



COVER LETTERS AND RESUMES FOR YOUTH

- **Cover Letter and Resume Checklist**
- **Resume Breakdown by Section with Examples**
- **Cover Letter and Resume Examples**

**A compilation organized
by TQM Consulting in association with the
Kamloops Work Search Centres**

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Cover Letter Checklist

Is your cover letter:

- Professional looking, with quality printer and paper used, no spelling or grammar errors
- Easy to read (font size the same and no smaller than 12 point)
- Free of errors
- One page
- Written in a confident tone
- Addressed to the proper person and/or company
- Specifically written to the position you are applying for
- A strong reflection of your characteristics, skills and qualifications as they are mentioned in the job posting
- Signed



Resume Checklist

Does your resume:

- Look professional (with quality printer and paper used, no spelling or grammar errors)
- Include a specific job objective
- Include full contact information such as mailing address, phone/message numbers and e-mail addresses (don't provide personal information such as Social Insurance Number, age, height, weight, number of children etc.)
- Provide a summary that outlines the skills and qualifications that will apply to the job you are applying for
- Provide dates of your employment and/or volunteer experience (include the month and year)
- Include references

Why You Need a Great Cover Letter and Resume

First impressions count in all areas of life, including the job search. Employers can take less than **thirty seconds** to look at cover letters and resumes so they need to be catchy and customized. A cover letter can also showcase your communication skills and can fill in any gaps in your resume¹. Take the time to develop great documents and stand out in a crowd!

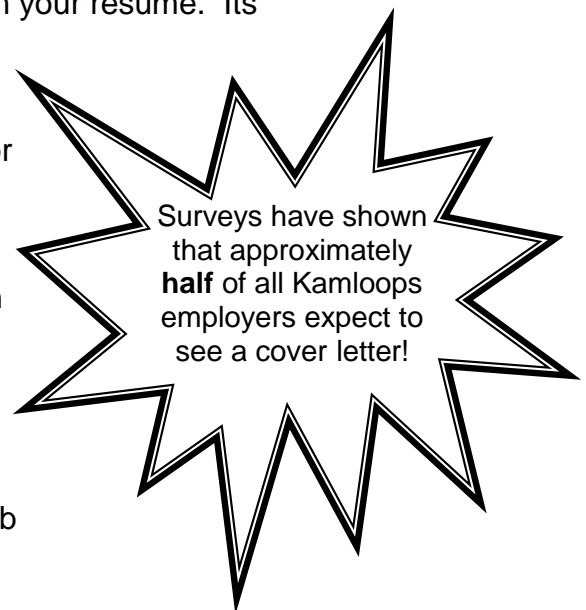
Cover Letters ²

What is a Cover Letter?

A cover letter is a necessary business letter that goes with your resume. Its purpose is to explain to the employer why you are sending a resume, to introduce your resume, to express your personality and enthusiasm for the position and to convey to the employer that you are the best candidate for the position.

Cover letters:

- Tell specifically how you learned about the position or the organization
- Convince the reader to look at your resume
- Call attention to your background, skills and abilities
- Reflect your attitude
- Highlight information specifically asked for in the job advertisement



Why Use a Cover Letter?

Every time you sit down to write a cover letter, ask yourself the following question: “Why am I writing this letter?” Believe it or not, your answer will always ultimately be the same – “to ask for an interview.”

Almost every time you write a cover letter you are writing a unique letter to a specific person. This requires that you tailor your letter to each individual situation.

Five reasons for sending a cover letter with your resume:

- 1) Your letter is probably your first opportunity to make a personable impression
- 2) You will increase your chances of grabbing the employer's attention and it will let them know that you are well suited for the position
- 3) Your letter can point out your qualifications and highlight aspects of your resume
- 4) Your letter directs the reader to aspects of your resume that reinforce your qualifications
- 5) Your letter shows that you're serious about the job opportunity
- 6) You can directly ask for a job interview

¹ Taken from Houston Chronicle's "Career Rescue", Kim Thompson

² Taken from Cover Letter Magic, Enelow Kursmark

Cover Letter Examples

Hector McLean

**338 Noose Street, Kamloops, BC, V2C 1W1
(250) 555-5555
worker@hotmail.com**

September 16, 2004

Ms. Anna Frontier
Frontier Horse Ranch
Box 0000, Kamloops, BC V01 1A3

Re: Position as General Labourer

Dear Ms. Frontier,

Your search for a General Labourer has stimulated my application for this position, and your cousin Rodger Rabbit recommended I apply.

