2019 STEP MENTOR PROGRAM ****

**Getting a Job**

**WORKBOOK**

**10 Step Work Placement Plan**

**WORK PLACEMENT PLAN**

**STEP 1** **Brainstorm what sort of job you want**

**STEP 2** **Pick a job you want to go for**

**STEP 3** **Networking**

**STEP 4** **Resume and cover letter for the job**

**STEP 5 Computer skills and Job Search**

**STEP 6 Email / phone contact**

**STEP 7** **Prepare yourself**

**STEP 8** **How will you get there?**

**STEP 9** **Personal presentation for interviews and workplaces**

**STEP 10** **Job interview**

**Good luck!**

**STEP 1**

**Brainstorm**

**what sort of**

**job you want**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**BRAINSTORMING**

To help you figure out what type of job you would like to do it’s good to think about a whole range of jobs, not just the ones you see around you every day.

Your perfect job may be one you’ve never even thought of before.

*To get you started ANSWER THESE QUESTIONS:*

*Circle your answers*

1. I want **PAID**  / **VOLUNTEER**  work
2. I want to work **INSIDE** / **OUTSIDE**
3. I want to work **WITH PEOPLE** / **BY MYSELF**
4. I want to work for **2 hours** / **4 hours** / **6 hours** / **8 hours** a day
5. I want to work on

**MONDAY** / **TUESDAY** / **WEDNESDAY** / **THURSDAY** / **FRIDAY** / **SATURDAY** / **SUNDAY**

 **STEP MENTOR PROGRAM Name: …………………………………… Date: ….… / …….. / ………..**

**Places I’ve worked**

**PAID WORK**

|  |  |  |  |
| --- | --- | --- | --- |
| **Where** | **When**  Year or How old were you | **How long did you work there?**  Short time: ( 2 weeks 6mths )  Long time: ( 1 year 5 years ) | **Did you like it?**  YES / NO |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**WORK PLACEMENT / VOLUNTEER**

|  |  |  |  |
| --- | --- | --- | --- |
| **Where** | **When**  Year or How old were you | **How long did you work there?**  Short time: ( 2 weeks 6mths )  Long time: ( 1 year 5 years ) | **Did you like it?**  YES / NO |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**STEP MENTOR PROGRAM Name: …………………………………… Date: …… / …… / ……..**

**MY WEEK Weekly Timetable**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** | **SATURDAY** | **SUNDAY** |
| **morning** |  |  |  |  |  |  |  |
| **afternoon** |  |  |  |  |  |  |  |
| **evening** |  |  |  |  |  |  |  |

**Shade in the times of the week that you would like to do a work shift**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**TYPES OF JOBS**

*Write down examples of each type of job:*

|  |  |
| --- | --- |
| **INSIDE**  OFFICE  SCHOOLS  RETAIL | **OUTSIDE**  GARDEN  TRANSPORT:  - TRAINS/BUSES  - CARS  - AIRCRAFT  CONSTRUCTION  SPORT  EVENTS |
| **PEOPLE**  CARING ROLES:  - YOUNG PEOPLE  - OLD PEOPLE  - SICK PEOPLE  HOSPITALITY  RETAIL  SCHOOLS | **NO PEOPLE**  LIBRARY  OFFICE WORK  GARDEN  ARTIST / MUSIC  ANIMALS |

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

Page 1 / 2

|  |  |
| --- | --- |
| **LIKES** | **DISLIKES** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**I DON’T MIND**

|  |
| --- |
|  |

LIKES / DISLIKES Page 2 / 2

*Cut out these phrases and paste them into the above categories*

WORKING OUTDOORS

WORKING WITH PEOPLE

BEING ALONE

TALKING

SITTING DOWN MOST OF THE DAY

MOVING AROUND A LOT

WORKING IN A TEAM

PEOPLE TELLING ME WHAT TO DO

WAKING UP EARLY

STAYING UP LATE

CROWDED BUSES / TRAINS

NOISE / BUSY PLACES

PRESSURE / STRESS

RESPONSIBILITY

NEW SITUATIONS

TECHNOLOGY

BEING CREATIVE / ART

SPORT

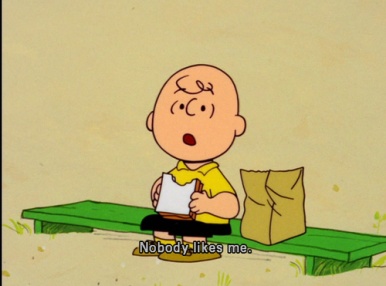
PREPARING FOOD

CLEANING

READING INSTRUCTIONS

**Job preference summary** (circle your preferences) Name:…………………

 Inside  outside

 people  no people

 lots of sitting  lots of moving around

 talking  no talking

 busy  slow, calm

responsibility  someone doing it for you

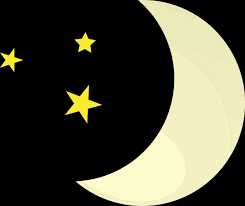
 Loud  quiet

 Same routine  new things / experiences

 Reading instructions  being shown how

Technology  no technology

 Caring for others  looking after just myself

 early start to day  late start to day

 Cleaning  no cleaning

doing things  using my brain

 STEP MENTOR PROGRAM

**My job profile**  Name: ………………...

1 ……………………………………………………………

2 ……………………………………………………………

3 ……………………………………………………………

4 ……………………………………………………………

5 ……………………………………………………………

6 ……………………………………………………………

7 ……………………………………………………………

8 ……………………………………………………………

9 ……………………………………………………………

10 …………………………………………………………

11 …………………………………………………………

12 …………………………………………………………

13 …………………………………………………………

14 …………………………………………………………

Days of week: ……………………………………….………….. Hours per day: ……………………

Do you want to work close to home? YES / doesn’t matter

Which suburbs would you like to find work in? ……………………………………………….

 STEP MENTOR PROGRAM

**My job profile**  Name: EXAMPLE

1 **I like working outside, or inside is okay too**

2 I like working with people

3 **I’d prefer a job where I get to move around a bit, not sit all day**

4 I’d like a job where I get to talk to people, but not too many people at once

5 **I prefer a slow, calm environment**

6 I don’t want too much responsibility

7 **I prefer a quiet environment**

8 I like to know what I’m doing so I appreciate routine, but I also like to try new things

9 **I like to be shown how to do things**

10 I don’t mind trying to use technology

11 I like to care for others, I’m very considerate

12 I prefer an early start to the day

13 **I like cleaning**

14 **I am great at hands on work**

**I am a hard worker**

Days of week: Thursdays Hours per day: 4 hours

Do you want to work close to home? YES

Which suburbs would you like to find work in? Sandringham, Hampton, Brighton

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Getting to know you**

*In pairs, ask your partner these questions and write down their answers.*

What is your full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How old are you (age): \_ \_ years old

When is your birthday (birth date): \_ \_ / \_ \_ / \_ \_ \_ \_

Where were you born: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What languages do you speak: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Likes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dislikes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*For example:*

*Food crowds the beach church sport cleaning maths travel*

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Getting to know you BINGO – Group Activity**

You will need 1 pack of playing cards.

Fill in your answers.

Person X will draw 1 card. Person Y will draw a 2nd card. Add the card values together and Person Y answers that question and crosses it off.

