

## **Job Searching Support**

*To assist you through this tough time, we have created this Job Searching Resource if you choose to pursue other employment while we wait for our business levels to pick up. We look forward to working with you again and please let us know how else we can support you.*

### **References**

It is standard practice for most employers to request references and we will provide one for you. Please provide them with the contact information of your General Manager or and HR Representative.

### **Recommendation Letter**

In some instances, a letter of recommendation could help you with your job search. However, it is not as strong as a reference since it is general and will not answer all the questions your potential employer may have. If you would like a general letter of recommendation, please make your request to the General Manager and HR Representative. Please note that most potential employers will call to verify the information in a letter of recommendation.

### **Job Searching Advice**

- Social Media Accounts – Ensure that your social media accounts are set to private and that there are no pictures and comments that a potential employer may find offensive or inappropriate.
- LinkedIn – LinkedIn is used a recruiting tool and could be useful for your job search. If you do not have a profile, create one with the contents of your resume.

### **Interview tips**

- Ensure that you are a few minutes early for your interview.
- Make a good impression by dressing professionally and being well-groomed for your interview, even though the position may require a uniform.
- Greet your interviewer with a firm handshake and a smile.
- Send a note or email thanking the people that interviewed you for their time and reiterate your interest in the position.
- Share your responsibilities and accomplishments.
- If possible, give figures or numbers. For example, instead of saying “I cleaned a lot of rooms”, say, “I cleaned 16-18 rooms everyday in about 20-30 minutes. 100% of my rooms passed inspection.”

### **Where to post your resume**

While you will need to actively apply to positions you are interested in, it is also useful to have your resume on key resume boards that allow recruiters to find you. You may post your resume on these sites for FREE:

- Indeed.com
- ZipRecruiter.com
- CareerBuilder.com
- Monster.com
- Your State Unemployment resume board
- Any other industry specific resume boards
- Working with Staffing Agencies could be useful since they meet you and work to find you employment.

# **RESUME WRITING CHECKLIST**

Your resume should be job specific. Use the following checklist to ensure yours stands out from the crowd.

## ***Format***

- Don't use more than two 8½ × 11" or A4 pages, except for those in exceptionally high-level positions where resumes might be up to four pages.
- Maintain plenty of white space. Avoid long paragraphs of text.
- Use bullet points for ease of reading.
- Select a clear, easy to read font.
- Be consistent with text alignment.
- Use bold or italic to draw the reader's eye to key points.
- Use a pre-formatted [resume template](https://templates.office.com/en-us/Resumes-and-Cover-Letters) in Microsoft Word. (<https://templates.office.com/en-us/Resumes-and-Cover-Letters>)

## ***Style and structure***

- Depending on the job you're applying for, the style can be formal or slightly less so. However, the wording should remain 100% professional.
- Use high impact, positive words to make for compelling reading.
- A good resume should flow in logical order: contact details, summary statement, experience starting with your most recent job, education and training.

## ***Contact details***

- Include your phone number, email address, and LinkedIn profile. Ensure your email address is professional.
- Use a professional email that is not cutesy, edgy or too personal.

## ***Summary statement***

- The summary statement is your sales pitch. State why you should be selected for this particular role, with a clear match of your skills to the role applied for.

## ***Education and training***

(If you are a student, place this section before your employment history.)

- List your education and training in reverse chronological order.
- Include all formal education post-high school.
- Detail all certificates, qualifications, and additional education.

## ***Experience***

- List your experience/employment history in reverse chronological order. Keep your resume to less than 10 years of experience.
- Highlight key responsibilities, accomplishments and awards.
- Back up your achievements with figures, percentages, and data where possible.
- To explain why you are looking for a job, you could mention next to your Chesapeake Hospitality position that you were laid off. E.g. *"Due to the effects of the Coronavirus on the hospitality industry, I was laid off."*

## ***Keywords***

- Many employers use computerized systems to sift through resumes during the initial application stage. Include industry/company/job relevant skills, keywords and phrases to ensure yours passes these tracking systems to move onto the next stage.

## ***Proofread and Save***

- Spell and grammar checks are essential. Get a few other people to read over your resume to be 100% sure everything is correct.
- Save your resume as a Microsoft Word or PDF document since they are compatible with most application systems.

# FIRST NAME LAST NAME

Address · Phone

Email · LinkedIn Profile if you have one

## SKILLS

List the skills, your strengths and keywords from the position and industry you are looking to apply to.

Customer Service, Interpersonal skills, teamwork, inventory management, attentive to detail.

Won Employee of the Month in Feb 2019

## EXPERIENCE

DATES FROM – TO

JOB TITLE, COMPANY

- Describe your responsibilities
- Describe your achievement and their impact and results on the hotel, team and department.
- Use examples but keep it short.
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## COMPUTER SKILLS

Include all computer systems you are comfortable using like Microsoft Word, Excel and PowerPoint. Point of Sales systems etc.

## EDUCATION

MONTH YEAR (If you graduated more than 5 years ago, you may leave the year you graduated off)

DEGREE TITLE, SCHOOL

It's okay to brag about your GPA (if it is above 3.5), awards, and honors. Feel free to summarize your coursework too (if it is relevant to the position).

## TRANSFERABLE SKILLS LIST

With most of hospitality being affected by the virus, you may have to look to other industries to positions. We have created a list of skills you may have gained/used in your position that could be transferred to another industry.

<p><b><u>Front Desk</u></b>          Customer Service          Computer skills          Conflict resolution          Initiative          Organization          Detail Oriented          Neat &amp; Professional appearance          Problem solving          Ability to stay calm under pressure          Interpersonal skills          Able to work flexible schedule          Verbal Communication          Technical skills like Front Office Systems etc.</p>	<p><b><u>Sales</u></b>          Persuasion          Active Listening          Critical thinking          Customer service          Verbal and Written communication          Problem solving          Time management          Sales Systems          Microsoft Office          Technical skills like catering sales or specific market segment</p>	<p><b><u>Maintenance</u></b>          Problem Solving          Organization          Risk awareness &amp; prevention          Detail oriented          Work fast under pressure          Flexibility/Versatility          Technical skills like plumbing, AC/Heating, painting, landscaping, electrical etc.</p>
<p><b><u>Housekeeping</u></b>          Attention to detail          Organization          Communication          Customer service          Trustworthiness/Honesty          Flexibility          Technical skills like cleaning, vacuuming, laundry, use of cleaning tools &amp; chemicals etc</p>	<p><b><u>Kitchen</u></b>          Attention to detail/precision          Cleanliness          Creativity          Fast-paced          Multitasking          Handle pressure          Planning          Problem solving          Communication          Teamwork          Food Safety          Technical skills like baking, grilling, knife control, presentation, dishwashing, food prep etc.</p>	<p><b><u>Restaurant</u></b>          Customer Service          Interpersonal skills          Communication especially listening          Problem solving          Teamwork          Food safety          Multi-tasking          Basic math          Attention to detail          Fast pace          Cleanliness          Memorization          Point of Sale system          Technical skills like busing tables, cleaning equipment, inventory, opening and closing, processing payments etc.</p>
<p><b><u>Administration</u></b>          Customer service          Supervision          Staff scheduling &amp; Labor cost controls          Motivating associates          Planning          Decision making          Delegating          Problem Solving          Communication          Interpersonal skills          Leadership          Budgeting          Hiring          Conflict resolution &amp; Coaching</p>		