I have worked at my family's ranch for years and have five years experience working on a neighbour's property as well. Along with this, I have been a member of the 4H club for 4 years. I have been commended for my strong work ethic, punctuality, ability to follow instructions and knowledge of tool maintenance and operation.

You can reach me at (250) 555-5555 day or night. Thank you for taking the time to consider my resume, I look forward to hearing from you.

Respectfully,

Hector McLean

Hector McLean

Enclosure: Resume

Mickey Mouse
1234 Any Street, Your Town, BC A1B 2C3
Phone: (250) 222-2222
Email: mickeym@youreemail.com

February 15, 2005

Mr. John Smith
Chai-Na-Ta Farms Ltd.
1234 Any Street
Kamloops BC V2C 6C3

VIA EMAIL: cnt_farms_bc@telus.net

RE: Farm Labourer Position as posted on the Service Canada Job Bank

Dear Mr. Smith:

I wish to express my interest in the position of Farm Labourer posted on the HRSDC Job Bank. My resume is enclosed for your perusal, which I'm sure will meet the experience and qualifications you are looking for.

Having worked in a variety of general labourer fields makes me a good fit for the position of Farm Labourer. I worked last summer for Big Apples Orchard, enduring long hours and took no unscheduled days off. You will find me to be a dependable, honest individual who enjoys hard work. I would like to add that I have a BC Drivers Licence and my own reliable transportation.

I would welcome the opportunity for a personal interview. I look forward to hearing from you. You can reach me at (250) 222-2222.

Best regards,

Mickey Mouse

Mickey Mouse

Enclosure

Tom W. Hanks
Any Street • Your Town, BC • Postal Code
(250) 222-2222

September 25, 2005

Mr. John Travolta
White Spot
Street Address
Town Name, BC
Postal Code
(250) 222-2222

Re: Application for Server, Busser, or Kitchen Assistant position

Dear Mr. Travolta,

I am writing to apply for a position with the White Spot Restaurant as advertised in The Kamloops Daily News on September 25, 2005.

I've held two summer positions in the Hospitality Industry and would like to gain more experience in the Restaurant field. My skills around dealing with customers in a calm and effective way, along with my proven detail orientated manner, make me a great candidate for any position with White Spot. I am eager to learn more as I plan to continue my education in the Restaurant Industry.

Thank you for taking the time to review my resume. I would enjoy working for White Spot and would appreciate an opportunity to talk with you at your convenience.

Best regards,

Tom W. Hanks

Tom W. Hanks

Enclosure: Resume

Hannibal Lecter

1712 Tongue Tide Road
Victoria, BC
Postal Code
Message: (250) 222-2222

January 16, 2005

Clarice Starling
Lamb Lane
Kamloops, BC
Postal Code
(250) 222-2222

Re: Application for an Administrative Assistant Position

Dear Ms. Starling,

I am interested in exploring career opportunities with your organization and have enclosed my resume for your review. I am confident that you will see that I have the experience and enthusiasm required to meet your company's needs.

As a recent high school graduate, I may seem young and inexperienced, but I would like to emphasize my commitment to learning and giving my best as an employee. I bring with me organizational skills, business training, and strong interpersonal skills to serve your company to the best of my ability.

I will contact you next week to see if we might schedule a meeting at a mutually convenient time. Thank you for your consideration and I look forward to meeting with you.

Sincerely,

Hannibal Lecter

Hannibal Lecter

Enclosure: Resume

What is a Resume?

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

Even if you are at the beginning of your career, you may have developed skills through activities such as volunteering, participating in extra-curricular activities and community activities. You may also draw upon any awards or certifications that you've obtained during your time in high school. All of these are great to put on a resume.

