it take to become certified at the journeyperson level?
8. What other benefits to apprenticeship are there?
9. How do I progress to different levels?
10. How do I start?
11. Can I start my apprenticeship while still attending school?



Speaking Learning Activity 7

Two handouts

7-1: Cold Calling

Cold calling is the art of approaching an employer by telephone. Learners read the information about cold calling on the handout and then write a script for calling a company or organization about a job. They practice their cold calls with classmates.

7-2: Job Interview Skills

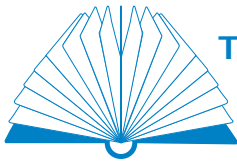
Prepare learners for the world of work by role playing a job interview. Ask learners to practice interviewing and being interviewed for a job. The handout provides questions and other pertinent information for job interviews.

The instructor can also set up mock interviews for each learner. Give them a job description and interview time. Ask them to dress up and come prepared for the interview. Tape the interview and discuss it afterwards. Tell each learner positive things they said and did in the interview and one thing they should work on.

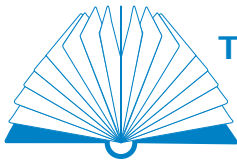
7-3: Agree/Disagree (no handout)

Place **agree** and **disagree** signs in your classroom. Tell learners that you are going to read out a statement and they have to decide if they agree with the statement or disagree. Learners then discuss why they either agree or disagree with the statement.

- ✓ You should dress up for an interview.
- ✓ First impressions are the most important thing in an interview.



- ✓ A chronological resume is better than a functional resume.
- ✓ Doing an apprenticeship is the best way to learn a trade.
- ✓ The cover letter is the most important part of your application for a job.
- ✓ You won't get a job if you make spelling or grammatical mistakes in your resume.
- ✓ Your attitude is more important than your work experience.
- ✓ 80% of working is just showing up.



Speaking Learning Activity 7

7-1: Cold Calling

Cold calling is the art of approaching an employer by telephone. Contacting a potential employer in such a way requires a great deal of initiative and can be quite stressful. Most people are reluctant to pick up the phone and make a cold call. Effective use of cold calling is easier than you think, but it does require practice.

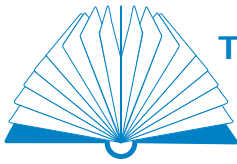
Cold calling is a good job search tool because it helps you access the hidden job market. Statistics tell us that only one in five available jobs are advertised. And you may discover better employment opportunities that suit your skills and abilities because you are approaching organizations that interest you!

What to do before you call:

1. First, you need a clear and realistic career goal.
2. Second, you should compile a list of all the organizations that you would like to work for.
3. Third, you should research the organizations and find out who you should speak to. Always be polite and courteous when speaking with the receptionist and be persistent without being pushy in your request to speak to the hiring manager.

During the call give:

- ✓ A personal introduction
- ✓ An explanation about why you are calling
- ✓ A brief description of your work history and career goals
- ✓ A specific question about job opportunities



Your Turn

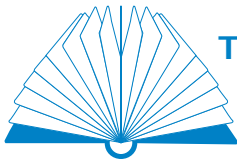
Think about a place in your community where you would like to work. Write a script for your cold call and then practice your call with another classmate.

A personal introduction

An explanation of why you are calling

A brief description of your work history and career goals

A specific question about job opportunities



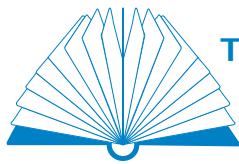
Speaking Learning Activity 7

7-2: Job Interview Skills⁵

Typical interview questions:

- How did you prepare for this job interview?
- What do you know about the job and our company?
- What interests you about this job?
- What work experience do you have and how does it relate to this job?
- What would previous employers say about you?
- What are your strengths?
- What are your weaknesses?
- What are your future goals?
- When can you start?
- What wage do you expect?
- Do you have any questions?

⁵ **Source:** Adult Basic Education. *Career/Life Work 120/130 & Career /College 130/140 Curriculum*. Education, Culture and Employment, Northwest Territories. August 2001.



Things to Remember

Be prepared

- Make sure you are familiar with all the facts of your resume so that you will not have to consult it when asked.
- Research the company. Know something about the company before the interview.
- Prepare questions to ask in the interview.

Be on time

- Be early, not just on time.

Employment kit

- Show your interviewer that you plan ahead - bring all documents, letters, certificates, etc. with you.

Look good

- Dress properly (neat and clean).
- Avoid heavy make-up and flashy clothes or jewellery.

Be enthusiastic

- Have a positive attitude in the interview.
- Be friendly but not too familiar.
- Avoid being negative about anything.

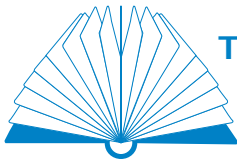
Say thank you

- At the end of the interview, thank the interviewer for their time.

Smile

- Smile as you would in any conversation.





Resources

- ✓ **English 120 Resource Manual**, prepared for the GNWT Department of Education, Culture and Employment by the NWT Literacy Council, 2006.
- ✓ **English 130 Resource Manual**, prepared for the GNWT Department of Education, Culture and Employment by the NWT Literacy Council, 2006.

Websites

Job Futures <http://www.jobfutures.ca/en/home.shtml>

This is a great website for learners to explore. It has information on job education programs and links to over 100 work related websites. It starts out with a quiz to help users find the right career option for their interests.

Jobs North <http://www.jobsnorth.ca/>

Listing of jobs in the NWT. This site also has information on resume writing.

Northern News Services <http://www.nnsl.com/index.php>

Listing of jobs that have been advertised in the paper.