Continue anti-clockwise, until someone has a line of 5 questions crossed off.

|  |  |  |  |
| --- | --- | --- | --- |
| **1. What is your full name?** | **2. What is the last movie you watched?** | **3. If you could meet someone famous, who would it be?** | **4. Where was your last holiday?** |
| **5. Do you have any brothers or sisters?** | **6. If you could go anywhere, where would you go?** | **7. If you won the lottery, what would you buy?** | **8. What sports do you enjoy watching?** |
| **9. If you could only eat one food forever, what food would it be?** | **10. Would you rather climb or swim?** | **11. Do you have any hobbies?** | **12. Have you ever bungee jumped?** |
| **13. What is your favourite tv show at the moment?** | **14. What is your favourite colour?** | **15. If you could have one wish, what would it be?** | **16. Do you speak more than one language?** |
| **17. Do you have any pets?** | **18. How many nieces and nephews do you have?** | **19. How do you like to stay fit and active?** | **20. Where were you born?** |

**STEP 2**

**Pick a job you want to go for**

 STEP MENTOR PROGRAM

Use the activities in Step 1 to help you

pick a few **types of jobs** that you would **like to do** and that you would **be good at**.

*When picking a job think about these questions:*

1. What can you bring to the job?
2. Why are you perfect for it?
3. Is there anything you need to do to get better for it?

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**What sorts of jobs would you like to do?**

1. **………………………………………………………….**
2. **………………………………………………………….**
3. **………………………………………………………….**
4. **………………………………………………………….**
5. **………………………………………………………….**

Some examples of types of jobs:

office shop

food school

maintenance garden

sport transport

caring animals

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

*Activity:*

Practice filling out an application form to show your interest in starting a volunteer role

SAMPLE VOLUNTEER APPLICATION FORM

**Your Contact Details:**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_ Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drivers Licence No \_\_\_\_\_\_\_\_\_\_\_ Vehicle Registration \_\_\_\_\_\_\_\_\_\_\_\_\_

**Prefer** Mobile [ ] Email [ ] Home Phone [ ]

**Emergency Contact Details**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: ­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Working with Children Check** [ ] Yes [ ] No ­­­­­­­­­­­­­­ [ ] Sighted Card No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*For some roles you may be requested to obtain a WWCC. It is free for volunteers.

**Ambulance Subscription** Yes [ ] No [ ]

\*In the case of an emergency an ambulance will be contacted and associated expenses the responsibility of individual staff / volunteers. Everyone is encouraged to have an ambulance subscription.

**Medical Conditions** Do you have any medical conditions or disability that could impact on your ability to undertake certain tasks. If so, please detail:

­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note** All medical and personal information will be treated as confidential.

**Permission to Use Photographs & Video**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, AGREE for ……………. to take, use, & distribute photographs, in order to promote volunteering or the organisation. I allow such use.

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**In order to assist us to match volunteers with areas of need/client requirements, please also provide the following details:**

Date of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Country of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred language

**Type of Work Preferred**

Please read the Volunteer Program Brochure for program information that will assist in selecting your preferences, and then tick the appropriate box below.

|  |  |
| --- | --- |
|  | Administration |
|  | Maintenance |
|  | Assisting with programs |
|  | Special Interest Group |
|  | Book Club |
|  | Recreation Activities |
|  |  |

What days and times would you like to volunteer?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | MON | TUES | WEDS | THURS | FRI | SAT | SUN |
| AM |  |  |  |  |  |  |  |
| PM |  |  |  |  |  |  |  |

Please highlight the skills, knowledge and or experience you bring to this role:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

#### Office Use Only

Date Received: / / Entered into Database

Confidentiality Statement signed Code of Conduct Signed

Orientation complete

Induction complete

*Source: Volunteering Victoria*

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

*Activity*

Watch videos about different types of jobs on the ‘A Job Well Done’ website

* Working in a kitchen
* Working in an office
* Working on a farm
* Working in a florist
* Working in a warehouse

*Website link:*

[*https://www.education.vic.gov.au/school/teachers/teachingresources/careers/work/Pages/welldone.aspx*](https://www.education.vic.gov.au/school/teachers/teachingresources/careers/work/Pages/welldone.aspx)

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**SWOT analysis self-assessment**

*Circle the ones that apply to you*

|  |  |
| --- | --- |
| **STRENGTHS**   * I’m friendly * I’ll give it a go and I want to do a good job * I’ll remember how to do things if I’m shown a few times * I’m organised * I’m ………………………………. * I’m ………………………………. * I’m ………………………………. | **WEAKNESSES**   * I forget how to do things * I’m too shy to ask questions * I don’t have much experience * I don’t know how to catch public transport to a job * I ……………………………….. |
| **OPPORTUNITIES**   * I can do some training to learn * I have worked in workplaces before so I can use that experience in a new job * I will be able to learn how to get public transport or taxi there * I can ask people for help if I need it * I’m good at finding things on the internet * I ……………………………… | **THREATS**   * I get distracted by friends and people to talk to * I get distracted by my mobile phone * I don’t like to be rushed * I get stressed easily * I ………………………………… |

**STEP 3**

**Networking**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Networking**

Networking means using the people you know.

If you talk about how you’re looking for work to people you know, they may recommend you for a job, and you may get the opportunity to go for a job interview.

*Activity:*

1. Write down a place you have been to that looks like a good place to work.

………………………………………………………………………………….….

1. Write down the types of jobs you want.

……………………………………………………………………………………..

1. Do you know anyone who works in these types of jobs or workplaces?

Write a list of people you could ask about work:

Name: ………………………………….. Workplace: ………………………………….

How do you know them: ………………………………………………………………..…..

Name: ………………………………….. Workplace: ………………………………….

How do you know them: ………………………………………………………………..…..

Name: ………………………………….. Workplace: ………………………………….

How do you know them: ………………………………………………………………..…..

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Networking**

Follow up

Did you talk to anyone about looking for work?

Write down their name:…………………………………………………...….

What did they say?

…………………………………………………………………………..……..

…………………………………………………………………………..……..

…………………………………………………………………………..……..

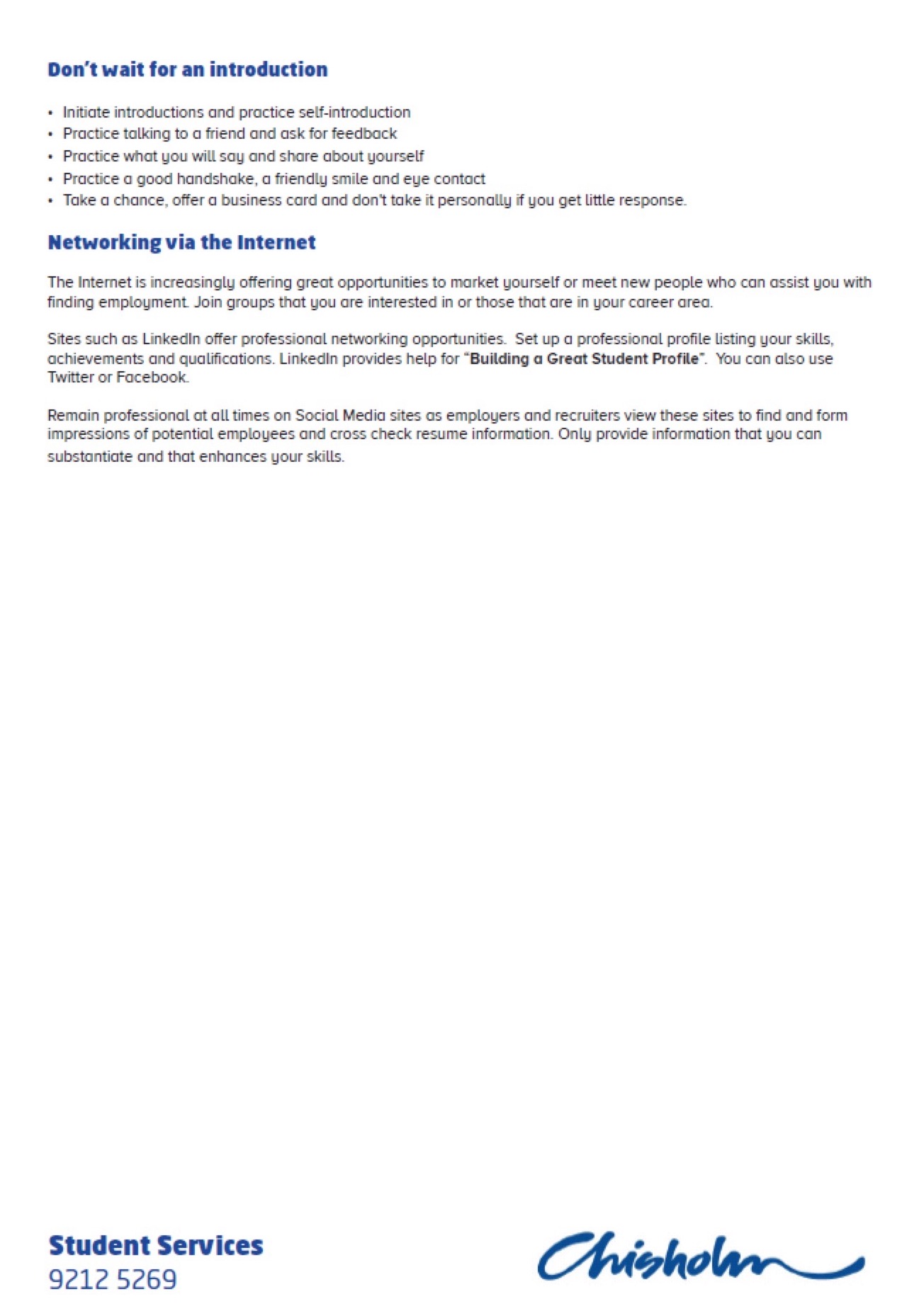
Write down their name:……………………………………………..……….