There are a variety of resume styles to choose from when applying for work. What style you use will depend on your skills, experience and the position you are applying for. Two commonly used resume styles are the Chronological and the Functional.

- A Chronological resume is the most frequently used format in Kamloops. It lists work experience from the most to the least recent and provides details about each position's duties.
- A Functional resume lists your experience in skill clusters and places focus on transferable skills and abilities. It may be appropriate for career changers or for those with varied or limited work experiences.

If you are unsure as to what type to use, ask a Client Assistance Officer.



Why Use a Resume?

Most employers expect to see a resume - without one, few employers will consider you. When you begin to develop your resume, remember that:

- A good resume paints a picture of what you have done, what you are capable of doing, and how your career has progressed to date
- It should show how your skills and experience will meet the needs of the employer
- It will help you to stand apart from the competition
- It helps the employer measure what you have to offer against other applicants
- Creating your resume helps to refresh your memory around the things you have done and the transferable skills that you possess
- A good resume builds confidence in the work seeker

Resume Breakdown by Section

Resumes contain common sections. These are outlined below with some examples.

JOB OBJECTIVE:

It is important to list a job objective on your resume. You should clearly state what position you are applying for and the company you are applying to. Using a generic statement such as “A *challenging position with a growing company*” will not make you stand out.

For example:

- Entry-level position with the Kamloops Wildlife Park where my bilingual skills and experience can be used to your advantage.
- Retail sales position with (*be specific with the company's name*).
- To obtain a position as a warehouseman with Pepsi Canada.
- Part-time secretarial position with Kamloops Yamaha.
- Sales clerk or customer service representative position with The Bay.
- Department store security staff position.
- Full-time summer position as a salesclerk with a sporting goods store.

SUMMARY OF QUALIFICATIONS:

In this area refer to the job posting (if possible) and highlight your experience and personal characteristics that match the position.

For example:

- Over two years experience in the Customer Service Industry
- Currently volunteer as a Candy Striper
- 4 years experience as a Beaver Leader
- Started program for Youths Against Drugs
- Elected Vice-President of NorKam School Council 2005
- Lettered in track and field, volleyball and soccer
- Listed on Honour Roll and Effort Honour Roll every semester since Grade 8
- Excellent writing and communication skills
- Effective leadership skills; served as Vice-President of senior class, served as Social Committee Chairman for student body
- Planned various social events such as dances and barbecues
- Peer tutor in language arts, Grade 10 and 11
- Familiar with MS Office including Word, Excel and PowerPoint
- Current FoodSafe certificate
- Possess Babysitting certificate
- Fluent in French
- 2 years sign language training

WORK EXPERIENCE:

Someone just out of school will have less work experience than someone who has been working for a number of years. However, the amount of information isn't as important as how it is presented and how it highlights you as a person and as a worker. Showing all your work experience in depth will show your strengths and abilities to multi-task.

Be aware of the need for accuracy. You'll want to include a job title, dates, employer, city and province, responsibilities, special projects, and accomplishments. (The most common way to list your work history is to start with your most recent job and work your way backwards.) You will notice that all duties are listed in past tense (i.e.: bathed, supervised), this is necessary to do for all of the job duties you are listing unless you are still presently employed with.

For example:

Child Care Provider

- Supervised and cared for children in the absence of regular caregiver
- Bathed, dressed and fed infants and children
- Prepared formulas and changed diapers for infants
- Organized activities such as games and outings to provide amusement and exercise

Landscaper

- Spread top soil, laid sod, planted flowers, grass, shrubs and trees
- Cut grass, raked and watered lawns, weeded gardens, pruned shrubs and trees
- Operated power mowers, snow blowers and electric clippers
- Performed other manual duties to clean and maintain landscaped environments

Stock Person

- Stocked shelves
- Received and directed shipments of produce
- Directed shoppers to item's location
- Maintained quality presentation in produce and shelf appearance
- Bagged groceries

Cashier / Customer Service Representative / Food Service Worker

- Greeted customers
- Worked front line cashier and drive-through window
- Received payment by cash, cheque, credit card and automatic debit
- Cleaned, peeled, sliced and trimmed food
- Prepared food such as salads and sandwiches
- Washed work tables, cupboards and appliances
- Removed trash and cleared kitchen garbage containers
- Unpacked and stored supplies in refrigerators, cupboards and other storage areas
- Swept and mopped floors, and performed other duties to assist cook and kitchen staff