What did they say?

…………………………………………………………………..……………..

…………………………………………………………………………..……..

…………………………………………………………………………..……..



**STEP 4**

**Resume and Cover letter**

**tailored for the job**

 STEP MENTOR PROGRAM

**BASIC RESUME**

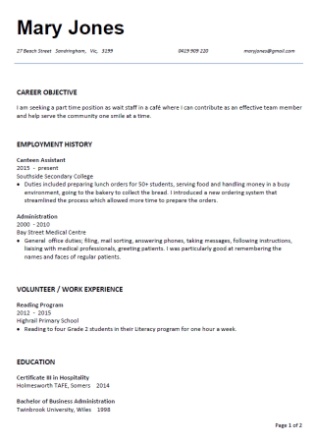
- Your resume should be about 2 pages.

- Only put the things that are relevant to the job you are going for. Leave out things that aren't really important for this new job. This is how you tailor your resume each time you send it.

- Ask someone else to read through your resume to check for spelling mistakes.

- Each time you save your resume put the year in it. For example: SALLY CV 2019. Email it to yourself so you can get it from any computer.

- If you apply for a job online don’t send your resume as a Word document that has tables and a lot of formatting. Some computer programs cannot read it. Save it as a PDF instead.

****

* A template and an example of a basic resume can be found at <https://www.sandybeach.org.au/prepare-for-work>

You can download this template, and then fill it in and edit it.

It is recommended to save it as a PDF.

**COVER LETTER**

- A cover letter is important. Write about why you are excited to have the job and why you would be the best person to do the job.

- Give examples of types of work or experiences you've had that are similar or the same to the job you are applying for. Job applications have key selection criteria, try and write about how you would do these in your work.

- If you apply for a job online you can send your cover letter in an email or there might be a text box on the application form.

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* A template and an example of a cover letter can be found at [http://www.sandybeach.org.au/prepare-for-work](https://www.sandybeach.org.au/prepare-for-work)

You can download this template, and then fill it in and edit it.

**First name Last name**

|  |  |  |
| --- | --- | --- |
| *Street Address* *Suburb, State, Postcode* | *Phone number* | *email@com* |

**CAREER OBJECTIVE**

I am seeking a part time/full time paid/volunteer position in a retail/hospitality/office environment where I can contribute meaningfully as a team member.

**EMPLOYMENT HISTORY**

|  |
| --- |
| **Job title**  Date you started - Date you finished  Name of workplace   * List the main responsibilities and achievements performed in your job role |
| **Job title**  Date you started - Date you finished  Name of workplace   * List the main responsibilities and achievements performed in your job role |
| **Job title**  Date you started - Date you finished  Name of workplace   * List the main responsibilities and achievements performed in your job role |

**VOLUNTEER / WORK EXPERIENCE**

|  |
| --- |
| **Job title**  Date you started - Date you finished  Name of workplace   * List the main responsibilities and achievements performed in your job role |
| **Job title**  Date you started - Date you finished  Name of workplace   * List the main responsibilities and achievements performed in your job role |

**EDUCATION**

|  |
| --- |
| **Title of course or qualification**  Place where you did the courseYear completed |
| **Title of course or qualification**  Place where you did the courseYear completed |

**CERTIFICATES AND AWARDS**

Award 1

Award 2

Award 3

**INTERESTS AND ACTIVITIES**

List your interests here

**REFEREES**

|  |  |
| --- | --- |
| **Referee 1 Name** | **Referee 2 Name** |
| Referee 1 Workplace | Referee 2 Workplace |
| Referee 1 Job title | Referee 2 Job title |
| Referee 1 Phone number | Referee 2 Phone number |
| Referee 1 email@com | Referee 2 email@com |

Mary Jones

|  |  |  |
| --- | --- | --- |
| 27 Beach Street *Sandringham, Vic, 3199* | *0419 909 220* | *maryjones@gmail.com* |

**CAREER OBJECTIVE**

I am seeking a part time position in a local café as part of the wait staff where I will contribute as an effective and cooperative team member, utilise my hospitality skills and help serve the community one smile at a time.

**EMPLOYMENT HISTORY**

|  |
| --- |
| Canteen Assistant  2015 - present  Southside Secondary College   * Duties include preparing lunch orders for over 50 students, serving food and handling money in a busy environment and going to the bakery to collect the bread. I introduced a new ordering system that streamlined the process which allowed more time to prepare the orders. |
| Administration  2000 - 2010  Bay Street Medical Centre   * Front Office and Reception duties in a busy medical centre which included filing, mail sorting, answering phones, taking messages, following instructions, liaising with medical professionals and greeting patients. I was particularly good at remembering the names and faces of regular patients. |
|  |

**VOLUNTEER / WORK EXPERIENCE**

|  |
| --- |
| Reading Program  2012 - 2015  Highrail Primary School   * Reading to four Grade 2 students in their Literacy program for one hour a week. |
|  |

**EDUCATION**

|  |  |
| --- | --- |
| Certificate III in Hospitality  Holmesworth TAFE, Somers 2014 |  |
| Bachelor of Business Administration  Twinbrook University, Wiles 1998 |  |

**CERTIFICATES AND AWARDS**

First Aid Training – Sandringham RTO, 2012

Food Handlers Certificate – Southside RTO, 2015

Highrail Primary School’s Adult Learners’ Week ‘Volunteer of the Year’ 2015

Current Police Check

**INTERESTS AND ACTIVITIES**

I enjoy baking, bush walking, pilates and painting. I am currently learning Auslan.

**REFEREES**

|  |  |
| --- | --- |
| Nicole Misso | **Sharon Singer** |
| Highrail Primary School | Southside Secondary College |
| Teacher | Canteen Manager |
| 9781 4235 | 9567 2233 |
| N.Misso@highrail.edu.au | S.Singer@southside.edu.au |

Your Street address

Your Suburb, State, Postcode

Your Phone Number

Your email@com

Date / Month / Year

Name of person

Their job title

Their Street address

Their Suburb, State, Postcode

Dear Mr / Mrs Their surname,

**Re: job description**

I’m writing to express my interest in undertaking the role of job description, and believe my experience with… would make me a valuable addition to company name.

In my current / previous position as a job title, I have ..write about your experiences that are relevant to the job. I have also ..write about a success you’ve had at work.

I have number of years experience and am confident in my ability to ..write why you would be the best suited person for this job. Additionally, my skill 1, skill 2 and skill 3 will guarantee that I am able to start the position successfully.

I have attached a copy of my resume for your review but I would really welcome the chance to show you how my…. can benefit company name, and I can be contacted on your phone number to arrange an interview. I appreciate your time and consideration.

Yours sincerely,

Your name

27 Beach Street

Sandringham Vic 3199

0419 909 220

maryjones@gmail.com

14 March 2019

Selma Rogers

Rosey Café Manager

9 High Street

Pascove Vic 3829

Dear Ms Rogers,

**Re: Rosey Café part time waiter/waitress**

I’m writing to express my interest in undertaking the role of part time waitress, and believe my experience and ability to communicate effectively with all members of the public, including the deaf community, would make me a valuable addition to Rosey Café.

In my current position as a Canteen Assistant, I have extensive experience preparing and serving food in a busy environment, taking orders, as well as good money handling skills. During my first year working in the canteen I was able to problem solve an issue and use my initiative to introduce a new ordering system that streamlined the process and allowed more time to prepare the orders, making the morning rush less stressful.

I have over four years experience in a fast-paced kitchen environment, as well as a Certificate III in Hospitality, and I am confident in my ability to take instruction, develop good rapport with the customers and fit into the team at Rosey Café. Additionally, my polite demeanour, efficiency, and strong attention to detail will guarantee that I am able to start the position successfully.

I have attached a copy of my resume for your review but I would really welcome the chance to show you how my highly developed interpersonal skills can benefit Rosey Café, and I can be contacted on 0419 909 220 to arrange an interview. I appreciate your time and consideration.

Yours sincerely,

Mary Jones

**STEP 5**

**Computer skills**

**and Job Search**

 STEP MENTOR PROGRAM

**How to find a job**

There are many places you can look for jobs these days

* there are websites designed specifically to post job ads
* there are ads in the local paper
* sometimes positions are even advertised on social media.

Or you can just look up places you’d like to work at, and cold call them to see if there’s any job roles available.



Knowing how to use a computer will help you find a job.

Having access to the internet is very handy in this day and age.

Google can help you find almost all the information you will ever want to know.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Places to look for jobs**

**Websites:**

|  |  |
| --- | --- |
| **Paid** | **Volunteer** |
| * Seek.com.au * CareerOne * Jora Australia * LinkedIn * Local Leader Newspaper * Gumtree Jobs * AirTasker * KingstonJobs.com.au * ……………………………... | * GoVolunteer.com.au * VolunteeringVictoria.org.au * SeekVolunteer * Impact Volunteering (Frankston) * BaysideVolunteering.com.au * MyCommunityLife (Kingston) * Boroondara Volunteering * SouthEast Volunteers * Create ad on Gumtree * Register your interest in a volunteer database to be matched to a role * …………………………………….. |

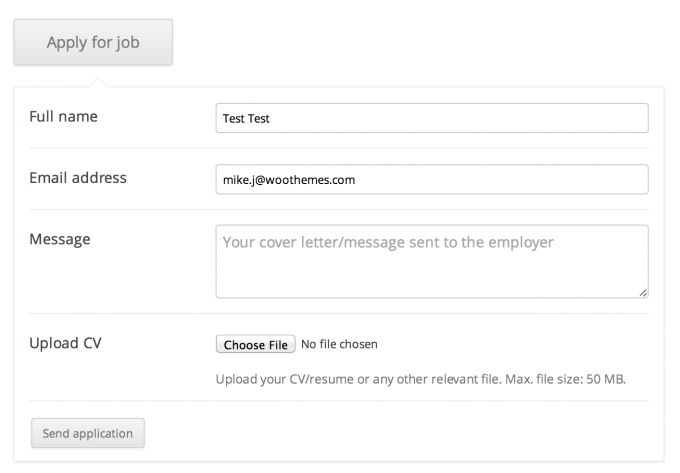
**Other:**

* Local paper
* Shop windows
* Community Centres
* Friends of the family
* Previous employers
* Flyers in letterbox
* Drop off resume in person
* Social media
* Word of mouth
* **……………………………..**
*  STEP MENTOR PROGRAM

**How to apply for a job through a job search website**

You will need:

* A copy of your resume as a Word document or a PDF
* An email address



Source: <https://wpjobmanager.com/add-ons/applications/>

You can send your cover letter in the message text box. Cut and paste your cover letter into the box.

**STEP 6**

**Email and**

**Phone contact**

 STEP MENTOR PROGRAM

**Email **

Having an email address is very helpful if you want to apply for a job.

Many jobs that are posted online will require you to send a resume and cover letter by email. They will then reply to your expression of interest for the job via email and may send further details about the job interview or job role to your email address.

**Phone **

Some jobs prefer you to call them.

Or you may just feel like picking up the phone and cold calling a place you would like to work at to see if they have any job opportunities available now or in the future.

It’s also a good idea to make a follow up phone call, if you have sent an email in the last week but haven’t heard back from them.

Once you have called once and left a message, wait a week before calling them again. Do not make more than 3 phone calls if you haven’t heard from them.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Setting up a gmail account**

You will need to know:

- Your name

- Your birthdate

- Your mobile phone number

- Another email address to send recovery emails to if you forget your password.

**For a step by step guide go to:** “GCF Global – Setting up a gmail account”

[**https://edu.gcfglobal.org/en/gmail/setting-up-a-gmail-account/1/**](https://edu.gcfglobal.org/en/gmail/setting-up-a-gmail-account/1/)

**Choosing your email address:**

Try using your name.

If that is taken try your name with a number in it.

If that is taken try your name with a number and a fullstop in it.

Example: SallyNorman

SallyNormal1

Sally.Normal1

**Choosing a password:**

Choose a password that you will remember. But that isn’t easy for others to guess.

Most passwords need

* A capital letter
* A number
* A symbol

Example: Sunshine44!

Choose a word you will remember.

Choose a number you will remember.