Newspaper Carrier

- Collected payment for papers delivered
- Kept record of items delivered
- Delivered newspapers, flyers and/or similar items to residences or businesses

VOLUNTEER EXPERIENCE:

Volunteering is a great way to try different careers while giving yourself a “leg up” on getting a job. Even if your volunteer work isn’t related to your career, it can still help you get a job, and can be a great experience. It’s a chance to give back to your community, meet new people, and have fun. When an employer sees that you have real-world experience, and that you’re willing to work even if you’re not getting paid, you’re more likely to be put at the top of the list.

For example:

Royal Inland Hospital – Candy Striper

- Ran errands and provided general assistance for nurses and patients
- Delivered reading materials and other items at patient’s request
- Read or visited with patients

SPCA – Animal Caregiver

- Responsible for feeding and bathing animals
- Showed pets to prospective owners
- Answered telephones
- Cleaned and disinfected cages, pens and surrounding areas

Student Yearbook 2004 – Graphic Artist

- Assumed responsibility for overall design concepts
- Provided design assistance to editorial staff
- Developed graphic elements for pages needing artwork
- Designed page layouts
- Mastered computer page-layout technology and desktop publishing software
- Cropped, sized and positioned photographs
- Designed graphics to accent advertisement section

Office Assistant – South Kamloops Senior Secondary

- Assisted staff secretaries with typing, filing and answering telephones
- Distributed mail to teachers and administrators



EDUCATION/CERTIFICATES:

Your educational background is often a deciding factor in an employer's decision to hire you. Be sure to stress your accomplishments and honours in school with the same finesse that you stressed your accomplishments at work. If you are looking for your first job, your education may be your greatest asset, since your work experience will most likely be minimal.

For example:

- Mountain View Senior Secondary School – Graduation date: June 2005
- Current GPA: 3.3
 - Courses of Study: **or** Related Courses:
 - Math, Accounting, Japanese
- Attended school in Paris during the 2004-2005 school year (exchange student)
- Babysitting Certificate
- FoodSafe
- Office systems course covered bookkeeping, filing, telephone switchboards, personnel and payroll
- Volunteer Student Activist of the Year, 2004
- Maintained G.P.A. of 3.5/Honor Roll Status 2002 - 2005

HOBBIES OR SPECIAL INTERESTS:

Some people include information about their hobbies and/or special interests on their resumes. This is not generally recommended, but you might wish to include it if you think that something in your personal life that has some bearing on the position you are seeking.

For example:

- Enjoy competitive mountain biking
- Participate in Snowboarding

REFERENCES:

Consensus from the majority of Kamloops employers is that they prefer to have references attached to the resume. Provide at least three references including their name, position/title, phone number, and e-mail address if available. References do not necessarily have to be work related and may include:

- Pastor/Minister or church leader
- School counsellor
- Teacher
- Volunteer contact
- Babysitting employer
- Foreman
- Supervisor
- Coach

Proofreading Your Resume and Cover Letter³

It's always important to proofread your resume and cover letter but it's not always easy to know what to look for. Doing an initial check of your resume and cover letter before asking someone else to read it over is a great way to check for sentence structure, wording, and organization of ideas. Below are some things to look for in terms of capitalization and punctuation. Grammatical errors are more difficult to catch and usually require use of a style guide or the eyes of a Client Assistance Officer or Job Coach!

RULES OF CAPITALIZATION

- Capitalize proper nouns, such as names of schools, names of companies, and brand names of products
- Capitalize major words in the names and titles of books, tests, and articles that appear in the body of your resume
- Capitalize words in major section headings of your resume
- **Do not capitalize words just because they seem important**

RULES OF PUNCTUATION

- Use a comma to separate words in a series
- Use a semicolon to separate series of words that already include commas within the series
- Use a semicolon to separate independent clauses that are not joined by a conjunction (and, but, or, as well, etc.)
- Use a period to end a sentence, except when using bulleted points
- Use a colon to show that the examples or details that follow expand or amplify the preceding phrase
- Avoid use of dashes
- Avoid use of brackets, not including phone numbers

³ Taken from Resumes for High School Graduates, VGM Career Horizons

Resume Examples

Joe Smith

1313 Tranquille Road
Kamloops, BC V2B 3H3
(250) 376-3111

Objective: Position as Customer Service Representative with the House of Knives.