For example: Your birthdate, your house address, your favourite number, your sports jersey number

**WRITE THEM DOWN**

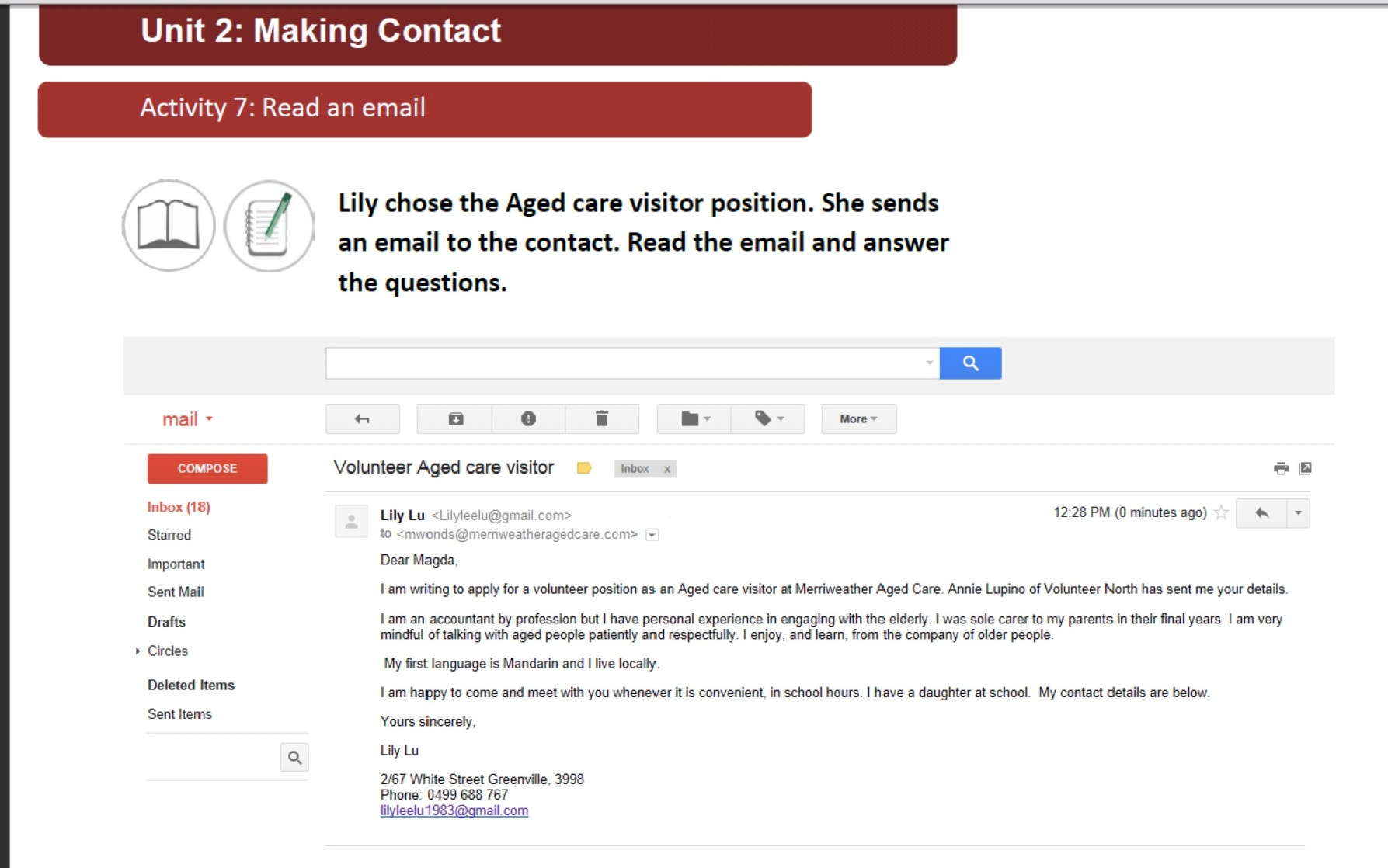
Email address: ………………………………………………

Password: ……………………………………………………

** STEP MENTOR PROGRAM

Email contact

*This is an example of an email you can send to apply for a volunteer position.*

******

*Source:* [Lily the Volunteer: An introduction to volunteering for CALD volunteers' developed by AMES Australia](https://www.ames.net.au/ames-bookshop/lily-the-volunteer).

*Activity:*

Open your email and type the email.

Make sure you spell the words correctly, put in the correct punctuation (. ,) and start a new line for the new paragraphs.

Send it to your tutor as practice.

 STEP MENTOR PROGRAM

Phone contact

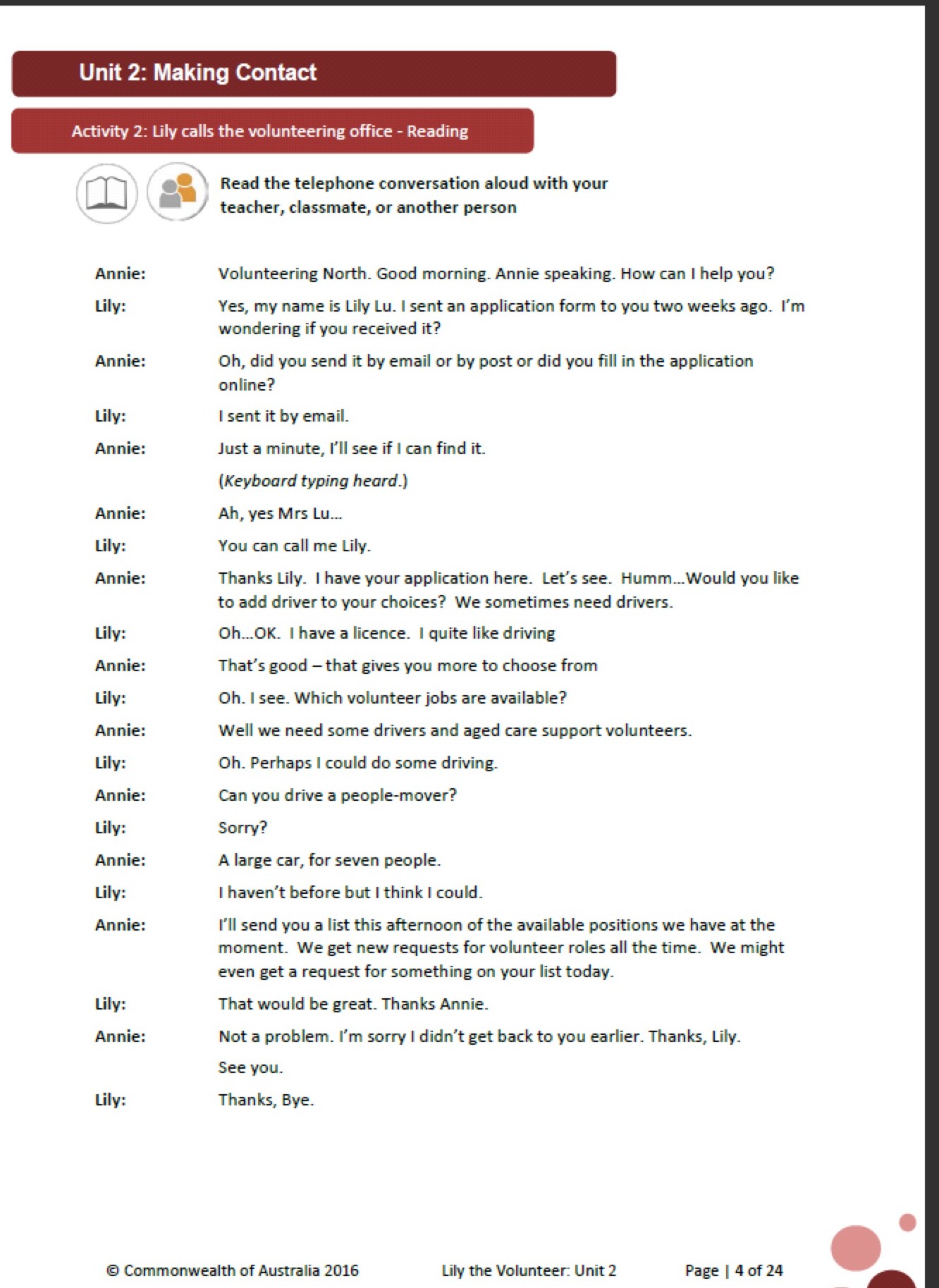
*This is an example of a phone call you can make to follow up on the email you sent to apply for a volunteer position.*

****

Source: [Lily the Volunteer: An introduction to volunteering for CALD volunteers' developed by AMES Australia](https://www.ames.net.au/ames-bookshop/lily-the-volunteer).

*Activity:*

In pairs, practice reading through the phone call example. Do it twice, then change roles. Practice makes perfect.

****

Source: [Lily the Volunteer: An introduction to volunteering for CALD volunteers' developed by AMES Australia](https://www.ames.net.au/ames-bookshop/lily-the-volunteer).

*Activity:*

In pairs, practice reading through the phone call example. Do it twice, then change roles. Practice makes perfect.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

HOW TO MAKE A **GOOD** PHONE CALL



The key to success is to PREPARE and BE CONFIDENT

* Think about what you are going to say.
* Write down questions to ask.
* Find a quiet environment. Inside is best.
* Sit down if you feel more comfortable.
* Have a pen and paper with you to write down information during the phone call.
* Smile when you talk. Your voice will sound more happy.
* Remain friendly and happy even if they don’t offer you an interview or job, because things may change in the future! End the phone call with “Thank you for your time, have a good day”.

**STEP 7**

**Prepare yourself**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / …….



**YOUR JOB TOOLKIT**

**Things you could have in your toolkit:**

* **Resume**
* **Cover letter**
* **Written reference**
* **Business card**
* **1 minute verbal spiel**

**In a folder keep:**

3 x resume

3 x cover letter

3 x written reference.

**In your wallet keep:**

- your business card.

This is so you can give it out to people you talk to about looking for work. You never know when this opportunity will happen. This is how you network.

**In your head keep:**

- a 1 minute spiel about what sort of job you want.

This is just a little talk about what sort of place you want to work out, and how many days a week.

You can mention the types of work you’ve done before.

And also things you like doing. Like listening to music, going to new places, art. This gives them something to remember you by, and helps them feel connected to you.

Other things for your toolkit: ……………………………………………………………..

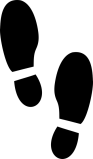
 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

ACTION PLAN

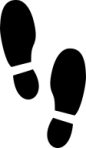
SMART STEPS

Make your steps smart. If you don’t have a clear goal you will be walking aimlessly. Make the steps you take forward towards your goal smart steps!



**S**pecific - what exactly will you do

**M**easurable - how will you know when you’ve done it

**A**chievable - is it possible for you to do

**R**ealistic - can you do it fairly easily

**T**ime-framed - when will you do it

*Example:*

**GOAL / OUTCOME: Hand in a resume at a local pet shop**

**STEP 1:** Find out name and address of local pet shop

- Google “pet shop in (my suburb)”. Write it down.  
By when: 1 June 2019

**STEP 2:** Type up and print an updated resume

- Find my saved resume on my computer. Add in new details. Print.

By when: 5 June 2019

**STEP 3:** Type up and print an updated cover letter

- Find my saved cover letter template. Write about why I would be good for this job. Print.

By when: 8 June 2019

**STEP 4**: Work out how to travel to pet shop

- Use Google Maps or PTV app.

By when: 9 June 2019

**STEP 5**: Pick an outfit to wear on the day

- Choose a nice outfit from my wardrobe. Go shopping if I need to.

By when: 10 June 2019

**STEP 6:** Prepare what to say

- Know what sort of jobs I would like to do in the store, and what days I would like to work.

By when: 13 June 2019

**STEP 7:** Drop off resume

- Walk into the store. Be confident, walk tall with a smile. Introduce myself and ask if I may speak with the manager to offer my resume for consideration.

By when: 14 June 2019.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**ACTION PLAN PRACTICE EXERCISE**

*Activity*

Fan mail. Plan your steps.

**GOAL / OUTCOME**: **Send a letter to my favourite actor**

**STEP 1**: ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 2:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 3:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 4:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 5:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

### ACTION PLAN

### *Activity:*

Plan steps towards your goal.

**GOAL / OUTCOME**: ……………………………………………….…………………….…

**STEP 1:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 2:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 3**: ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 4:** ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

**STEP 5**: ……………………………………………………………………….……………..

How to do it:

By when: …………. / …………. / …………..

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**BACKGROUND CHECKS & TRAINING**

For some jobs you need to complete background checks or you might have to do training to get a certificate.

Some applications take a while to process so it’s a good idea to do them sooner rather than later.

*Activity:*

Think about the type of job you want to apply for and answer these questions:

**For the job:**

Do you need a Police Check?

Yes / No / Not sure I have one already Yes / No

Do you need a Working with Children’s Check?

Yes / No / Not sure I have one already Yes / No

Do you need a Food Handling certificate?

Yes / No / Not sure I have one already Yes / No

Do you need a Responsible Service of Alcohol certificate?

Yes / No / Not sure I have one already Yes / No

Other: ………………………………………………………………..………

Yes / No / Not sure I have one already Yes / No

To get help applying for these

|  |  |
| --- | --- |
| Police Check | <https://www.sandybeach.org.au/prepare-for-work>  Application form, FAQs and how to apply Easy Read Step by Step Guide |
| Working with Children Check | <https://www.sandybeach.org.au/prepare-for-work>  Application form, FAQs and how to apply Easy Read Step by Step Guide |
| Food Handling certificate | Google ‘Food Handling Certificate Course in Melbourne’. |
| Responsible Service of Alcohol certificate | Google ‘RSA courses in Melbourne’. |

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**PREPARE YOURSELF FOR TRAVELLING AROUND**

*Activity:*

Think about travelling to your new job each shift and answer these questions:

**How to get to the job:**

Will you need a Myki travel card?

Yes / No / Not sure I have one already Yes / No

Will you need a Companion Card?

Yes / No / Not sure I have one already Yes / No

Will you need a MPTP Taxi Card?

Yes / No / Not sure I have one already Yes / No

Other: ………………………………………………………………..………

Yes / No / Not sure I have one already Yes / No

To get help applying for these

|  |  |
| --- | --- |
| **Myki travel card**  To travel on a bus, train or tram in Victoria. | <https://www.sandybeach.org.au/interview-support>  Application form, FAQs and how to apply information |
| **Myki Access Travel Pass**  You might be able to travel on a bus, train or tram for free. | <https://www.sandybeach.org.au/interview-support>  Application form, FAQs and how to apply information |
| **Companion Card**  An extra ticket for free for a support person to use to help you travel. | <https://www.sandybeach.org.au/interview-support>  Application form, FAQs and how to apply Easy Read Step by Step Guide |
| **MPTP Taxi Card**  You might be able to pay only half the taxi fare. | <https://www.sandybeach.org.au/interview-support>  Application form, FAQs and how to apply information |

 STEP MENTOR PROGRAM

**Background checks, Training, Travel cards**

Tick box for ‘**YES** I HAVE ONE ALREADY’

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Police Check | Working with Children Check | Food Handling certificate | Responsible Service of Alcohol certificate | First Aid certificate |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Myki | Companion Card | Taxi Card | …………. | ………… |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |
|  | ❑ | ❑ | ❑ | ❑ | ❑ |

 STEP MENTOR PROGRAM

**Work Competency checklist**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Student name:** |  | | | |
| **Date:** | / / | | | |
| **Tutor name:** |  | | | |
| Communication | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Time efficiency | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Independence and  self-management | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Initiative | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Problem-solving | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Learning | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Team work | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Punctuality | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Technology | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |
| Other | Low  ❑ | Medium  ❑ | High  ❑ | Comments: |

**Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STEP 8**

**How will you get there?**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**How will you get there?**

Public transport / taxi / uber / other: …………………………..