Skills:

- ◆ Exceptional attention to detail
- ◆ Desire to assist individuals
- ◆ Positive, energetic and willing to learn

Education: **South Kamloops Secondary School** **Kamloops, BC**
Graduation Date: 2004

- ◆ Concentration in Sciences and Humanities

Awards:

- ◆ Received Certificate of Appreciation for volunteering with Big Brother's and Sister's Organization of Kamloops
- ◆ Consistently awarded Effort Honour Roll

Experience: **Private Household (Osgood Family)** **Kamloops, BC**
Landscape Assistant **January 2000 to Present**

- ◆ Cut lawn, rake leaves, water grass and pull weeds
- ◆ Assist owner with loading and unloading truck

Kamloops Daily News **Kamloops, BC**
Newspaper Carrier **June 1997 to January 1999**

- ◆ Delivered up to 75 newspapers three days a week to subscribers along prescribed route and collected money monthly
- ◆ Contacted prospective subscribers along route to solicit subscriptions

References:

Mrs. Jarvis Biology 10 Teacher South Kamloops Secondary Kamloops, BC (250) 372-0000	Mr. Ocsaram Field Hockey Coach South Kamloops Secondary Kamloops, BC (250) 372-0000
--	--

Kendra Osgood
Employer & Family Friend
Kamloops, BC (250) 376-1234

Homer Simpson
1234 Your Street
Kamloops, BC V2Q 1Q2
Phone: 250-555-5555
Email: homer_simpson@hotmail.com

JOB OBJECTIVE: To obtain a part time position at Sears Canada as a Customer Service Representative.

SUMMARY OF QUALIFICATIONS:

- Excellent customer service skills
- Work well alone or collectively
- Hardworking, outgoing and reliable
- Current First Aid Certificate
- Honour Roll Achievement
- FoodSafe Certificate

WORK EXPERIENCE:

2003 - Present Child Care Provider (various individuals) Kamloops, BC

- Supervise and care for children in the absence of regular caregiver
- Bathe, dress and feed infants and children
- Prepare formulas and change diapers for infants
- Organize activities such as games and outings to provide amusement and exercise

1999 - 2003 Carpenter Helper, ABC Construction Kamloops, BC

- Framed and roofed houses
- Installed insulation in walls and rafters
- Taped and mudded dry walls

VOLUNTEER EXPERIENCE:

1999 – Present Scorekeeper, South Kamloops Secondary School Kamloops, BC

- Keep accurate score
- Ensure matches begin on time

1997 – 1998 Lunch Monitor, Lloyd George Elementary School Kamloops, BC

- Maintained safety on the playground
- Helped children when needed

EDUCATION/CERTIFICATES:

2004	Dogwood Diploma, South Kamloops Secondary School	Kamloops, BC
1999	Babysitting Certificate	Kamloops, BC

HONOURS:

- Athlete of the Month, September 2003
- Honourable Mention, Science Grade 12, Provincial Competition, 2004

ACCOMPLISHMENTS:

- Served on the Finance Committee for the Student Government, 2002
- Served as Treasurer of the Debate Club, maintained accurate records, 2003
- Arranged and directed student discussion panel on global issues, 2004

TRAINING & SPECIAL SKILLS:

- Ability to operate a variety of computer software programs such as PowerPoint, WordPerfect, Internet
- Familiar with computer hardware installation and maintenance
- Accurate and proficient typing speed of 70 wpm
- Fluent in conversational Spanish
- Repaired disassembled television set to working order

REFERENCES:

Krusty The Clown
Springfield TV/Radio
Entertainer
222-555-555

Mr. Burns
Owner
Springfield Nuclear Power Plant
222-555-6666

Ned Flanders
Owner/Operator
Leforium Store
222-555-7777

Pat Gilbert
1735 Moore Street
Kamloops BC V2C 1A1
(250) 554-0000

Objective: Position as Labourer with the Kamloops Landscaping Corporation.