Do you need to practice going there before your interview? Yes / No

**Have you got your Travel cards?**

|  |  |
| --- | --- |
| Myki travel card / Myki Access Travel Pass? | YES / NOT YET / DON’T NEED ONE |
| Companion Card? | YES / NOT YET / DON’T NEED ONE |
| MPTP Taxi card? | YES / NOT YET / DON’T NEED ONE |

**Plan your trip**

PTV Journey Planner or Google Maps

* Use the PTV Journey Planner or Google Maps website or app to put in your starting location (like your home address) and the address you want to travel to (like the address of the job interview).
* Pick whether you will be travelling by car or public transport.
* You can add in the time you want to arrive at the place too.

 STEP MENTOR PROGRAMName: …………………....… Date: …… / …… / ……..

PLAN YOUR TRIP

Journey options:

|  |  |  |  |
| --- | --- | --- | --- |
| Time to leave current address | Bus / Train | Bus / Train / Walk | Time to arrive at destination |
| …………… | Bus route number: ……...………………………...  Bus destination name: ………………………..….  Bus stop location: ………………………...……….  Time bus leaves: …………………………………..  Address to get off: …………………………………  *or*  Train station: ……………………………….………  Train line: …………………………………………..  Time train leaves: ………………………………....  Station to get off: ………………………………….. | Bus route number: ……...………………………...  Bus destination name: ………………………..….  Bus stop location: ………………………...……….  Time bus leaves: …………………………………..  Address to get off: …………………………………  *or*  Train station: ……………………………….………  Train line: …………………………………………..  Time train leaves: ………………………………....  Station to get off: ………………………………….. | …………… |

Example:

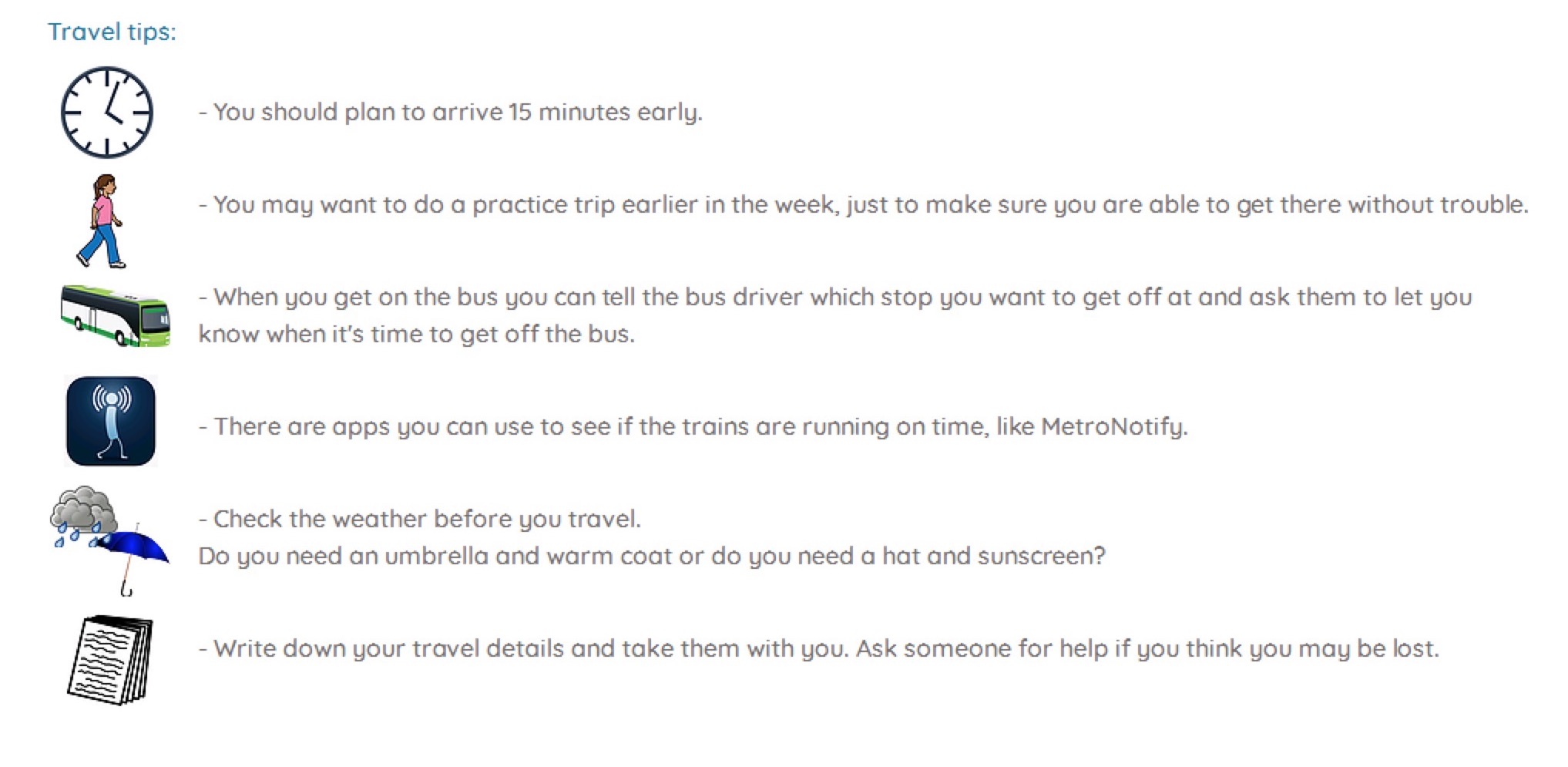
|  |  |  |  |
| --- | --- | --- | --- |
| Time to leave current address | Bus / Train | Bus / Train / Walk | Time to arrive at destination |
| **2:12pm** | Train station: **Sandringham**  Train line: **Sandringham**  Time train leaves: **2:20pm**  Station to get off: **Hampton** | Bus route number: **708**  Bus destination name: **Hampton**  Bus stop location: **Willis Lane**  Time bus leaves: **2:30pm**  Address to get off: **Ludstone St** | **2:33pm** |

 STEP MENTOR PROGRAM

**PLAN TO GET THERE ON TIME**

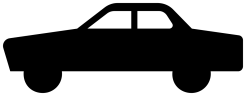
When preparing for a job interview one of the most important things to consider is how you are going to get there.

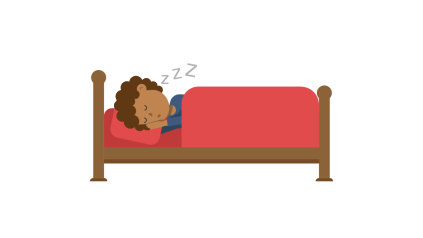
You should plan your trip and know exactly what time you need to leave the house.



If you plan to drive to the interview make sure you fill your car with petrol the night before. You don’t want to be filling up on the way to the interview dressed in your suit or dress.

On the morning of the interview check the traffic report and have a backup route planned just in case. This will help make sure you arrive on time.





Go to bed early the night before. Wake up early to give yourself plenty of time to get ready.

**STEP 9**

**Personal presentation for interviews and workplaces**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

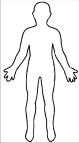
**What to wear to an interview**

Your first impression starts with your appearance.

This means how you are dressed and your personal grooming (how well you have brushed your hair, your teeth and washed).

You are more likely to get the job if you have made an effort to look professional and well organised.





Do you need to go shopping? YES / NO

*Activity:*

What would you wear?

Draw or write what items of clothing you would wear.

Include shoes, bags and hair accessories.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**What to wear to a workplace**

Is there a special uniform?

Are there OH&S requirements?

What is everyone else wearing?

*Activity:*

Write down what you would wear to a job at a

Factory: ………………………………………………………………………

Café: …………………………………………………………….……………

Office: …………………………………………………………………………

Farm: ……………………………………………………………….…………

Hairdressers: …………………………………………………………………

What type of workplace do you want to work in?

…………………………………………………………………..

What would you wear to work?

……………………………………………………………………

……………………………………………………………………

 STEP MENTOR PROGRAM

**YOUR OUTFIT**

*Activity #1:*

**Bring in an outfit you would wear to an interview.**

Show your classmates your outfit selection. Put it on if you’re brave!

*Activity #2:*

**Visit a local Op Shop to look at outfits**

Before you go:

* Plan your journey there using Google Maps or PTV Journey Planner.
* Don’t forget to plan your return journey. Write down your travels times and locations.
* Pack your bag. Take a water bottle, sunscreen, a snack.
* If you need to: check where public toilets may be on your journey.

At the Op Shop:

Pick an outfit for a classmate or friend if they were going to an interview.

1. What sort of job is the interview for?
2. What is the weather like?
3. What size clothing do they wear?



**For a female** pick

Top, pants or skirt and tights, jacket, shoes, jewellery, scarf, bag

**For a male** pick

Shirt, pants, shoes, jacket, bag

**Look for an outfit for yourself**.

If you’ve brought some money with you, you could buy some items too.

There are usually change rooms so you can try the clothes on before you buy them.

 STEP MENTOR PROGRAM

**Looking your best**

Make sure your clothes are clean.

- Wash your clothes after you wear them.

- If you want to wash a piece of your clothes but you can’t use the washing machine you can always wash them in a bucket with a drop of washing detergent or soap.



If you need help picking a nice outfit for a job interview there are some **places that can help you**



Dress For Success not only provide outfits for women but also provides interview advice and coaching. You can book yourself in for an appointment.

Based in Frankston.



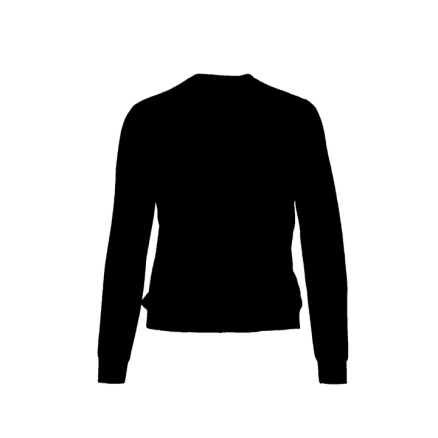
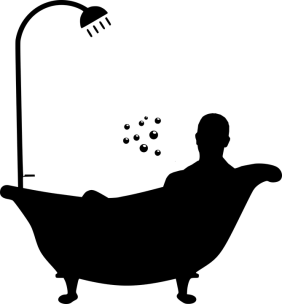
Smart Blokes is a friendly place for men to go and get interview appropriate outfits, style advice and interview tips. You can book yourself in for an appointment.

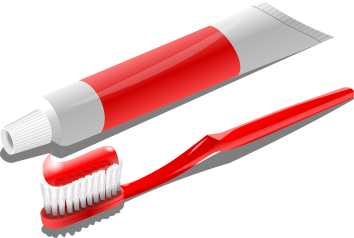
Based in Frankston.

 STEP MENTOR PROGRAM

**Getting ready for work in the morning**

Make sure you have enough time to get ready.

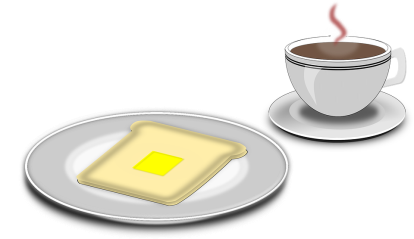






How long does this take? ……………………………………...

Make sure you eat breakfast

 How long does this take? …………………………....



What time do you need to wake up? ………………………….….

What time do you need to leave the house? …………….……….

**STEP 10**

**Job interview**

**Good luck!**

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

Questions they may ask you in the interview

*Write your answers to these questions*

1. What experience do you have? What are other jobs you have done?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. What have you done before that is similar to this job?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. What qualities do you have that will make you good for this job?

What things about you will make you perfect for this job?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. What will you enjoy about the job?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. What do you know about the workplace?

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

What questions you could ask at the interview

1. What are the tasks and responsibilities of the job? What will I have to do?
2. What will be expected of me?
3. Who is my supervisor?
4. What are the hours? What days of the week?
5. What is the pay rate?
6. How long is the position for?
7. I know (this) about the company, but can you tell me a bit more about (…..)?
8. …………………………………………………………………..
9. …………………………………………………………………..
10. ……………………………………………………………..
11.  STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

What should you bring to your interview?

For before the interview:

* **Water bottle**

It’s important to drink water so you don’t get dehydrated and start feeling sick. Your mouth can get dry if you’re nervous, or you may get a tickle in your throat that will make you cough. Having a sip of water can help.

It’s best to keep your water bottle in your bag during the interview. Only drink during the interview if you really need to.

* **A food snack**



You don’t want to feel hungry during the interview!

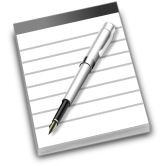


* **A comb**

To brush your hair, if needed.

During the interview:

* 3 copies of your most current **resume** that is tailored to the job you are going for, in a waterproof folder.
* The name of the person you are meeting with.
* A list of questions you want to ask them about the job.



* Pen and paper



* A smile!

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Interview tips:**

* Look at all the people you meet in the eyes.
* You can look away every now and then, don’t stare.
* Smile a lot.
* Sit up straight.
* Don’t fidget. Don’t play with your hair or clothes.
* Remember your manners- say things like:

“Pleased to meet you”.

“Thank you for having me today”.   
“Thank you for your time”.   
“Enjoy the rest of your day”.

* It’s a good idea to go to a bathroom before your interview.

This is because you may be nervous, but also to check your personal presentation:

- adjust your clothes if you need to.

- check your hair is neat.

- check your face – check there’s no food in your teeth, your makeup is not

smudged, and remember to clean your glasses.

* ……………………………………………………………………………………..

 STEP MENTOR PROGRAM

### Job interview tips: do’s and don't’s

**Do:** 

* **Dress to impress.** Make sure your clothes are clean and fit you well.
* **Begin with a strong handshake.** This shows confidence when you meet your interviewer for the first time.
* **Make eye contact and smile a lot.** Look at all the people in the interview room when you answer and ask questions.
* **Sit still. Keep your feet flat on the ground.** This will help you keep good posture and avoid fidgeting.
* **Remember the most relevant experience on your resume.** Talk about the experience most relevant to the role you're interviewing for.
* **Make a note of your questions.** Bring a notepad and pen with your questions if you think you might forget what to ask.

**Don't:** 

* **Turn up late to the interview.** If you’re going to be late on the day call to let your interviewer know what time you think you will get there.
* **Volunteer your**[**weaknesses**](https://www.roberthalf.com.au/blog/jobseekers/how-answer-interview-question-what-are-your-weaknesses)**.** Whilst honesty is always the best policy, there is no need to talk about the things you don’t do well unless they ask you directly.
* **Say bad things about your current or previous employers.**It might give the impression that you're difficult to work with.

 STEP MENTOR PROGRAM Name: …………………....… Date: …… / …… / ……..

**Mock interviews**

Going for a job in a florist

Going for a job in a pet store

Going for a job at a hotel

Going for a job in a cafe

Going for a job as a gardener at a local community centre

*Activity:*

In pairs, read through the example of a job interview below. Switch roles.

Then create your own script for one of the listed jobs above. Act it out.



*Source:* [Lily the Volunteer: An introduction to volunteering for CALD volunteers' developed by AMES Australia](https://www.ames.net.au/ames-bookshop/lily-the-volunteer).

**Work Placement Plan**

**developed by Emma Raverty**

**for Sandybeach Centre**

**2019**