- Highlights:**
- Physically fit
 - Exceptional endurance and ability to work in extreme weather conditions
 - Able to follow instructions accurately
 - Work well independently and as a team member
 - Mechanically inclined
 - Posses First Aid Level 1 certification
 - Access to reliable transportation

Experience: **Mrs. Graham** **Kamloops, BC**
Yard Maintenance **2003 to Present**

- Maintain property (1/2 acre)
- Mow grass twice per week
- Rake debris and take to compost area
- Paint as needed
- Remove garbage from property

Mrs. Owen **Cache Creek, BC**
Caregiver **2002 to 2004**

- Provided care to three children under the age of 10
- Attended to personal needs including feeding, bathing and exercise
- Followed parent's instructions regarding the safety of the children

Education: **Brocklehurst Senior Secondary** **Kamloops, BC**
Graduation Date: 2005

Activities: Debate Team Member 2003
Volleyball Team Co-Captain 2001 to 2003

References:

Mr. Smith	Mr. Beecham	Mrs. Graham
Teacher	Pastor	Land Owner
Secondary School	Alliance Church	Kamloops, BC
Kamloops, BC	Kamloops, BC	(250) 376-1234
250) 376-1234	(250) 376-1234	

Hilary Duff

1313 Tranquille Road
Kamloops, BC V2B 3H3
(250) 376-3111 (Message)

Objective

A position as Stock Clerk with Wal-Mart.

Summary of Qualifications

- ◆ Exceptional attention to detail
- ◆ Desire to assist individuals
- ◆ Positive, energetic and willing to learn

Education

South Kamloops Secondary School

Kamloops, BC

Graduation Date: 2004

- ◆ Concentration in Sciences and Humanities

Awards

- ◆ Received Certificate of Appreciation for volunteering with Big Brother's and Sister's Organization of Kamloops (January 2005)
- ◆ Consistently awarded Effort Honour Roll since beginning of Grade 8

Experience

Private Household (Osgood Family)

Kamloops, BC

Caregiver

January 1999 to Present

- ◆ Attend to three children in a private home
- ◆ Develop, observe and monitor play activities
- ◆ Accompany children on walks and other outings
- ◆ Resolve conflicts

Kamloops Daily News

Kamloops, BC

Newspaper Carrier

June 1997 to January 1999

- ◆ Delivered up to 75 newspapers three days a week to subscribers along prescribed route and collected money monthly
- ◆ Kept records of accounts
- ◆ Contacted prospective subscribers along route to solicit subscriptions

References

Mrs. School
Biology 10 Teacher
South Kamloops Secondary
Kamloops, BC (250) 372-0000

Mr. Sport
Field Hockey Coach
South Kamloops Secondary
Kamloops, BC (250) 372-0000

Mrs. Friend
Family Friend
Kamloops, BC (250) 376-1234

Follow-Up

After leaving a cover letter and resume with a prospective employer, it is recommended that you follow-up three to four days later. At this time, ask to speak with the person responsible for hiring and politely ask if they have had the chance to review your resume and if they have any questions.

For More Information

More information including handouts, books and videos on the following topics is available in the Resource Library:

- Cover letters
- Resumes
- Cover letter and resume templates
- Application forms
- Interviews
- Thank you letters

Additional Assistance

The Centres are staffed by highly skilled Client Assistance Officers who are able to provide feedback on various work search related activities and documents including:

- Career exploration
- Work search techniques
- Resumes & Cover letters
- Outreach services

Our Work Search Centres offer services for youth (18-30) that allow you to make an appointment and talk with an employment advisor, work on a resume or even practice interview skills. For more information please ask at the front desk at either of our Kamloops Work Search Centres.

South Kamloops, 623 Victoria Street, Phone: 372-3803
North Kamloops, 353 Tranquille Road, Phone: 376-3111

For more information, please ask a Client Assistance Officer.

